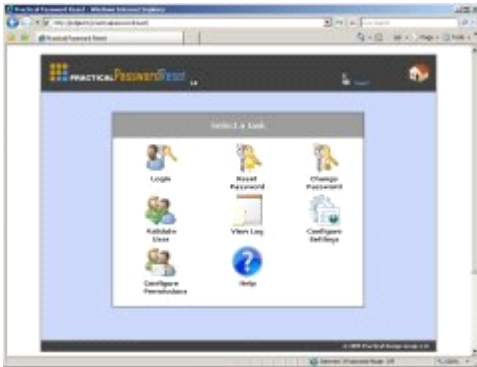




Overview

Tired of having domain administrators resetting user's passwords? Reduce costs and lighten the load of domain admins by delegating this duty to level 1 helpdesk personnel, department managers, or group/team members.



This is a web based password reset utility for helpdesk personnel, department managers, or group/team to reset user domain passwords and unlock accounts. The application provides a quick and easy way to reset user's domain passwords. It also provides a way for Domain Administrators to delegate password management to the help desk, department managers, or groups/teams.

There is a single web page that users can use to change their own domain password. They enter their username, current password, and new password. This is great for users that rarely log into a computer themselves because they only use their username to access Outlook Web Access(OWA) or VPN.

This is NOT a self service password reset utility. Through our own experience as domain administrators, we have realized that self service reset systems don't work with all types of users. Self service reset systems involve some sort of user enrollment process in which users must answer questions to give them access to reset their password. It can be very difficult to get users to take the time to do the enrollment process.

How it works:

- The administrator installs the program and web interface on any domain computer with IIS(Internet Information Services web server).
- The administrator selects which users or groups can reset passwords for specific users/groups/OUs.
- The helpdesk person would go to a web page that would either grab their current domain login information or force them to log into the web page.
- They would get a web page where they can enter a portion of the user's username, first name, or last name.
- A list of matching domain user accounts they have access to change will be displayed. The helpdesk user will click on the user from the list. It will take them to a page where they can do a password reset(without knowing the user's current password) and/or unlock the account.
- There is another web page for standard users to change their own domain password. The user would enter their username, current password and a new password.

Features:

- Web based – does not require installation on help desk or manager computers.
- Delegation – domain administrators can delegate password resets to non-domain admins such as helpdesk personnel, department managers, group/team. Delegation

is done by User, group, or OU.

- A page for helpdesk personnel, department managers, group/team to do an administrative password reset for users.
- Easy way for end users to change their own domain password. A single web page that users can enter their username, current password, and new password.
- End users do not need to perform an enrollment process or give answers to personal questions.
- A log is kept of all passwords changes or resets made through the utility. This log is viewable by domain admins for tracking and security monitoring purposes.
- No changes to the Active Directory are needed for the software to work.

Benefits:

- Improve user productivity and reduce domain admins and upper level helpdesk work load by delegating password management.
- You do not need the tedious user Enrollment process.
- The program only needs to be installed on one computer.
- Delegate password management from domain admins to helpdesk personnel, department managers, or group/team.
- Improves security by not needing to give administrator privileges in order for helpdesk personnel, department managers, or group/team the ability to reset user passwords.
- Affordable flat rate price

System Requirements:

Windows 2000, 2003, or 2008 Active Directory Domain

Computer that is a member of the domain running IIS 5, IIS 6, or IIS 7, Clustered servers not supported

.Net framework 2.0 installed on IIS server

Web browser: IE 6, 7, or 8, Firefox 2 or 3 or newer

Installation

System Requirements:

