# Genesys Skills Management Installation and Configuration Guide for Active Directory

## Configuring IIS

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Configuring IIS involves creating an application pool and granting certificate permissions.

## Application Pools

For the services, create an application pool (called, for example, 'Services'). The application pool should use the **.NET Framework v.4.0.30319**, and be set to **integrated** mode.

Once you've created the application pool, go into the Advanced settings or properties for the pool and change the **Identity** to the account that you want to use, for example **Network Service**.

If you do not already have a separate application pool to run Portal, it is recommended that you do so now. Portal requires **.NET Framework v.4.0.30319**, and uses **integrated** mode. Similarly, you should then set the Identity for the pool to the account you want to use.

## Certificate Permissions

The identities that run the services, Performance DNA, and Portal need access to the private key of the certificate that is used to sign the requests (for the STS) and encrypt the token requests (for Portal, Performance DNA, and the notification service).

### Granting certificate permissions

1. Click **Start**.
2. Search for **mmc.exe** (Windows 7) or open a command line console via `start > run > cmd.exe`
3. Run **mmc.exe** or type `mmc.exe` into the command line console and press **Enter**.
4. Add the **Certificates snap-in** (choosing to manage certificates for the local computer account when asked) by clicking **File, Add/Remove Snap-in** and selecting the **Certificates** option from the **Available** snap-ins section.
5. Select **computer account**.
6. Under the **Certificates (Local Computer)** hierarchy expand the **Personal** node and click **Certificates**.
7. Right-click the certificate used for the web server, and choose **All Tasks > Manage Private Keys**.
8. If the application pool users do not appear in the list, click **Add** to add them.
9. Give the new user accounts **Read** access in the permissions list.
10. Click **OK** to save changes.
11. Right-click the certificate used for the web server and select **Copy**.

12. Browse to the **Trusted People/Certificates** folder and paste the certificate to this folder
13. Close **mmc.exe**.