SysOp Tools™ Software

Password Reset PRO

Quick Setup Guide for Single Server or Two-Tier Installation

This guide covers the features and settings available in Password Reset PRO version 3.x.x.
Please read this guide completely to ensure a trouble-free installation.

SysOp Tools
SysOp Tools™ Password Reset PRO
Password Reset PRO Web Portal
Go
SysOp Tools Software

Enter your Domain Username:

February 2017
Version 3.x

Table of Contents

Requirements for Installed Application

- Operating System Requirements:
  - Microsoft Windows Server 2003 &R2, 2008 &R2, 2012 & R2 (x86 and x64)
  - Installation on virtual servers is fully supported, dedicated servers NOT required.

- Domain and Forest Mode Requirements:
  - Your Domain and Forest Functional Modes MUST be at least 2003 Mixed Mode.
  - Version 3.x.x supports 2003 through 2012R2 Domain and Forest Functional Modes
  - A Forest or Domain in 2000 Mode will NOT work with version 3.x.x or later of Password Reset PRO. You must use previous version 2.x.x for 2000 Domain and Forest Mode infrastructures. Contact our support team for access to version 2.x.x

- For 2003, 2008 and R2, .Net Framework v2.0 must be installed first
- For 2012 and R2, .NET v3.5 must be enabled first in the OS including both sub-options

Individual Components

- The **Web Portal** Application Component Requires the Following:

  - Server 2003 & R2 with IIS 6: IIS default config with ASP.NET 2.0 protocol enabled

  - Server 2008 & R2 with IIS 7 / 7.5: IIS Default config with the Application Developer Role and ASP.NET sub-role selected.

  - Server 2012 & R2 with IIS8: IIS Default config with the Application Developer Role and ASP.NET sub-role selected. Requires enabling .NET v3.5 in the OS.

  - **Minimum Server Specs:** 1GB RAM, 1ghz processor, 2mb available HDD space, physical or virtual machine. Dedicated server is NOT required.

  - This component can be installed on a non-domain web server in a DMZ for greater security (Two Tier), or, can be installed on the same domain member server used for the Master Service component installation (Single Server installation).

- The **Master Service** Application Component Requires the Following:

  - A regular domain member server on the same subnet or SITE as your primary (FSMO) DCs. Direct installation on a domain controller is acceptable but not required or recommended as a measure of best practice. Dedicated server is NOT required.

  - A domain\user account with Domain Admin permissions or other appropriate delegated rights on user objects within your licensed domain. This domain\user account will be used to run the installed “Password Reset PRO” Master Service located in Windows Services.

    - *Please refer to the Security Rights document included with the software download for full list of service rights requirements.* A Domain Admin account is often easiest to use for testing our software, but is not required for production.

  - **Minimum Server Specs:** 2GB RAM, 1ghz processor, domain membership, 10mb available HDD space, physical or virtual machine, dedicated server is NOT required.

Setup of Components for a “Single Server” or “Two-Tier” Install

This guide will help you set up Password Reset PRO quickly. Our support team is always happy to call and walk you through setup if needed. M-F 8am to 6pm PST (Los Angeles).

Definition of a “Single Server” Install:

Both the **Web Portal** application and **Master Service** application components can be installed on the same physical or virtual domain member server. This server MUST be a member of the domain, and this server must have IIS installed. Choose this option for simplicity if you are initially testing our product, are limited on physical servers, or are mainly supporting internal LAN users. You can publish the Single Server web portal externally for (internet) user access to the Web Portal, however, this is NOT the preferred architecture. See the “Two Tier” section below for consideration.

Definition of a “Two Tier” Install:

Both the **Web Portal** application and **Master Service** application components are installed on two or more separate physical or virtual servers. The server hosting the **Master Service** component MUST be a member of the domain. The server hosting the **Web Portal** application component must have IIS installed, and should ideally be a non-domain workgroup server in a DMZ. Choose this option if you are initially testing our product, are ready to test in a production-ready manner, or are mainly supporting external remote users. This is the preferred architecture and provides the greatest options for security, scalability and redundancy. Note that you can have many Web Portal installations running simultaneously, accessing the same Master Service server. Or, you can run multiple Web Portals each talking to their own separate Master Service server. Your architectural options are virtually limitless.

Prerequisites for Installation of Components:

1. A physical or virtual Windows Server 2003, 2003R2, 2008, 2008R2, 2012, 2012R2 operating system that is a domain member-server. Installation on a Domain Controller or Exchange server is acceptable, but, **not** required or recommended.

2. Microsoft ASP.NET v2.0 under 2003 through 2008R2, and .NET v3.5 under 2012, 2012R2

3. Microsoft Internet Information Server 6/7/8 with ASP.NET enabled (aspx page support)

4. A Domain Admin or delegated rights domain\user account to run the installed Password Reset PRO Master Service (See the Security Rights guide doc with the software for delegations)

5. SMTP relay connectivity from your installation server to your mail server

6. **** If you are setting up a “Two Tier” installation with your Web Portal server located in a DMZ, you must be able to publish a single TCP port (port 5000 by default) through your LAN firewall. The Web Portal server uses a single TCP port for encrypted communications to the Master Service server. You must also use direct IP<>IP communication, no NAT or proxy

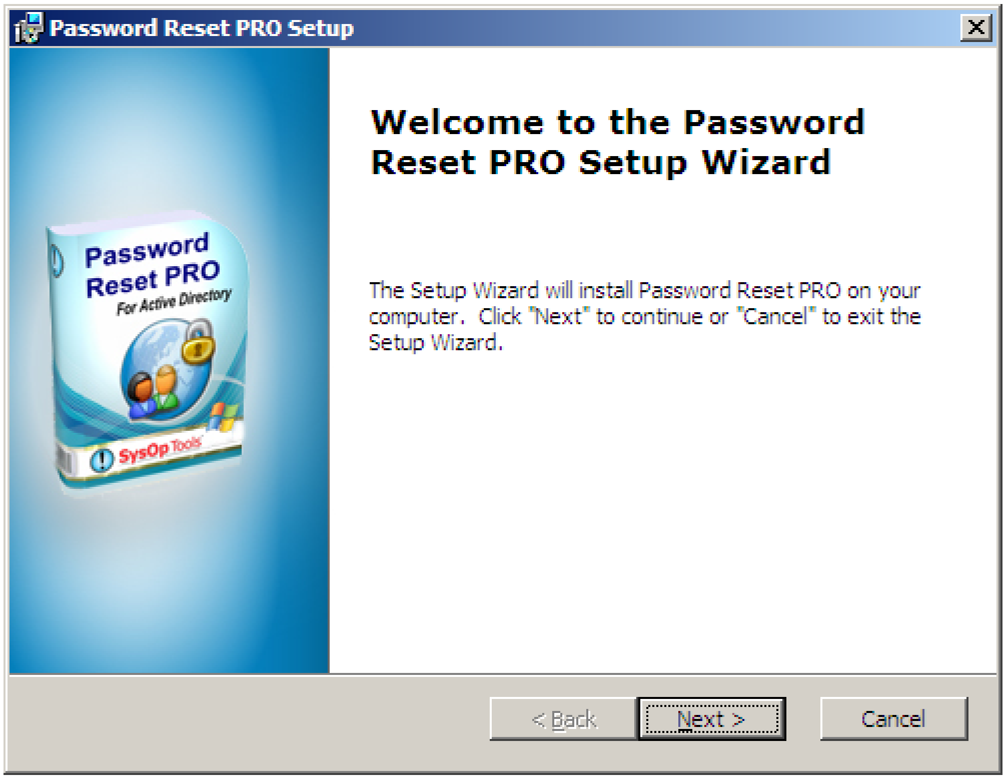
7. ***** The Web Portal application installer ALWAYS installs the Reset PRO website in IIS using port 8080 by default. You can change this later in IIS manager to port 80!

Ready? On the next page we’ll begin installation of Password Reset PRO >>

Password Reset PRO v3 Installation Wizard Screens

Run the Password Reset PRO installation setup program:

1. Welcome Screen – click next.

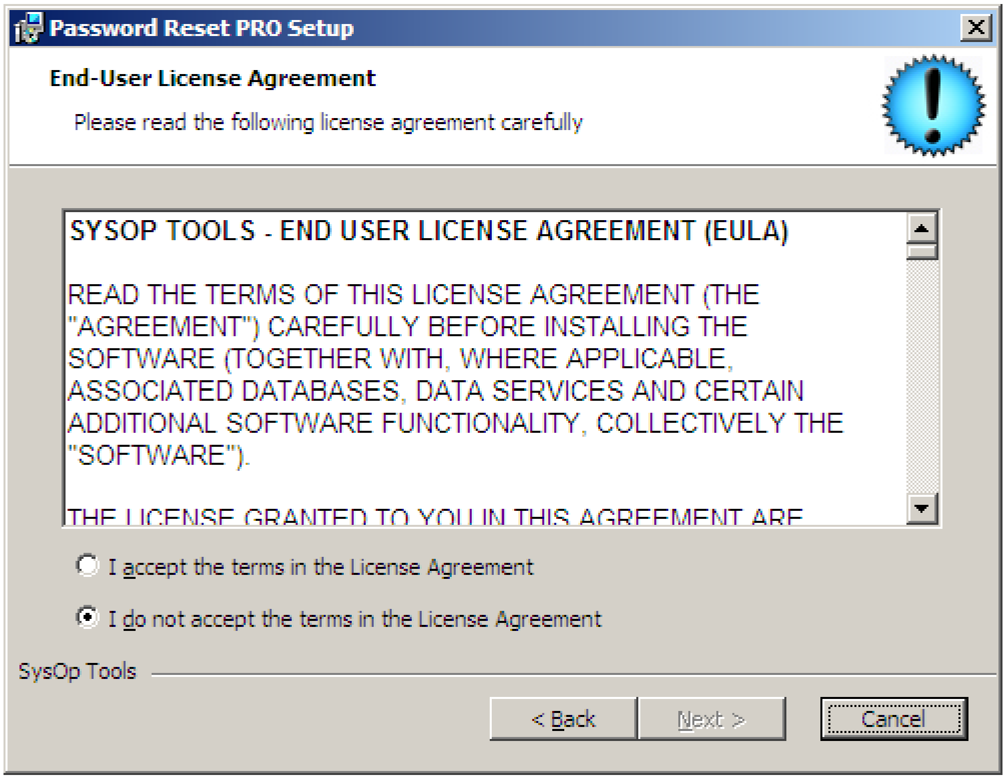


Password Reset PRO Setup

Welcome to the Password Reset PRO Setup Wizard

The Setup Wizard will install Password Reset PRO on your computer. Click "Next" to continue or "Cancel" to exit the Setup Wizard.

2. Read the entire license agreement and choose accept to continue



Password Reset PRO Setup

End-User License Agreement

Please read the following license agreement carefully

SYSOP TOOLS - END USER LICENSE AGREEMENT (EULA)

READ THE TERMS OF THIS LICENSE AGREEMENT (THE "AGREEMENT") CAREFULLY BEFORE INSTALLING THE SOFTWARE (TOGETHER WITH, WHERE APPLICABLE, ASSOCIATED DATABASES, DATA SERVICES AND CERTAIN ADDITIONAL SOFTWARE FUNCTIONALITY, COLLECTIVELY THE "SOFTWARE").

THE LICENSE GRANTED TO YOU IN THIS AGREEMENT ARE

○ I accept the terms in the License Agreement

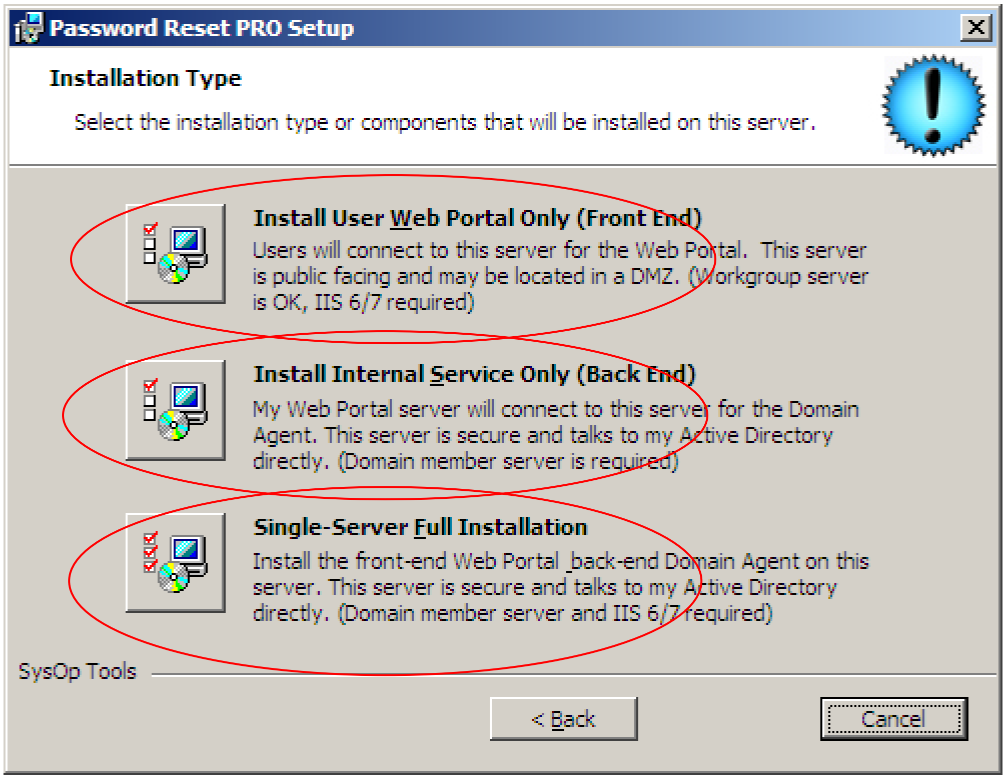
● I do not accept the terms in the License Agreement

3. **Installation Options:** The installer is multi-functional. It can be used to install all components on one server, or, install individual components as needed on separate servers.

   a. (**Single Server setup**) Choose “Single-Server Full Installation” (3rd Option) to install the Web Portal and the Master Service components on the same server. *Server MUST have IIS installed and domain membership or option will be unavailable.*

   b. (**Two Tier setup**) Choose “Install Internal Service Only” (2nd Option) to only install the Master Service component on your designated domain member server inside the LAN. *Server MUST be a domain member or option will be unavailable.*

   c. (**Two Tier setup**) Choose “Install User Web Portal Only” (1st Option) to only install the Web Portal component on your designated non-domain DMZ IIS server. *Server MUST have IIS installed or option will be unavailable.*



Password Reset PRO Setup

Installation Type

Select the installation type or components that will be installed on this server.

