Password Reset PRO

ERROR MESSAGE TROUBLESHOOTING GUIDE

This guide covers common error messages found in Password Reset PRO.
Please read this guide completely to help resolve any immediate issues.

About Error Reporting and Messages

Password Reset PRO contains error messaging and reporting alerts to help the IT administrator determine the cause of any operational problems with Password Reset PRO.

We've listed common error messages you (or your users) may see in the Web Portal or software configuration settings.

Additional errors and events are logged to the Windows Application Event Log on the Master Service Server and on the Web Portal Server. When contacting us for support, please make sure to note all error messages encountered.

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Error Messages in the Web Portal Pages

"You are not licensed to use the application" error message is displayed when you attempt to log in

Common causes:
1. User account does not have an expiring password ("Password never expires")
2. User is listed on the "Deny List" in the Master Configuration settings
3. User is a "system account" object with UserAccountControl AD value of 544, or other value that identifies it as a non-standard AD user object
4. User account is administratively disables
5. User account is not inside the licensed OU path of your license key
6. User account has not yet created a Web Portal profile and has an expired password or locked account, user account has expired logon hours restriction.
7. User account was newly created or recently had its attributes changed, and has not been synchronized yet by the Master Service.
8. You do not have enough licenses to cover all of your password expiring users (check application event log on Master Service for exact reason code)

Refreshing Newly Created User Accounts and Modified Domain User Accounts:

Domain User Account Cache:
After installation & configuration of Password Reset PRO is complete, the first time the Master Service starts it must build a list of all your "licensed domain user accounts" within Active Directory. If you have an unlimited user license for a domain or OU that contains more than 5,000 users, this process may take 2 minutes or more to complete depending on your server hardware, network speed and latency between the Master Service server and your domain controller.

Creating New Domain User Accounts or Modifying Existing User Accounts:
Users that have been newly added to your domain o that have had their AD attributes modified will not be available until the Master Service refreshes its cache of your domain user accounts (5 hours by default). These new users will not be able to log in to the Web Portal until they are found by the Master Service. To speed up this process for your new users, click the "Refresh" button in the Master Configuration Settings application, then wait for a few minutes for the refresh to complete.

What is a "Licensed Domain User" that can use the Web Portal?
Enabled domain user objects that: Expire the password via your domain password policy and are Covered by a user license and are Allowed to log in to the domain are considered "Licensed" by Password Reset PRO, and allowed to use the Web Portal.

Which User Accounts Cannot Use the Web Portal?
Disabled user accounts
Non-password-expiring user accounts
Expired logon date and expired logon hours user accounts
User accounts with a UAC attribute of 544 or other non-standard userAccountControl value
Accounts specified in the Deny List of the Master Configuration settings
Password expiring users not covered by a license (not enough licenses to cover all users)

Attempts to log in to the Web Portal with these accounts will provide a safe non-descriptive error "You are not licensed to use the application", and will route the unauthorized user to a "Contact Admin" page where they can send a help request email to IT.

"Invalid URI: The hostname could not be parsed"

The root cause is a missing registry key setting "PortalRemotingTargetIP" or "PortalRemotingTargetPort" in "HKEY_LOCAL_MACHINE\SOFTWARE\SysopTools\RST\Web". Saving your configuration settings in the Web Portal Configuration will re-create this registry key setting and remedies the issue.

"The Server is Not Operational"

Web Portal cannot talk to Master Service. Check that the 'Master Service IP Address' in the Web Portal is configured properly to talk to the Master Service. Clicking the "Test" button in the Web Portal Configuration should produce a successful result.

"Your new password did not meet the complexity requirements of your organization"

This "General" error is shown to the logged-in Web Portal user when changing or resetting their domain password, and the new domain password does not meet one or more of the Password Policy complexity settings of the domain as defined in your Group Policy.

Note: Windows Active Directory does not differentiate which exact Password Policy setting was not met by the user, thus it may sometimes be difficult to determine which exact policy setting failure has caused the above "general" error message to display. Example, if the 'Minimum Password Age' setting in your domain password policy is *greater* than zero, the user will receive the general error if they have already changed their domain password once today.

"Your Session has expired due to inactivity. Please log in again."

This message indicates that your logged-in session in the Web Portal has expired. This will happen if the logged-in Web Portal user let the page sit idle for a long period of time. The user will need to re-authenticate to the Portal.

