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# TM1 Technical Bulletin



## Accessing a TM1 Server Using Integrated Login Across Trusted Domains (Kerberos)

Date: December 10, 2007

Relevant TM1 Versions: 9.1 SP2 U3 HF11

### Overview

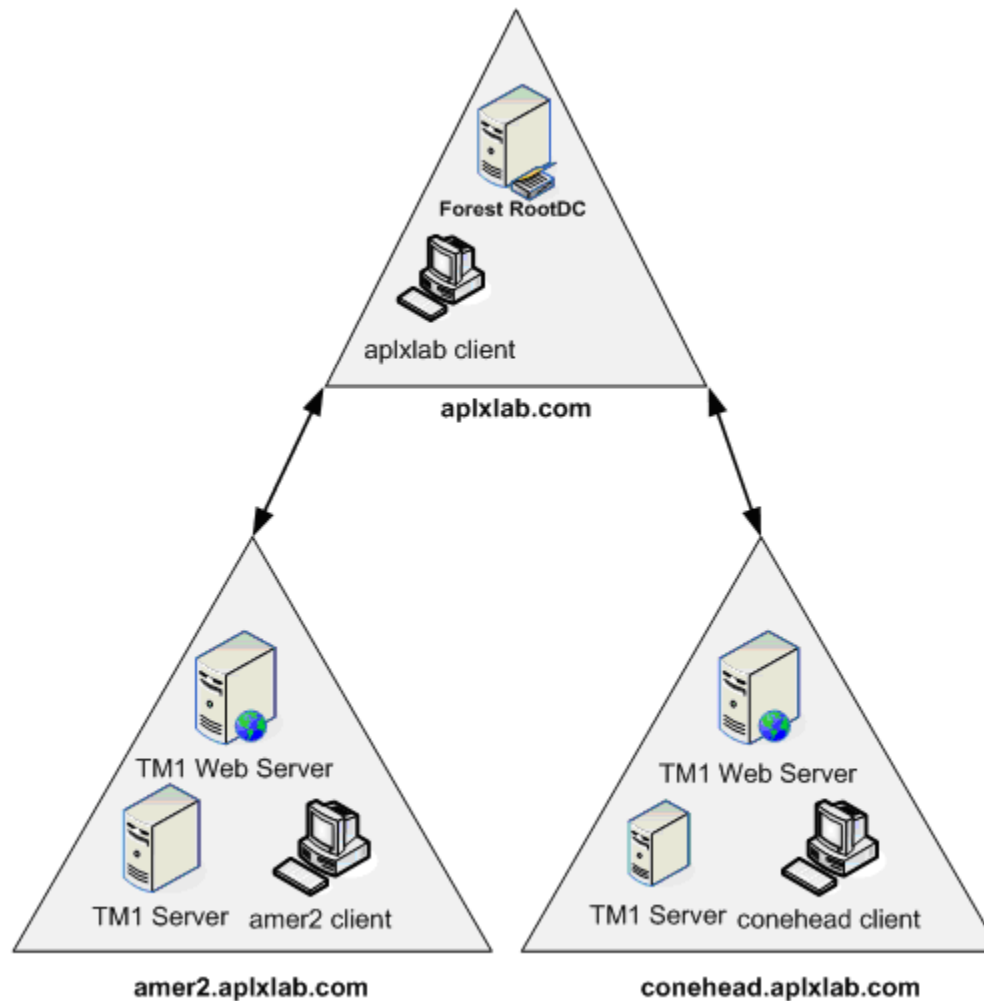
In TM1 9.1 SP2 U3, TM1 clients (TM1 Architect, TM1 Web, and TM1 Perspectives), using Integrated Login (Kerberos) could not connect to a TM1 server residing on a different trusted domain. This issue has been fixed in TM1 9.1 SP2 U3 Hot Fix 11.

