

Providing Credentials

(With Explanatory Screenshots for Each Device Type)

Overview

After adding the devices to the DeviceExpert inventory, you need to provide device credentials to establish communication between the device and DeviceExpert. Details such as the [mode \(protocol\)](#) through which communication is to be established, [port details](#), [login name](#), [password](#) etc. are to be provided. The credentials have to be supplied based on the device type. This step is crucial to get started with DeviceExpert. This tutorial provides guidelines on entering the credentials.

How to provide credentials?

To provide credentials for a single device:

1. Go to “[Inventory](#)” and select the device for which communication has to be established
2. click ‘[Credentials](#)’ menu on the top bar

In the Credentials UI, provide the details as explained in the following steps.

Step 1: Choose the Protocol

Based on the type of device, you can select any of the following combinations of protocols to establish communication between DeviceExpert and the device:

1. **TELNET-TFTP** (Establishing communication with the device via Telnet and transferring the configuration via TFTP)
2. **TELNET** (Establishing communication with the device via TELNET and executing show commands on the device to get configuration details)
3. **SSH-TFTP** (Establishing communication with the device via SSH and transferring the configuration via TFTP)
4. **SSH-SCP** (Establishing communication with the device via SSH and transferring the configuration via SCP)
5. **SSH** (Establishing communication with the device via SSH and executing show commands on the device to get configuration details)¥
6. **SNMP-TFTP** (Establishing communication with the device via SNMP and transferring the configuration via TFTP)

Step 2: Provide other credentials based on protocol choice

Credentials for TELNET-TFTP, TELNET, SSH-TFTP, SSH-SCP & SSH

The following screenshots depict how to enter the credentials for the devices. For ease of understanding, the screenshots illustrate how the credentials are entered while accessing the device via a telnet console and explain how the same values are entered in the DeviceExpert GUI.

Important Note: Refer to the [screenshots available from page 5](#) before proceeding with entering the credentials

User Credential Profile

If you have downloaded DeviceExpert and carrying out the settings for the first time, you may skip this 'User Credential Profile' step.

DeviceExpert offers the flexibility of creating [common credentials](#) and sharing the common credentials among multiple devices. The Common Credentials are known as profiles. For more details, [click here](#).

Credentials have been split into two divisions:

Primary Credentials - deal with parameters that are necessary to establish communication with the device. Details such as Login Name, Password, Prompt, Enable UserName, Enable Password and Enable Prompt are classified as basic details.

S.No	Credential	Description
1	Login Name	While establishing connection with a device, if the device asks for a Login Name, set a value for this parameter. This parameter is Optional.
2	Password	To set the Password for accessing the device.
3	Prompt	The prompt that appears after successful login.
4	Enable UserName	When entering into privileged mode, some devices require UserName to be entered. Provide the username if prompted; otherwise leave this field empty.
5	Enable Password	This is for entering into privileged mode to perform configuration operations like backup/upload. This parameter is mandatory.
6	Enable Prompt	This is the prompt that will appear after going into enable mode.

Additional Credentials - certain parameters usually take standard values. All such parameters have been classified under 'Additional Credentials'. Port, login prompt, enable


userprompt, password prompt, enable password prompt values are usually assigned with certain Standard Values by default. Such standard values have been filled for these parameters. Most of the devices would work well with these values and you need not edit these details unless you want to provide different set of details. Providing

TFTP Server Public IP / SCP Server Public IP if the device is behind NAT/firewall has also been classified under Additional Credentials.

Click the link “**Additional Credentials**” to view/enter values for these parameters. Except TFTP/SCP Server Public IP, all other parameters are usually assigned with certain Standard Values by default. Such standard values have been filled for these parameters. Most of the devices would work well with these values and you need not edit these details unless you want to provide different set of details.

S.No	Credential	Description
1	TFTP / SCP Server Public IP	When the device is present outside the private network (i.e. when the private IP of DeviceExpert is not reachable for the device) this parameter can be used to provide the public IP of the DeviceExpert server (NAT'ed IP of DeviceExpert). This IP will be used in Configuration backup via TFTP / SCP.
2	Telnet/SSH Port	Port number of Telnet/SSH - 23 (for Telnet) and 22 (for SSH) by default.
3	Login Prompt	The text/symbol that appears on the console to get the typed login name is referred as login prompt. For example, Login:
4	Password Prompt	The text displayed on the console when asking for password. For example, Password:
5	Enable User Prompt	The text displayed on the console when asking for Enable UserName. For example, UserName:
6	Enable Password Prompt	The text displayed on the console when asking for password. For example, Password:

- After providing the credentials, if you want to take a backup of the device immediately after updating the credentials, select the '**backup**' checkbox
- Click '**Save & Test**' if you want to test the validity of the credentials; otherwise, click "**Update**" to apply the values
- The chosen credentials would be applied to the Device

Once you complete this step - that is, providing credentials, you will find the credentials icon  beside the device name in the inventory.

