

# Service Provider Support in Awingu

## Introduction

Awingu allows a service provider to give access to applications and documents his customers in a secure way.

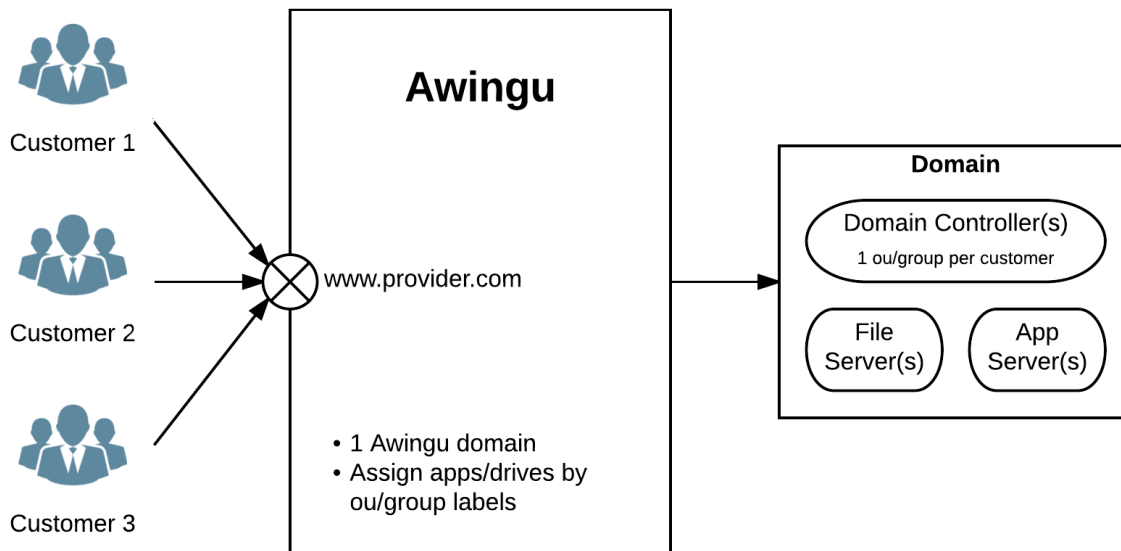
We will describe 5 possible use cases:

	Number of Awingu environments	Number of Awingu domains	Number of Windows domains	Branding per customer	External SSL offloading recommended
1	One	One	One	✘	No
2	One	Multiple (one per customer)	One	✔	Yes
3	One	Multiple (one per customer)	Multiple (one per customer)	✔	Yes
4	Multiple (one per customer)	One per Awingu	One	✔	No
5	Multiple (one per customer)	One per Awingu	Multiple (one per customer)	✔	No

A service provider can combine those use cases, e.g. 1 Awingu environment for multiple small customers and multiple Awingu environments for some of the bigger clients.

For automatic configuration, Awingu offers an API. Please contact [support@awingu.com](mailto:support@awingu.com) for more details.

## Case 1: One Awingu / One Awingu Domain / One Windows Domain



## Architecture

Access to Awingu:

- All customers access Awingu via the same URL, e.g. <https://www.provider.com>
- All customers will see the same branding.
- The internal SSL offloader of Awingu can be used.

For the Awingu topology, following is required

- Multi node setup (for +100 concurrent users)
- External load balancing (for high availability or +200 concurrent users)

- External database (for high availability or +200 concurrent users)

The Windows architecture:

- Only 1 domain with one or multiple domain controllers, file servers and application servers.
- The users of a customer are grouped in the same organizational unit (OU) or security group.

## Licensing

Only 1 Awingu license is needed for the desired number of maximum concurrent users.

