

# PWM Administrator's Guide

Updated for v1.6.1

<http://code.google.com/p/pwm/>

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## Overview and Requirements

Welcome to PWM Administrator's Guide. PWM provides a feature rich, easy to manage, password self service web application for ldap directories.

Always check the PWM website for the latest version. The PWM website also has useful FAQs, support lists, and other helpful information as well as the most current version of this document.

PWM Website: <http://code.google.com/p/pwm>

This document describes the overall installation and setup of PWM. The PWM ConfigManager interface has detailed information about each of the many PWM configuration options.

PWM is distributed under the terms of the GNU General Public License (GPL). The full license text is available in the file *pwm-license.txt* included with the distribution.

## Features

- Web based configuration manager with over 250 configurable settings
  - Configurable display values for every user-facing text string
- Polished, intuitive end-user interface with as-you-type password rule enforcement
- Forgotten Password
  - Store Responses in local server, standard RDBMS database, LDAP server or Novell NMAS repositories
  - Use Forgotten Password, Email/SMS Token/PIN, User attribute values, or any combination
- Stand-alone, easy to deploy, java web application
- Localized for Czech, Dutch, English, French, German, Hebrew, Italian, Polish, Portuguese, Slovak, Spanish, Turkish
- Helpdesk password reset and intruder lockout clearing
- New User Registration / Account Creation
- Guest User Registration / Updating
- PeopleSearch (white pages)
- Account Activation / First time password assignment
- Administration modules including intruder-lockout manager, and online log viewer, daily stats viewer and user information debugging
- Easy to customize JSP HTML pages
  - Theme-able interface with several example CSS themes
- Support for large dictionary wordlists to enforce strong passwords
- Shared password history to prevent passwords from being reused organizationally
- Automatic LDAP server fail-over to multiple ldap servers
- Support for password replication checking and minimum time delays during password sets
- Based on [LdapChai](#) API
- Captcha support using [reCaptcha](#)
- Support for minimal, restricted and mobile browsers with no cookies, javascript or css
- Specialized skins for iPhone/Mobile devices
- Designed for integration with existing portals and web security gateways
- Integration with [CAS](#)

## Requirements

PWM will work on any platform that meets the following minimum requirements:

- Java J2SE v1.5 (5.0) or greater, Java 6 recommended.
- Java Application Server - Java Servlet Container v2.3 (Apache Tomcat v4x or greater).
- 64 MB of Java heap memory. Heavily utilized sites may require larger heap sizes.
- 1 GB of disk space for the pwmDB for default configurations.

In most cases, the full Java JDK is required to both run and compile PWM. The JRE does not

have the necessary libraries to compile JSP pages. Consult your java application server for more information.

PWM does not require a web server. Some administrators may choose to integrate Apache Tomcat with Apache Web Server, Microsoft IIS or other web server, but that is beyond the scope of this document. PWM is very lightweight and there will not be much performance difference with or without a web server.

PWM works with reverse proxy servers, even those that perform URL rewriting.

PWM has been known to work on JBoss and WebSphere. For Java Application Servers other than Apache Tomcat, PWM generally works best using an exploded archive directory. Alternatively, you can modify the *web.xml* to use a configuration file anywhere on the file system, and the configuration can in turn use a PwmDB directory that is anywhere on the file system.

Some operating systems come equipped with a pre-installed version of Apache Tomcat and Java. Some administrators prefer to use the operating system instance of tomcat while others prefer a standalone tomcat instance for PWM. Keep in mind that the default tomcat settings found on Apache Tomcat downloaded directly from Apache's website are used to test and develop PWM.

## Installation

Installation of PWM follows standard Java Servlet guidelines.

Most of the difficulty administrators have installing PWM is usually not with PWM itself, but with Java, Tomcat, or an optional web server.

## Server Setup

On your platform of choice, ensure that Java v5.0 or better is installed. You can do this by typing "java -version" at the operating systems command prompt. If the response is something other than the java version, visit <http://www.oracle.com/technetwork/java/index.html> and download the latest Java v1.5.x or better J2SE JDK. PWM works even better with Java 6 (also known as 1.6). Make sure you have the JDK installed, the JRE does not contain enough libraries for JSP compilation.

The next step is to install Apache Tomcat. Apache Tomcat can be found at <http://jakarta.apache.org>. Instructions for installing Tomcat vary from platform to platform, follow the documentation on apache's site. In order to proceed you should be able to access tomcat's welcome page from a web browser.

Finally, find tomcat's /webapps directory, usually located directly under the main tomcat directory. Copy the included pwm.war file into the /webapps directory. Some versions of tomcat may require a restart before the PWM application will deploy. Newer versions of tomcat provide web-based managers that allow servlet deployment from a browser and without restarts.

When tomcat starts up, it will deploy the war file into /webapps/pwm directory. Next, visit the pwm application with a browser. Assuming your browser and tomcat are on the same machine and your using the default tomcat port numbers, the url will be:

```
http://localhost:8080/pwm
```

Upon the initial PWM installation, a web-based configuration editor is available at:

```
http://localhost:8080/pwm/config/ConfigManager
```

Once a configuration is saved, PWM will operate in "Configuration Mode", which allows continued configuration changes to be made while you test PWM functionality. When all configuration changes are completed, you can Lock the PWM configuration, which will prevent any further direct changes via the web based ConfigManager. If you wish to make further changes to the configuration once the config is Locked, you can follow the instructions on the ConfigManager page. These steps require access to the server file system.

Beyond configuring PWM, you may also need to make changes to your LDAP directory schema and rights/permissions. Information about schema and rights modifications for particular directories can be found below, or by visiting the [pwm-general Google Group](#).

**Important!** Be sure to sign up the [pwm-announce Google Group](#). This group is used for sending infrequent notices when new PWM releases are available. As security related fixes are discovered and updated by PWM users, it is important to keep note of updates.

## Making a new WAR file

For a variety of reasons, it may be desirable to deploy a customized WAR file, you can use the included ant script to repackage a new WAR file after you have modified any of the PWM files.

Even if you can modify the servlet files after they are deployed, it's still a good idea to modify the original source and build your own pwm.war. That way, it will be available as a backup.

With this process, you can have a pwm.war file that is completely customized for your environment. You do not need ant on your server, you can follow these steps on your workstation, and then deploy the resulting war file on your server. It is even okay if your workstation and server are different operating systems.

To build a new pwm.war file, follow the following steps:

1. Make sure you have Java v1.5 SDK or better installed.
2. Set an environment variable for JDK\_HOME to the JDK install directory.
3. Download and install Apache Ant
4. Make sure ant is in your path. Running "ant -version" should produce results.
5. Download PWM and unzip the pwm.zip directory
6. Make any changes to PWM desired (jsp edits, configuration changes, etc)
7. At the root of the pwm directory (where the build.xml file is located), run the following commands:

```
ant clean
ant makeWAR
```
8. Deploy the resulting pwm.war file. On tomcat this means deleting the webapps/pwm directory (if any) placing pwm.war file in the webapps directory, and restarting tomcat. (Newer versions of tomcat allow deploying war files through a web interface without restarting tomcat.

## General Directory Setup

PWM generally requires some changes to your directory server in order to function correctly. First of all, a number of attributes are used for storing PWM's information like password history, questions and answers needed for password reset, last password change date and optionally some information like (external) email addresses or mobile phone numbers for SMS notifications. This requires changes to the schema.

Furthermore, a number of users and groups must be selected or setup to perform specific operations. Last but not least, the users need to get credentials and permissions in order to perform their tasks.

## Secure LDAP Connection

Some directories only allow encrypted operations or require encryption for certain operations, like changing passwords. In these cases you need to connect PWM to the SSL port. This usually is 636 or alternatively 1636. PWM allows you to use a *promiscuous* connection, which means it will accept any server certificate, whether it is valid or not.

That is useful in development and testing environments, but often unwanted in production environments. In a production environment, you would want PWM, or in fact java, to trust the LDAP server's certificate. There are three scenario's:

- You use a certificate issued by a generally recognized commercial certificate authority. The certificate of this authority should already be in the certificate database. If the server name in the LDAP URL is identical to the common name of the certificate, you're done.
- You use a certificate issued by a private certificate authority, like from Novell iManager, Microsoft Active Directory or created using a tool like TinyCA. In this case the certificate(s) of that certificate authority need(s) to be imported into the java certificate database. See instructions below.
- You use a self signed certificate. In this case, the self signed certificate needs to be imported into the java certificate database. See instructions below.

