

ManageEngine  
RecoveryManager Plus

# Security hardening for RecoveryManager Plus



[www.recoverymanagerplus.com](http://www.recoverymanagerplus.com)

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## Document overview

With the increasing amount of attention on information security, it is essential for all IT administrators to strengthen security within their existing infrastructure to avoid possible breaches. This document focuses on the best ways to configure RecoveryManager Plus to ensure that your information stays secure.

## Security hardening for RecoveryManager Plus

### 1. Following the principle of least privilege

RecoveryManager Plus backs up and restores multiple enterprise applications such as Active Directory, Microsoft Entra ID (formerly Azure AD), Microsoft 365, Google Workspace, Exchange, and Zoho WorkDrive. To configure backups for each application, a privileged account is required to configure the application with RecoveryManager Plus.

Application	Privilege required
Active Directory	Domain administrator
Microsoft Entra ID	Administrator with the <b>Global Admin</b> role
Exchange Online	User must be a member of the <b>Organization Management</b> role group
SharePoint Online and OneDrive for Business	User must be assigned the <b>SharePoint Administrator</b> role
Google Workspace	Administrator
On-premises Exchange	User must be a member of the <b>Organization Management</b> role group
Zoho WorkDrive	A team account with Super Admin or Admin privileges

The listed privilege is the least required privilege for backup and recovery of Microsoft Entra ID, Microsoft 365, Google Workspace, on-premises Exchange, and Zoho WorkDrive applications. However, for AD backup and restoration, a domain administrator account has several elevated rights and privileges not required by RecoveryManager Plus. You can create a dedicated service account that only has the required privileges and permissions needed for RecoveryManager Plus to perform its job. Here are the [least privileges and permissions required](#) for RecoveryManager Plus to back up your AD environment.

## 2. Securing the built-in admin account

RecoveryManager Plus comes with a built-in admin account with ultimate privileges. By default, this account's password is the same for every customer of RecoveryManager Plus. It is imperative that you change the password as soon as you log in to the product for the first time. RecoveryManager Plus will prompt you to change the password when you log in, you need to change this password in order to properly secure it. If this step is overlooked, you will leave your system vulnerable.

## 3. Enabling SSL for secure communication

You can enable SSL by following the steps listed below. We recommend that you use HTTPS over HTTP to ensure secure transportation of information between the RecoveryManager Plus server and your web browser.

1. Navigate to the **Admin** tab → **General Settings** → **Product Settings** → **Connection Settings**.
2. Choose your connection type as **HTTPS**.
3. Specify the port number of your choice after choosing the connection type. (Default port for RecoveryManager Plus, HTTPS: 8558).
4. If you would like to apply a SSL certificate, click the **SSL Certificate Tool** option and perform the desired actions. Click [here](#) to learn how to apply or generate a SSL certificate.
5. Check **Keystore Password** that appears when you select HTTPS and enter the keystore password.
6. Click the **Advanced** option to use and specify the TLS versions and cipher suites of your choice.
  - In the **TLS** drop-down menu, select the TLS versions you want.
  - You can also select the cipher suites you want to use in the cipher field. We support the following cipher suites:
    - TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256
    - TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA
    - TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384
    - TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA
    - TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA
    - TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA
    - TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA256
    - TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA256
7. You can also specify the cipher suites you want to use in the **Ciphers** field.
8. Select the domain for which you wish to enable LDAP SSL from the Enable LDAP SSL for drop-down menu.
9. Select the desired **Session Expiry Time** from the options in the drop-down box.

10. Check the **Help us improve the product by sending anonymous usage statistics** option to allow us collect your usage statistics.
11. Select **Enforce GDPR Compliance** to mask sensitive information from being displayed in the UI and to protect your database backups with a password.
12. Click **Save**.

**Note:** For the changes made under Connection Settings to take effect, you have to restart the product.

## SSL configuration

RecoveryManager Plus supports SSL connection to ensure security of data transferred between the browser and the product server.

### Steps to apply SSL certificate

1. Navigate to the **Admin tab → General Settings → Product Settings → Connection Settings → SSL Certification Tool**.
2. If you don't have a SSL certificate, select the **Generate Certificate** option and follow the steps [here](#).
3. If you already have a SSL certificate, select the **Apply Certificate** option and follow the steps [here](#).