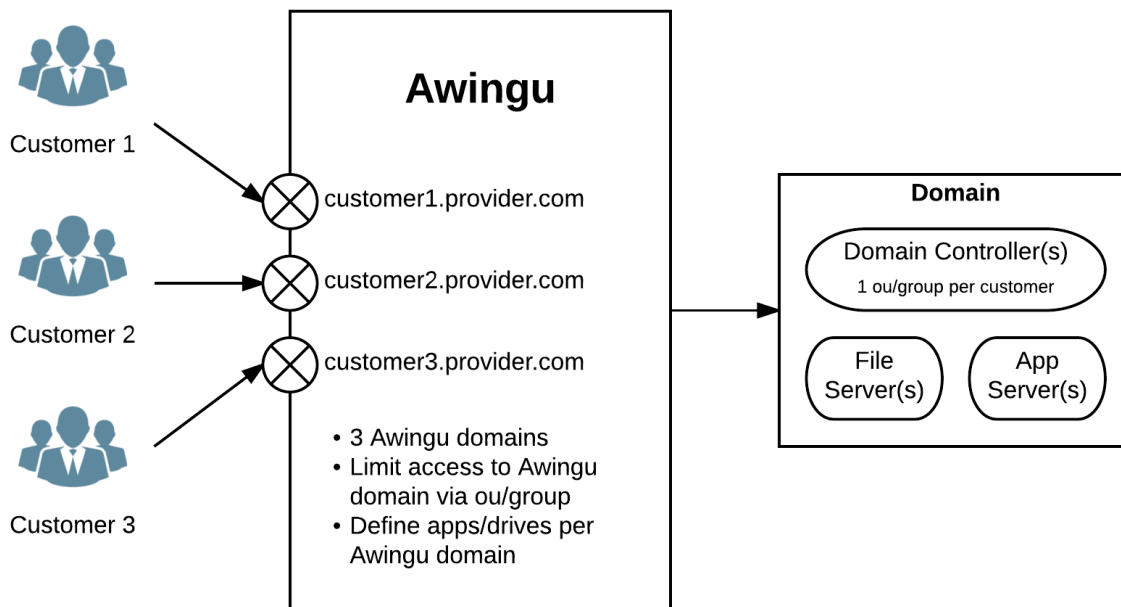
## Configuration

- SMC > Global > Domain:
  - Define 1 domain.
  - This domain should be an *Administrative domain*.
  - Provide a bind user to allow import.
- SMC > Configure > User Connector:
  - Define the group(s) that need administrator rights
  - Assign the *Admin* user group label to it
- SMC > Manage > Labels:
  - In case customers are grouped per OU: create a label per customer:
    - Key: *ou*
    - Value: the name of the OU (case sensitive)
  - In case customers are grouped per security group: use *Import groups from AD*
- SMC > Manage > Application Servers: define or import the application servers for that domain.
- SMC > Manage > Applications: define the applications and limit the usage per customer with the ou/group labels.
- SMC > Manage > Drives: define the drives and limit the usage per customer with the ou/group labels.
- SMC > Configure > Features: you can limit some features per customer with the ou/group labels.
- SMC > Configure > Branding: you can only define one branding.
- SMC > Global > Connectivity: you can upload your key/certificate for SSL offloading.

## Administration

Only the service provider will be able to manage Awingu. There is no multi tenancy in this case.

## Case 2: One Awingu / Multiple Awingu Domains / One Windows Domain



## Architecture

Access to Awingu:

- You can define multiple DNS entries pointing to Awingu in order to give each customer his own URL, e.g. <https://customer1.provider.com>. If you access Awingu via an unknown host header (or via IP address), you can enter your domain manually (if not provided, the default domain will be used).
- You can define branding for each customer.
- The use of the internal SSL offloader is not recommended: please use an external SSL offloader with the keys/certificates for each DNS entry.  
In case you use the internal SSL offloader with a wildcard certificate, you will be able to directly access Awingu via HTTPS, but the redirection from HTTP will be wrong.

For the Awingu topology, following is required

- Multi node setup (for +100 concurrent users)
- External load balancing (for high availability or +200 concurrent users)
- External database (for high availability or +200 concurrent users)

The Windows architecture:

- Only 1 domain with one or multiple domain controllers, file servers and application servers.
- The users of a customer are grouped in the same organizational unit (OU) or security group.

## Licensing

Only 1 Awingu license is needed for the desired number of maximum concurrent users.

