

# Enterprise Vault - administration

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# Administration Overview

The Trustelem Administrator is required to perform certain actions:

**Grant Master Password Recovery Permissions** to certain users so that these users can unblock users who have forgotten their passwords.

Some Users are given the rights to **Manage Account Recovery** for other Users. If you have Account Recovery rights, you can **Validate a Master Password Reset Request** when a user requests to reset their Master Password.

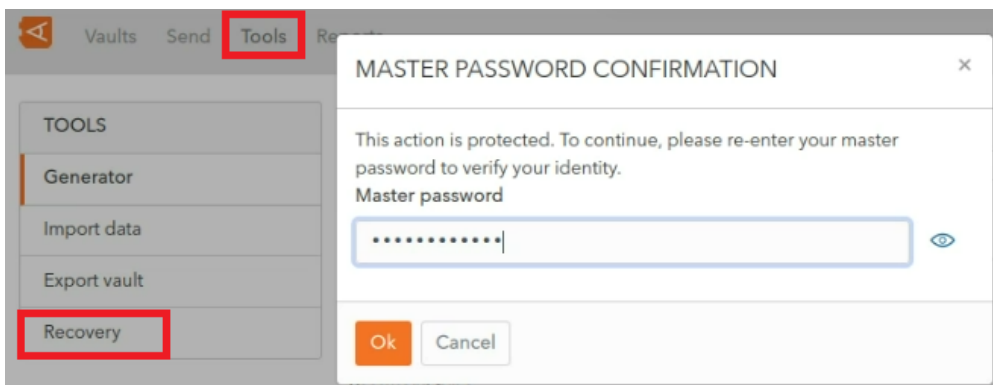
After account recovery creation, all users can **Reset their Master Password** after they have unlocked their account for the first time.

# Validate Master Password Reset Request

A **Vault Administrator** is required to **validate all Master Password Reset Requests**. At each creation of a Master Password Reset Request by a user, Vault Administrators are notified by email.

This **procedure** details the **steps** to be followed **by a Vault Administrator** to Validate a Master Password Reset Request.

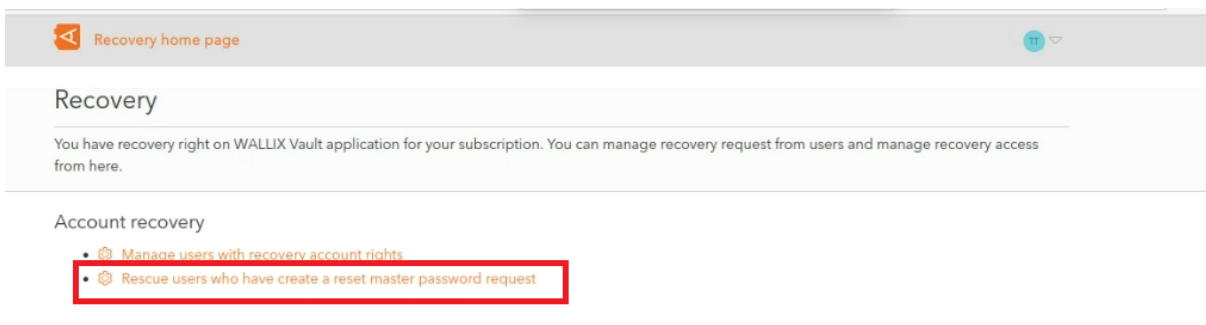
Click **Tools** and then **Recovery**. The **Master Password Confirmation prompt** is displayed.



Enter your **Master Password** and click **Ok**. The Recovery Screen is displayed.

Alternatively, click **Cancel** to cancel the operation.

Click the **Rescue users who have created a reset master password request** link.



The **Account Recovery Screen** is displayed.

Account recovery							
You can approve or deny account recovery requests for users who have reported losing their Master Password.							
In progress		Ended					
Created	Updated	Last name	First name	Email	Status	IP	Location
Dec 11, 2023, 3:18:56 PM	Dec 11, 2023, 3:18:56 PM	Test	Test		Waiting for administrator validation	92.174.122.65	Cesson-Sévigné, France
						<div>Approve</div> <div>Dismiss</div>	

In the In progress tab, **Master Password Reset Requests** that are currently **in progress** are displayed.