### Tested Scenarios

This section provides a summary of the scenarios in which TM1 9.1 SP2 U3 Hot Fix 11 was tested.

## Test Domain Configuration

The diagram below illustrates the basic configuration which 9.1 SP2 U3 Hot Fix 11 addresses.

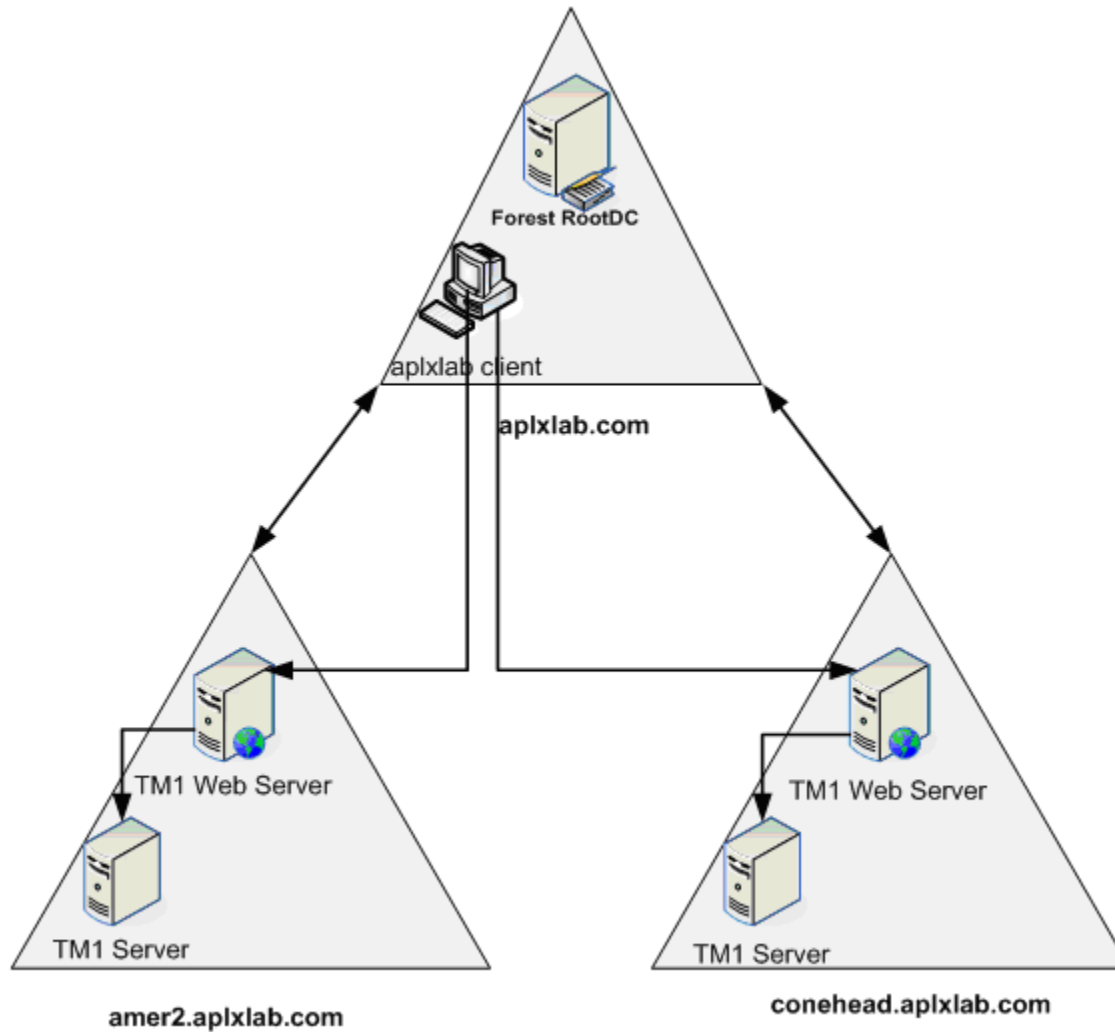


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In this configuration:

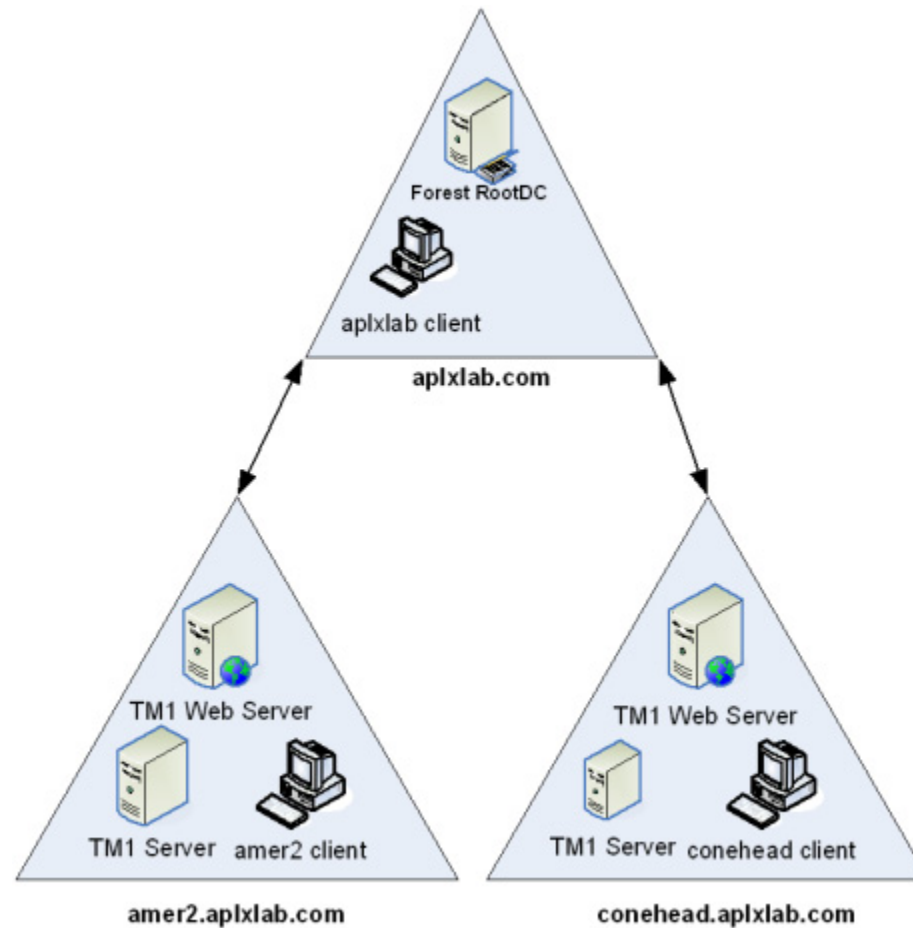
- TM1 Web Server runs in the IIS 6 Default Application Pool. The machines running a TM1 Web Server can delegate, using Windows Integrated Authentication).
- The TM1 Server is running as a domain account user i.e. user1.amer2.aplx-lab.com).