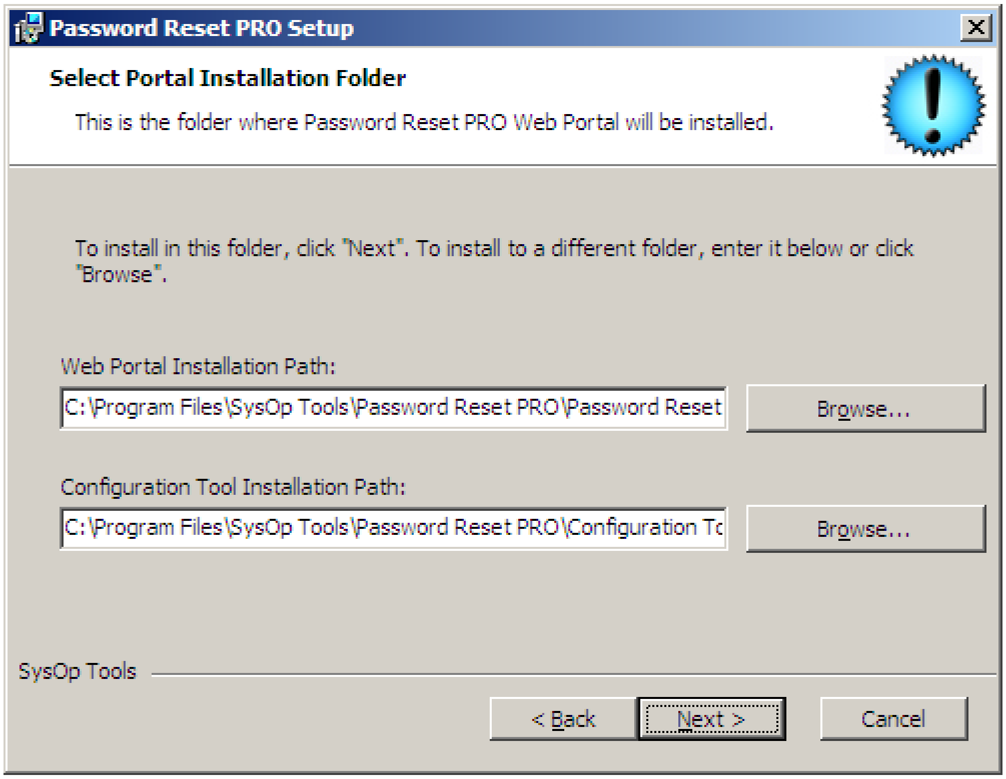
Install User Web Portal Only (Front End)
Users will connect to this server for the Web Portal. This server is public facing and may be located in a DMZ. (Workgroup server is OK, IIS 6/7 required)

Install Internal Service Only (Back End)
My Web Portal server will connect to this server for the Domain Agent. This server is secure and talks to my Active Directory directly. (Domain member server is required)

Single-Server Full Installation
Install the front-end Web Portal back-end Domain Agent on this server. This server is secure and talks to my Active Directory directly. (Domain member server and IIS 6/7 required)

Continued on next page…

4. **Web Portal application:** Accept the default installation paths for the Web Portal component and Web Portal Configuration tool. This installs the actual website within IIS using ASP.NET 2.0 or 3.5 and a unique dedicated Application Pool:



Password Reset PRO Setup

Select Portal Installation Folder

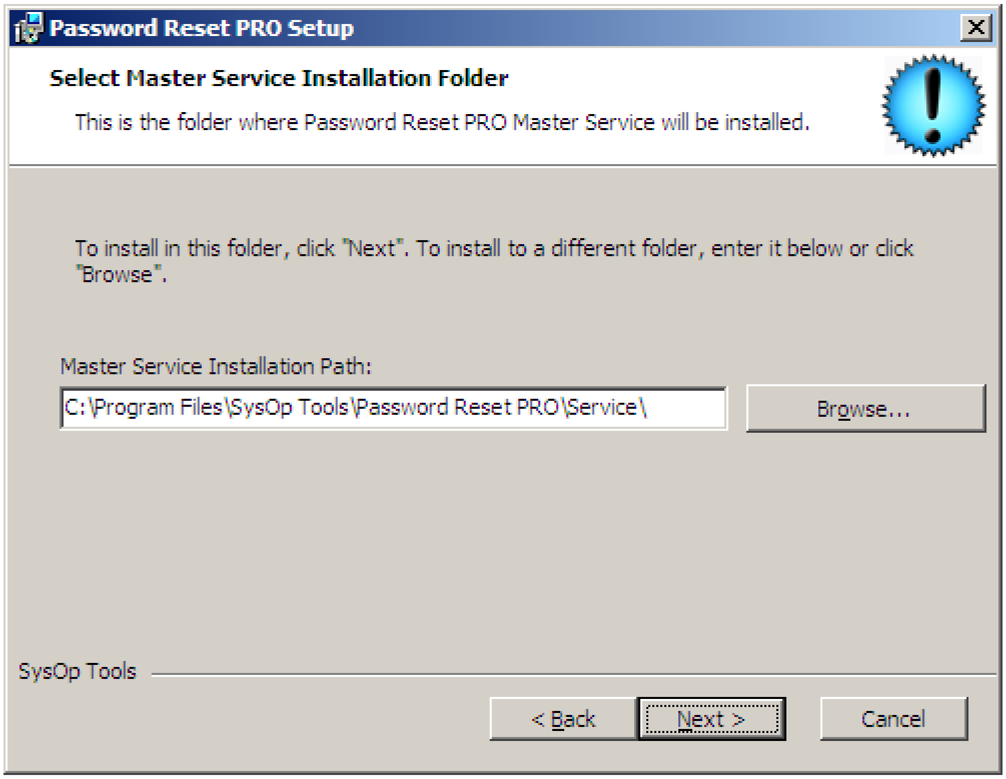
This is the folder where Password Reset PRO Web Portal will be installed.

To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".

Web Portal Installation Path: C:\Program Files\SysOp Tools\Password Reset PRO\Password Reset

Configuration Tool Installation Path: C:\Program Files\SysOp Tools\Password Reset PRO\Configuration Tc

5. **Master Service application:** Accept the default installation path for the Master Service component, which installs the Master Service Configuration tool and a Windows Service:



Password Reset PRO Setup

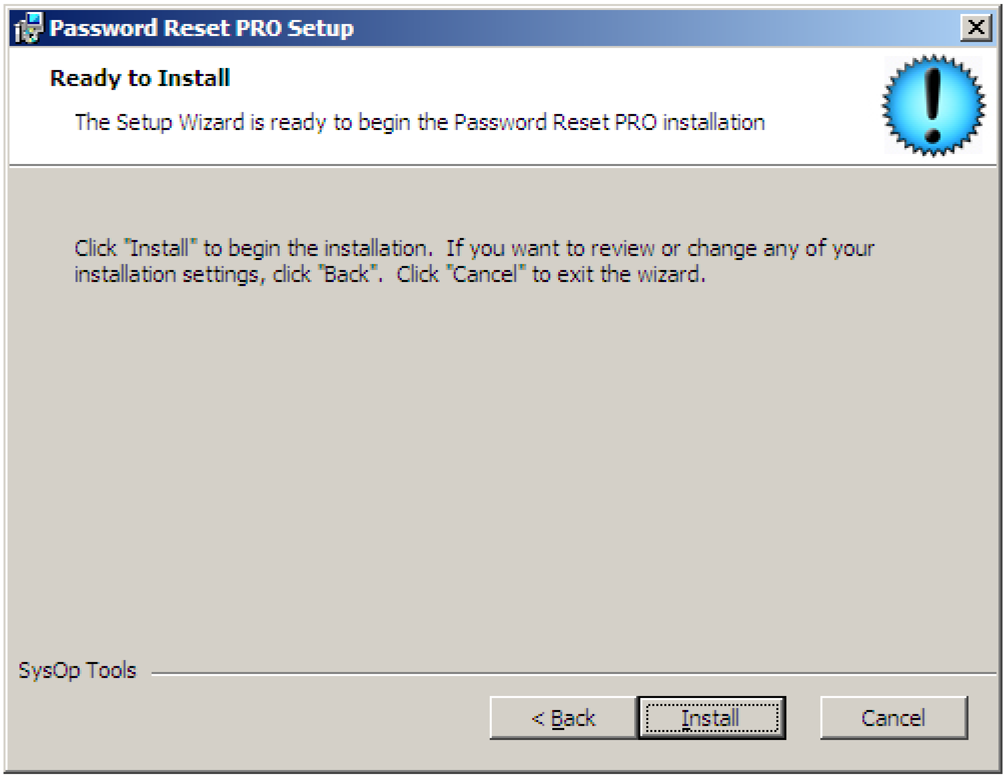
Select Master Service Installation Folder

This is the folder where Password Reset PRO Master Service will be installed.

To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".

Master Service Installation Path: C:\Program Files\SysOp Tools\Password Reset PRO\Service\

6. Choose Install to begin the installation:



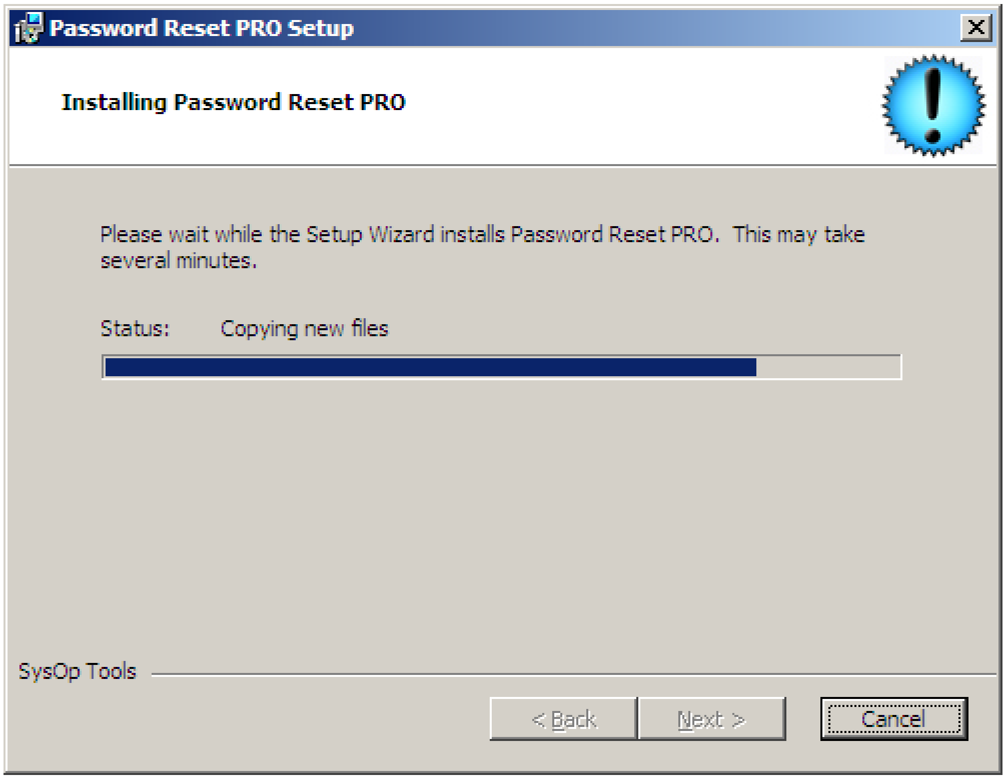
Password Reset PRO Setup

Ready to Install

The Setup Wizard is ready to begin the Password Reset PRO installation

Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.

7. Please wait while the installation completes:



Password Reset PRO Setup

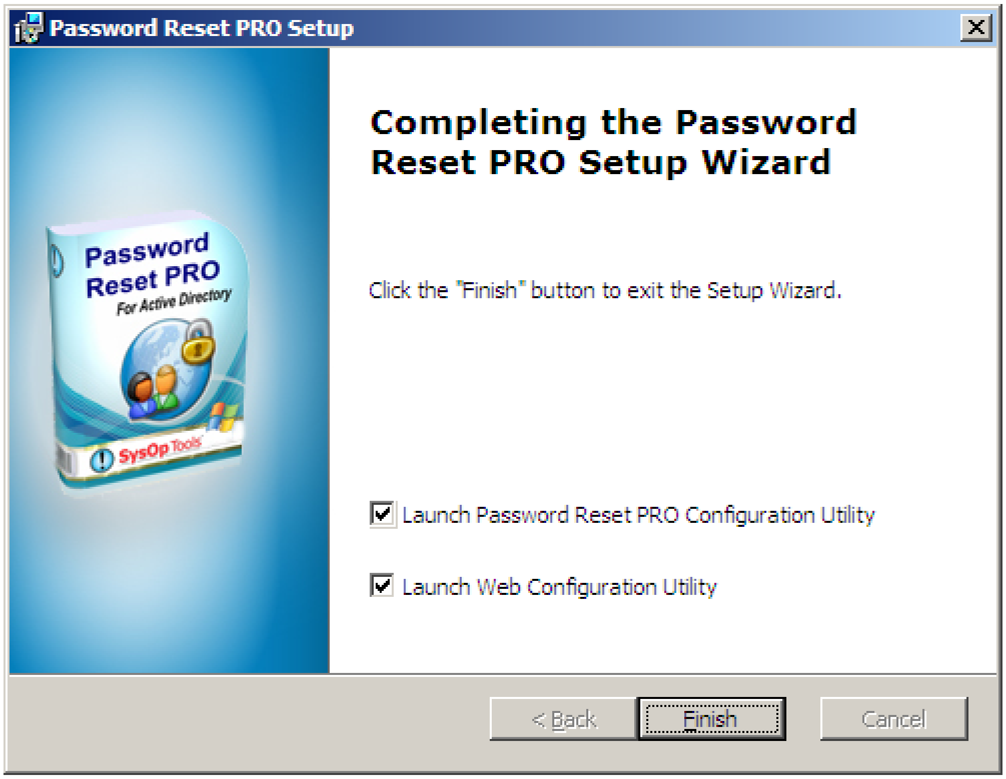
Installing Password Reset PRO

Please wait while the Setup Wizard installs Password Reset PRO. This may take several minutes.