IIS Note: If the IIS Application Pool that the Web Portal is running under recycles for any reason, users currently logged in to the Web Portal may also receive this message.

Application pools recycle on their own when certain source files, such as machine.config or web.config are manually changed, if an IIS website throws an unhandled exception, or if an IIS Reset occurs.

"Error Authenticating User – Failure Sending Mail: Unable to connect to the remote server."

This message indicates that something is preventing SMTP communication from the Master Service application to your mail relay server. Check the Master Service configuration SMTP settings and use the "test" button to check connectivity. You must have your SMTP settings configured correctly for proper operation of Password Reset PRO's Web Portal.

Note: Antivirus software such as Trend Micro and MacAfee have a built in "anti-mailworm" feature that automatically blocks any running process from sending email on port 25. You may need to set an exclusion in the Antivirus software's rule settings for **all** .exe files located in the "\Program Files\SysOp Tools\Password Reset PRO" directory on the server where you installed the Master Service. Refer to your antivirus software documentation for instructions on setting .exe exclusion rules for the anti-mailworm feature.

# Error Messages in the Web Portal Configuration Settings

The 'Launch Portal' link is disabled

If the Launch Portal link is displayed but is not clickable, this indicates that the Master Service IP address has not been entered and/or saved. Once a valid Master Service IP address has been entered and saved with "Save Changes", the link will become available.
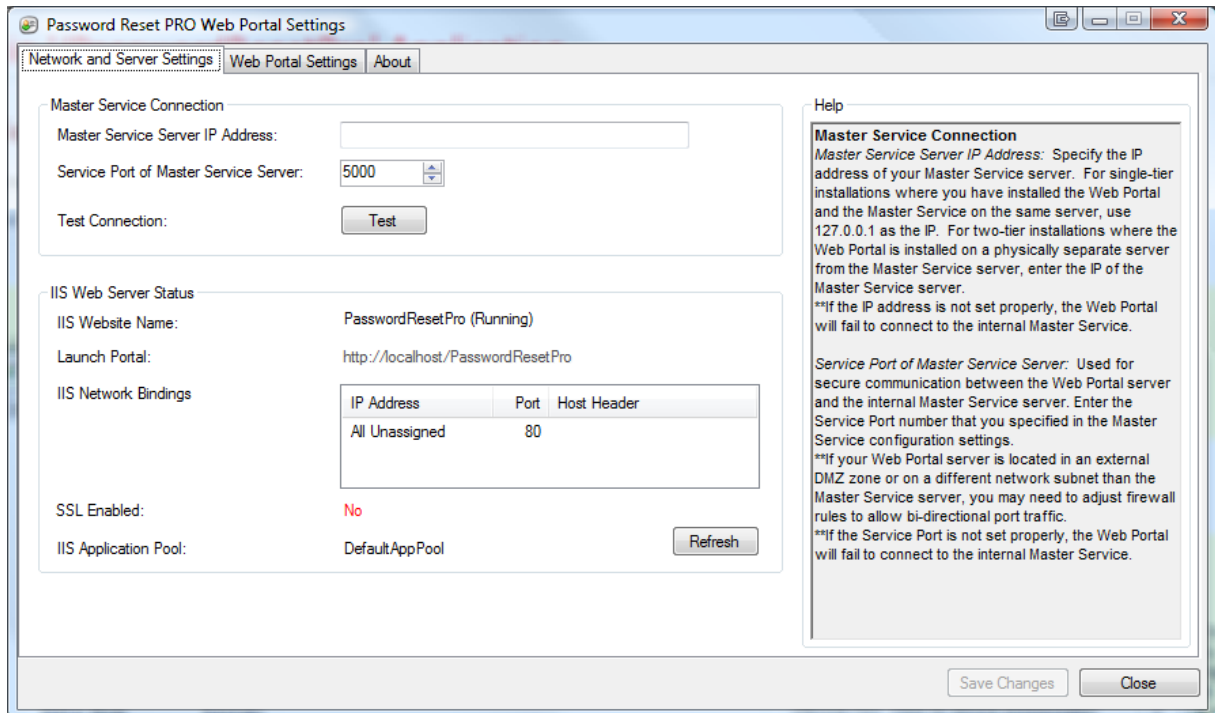
Uploading a header image gives me an error message