## Configuration

- SMC > Global > Domain:
  - Define a domain for the employees of the service provider. That domain should be an *Administrative Domain* and should be the *Default* domain.
  - Define 1 domain per customer. Those domains should **not** be *Administrative Domains*. The *NetBIOS Name* is the same for each customer, but the *Name* is different.
  - Per customer domain: provide the Host Header, e.g. customer1.provider.com
  - Per customer domain: provide a bind user to allow import.
  - In case customers (or the employees of the service provider) are grouped per OU: limit access via the *Base DN*, e.g. "ou=Customer 1,dc=provider,dc=com"
- Per Domain (select via top left):
  - SMC > Configure > User Connector:
    - User Groups:
      - In case customers (or the employees of the service provider) are grouped per security group:
        - Enable *Sign in White List*.
        - Define the group that should have access and cross the check box *Sign In Whitelist*.
      - Define the group that need administrator rights (and cross the *Sign In Whitelist* check box if applicable):
        - For the domain of the service provider: members of that group can manage all domains and the global settings. We call them Global Admins.
        - For the domain of a customer: members of that group can manage the domain (applications servers, applications, drives, features, branding, etc). As all customers share the same Windows domain, it is not recommended to allow customers themselves to manage their domain. It make more sense that the assigned solution engineer(s) of the service provider are managing the domain. We call them Domain Admins.
    - User Group Labels:
      - Assign the *Admin* label to the defined administrator group
  - SMC > Manage > Application Servers: define or import the application servers for that domain.
  - SMC > Manage > Applications: define the applications for that domain.
  - SMC > Manage > Drives: define the drives for that domain.
  - SMC > Configure > Features: you can limit some features for that domain.
  - SMC > Configure > Branding: you can define the branding for that domain.

## Administration

Global Admins:

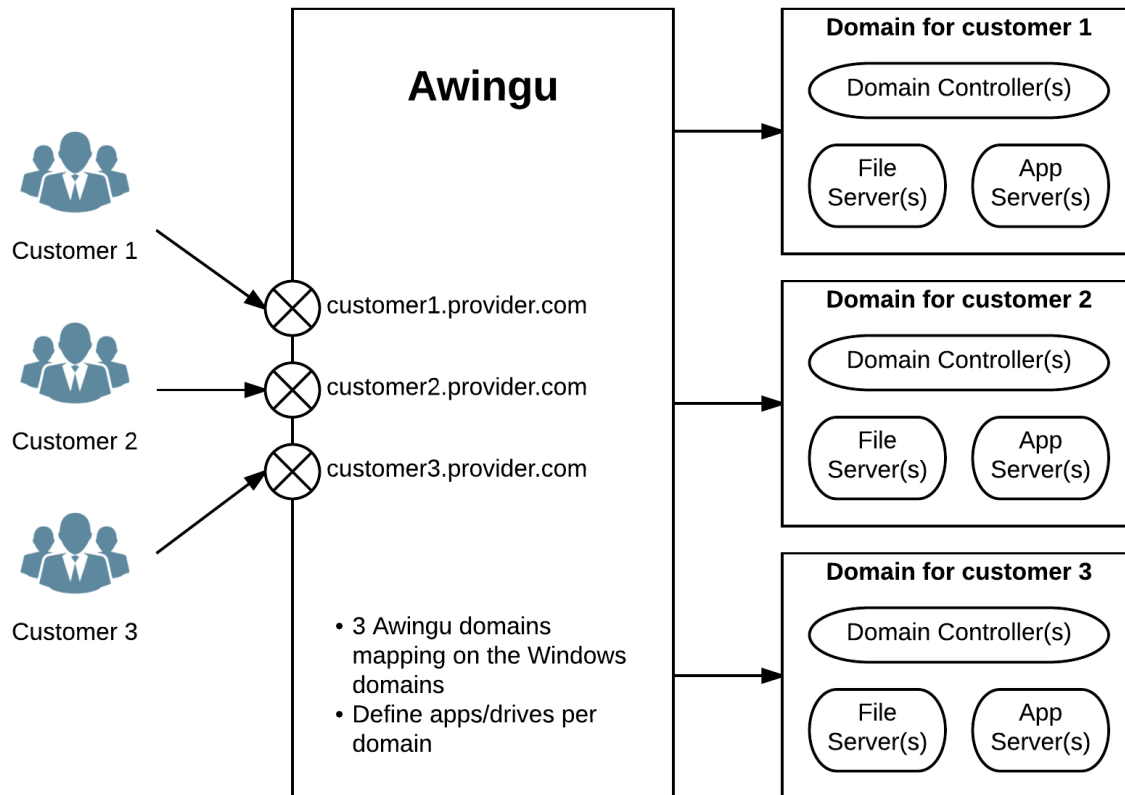
- Are the members of the Admin group defined for the domain for the service provider.
- Can manage all domains and global settings.