Requests that have **not yet been treated** have **Waiting for administrator validation status**.

Click the **Approve** button to **validate** the Master Password Request. This should only be done where it is clear that this is a request from a valid user.

Alternatively, click the **Dismiss** button to **deny** the Master Password Request.

For validated requests, the following screen is displayed. A **Reset confirmation message** is displayed.

Recovery home page							
Account recovery							
You can approve or deny account recovery requests for users who have reported losing their Master Password.							
In progress		Ended					
Created	Updated	Last name	First name	Email	Status	IP	Location
Dec 11, 2023, 3:18:56 PM	Dec 11, 2023, 3:21:59 PM	Test	Test		User notified for reset	92.174.122.65	Cesson-Sévigné, France
						<div>Dismiss</div>	

An **email** is **sent** to the **user** with a **reset link** which allows them to reset their master password.

# Grant Trustelem Account Recovery Permissions

As an Vault Administrator, follow this procedure to **Grant Password Recovery Permissions** in the **Trustelem** application to an User.



**Users** with this **permission** can **unlock users** who have **forgotten** their **passwords**.

## Grant Recovery Permissions

Connect to **Trustelem**.


Select the **User Menu** on the top right-hand side of the screen. The **User List** is displayed.

**Select** the **User** to give Password Recovery permissions to and click the **Modify** button. The **User Update screen** is displayed.


Update user: Alice Ademo  

First Name


Last Name

Primary Email   
Email address to be used as Trustelem login


Administration rights ☐

Account expiration None 

Suspended ☐

Groups VAULT 

▼ Contact information



Secondary Email   
Email address to be used if primary email is unavailable (optional)



Mobile Phone   
Mobile phone number to be used to contact the user (optional)

Secondary Phone   
Phone number to be used if the mobile phone number is unavailable (optional)

▼ Attributes

Trustelem attributes

NAME	KIND	VALUE	
recovery_account	bool	<input type="text" value="true"/>	
 Add attribute			

 Save  Cancel

In the Attributes section, click the **Add an Attribute** button. A blank line is added to the **Trustelem Attributes** table.

Complete the fields as follows:

- NAME : **recovery\_account**
- TYPE : **bool**
- VALEUR : **true**

Click the **Save** button to save the new attribute to the User.

The Trustelem attribute **recovery\_account** displays in the **Attribute List**.

This **User** can now **unlock users who have forgotten their passwords**.

# Administration application

The vault administration application allow administrators to have a global view of the Vault uses in your enterprise. Some settings are available to fit your requirements.

To add an access to this application, the Trustelem administrator have to add access permission to this application to desired users.

The application has four sections :

- Indicators dashboard
- Users list
- Shared vault list
- Parameters

## Indicators dashboard

The dashboard indicators allow you to have an overview of the use of WALLIX Enterprise Vault in your company.

Each user who creates their account has a personal vault.

You also have an overview of the number of created Shared vault.

For each of them, you can see the number of items and the number of attachments.

You can see which client are used by your users.

## Users list

Only users who have created their vault account are list in this screen. To create his vault account, a user have to connect to the vault and create his master password.

If a Trustelem administrator delete users or remove authorizations to access the Vault application, corresponding users are highlighted.

Administrators can force users to reset their master password or change their encryption key at the next connection. If the administrator delete the vault account by clicking the trash, user data cannot be recovered.

In this list you can check the status of the users. In the lifecycle of Trustelem users, users with a Vault account can be unauthorized to access to the vault application or can be deactivated.

## Shared vault list

The Shared vault list give you an overview of the Shared vault usage. You have a list of shared and for each the list of administrator and regular users.

When in the lifecycle of your users you have shared vault without active administrators or without any active user, a warning is displayed.

## Settings

The settings page allows you to personalize of your enterprise vault according to your choices and security policies.