If you receive the following error, ensure that your image is less than 150KB, and within the dimensions of the stated width and height. To override the size limitations, you may manually edit the HTML in the Header Image field where these limitations are not enforced.
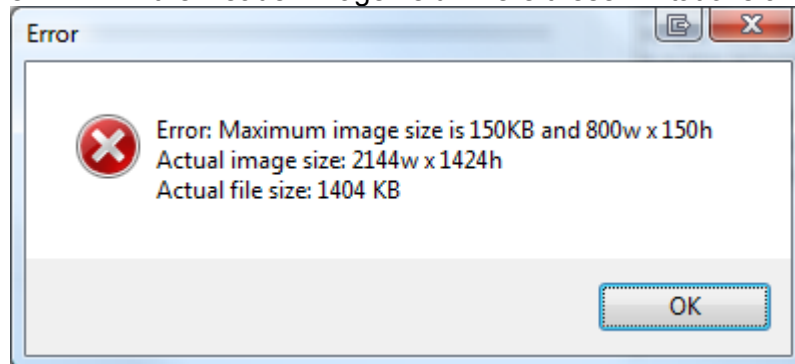
CAUTIONARY NOTE: Your banner image should ideally be under 20k and no taller than 70px high. If you use a large image file (50k or greater in size) it may cause Web Portal pages to load slowly for users not on a fast connection.

Also keep in mind that transparent PNG-24 files do not render transparency well in IE6. Use GIF or PNG8 format instead to maintain small file size and transparency with IE6.

"Failed to Connect to Password Reset PRO Master Service at xxx.xxx.xxx.xxx"

The Web Portal server failed to connect to the Master Service server after clicking the "Test" button.

1. Check that the "Password Reset PRO Master Service" Windows service is configured and Started.
2. Check that the 'Master Service IP Address' in the Web Portal Settings is properly set to the IP address and Port of the server running the Master Service.
3. Verify that the 'Service Port' value in the Master Service Configuration matches the Port value set in the Web Portal settings.
4. If you are running the Web Portal and Master Service on the same server, make sure the IP's in both configuration settings are set to 127.0.0.1 (Localhost).

Changing Header Image or Web Footer Text in the settings doesn't appear to do anything.

The header image and footer text are "cached" by the Web Portal for 5 minutes. Please wait up to 5 minutes for your header image or footer text to appear, or do an "F5" in your browser.

IIS Note: To force a Web Portal cache refresh, you may recycle the IIS Application Pool under which the site runs in IIS Manager, or perform an IIS Reset – However this is not advised as it will also reset any active logged-in user Web Portal sessions.

"Unauthorized Client Endpoint xxx.xxx.xxx.xxx"

This indicates that the Master Service server has not been configured to allow access from the IP address of the Web Portal server.

1. Verify that the IP address of the Web Portal server has been set (and saved) in the Master Service Configuration settings under "Network and Service Settings → Web Portal IP Address". Only authorized Web Portals (Client End Points) are allowed to connect to the internal Master Service. This helps ensure strong perimeter security.

Note: If you have trouble determining the proper IP address to use for your Web Portal server, you can click 'Test Connection' in the Web Portal Settings application and it will show you the IP address visible to the Master Service ("End Point" is your Web servers IP).
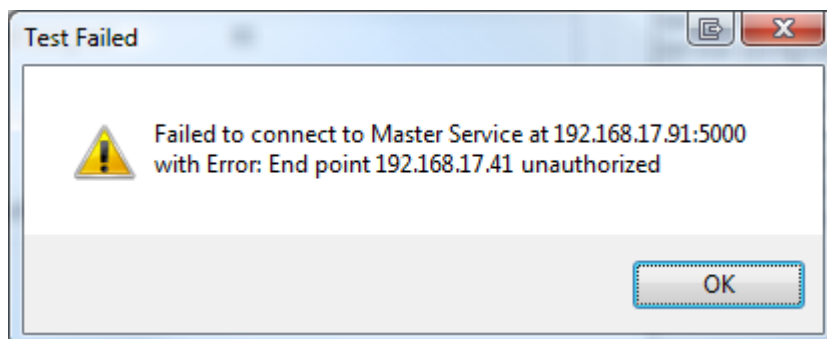
Error Messages in the Master Service Configuration Settings

"SMTP Server Failure: Unable to Connect to SMTP Server at xxx.xxx.xxx.xxx"

This message indicates that something is preventing SMTP communication from the Master Service to your mail relay server. Check that the hostname or IP of your mail server was entered correctly, then use the "test" button to check connectivity. You must have your SMTP settings configured correctly for proper operation of Password Reset PRO's Web Portal.