### To generate SSL certificate

1. In the **Common Name** field, enter the name of the server.  
Example: For the URL https://servername:8558, the common name is servername.
2. In the **SAN Names** field, enter additional hostnames.
3. In the **Organizational Unit** field, enter the name of the department that you want to display in the certificate.
4. In the **Organization** field, enter the legal name of your organization.
5. In the **City** field, enter the name of the city as provided in your organization's registered address.
6. In the **State/Province** field, enter the name of the state or province as provided in your organization's registered address.
7. In the **Country Code** field, enter the two letter code of the country where your organization is located.
8. In the **Password** field, enter a password that consists of at least 6 characters to secure the keystore.
9. In the **Validity (In Days)** field, specify the number of days for which the SSL certificate will be considered valid.  
**Note:** When no value is entered, the certificate will be considered to be valid for 90 days.
10. In the **Public Key Length (In Bits)** field, specify the size of the public key. Note: The default value is 2048 bits and its value can only be incremented in multiples of 64.
11. After all values have been entered, you can select either of these two options:

- **Generate CSR**

This method allows you to generate the Certificate Signing Request (CSR) file and submit it to your certificate authority (CA). Using this file, your CA will generate a custom certificate for your server.

- Click Download CSR or manually get it by going to the <Install\_dir>\Certificates folder.  
Once you have received the certificate files from your CA, follow the steps listed under To
- apply an existing SSL Certificate section to apply the SSL certificate.

- **Generate & Apply Self-Signed Certificate**

This option allows you to create a self-signed certificate and apply it instantly in the product. However, self-signed SSL certificates come with a drawback. Anyone accessing the product secured with a self-signed SSL certificate will be shown a warning telling them that the website is not trusted, which may cause concern.

If you want to go ahead and apply the self-signed certificate, follow the steps given below:

- Click **Apply Self-Signed Certificate**.
- Once you get the message that SSL certificate has been successfully applied, restart the product for the changes to take effect.

### To apply an existing SSL certificate

If you already have a SSL certificate, follow the steps listed below to apply it.

1. Select **Apply Certificate**.
2. Choose an Upload Option based on the certificate file type.

- **ZIP Upload:**

- If your CA has sent you a ZIP file, then select **ZIP Upload. Browse** and upload the ZIP file.
- If your CA has sent you individual certificate files such as user, intermediary, and root certificates, you can put all these certificate files in a ZIP file and upload it.
- If your certificate's private key is password protected, enter its password in the **Private Key Passphrase** field.

- **Individual Certificates:**

- If your CA has sent you just one certificate file (PFX or PEM format), then select **Individual Certificates**.
- Browse and upload the certificate in the **Upload Certificate** field.
- Browser and upload the additional certificate files provided by your CA in the **Upload CA Bundle** field.
- If the uploaded certificate is password protected, enter the password that must be provided to access it in the **Certificate Password** field.

- **Certificate Content:**

- If your CA has sent the certificate content, then choose **Certificate Content** option, and paste the certificate content in the **Paste Certificate Content** field.
- If your certificate's private key is password protected, enter its password in the **Private Key Passphrase** field.

**Note:** Only Triple DES encrypted private keys are currently supported.

3. Click **Apply**.

4. Restart the product for the changes to take effect.

## 4. Restricting logon access to the RecoveryManager Plus server

To further strengthen RecoveryManager Plus' security, we recommend that you restrict logon access to the RecoveryManager Plus server, thereby preventing unwarranted access. You can define the local policy settings for a specific set of users in the User Rights Assignment tab within the Group Policy Management Editor. You can choose to **Allow log on locally** or **Allow log on through Remote Desktop Services**. This way, you reduce the attack surface of your infrastructure.

## 5. Restricting access to the RecoveryManager Plus installation folder

Administrators can restrict access to the RecoveryManager Plus installation folder by modifying folder permissions. This ensures that no one, except permitted users have access to RecoveryManager Plus' files.

## 6. Delegating and auditing technicians

Technician roles can be configured to restrict technicians from viewing just the modules they are given access to or performing specific functions such as restoration, roll back, or modifying backup settings configured in the product. In addition, RecoveryManager Plus provides a detailed, user-based audit trail of all actions performed by each technician. [Learn more](#) about restricting technicians' access and auditing technicians' actions.

## 7. Restricting database access from within the UI

RecoveryManager Plus, by default, disables database access from within its user interface and permits only the default administrator account to enable this option. The administrator can choose which accounts can or cannot access the database by creating separate technician roles with the necessary privileges. [Learn how](#) to create a custom role.

## 8. CAPTCHA settings

To protect against bot-based, brute-force attacks attempting to break into the RecoveryManager Plus server, enable a CAPTCHA image on the login page. Users must enter the text shown in the CAPTCHA image (or played through audio) in order to log in to the product.