Domain Admins:

- Are the members of the Admin group defined for a customer domain.
- Can only manage applications, drives, features, branding etc. of that customer.

The Dashboard is only available for Global Admins.

## Case 3: One Awingu / Multiple Awingu Domains / Multiple Windows Domain



### Architecture

Access to Awingu:

- You can define multiple DNS entries pointing to Awingu in order to give each customer his own URL, e.g. <https://customer1.provider.com>. If you access Awingu via an unknown host header (or via IP address), you can enter your domain manually (if not provided, the default domain will be used).
- You can define branding for each customer.
- The use of the internal SSL offloader is not recommended: please use an external SSL offloader with the keys/certificates for each DNS entry.  
In case you use the internal SSL offloader with a wildcard certificate, you will be able to directly access Awingu via HTTPS, but the redirection from HTTP will be wrong.

For the Awingu topology, following is required

- Multi node setup (for +100 concurrent users)
- External load balancing (for high availability or +200 concurrent users)
- External database (for high availability or +200 concurrent users)

The Windows architecture:

- Each customer has his own domain with one or multiple domain controllers, file servers and application servers.
- The employees of the service provider will typically have their own domain, too.

### Licensing

Only 1 Awingu license is needed for the desired number of maximum concurrent users.

### Configuration

- SMC > Global > Domain:
  - Define a domain for the employees of the service provider. That domain should be an *Administrative Domain* and should be the *Default* domain.
  - Define 1 domain per customer. Those domains should **not** be *Administrative Domains*. The *NetBIOS Name* will be typically equal to the *Name* of the domain.
  - Per customer domain: provide the Host Header, e.g. [customer1.provider.com](#)
  - Per customer domain: provide a bind user to allow import.
- Per Domain (select via top left):
  - SMC > Configure > User Connector:
    - User Groups: define the group that need administrator rights:
      - For the domain of the service provider: members of that group can manage all domains and the global settings. We call them Global Admins.
      - For the domain of a customer: members of that group can manage the domain (applications servers, applications, drives, features, branding, etc). Typically, members of that domain are the IT administrators of the customers and/or the solution engineer(s) of the service provider. We call them Domain Admins.
    - User Group Labels:
      - Assign the *Admin* label to the defined administrator group
  - SMC > Manage > Application Servers: define or import the application servers for that domain.
  - SMC > Manage > Applications: define the applications for that domain.
  - SMC > Manage > Drives: define the drives for that domain.
  - SMC > Configure > Features: you can limit some features for that domain.
  - SMC > Configure > Branding: you can define the branding for that domain.

## Administration

Global Admins:

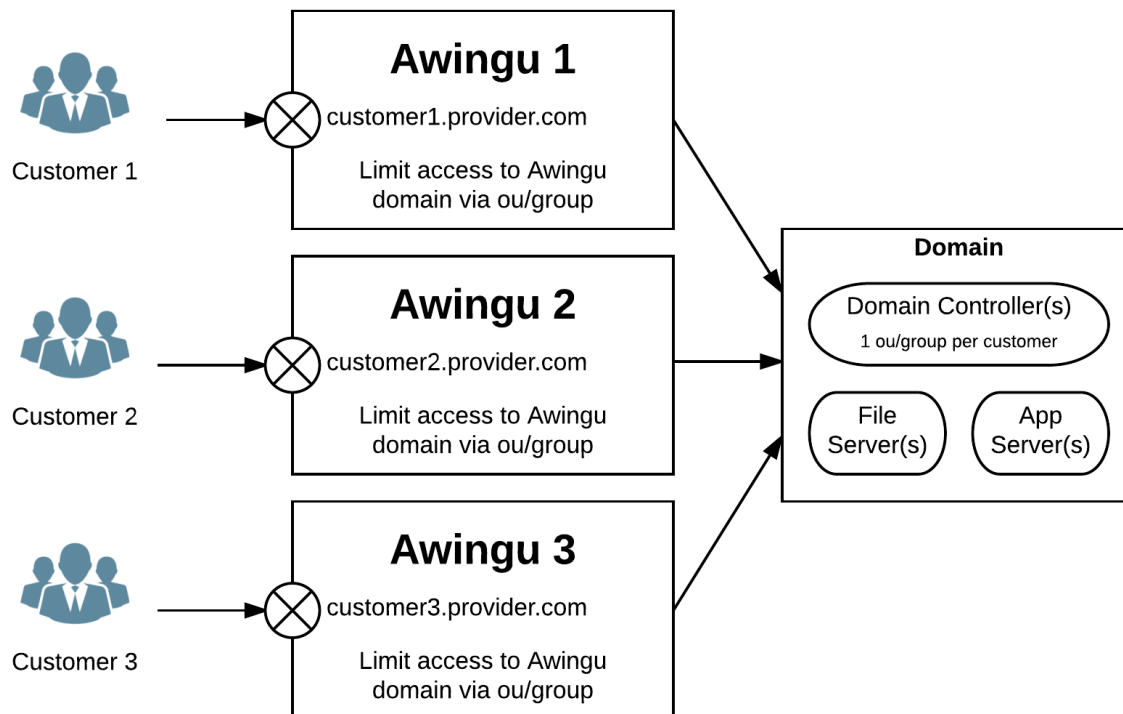
- Are the members of the Admin group defined for the domain for the service provider.
- Can manage all domains and global settings.

