



ANIXIS Password Reset

Evaluator's Guide

V2.1



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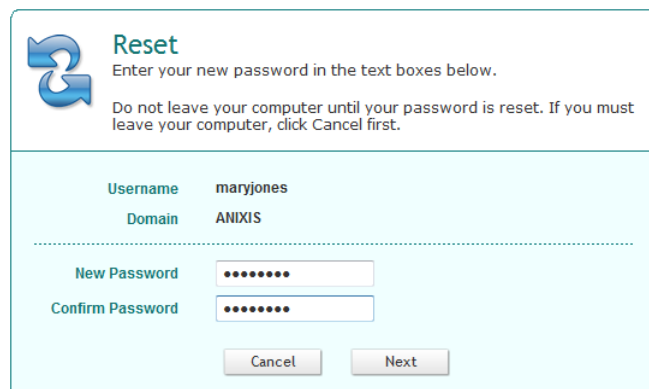
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Introduction

ANIXIS Password Reset is a self-service password management system that helps organizations to reduce the number of password related help desk calls. APR allows users to securely change their password and unlock their account, even if they have forgotten their current password.

This Evaluator's Guide shows you how to quickly install, configure, and test ANIXIS Password Reset. You should read this guide if you are evaluating APR, or if you are using APR for the first time.

Send an e-mail to support@anixis.com if you have any questions, or if you encounter any problems during your evaluation.



Reset
Enter your new password in the text boxes below.
Do not leave your computer until your password is reset. If you must leave your computer, click Cancel first.

Username maryjones
Domain ANIXIS

New Password

Confirm Password

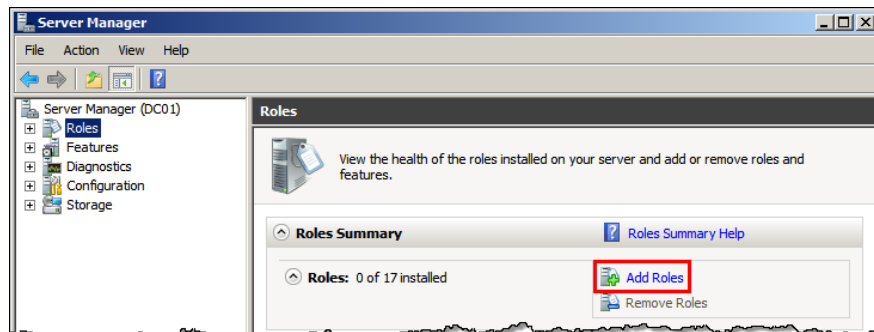
The APR [Administrator's Guide](#) contains additional installation and configuration information. Refer to the Administrator's Guide for more detailed coverage of the topics discussed in this guide.

Preparing a Computer for the Evaluation

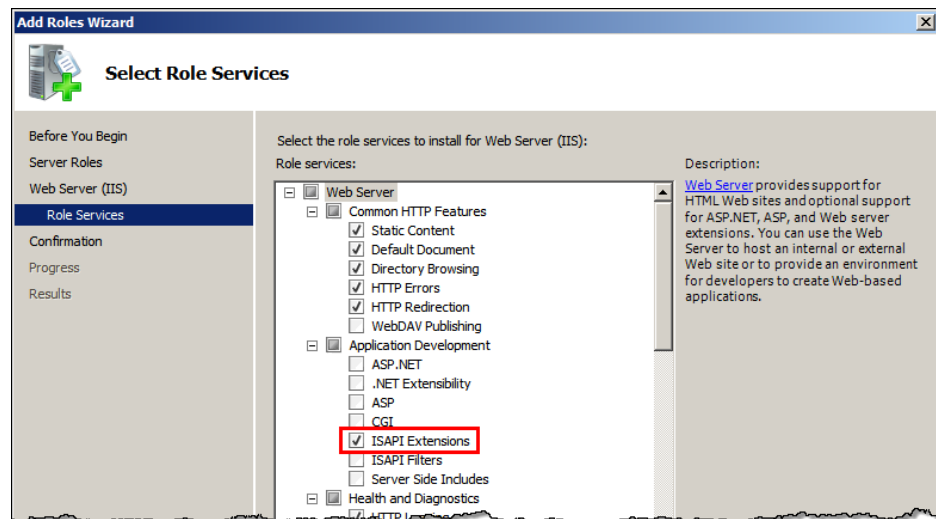
You only need one computer for the evaluation, a Windows 2003 or 2008 server. The server can be a domain controller or a member server. Follow the instructions below to set up IIS on the evaluation server.