Status: Copying new files

Continued on next page..

8. Finish the installation and launch the Web Portal Configuration Utility and/or Master Service Configuration Utility, depending on which component(s) you installed. The below shows completion of a single server setup with both the Web Portal and Master Service on same server.



Completing the Password Reset PRO Setup Wizard

Click the "Finish" button to exit the Setup Wizard.

☑ Launch Password Reset PRO Configuration Utility

☑ Launch Web Configuration Utility

Installation Complete!

Next Section: Configuring Password Reset PRO Settings>>

Section #1: Master Service Configuration Settings

1. Configure the Master Service Application FIRST!

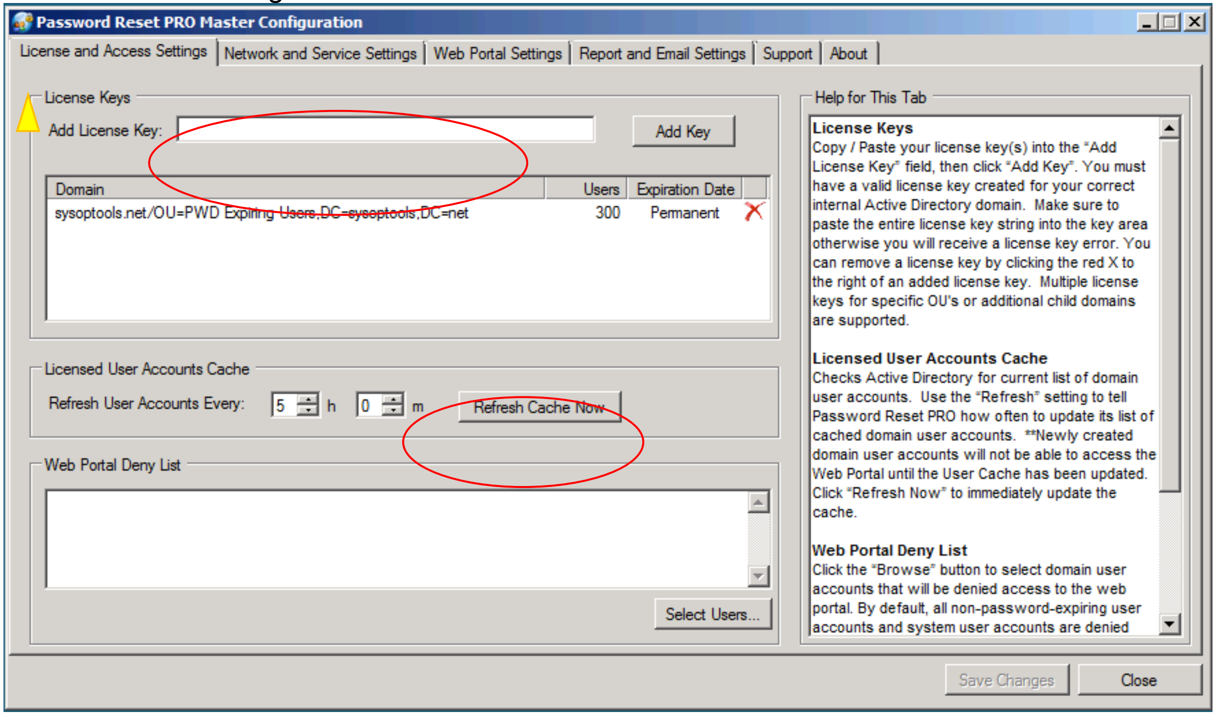
We'll put main settings into the Master Service first, then finish up with Web Portal settings and IIS Manager settings. *The right column of each tab contains help for settings on that tab.*

Open the Master Service Configuration Utility.

a. ***Add License Key***: Enter your license key(s) and click "Add Key". Click the red X to remove a key.

b. ***Refresh User Accounts*****:** Password Reset PRO refreshes its list of enabled, password expiring user accounts every 5 hours by default. You may change this interval to a shorter value of 5 minutes, or click "refresh now" to do an immediate update. If you just created several new password expiring user accounts and want them to use the Web Portal immediately, click "refresh now" to update Password Reset PRO. Only your enabled, password expiring users can access the Web Portal.

Master Service Configuration Screen



Password Reset PRO Master Configuration
License and Access Settings
Network and Service Settings
Web Portal Settings
Report and Email Settings
Support
About
License Keys
Add Key
Licensed User Accounts Cache
Refresh Cache Now
Web Portal Deny List
Select Users...
Help for This Tab
Save Changes
Close

Add License Key:

Domain	Users	Expiration Date
sysoptools.net/OU=PWD Expiring Users,DC=sysoptools,DC=net	300	Permanent

Refresh User Accounts Every: 5 h 0 m

License Keys
Copy / Paste your license key(s) into the "Add License Key" field, then click "Add Key". You must have a valid license key created for your correct internal Active Directory domain. Make sure to paste the entire license key string into the key area otherwise you will receive a license key error. You can remove a license key by clicking the red X to the right of an added license key. Multiple license keys for specific OU's or additional child domains are supported.

Licensed User Accounts Cache
Checks Active Directory for current list of domain user accounts. Use the "Refresh" setting to tell Password Reset PRO how often to update its list of cached domain user accounts. **Newly created domain user accounts will not be able to access the Web Portal until the User Cache has been updated. Click "Refresh Now" to immediately update the cache.

Web Portal Deny List
Click the "Browse" button to select domain user accounts that will be denied access to the web portal. By default, all non-password-expiring user accounts and system user accounts are denied

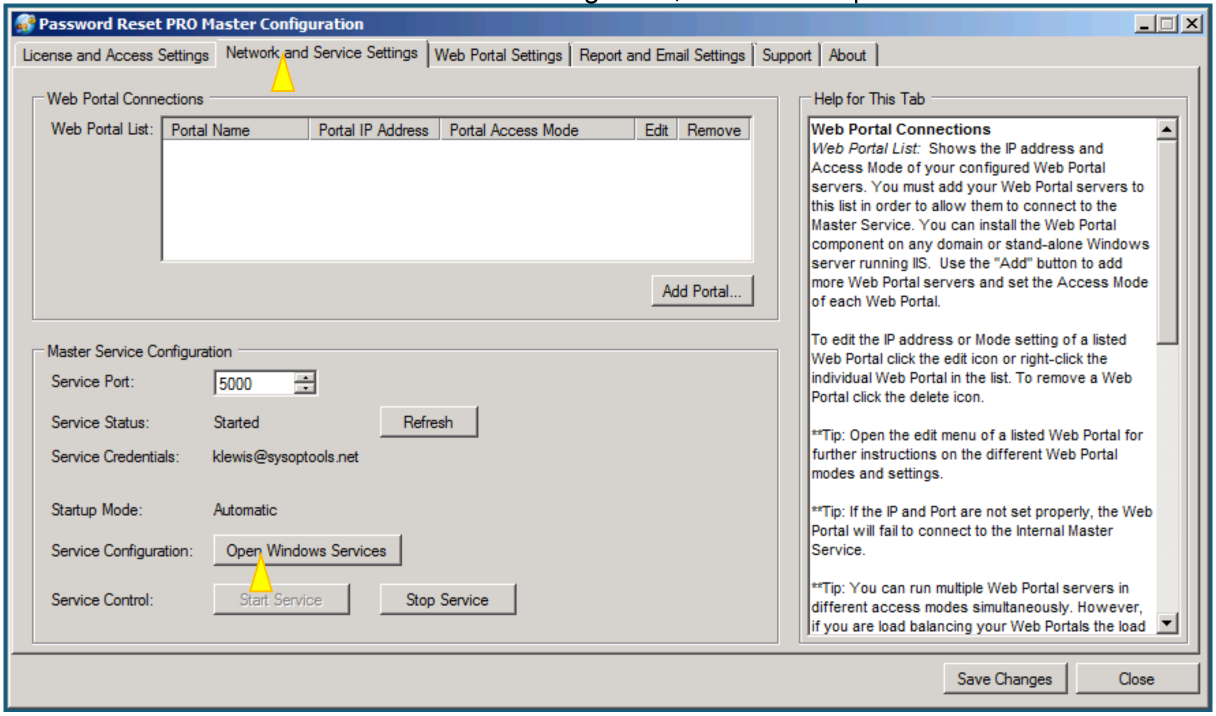
c. ***Web Portal Deny List:*** You will not need to modify this unless you want to specifically exclude certain password expiring users from portal access. By default, we deny access to system AD accounts, disabled accounts, domain/administrator, domain/guest, domain/krbtgt, expired logon account users, user accounts missing the UPN and user accounts set with "Password never expires". *You may review these automatic user account exclusions in the Report Console located under the "Report and Email Settings" tab of the Master Service.*

Continued on next page…

2. Configure the Installed Windows Service (The “Master Service”)

It is extremely important to configure the installed Master Service correctly. If you do not grant the service appropriate domain permissions and start the service, users will not be able to log in to the Web Portal, or certain functions in the Web Portal may not operate correctly.

d. Click the “Network and Service Settings” tab, then click “Open *Windows Services*’.



Service Port: 5000

Service Status: Started

Service Credentials: klewis@sysoptools.net

Startup Mode: Automatic

Service Configuration: Open Windows Services

Service Control: Start Service | Stop Service

Web Portal Connections
Web Portal List: Shows the IP address and Access Mode of your configured Web Portal servers. You must add your Web Portal servers to this list in order to allow them to connect to the Master Service. You can install the Web Portal component on any domain or stand-alone Windows server running IIS. Use the "Add" button to add more Web Portal servers and set the Access Mode of each Web Portal.

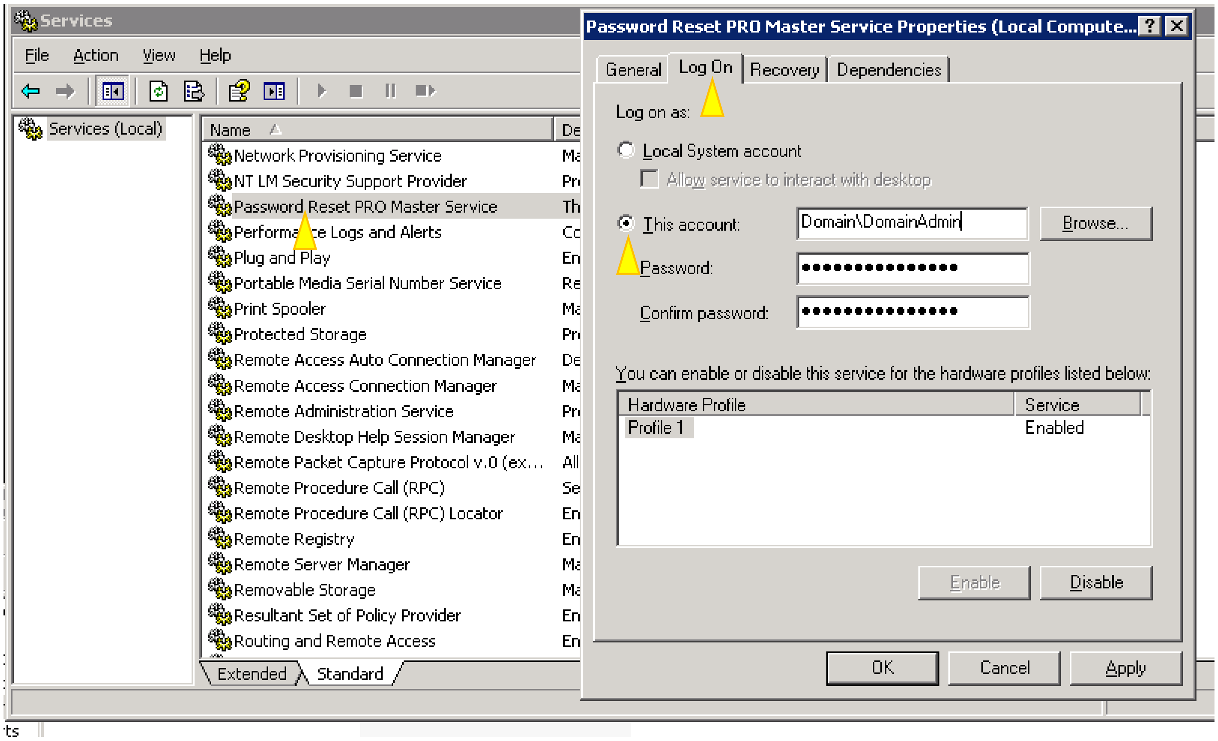
To edit the IP address or Mode setting of a listed Web Portal click the edit icon or right-click the individual Web Portal in the list. To remove a Web Portal click the delete icon.

**Tip: Open the edit menu of a listed Web Portal for further instructions on the different Web Portal modes and settings.