Domain Admins:

- Are the members of the Admin group defined for a customer domain.
- Can only manage applications, drives, features, branding etc. of that customer.

The Dashboard is only available for Global Admins.

## Case 4: Multiple Awingu / One Awingu Domain per Awingu / One Windows Domain



## Architecture

Access to Awingu:

- Each Awingu environment has its own IP address and DNS entry. Each customer has his own URL, e.g. <https://customer1.provider.com>.
- You can define branding for each Awingu.
- The internal SSL offloader of Awingu can be used.

For the Awingu topology, following is required

- Multi node setup for each customer with +100 concurrent users.
- External load balancing for each customer requiring high availability or +200 concurrent users.
- External database for each customer requiring high availability or +200 concurrent users. The same database server(s) can be shared for multiple customers.

The Windows architecture:

- Only 1 domain with one or multiple domain controllers, file servers and application servers.
- The users of a customer are grouped in the same organizational unit (OU) or security group.

## Licensing

You need an Awingu license for each Awingu (customer), each one for the desired number of maximum concurrent users.

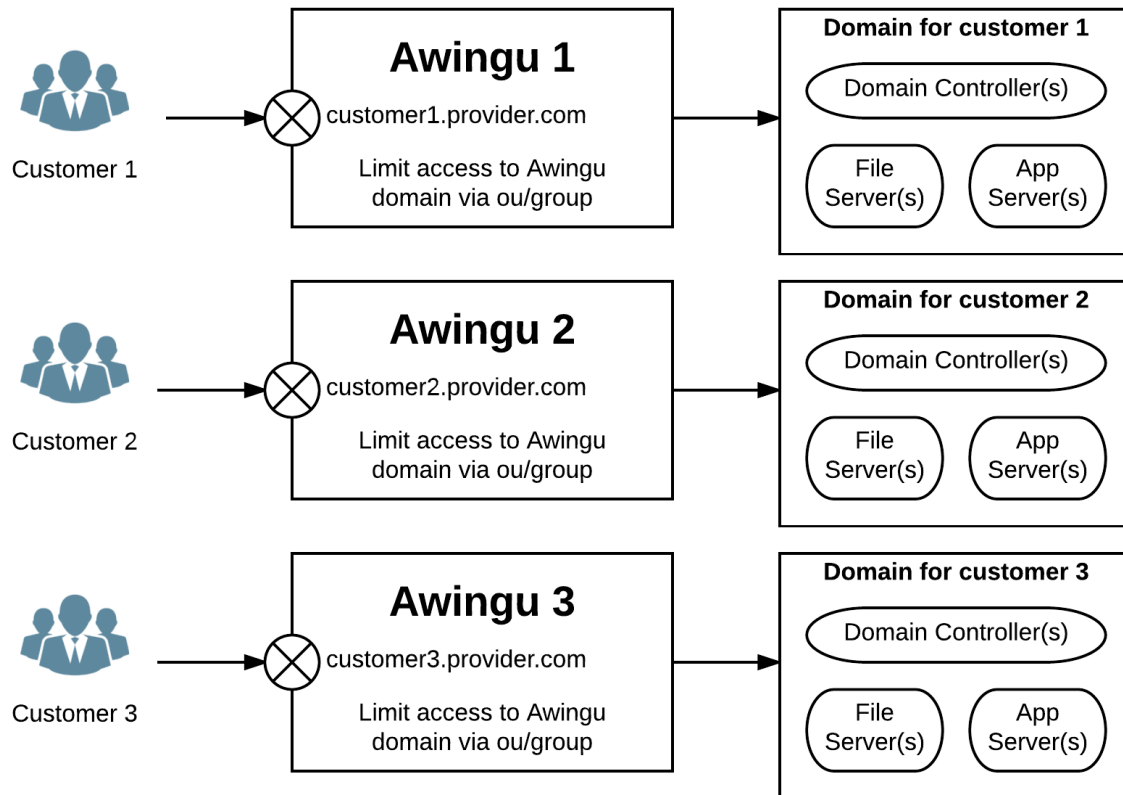
## Configuration

- Per Awingu environment:
  - SMC > Global > Domain:
    - Define 1 domain.
    - This domain should be an *Administrative domain*.
    - Provide a bind user to allow import.
    - In case customers are grouped per OU: limit access via the *Base DN*, e.g. "ou=Customer 1,dc=provider,dc=com"
  - SMC > Configure > User Connector:
    - User Groups:
      - In case customers are grouped per security group:
        - Enable *Sign in White List*.
        - Define the group that should have access and cross the check box *Sign In Whitelist*.
      - Define the group that need administrator rights (and cross the *Sign In Whitelist* check box if applicable): members of that group can manage that Awingu environment. As all customers share the same Windows domain, it is not recommended to allow customers themselves to manage their Awingu environment. It make more sense that the assigned solution engineer(s) of the service provider are managing the Awingu environment.
    - User Group Labels:
      - Assign the *Admin* label to the defined administrator group
  - SMC > Manage > Application Servers: define or import the application servers for that Awingu environment.
  - SMC > Manage > Applications: define the applications for that Awingu environment.