Windows 2000, 2003, or 2008 Active Directory Domain

Computer that is a member of the domain running IIS 5, IIS 6, or IIS 7

Clustered IIS Servers are not supported

.Net framework 2.0 installed on IIS server

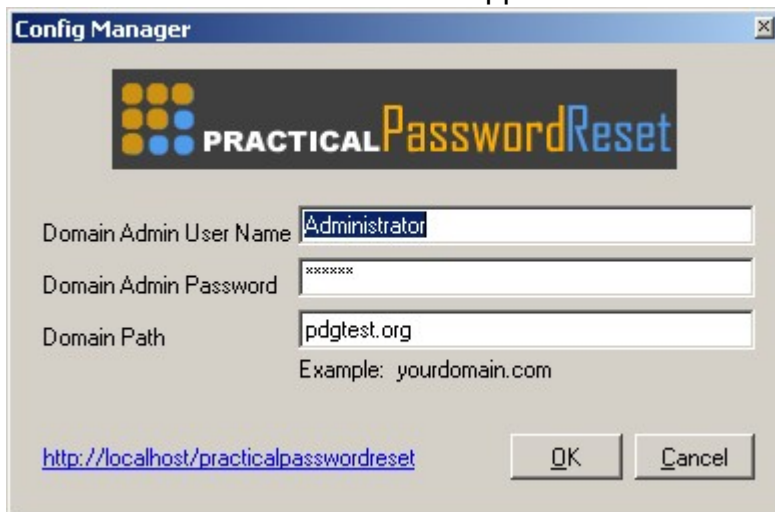
Web browser: IE 6, 7, or 8, Firefox 2 or 3

1. Run Setup.exe on a computer with IIS installed. .Net 2.0 framework must be already installed.

2. Follow the prompts to install the application

3. When the installation has completed the Config Manager needs to be run in order to store the Domain name, Domain Admin username and Domain Admin password. The web application needs this information in order to have the necessary rights to reset passwords. Click Start/Program Files/Practical Password Reset/Config Manager

4. In the Config Manager enter the Domain Admin username, Domain Admin password, and Domain name. Click OK when the correct information has been entered. We recommend creating a new domain admin account in Active Directory that will only be used for the Practical Password Reset application.



5. Practical Password Reset should be ready to use at this point. Open a web browser and enter <http://yourwebserver/PracticalPasswordReset> The main screen should open and you can begin using the application.

6. To setup which users/groups have access to change passwords, go to the [Configure Permissions](#) icon. By default, the Domain Admin group has rights to change all users in the Domain Users group.

7. The application settings are configured using the [Configure Settings](#) icon.

Troubleshooting:

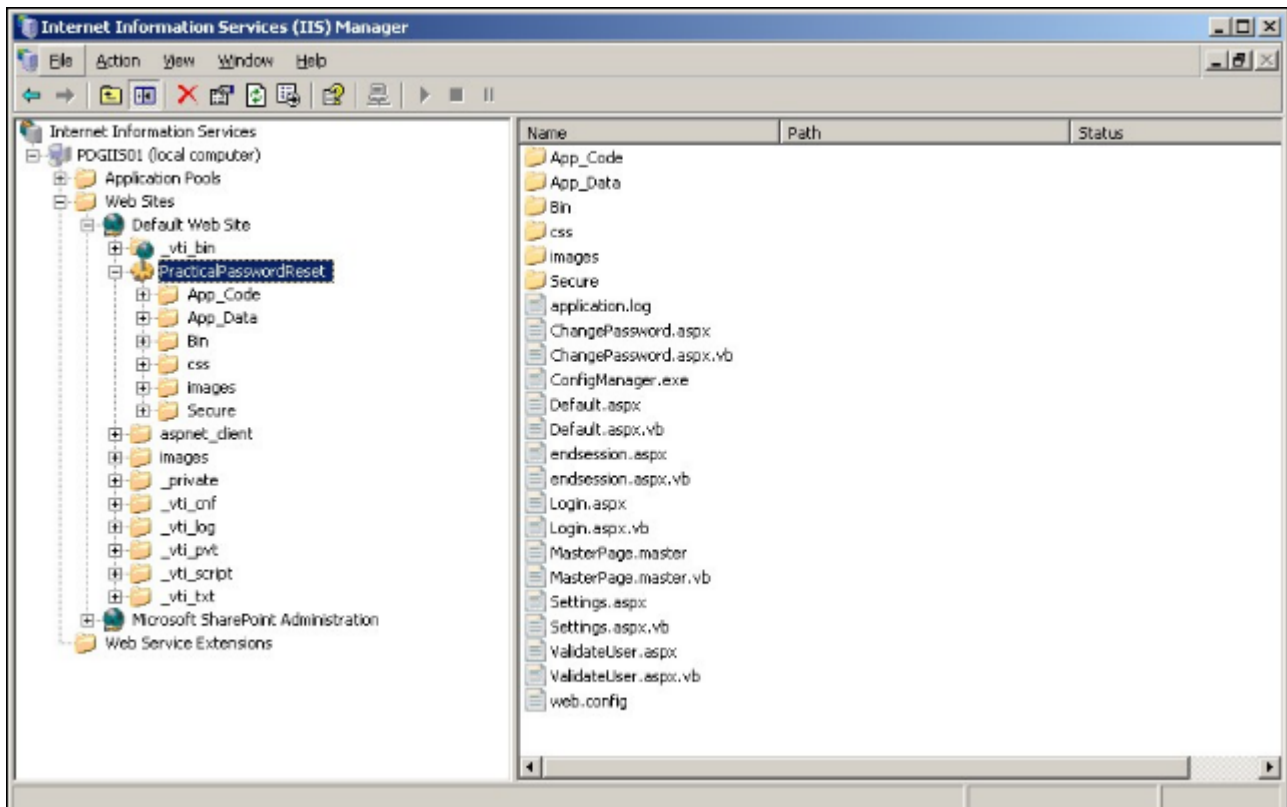
If the Practical Password Reset does not work, please review the [Troubleshooting](#) section.