You have options to configure :

- Security and confidentiality
- Logs : choose logs to activate for your enterprise vault.
- Recovery : you can activate and configure recovery.

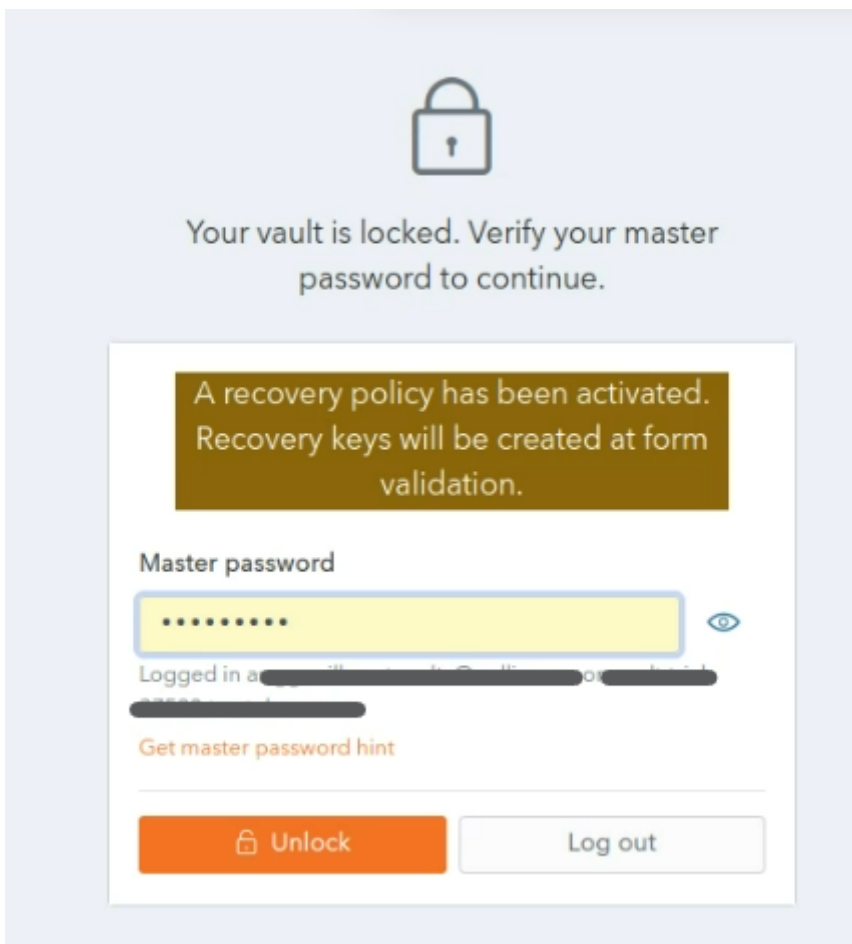
# Manage Account Recovery

This is **only available** for users who have been **granted** the **recovery option** by a Trustelem Administrator.

## Creation of Recovery Keys

The first user with **Recovery Permissions** who unlocks his vault creates the **recovery keys**. The **Unlock screen** displays a **message** indicating that the recovery keys have been created.

Recovery keys are created only once. The user who create the keys can share them with the procedure **Activate Account Recovery Rights for a User**.



The screenshot shows a user interface for unlocking a vault. At the top, there is a lock icon and the text: "Your vault is locked. Verify your master password to continue." Below this, a brown message box states: "A recovery policy has been activated. Recovery keys will be created at form validation." Under the message box, there is a "Master password" label and a yellow password input field with dots. To the right of the input field is an eye icon. Below the password field, it says "Logged in as [redacted] on [redacted]". There is a link "Get master password hint" in orange text. At the bottom, there are two buttons: an orange "Unlock" button with a lock icon and a white "Log out" button.

Where a new account is created with this option, the **message** will also be displayed on the **Account Creation Screen**.

Create account

A recovery policy has been activated. Recovery keys will be created at form validation.

Master password (required)

.....

