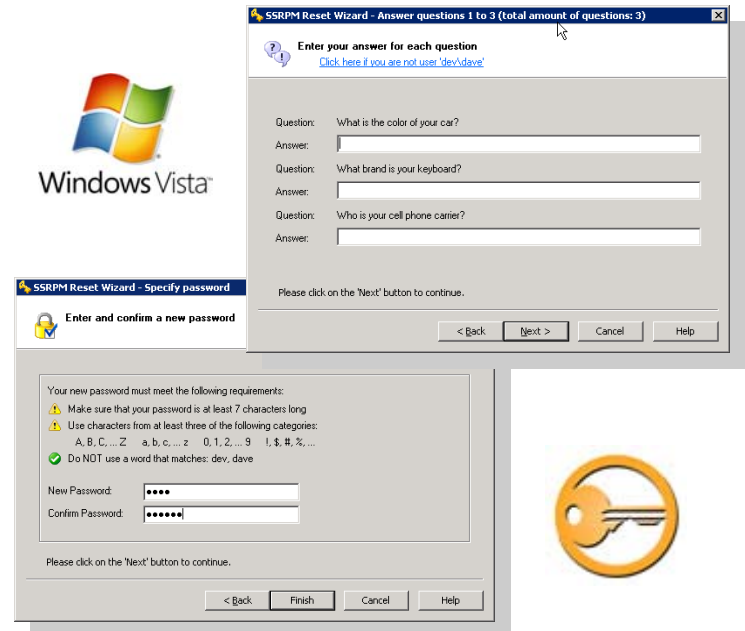


SELF SERVICE RESET PASSWORD MANAGEMENT

End users can reset their password and unlock their account without intervention from the Help Desk

WHAT IS SSRPM?

With **SSRPM**, end-users can **reset their own passwords** by simply answering a series of challenge questions (e.g. "What is your favorite book?"). They do not have to wait until the helpdesk can service their requests, drastically reducing both user downtime and the number of calls to the Help Desk. Upon installation of the SSRPM User Client Software, a **"Forgot my password"** button will be placed on the Windows Login dialog box so that users can walk up to any computer with this enabled and reset their password quickly and easily.



Less Involvement of IT Staff

Many organizations that use **Microsoft Windows Active Directory** are faced with day-to-day challenges involving modifications to existing user accounts. One of the most popular changes made on a daily basis is **resetting user passwords**. As every administrator knows, anyone that forgets their password must have an Administrator or Account Operator go and reset their password for them. There is no way for the user to do it themselves, even if they have privileges to do so, because they cannot log in.

Feature Overview:

- Easy to use wizard to roll out SSRPM into the organization
- Configurable for a domain or OU
- Enforces domain password complexity options
- Different security levels can be used, from weak to strong
- End-user answers are encrypted and stored with MD5 hash
- Sys Admin can be notified via e-mail when an event occurs
- Can unlock user when they reset their password

Frequently Asked Questions:

- Q:** *Is the connection between the SSRPM clients and the SSRPM Service/Database secure?*
- A:** Yes, the connection is encrypted so passwords cannot be intercepted when being transmitted to Active Directory.
- Q:** *Is it possible to customize messages in the Enrollment and Reset Wizards?*
- A:** Yes, every question and message can be customized.

HOW DOES IT WORK?

The Self Service Reset Password Management suite offers end-users an interface which is both secure and easy to use. At the same time, administrators are offered full control over the validation process. They determine the validation questions and specify how many questions must be correctly answered to allow a password reset. This virtually eliminates any possible errors in the password reset process.

SSRPM consists of three main software components:

1. SSRPM User Client Software



Based on a GPO on an OU/domain, a small piece of software will be distributed to every workstation in the corresponding OU/domain. This software communicates with the central SSRPM Service to allow end-users to reset their passwords and adds an extra "Forgot my password" button to the standard Windows logon dialog.