Credentials for SNMP-TFTP

User Credential Profile

If you have downloaded DeviceExpert and carrying out the settings for the first time, you may skip this 'User Credential Profile' step.

DeviceExpert offers the flexibility of creating [common credentials](#) and sharing the common credentials among multiple devices. The Common Credentials are known as profiles. For more details, [click here](#).

Primary Credentials for SNMP-TFTP

S.No	Credential	Description
1	SNMP Port	Port number of SNMP - 161 by default.
2	Read Community	<p>An SNMP community is a group of managed devices and network management systems within the same administrative domain. Each SNMP request packet includes a community name. When a request packet is received, the remote access server looks for the name in its community table:</p> <ul style="list-style-type: none"> • If the name is not found, the request is denied and an error is returned. • If the name is found, the associated access level is checked and the request is accepted if the access level is high enough for the request. <p>The SNMP Read Community string is like a user id or password that allows Read-only access to the device.</p>
3	Write Community	The SNMP Write Community string is like a user id or password that allows Read and Write access to the devices.

Additional Credentials

Click the link "[Additional Credentials](#)" to view/enter values for these parameters. Except TFTP/ SCP Server Public IP, all other parameters are usually assigned with certain Standard Values by default. Such standard values have been filled for these parameters. Most of the devices would work well with these values and you need not edit these details unless you want to provide different set of details.

S.No	Credential	Description
1	TFTP / SCP Server	When the device is present outside the LAN (i.e. when the private IP of DeviceExpert is not reachable for the device) this parameter

	Public IP	can be used to provide the public IP of the DeviceExpert server (NAT'ed IP of DeviceExpert). This IP will be used in Configuration backup via TFTP.
--	-----------	---

Explanatory Screenshots

Example 1: Cisco IOS Device - Password and Enable Password configured

The screenshot shows a Telnet session with a Cisco2611 device. The session output is as follows:

```

Telnet cisco2611
Welcome to our company
User Access Verification
Password : *****
Cisco2611 > enable
Password : *****
Cisco2611 #
  
```

Arrows point from the Telnet output to the configuration window. The configuration window, titled "Primary Credentials - TELNET", has the following fields:

- Use Credential Profile : --None--
- Login Name : (empty)
- Password : *****
- Prompt : >
- Enable UserName : (empty)
- Enable Password : *****
- Enable Prompt : #

Each field has an "Override" checkbox checked. At the bottom, there is a checkbox for "Backup the device immediately after updating the credentials" which is unchecked.

Example 2: Cisco IOS Device – Directly going to Enable Mode

The screenshot shows a Telnet session with a cisco2811 device. The session output is as follows:

```

Telnet cisco2811
Welcome to our company
Username : admin
Password : *****
cisco2811 #
  
```

Arrows point from the Telnet output to the configuration window. The configuration window, titled "Primary Credentials - TELNET", has the following fields:

- Use Credential Profile : --None--
- Login Name : admin
- Password : *****
- Prompt : #
- Enable UserName : (empty)
- Enable Password : (empty)
- Enable Prompt : (empty)

Each field has an "Override" checkbox checked. At the bottom, there is a checkbox for "Backup the device immediately after updating the credentials" which is unchecked.

Example 3: Cisco CatOS Device - Password and Enable Password configured

Primary Credentials - TELNET

Use Credential Profile : --None-- [New Profile](#)

Field	Value	Override
Login Name		<input checked="" type="checkbox"/>
Password	*****	<input checked="" type="checkbox"/>
Prompt	>	<input checked="" type="checkbox"/>
Enable UserName		<input checked="" type="checkbox"/>
Enable Password	*****	<input checked="" type="checkbox"/>
Enable Prompt	enable	<input checked="" type="checkbox"/>

Backup the device immediately after updating the credentials

Example 4: Cisco CatOS Device – Directly going to Enable Mode

Primary Credentials - TELNET

Use Credential Profile : --None-- [New Profile](#)