In all cases you need to make sure that:

- The certificate and the issuer certificates are still valid and have not expired.

- To import the CA certificate or self signed certificate into the certificate database, make sure you have it available in PEM format, also known as base64. Such a file looks like:

MIICATCCAwoCCQDZ4jvO0dl1jjzANBgkqhkiG9w0BAQUFADBFMQswCQYDVQQGEwJBVTETMBEGA1UECAwKU29tZS1TdGF0ZTEhMB8GA1UECgwYSW50ZXJuZlXQQGV2lkZ210cyBQdHkgTHRkMB4XDTEyMTIwMjE1IiwMeJmJE1NlOWRTELMAGAlUEBHMCQVUxEzARBNVBAGMClnvbWUtU3RhZGUxITAFBgNVBAoMGEludGVybWV0IFdpZGdpdHMgUHR5IEExZDCBnzANBgkqhkiG9w0BAQEFAAOBjQAwgYkCgYEA0OfLxaoClmMttdeAa2Ig4htWL1AdCgOy8undDc0qZvwLk3izXeFc63jkbuJCyTU+CDHVH9he2x2UV1NXUARlfWBdvUanGMul2LH05S+HsFerKwpvqnVfKfGdzrfxUpd1lhTucARTzJk5D3USXggXZ7kwxyx6rr1KLmTG+96V9UECAWEAATANBgkqhkiG9w0BAQUFAAOBgQBQGuzSlknVn/snjq75enUo95e47UJVQkJjQbSrAz7ZqUA5uvooLKAYh7gGmqY9ECpXr8WM065+wFPyo97TEGr3W0umCAAUQ9CloyKlOzrpBbdhqeuoh/Idq9EHUt7YDo9Oo+tLkebg9XuIsYJWiCSbHkPPYPn5vBvVsLUUA50YsLA==

Now locate the certificate database. It is located in `$JAVA_HOME/lib/security/cacerts`, where `$JAVA_HOME` is the directory where java is installed. Now use `keytool` to import the file:

The keytool will ask for a password, which is `changeit` by default.

## Schema changes

The table below shows the required attributes with the suggested (default) names and object identifiers.

Next, an auxiliary object class needs to be defined that allows the attributes.

Name	OID	Type
pwmUser	1.3.6.1.4.1.35015.1.1.1	Auxiliary

Of course, you are free to select different or existing attributes and object classes, but you need to update the PWM configuration.

## Users, groups and permissions

PWM needs, apart from the “normal” users, a set of “special” users and groups to perform certain actions. The table below gives an overview of the types of users and/or groups that must an may be set up. Some user/group types are optional and only necessary if a certain module is enabled.

Function	Description	User / Group	Module
PWM Proxy User	<p>The proxy user performs most actions, especially when no user is authenticated within the session.</p> <p>Actions that the proxy user performs are:</p> <ul style="list-style-type: none"> <li>• Looking up users</li> <li>• Testing LDAP connections</li> <li>• Validation of attributes and security questions during Password reset</li> <li>• Reading user data</li> <li>• (Re)setting passwords</li> <li>• Creating new accounts (if New User module is enabled)</li> </ul> <p>The proxy user therefor needs access to the users in the user subtree and be able to read and write:</p> <ul style="list-style-type: none"> <li>• objectClass</li> <li>• userPassword or equivalent password attributes</li> <li>• pwmEventLog, pwmLastPwdUpdate, pwmGUID (or other configured attributes)</li> </ul> <p>Additionally, the proxy user needs to have read access to most other attributes of normal users.</p>	U	ALL
PWM Administrators	PWM administrators can be a single user or a group of users. An administrator needs read access	U/G	ALL



	to the user tree of the directory, but actually does nothing to modify them. A PWM administrator can access administrative functions withing PWM, but is not a directory administrator.		
Test User	Periodically, PWM tries to connect to the directory server en perform standard actions. In order to do this, PWM uses a test user account. PWM tries to set the password, perform login, etc. The test user is a normal user account, that must be allowed to modify it's own password and some attributes.	U	ALL
Guest Administrators	If the Guest Registration module is selected, a user or group must be allowed to perform these action. The user(s) must be granted directory permissions to: <ul style="list-style-type: none"> <li>• create users in a selected guest subtree</li> <li>• read/set attributes and passwords for the guest accounts</li> </ul>	U/G	Guest Registration
Helpdesk Employees	If the Helpdesk module is enabled, a special user or group is allowed to access this module. Helpdesk employees are allowed and should be given directory permissions to view user account data, password modification and login data (not the password itself!), like last login, last password change, account status, etc., and to set a new password if necessary.	U/G	Helpdesk

Depending on you organization and separation of duties, it is possible to create new users or groups for the guest administrator or helpdesk functions or share the permissions with the PWM administrators.

Normal users must be allowed to self-modify their own password, pwmResponseSet and other attributes that are configured for the module Update Profile, if enabled.

# Novell eDirectory Integration

PWM has robust support for Novell eDirectory. The following features are supported:

- Read Universal Password policies and traditional password settings
- Correctly handle intruder lockout scenarios
- Read Universal Password challenge set policies, including localized policies.
- Write forgotten password responses to NMAS for compatibility with Novell forgotten password clients
- Read forgotten password responses from NMAS for use by forgotten passwords (Requires Novell UserApp (RBPM))

PWM is only able to utilize existing stored NMAS responses for forgotten passwords when Novell UserApp (RBPM) is available. PWM utilizes web services available in IDM UserApp to validate user responses. This feature is optional. If UserApp is not available, PWM will use its own saved challenge/responses for user response validation.

## eDirectory Schema

PWM uses eDirectory attributes to store data about users, including last password change time, last time PWM sent email notices about password expiration, and secret question/answer.

PWM includes a "edirectory-schema.ldif" file in the schema directory that has the standard PWM schema extensions. The schema included uses an auxiliary class that is added to users as they use PWM, so the auxiliary class and attributes are removable from eDirectory in the future.

Using the ICE command line the schema file can be imported with a command something like this:

```
ice -SLDIF -f edirectory-schema.ldif -DLdap -s 192.168.1.1 -d cn=admin,o=o -w password
```

The ldif file can be imported using the ConsoleOne wizard, iManager, the ICE command line, and standard "ldapmodify" tools.

If you do not wish to use the standard PWM schema, all the attributes used by PWM can be changed in the PWM configuration to attributes that are already available in the directory.

## eDirectory Rights

PWM requires permission to perform operations in eDirectory.

PWM uses two different eDirectory logins, one is a generic proxy user that is used for certain operations, preAuthentication operations.

Once the user is authenticated most operations will be performed with the user's connection and permissions.

The ldif file eDirectoryRights.ldif is included that offers a sample basic configuration of a proxy user and also sets ACL for users that are required by PWM.

For a default configuration, the following rights are required for the proxy user to the user container(s):

- Browse rights to [Entry Rights]
- Read and Compare rights to pwmResponseSet and CN (or otherwise configured naming attribute)
- Read and Compare and Write rights to objectClass, passwordManagement, pwmEventLog and pwmLastPwdUpdate
- Read and Compare rights to any attribute used by ActivateUser servlet

For a default configuration, the following rights are required for each user to their own user entry:

- Browse rights to [Entry Rights]
- Read and Compare and Write rights to pwmResponseSet
- Read and Compare and Write rights to any attributes used in the UpdateAttributes servlet

To assign rights to each user, it is best to use the [this] security entry. Assigning rights to a parent level container to modify pwmResponseSet will allow any user in the container to modify the value of this attribute for any other user in the container, and thus allow a password reset by any user. See the eDirectoryRights.ldif file for an example of the [this] security entry.

Optionally, PWM should also have rights to read the password. This is configured as part of the eDirectory password policies. Normally, when a user uses PWM's Forgotten Password recovery feature, pwm will set the user's password to a randomly generated value during the recovery process. It does this so that when the user actually does type set a new password, the PWM can authenticate as the user using the random password, and then change the password using the user's credentials.

This process allows the directory to apply normal change password effects such as correctly setting the password expiration. However, if PWM is able to read the password of the user, it will not set an intermediate temporary password on the user.

PWM provides extensive logging to help troubleshoot installation and configuration issues. For best results during installation, set the log levels to "trace" in the log4jconfig.xml file, and monitor the output.

## eDirectory Interaction

With the default configuration, PWM performs all operations against eDirectory using generic LDAP calls unless NMAS support is enabled.