Troubleshooting

If the Practical Password Reset does not work, please check the Practical Password Reset virtual directory properties in IIS Manager. Compare the settings to the following screenshots.

The most common problem is the ASP.net version for the Practical Password Reset virtual directory is not set to version 2.0.50727.

Occasionally after making changes to the three domain admin fields or the domain path on the Configure Settings page, you may need to restart the World Wide Web service in the service manager for the new settings to take effect.



PracticalPasswordReset Properties ? X

HTTP Headers Custom Errors ASP.NET
Virtual Directory Documents Directory Security

The content for this resource should come from:

- ☒ A directory located on this computer
- ☐ A share located on another computer
- ☐ A redirection to a URL

Local path:

☐ Script source access ☒ Log visits
☒ Read ☒ Index this resource
☐ Write
☐ Directory browsing

Application settings

Application name:


Starting point:

Execute permissions:

Application pool:

PracticalPasswordReset Properties ? X

Virtual Directory Documents Directory Security
HTTP Headers Custom Errors ASP.NET



ASP.NET version:

Virtual path:

File location:

File creation date:

File last modified:

Authentication Methods [X]

☒ **Enable anonymous access:**

Use the following Windows user account for anonymous access:

User name:

Password:

Authenticated access

For the following authentication methods, user name and password are required when:

- anonymous access is disabled, or
- access is restricted using NTFS access control lists

☐ Integrated Windows authentication

☐ Digest authentication for Windows domain servers

☐ Basic authentication (password is sent in clear text)

☐ .NET Passport authentication

Default domain:

Realm:

PracticalPasswordReset Properties [?] [X]

HTTP Headers Custom Errors ASP.NET

Virtual Directory Documents Directory Security

☒ **Enable default content page:**

Default.htm
Default.asp
index.htm
iisstart.htm
Default.aspx

☐ **Enable document footer**

Append an HTML formatted footer to every document your Web server returns.

ASP.NET Configuration Settings

General Custom Errors Authorization Authentication Application State Management Locations

Connection string manager

| Name | Connection Parameters |
|--------------------|--|
| LocalSqlServer | data source=.\SQLEXPRESS;integrated security=SSPI;AttachDBFilename= DataDi |
| ADConnectionString | LDAP://pdgtest.org |
| | |
| | |
| | |
| | |
| | |

Add... Edit... Remove Reset

Application settings

| Key | Value |
|----------------|---------------|
| DomainAdmin | Administrator |
| DomainPassword | |
| MaskPassword | no |
| SerialNumber | |
| SessionTimeout | 20 |
| | |
| | |
| | |

Add... Edit... Remove Reset

Path: PDGIIS01/Default Web Site/PracticalPasswo OK Cancel Apply Help

ASP.NET Configuration Settings

General Custom Errors Authorization Authentication Application State Management Locations

Custom error settings

Custom error mode: Remote Only

Default redirect URL:

Inherited custom errors:

| Status Code | Redirect URL |
|-------------|--------------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Local custom errors:

| Status Code | Redirect URL |
|-------------|--------------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Add... Edit... Remove

Path: PDGIIS01/Default Web Site/PracticalPasswo

OK Cancel Apply Help

ASP.NET Configuration Settings

General Custom Errors **Authorization** Authentication Application State Management Locations

Authorization rules

Inherited authorization rules:

| Type | Verbs | Roles | Users |
|-------|-------|-------|-------|
| Allow | | | * |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Local authorization rules:

| Type | Verbs | Roles | Users |
|-------|-------|-------|-------|
| Allow | | | * |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Add... Edit... Remove

Path: PDGIIS01/Default Web Site/PracticalPasswo

OK Cancel Apply Help

ASP.NET Configuration Settings

General | Custom Errors | Authorization | **Authentication** | Application | State Management | Locations

Authentication settings

Authentication mode: Forms

Forms authentication

HTTP cookie name: .ADAuthCookie

Login URL: login.aspx

Cookie protection: All Cookie timeout: 00:10:00

☐ Require SSL ☒ Enable sliding expiration

Membership

Membership provider class: MyADMembershipProvider

Manage Providers...