**Tip: If the IP and Port are not set properly, the Web Portal will fail to connect to the Internal Master Service.

**Tip: You can run multiple Web Portal servers in different access modes simultaneously. However, if you are load balancing your Web Portals the load

e. The Windows Services snap-in opens. Find ‘Password Reset PRO Master Service’ and open the service properties



Name	De
Network Provisioning Service	Ma
NT LM Security Support Provider	Pr
Password Reset PRO Master Service	Th
Performance Logs and Alerts	Cc
Plug and Play	En
Portable Media Serial Number Service	Re
Print Spooler	Ma
Protected Storage	Pr
Remote Access Auto Connection Manager	De
Remote Access Connection Manager	Ma
Remote Administration Service	Pr
Remote Desktop Help Session Manager	Ma
Remote Packet Capture Protocol v.0 (ex...	All
Remote Procedure Call (RPC)	Se
Remote Procedure Call (RPC) Locator	En
Remote Registry	En
Remote Server Manager	Ma
Removable Storage	Ma
Resultant Set of Policy Provider	En
Routing and Remote Access	En

Log on as:

○ Local System account

□ Allow service to interact with desktop

● This account: Domain\DomainAdmin

Password: •••••••••••••••

Confirm password: •••••••••••••••

You can enable or disable this service for the hardware profiles listed below:

Hardware Profile	Service
Profile 1	Enabled

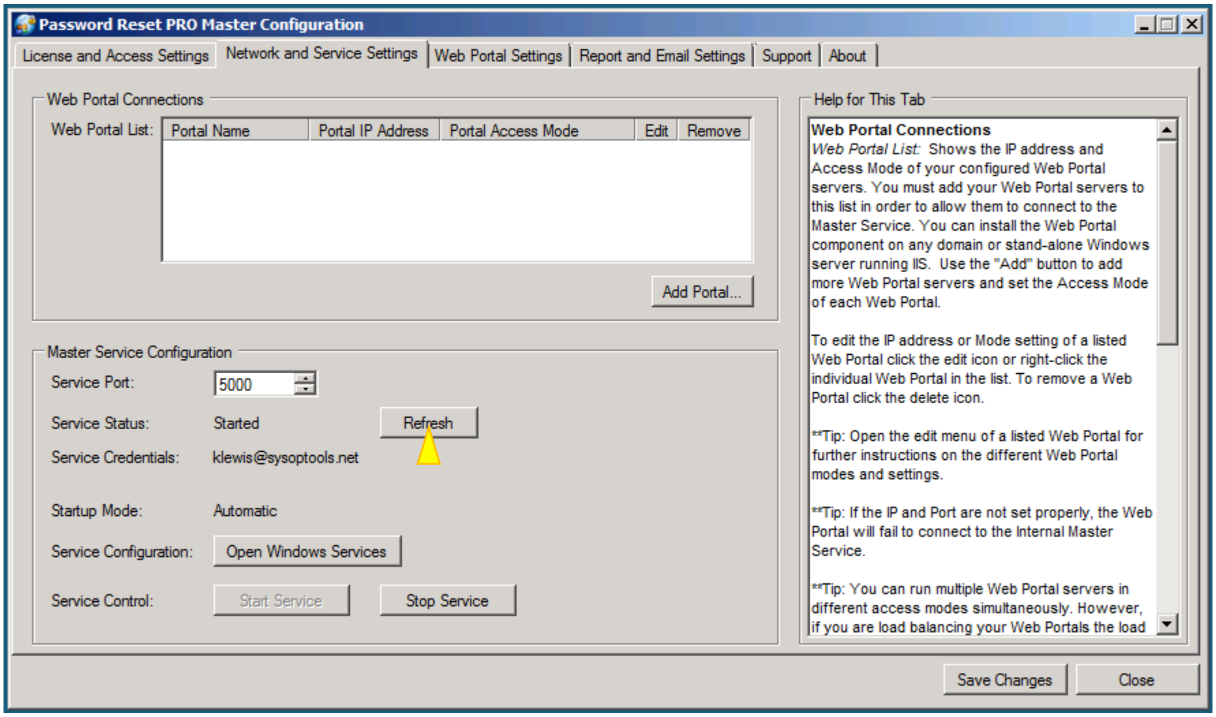
f. In the ‘Log On’ tab of the service properties, set the ‘Log on as’ to a valid domain\user account that has Domain Admin rights and rights to Log on as a Service in the domain. Refer to the Security Settings guide for detail on delegated permissions required, and the Log on as a Service right.

g. Click Apply, then start or restart the service for the settings to take effect. The service should remain started.

h. Make sure the Startup Mode is set to “Automatic”

i. Close the Services snap in and return to the Master Service settings

j. Click the “Refresh” button to see the updated service status



Service Port: 5000

Service Status: Started

Service Credentials: klewis@sysoptools.net

Startup Mode: Automatic

Service Configuration:

Service Control:

Web Portal Connections
Web Portal List: Shows the IP address and Access Mode of your configured Web Portal servers. You must add your Web Portal servers to this list in order to allow them to connect to the Master Service. You can install the Web Portal component on any domain or stand-alone Windows server running IIS. Use the "Add" button to add more Web Portal servers and set the Access Mode of each Web Portal.

To edit the IP address or Mode setting of a listed Web Portal click the edit icon or right-click the individual Web Portal in the list. To remove a Web Portal click the delete icon.

**Tip: Open the edit menu of a listed Web Portal for further instructions on the different Web Portal modes and settings.

**Tip: If the IP and Port are not set properly, the Web Portal will fail to connect to the Internal Master Service.

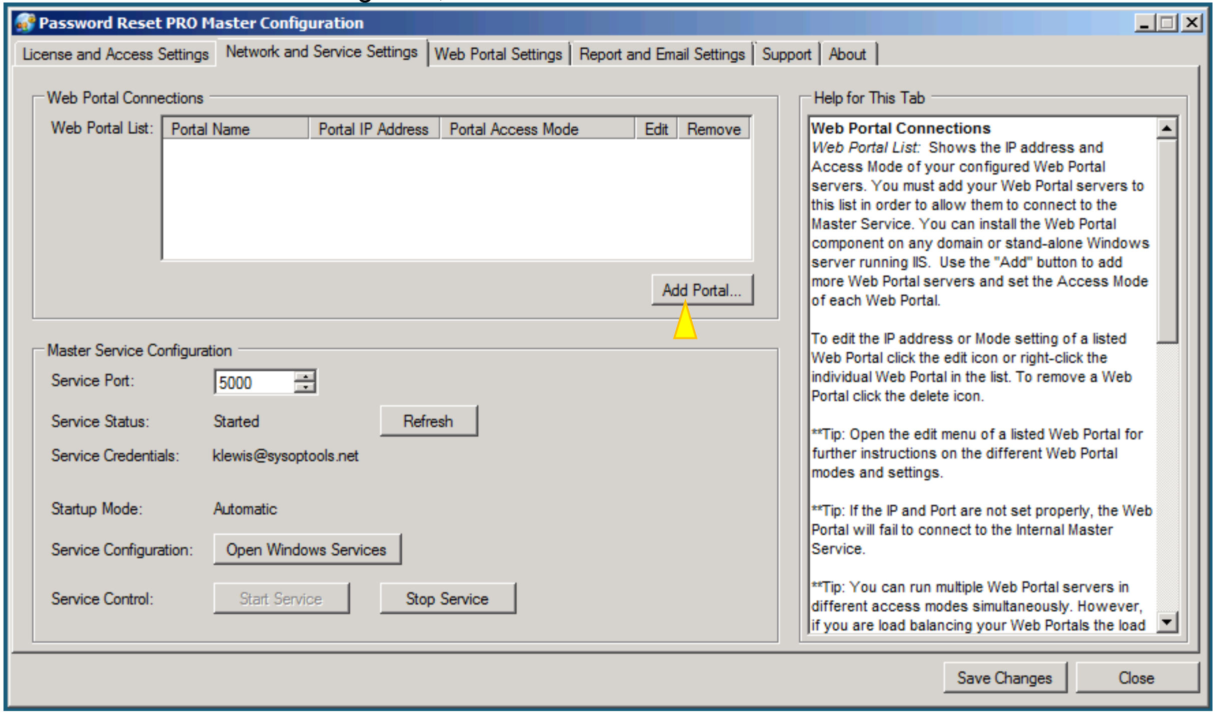
**Tip: You can run multiple Web Portal servers in different access modes simultaneously. However, if you are load balancing your Web Portals the load

Continued on next page…

3. Add Web Portal Server and Settings to the Master Service

The Master Service will only communicate with known Web Portal IPs in this list. You can add multiple Web Portals here, each configured to have independent settings, mode and branding from other Web Portals. This is a very important setting to review and understand.

Network and Service Settings tab, click “Add Portal” to launch the Web Portal Editor:


Password Reset PRO Master Configuration
License and Access Settings
Network and Service Settings
Web Portal Settings
Report and Email Settings
Support
About

Web Portal Connections

Web Portal List:

Portal Name	Portal IP Address	Portal Access Mode	Edit	Remove

Master Service Configuration

Service Port: 5000

Service Status: Started

Service Credentials: klewis@sysoptools.net

Startup Mode: Automatic

Service Configuration:

Service Control:

Start Service
Stop Service

Help for This Tab

Web Portal Connections
Web Portal List: Shows the IP address and Access Mode of your configured Web Portal servers. You must add your Web Portal servers to this list in order to allow them to connect to the Master Service. You can install the Web Portal component on any domain or stand-alone Windows server running IIS. Use the "Add" button to add more Web Portal servers and set the Access Mode of each Web Portal.

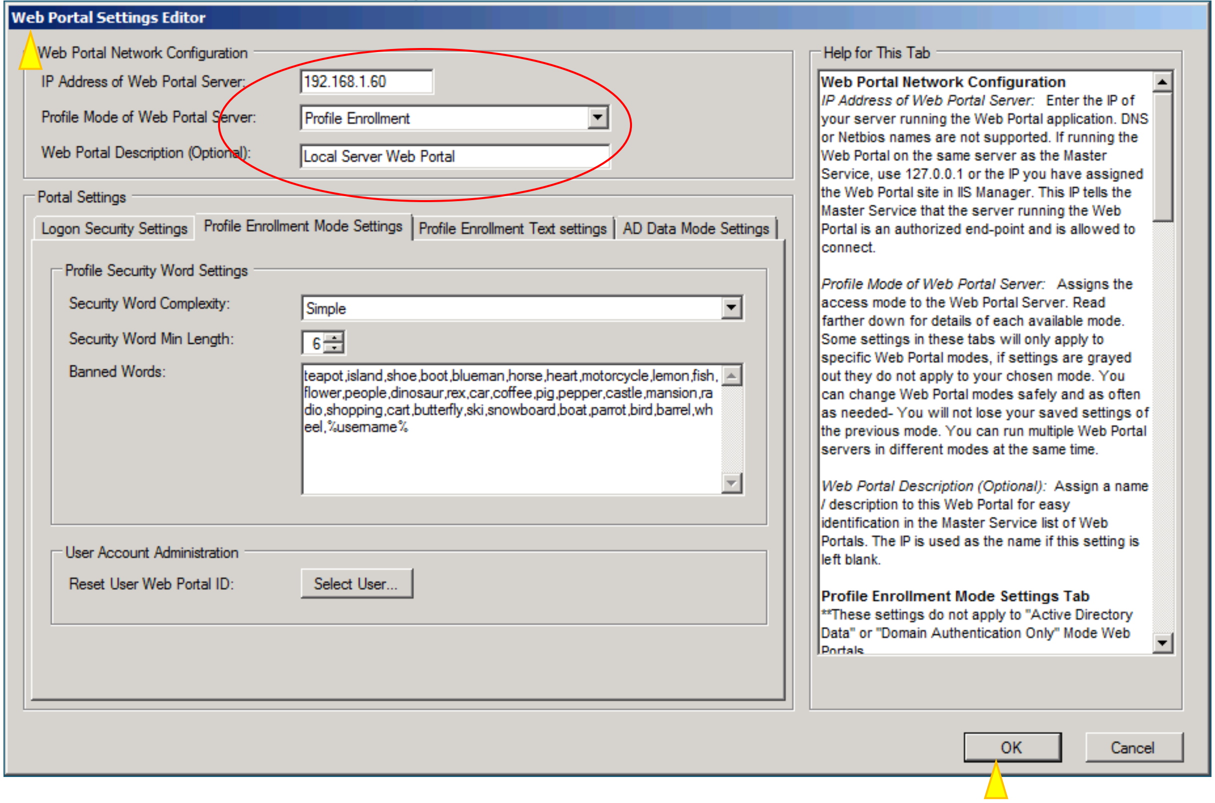
To edit the IP address or Mode setting of a listed Web Portal click the edit icon or right-click the individual Web Portal in the list. To remove a Web Portal click the delete icon.

**Tip: Open the edit menu of a listed Web Portal for further instructions on the different Web Portal modes and settings.

**Tip: If the IP and Port are not set properly, the Web Portal will fail to connect to the Internal Master Service.

**Tip: You can run multiple Web Portal servers in different access modes simultaneously. However, if you are load balancing your Web Portals the load

The Web Portal Editor screen opens.


Web Portal Settings Editor

Web Portal Network Configuration

IP Address of Web Portal Server: 192.168.1.60

Profile Mode of Web Portal Server: Profile Enrollment

Web Portal Description (Optional): Local Server Web Portal

Portal Settings

Logon Security Settings
Profile Enrollment Mode Settings
Profile Enrollment Text settings
AD Data Mode Settings

Profile Security Word Settings

Security Word Complexity: Simple

Security Word Min Length: 6

Banned Words: teapot,island,shoe,boot,blueman,horse,heart,motorcycle,lemon,fish,flower,people,dinosaur,rex,car,coffee,pig,pepper,castle,mansion,radio,shopping,cart,butterfly,ski,snowboard,boat,parrot,bird,barrel,wheel,%usemame%

User Account Administration

Reset User Web Portal ID:

Help for This Tab

Web Portal Network Configuration
IP Address of Web Portal Server: Enter the IP of your server running the Web Portal application. DNS or Netbios names are not supported. If running the Web Portal on the same server as the Master Service, use 127.0.0.1 or the IP you have assigned the Web Portal site in IIS Manager. This IP tells the Master Service that the server running the Web Portal is an authorized end-point and is allowed to connect.

Profile Mode of Web Portal Server: Assigns the access mode to the Web Portal Server. Read farther down for details of each available mode. Some settings in these tabs will only apply to specific Web Portal modes, if settings are grayed out they do not apply to your chosen mode. You can change Web Portal modes safely and as often as needed- You will not lose your saved settings of the previous mode. You can run multiple Web Portal servers in different modes at the same time.