Enabling NMAS allows for better error reporting and integration with eDirectory.

Many operations are preformed using the proxy user specified in the PWM Configuration. However, if the Always Use Proxy is set to true, then PWM will not bind as the user. Authentications will be handled using ldap compare.

If the option to store NMAS responses is enabled, then whenever a user saves their responses using PWM, they will also be stored in NMAS. This allows for Novell forgotten password clients to use the same responses. However, PWM itself can not directly use these responses for forgotten password.

## OpenLDAP Integration

There are a few modifications that may be needed to the OpenLDAP configuration file, /etc/ldap/slapd.conf. Note that these modifications here are suggested as a template and may need to be customized to your own requirements.

For example, if pwm is configured to enable New User Registration and use the cn attribute to test for object name uniqueness, then the following configuration edit would allow PWM to perform the ldap equality check from PWM.

```
# Index cn to allow equality checks from the pwm webapp. This is
# used by the new user registration module to check whether a given
# username (cn) already exists in the LDAP directory.
index          cn eq
```

## Access control rules

Configuring access control rules properly for pwm can be challenging. The following ruleset can be used as a reference. It has been tested to verify that users (or the PWM Admin) does not have any more privileges to the directory than absolutely required, but this configuration should be examined closely to ensure it does not allow any excess privileges in your environment.

```
# The userPassword by default can be changed
```

```

# by the entry owning it if they are authenticated.
# Others should not be able to see it, except the
# admin entry below
#
# NOTE: this is mostly standard OpenLDAP configuration.
# The pwadmin line can probably be omitted.
access to attrs=userPassword,shadowLastChange
    by dn="cn=admin,dc=domain,dc=com" write
    by dn="cn=pwadmin,dc=domain,dc=com" write
    by anonymous auth
    by self write
    by * none

# Grant access to subtree "ou=Accounts, dc=domain, dc=com"
# which contains the accounts created by pwm. Change
# this path to match your LDAP directory.
#
# Note that here we have two "classes" of pwm users. The
# dn="cn=pwadmin,dc=domain,dc=com" user is used during
# the initial phases of new user registration to create
# the user into the directory. This is why the pwadmin
# account needs to have write access to this subtree.
#
# Right after the user is created, pwm binds to OpenLDAP
# as the newly created user, so "by anonymous auth" is
# required. The user also needs to be able modify it's own
# data, so "by self write" is also needed. If it's missing,
# the user's password and/or personal information cannot be
# created/edited. This also prevents the new user
# registration from working properly.
access to dn.subtree="ou=Accounts,dc=domain,dc=com"
    by dn="cn=admin,dc=domain,dc=com" write
    by dn="cn=pwadmin,dc=domain,dc=com" write
    by anonymous auth
    by self write
    by * none

# NOTE: this is standard OpenLDAP stuff
access to dn.base="" by * read

# The admin dn has full write access, pwadmin has full read access.
# The pwadmin entry may not be required. Feel free to experiment.
access to *
    by dn="cn=admin,dc=domain,dc=com" write
    by dn="cn=pwadmin,dc=domain,dc=com" read
    by * none

```

## Schema extensions

Pwm contains a few schemas extensions which are distributed as LDIF files, however some of the settings are Novell eDirectory-specific, so these templates can instead be used on for

OpenLDAP. The following are changes made to the */etc/ldap/schema* file.

```
# /etc/ldap/schema/pwm.schema
#
# We try to define OID's "correctly" as outlined here:
#
# http://www.openldap.org/doc/admin23/schema.html
#
# 1.3.6.1.4.1      base OID
# 591242           organization identifier
# 1               if an objectclass
# 2               if an attribute
# yyyy.mm.dd      date of creation
# n               extra identifier
#
attributetype ( 1.3.6.1.4.1.591242.2.2010.04.16.1
               NAME 'pwmEventLog'
               SYNTAX 1.3.6.1.4.1.1466.115.121.1.40 )

attributetype ( 1.3.6.1.4.1.591242.2.2010.04.16.2
               NAME 'pwmResponseSet'
               SYNTAX 1.3.6.1.4.1.1466.115.121.1.40 )

attributetype ( 1.3.6.1.4.1.591242.2.2010.04.16.3
               NAME 'pwmLastPwdUpdate'
               SYNTAX 1.3.6.1.4.1.1466.115.121.1.24 )

attributetype ( 1.3.6.1.4.1.591242.2.2010.04.16.4
               NAME 'pwmGUID'
               SYNTAX 1.3.6.1.4.1.1466.115.121.1.15 )

objectclass ( 1.3.6.1.4.1.591242.1.2010.04.16.1
              NAME 'pwmUser'
              AUXILIARY
              MAY ( pwmLastPwdUpdate $ pwmEventLog $ pwmResponseSet $
                  pwmGUID )
```

This allows pwm to track pwm-specific attributes for each user.

## OpenDS / OpenDJ Integration

OpenDS and fork project OpenDJ require a couple of schema extension and setting user rights for an administrator account, proxy user and test user.

### Configuration change

By default clients are allowed to keep their connections open and reuse them for other operations. This can lead to problems under certain circumstances. To prevent this, clients must be forced to open a new connection for each operation. This can be done by setting `ds-cfg-use-tcp-keep-alive=false` for each of the connection handlers.

Using an LDAP client (command line tool, LDAP browser or the Directory Console) look up the entry `cn=LDAP Connection Handler`, `cn=Connection Handlers`, `cn=config` and add the attribute `ds-cfg-use-tcp-keep-alive` with value `false`. Repeat this for `cn=LDAPS Connection Handler`, `cn=Connection Handlers`, `cn=config`.

## Schema Extensions

The easiest way to extend the schema is using the OpenDS Control Panel (or OpenDJ Control Panel). Log in as “`cn=Directory Manager`” (default, otherwise your configured administrative account). Click Schema → Manage Schema. A new window opens, where new attributes and object classes can be configured.

First add four attributes:

- Event Log:
  - Name: `pwmEventLog`
  - Syntax: `OctetString`
- Response Set:
  - Name: `pwmResponseSet`
  - Syntax: `OctetString`
- Last Password Update:
  - Name: `pwmLastPwdUpdate`
  - Syntax: `GeneralizedTime`
- PWM account GUID:
  - Name: `pwmGUID`
  - Syntax: `DirectoryString`

Then create a new objectClass:

- Name: `pwmUser`
- Parent: `Top`
- Optional Attributes:
  - `pwmEventLog`
  - `pwmResponseSet`
  - `pwmLastPwdUpdate`
  - `pwmGUID`
- Type (Extra Options → Type): `Auxiliary`

## Access Rights

The fastest way to set up a directory structure with the proper rights is using an LDIF file. An example is provided below. This example defines:

- The base object (`dc=example`, `dc=com`)
- The user tree (`ou=Users`, `dc=example`, `dc=com`) with an access control list, that allows the `pwmproxy` user to modify users (set password, add pwm attributes). Depending on your situation, you may have to add attributes to the list of target attributes.
- An admin user and group for access to the admin interface.
- A proxy user, used by PWM to set passwords and attributes on recovery.

- A test user used by PWM for testing the configuration.
- An example test user account.

```

dn: dc=example,dc=com
dc: example
objectClass: domain
objectClass: top

dn: ou=Users,dc=example,dc=com
ou: Users
objectClass: organizationalUnit
objectClass: top
aci: (target = "ldap:///cn=*,ou=Users,dc=example,dc=com") (targetattr = "object
  Class||pwmGUID||pwmLastPwdUpdate||pwmResponseSet||pwmEventLog||userPassword||
  authPassword") (version 3.0; acl "PWM Proxy Access"; allow (read,write,search,
  compare) userdn="ldap:///cn=pwmpoxy,ou=Users,dc=example,dc=com";)

dn: cn=pwmadmin,ou=Users,dc=example,dc=com
userPassword: @dmlnPassw0rd
givenName: PWM
objectClass: person
objectClass: inetOrgPerson
objectClass: organizationalPerson
objectClass: top
uid: pwmadmin
cn: pwmadmin
sn: Admin

dn: cn=pwmpoxy,ou=Users,dc=example,dc=com
userPassword: Pr0x4P@ssw0rd
givenName: PWM
objectClass: person
objectClass: inetOrgPerson
objectClass: organizationalPerson
objectClass: top
uid: pwmpoxy
cn: pwmpoxy
sn: Proxy
ds-privilege-name: password-reset

dn: cn=pwmtest,ou=Users,dc=example,dc=com
givenName: PWM
objectClass: person
objectClass: inetOrgPerson
objectClass: organizationalPerson
objectClass: top
uid: pwmtest
cn: pwmtest
sn: Test

dn: cn=test1,ou=Users,dc=example,dc=com
objectClass: person

```



```
objectClass: inetOrgPerson
objectClass: organizationalPerson
objectClass: top
givenName: Test
mobile: 0612345678
uid: test1
cn: test1
sn: User1
userPassword: T3stP@ssw0rd

dn: cn=pwmAdminGroup,ou=Users,dc=pieters,dc=cx
uniqueMember: cn=pwmadmin,ou=Users,dc=pieters,dc=cx
cn: pwmAdminGroup
objectClass: groupOfUniqueNames
objectClass: top
```

Additional permissions may be required for specific modules like the Helpdesk, New User and Guest Registration modules.