Roles

☐ Role management enabled

Role provider class: AspNetSqlRoleProvider

Manage Providers...

Path: PDGIIIS01/Default Web Site/PracticalPasswo

OK Cancel Apply Help

ASP.NET Configuration Settings

General Custom Errors Authorization Authentication Application State Management Locations

Common compilation, page and runtime settings

Page language default: vb

Page theme default:

Page master default:

☒ Enable debugging Request execution timeout (seconds): 110

Globalization settings

Request encoding: utf-8

Response encoding: utf-8

File encoding: Windows-1252

Culture: af-ZA

UI culture: af

Identity settings

☒ Local impersonation

User name: pdgtest.org\administrator Password:

Path: PDGIIS01/Default Web Site/PracticalPasswo

OK Cancel Apply Help

ASP.NET Configuration Settings

General Custom Errors Authorization Authentication Application **State Management** Locations

Session state settings

Session state mode: InProc

Cookieless mode: UseCookies

Session timeout (minutes): 20

State server settings

Connection string: tcpip=loopback:42424

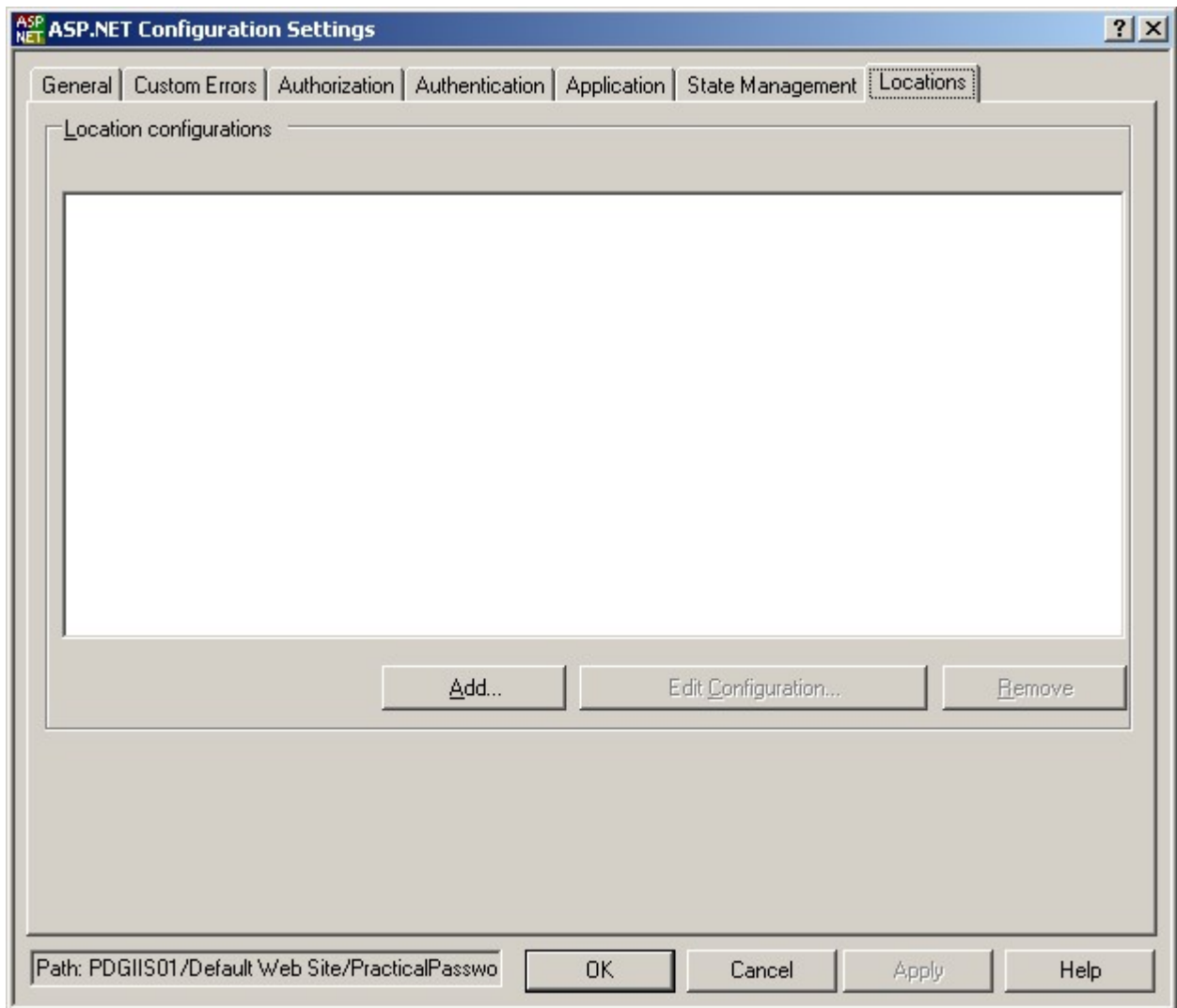
Network timeout (seconds): 10

SQL Server settings

Connection string: data source=localhost;Integrated Security=SSPI

Path: PDGIIS01/Default Web Site/PracticalPasswo

OK Cancel Apply Help





Login

You must log into the site in order to reset passwords. Log in using a domain account that has been granted privileges to Reset passwords in the Configure Permissions page. The Change password, Validate User, and Help do not require a network user to be logged into the site.