Important: Your master password cannot be recovered if you forget it! 12 character minimum

Weak

Re-type master password (required)

Master password hint

A master password hint can help you remember your password if you forget it.

☒ Check known data breaches for this password

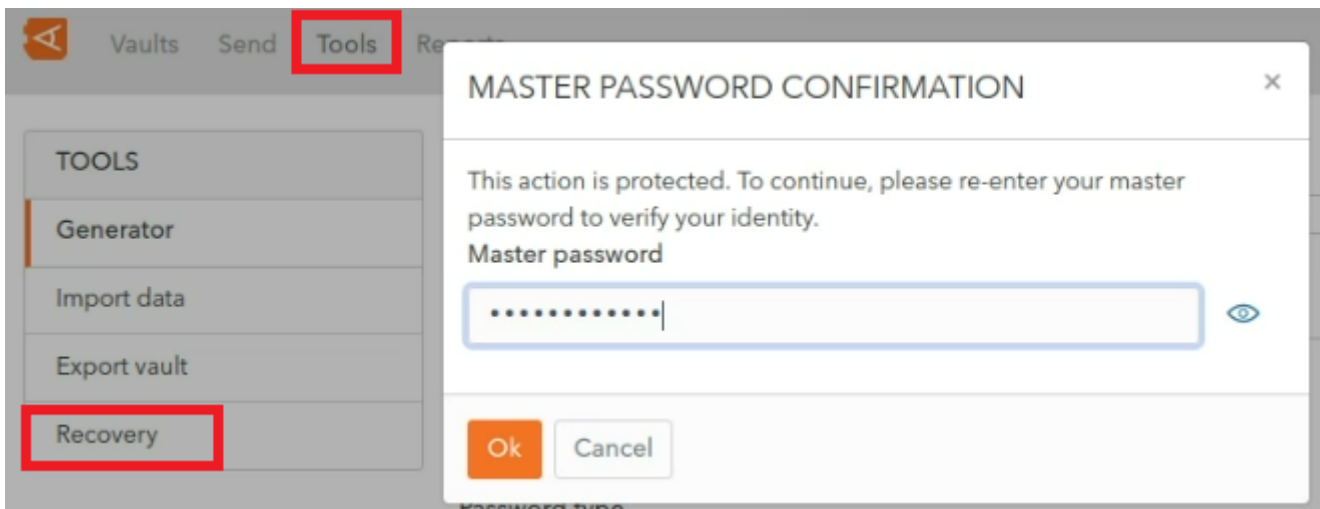
Create account Cancel

## Activate Account Recovery Rights for a User

This **procedure** details the **steps** to be followed **by a User with Recovery Permissions** to **Activate Account Recovery Rights** for another **User**.

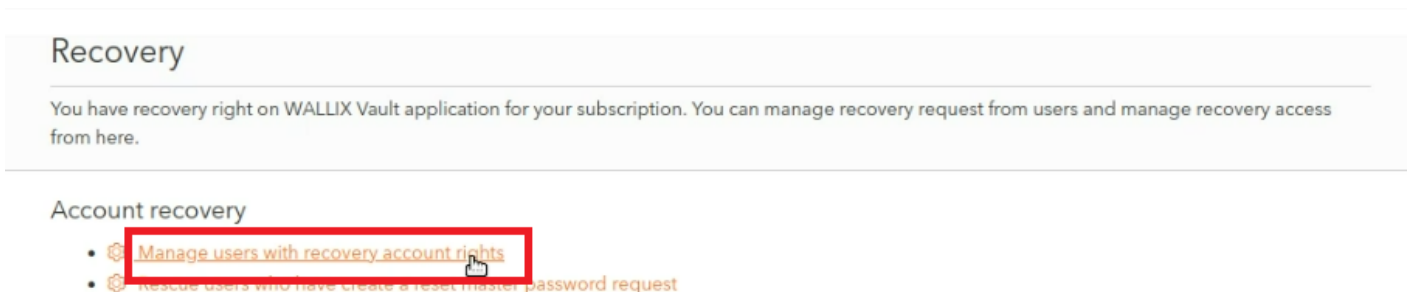
This is the the **second step** in the process. The **first step** is carried out by the **Vault Administrator**, who **adds** the **recovery\_account attribute** to the **user account**.