## Active Directory Integration

PWM has support for standard change password functionality against active directory. Forgotten Password support also functions correctly with PWM. Because many AD sites find extending the AD schema to be impractical, the recommended approach for AD integration is to use an RDBMs database to store user's challenge/response answers. This allows PWM to support forgotten password functionality with AD without extending the schema.

## Microsoft ADAM / AD LDS

ADAM / AD LDS (Active Directory Lightweight Directory) will need a few tweaks depending of what pwm features that will be used.

Since ADAM/AD LDS cannot/does not store password policy, all user accounts will leverage either the local system password policy or the domain password policy if ADAM/AD LDS is a domain-joined host. As a result, your application may leverage a ADAM/AD LDS-specific user and you might think that there is no password expiry. This is not the case, so please consult your Active Directory and local password policies to check the password expiry settings. This will help to maintain service continuity for your application.

If a new user is created in ADAM/AD LDS and it doesnt comply with the password policy, it will be disabled by default. If the password policy cant be changed there is a workaround to add this value to each user: "msDS-UserAccountDisabled: FALSE"

**These commands should be tested in a test environment before applying it on a production environment.**

As default only members of 'Administrators' have the rights to change passwords.

The example below modifies ADAM / AD LDS to allow everyone in OU=PWMUSERS to reset passwords:

```
dsacl -s \\localhost:389\OU=PWMUSERS,DC=PWMADAM,DC=net /I:S /G "SELF:CA;Reset Password"
```

A default PWM configuration will need all users to be members of (at least) 'Readers' + 'Users'. This can be a problem if you want to use the 'New User Registration' or the 'Register Guest User' features.

The example below modifies ADAM / AD LDS to give everyone 'Generic Read' in OU=PWMUSERS:

```
dsacl -s \\localhost:389\OU=PWMUSERS,DC=PWMADAM,DC=net /I:T /G everyone:GR
```

The feature 'User Activation' uses the attributeName vehicleInformation to store the value 'pwmNewAccount' for accounts that can be activated, and 'pwmActivated' for accounts that have been activated. This attribute is missing in ADAM / AD LDS and one way to fix that is to replace 'vehicleInformation' with an unused attribute (for example 'carLicense').

## Fedora Directory Server integration

This section of the document explains how to do “Schema changes” explained in [General Directory Setup](#) . The *389-console* is the admin console program name for Fedora.

- *centos-idm-console* for CentOS

- *redhat-idm-console* for Redhat

Schema Changes with 389-Fedora Directory Server

1. Bring up the admin console by running ‘389-console’
2. Login as ‘admin’ user to the management console
3. Choose the Directory instance that you want to configure PWM with from ‘Server Group’
4. Double click to open the Directory Server admin console
5. Choose the *configuration* tab
6. Choose *Schema* node from the directory tree
7. click on *Attributes* tab
8. click on *Create* button
9. This should pop-up a window like the one below

Attribute name:

Attribute OID (optional):

Attribute aliases separated with ', '(optional):

Attribute description (optional):

Syntax:

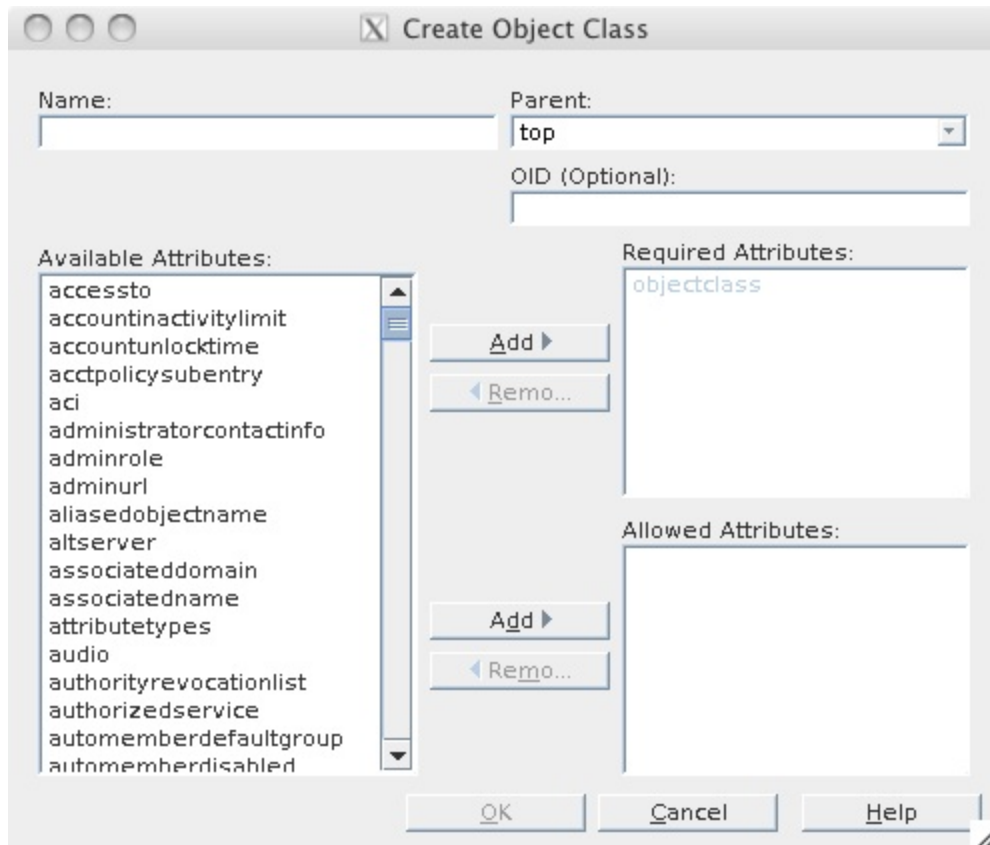
Equality matching rule (optional):

Ordering matching rule (optional):

Substring matching rule (optional):

☒ Multi-valued

10. For *pwmEventLog*
  - a. Enter *pwmEventLog* as *Attribute name*.
  - b. Enter *1.3.6.1.4.35015.1.2.1* as *Attribute OID (optional)*
  - c. choose *octetString* for Syntax
  - d. mark this as a 'Multi-valued' attribute and click OK
11. For *pwmResponseSet*
  - a. Enter *pwmResponseSet* as *Attribute name*.
  - b. Enter *1.3.6.1.4.35015.1.2.2* as *Attribute OID (optional)*
  - c. choose *octetString* for Syntax
  - d. mark this as a 'Multi-valued' attribute and click OK
12. For *pwmLastPwdUpdate*
  - a. Enter *pwmLastPwdUpdate* as *Attribute name*.
  - b. Enter *1.3.6.1.4.35015.1.2.3* as *Attribute OID (optional)*
  - c. choose *GeneralizedTime* for Syntax
  - d. click OK
13. For *pwmGUID*
  - a. Enter *pwmGUID* as *Attribute name*.
  - b. Enter *1.3.6.1.4.35015.1.2.4* as *Attribute OID (optional)*
  - c. choose *DirectoryString* for Syntax
  - d. click OK
14. Then to create a new objectclass *pwmUser*
15. Click on *schema* node again from the directory tree
16. Click on *Object Classes* tab
17. Click on *create* button on the bottom of the console
18. This should pop-up a *create Object Class* window like the one below



19. Provide the following and click OK
  - a. enter *pwmuser* as Name
  - b. enter 1.3.6.1.4.35015.1.2.4 as OID
  - c. Choose *pwmEventLog*, *pwmResponseSet*, *pwmLastPwdUpdate* & *pwmGUID* from the Available Attributes and click *Add* as Allowed Attributes. Make sure you click the *Add* button at the bottom.