In order to access the Configure Settings, View Log, or Configure Permissions pages you must be logged in as a Domain Administrator.





Reset Password

Use this option to do an administrative reset of a users password or unlock an user's account.

Note: An administrative reset means you do not need to know the users current password to reset to a new password.

When you click on Reset Password you will be taken to the Search User page.

Search Users

User Name:

First Name:

Last Name:

Limit results to:

(Use * for wildcard search)

12 Records found.

| User Name | First Name | Last Name | Locked | Reset |
|-----------|------------|-----------|--------------------------|--------------------------------------|
| BBeck | Bradley | Beck | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BCetinok | Boris | Cetinok | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BCiaz | Brenda | Diaz | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BGroth | Brian | Groth | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BHoffman | Barbara | Hoffman | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BHohman | Bob | Hohman | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BKearney | Bonnie | Kearney | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BMoore | Bobby | Moore | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BSeldi | Birgit | Seldi | <input type="checkbox"/> | <input type="button" value="Reset"/> |
| BSimon | Britta | Simon | <input type="checkbox"/> | <input type="button" value="Reset"/> |

1 2

On this page you can enter a User's any or all of the following: Username, First Name, or Last Name.

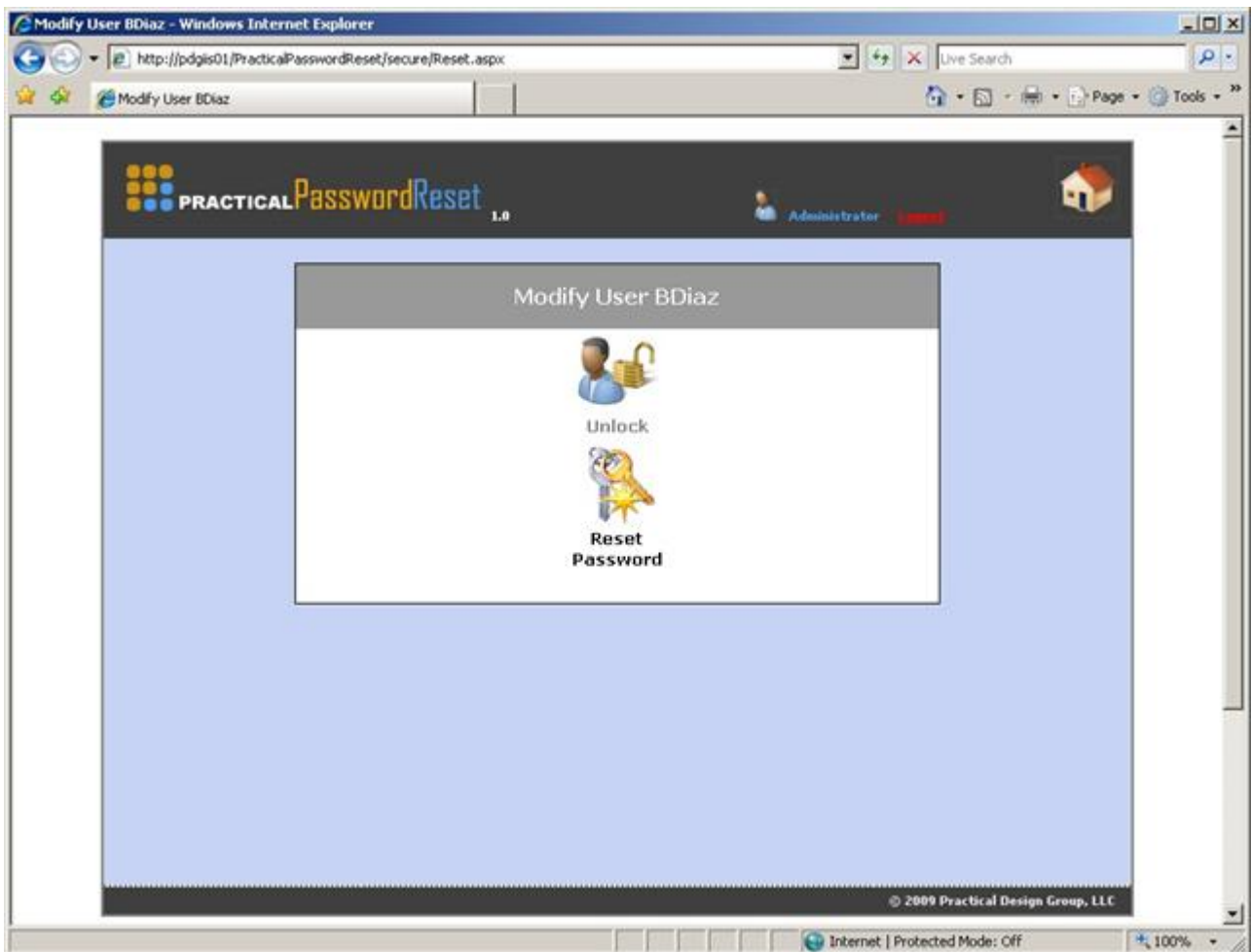
Use a * for a wildcard search.

