

## **Arbela Security Manager (ASM) for Dynamics AX 2009: Frequently Asked Questions**

### **Q: How does Arbela License the Arbela Security Manager?**

**A:** Arbela Security Manager is licensed on the amount of named users and production instances. Every production instance above the first is licensed at half the price of the first. The cost of the first instance is determined by the number of enabled users in AX. ASM counts the number of enabled users in your Administration module under the user master table.

Named user counts for ASM: You can access the Users form from the Administration module under common forms. Please count the number of enabled users you have in the Users form. It may be easier to export to excel and count the amount of enabled users there.

### **Q: Does your tool work with my modifications/customizations?**

**A:** Arbela Security Manager works with customizations as long as they are designed and developed using the Microsoft Dynamics AX development best practices; meaning, that they have security keys. Arbela Security Manager will read the data scheme and will display the settings, using native AX views and forms, visually. Our solution handles fields, including the ones that might be added as customizations by the developers. Additional comments on that are addressed below:

- Fields added to existing tables are automatically handled
- New tables and menu items are also automatically handled, if they have security keys attached to them (either existing standard AX security keys or custom security keys).

One thing to note is that the UI of Arbela Security Manager is built automatically when the solution is being used, which means that the UI will contain all securable objects in AX, including custom objects.

### **Q: Does your ASM (Arbela Security Manager) support Dynamics AX V4.0?**

**A:** Our Security Manager for AX V4.0 is no longer being supported.

### **Q: What auditing capabilities are included in Arbela's Security Manager?**

**A:**

- Lists all the security settings of an user and user group (including menu item, button, table and field)
- Lists all the users and user groups that have access to a security object (including menu item, button, table and field)
- Create Segregation of Duties rules using user groups. Mitigate potential risks by preventing users from being assigned to user groups that would otherwise allow the user to complete a business process on their own. Rules may be setup on an organization to organization basis.

### **Q: What are the hardware/software requirements to use ASM?**

**A:** Arbela's Security Manager is embedded in Dynamics AX so no additional requirements are needed, on top of what is necessary for Dynamics AX.

**Q: What is the difference between Arbela Security Manager and Standard AX security?**

**A:** Arbela Security Manager removes the need to navigate the security tree to find and modify permissions. ASM has the ability to visualize and modify security using standard AX views and forms. This allows a user with little technical knowledge to manage security. Additionally, with a plethora of reporting and enhanced functionality – time saved managing security using ASM will greatly increase the efficiency of an IT or help desk team.

**Q: Does Arbela Security Manager disable standard AX security/How does Security Manager disable security?**

**A:** Arbela's Security Manager does not modify/alter the underlying structure of security in Dynamics AX. Much rather it makes use of it and visualizes it in an intuitive user interface. The best way to perceive Arbela's Security Manager is as a wrapper that stands on top of standard Dynamics AX security.

**Q: How long does it take to implement Arbela's Security Manager?**

**A:** Arbela's Security Manager may be implemented within a week. Implementation is broken into two parts, Installation and Training. Installation may take from 1 to 2 hours, environments with extensive customization may necessitate longer installation times. Training is held at two levels. First is a general instruction on all the feature and functions of Arbela's Security Manager which takes 2 to 4 hours, depending on level of trainee involvement. Following is an advanced instruction, taking 2 to 4 hours, which includes nuanced features and scenario-based instruction.

**Q: What separates Arbela Security Manager from my other options?**

**A:** Arbela Security Manager provides the ability to pass the security administration process, which is a technical process, to a Functional user by empowering the Functional user to manage security using AX views and forms. Security Manager is embedded in AX and does not alter any of the underlying security of the system. There are no requirements on top of what is needed to run Dynamics AX. Additionally, Security Manager's extensive reporting capabilities can be leveraged to overcome auditing and compliancy requirements.

**Q: At what layer is ASM installed at or on?**

**A:** We deliver ASM in the BUS layer as an .aod file, but also include an XPO file that can be imported into any layer that the client has access to (i.e. VAR, CUS, USR, etc.).

**Q: Does the product handle record level security?**

**A:** Arbela Security Manager does not manage the standard AX record level security. As you know, record level security is used for securing specific rows and data (records) within a table, etc. This type of record level security is difficult to maintain and we do not recommend it as a business practice. We do however, recommend that the business process be first analyzed to clearly identify the issue surrounding the need for record level security. Most of the time, we find that the system design has not been well thought out and/or structured, thus requiring the need for record level security.

**Q: How does security manager work with Enterprise Portal (EP)?**

**A:** Security manager does not visually show the Enterprise Portal security setting. It also does not modify the security setting on the Enterprise Portal menu. However, users using the Enterprise Portal are added to user groups and user groups can be reported on easily within Arbela Security Manager.

**Q: What does support maintenance cover? What else is covered by software maintenance besides bug fixes?**

**A:** Annual software maintenance covers bug fixes as well as any updates made available for the version of the product for which annual enhancement was purchased. Due to the nature of Dynamics AX and its flexibility, issues that we can regenerate/reproduce in our system will be marked as bugs. Issues around environment management, installation, compiling, etc., are not considered bugs and we will be charging for them. At times, we will develop enhancements to our products and these enhancements are already included in our enhancement and maintenance fees.