Click **Tools** and then **Recovery**. The **Master Password Confirmation prompt** is displayed.



Enter your **Master Password** and click **Ok**. The Recovery Screen is displayed.

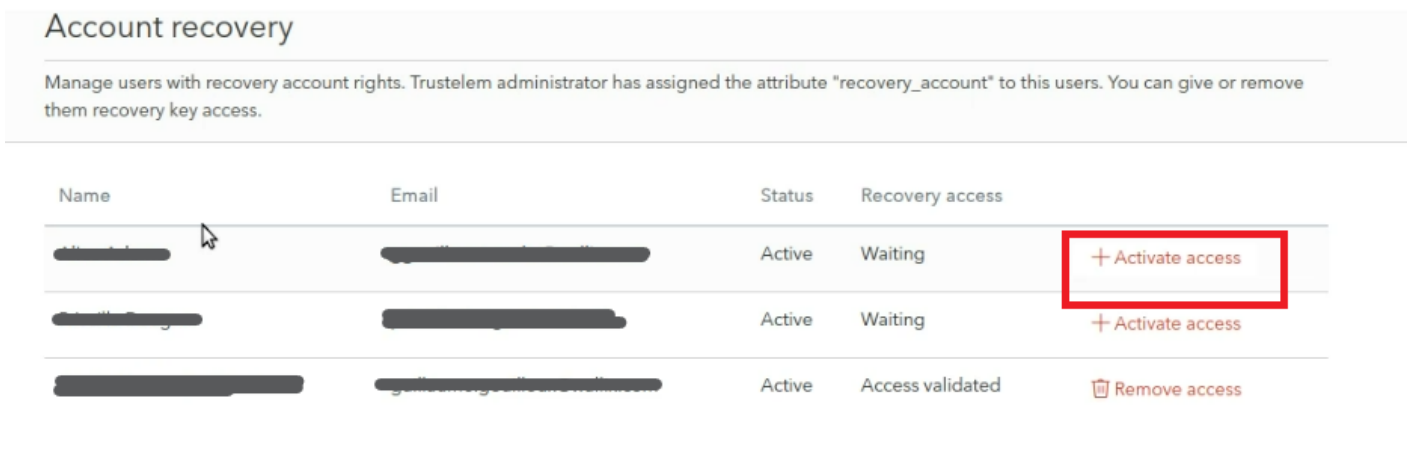
Alternatively, click **Cancel** to **cancel the operation**.



Click the **Manage users with recovery account rights** link.

The **Account Recovery Screen** is displayed.

A **list of users** who have been given **Recovery Account Rights** by the **Vault Administrator** is displayed.



Users waiting for their access to be validated have a **Status** of **Waiting**.

Click the **Activate access link** beside a User to **activate** their **Account Recovery Rights** within the **Vault**.

The user's **Status** is changed to **Access Validated**. They have a **Remove Access link** beside their name.

Account recovery

Manage users with recovery account rights. Trustelem administrator has assigned the attribute "recovery\_account" to this users. You can give or remove them recovery key access.

Name	Email	Status	Recovery access
		Active	Waiting + Activate access
		Active	Waiting + Activate access
		Active	Access validated <div>Remove access</div>

## Deactivate Account Recovery Rights for a User

To **deactivate** Account Recovery Access for a User, click the **Remove Access link** beside their name.

# Manage Data Recovery

This is only available for users who have recovery options. These options have to be granted by a Trustelem Administrator.