Field	Value	Override
Login Name	admin	<input checked="" type="checkbox"/>
Password	*****	<input checked="" type="checkbox"/>
Prompt	enable	<input checked="" type="checkbox"/>
Enable UserName		<input type="checkbox"/>
Enable Password		<input type="checkbox"/>
Enable Prompt		<input type="checkbox"/>

Backup the device immediately after updating the credentials

Example 5: Cisco VPN Concentrator

Primary Credentials - TELNET

Use Credential Profile : --None-- [New Profile](#)

Field	Value	Override
Login Name	admin	<input checked="" type="checkbox"/>
Password	*****	<input checked="" type="checkbox"/>
Prompt	->	<input checked="" type="checkbox"/>
Enable UserName		<input checked="" type="checkbox"/>
Enable Password		<input checked="" type="checkbox"/>
Enable Prompt		<input checked="" type="checkbox"/>

Backup the device immediately after updating the credentials

Example 6: 3Com Router

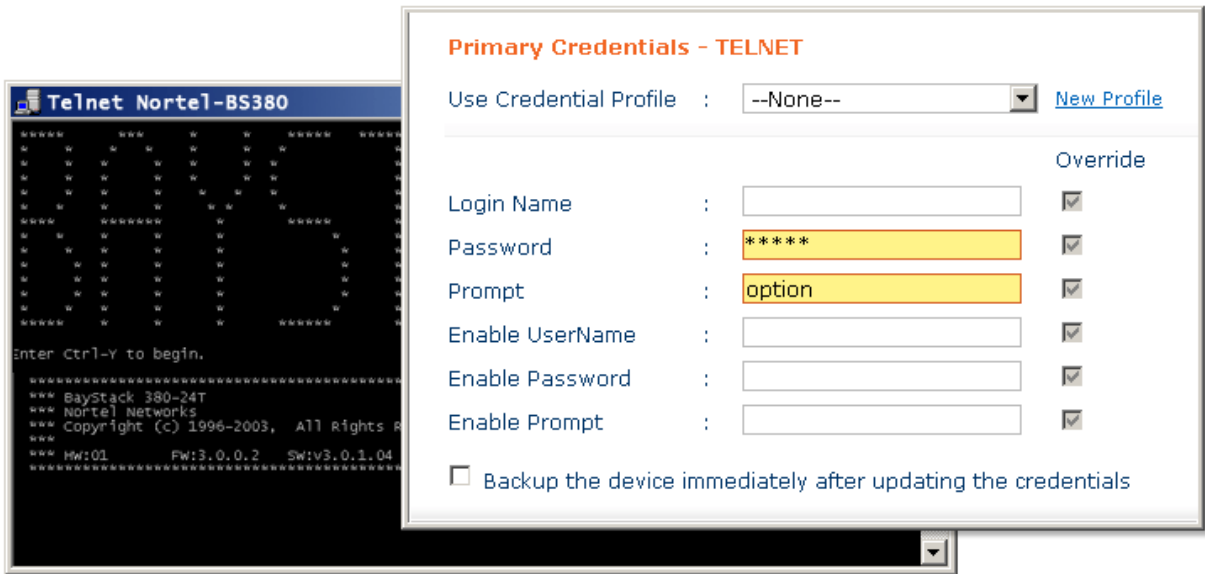
Primary Credentials - TELNET

Use Credential Profile : --None-- [New Profile](#)