If you are using Windows 2008 and IIS is not installed

1. Start the Server Manager console (ServerManager.msc).
2. Click the **Roles** item in the left pane.



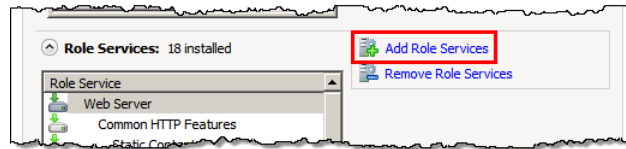
3. Click **Add Roles** in the right pane.
4. Click **Next** if you see the “Before You Begin” page.
5. Select the **Web Server (IIS)** role, and then click **Next** twice.



6. Select **ISAPI Extensions** in the **Application Development** group.
7. Click **Next**, and then click **Install**.
8. Wait for IIS to install, and then click **Close**.

If you are using Windows 2008 and IIS is already installed

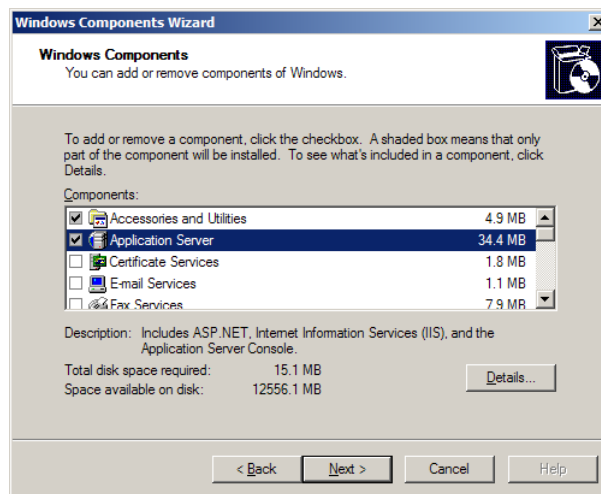
1. Start the Server Manager console (ServerManager.msc).
2. Expand the **Roles** item in the left pane, then click **Web Server (IIS)**.
3. Scroll down to the **Role Services** section in the right pane.



4. Click **Add Role Services**.
5. Select **ISAPI Extensions** in the **Application Development** group.
6. Click **Next**, and then click **Install**.
7. Wait for the role service to install, and then click **Close**.

If you are using Windows 2003 and IIS is not installed

1. Click **Start > Control Panel > Add or Remove Programs**.
2. Click **Add/Remove Windows Components** on the left side.
3. Select the box beside the **Application Server** item in the list.



4. Click **Next**.
5. Wait for IIS to install, and then click **Finish**.

Installing APR

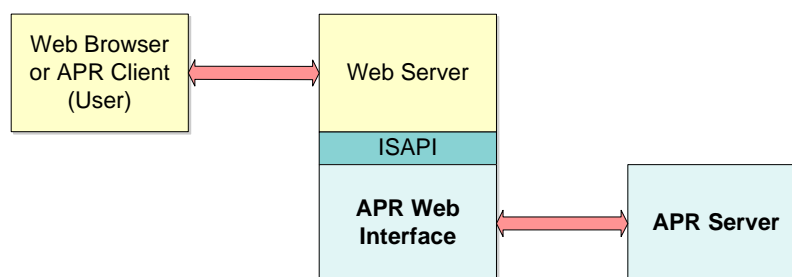
ANIXIS Password Reset has two server components, and an optional [client](#). Both server components can be installed on one server, or they may be installed on separate servers if your web server is in a DMZ. As the evaluation server is not in a DMZ, we will install both components on one server.