Access Rights & Proxy users

Work in progress...

## Web Integration and Page Flow

PWM has been designed and tested to work well with portals and web access gateways.

PWM uses a very simple page flow model, with limited opportunity for configuration or changes. However, the settings that are available combined with some creative HTTP redirecting can allow for very customized scenarios.

It is helpful to not think of PWM as a standard web application with meaningful user navigation; instead the general intent is to place the user on a PWM page, complete a function, then redirect the user elsewhere. This keeps with the notion that password functions are typically not regarded as something the user desires to do, but rather an interruption or “security-wall” around the desired content.

PWM uses two configurable URLs, the **logoutURL** and **forwardURL**. These URLs are configured as part of PWM's general configuration. However, they can be overridden for any particular session by including the HTTP parameters *forwardURL* or *continueURL* on any request during the session.

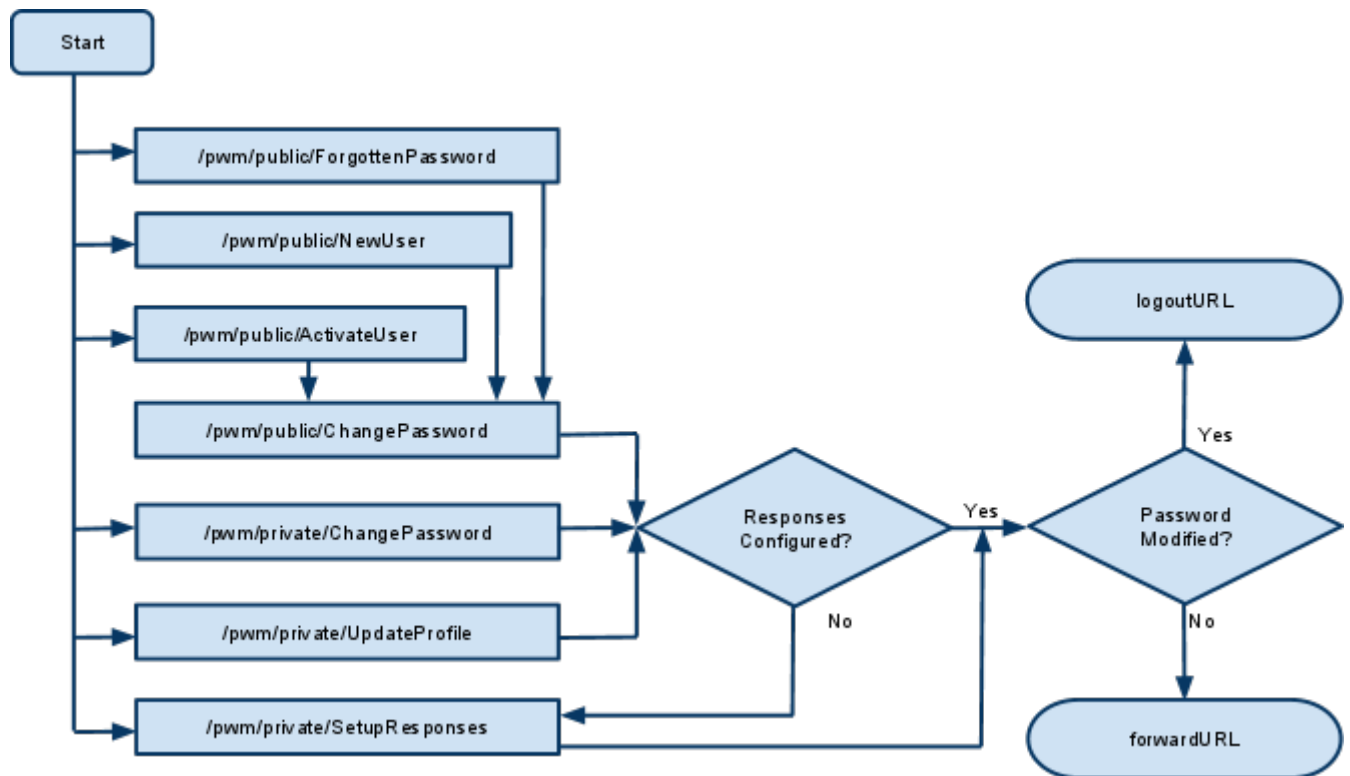
After completing a function, the user will be redirected to the *forwardURL*, except if the password has been modified and the Logout After Password Change setting is set to true. In that case, the user will be redirected to the *logoutURL* instead.

There are two exceptions where a user is not immediately redirected to the *forwardURL*.

The first is when the Check Expiration During Authentication setting is set to true and the user's password has been determined to be expired. If this is the case, then the user is redirected to the change password screen (or possibly the password expiration warning page if the expiration is within the Expire Warn Time window. After the password change is completed, the user is then redirected back to the *forwardURL/logoutURL* except if:

The second exception is when Force Setup of Challenge Responses setting is set to true, the user matches Challenge Response Query Match and the user does not have valid pwm responses configured. In this case, the user is redirected to the setup responses module. Once complete, the user is then redirected back to the *forwardURL/logoutURL*.

## PWM Page Flow



## Access Gateways

PWM Supports HTTP-Basic authentication. If an http "Authorization" header is present, PWM will use the credentials in the header to authenticate the user. It is best practice to use the entire user DN as the username, but simple usernames will also be accepted and PWM will attempt to search the directory for the correct user.

Some parts of PWM need to be publicly accessible, such as forgotten password modules and new user registration. To support this, configure the following urls as public or restricted by your proxy or gateway configuration

Assuming PWM is setup so the user enters the following url to access PWM:

`http://password.example.com/pwm`

Add the following protected URLs:

URL	Mode
<code>password.example.com/*</code>	Public
<code>password.example.com/pwm/private/*</code>	Restricted

<code>password.example.com/pwm/admin/*</code>	Restricted
<code>password.example.com/pwm/config/*</code>	Restricted

If your access gateway supports it, you should configure it to redirect to PWM if the password is expired.

For expired password URL use:

```
http://password.example.com/pwm/private/ChangePassword?passwordExpired=true
```

Optionally you can modify your login page to add links to the public NewUser page or Forgotten Password page.

## Request Parameters

A variety of commands to PWM can be specified as parameters on URLs. Parameters are case sensitive. These request parameters can be placed on any link that will access PWM. An example follows:

```
http://password.example.com/pwm/private/ChangePassword?
passwordExpired=true&forwardURL=http://www.example.com
```

Parameter	Example	Effect
passwordExpired	<code>passwordExpired=true</code>	Setting this parameter will make PWM override the state of the user's password expiration.
forwardURL	<code>forwardURL=http%3A%2F%2Fwww.example.com%2Fmain.html</code>	Set the forwardURL to " <a href="http://www.example.com/main.html">http://www.example.com/main.html</a> ". The value must be URL Encoded.
logoutURL	<code>logoutURL=%2Fpwm</code>	Sets the logoutURL to " <a href="/pwm">/pwm</a> ". The value must be URL Encoded.
pwmLocale	<code>pwmLocale=en</code>	Given a valid browser locale code, PWM will switch to the given locale for display of all localized text

## Command Servlet

The CommandServlet allows you to redirect a user to PWM and have it perform some specific

command. Typically, you would use the `CommandServlet` functions during a user's login sequence to a portal or some other landing point.

Ideally, these functions work best when used with a proxy, access gateway, or some other device that will auto-authenticate the user. Otherwise, the user will have to authenticate to PWM during every login.

`CommandServlet` calls can be combined with any of the request parameters described above, such as the *forwardURL* parameter.

For example, the user login redirect sequence may proceed as follows:

URL Example	Comment
<code>http://portal.example.com</code>	Initial request from browser
<code>http://portal.example.com/Login</code>	Access gateway redirects to login page
<code>http://portal.example.com/</code>	Access gateway redirects back to portal root
<code>http://portal.example.com/index.html</code>	Web server redirects to index.html
<code>http://password.example.com/pwm/private/CommandServlet?processAction=checkAll&amp;forwardURL=http%3A%2F%2Fportal.example.com%2Fportalpage.html</code>	index.html has meta redirect to PWM checkAll <code>CommandServlet</code> with a URLEncoded forwardURL value.
<code>http://portal.example.com/portal/main.html</code>	PWM redirects back to the actual portal URL

The *index.html* described above would have the following content:

```
<html>
  <head>
    <meta http-equiv="REFRESH" content="0; URL=http://password.example.com/
pwm/private/CommandServlet?

processAction=checkAll&forwardURL=http%3A%2F%2Fportal.example.com%2Fportalpage.html
"/>
  </head>
  <body>
    <p>If your browser doesn't automatically load, click

<a href="http://password.example.com/pwm/private/CommandServlet?

processAction=checkAll&forwardURL=http%3A%2F%2Fportal.example.com%2Fportalpage.html
">here</a>.
  </p>
</body>
```



```
</html>
```

## Commands

**checkExpire** <http://password.example.com/pwm/private/CommandServlet?processAction=checkExpire>

Checks the user's password expiration. If the expiration date is within the configured threshold, the user will be required to change password.