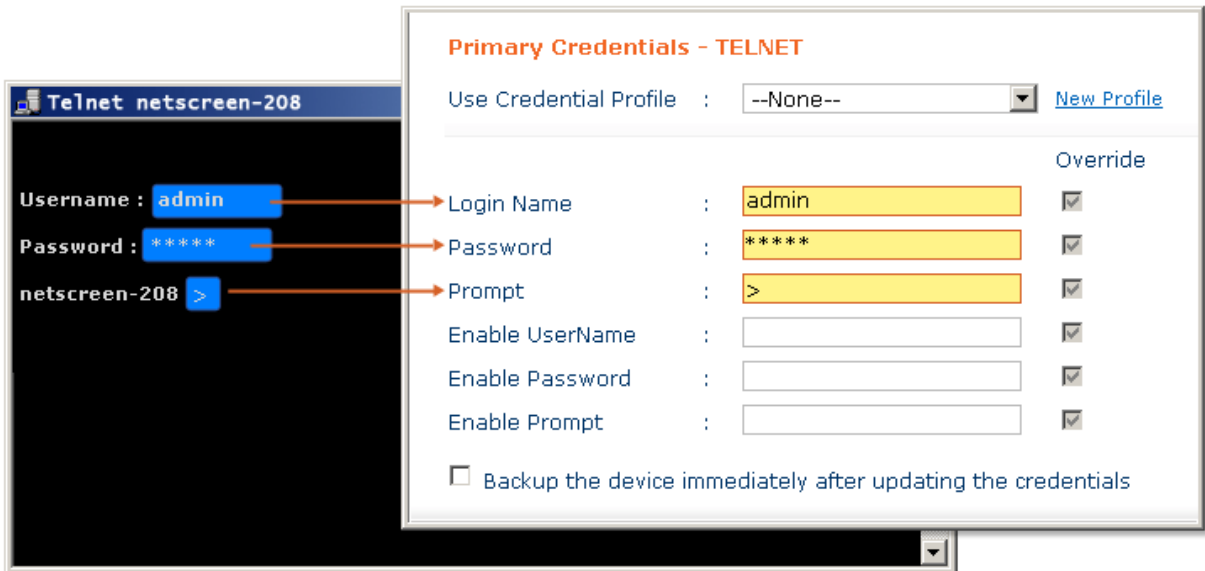
Field	Value	Override
Login Name	manager	<input checked="" type="checkbox"/>
Password	*****	<input checked="" type="checkbox"/>
Prompt	:	<input checked="" type="checkbox"/>
Enable UserName		<input checked="" type="checkbox"/>
Enable Password		<input checked="" type="checkbox"/>
Enable Prompt		<input checked="" type="checkbox"/>

Backup the device immediately after updating the credentials

Example 7: Nortel BayStack



Example 8: NetScreen Firewall



Example 9: Juniper Router

The screenshot shows a Telnet session for a Juniper Router (j2300) and its corresponding Primary Credentials configuration window. The Telnet session displays the following text:

```
Telnet j2300
Username : admin
Password : *****
j2300 #
```

The Primary Credentials - TELNET configuration window is shown on the right, with the following fields and values:

Field	Value	Override
Use Credential Profile	--None--	New Profile
Login Name	admin	<input checked="" type="checkbox"/>
Password	*****	<input checked="" type="checkbox"/>
Prompt	#	<input checked="" type="checkbox"/>
Enable UserName		<input checked="" type="checkbox"/>
Enable Password		<input checked="" type="checkbox"/>
Enable Prompt		<input checked="" type="checkbox"/>

There is also a checkbox labeled "Backup the device immediately after updating the credentials" which is currently unchecked.

Example 10: HP Procurve Switch

The screenshot shows a Telnet session for an HP Procurve Switch (procurve2524) and its corresponding Primary Credentials configuration window. The Telnet session displays the following text:

```
Telnet procurve2524
HEWLETT-PACKARD COMPANY, 3000
Username : manager
Password : *****
procurve2524 #
```

The Primary Credentials - TELNET configuration window is shown on the right, with the following fields and values:

Field	Value	Override
Use Credential Profile	--None--	New Profile
Login Name	manager	<input checked="" type="checkbox"/>
Password	*****	<input checked="" type="checkbox"/>
Prompt	#	<input checked="" type="checkbox"/>
Enable UserName		<input checked="" type="checkbox"/>
Enable Password		<input checked="" type="checkbox"/>
Enable Prompt		<input checked="" type="checkbox"/>

There is also a checkbox labeled "Backup the device immediately after updating the credentials" which is currently unchecked.

Example 11: Foudry Switch

The screenshot shows a Telnet session with the following text:

```

Telnet foundry2402
'Foundry FastIron Edge 2
User Access Verification
Please Enter Password : *****
User login successful.
foundry2402 > enable
Password : *****
foundry2402 #
    
```

Arrows point from the Telnet output to the configuration fields in the 'Primary Credentials - TELNET' window:

- ***** (password) → Password
- > (prompt) → Prompt
- ***** (enable password) → Enable Password
- # (enable prompt) → Enable Prompt

The configuration window includes the following fields and options:

- Use Credential Profile : --None--
- Override checkboxes:
 - Login Name : []
 - Password : [x]
 - Prompt : [x]
 - Enable UserName : [x]
 - Enable Password : [x]
 - Enable Prompt : [x]
- Backup the device immediately after updating the credentials