The Web Interface

The Web Interface is the component that users interact with. It accepts user requests, encrypts them, and sends them to the APR Server. The Web Interface must be installed on a server running IIS 6 or later.

The APR Server

The APR Server is the component that performs requests on behalf of users. It receives requests from the Web Interface, checks the user's credentials, and performs the requested task if the credentials are valid.



1. Start the APR Setup Wizard (APR20.exe).
2. Click **Next**.
3. Read the license agreement. Click **I accept the terms of the license agreement**, and then click **Next** if you accept all the terms.
4. Click **Next**.
5. Type "aprsvc" (without quotes) into the **User Name** box, and a suitable password into the **Password** box.
6. Click **Next** three times.
7. Wait for ANIXIS Password Reset to install, and then click **Finish**.

The Setup Wizard creates the aprsvc account and adds it to the Domain Admins group. You can remove the account from the Domain Admins group and grant the required permissions later. The "Securing APR" section of the [Administrator's Guide](#) explains how.

Using APR

ANIXIS Password Reset is a web application. Open a web browser on the server and go to **http://127.0.0.1/pwreset/** to see APR's menu. You can also access APR from another computer by replacing 127.0.0.1 in the URL with the IP address or hostname of the evaluation server.



ANIXIS Password Reset encrypts the connection between the Web Interface and APR Server, but the web server is responsible for encrypting the connection between itself and the user's web browser. You should install an SSL certificate on the web server and use the HTTPS protocol before using APR on a production network with real passwords. The "Securing APR" section of the [Administrator's Guide](#) has more information.

Enrolling into APR

You must enroll into APR before you can use it to reset your password or unlock your account. To enroll into APR:

1. Click the **Enroll** item in the menu.

Enroll

Enter your username, domain and password to confirm your identity. You cannot enroll if you have forgotten your password, or if your account is locked.

Select some questions and enter your answers to these questions. Try to choose questions that only you know the answers to. You will need to enter the same answers whenever you need to reset your password or unlock your account.

Username: maryjones

Domain: ANIXIS

Password: ••••••

Question 1: What is your eldest brother's middle name?
Answer: Michael

Question 2: What is your mother's middle name?
Answer: Elizabeth

Question 3: What was your favorite subject at school?
Answer: chemistry

Buttons: Cancel, Next

2. Type a **Username**, **Domain**, and **Password**.
3. Select a question from each of the **Question** drop-down lists, and type an answer to each question in the **Answer** text boxes.
4. Click **Next**.

Windows increments the bad password count in Active Directory every time you try to enroll with an incorrect password. This may trigger a lockout if the Windows account lockout policy is enabled.

Resetting a password

Use the Reset feature when you have forgotten your password. Resetting a password also unlocks the account if it is locked.

1. Click the **Reset** item in the menu.
2. Type a **Username** and **Domain**, and then click **Next**.
3. Type the **Answer** to the first question, and then click **Next**. Repeat until all questions are answered correctly.
4. Type the new **Password** into both text boxes, and then click **Next**.

Unlocking an account

Use the Unlock feature when you know the password, but have entered it incorrectly too many times and Windows has locked out your account.

1. Click the **Unlock** item in the menu.
2. Type a **Username** and **Domain**, and then click **Next**.
3. Type the **Answer** to the first question, and then click **Next**. Repeat until all questions are answered correctly.

Changing a password

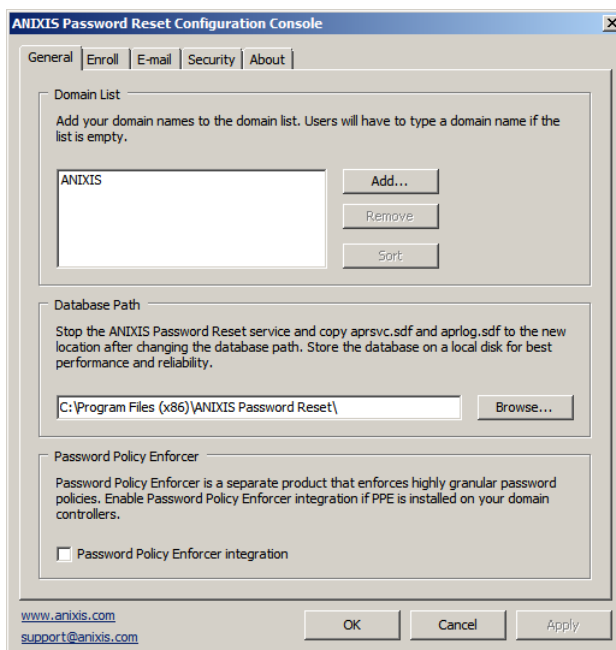
Use the Change feature when you know the password and would like to change it.