  - SMC > Manage > Drives: define the drives for that Awingu environment.
  - SMC > Configure > Features: you can limit some features for that Awingu environment.
  - SMC > Configure > Branding: you can define the branding for that Awingu environment.

## Administration

Each Awingu environment can be fully managed by the members of the Admin group defined for each environment.

## Case 5: Multiple Awingus / One Awingu Domain per Awingu / Multiple Windows Domains



## Architecture

Access to Awingu:

- Each Awingu environment has its own IP address and DNS entry. Each customer has his own URL, e.g. <https://customer1.provider.com>.
- You can define branding for each Awingu.
- The internal SSL offloader of Awingu can be used.

For the Awingu topology, following is required

- Multi node setup for each customer with +100 concurrent users.
- External load balancing for each customer requiring high availability or +200 concurrent users.
- External database for each customer requiring high availability or +200 concurrent users. The same database server(s) can be shared for multiple customers.

The Windows architecture:

- Each customer has his own domain with one or multiple domain controllers, file servers and application servers.

## Licensing

You need an Awingu license for each Awingu (customer), each one for the desired number of maximum concurrent users.

## Configuration

- Per Awingu environment:
  - SMC > Global > Domain:
    - Define 1 domain.
    - This domain should be an *Administrative domain*.
    - Provide a bind user to allow import.
  - SMC > Configure > User Connector:
    - User Groups: define the group that need administrator rights. Members of that group can manage that Awingu environment. Typically, members of that domain are the IT administrators of the customers and/or the solution engineer(s) of the service provider.
    - User Group Labels: assign the *Admin* label to the defined administrator group
  - SMC > Manage > Application Servers: define or import the application servers for that Awingu environment.
  - SMC > Manage > Applications: define the applications for that Awingu environment.
  - SMC > Manage > Drives: define the drives for that Awingu environment.
  - SMC > Configure > Features: you can limit some features for that Awingu environment.
  - SMC > Configure > Branding: you can define the branding for that Awingu environment.

## Administration

Each Awingu environment can be fully managed by the members of the Admin group defined for each environment.