## Scenario 1



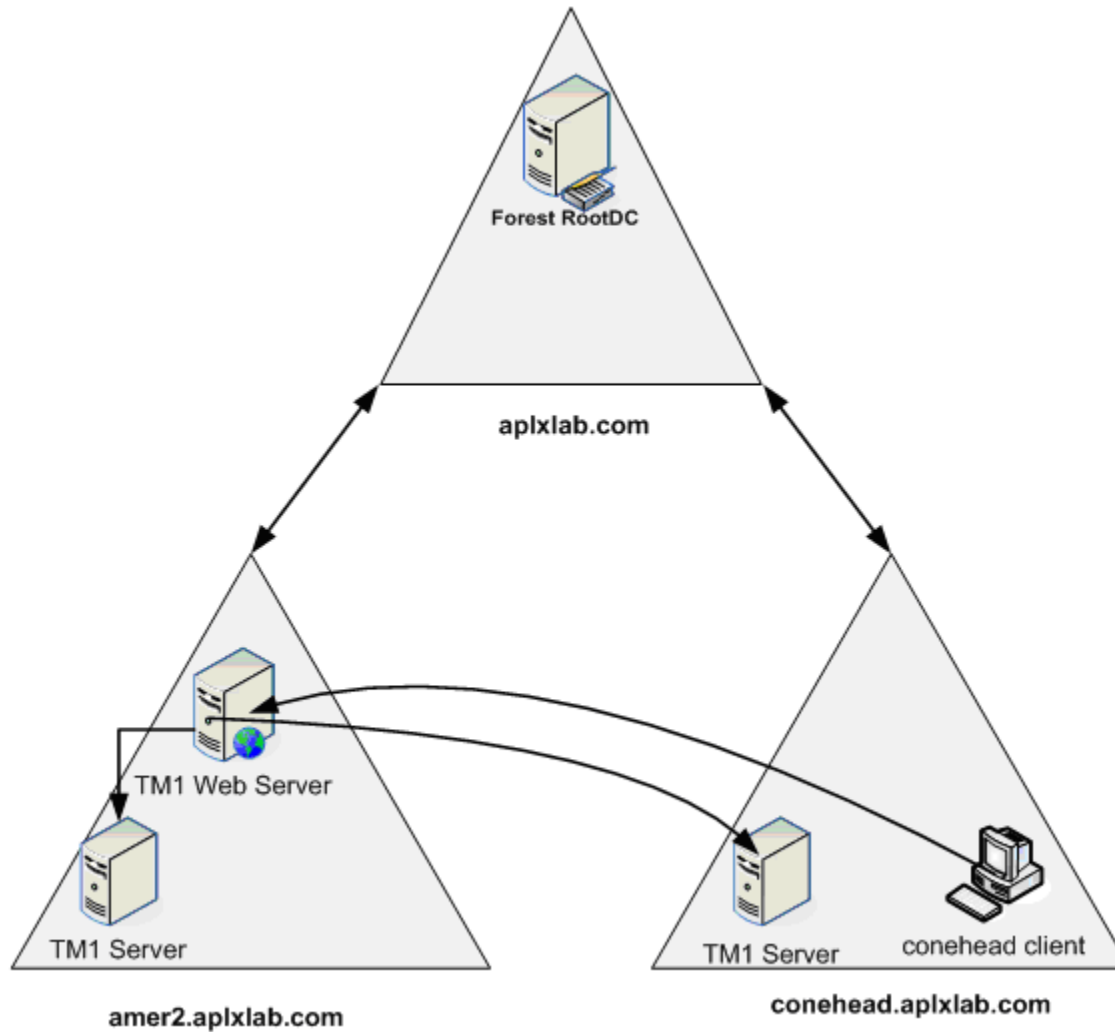
In this scenario an **apxlab** user can login using Integrated Login to a TM1 Web server on the **amer2.apxlab** domain or **conehead.apxlab.com**.