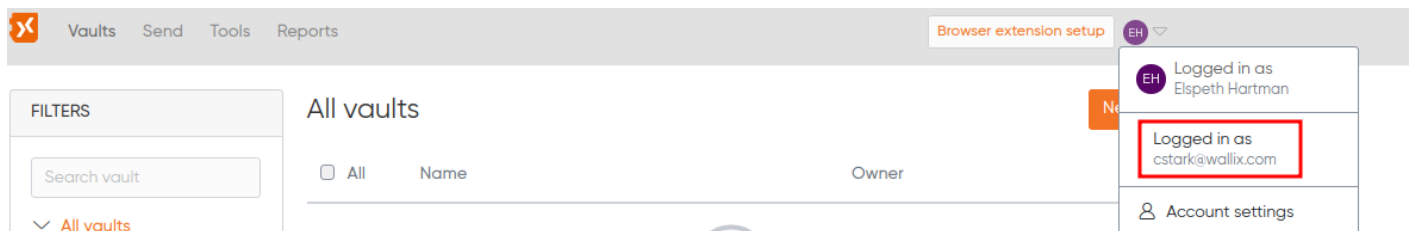
# Quick start

## Prerequisites:

- in the Vault administration application:
  - recovery data policy activation
  - [set the \*recovery\\_data\* attribute](#) to the users who want to recover user data
- [share the cipher key](#)
- set up the [approbators group\(s\)](#)

As a authenticated user, the standard workflow to access to user data is:

1. Create a data recovery request (described [here](#))
2. Notification is sent to the approbators, waiting for their vote
3. If the request is approved, an email is sent to the user who emit the request
4. The user has to re-log in and can now access to the user data (see an example below)




# Approvers group management

All the data recovery requests enforce a validation process that consists to be approved by all approvers group. In each group, a quorum is defined so, when the quorum is reached, the request is considered validated by the group.

Users authorized to manage approver groups must have an additional attribute `recovery_data_workflow` to access the administration page. For more information about how the authorizations are granted, see the [grant data recovery permissions page](#).

A validation group is composed by one or several Trustelem Vault users.



 Recovery home page

JD

Data recovery

You have recovery data workflow management right on WALLIX Vault application for your subscription. You can manage recovery approvers groups.

Add group

Group name	Quorum	Users	Action
HR	2	<ul style="list-style-type: none"><li>batkinson@wallix.com</li><li>hbean@wallix.com</li><li>jchambers@wallix.com</li></ul>	
IT	1	<ul style="list-style-type: none"><li>ehartman@wallix.com</li><li>cstark@wallix.com</li></ul>	

Save

Cancel

You can edit each group by clicking on the desired property (name, quorum or users list), add a brand-new approvers group. or remove a whole group. Here is what you get when you want to modify the approvers of a specific group:



(required)

Ex. pat@example.com

Add

Firstname	Lastname	Email	Action
Brianna	Atkinson	batkinson@wallix.com	
Homer	Bean	hbean@wallix.com	
Julian	Chambers	jchambers@wallix.com	

Validate

Cancel


Note: only a valid Vault user is allowed to be added to a group.

When a data recovery request is submitted, an email is sent to each approbators.

# Create Data Recovery Request

This section is only authorized to Vault users with specific rights (i.e. the *recovery\_data* attribute and the cipher key shared). For more information about how the authorizations are granted, see the [grant data recovery permissions page](#).

To perform a data recovery request, go to the "Create a data recovery request" section to perform the request:

 Recovery home page

EH

Data recovery

You can create a request to read data of a user. Your request will be submitted for approval.

Username

-- Select --

Send

User data to recover

The user can emit a new data recovery request for a specific Vault user included in the droplist component. The user can cancel the request for any reason if needed until the request is approved or refused.

An history of the already emitted requests is available at the bottom of the page.