The results will be limited to the first 100 records found. This is to prevent generic searches from taking a very long time. If you receive more than 100 records, you should be more specific in your search.

The Search results are sorted by Username by default. You can click on any of the headings to sort by that column.

Once you find the user that needs the password reset, click on the Reset button next to their name. You will be taken to the Reset page.

Click Unlock to unlock a user or click Reset Password to reset the password.



Enter the new password and click the Reset button. The program can also generate a random password by clicking on the Random Password button. If the password group policy is enabled for your domain, the program will require the password to meet the standards of that policy. The policy requirements are listed below the Reset button. Checking the Change password on next login, will set the AD flag to force the user to change the password the next time they log in.



Change Password

This page is used to change a password when the current password is known. This is a web page for standard users to change their own domain password. The user would enter their username, current password and a new password. This is great for users that rarely log into a computer themselves because they only use their username to access Outlook Web Access (OWA) or VPN.

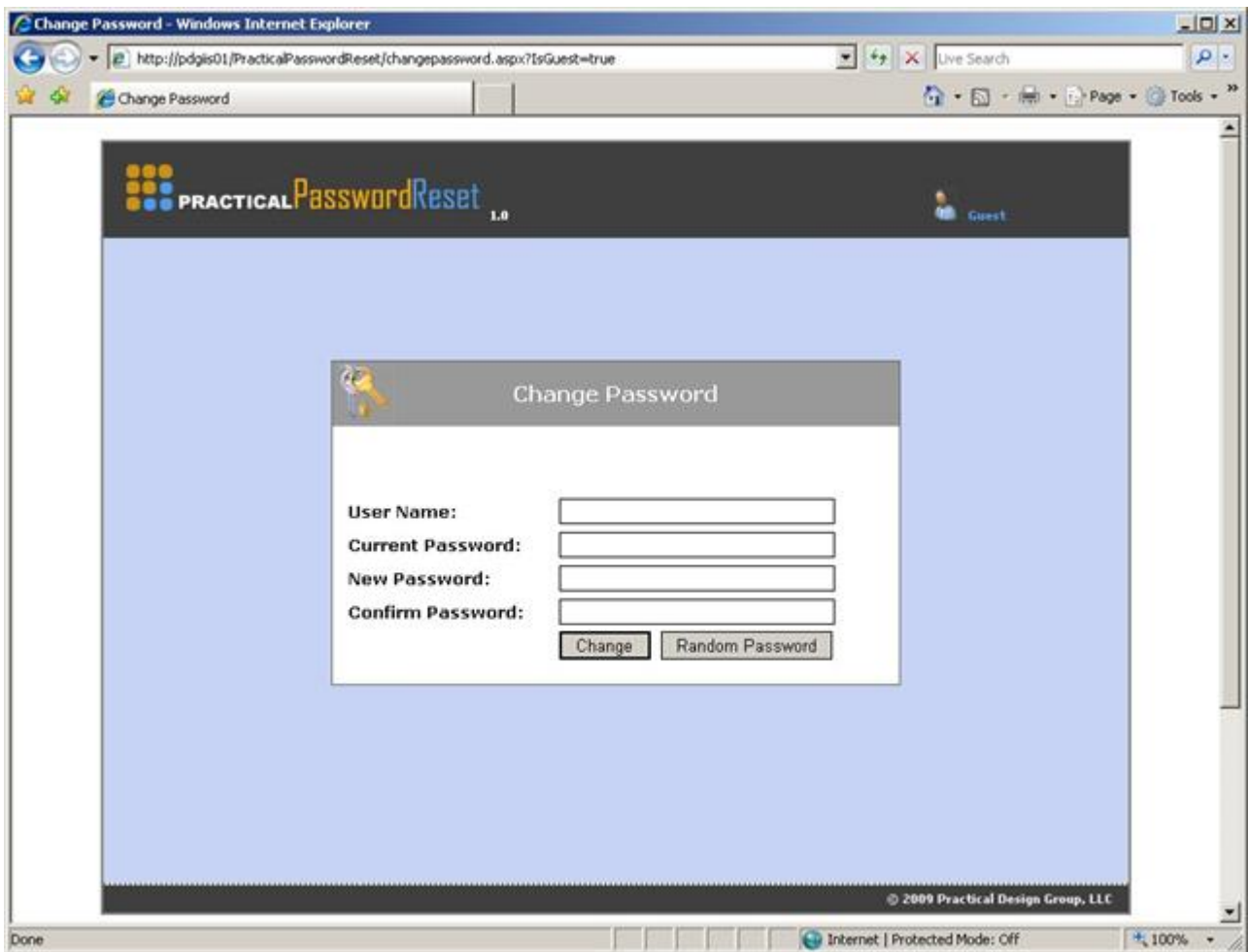
The program can also generate a random password by clicking on the Random Password button. If the password group policy is enabled for your domain, the program will require the password to meet the standards of that policy. The policy requirements are listed below the Reset button.

Use the link below to give standard users access to the page for changing their own passwords. Change your IIS server to be the name of the IIS server with Practical Password Reset installed. The `IsGuest=true` at the end removed the Home icon, so the users won't be able to easily get to the Main page of the application.

<http://yourIISserver/PracticalPasswordReset/changepassword.aspx?IsGuest=true>