Example 12: Fortinet Fotigate Firewall

The screenshot shows a Telnet session with the following text:

```

Telnet FortigateFirewall
Welcome to our company
Login : admin
Password : *****
FortigateFirewall #
    
```

Arrows point from the Telnet output to the configuration fields in the 'Primary Credentials - TELNET' window:

- admin (login) → Login Name
- ***** (password) → Password
- # (prompt) → Prompt

The configuration window includes the following fields and options:

- Use Credential Profile : --None--
- Override checkboxes:
 - Login Name : [x]
 - Password : [x]
 - Prompt : [x]
 - Enable UserName : [x]
 - Enable Password : [x]
 - Enable Prompt : [x]
- Backup the device immediately after updating the credentials

Step 3: Testing the Validity of Credentials

Credential values entered through the Credentials GUI should be accurate. Otherwise, DeviceExpert will not be able to establish connection with the device. To ensure the correctness of credential values, DeviceExpert provides the testing option. After entering the credentials, you can test the values during which DeviceExpert will indicate if the values entered are valid. It will pinpoint the invalid values and you can carryout corrections accordingly.

To test the validity of credentials,

- After providing the credentials, click ‘Update & Test’
- This updates the credential values in the DB and then carries out the testing. The result of the testing will be shown in a separate window as below:

Credential	Given Value	Validity
Port	23	✓
Login Prompt	:	✓
Login Name		✓
Password Prompt	:	✓
Password	*****	✓
Prompt	>	✓
Enable Username Prompt		✓
Enable Username		✓
Enable Password Prompt	:	✓
Enable Password	*****	✓
Enable Prompt	#	✓

```

enable
Password: *****
Cisco805# copy startup-config tftp
Address or name of remote host []? 192.168.117.244
Destination filename [startup-config]? 5_ConfigFile.txt
!!
2395 bytes copied in 0.76 secs
Cisco805#
  
```

Device Response Executed Command

Test Credential Status
 Credentials are valid.

Valid Invalid Not Tested

- The testing result indicates valid credential values with a green ‘tick’ mark. The invalid values are marked as red cross marks. You need to change the invalid values. Alongside, the CLI command execution result (through which DeviceExpert ascertains the validity of credential values) is also displayed
- If you want to test the validity of credentials of a device which has already been given credentials, select the particular device in the inventory, click ‘Credentials’. In the Device Credentials page that opens up, click “Test Credentials”. Rest is same as above.

Note: The credential testing option is provided only for TELNET-TFTP, TELNET, SSH and SSH-TFTP protocols.

Sharing Common Credentials Across Devices

In practical applications, you may find that the same set of credentials could well be applied 'as they are' to many devices. In such cases, to avoid the cumbersome task of entering the credentials for each device separately, DeviceExpert offers the flexibility of creating common credentials and sharing the common credentials among multiple devices. This is called as '**Credential Profile**'.

Credential Profile can be created as a ready-to-use format called simply as 'Profiles'. You can create a profile with a specific name. Once you create a credential profile, its name will automatically be listed in the drop-down menu in the "**Credentials**" UI for the field "**Use Profile**". When you wish to use the profile, if you just choose the corresponding profile in the drop-down menu, all the credential information will be automatically filled-up.

Creating Credential Profiles

To create Credential Profiles,

1. Go to "**Admin**" >> "**Device Management**" >> "**Credential Profile**" >> "**New Profile**" (Alternatively, you can click the "Add New" action item present beside the 'Use profile' drop-down in the **Inventory** ---> **Credentials** GUI).
2. In the 'Add Credential Profile' GUI that opens,
 - Provide a Name for the new credential profile that has to be created. This is the name that will appear in the "Use Profile" drop-down
 - Provide a description for the profile. Though this is for reference purpose, filling up this field is mandatory to avoid confusion at any future point of time
 - Fill-up credential values for the desired protocol. [Refer to the [description](#) provided above for information about the parameters and guidelines on choosing the values] and click the "Add". The New Credential Profile is created

Managing Credential Profiles

Go to "**Admin**" >> "**Device Management**" >> "**Credential Profile**" to edit/remove a profile or to view the devices referred by a profile.



ZOHO Corp. (formerly AdventNet Inc.)
4900 Hopyard Rd., Suite 310, Pleasanton, CA 94588, USA
Phone: +1-925-924-9500 **Fax:** +1-925-924-9600
Website: <http://www.deviceexpert.com>
For Queries: deviceexpert-support@manageengine.com