Data recovery requests history


Created ▼	Updated ⚙	Status	User to recover	Action
Mar 21, 2024, 2:12:23 PM	Mar 21, 2024, 2:12:23 PM	Waiting for administrator validation	hbean@wallix.com	<div>Cancel</div>
Mar 21, 2024, 2:10:26 PM	Mar 21, 2024, 3:59:03 PM	Approved	cstark@wallix.com	
Mar 21, 2024, 2:08:40 PM	Mar 21, 2024, 2:10:20 PM	Cancelled	hbean@wallix.com	
Mar 19, 2024, 10:39:49 AM	Mar 19, 2024, 3:35:22 PM	Request expired	cstark@wallix.com	
Mar 19, 2024, 10:39:24 AM	Mar 21, 2024, 12:21:29 PM	Data recovery session ended	jchambers@wallix.com	

Here you will find all the request statuses available:

- *Waiting for administrator validation*: the request has been emitted and no approbator already votes;
- *Approved*: so, rather self-explanatory;
- *Cancelled*: the user who creates the request has manually cancelled the request (cf "Cancel" button);
- *Request expired*: the request reaches the configured timeout. The timeout policy is defined in the vault administration application;
- *Data recovery session ended*: an approbation has manually revoked the data recovery session (see the [manage requests page](#)).

# Manage Data Recovery Requests

This section is only authorized to approbators (i.e. the user must be included in at least approbation group). On the "In progress" tab, you can monitor the current open and non-resolved data recovery requests.

 Recovery home page

EH

Data recovery

You have recovery data management right on WALLIX Vault application for your subscription. You can manage recovery data requests.

In progress

Ended

Created	Updated	Email	Status	Approbations	User to recover	
Mar 19, 2024, 10:39:49 AM	Mar 19, 2024, 10:41:41 AM	ehartman@wallix.com	Approved	✓	cstark@wallix.com	<div>Close</div>
Mar 19, 2024, 10:39:24 AM	Mar 19, 2024, 10:39:24 AM	ehartman@wallix.com	Waiting for administrator validation	0 ✓ 0 ✗ 5 ?	jchambers@wallix.com	<div>Approve</div> <div>Dismiss</div>
Mar 18, 2024, 5:08:10 PM	Mar 18, 2024, 5:08:35 PM	ehartman@wallix.com	Unresolved	1 ✓ 0 ✗ 4 ?	hbean@wallix.com	<div>Already approved</div> <div>Dismiss</div>

Until the approbator votes, all the vote options are displayed. After voting, either the "Approve" or the "Dismiss" button is hidden, depending how the approbator votes. Non-resolved status means that at least one approbator has submitted his vote but all the emitted votes are not sufficient to reach each of the group quorum.

The "Close" button will end the approved data recovery session if any approbator wants to.

On the "Ended" tab, you have the complete data recovery requests history, regardless of who requested it and regardless of which account was target by the recovery process.

## Data recovery

You have recovery data management right on WALLIX Vault application for your subscription. You can manage recovery data requests.

In progress

Ended

Created ▼	Updated ⌵	Email ⌵	Status	User to recover
Mar 15, 2024, 4:45:46 PM	Mar 18, 2024, 9:30:41 AM	ehartman@wallix.com	Refused by approbators	ehartman@wallix.com
Mar 15, 2024, 4:29:36 PM	Mar 15, 2024, 4:29:42 PM	ehartman@wallix.com	Cancelled	batkinson@wallix.com
Mar 15, 2024, 4:28:35 PM	Mar 18, 2024, 10:26:29 AM	ehartman@wallix.com	Request expired	cstark@wallix.com

# Grant Trustelem Data Recovery Permissions

As an Vault Administrator, follow this procedure to **Grant Data Recovery Permissions** in the **Trustelem** application to an User.

**Users** with this **permission** can **create data recovery requests**.

## Grant Recovery Permissions

Connect to **Trustelem**.

Select the **User Menu** on the top right-hand side of the screen. The **User List** is displayed.

**Select** the **User** to give Password Recovery permissions to and click the **Modify** button. The **User Update screen** is displayed.


First Name Elspeth

Last Name Hartman

Primary Email ehartman@wallix.com

Email address to be used as Trustelem login

Administration rights ☐

Account expiration None 

Suspended ☐

Groups myGroup  

▼ Contact information

Secondary Email

Email address to be used if primary email is unavailable (optional)

Mobile Phone

Mobile phone number to be used to contact the user (optional)


Secondary Phone

Phone number to be used if the mobile phone number is unavailable (optional)

▼ Attributes


Trustelem attributes

NAME	KIND	VALUE
recovery_data	bool	true

 Add attribute

External attributes

 Save

 Cancel

In the Attributes section, click the **Add an Attribute** button. A blank line is added to the **Trustelem Attributes** table.