If you want to auto populate the User name field, use the following. Change `=username` to the user's AD username. The custom url works well if you use Practical Password Reminder in conjunction with Practical Password Reset. You can modify the Reminder emails to have a link to the user Change Password page where the username will be auto populated.

<http://yourIISserver/PracticalPasswordReset/changepassword.aspx?IsGuest=true&username=username>





Validate User

Use this page to easily check to see if a particular username and password are correct. This an easy way to test a username and password to make sure both are correct.

Validate User - Windows Internet Explorer

http://pdgis01/PracticalPasswordReset/validateuser.aspx

Live Search

Validate User

PRACTICAL PasswordReset 1.0

Administrator Logout

Validate User

Valid User and Password

User Name: test5

Password: [masked]

Validate

© 2009 Practical Design Group, LLC

Done Internet | Protected Mode: Off 100%



View Log

This page shows a log of all password resets that have been performed. It allows a domain admin to easily review all password resets. You must be logged in as a domain administrator in order to access this page.

Application Log

| Date Time | User Name | Action | Performed On |
|-----------------------|---------------|----------------|--------------|
| 8/18/2009 8:54:47 AM | tp | Reset Password | test6 |
| 8/18/2009 3:48:10 PM | tp | Reset Password | test6 |
| 8/20/2009 10:04:05 AM | test5 | Reset Password | test5 |
| 8/20/2009 11:23:52 AM | test5 | Reset Password | test5 |
| 8/20/2009 10:43:31 PM | Administrator | Reset Password | test5 |
| 8/20/2009 10:44:43 PM | Administrator | Reset Password | test5 |
| 8/20/2009 10:54:43 PM | Administrator | Reset Password | test5 |
| 8/20/2009 11:03:43 PM | test5 | Reset Password | test6 |
| 8/20/2009 11:04:14 PM | test6 | Reset Password | test6 |
| 8/20/2009 11:37:59 PM | test6 | Reset Password | test6 |
| 8/20/2009 11:38:15 PM | test6 | Reset Password | test6 |
| 8/22/2009 2:47:16 PM | Administrator | Reset Password | test6 |
| 8/22/2009 3:11:50 PM | Administrator | Reset Password | test6 |
| 8/22/2009 3:12:04 PM | Administrator | Reset Password | test6 |
| 8/22/2009 3:12:40 PM | test5 | Reset Password | test6 |