To configure a CAPTCHA for logins:

1. Log in to RecoveryManager Plus as an administrator.
2. Navigate to **Delegation > Configuration > Logon Settings > General**.
3. Under CAPTCHA Settings, check the box next to **Enable CAPTCHA on login page**.
4. RecoveryManager Plus provides two options to display a CAPTCHA.
  - a. Select **Always show CAPTCHA** to display a CAPTCHA every time someone tries to log in to the product.
  - b. Select **Show CAPTCHA after invalid login attempts** to enable a CAPTCHA only after a certain number of invalid login attempts. Enter the number of invalid login attempts allowed and the time (in minutes) that must pass before the invalid login counter is reset.
5. Select **Enable Audio CAPTCHA** to offer an audio reading of the CAPTCHA for visually impaired users. When this option is selected, only numeric values will be used for CAPTCHA. If the browser you use does not support audio CAPTCHA, the usual CAPTCHA (a combination of alphabets and numbers) will be displayed.
6. Click **Save**.

## 9. Blocking users

Temporarily prevent users or technicians from logging in to RecoveryManager Plus after a specified number of failed logon attempts within a certain period.

To create a blocking criteria users,

1. Log in to RecoveryManager Plus as an administrator.
2. Navigate to **Delegation > Configuration > Logon Settings > General**.
3. Under Block User Settings, check the box next to **Block user after invalid login attempts**.
4. In the **Invalid attempts limit** field, enter the maximum number of consecutive bad logons that you wish to permit. Enter the duration within which the specified number of bad logon attempts must happen to trigger blocking the user in the **Within** field.
5. Specify the time for which the user account must remain blocked in the **Block user for** field.

**Note:** Please refer to the table below for the cases in which the domain's account lockout policy will apply instead of the settings configured in the *Block Users settings*.



Block Users settings	Condition	Domain Account Lockout Policy	Which would be applied
Number of invalid attempts	greater than	Account Lockout Threshold	Domain policy
Within field's value	greater than	Reset account lock out counter	Domain policy
Block duration	lesser than	Account lockout duration	Domain policy

6. Click **Save**.

## 10. Two-factor authentication

Two-factor authentication (2FA) adds an extra layer of security to the product. When you try to access RecoveryManager Plus, the login process will be complete only when 2FA is completed. Users with the Admin role can bypass TFA.

To enable TFA,

1. Log in to RecoveryManager Plus as an administrator.
2. Navigate to **Delegation** tab > **Configuration** > **Logon Settings** > **Two-factor Authentication**.
3. Toggle the button near **Two-Factor Authentication**. RecoveryManager Plus provides the following modes of secondary authentication. Click on the name of any method to learn how to set up that method as the second authentication factor.
  - a. Email verification
  - b. Google Authenticator
  - c. Microsoft Authenticator
  - d. Duo Security
  - e. RADIUS Authentication

### a. Email verification

When this option is selected, RecoveryManager Plus sends a verification code via email to the user's email address. The user has to enter the verification code to login successfully.

**Prerequisites:** To use this method as your secondary authentication method, it is mandatory to have configured a mail server with RecoveryManager Plus. If you haven't already, follow the steps listed here to configure a mail server.

1. Mark the checkbox against **Enable Email verification**.
2. Provide a subject line and message of your choice. You can personalize the message with Macros. To view the list of available Macros, click on the **Macros** link at the bottom of the message text box.
3. Click **Save**.

## b. Google Authenticator

When this option is selected, users will be required to enter a six-digit security code generated by the Google Authenticator app for identity verification.

1. Click **Enable Google Authenticator** button.
2. When users next try to log in to RecoveryManager Plus, they will be prompted to add Google Authenticator as a verification method after authentication using username and password is successful. Select **Google Authenticator** and click **Next**.
3. Install and open Google Authenticator on your mobile phone.
4. Navigate to **Scan a QR code** in your Google Authenticator app and scan the QR code present in the RecoveryManager Plus login screen. Copy the code displayed in the authenticator app and enter the code in the space provided on the login page.
5. Mark the checkbox against **Trust this browser** if you do not want to verify every time you log in to this particular device. You will only be asked to verify once every 180 days.

**Note:** Do not use this option if more than one person uses the same machine.

6. Click **Verify Code**.

## c. Microsoft Authenticator

Users can use the security codes generated by the Microsoft Authenticator to log in to RecoveryManager Plus.