Check Your Exchange SMTP Relay & Security Settings

Typically, Exchange 2003 Virtual SMTP Server and Exchange 2007 SMTP Connector is set to <u>only</u> allow SMTP relay connection from specific IP's or specific subnets.

1. Make sure the SMTP Server / Connector in Exchange is set to "allow connection", "allow relay" and "allow anonymous" from the IP of the server where Password Reset PRO Master Service is installed. You <u>do not</u> need to include the IP of an external Web Portal server since the Web Portal does not send email.

Check Firewall Rules

If you have installed the Master Service on a subnet different than your mail server, make sure your firewall / router is able to pass SMTP port 25 traffic from the Master Service to your mail server. Similarly, if you are using a hosted Exchange solution make sure the hosting provider allows inbound port 25 relay from the Master Service server.

Antivirus Software SMTP Blocking:

Antivirus software such as Trend Micro and MacAfee have a built in "anti-mailworm" feature that automatically blocks any running server processes from sending email on port 25. You may need to set an exclusion in the Antivirus software's rule settings for all .exe files located in the "\Program Files\SysOp Tools\Password Reset PRO" directory. Refer to your antivirus software documentation for instructions on setting exclusion rules for the anti-mailworm feature.

(Screenshot of MacAfee Antivirus "Anti Mailworm" rule settings under "Access Protection". Other Antivirus software will be similar)

Rule Details   ✕

Rule <u>N</u>ame: - 8 -

Prevent mass mailing worms from sending mail

Pr<u>o</u>cesses to include:

*

Processes to exclude:

master config.exe, modulewrapper*, mozilla.exe, msexcimc.exe, msimn.exe,
mskdetct.exe, msksrvr.exe, msn6.exe, msnmsgr.exe, neo20.exe, netscp.exe,

OK   Cancel

Errors Shown When Launching the Reporting Console

When launching the Reporting Console, you may encounter an error in the following situations:

"Unable to contact domain specified in License Key"
This message is displayed if:

1. The Master Service server is not a member of the same domain as the domain specified in the license key
2. The network card is disabled / no network connectivity between Master Service and Domain Controller
3. Your license key was created with an incorrect domain name for your internal AD

Note on Specifying Correct Domain Name for License Key Creation:
Make sure you created a license key for the correct name of your internal Active Directory. Sometimes the internal domain name is different than your email address domain. For example, your email address is "company.com" but your AD name is "company" or "company.local" or "office.company.com"

a. Open your Active Directory Users and Computers MMC. When you created your trial key, make sure you used the **exact name** as shown for the domain name above your password expiring user OU's (e.g. "company.com" or "company").
b. If you are in a sub-domain (office.company.com) use the exact name if the sub domain for your license key.

If the domain name used to create the license key does not exactly match your real internal domain name, the software will not function.

"Unable to contact Licensed Domain with current machine or user credentials"
The current logged on user (person launching the Reporting Console) does not have rights to read / list LDAP, or the Master Service server is not a member of the licensed domain.

Note on Insufficient Logged On User Rights: "Authenticated User" is the minimum user rights required to read / list LDAP information from a DC, therefore if you are logged on with a local machine admin account you will probably encounter this error.

Log on to the Master Service server with an administrative domain\user account, and re-launch the Reporting Console.

Note on Server Credentials: In order for Password Reset PRO internal Master Service to function properly, it must be installed on a server that is joined to the domain in which you created the license key for. If you created a trial key fro "foo.com", the Master Service server must be a member of "foo.com" as well. The Web Portal can be installed on a non-domain (workgroup) server.

"Unable to contact OU path specified in License Key"

Password Reset PRO supports use of multiple OU-specific license keys within the application. If you need an OU-specific key for your domain please contact our Support Team for assistance. This message is displayed if an invalid OU path for a valid domain was created within the license key.

Example of an error situation: Your domain name is company.local. You receive an OU license from our Support Team for "**company.local/OU=Test01,DC=company,DC=local**"

Your real OU name was "Test10" and not "Test01", our software would see the error since there is no "Test01" OU in your domain, and give you the above error message. Obtaining a correct OU key from our Support Team will resolve the issue.

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