© 2009 Practical Design Group, LLC



Configure Permissions

Use this option to configure the application settings and enter a serial number. You must be logged into the application as a Domain Admin in order to view this page.

Domain Admin: Enter a domain administrator username.

Domain Admin Password: enter the password for the domain administrator entered

Domain Path: Your active directory domain name with LDAP:// in front.

Example: LDAP://yourdomain.com

Mask Password: If Yes is selected all passwords on the site will be shown as *****

If No is selected all passwords on the site will be visible as normal text

Serial number: After purchasing the product you will receive a unique serial number to enter here which will activate the product. It is best if you enter the number before the trial period expires, as you will have limited access to the application once the trial expires.

Session Timeout: A user logged into the application will be automatically logged off after the number of minutes entered has passed.

Identity Admin: Enter a domain administrator username with the domain name in front.

Example: yourdomain.com\administrator

Generally this will be the same Domain Admin as entered in the Domain Admin box.

Identity Password: Enter the password for the Domain admin

Connection Username: Enter a domain administrator username with the domain name in front. Generally this will be the same Domain Admin as entered in the Domain Admin box.

Connection Password: Enter the password for the Domain admin

Enable One Click Reset: Checking this changes the reset button functionality to change the password to the One Click Reset Password listed below

One Click Reset Force Password Change: If One Click Reset is checked, this option will set the user to change password on the first login

One Click Reset Password: Password that the account will be reset to if using the One Click Reset option

Save: saves the settings

Encrypt Settings: This encrypts the settings file so the passwords are not stored in plain text. When the file is encrypted the Configuration Manager will no longer be able to make changes to the settings file.

Decrypt Settings: This remove the encryption from the settings file and allows the Configuration Manager program the ability to make changes to the settings file.



Configure Settings

| | |
|-------------------------------|---|
| Domain Admin: | <input type="text" value="Administrator"/> |
| Domain Admin Password: | <input type="password" value="*****"/> |
| Domain Path: | <input type="text" value="LDAP://pdgtest.org"/> |
| Mask Password: | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Serial Number: | <input type="text" value="IfwGwOCqJTY5p4w1zNtACk"/> |
| SessionTimeout(Minutes): | <input type="text" value="20"/> |
| Identity Admin: | <input type="text" value="pdgtest.org\administrator"/> |
| Identity Password: | <input type="password" value="*****"/> |
| Connection Username: | <input type="text" value="Administrator"/> |
| Connection Password: | <input type="password" value="*****"/> |
| Enable One Click Reset: | <input type="checkbox"/> |
| One Click Reset Force Change: | <input type="checkbox"/> |
| One Click Reset Password: | <input type="text"/> |

Instructions:

- DomainAdmin : Your Domain Administrator Name
- DomainPassword : Your Domain Administrator Password
- MaskPassword: Yes/No
- SerialNumber : Your Product Serial Number(Leave blank if using in demo mode)
- SessionTimeout : Timeout Duration In Minutes
- ADConnectionString : Your ActiveDirectory Path (e.g. "LDAP://yourdomain.com")



Configure Permissions

Use this option to configure which users/groups have rights to reset passwords for a particular group or OU. You must be logged into the application as a Domain Admin in order to view this page. This application does not make any schema or permission changes to the active directory. All permissions granted are stored in a local xml file.

The screenshot below shows the Domain Admins Group has been granted permission to reset passwords for any user in the Domain Users group. The test5 user has been granted permission to reset passwords for any user in the IT organizational unit.

Remember to click Save to store any permission combination you have selected.

Configure Permissions

Select Group/User: > Group: Domain Users

Group: Domain Admins >>

Available Groups/OUs: <

Group: Account Operators <<

Group: Administrators

Group: Backup Operators

Group: Cert Publishers

Save

Granted Permissions

| Allowed User/Group | Group/OU that can be reset |
|----------------------|----------------------------|
| Group: Domain Admins | Group: Domain Users |
| User: test5 | OU: IT |