Web Portal Description (Optional): Assign a name / description to this Web Portal for easy identification in the Master Service list of Web Portals. The IP is used as the name if this setting is left blank.

Profile Enrollment Mode Settings Tab
**These settings do not apply to "Active Directory Data" or "Domain Authentication Only" Mode Web Portals

Web Portal Editor Settings: This sub menu is unique to each Web Portal added with the "Add Portal" button. You can re-edit settings later by clicking the "edit" icon next to your listed Web Portal entry, or delete a Web Portal by clicking the red X next to it.

Enter IP Address of Web Portal Server:
(**Single Server setup**) Enter this server's physical IP address (e.g 192.168.1.30) if your Web Portal is installed on the same server as the Master Service. We prefer the server's actual IP over using the loopback address.

(**Two Tier setup**) Enter your separate Web Portal server's physical IP address (e.g 192.168.2.44). Don't forget that port 5000 TCP will need to be published through your LAN firewall if one exists between the Master Service server and your Web Portal server.

*** *** If your server has multiple IP's or is multi-homed, always use the primary IP as set in the primary NIC's TCP/IP stack. This is typically the IP address used for DNS resolution and RDP access. This is important for software operation because .NET only uses the primary IP.

Set Profile Mode of Web Portal Server:
We suggest using the default "Profile Enrollment" mode (image + security word enrollment) for your first test, it is the easiest to configure and deploy. Read the right side column for brief description of different access modes. All three modes have their own unique benefits!

(optional) Web Portal Description:
Optional setting that assigns a friendly name to your Web Portal in the Master Service list view of configured Web Portals. You can leave this blank if you wish.

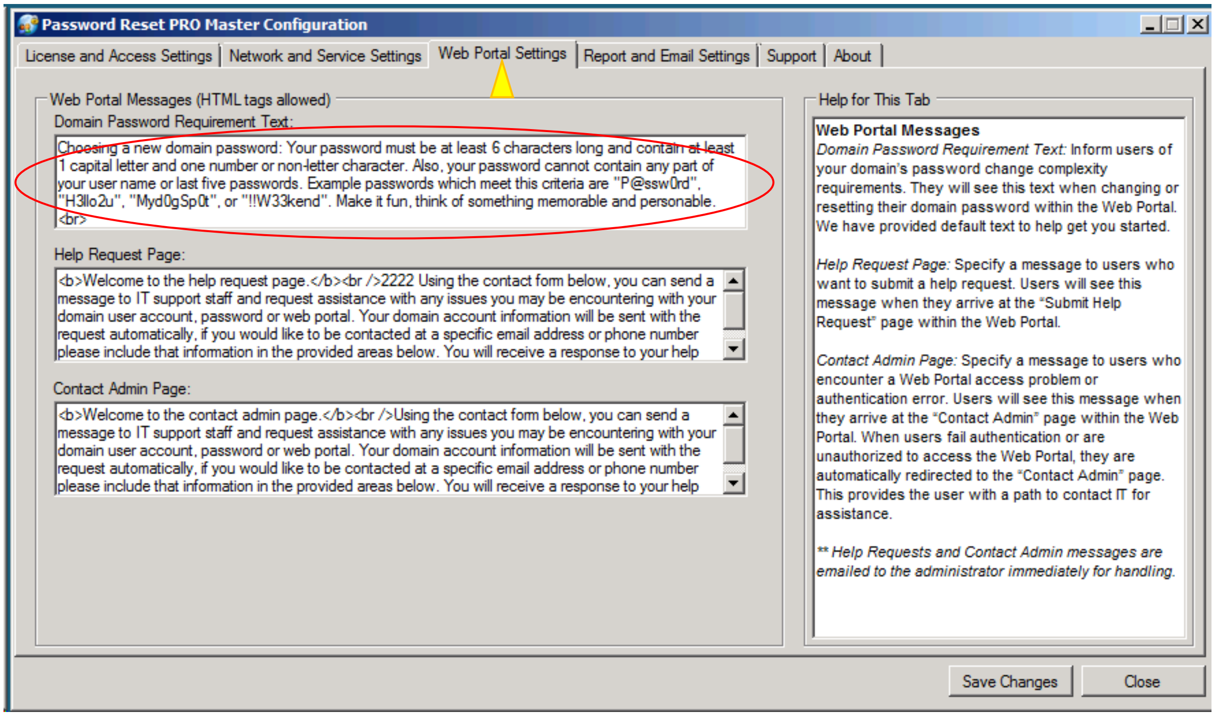
Other Settings:
For your initial testing you do not need to make further changes in this menu area, however, you should click on the various tabs to see the other available options. **Refer to the right column help text on each tab for an explanation of each of the remaining settings.**

Finished: Click "OK" to save these changes and close the Web Portal Settings Editor, then click "Save Changes" in the Master Service to commit changes to the running config.

Continued on next page…

4. Message Text Areas in the Web Portal. (this step is optional for testing)

Click on the “Web Portal Settings” tab of the Master Service


Password Reset PRO Master Configuration
License and Access Settings
Network and Service Settings
Web Portal Settings
Report and Email Settings
Support
About
Save Changes
Close

Web Portal Messages (HTML tags allowed)

Domain Password Requirement Text:

Choosing a new domain password: Your password must be at least 6 characters long and contain at least 1 capital letter and one number or non-letter character. Also, your password cannot contain any part of your user name or last five passwords. Example passwords which meet this criteria are "P@ssw0rd", "H3llo2u", "Myd0gSp0t", or "!!W33kend". Make it fun, think of something memorable and personable.

Help Request Page:

<b>Welcome to the help request page.</b><br />2222 Using the contact form below, you can send a message to IT support staff and request assistance with any issues you may be encountering with your domain user account, password or web portal. Your domain account information will be sent with the request automatically, if you would like to be contacted at a specific email address or phone number please include that information in the provided areas below. You will receive a response to your help

Contact Admin Page:

<b>Welcome to the contact admin page.</b><br />Using the contact form below, you can send a message to IT support staff and request assistance with any issues you may be encountering with your domain user account, password or web portal. Your domain account information will be sent with the request automatically, if you would like to be contacted at a specific email address or phone number please include that information in the provided areas below. You will receive a response to your help

Help for This Tab

Web Portal Messages

Domain Password Requirement Text: Inform users of your domain’s password change complexity requirements. They will see this text when changing or resetting their domain password within the Web Portal. We have provided default text to help get you started.

Help Request Page: Specify a message to users who want to submit a help request. Users will see this message when they arrive at the “Submit Help Request” page within the Web Portal.

Contact Admin Page: Specify a message to users who encounter a Web Portal access problem or authentication error. Users will see this message when they arrive at the “Contact Admin” page within the Web Portal. When users fail authentication or are unauthorized to access the Web Portal, they are automatically redirected to the “Contact Admin” page. This provides the user with a path to contact IT for assistance.

*** Help Requests and Contact Admin messages are emailed to the administrator immediately for handling.*

These text areas apply to all Web Portals shown in the Network and Service Settings tab. The locations where users see these text areas in the Web Portal are on the “Change Password” page, “Reset Password” page, “Submit Help Request” page and “Contact Admin” page. For now, you only need to change the “Domain Password Requirement” text so it accurately matches your domain’s password policy settings.

Domain Password Requirement: Change this text to match your internal domain change password policy. Users will see this text when changing or resetting their domain password in the Web Portal. We have provided example text here to help get you started. This text should describe your domain password policy settings.

***Help Request Page*:** Within the Web Portal, users have an option to send a help request email to an administrator or help desk. This message is displayed on the “Help Request” page for the user. We have provided default text to get you started.

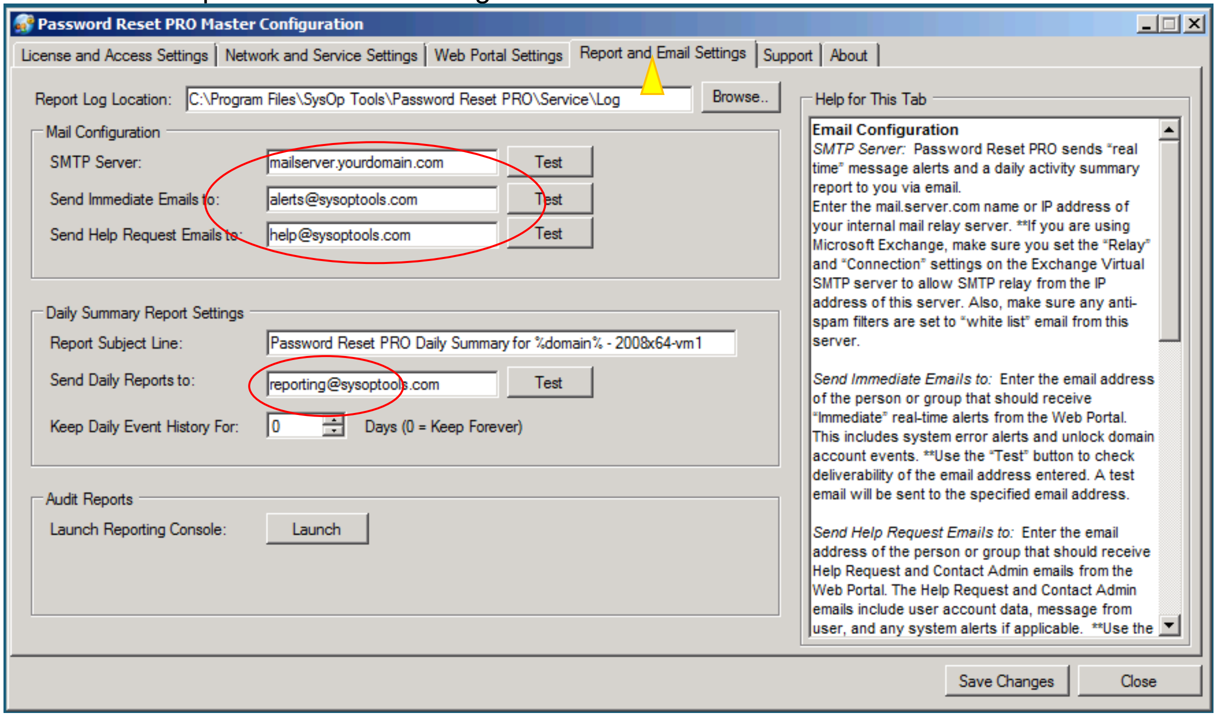
***Contact Admin Page*:** If a Web Portal user is denied access or encounters an error, they are diverted to a “Contact Admin” page to request help. This message is displayed on the “Contact Admin” page for the user. We have provided default text to get you started.

Tech Note: You can use basic HTML markup tags to improve the looks of the web portal messages. Do not include script tags or image tags as they will not work.

Continued on next page…

5. Set SMTP Server and Email Settings (this step is optional for testing)

Click on the Report and Email Settings tab:



Password Reset PRO Master Configuration
License and Access Settings
Network and Service Settings
Web Portal Settings
Report and Email Settings
Support
About
Browse..
Test
Test
Test
Test
Launch
Save Changes
Close

Report Log Location: C:\Program Files\SysOp Tools\Password Reset PRO\Service\Log

Mail Configuration

SMTP Server: mailserver.yourdomain.com

Send Immediate Emails to: alerts@sysoptools.com

Send Help Request Emails to: help@sysoptools.com

Daily Summary Report Settings

Report Subject Line: Password Reset PRO Daily Summary for %domain% - 2008x64-vm1

Send Daily Reports to: reporting@sysoptools.com

Keep Daily Event History For: 0 Days (0 = Keep Forever)

Audit Reports

Launch Reporting Console:

Help for This Tab

Email Configuration
SMTP Server: Password Reset PRO sends "real time" message alerts and a daily activity summary report to you via email.
Enter the mail.server.com name or IP address of your internal mail relay server. **If you are using Microsoft Exchange, make sure you set the "Relay" and "Connection" settings on the Exchange Virtual SMTP server to allow SMTP relay from the IP address of this server. Also, make sure any anti-spam filters are set to "white list" email from this server.

Send Immediate Emails to: Enter the email address of the person or group that should receive "Immediate" real-time alerts from the Web Portal. This includes system error alerts and unlock domain account events. **Use the "Test" button to check deliverability of the email address entered. A test email will be sent to the specified email address.

Send Help Request Emails to: Enter the email address of the person or group that should receive Help Request and Contact Admin emails from the Web Portal. The Help Request and Contact Admin emails include user account data, message from user, and any system alerts if applicable. **Use the

! If you do not have mail relay set up skip this step. Leave fields blank including SMTP Server.

SMTP Server: Choose a local SMTP relay server for sending administrator alerts and daily summary report emails. Make sure your Exchange server relay is set to allow anonymous connection and relay from the IP of the Master Service server.
** If you do not correctly set up email connectivity to your mail relay server, you will not receive any emails or reports from Password Reset PRO!

***Send Immediate Emails to*:** Add an email address for receiving "immediate alerts" such as account unlock events and system errors. Immediate alerts are sent in real-time as they happen and should be sent to an IT Administrator.

***Send Help Request emails to*:** Add an email address for receiving user help requests from the Web Portal. You may want these emails to go to your helpdesk group or ticketing system.

***Send Daily Reports to*:** Add an email address for receiving the Daily Summary Report email. This report contains a summary of all Web Portal events for the last 24hr period. Typically this email should go to a helpdesk group or UT administrator group for daily review. Click "Test" to send a current copy of the Daily Summary Report.

Tech Note - Disabling Emails: If you leave an email address field blank, the feature will be disabled, except for the Daily Report, which must have a valid email address.