**checkResponses** <http://password.example.com/pwm/private/CommandServlet?processAction=checkResponses>

Checks the user's challenge responses. If no responses are configured, the user will be required to set them up.

**checkProfile** <http://password.example.com/pwm/private/CommandServlet?processAction=checkProfile>

Checks the user's profile. If the user's attributes do not meet the configured requirements, the user will be required to set their profile attributes.

**checkAll** <http://password.example.com/pwm/private/CommandServlet?processAction=checkAll>

Calls checkExpire, checkResponses and checkProfile consecutively.

## Internationalization

PWM is fully internationalized, and comes with several localized languages. Only pages and configuration options that affect end users are internationalized. Most administrator screens are not localized or internationalized.

PWM uses the Java PropertyResourceBundle strategy for managing localized text. The locale of the user is determined by examining the first HTTP request sent by the browser. Any locale information in ldap is not evaluated. Thus, PWM responds in the configured locale of the browser.

Browser locale selection can be overridden by setting a “pwmLocale” parameter in any request. The value must be an ISO language code like “en”, “fr”, etc.

Additionally, a user can select a locale by clicking on the current locale displayed in the footer of most PWM pages.

## Display Page Configuration

The default display strings can be overridden as part of the PWM configuration. Using the PWM Configuration Manager, select Display from the menu and edit the display, messages or error strings displayed to users.

## Challenge Questions

PWM takes special consideration for Challenge/Response settings. Different challenges can be configured for each potential locale. Not only can the challenges be different, but the number of challenges, and number of random challenges can be different as well.

PWM will determine which set of challenges to use based on the locale of the browser during the SetupResponses process. Responses stored in ldap are tied to the locale of the challenge sets. Forever after, PWM will display and check the challenges of the user based on the locale they were entered in. For example, if a user sets up their responses in French, and then logs into pwm to recover their passwords from an English web browser, the challenges will display in French, and the user must enter the French responses.

If the user then sets up responses in a different language, the new language responses will overwrite the old responses.

## Alternative translations

For some languages, multiple versions of the default localisation may be provided. Alternative versions could be provided because a language allows for both a formal and an informal form of communication, or a dialect is used for which no official locale is defined.

Only one version of a locale (language, region) can be used at a time. Therefore, alternative translations are available in the `supplemental/i18n` folder of the PWM distribution.

In order to use the alternative translation, there are two options:

- Copy the alternative version (e.g. `supplemental/i18n/Display_nl-colloquial.properties` and `supplemental/i18n/Message_nl-colloquial.properties`) over the standard version within the source distribution (to e.g. `servlet/src/password/pwm/config/Display_nl.properties` and `servlet/src/password/pwm/config/Message_nl.properties`). Then rebuild and deploy the WAR file.

- Copy the alternative version over the already deployed language files, found under /WEB-INF/classes/password/pwm/config. Then restart the PWM application.

## Themes

PWM comes with a couple of standard themes. Each theme is an extension or modification of the (original) default theme. Themes are located under /resources/themes/. Each theme consists of a directory containing at least the files `pwmStyle.css` and `pwmMobileStyle.css`. These files override the standard `/resources/pwmStyle.css` and `/resources/pwmMobileStyle.css`, respectively. A simple theme, like the blue theme, changes a couple of colors, replaces the header background and adds a company logo to the page header:

```
#header {
    width: 100%;
    height: 70px;
    margin: 0;
    background-image: url('header-gradient.gif')
}

#header-company-logo {
    position: relative;
    float: left;
    background-image: url('logo.png');
    top: 10px;
    left: 10px;
    width: 50px;
    height: 50px;
    z-index: 1;
}

#centerbody {
    background-color: #eeeeee;
    padding: 10px 10px 40px 10px;
    border: solid 3px #000088;
    border-radius: 5px;
}

.message {
    background-color: #eeeeee;
}

.message-info {
    background-color: #b6ccdb;
}

.message-error {
```

```
        background-color: #ffcccc;
    }

    .message-success {
        background-color: #70c1f9;
    }
```

Any file referred from the stylesheet, like includes and images, must be placed in or under the same directory where the stylesheet itself resides. So the blue theme directory contains:

- pwmStyle.css
- pwmMobileStyle.css
- header-gradient.gif
- logo.png
- README.txt

More advanced examples with different layouts, round corners, layers, transparency and background images can be found in other themes like “Red”, “Tulips” and “Water”.

There is a special theme called “custom”, which is merely an example and meant to be customized. You can test changes by configuring the custom theme as the site theme and simply modifying the deployed custom theme. Reloading your page will effectuate your changes immediately. Be sure to keep a copy of your modifications to be included in your next release when upgrading.

## Wordlists

PWM is capable of checking user entered passwords and dis-allowing those found in a predefined password dictionary wordlist. The dictionary in use is configured by setting the "password.WordlistFile" setting in pwmSetting.properties.

The wordlist is a ZIP file containing one or more plain text files with one word per line. To facilitate the speedy checking of the dictionary during password changes, PWM compiles the wordlist into a local embedded database (PwmDB). By default, PWM uses the BerkelyDB embedded database, and stores its files in the WEB-INF/pwm-db directory. With logging set to trace, PWM will output the status of the wordlist compile to the log. The compile process only needs to run once unless the wordlist ZIP file is modified.

The default distribution of PWM contains a wordlist that includes about 8 million words of common passwords found in many systems. Larger wordlists containing tens of millions of words with a variety of languages are available on the PWM website. PWM has been tested with wordlists over 50 million words, however the initial wordlist compile time can be lengthy.

Seedlists are used by pwm to generate random passwords for users. The seedlists are used as a

basis for a new random password, but are sufficiently modified to guarantee randomness and also to meet the configured policy for the user.

## Global Password History

A separate wordlist dictionary is used to provide a global password wordlist history. This wordlist is not pre-populated by any file, instead it is populated with a user's old password during any password change.

This has the effect of preventing any two users from using the same password over time. For security reasons, only the user's old password is stored. Administrators should evaluate this feature closely before enabling it. This setting is controlled with the Shared Password History Age setting in the PWM Configuration. PWM will periodically purge the global password history of any passwords older than this age. A value of several months or years is appropriate. The unit for the setting is in seconds.

## PWM Database (pwmDB)

To store wordlists, event logs and statistics, pwmDB uses an on-disk embedded database. Several different database types are available. The default is the BerkeleyDB embedded database. The default settings are intended to be self-sufficient, and should not require any administrator interaction or maintenance. The pwmDB location and other settings are configured in the advanced section of the PWM Configuration.

## PWM Command Line Tools

PWM offers a command line tool for various functionality. The command line tool is called from a script in PWM's "WEB-INF" directory.

Script	Description
<code>PwmCommand.bat</code>	Windows BAT file script wrapper for calling PWM Command Line tools
<code>PwmCommand.sh</code>	Linux/Unix shell script wrapper for calling PWM Command Line tools

Running the PwmCommand script wrapper will output a list of the various commands and options available. Before running the script you will need to set the JAVA\_HOME environment variable.

You may need to grant the PwmCommand.sh execute permissions by running:

```
chmod a+x PwmCommand.sh
```

# Policies

PWM uses a matrix of configurations for determining the correct password and challenge/response policies for determining a policy for a given set. PWM gives detailed information about discovered policies during authentication time at the TRACE log level.

## Password Policy

Each password policy setting is available in the PWM Configuration. These password policies represent "minimum" policies that will be applied to the user. If the setting the directory type is Novell eDirectory and the Configuration setting Read eDirectory Password Policy is set to true, then PWM will attempt to locate a Universal Password policy configured for the user. If one is found then the policy is merged with the settings in the policies set in the PWM Configuration. The most restrictive of any two settings are used.