1. Click the **Change** item in the menu.
2. Type a **Username** and **Domain**, and then click **Next**.
3. Type the **Old Password**, **New Password**, and **Confirm Password**, and then click **Next**.

APR's user interface is built with customizable templates. You can easily modify the user interface by editing the templates. Even the error messages are defined in the templates, so you can edit those too. The "Editing the HTML Templates" section of the [Administrator's Guide](#) has more information.

Configuring APR

In the previous section, you used APR with a default configuration. You can use the Configuration Console to edit the configuration settings. Click **Start > [All] Programs > ANIXIS Password Reset > APR Configuration Console** to open the Configuration Console.



The Configuration Console has a tabbed layout. Click the tabs along the top to see the various settings. Most of the settings are self-explanatory. Press F1 on any of the tabs to see the help page for the current tab.

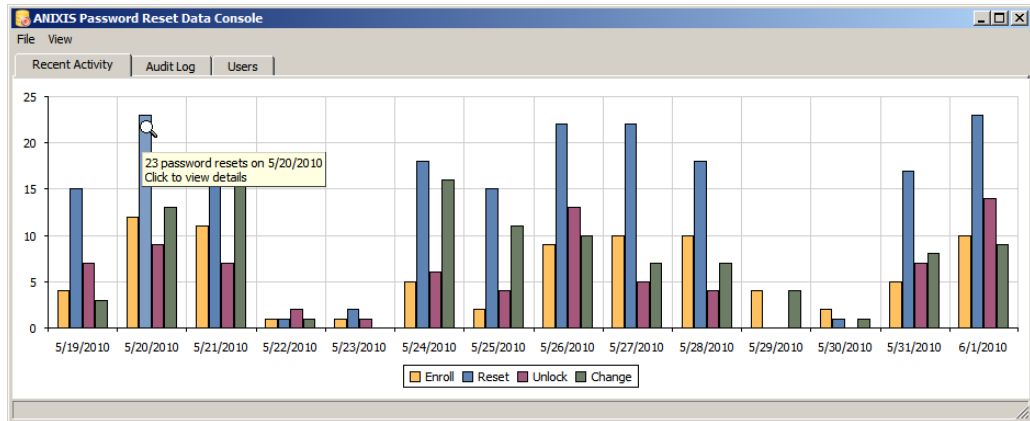
Configuration changes are applied when you click **Apply** or **OK**. Clicking **OK** also closes the Configuration Console.

ANIXIS Password Reset includes a 30-day evaluation license for up to 50 users. Send an e-mail to support@anixis.com if you would like to evaluate APR with more than 50 users.

The Data Console

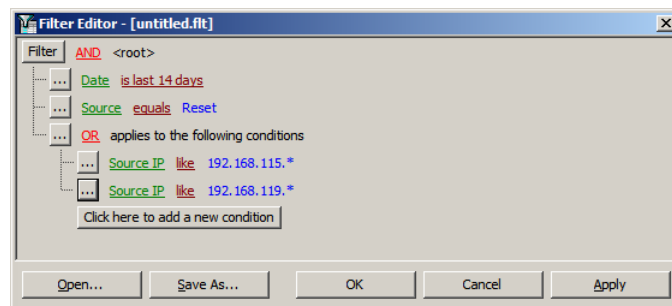
The Data Console allows you to view and export data collected by APR. Click **Start > [All] Programs > ANIXIS Password Reset > APR Data Console** to open the console.

The Data Console has three tabs. The **Recent Activity** tab shows a chart of recent requests. The chart is empty when APR is first installed, but it will populate itself as the system is used.