Complete the fields as follows:

- NAME : **recovery\_data**
- TYPE : **bool**
- VALEUR : **true**

Click the **Save** button to save the new attribute to the User.

The Trustelem attribute **recovery\_data** displays in the **Attribute List**.

This **User** can now **create data recovery requests**.

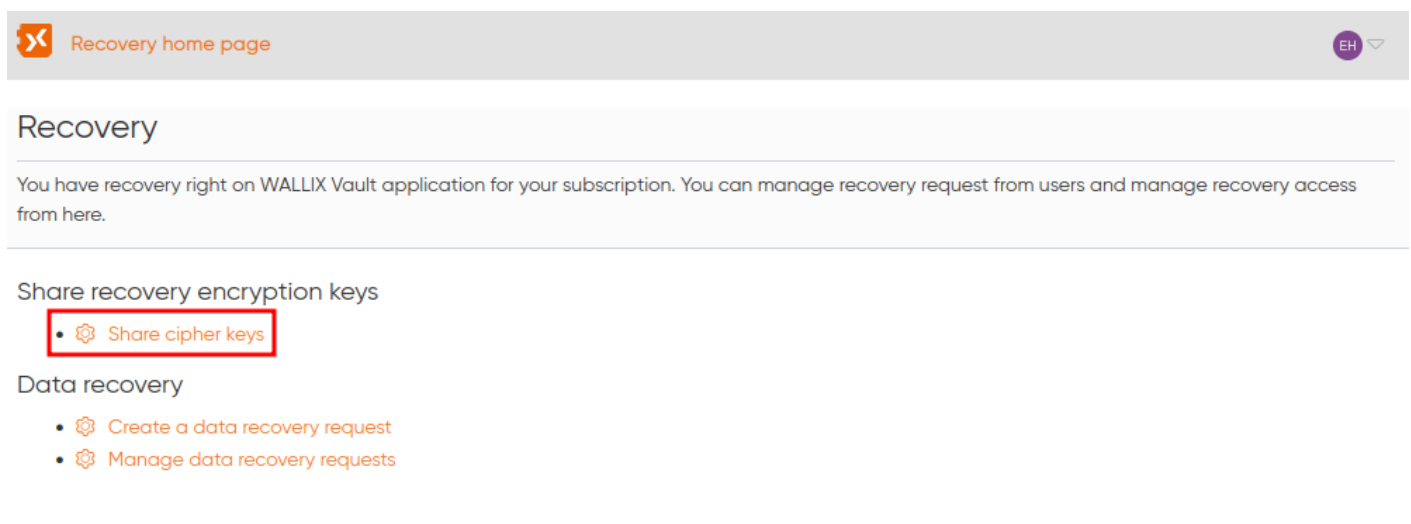
To manage approbator groups for data recovery, the user must have an attribute **recovery\_data\_workflow**. After that he can **manage approbators groups**.

## Share cipher key

In order to enable completely the data recovery permissions, you have to share the cipher key.

**Important:** This step must be done after granting the *recovery\_data* attribute.



Go to the recovery home page (Tools > Recovery in default navigation bar) and click on the "Share cipher keys" link as below:



The cipher key management page is displayed. You can now share the cipher key with any user who has the *recovery\_data* attribute:

## Share recovery encryption keys

Recovery keys are used to do cryptographic operations to unlock account (password recovery) or read user data (data recovery). Recovery users who have attributes "recovery\_account" or "recovery\_data" must have access to recovery keys to perform operations. On this screen, you can give or remove access to recovery keys.

Name	Email	Status	Recovery access	Action
John Doe	gfr@wallix.com	Active	Access validated	 Remove access
Elspeth Hartman	ehartman@wallix.com	Active	Waiting	 Activate access

Congratulations! The user can now create a data recovery request for any vault user.