When using eDirectory, PWM will attempt to read the legacy password policy settings directly from the user object in the case where the user does not have a Universal Password policy assigned.

For example, if the PWM Configuration contains a setting of Password Minimum Length set to 5 and the Universal Password policy has a setting of 4, then the minimum password length for the user will be 5.

## Challenge Policy

For challenge questions, pwm can read both the PWM Configuration, as well as the configuration stored in eDirectory Universal Password policies. The behavior is disable in the eDirectory configuration settings.

Challenge policies can be localized for the the users language.

If localized policies are discovered in the ldap directory, PWM will honor them.

PWM can also be configured to require that all random password questions be required to be entered at setup time. In this case, the questions are presented randomly to the user when trying to reset a forgotten password. This is the standard behavior with eDirectory challenges.

Alternatively, PWM can allow the user to provide responses for only the minimum number of required random responses at setup time. Then, only those responses will be required when resetting a forgotten password. This behavior reflects more common forgotten password scenarios encountered on the Internet, but is less secure.

## Logging

PWM uses Apache Log4j. Log4j is a common logging java engine for Java. Log4j allows logging to a variety of destinations such as files, syslog, nt event log, databases and others.

Logging levels available (in order of severity):

1. trace
2. debug
3. info
4. error
5. warn
6. fatal

For normal operations, "info" level should be sufficient. "trace" level is recommended during initial configuration. Logging is controlled by editing the PWM Configuration. Alternatively, PWM can be configured to register a log4j xml configuration file. A default sample configuration *lof4jconfig.xml* is included.

The default logging configuration logs info level to stdout. When used with tomcat, this will log to tomcat's logs/catalina.out file.

PWM also stores a temporary log of recent events in the pwmDB. This log is accessible in the administrator screens and is useful for checking recent pwm activity.

## Captchas

PWM has integrated support for Captcha protection. The captcha makes it more difficult for a hacker to launch an automated attack against PWM. PWM uses the online [reCaptcha](#) service for captcha generation and validation. You will need to configure a reCaptcha account to use the service. reCaptcha accounts are free.

The online service approach insures that the captcha technology is continuously improved to make it difficult to be compromised. The reCaptcha account parameters are configured in the PWM Configuration.

## SMS Notifications

As of version 1.5.4 SMS notifications will be available in several parts of the application:

- Password recovery
- New User account creation

- New Guest account creation

For SMS notifications, you need to have access to an HTTP or HTTPS based SMS gateway service. Many paid services are available on the Internet.

## Configuration

The configuration is set up to be usable for many different service providers. The following configuration options are available.

- **User SMS Number Attribute:** enter the LDAP attribute name for the mobile phone number to be used for SMS notifications. This number should be in full international format, i.e. a plus sign, country code, region code (without zero) and subscriber number: e.g. +31612345678. Some other formats can be recognized and reformatted into the international format, combined with the default country code (below). For example a Dutch mobile phone number starts with 06, the Dutch country code is 31. A mobile phone number like 06-12345678 would be rewritten to +31612345678.
- **Maximum SMS Queue Age:** this setting determines the maximum life time in seconds of unsent SMS messages in the outgoing queue. If an SMS message can not be sent for a period longer than configured here, the message will be discarded. The default is 300 seconds (5 minutes).
- **SMS Gateway:** set the HTTP or HTTPS address for the SMS gateway. The address should include 'http://' or 'https://', the server name and full path, but no question mark or parameters. Parameters need to be configured at the SMS Request Data setting. Example: https://sms.example.com/gateway/.
- **SMS Gateway User and SMS Gateway Password:** these settings are used as the authentication credentials for the SMS gateway. The user name and password can be used for "basic authentication" (part of the HTTP protocol) or as parameters for the SMS request data (see below). If no authentication is required, because of IP address based access, fill in some dummy values.
- **HTTP(S) Method:** data can be sent as part of the request or as additional content. If the data is to be sent as parameters after the SMS Gateway URL, use the GET method. If the data is to be sent as form data, XML or SOAP, use the POST method.
- **SMS Gateway Authentication Method:** if the SMS gateway uses HTTP basic authentication, set this to basic, otherwise use request. In case of request, the username and password usually need to be part of the request data.
- **SMS Request Data:** this is the data sent to submit the SMS message. Possible formats are HTTP parameters for GET requests and POST form data, plain ASCII or XML and SOAP. The data can include several parameters that will be replaced before submission. All parameters are surrounded by percent signs. These parameters are available:
  - %USER%: authentication user name
  - %PASS%: authentication password
  - %SENDERID%: sender identification
  - %TO%: recipient SMS number
  - %REQUESTID%: randomly generated request identifier
  - %MESSAGE%: the message to be sent



- **SMS Data Content Type:** set the MIME type for POST data. This setting will be ignored when using the GET request method. A MIME type is formatted as a main type name, a slash and a subtype name, for example:
  - text/plain: text documents
  - text/xml: XML and SOAP documents
  - application/x-www-form-urlencoded
- **SMS Data Content Encoding:** select the way to encode field replacement data. Often data contains characters that are considered special for specific content types. For example you cannot use < or > in XML data. These characters have to be replaced with &lt; and &gt;. PWM can use the Java built in URLEncoder and Apache Common's String Escape Utils to encode text values, if required. The following encodings are supported:
  - NONE: no encoding, use at your own risk
  - CSV: escape for comma separated values
  - HTML: for HTML data
  - JAVA: for Java String representations
  - JAVASCRIPT: recommended for JSON formatted documents
  - SQL: turn single-quotes (') into double single-quotes (")
  - URL: (default) recommended for GET requests and POST with form data
  - XML: for XML and/or SOAP services
- **Maximum SMS Text Length:** normally, an SMS message can contain up to 160 characters, that will use 140 bytes, because of special encoding. For UTF-8 messages, the number of characters is reduced to 70. On the other hand, some service providers allow sending longer messages that will be split up and put back together by the receiving mobile phone. 140 is a safe setting for most situations when using a latin alphabet and really short messages.  
 Messages exceeding the maximum length will be split and sent as separate messages. Note that this may result in messages being received in a different order! Therefore it is recommended to use the largest possible size, that your service provider and mobile network operators support, if you expect to send long messages.  
 Please, contact your service provider for the maximum recommended message length.
- **Response Regular Expressions:** in order to recognize a successfully sent message, you can enter one or more regular expression<sup>1</sup>. If any of these messages matches the received response, the message is considered to be submitted successfully and will be removed from the queue. If no expression matches, the submission will be retried until the message expires.  
 If no expressions are entered, any attempt to send the message will be considered successful, as long as the gateway service responds.  
 Note that you have to match an entire line. You can use .\* at the beginning and end of the expression to fill up the expression. For example use ^OK:\s.\* to match any string starting with "OK:" a whitespace character (\s) and then any other characters. The expressions are case sensitive.

---

<sup>1</sup>See <http://download.oracle.com/javase/tutorial/essential/regex/> for more information. See <http://www.exampledepot.com/egs/java.util.regex/pkg.html> for advanced examples of modifier flags.

- **SMS Sender ID:** service providers often allow senders to specify a sender identification. This can be either a phone number or an alphanumeric string (e.g. ExampleCom). The service provider usually has to verify or accept the sender identification. Please contact your service provider for allowed values for the sender identification.
- **SMS Phone Number Format:** set the phone number format accepted by the SMS gateway, normally a variation of a full international format. The following variants are possible:
  - plain: country code (e.g. 1 for USA) plus subscriber number (e.g. 12312345): 112312345
  - plus: as plain, but with a plus sign as a prefix: +112312345
  - zeros: as plain, but prefixed with a double zero: 00112312345
- **Default SMS Country Code:** If the recipient SMS number is not in international format, the recipient number will be prefixed with the default country code.
- **Request ID Characters:** If a request allows or requires a unique request identifier, PWM can generate a random value. Specify the characters that can be used in the request id.
- **Request ID Length:** Specify the length of the request id.
- **Challenge Token SMS Text:** Set the text to be sent for password recovery. Use %TOKEN% as a placeholder for the password recovery token to be sent.