## Scenario 2



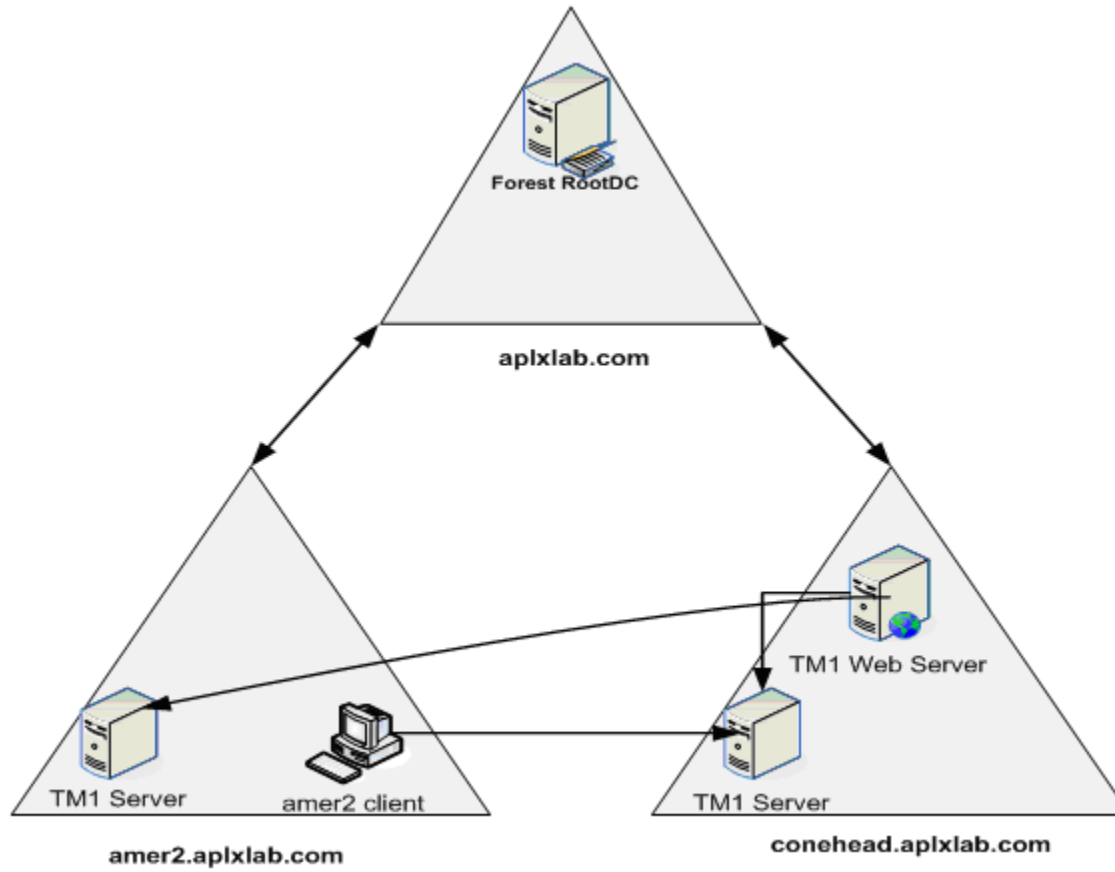
In this scenario an **amer2** user can login using Integrated Login to a TM1 Web Server within the **amer2** domain and a TM1 Server in either domain. Any **conehead** user can login using Integrated Login to a TM1 Web Server within the **conehead** domain and a TM1 server in either domain.


## Scenario 3



In this scenario a conehead user can login using Integrated Login using a TM1 Web Server within the amer2 domain and a TM1 server in either domain.

## Scenario 4





The inverse of Scenario 3 is not true. A **amer2** user can not login using Integrated Login to a TM1 Web server within the **conehead** domain.

Users connect to the TM1 Web Server which uses the security support provider interface (SSPI) to connect to the TM1 server. When users within the **amer2** domain connect to the TM1 Web server the authentication package being used is NTLM. As a result the SSPI call `AcquireCredentialsHandle` fails with return code `SEC_E_NO_CREDENTIALS`.

## Reference Information

Please consult the following Microsoft TechNet article for detailed information about Domain Trusts:

- <http://technet2.microsoft.com/WindowsServer/en/library/f5c70774-25cd-4481-8b7a-3d65c86e69b11033.msp?mfr=true>

For information about troubleshooting Kerberos/IIS issues, consult the following Microsoft Knowledgebase article:

- <http://support.microsoft.com/kb/326985>