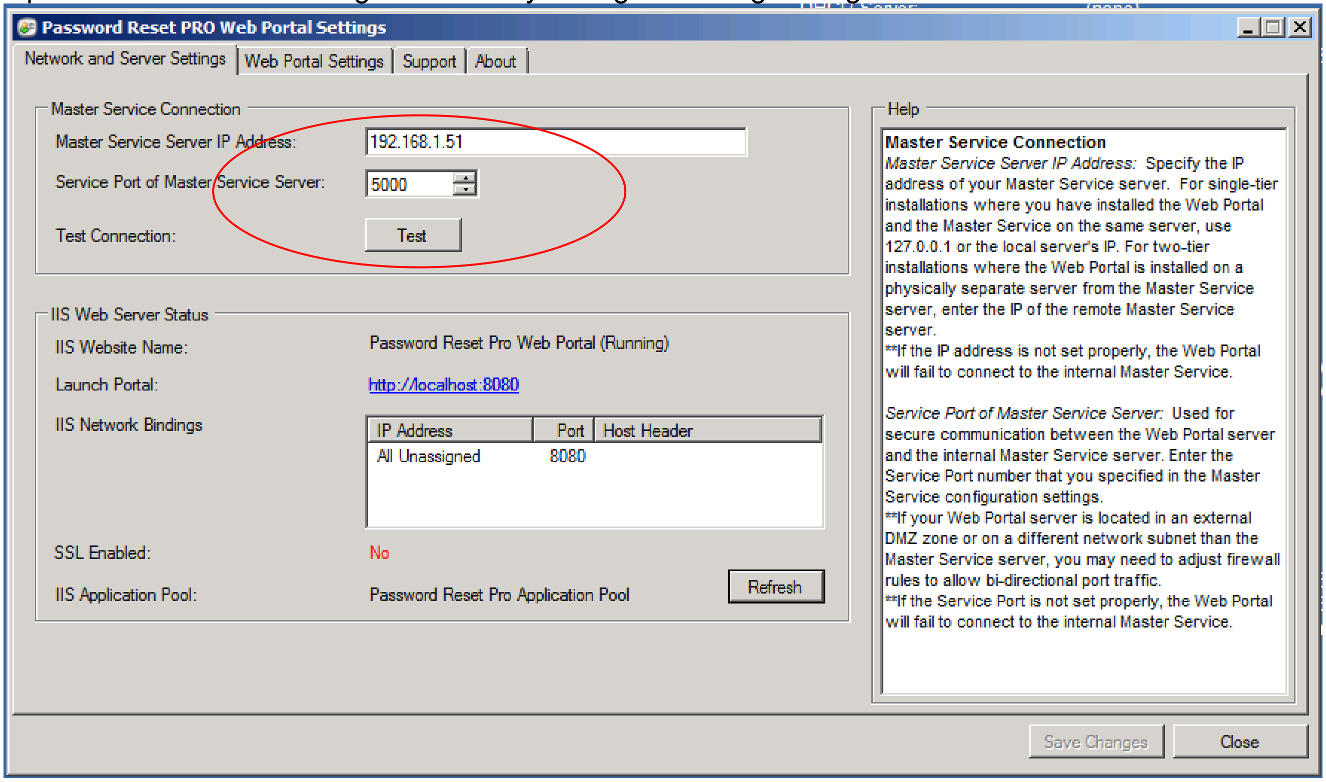
Testing delivery: Use the "Test" button to verify email connectivity. You should receive a test email to the specific address.

Click "Save Changes" and you are FINISHED with the Master Service settings

Section #2: Web Portal Configuration Settings

6. Specify the Master Service Server IP address and Service Port.

Open the Web Portal Configuration Utility to begin entering settings.


Password Reset PRO Web Portal Settings
Network and Server Settings
Web Portal Settings
Support
About
Test
Refresh
Save Changes
Close

Master Service Connection

Master Service Server IP Address: 192.168.1.51

Service Port of Master Service Server: 5000

Test Connection: Test

IIS Web Server Status

IIS Website Name: Password Reset Pro Web Portal (Running)

Launch Portal: http://localhost:8080

IIS Network Bindings

IP Address	Port	Host Header
All Unassigned	8080	

SSL Enabled: No

IIS Application Pool: Password Reset Pro Application Pool

Help

Master Service Connection
Master Service Server IP Address: Specify the IP address of your Master Service server. For single-tier installations where you have installed the Web Portal and the Master Service on the same server, use 127.0.0.1 or the local server's IP. For two-tier installations where the Web Portal is installed on a physically separate server from the Master Service server, enter the IP of the remote Master Service server.
**If the IP address is not set properly, the Web Portal will fail to connect to the internal Master Service.

Service Port of Master Service Server: Used for secure communication between the Web Portal server and the internal Master Service server. Enter the Service Port number that you specified in the Master Service configuration settings.
**If your Web Portal server is located in an external DMZ zone or on a different network subnet than the Master Service server, you may need to adjust firewall rules to allow bi-directional port traffic.
**If the Service Port is not set properly, the Web Portal will fail to connect to the internal Master Service.

Master Service Server IP Address:
(**Single Server setup**) Enter this server's physical IP address (e.g 192.168.1.30) if your Web Portal is installed on the same server as the Master Service. We prefer the server's actual IP over using the loopback address.

(**Two Tier setup**) Enter your separate Master Service server's physical IP address (e.g 192.168.2.45). Don't forget that port 5000 TCP will need to be published through your LAN firewall if one exists between the Master Service server and your Web Portal server.

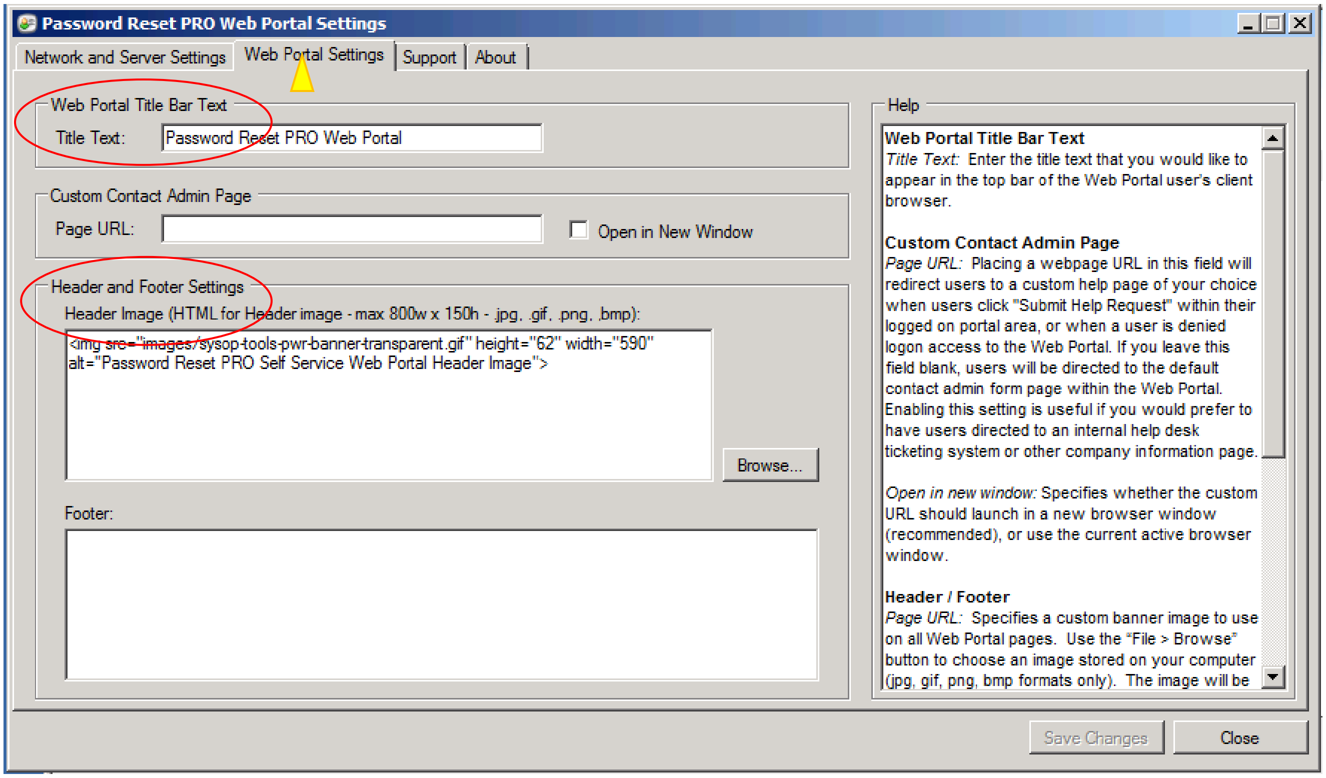
*** *** If your server has multiple IP's or is multi-homed, always use the primary IP as set in the primary NIC's TCP/IP stack. This is typically the IP address used for DNS resolution and RDP access. This is important for software operation.

Service Port: Set the Service Port to the same port you specified in the Master Service Configuration. By default the Service Port uses TCP 5000, direct IP<>IP, bi-directional.

*** *** Use the "*Test*" button to test the connection between Web Portal application and Master Service application; you should receive a "success" message. If you receive an error message, investigate and resolve.

IIS Web Server Status: Shows you the current state and settings of the Web Portal on your server. These settings can be changed through IIS manager. Using IIS Manager, you can change the IP, set the port to 80, and enable SSL on port 443. Our software uses native IIS settings for the actual Web Portal, which runs as a regular website under IIS.

7. **Brand your Web Portal, Change Logo!** (this step is optional for testing)
   You may change the Web Portal page title, global image banner and add footer text / hyperlinks using the menu in the Web Portal Configuration application. We recommend keeping the banner height around 65px high or less.


Password Reset PRO Web Portal Settings
Network and Server Settings
Web Portal Settings
Support
About
Save Changes
Close

Web Portal Title Bar Text

Title Text: Password Reset PRO Web Portal

Custom Contact Admin Page

Page URL:

□ Open in New Window

Header and Footer Settings

Header Image (HTML for Header image - max 800w x 150h - .jpg, .gif, .png, .bmp):

```
<img src="images/sysop-tools-pwr-banner-transparent.gif" height="62" width="590"
alt="Password Reset PRO Self Service Web Portal Header Image">
```

Browse...

Footer:

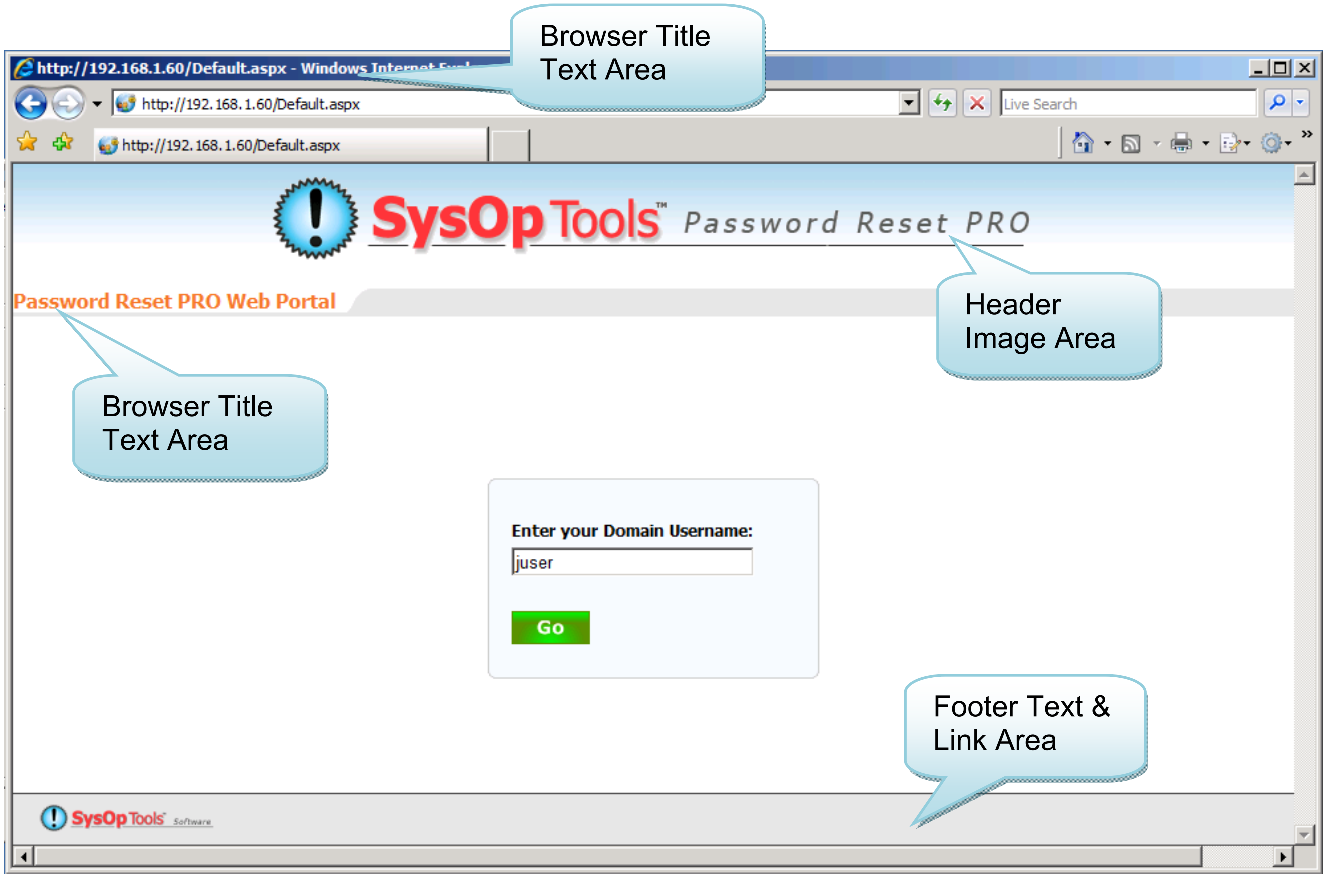
Help

Web Portal Title Bar Text
Title Text: Enter the title text that you would like to appear in the top bar of the Web Portal user's client browser.

Custom Contact Admin Page
Page URL: Placing a webpage URL in this field will redirect users to a custom help page of your choice when users click "Submit Help Request" within their logged on portal area, or when a user is denied logon access to the Web Portal. If you leave this field blank, users will be directed to the default contact admin form page within the Web Portal. Enabling this setting is useful if you would prefer to have users directed to an internal help desk ticketing system or other company information page.