1. Click **Enable Microsoft Authenticator**.
2. When users next try to log in to RecoveryManager Plus, they will be prompted to add **Microsoft Authenticator** as a verification method after authentication using username and password is successful. Select **Microsoft Authenticator** and click **Next**.
3. Install and open **Microsoft Authenticator** on your mobile phone.
4. During logon, navigate to **Scan QR code** in your Microsoft Authenticator app and scan the QR code displayed in the RecoveryManager Plus login screen.
5. Enter the code generated by the Microsoft Authenticator app in your smartphone.
  - **Note:** If you are having trouble viewing the QR code, click the **Click here** link below the QR code.
  - In the Microsoft Authenticator app, enter your account name.
  - Enter the secret key displayed on the screen.
  - Copy the code displayed in the authenticator app and enter the same in the space provided for the secret code.
6. Mark the checkbox against **Trust this browser** if you do not want to verify every time you log in. You will only be asked to verify once every 180 days.

**Note:** Do not use this option if more than one person uses the same machine.

7. Click **Verify Code**.

#### d. Duo Security

Users can use the six digit security codes generated by the Duo mobile app or push notification to log in to RecoveryManager Plus.

1. Login to your Duo Security account (e.g., <https://admin-325d33c0.duosecurity.com>) or [sign up](#) for a new account, and log in.
2. Navigate to the **Applications** section in the left pane.
3. Click on the **Protect an Application** option.
4. Search for **Web SDK** and click on **Protect this Application**.
5. Copy the **Integration Key**, **Secret Key**, and **API Hostname**.
6. In the RecoveryManager Plus console, mark the checkbox against **Enable Duo Security**.
7. Paste the **Integration Key**, **Service Key**, and **API Hostname** copied in the previous step.
8. Select the Desired Username Pattern from the available choices and click **Save**.

**Note 1:** Please make sure you select the exact username pattern you use in Duo Security.

**Note 2:** If you are using older versions of Internet Explorer, then add the API hostname (e.g., <https://api-325d33c0.duosecurity.com>) and admin console (e.g., <https://admin-325d33c0.duosecurity.com>) as a trusted or intranet site.

#### e. RADIUS Authentication

RADIUS-based two-factor authentication for RecoveryManager Plus can be configured in two steps.

Step 1: Integrate RADIUS with RecoveryManager Plus

1. Log in to RADIUS server.
2. Navigate to the **clients.conf** file (/etc/raddb/clients.conf).
3. Add the following snippet in the clients.conf file.
 

```
client <RecoveryManagerPlusServerName>
{
    ipaddr = xxx.xx.x.xxx
    secret = <secretCode>
    nastype = other
}
```
4. Restart the RADIUS server.

## Step 2: Configure RecoveryManager Plus for RADIUS

1. In RecoveryManager Plus, check the box next to **Enable RADIUS Authentication**.
2. Provide the **Server Name/IP address** and the **Server Port** in the respective fields.
3. Select the **Authentication Scheme** from the drop-down menu.
4. Provide the **Secret Key** that was added to the **clients.conf** file in **RADIUS** server.
5. Select the **Desired Username Pattern** from the available choices.
6. Provide a limit for the **Request Time Out (in seconds)** and click **Save**.

**Note:** The username pattern is case sensitive. Please make sure you select the exact pattern (uppercase or lowercase) you use in your RADIUS server.

## Auto update

Automatically download and install any issue fix patches from ManageEngine for security vulnerabilities detected within the product. Enabling this feature ensures security patches are updated promptly without having to wait for service packs to be released, thereby reducing the probability of the vulnerability being exploited in your installation.

To enable auto update,

1. Navigate to **Admin tab > Administration > Auto Update**.
2. Mark the check-box against **Automatically download and update issue fix patches**.
3. Select the frequency at which the product will check for patches.

Note: We recommend setting the frequency as **Daily** to ensure you have the latest fixes enrolled as soon as possible.

4. Click **Save**.

## Need help?

If you have trouble configuring any of the above mentioned settings, please contact us at [support@recoverymanagerplus.com](mailto:support@recoverymanagerplus.com). You can also schedule a free, personalized demo to receive expert guidance on tightening up your IT infrastructure's security.

To learn more about how RecoveryManager Plus can help you secure your enterprise applications, please visit: <https://www.manageengine.com/ad-recovery-manager/>.

## ManageEngine RecoveryManager Plus

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AD360 | Log360 | ADManager Plus | ADAudit Plus  
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#### ManageEngine RecoveryManager Plus

ManageEngine RecoveryManager Plus is a comprehensive backup and recovery solution for Active Directory, Entra ID, Microsoft 365, Google Workspace, on-premises Exchange and Zoho WorkDrive environments. With its incremental backups, flexible retention policies, backup immutability and multiple modes of restoration—such as domain controller recovery and object-, item- and attribute-level restoration—RecoveryManager Plus delivers a holistic solution for ensuring seamless business continuity by backing up all enterprise application data.

For more information, visit [www.manageengine.com/ad-recovery-manager](https://www.manageengine.com/ad-recovery-manager).

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