2. SSRPM Service

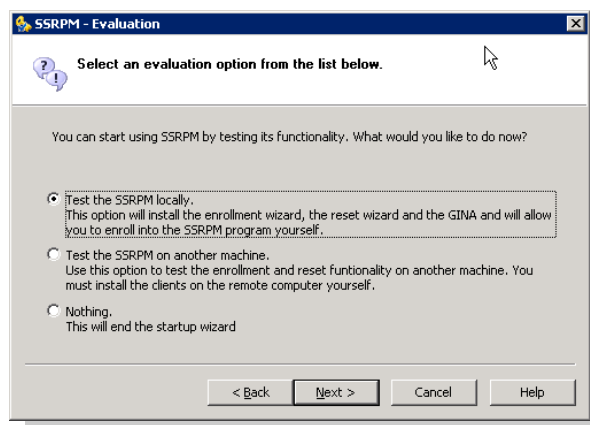
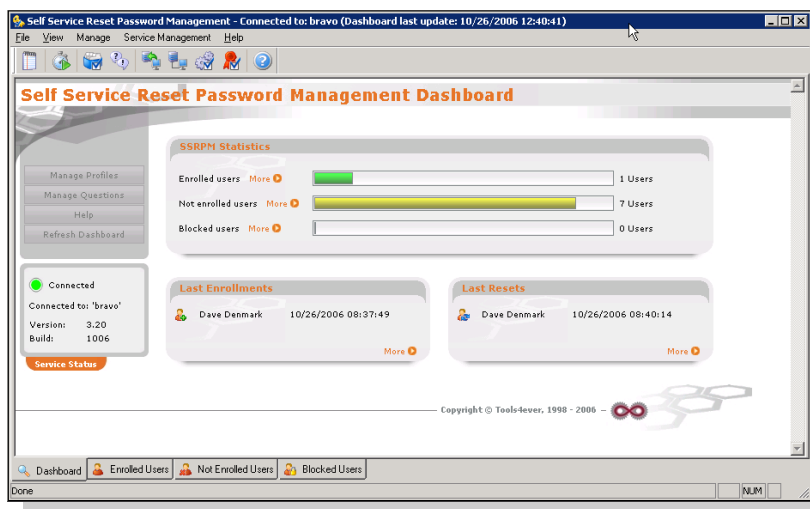


The central SSRPM service stores all the answers in the SSRPM database (as an MD5 encrypted irreversible hash value) and processes the reset password requests. The service is installed during the installation process of Self Service Reset Password Management. For a successful installation, the service must have access to a Windows Domain Controller. The service is managed by the SSRPM Admin Console.

3. SSRPM Admin Console



The SSRPM Admin Console is operated by the system administrator and the help desk. It guides the administrator through the installation of the central SSRPM service. The Admin Console also assists in the enrollment process and in monitoring service events (for instance: password resets or end-user enrollments) during normal operation through the SSRPM Dashboard and several overviews.



SSRPM Admin Console

The Admin Console shows an overview of all activities related to SSRPM. As users enroll, you will be able to see a real-time indication of the status of each user in the domain.

Installation & Testing

Administrators can install SSRPM for testing locally, without modifying Active Directory or other workstations on the domain. During the setup wizard, choose "Test Locally" or "Test on another machine". You will then be prompted to enroll before rebooting.

If you manage Active Directory, then you are already familiar with the variety of administrative duties that AD administrators are faced with. For any organization, standardizing network operations can be a difficult and time-consuming challenge. For all network tasks, the **User Management Resource Administrator** will be able to **streamline any network operation**, such as Creating Users or Moving Home Directories. With the UMRA, administrators can create **quick and easy to use** projects and use them in a variety of ways. You can **securely delegate** a Create User form to anyone with an Active Directory account or **synchronize** your HR Information System with Active Directory, *automatically* creating, updating and deleting user accounts. For more information, please contact your Account Representative.

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