Open in new window: Specifies whether the custom URL should launch in a new browser window (recommended), or use the current active browser window.

Header / Footer
Page URL: Specifies a custom banner image to use on all Web Portal pages. Use the "File > Browse" button to choose an image stored on your computer (jpg, gif, png, bmp formats only). The image will be


http://192.168.1.60/Default.aspx - Windows Internet Expl
Browser Title Text Area
http://192.168.1.60/Default.aspx
Live Search
http://192.168.1.60/Default.aspx
SysOp Tools™ Password Reset PRO
Header Image Area
Password Reset PRO Web Portal
Browser Title Text Area
Footer Text & Link Area
SysOp Tools Software

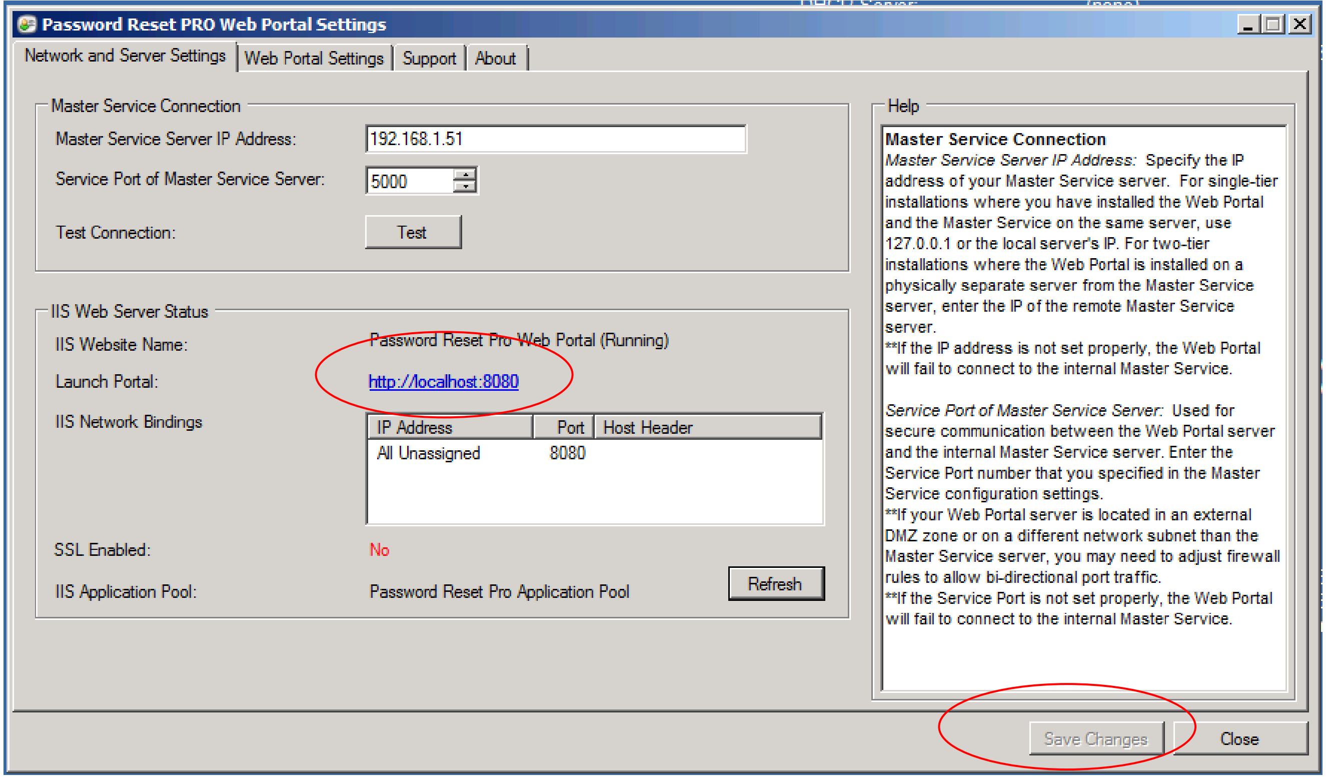
Enter your Domain Username:

juser

Go

CONFIGURATION IS DONE! Click “Save Changes” and you should see the “http://localhost:8080” link turn **blue** on the first tab in the IIS Status area.

Click the link to test-launch the Web Portal and verify your settings. It will take about 5 to 10 seconds for the Password Reset PRO website to come up the first time.



Password Reset PRO Web Portal Settings
Network and Server Settings
Web Portal Settings
Support
About

Master Service Connection

Master Service Server IP Address: 192.168.1.51

Service Port of Master Service Server: 5000

Test Connection: Test

IIS Web Server Status

IIS Website Name: Password Reset Pro Web Portal (Running)

Launch Portal: http://localhost:8080

IIS Network Bindings

IP Address	Port	Host Header
All Unassigned	8080	

SSL Enabled: No

IIS Application Pool: Password Reset Pro Application Pool

Master Service Connection
Master Service Server IP Address: Specify the IP address of your Master Service server. For single-tier installations where you have installed the Web Portal and the Master Service on the same server, use 127.0.0.1 or the local server's IP. For two-tier installations where the Web Portal is installed on a physically separate server from the Master Service server, enter the IP of the remote Master Service server.
**If the IP address is not set properly, the Web Portal will fail to connect to the internal Master Service.

Service Port of Master Service Server: Used for secure communication between the Web Portal server and the internal Master Service server. Enter the Service Port number that you specified in the Master Service configuration settings.
**If your Web Portal server is located in an external DMZ zone or on a different network subnet than the Master Service server, you may need to adjust firewall rules to allow bi-directional port traffic.
**If the Service Port is not set properly, the Web Portal will fail to connect to the internal Master Service.

NOTE: When testing the Web Portal pages using the local server’s IE, the server’s default IE security may block the Web Portal from functioning correctly, if so then add the local site to IE’s list of trusted sites.

Please read the right side column for help on the remaining settings, which allow for basic branding of global banner / footer. See the “Advanced Web Portal Customization” guide document for instructions on customizing the actual .aspx pages, images, and CSS.

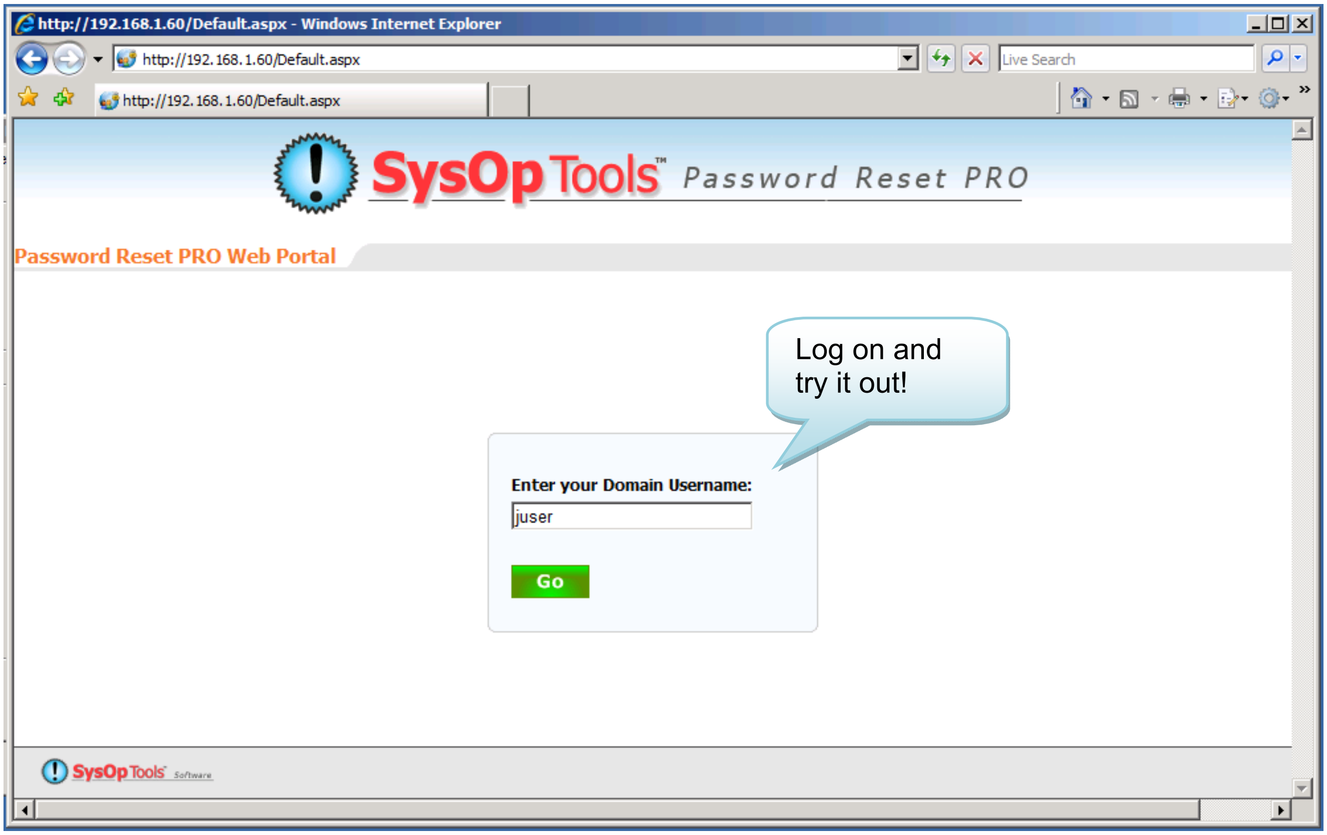
8. Test Web Portal Functionality with Profile Enrollment Mode

When the Web Portal default page comes up, use any normal, password expiring user account to enroll. *** If you just created a new user in AD to test with, make sure you first click the “Refresh Cache” button on the license entry tab of the Master Service Configuration so it finds the newly added user account in AD.

Enter the user’s NT account name (juser) or UPN (juser@domain.com) or domain\juser, then click GO. You must authenticate the first time on enrollment with the domain password. The password can be expired or a temporary password, as long as it is typed correctly.

Continued on next page…

Default main page for Password Reset PRO



http://192.168.1.60/Default.aspx - Windows Internet Explorer
http://192.168.1.60/Default.aspx
Live Search
http://192.168.1.60/Default.aspx
SysOp Tools™ Password Reset PRO
Password Reset PRO Web Portal
Log on and try it out!
Go
SysOp Tools Software

Enter your Domain Username:

juser

The enrollment process is designed for easy no-hassle access, even on mobile devices. All aspects of the wording, images, and even the page look / feel are completely editable!

Continued on next page…

Further Notes on Testing the Web Portal Installation, iPhone Access

By default, the installation configured your Password Reset PRO Web Portal to use HTTP port 8080. You can change the port setting to 80 in the Web Portal server's IIS manager. We strongly urge only allowing SSL connections (HTTPS) for external (internet) access to the Web Portal.

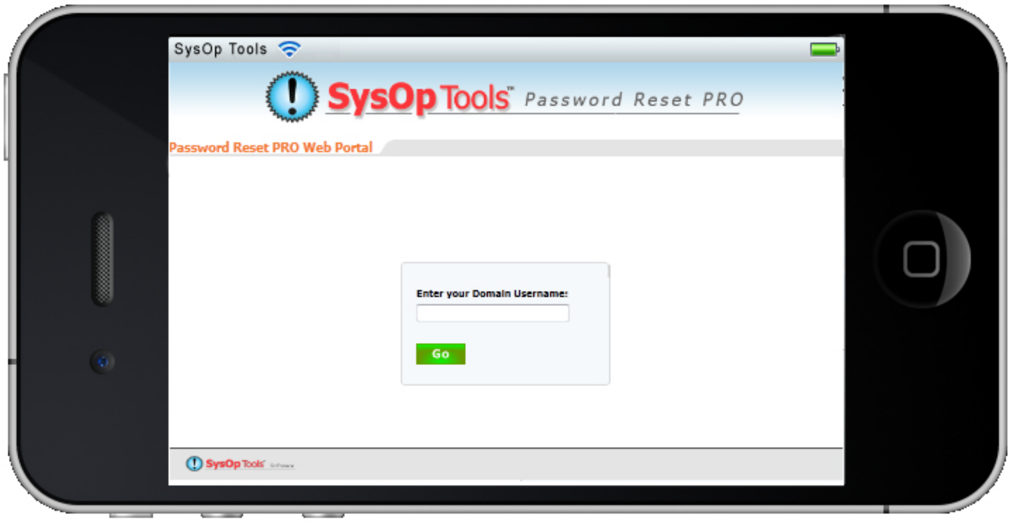
1. Log on to the server where you installed the Web Portal application. Open your browser and type http://localhost:8080 . The Web Portal will take about 10 seconds to "compile" the ASP.NET code and then display the main logon page. The "compile" time occurs the very first time you load the Web Portal, making / saving configuration changes, or after IIS application pool recycle intervals. Users accessing the Web Portal will not experience delay after the page compile completes.

2. If you have already set up DNS for the web server, try accessing the Web Portal from a workstation on the LAN by typing: http://www.YourServerName.com:8080. Or, use the direct IP of DNS is not set up yet, such as http://192.168.1.44:8080 . If the page displays, this means you have everything operational with Password Reset PRO's settings and your network settings. You can now configure SSL and add your SSL certificate as required through IIS manager, and require users to access the server via https protocol. All SSL settings are done in IIS Manager. Our software adheres to typical IIS website configurations same as MOSS, OWA, etc.

3. Log on to the Web Portal with an **enabled, password-expiring user account** and set up a new user ID Profile by following the wizard pages and enrollment steps. Log off the Web Portal after enrollment and then log back on with your new Profile ID. Test logging back on with a locked out user account, and also test with a new user account set with a temporary (must change on next logon) password. This will give you an understanding for how the process works, what your users will expect to see, and what types of changes / customizations you'd like to make.