The bars in the chart show how many successful enrollments, resets, unlocks, and changes occurred every day. You can click the bars to see a filtered view of the events for that day.

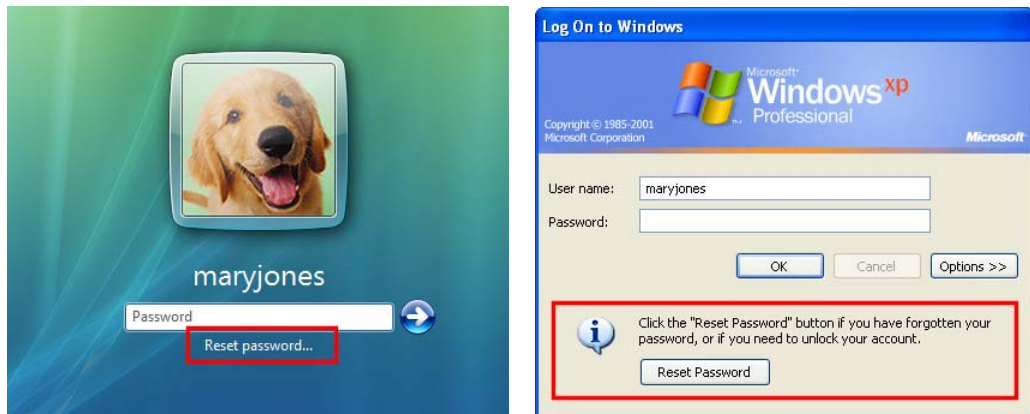
The **Audit Log** tab contains all the events recorded by APR. You can create filters to show only some of the events. Filters are very flexible and easy to create. The “Filtering Data” section of the [Administrator’s Guide](#) has more information.



The **Users** tab contains information about each user. You can export the data in the **Audit Log** and **Users** tabs to a Microsoft Excel, HTML, or Text file. Click the **File** menu, and then click one of the file formats to export the data.

The Password Reset Client

The Password Reset Client allows users to securely reset their password from the Windows Logon and Unlock Computer screens. Users simply click the **Reset Password** button or command link to access the ANIXIS Password Reset system.



The Password Reset Client does not install a new GINA DLL or modify any Windows system files.

The Password Reset Client is normally deployed with Group Policy, Microsoft System Center Configuration Manager, or some other software deployment tool. The "Installing the PRC" section of the [Administrator's Guide](#) has more information. It takes about 15 minutes to set up an automated deployment, so we will install the PRC manually for the evaluation.

Installing the PRC

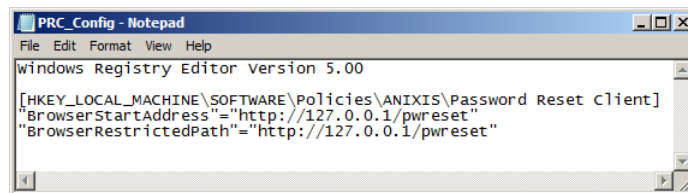
1. Click **Start > [All] Programs > ANIXIS Password Reset > Client Software**.
2. Double-click **APRCIt27.msi**.
3. Click **Next**.
4. Read the license agreement. Click **I accept the license agreement**, and then click **Next** if you accept all the terms.
5. Click **Next**.
6. Wait for the Password Reset Client to install, and then click **Finish**.
7. Click **Yes** when asked to restart the computer.

You can also install the Password Reset Client on any client computers that are being used for the evaluation.

Configuring the PRC

The Password Reset Client is normally configured with an Active Directory administrative template. This allows you to centrally configure all computers in the domain. It takes about 15 minutes to set up the Administrative Template, so we will configure the PRC by importing the settings into the registry for the evaluation.

1. Download the sample configuration from http://www.anixis.com/ftp/apr/PRC_Config.zip
2. Extract PRC_Config.reg from the .zip file.
3. Right-click PRC_Config.reg, and then click **Edit**.



4. Replace **127.0.0.1** in the .reg file with the IP address or hostname of your evaluation server. If you are only testing the Password Reset Client on the evaluation server, then leave it set to 127.0.0.1. The IP address appears on two lines. You must change both lines.
5. Press CTRL + S to save your changes, and then close Notepad.
6. Double-click PRC_Config.reg to import the settings into the registry. Click **Yes** when asked to confirm. Repeat this step on any client computers being used for the evaluation.

You must import the configuration settings into the registry whenever you edit PRC_Config.reg, otherwise the old settings will remain.

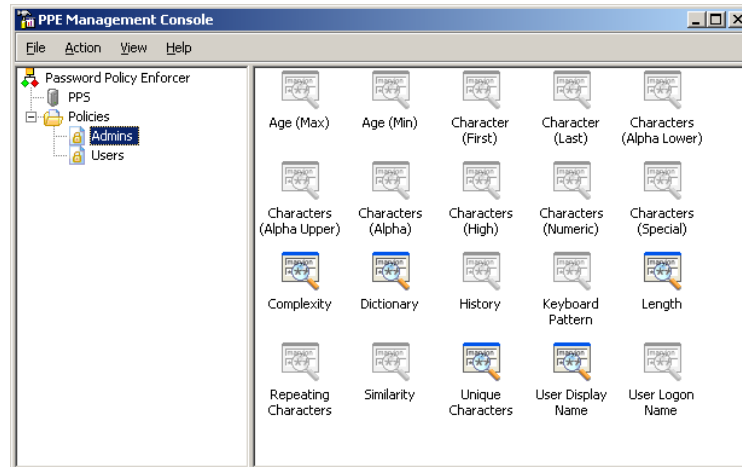
Using the PRC

You can access the Password Reset Client from the Windows Logon and Unlock Computer screens. On Windows XP, 2003, and earlier you should see a **Reset Password** button. Click the button to display the ANIXIS Password Reset menu.

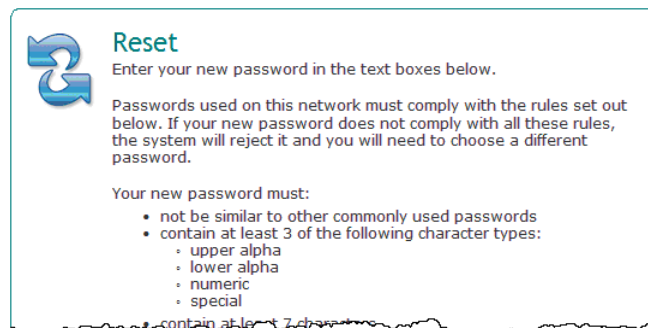
On Windows Vista and later, you should see a **Reset password...** command link. Click the command link to display the ANIXIS Password Reset menu.

Using APR with Password Policy Enforcer

Password Policy Enforcer is a configurable password filter that enforces granular password policies with many advanced features. PPE helps to secure your network by ensuring that users choose strong passwords.



ANIXIS Password Reset can integrate with Password Policy Enforcer to help users choose a compliant password. APR displays the PPE password policy message when a user is prompted for their new password, and the PPE rejection message if the new password does not comply with the password policy.



Select the **Password Policy Enforcer integration** check box in the **General** tab of the APR Configuration Console if you have installed and configured Password Policy Enforcer. The [PPE Evaluator's Guide](#) will help you to install and configure PPE if you are not currently using it.

An APR license does not include a Password Policy Enforcer license. Go to www.anixis.com/products/ppe/ to learn more about PPE.

Conclusion

Congratulations! You have successfully installed, configured, and used ANIXIS Password Reset. This brief guide has introduced you to APR, but you can do much more with it.

You can set up a multiple server installation so users can securely reset their password when the web server is in a DMZ, send e-mail alerts to users, create complex filters in the Data Console, and configure APR to work with a non-Domain Admin service account. You can even modify the user interface and error messages, and allow users to create their own enrollment questions. All these topics and many more are covered in the [Administrator's Guide](#).

You can learn more about ANIXIS Password Reset and Password Policy Enforcer at www.anixis.com.

Please send an e-mail to support@anixis.com if you have any questions or suggestions.