Note: Keep in mind that user accounts specifically set with "password never expires" or "can't change password" or are "System" accounts cannot use the Web Portal! Refer to the Report Console within the Master Service to review which user accounts can use the Web Portal vs which accounts are excluded from access.

Test it on your phone!

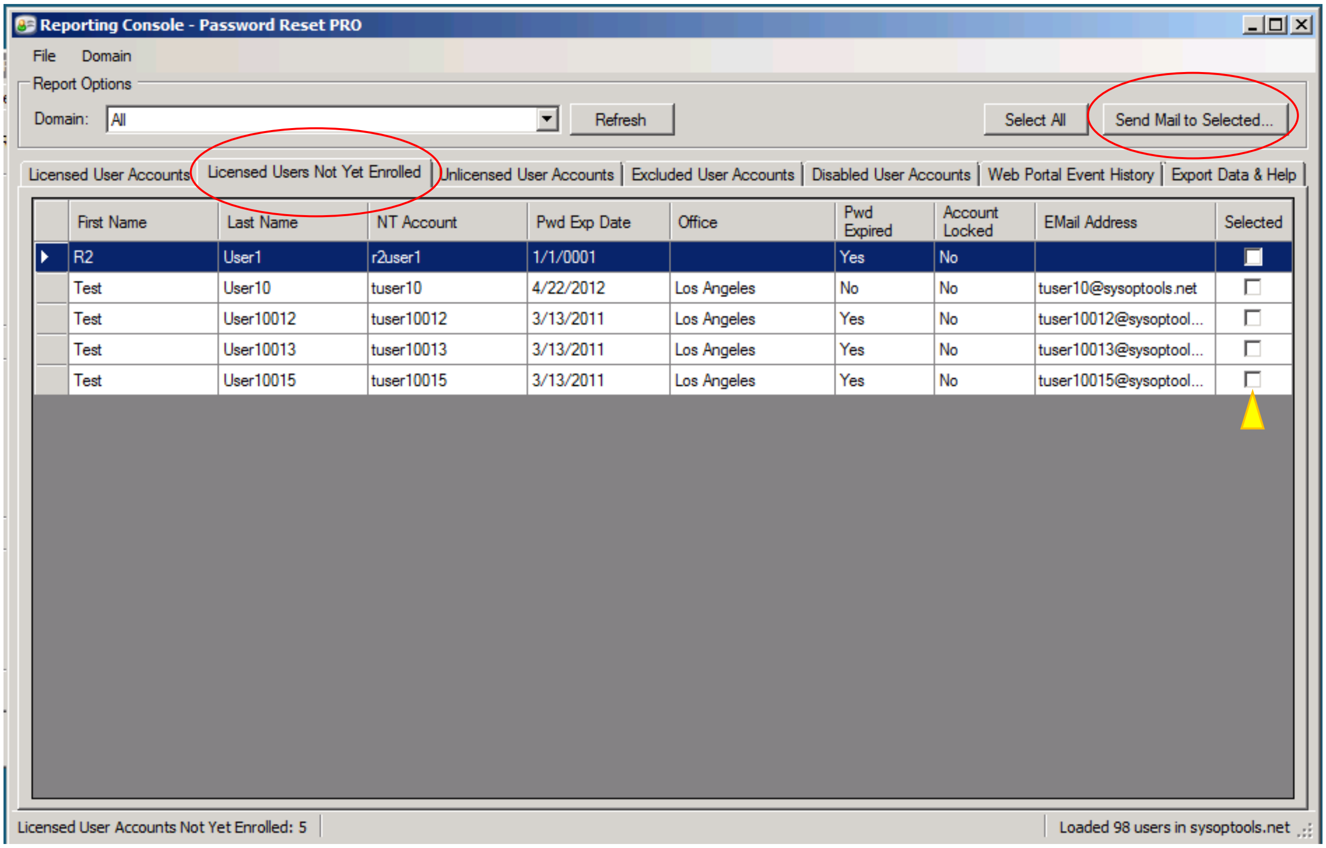

SysOp Tools
SysOp Tools Password Reset PRO
Password Reset PRO Web Portal
Enter your Domain Username:
Go
SysOp Tools

Send Enrollment Invitation Emails to Users

Now that your installation of Password Reset PRO is functional and you have (hopefully) applied an SSL certificate / HTTPS access to the Web Portal, you need to invite your users to enroll and begin using the system.

The Reporting Console (accessible through the Report and Email Settings tab in the Master Service) contains a convenient mass email function that allows you to select licensed users not yet enrolled in the Web Portal system, and send them a professional customized invitation email.

The Reporting Console also provides ability to keep track of who has enrolled and who has not, allowing you to send additional invitation emails as needed



First Name	Last Name	NT Account	Pwd Exp Date	Office	Pwd Expired	Account Locked	EMail Address	Selected
R2	User1	r2user1	1/1/0001		Yes	No		□
Test	User10	tuser10	4/22/2012	Los Angeles	No	No	tuser10@sysoptools.net	□
Test	User10012	tuser10012	3/13/2011	Los Angeles	Yes	No	tuser10012@sysoptool...	□
Test	User10013	tuser10013	3/13/2011	Los Angeles	Yes	No	tuser10013@sysoptool...	□
Test	User10015	tuser10015	3/13/2011	Los Angeles	Yes	No	tuser10015@sysoptool...	□

Licensed User Accounts Not Yet Enrolled: 5

Loaded 98 users in sysoptools.net

Post Installation Security Enhancements

Follow the optional Post Installation Steps to further configure your Web Portal installation and strengthen security.

By now your Password Reset PRO Self Service Portal is operational. If you plan on making the Web Portal publically accessible to your remote users via the internet, we urge you to strongly consider the following steps for strengthening perimeter security:

- Configure IIS and Web Portal access with a public IP on your external firewall
- Allow SSL connections only to the Web Portal (disable Port 80 / HTTP access)
- Install a trusted SSL certificate from a Certificate Authority
- Do not use an “obvious” DNS name for the URL. For example, use “p.domain.com” instead of “passwordreset.domain.com” to make the url less of an attractive designation.
- Follow best practices for locking down your IIS server
- Enforce the “Require SSL” setting in IIS

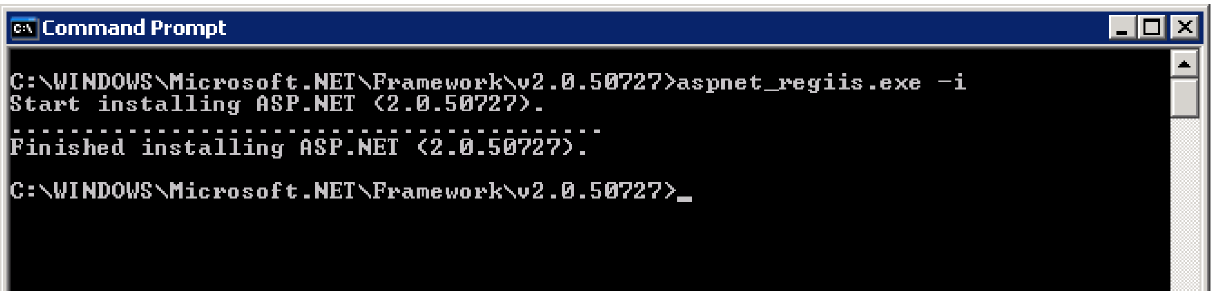
IIS Help With First Time Installing on Server 2003 / 2008. Enable ASP.NET (.aspx pages) in IIS

Enable ASP.NET as an allowed protocol in 2003 / 2008 IIS6/7/7.5

If you have not already configured your IIS6/7 server to run ASP.NET applications, you probably received a general HTTP 500 error when trying to launch the Web Portal.

Perform the following step to enable ASP.NET in IIS. NOTE! When you first install IIS6/7, ASP.NET and .aspx (dynamic pages) are not enabled in Server 2003 or 2008.

1. **Server 2003:** Install ASP.NET by opening a Command Prompt and running the following command:
   C:\Windows\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis.exe –i

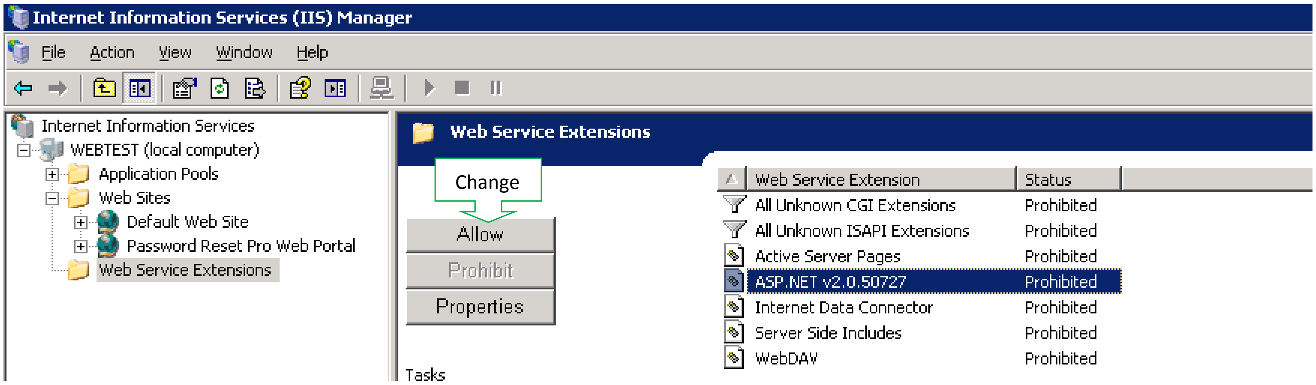


```
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis.exe -i
Start installing ASP.NET (2.0.50727).
.........................................
Finished installing ASP.NET (2.0.50727).

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>_
```

2. **Server 2003:** Enable ASP.NET Web Service Extension by opening IIS Manager > Web Service Extensions. Select ‘ASP.NET v2.0.50727’ and click ‘Allow’.

3. **Server 2003:** Open the Password Reset PRO Web Portal properties > ASP.NET tab and select 2.0 as the .NET version. You should now be able to view the web portal.



Web Service Extension	Status
All Unknown CGI Extensions	Prohibited
All Unknown ISAPI Extensions	Prohibited
Active Server Pages	Prohibited
ASP.NET v2.0.50727	Prohibited
Internet Data Connector	Prohibited
Server Side Includes	Prohibited
WebDAV	Prohibited

Server 2008 / 2012 - Add ASP.NET Protocol in IIS7/8 using Role Services

In order to allow .aspx pages to be served in 2008/2012 with IIS7/8, you must install the Application Development sub-role for IIS along with ASP.NET. To access these settings, open Server Manager > Roles > Web Server > Add Role Services, select “ASP.NET” under “Application Development.

This will create the appropriate handler mappings at the global IIS level to serve your .aspx pages and other asp.net content. When you first install IIS7 these components are not selected as part of the default install. If you have not installed IIS7 yet, at installation time select ASP.NET and all prompted dependencies under “Application Development” optional components. If you do not perform this step, your server will not be able to display .aspx (dynamic) pages.

Troubleshooting & Reference Links for IIS and SSL Configuration

The below resource links are provided for your convenience. Please be advised these links are outside of the control of SysOp Tools, Inc. SysOp Tools takes no responsibility for the accuracy, completeness, availability or content of information obtained through the below resource links.

SysOp Tools Online KB:

If you find yourself stuck on the installation / setup of Password Reset PRO, please check our online KB located at http://www.sysoptools.com/support .
Our KB is updated regularly and is a great source of common troubleshooting info.

Contact our Support Team through the "Contact Us" page on our website located at: http://www.sysoptools.com . We'll do our best to help!

Configuring & Enabling SSL in IIS6:

Add a valid Certificate Authority SSL server certificate to the Password Reset PRO web site root folder (Internet Information Services > Password Reset PRO Web Site > Properties > Directory Security > Server Certificate…)

Define port 443 for the SSL protocol under the Password Reset PRO Website properties

Set security settings on the website properties for "anonymous" > IIS user account (IUSR_machine typically).

Disable Integrated Windows authentication and make sure Anonymous access is enabled for the web app (Internet Information Services > Password Reset PRO Website > Properties > Directory Security > Anonymous access and authentication control > Edit…)

Require SSL for your website (Internet Information Services > Password Reset PRO Website > Properties > Directory Security > Server Certificate… > check the "Require Secure Channel" box.)
Restart the website and test accessing the website over https:.

Set up SSL Protocol in Server 2003 IIS6

http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/56bdf977-14f8-4867-9c51-34c346d48b04.mspx?mfr=true

Set up SSL Protocol in Server 2008/2012 IIS7/8

http://learn.iis.net/page.aspx/144/how-to-setup-ssl-on-iis-7/
http://learn.iis.net/page.aspx/378/configuring-ssl-in-iis-manager/ (Video Tutorial)

Installing SSL Certificates:

Install Certificate Authority SSL Cert in Server 2003 IIS6
http://www.verisign.ch/support/ssl-certificate-support/page_ch_en_dev020193.html

Install Certificate Authority SSL Cert in Server 2008/2012 IIS7/8
https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&id=so9071

Enabling ASP.NET in IIS:

How to Enable ASP.NET Protocol (view .aspx pages) in Server 2003 IIS6.
Are your .aspx pages not displaying? Make sure you have enabled the asp.net protocol.
http://msdn.microsoft.com/en-us/library/aa560277.aspx

Re-Registering ASP.NET in IIS:

Sometimes you may need to re-register ASP.NET 2.0 with IIS6 or IIS7 in order to see the available 2.0 .NET version selection for the website, and to see the “ASP.NET” protocol in the IIS manager list of allowed protocols (under the Web Service Extensions folder).

Register or Re-register ASP.NET 2.0 in Server 2003 IIS6 or Server 2008 IIS7
Open a command prompt and run "C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i -enable".
Open IIS manager, and .NET 2.0 should now be a selectable option for the web application.
Make sure to enable ASP.NET as an allowed protocol. Test opening an .aspx page.

***IIS Security Tip-** Enforce the “Require SSL” setting in IIS Manager to ensure secure SSL connection to the web portal pages and always disallow http port 80

<< End of Installation Guide >>