Another option under Modules → Forgotten Password determines the usage of SMS for token delivery:

- **Token Send Method:** this setting determines when SMS or email messages will be sent. There are four possibilities:
  - both: try to send both SMS and email
  - emailfirst: try to send email; if no email address is available, try SMS
  - emailonly: try to send email; if no email address is available, do not try SMS
  - smsfirst: try to send SMS; if no SMS number is available, try email
  - smsonly: try to send SMS; if no SMS number is available, do not try email

## Example configurations

### Clickatell

For Clickatell, the easiest way is the HTTP(S) GET API<sup>2</sup>. To configure your service for this API, use the following settings:

- Set the gateway URL to: <https://api.clickatell.com/http/sendmsg>
- Enter your username and password
- Select the GET method
- Use request as the authentication method
- Set the request data to:
 

```
user=%USER%&password=%PASS%&api_id=XXXX&to=%TO%&text=%MESSAGE%
```

Don't forget to replace XXXX with the API id provided. Optionally, you can add

---

<sup>2</sup>See [http://www.clickatell.com/downloads/http/Clickatell\\_HTTP.pdf](http://www.clickatell.com/downloads/http/Clickatell_HTTP.pdf) for full API documentation.

`&concat=2` or `&concat=3` to allow longer messages (up to 406 characters).

- Set the request content data encoding to URL.
- Set the response regular expression to `^ID: [A-Za-z0-9]+`
- Set the phone number format to `plain`.
- Specify the maximum message length as 140 for single length messages (no `concat` option, or `concat=1`), 273 for double length messages (`concat=2`) or 406 for tripple length messages (`concat=3`).

## Custom SOAP service

An example custom made SOAP service could accept a SOAP document like below:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ws="http://ws.sms.example.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ws:sendTextMessage>
      <sender>ExampleCom</sender>
      <to>+155512345678</to>
      <text>Your token is M7Spe0Vt</text>
    </ws:sendTextMessage>
  </soapenv:Body>
</soapenv:Envelope>
```

You could use the following settings:

- Set the gateway URL to your custom web service address.
- Enter your username and password.
- Select the POST method.
- Use basic as the authentication method if your service requires HTTP authentication, otherwise select request if the authentication parameters are included in the request data or the access is IP address based.
- Set the request data to the full SOAP message, with fields to be replaced. For example:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/
envelope/" xmlns:ws="http://ws.sms.example.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ws:sendTextMessage>
      <sender>%SENDERID%</sender>
      <to>%TO%</to>
      <text>%MESSAGE%</text>
    </ws:sendTextMessage>
  </soapenv:Body>
</soapenv:Envelope>
```

- Set the request data content type to `text/xml` and the request data encoding to `XML`.
- Set the response regular expression to something suitable that matches a success

message, or leave empty to accept any response. Example:

```
.*<status level="response" .*
```

- Set the phone number format to the required format.
- Specify the maximum message length.

## Appendix A: Troubleshooting

PWM is designed to be as easy to operate as possible. But sometimes, errors will occur, especially during the initial configuration. These steps may be helpful in self-diagnosing the problem.

**1)** Assuming PWM is starting okay, the first place to check for problems is the PWM health page. The health page can be accessed at the following url:

```
/pwm/public/health.jsp
```

This same health screen is shown when configuring PWM, and can alert you to configuration problems or unreachable services.

**2)** If PWM isn't starting okay and you are using tomcat, the tomcat temporary/work directories may be corrupt or have outdated files. Stop tomcat, delete the `tomcat/temp` and `tomcat/work` directory contents, then start tomcat again. This problem is especially likely when changing tomcat or PWM builds/versions.

**3)** Check out the PWM log. If using tomcat, the log data will typically be in the `tomcat/logs/catalina.out` file, although some tomcat installations may log to different files. By default, PWM is set to log at level "INFO" only, which is often not useful for debugging. Edit the PWM configuration logging settings and set the **STDOUT Log Level** setting to "TRACE".

**4)** Check the log file (if possible) of your ldap directory. Many times problems with PWM aren't problems with PWM at all but with the ldap directory.

## Appendix B: Error Codes

Error	Description
5001	An incorrect password was used.
5002	Incorrect response value (or attribute) was used.
5003	User is already authenticated.
5004	User is not authenticated, and authentication is required.
5006	Username is invalid or the user does not have any responses configured.
5007	The response answer contains a word that is in the wordlist.
5008	The response answer is too short.
5009	The response answer is too long.
5010	The response answer is a duplicate.
5011	The response question is a duplicate.
5012	A required response question is missing.
5013	A required HTTP parameter is missing on the request.
5014	A configuration field has an incorrect value.
5015	An unexpected error occurred.
5016	The username cannot be matched to an LDAP distinguished name.
5017	The LDAP directory is not reachable.
5018	User did not supply correct values during activation.
5019	The requested services is not available or is disabled.
5020	The Basic-Authentication header has changed during the HTTP session.
5021	The user attempting activation is not permitted due to the LDAP query match.
5022	There is no challenge policy available for the user.
5023	Too many incorrect login attempts have been attempted by the user.
5024	The source address has had too many incorrect login attempts.

5025	The HTTP session has had to many incorrect login attempts.
5026	PWM was unable to set the temporary password for the user during recovery.
5027	The user is not authorized to perform the action
5028	PWM was unable to verify the user's HTTP session.
5029	A required response value is missing.
5030	A random response value is missing.
5031	The captcha response is incorrect.
5032	There was a problem communicating with the remote captcha service.
5033	The PWM configuration file is invalid.
5034	The form nonce is incorrect.
5036	Unable to send token due to missing address/number.
5037	The user supplied token is incorrect.
5038	The entered current password is incorrect.
5039	Error while shutting down a PWM service or database.
5040	The user GUID is unreadable or not able to be written.
5041	The user supplied token has expired.
5042	Multiple LDAP distinguished names found for the user supplied username.
5043	Only the original manager who created the user may update this user.
5044	Non secure HTTP requests are not permitted.
5045	Unable to write the response to the configured storage message.
5046	Unable to unlock the user account.
5047	Unable to update the users profile.
5048	Unable to activate the user.
5049	Unable to create the new user.
5050	Unable to activate the user
5051	The remote database is unavialable.
5052	The local PwmDB database is unavailable.



5053	PWM is unavailable.
------	---------------------

# Guide A: Integrating PWM with Java Security Manager

## Introduction

Configuring Tomcat's Java Security Manager (JSM) properly can be very painful and it seems most people just don't bother using it. However, Security Manager makes it very difficult for any potential security holes in PWM to be used for malicious purposes. For generic information about the JSM take a look at these pages:

- <http://java.sun.com/developer/onlineTraining/Programming/JDCBook/appA.html>
- <http://tomcat.apache.org/tomcat-5.5-doc/security-manager-howto.html>
- [http://java.sun.com/j2se/1.4.2/docs/guide/plugin/developer\\_guide/debugger.html](http://java.sun.com/j2se/1.4.2/docs/guide/plugin/developer_guide/debugger.html)

As the JSM rulesets are highly dependent on both the underlying OS, web container and PWM versions, this article is split into generic and specific sections.

## Generic debugging techniques for Tomcat

The biggest problem with JSM integration is that it's often not obvious what Security Manager rules you need to add to make things work. You almost certainly have to add JSM debugging to Tomcat command-line. On Debian this is done by editing `/etc/default/tomcat*<version*>`:

```
JAVA_OPTS="-Djava.awt.headless=true -Xmx128M -Djava.security.debug=access"
```

After Tomcat is restarted, it starts spitting out "access allowed/denied" messages to its logs. On Debian Lenny this is `_/var/log/syslog_`, and on Debian Squeeze `_/var/log/tomcat6/catalina.out_`. You can weed out failures with something like this:

```
$ tail -n 15000 <logfile>|grep "access denied"|cut -d " " -f 7-|sort|uniq -u
```

Alternatively, you can activate real-time monitoring with

```
$ tail -n 0 -f <logfile> |grep "access denied"
```

before restarting Tomcat. In either case, you should get notices like this:

```
access: access denied (java.lang.management.ManagementPermission monitor)
access: access denied (java.util.PropertyPermission
org.apache.commons.logging.diagnostics.dest read)
access: access denied (java.util.PropertyPermission
```

```
org.apache.commons.logging.LogFactory.HashtableImpl read)
access: access denied (java.util.PropertyPermission
org.apache.commons.logging.LogFactory read)
access: access denied (java.util.PropertyPermission
org.apache.commons.logging.Log.allowFlawedContext read)
access: access denied (java.util.PropertyPermission
org.apache.commons.logging.Log.allowFlawedDiscovery read)
access: access denied (java.util.PropertyPermission
org.apache.commons.logging.Log.allowFlawedHierarchy read)
access: access denied (java.util.PropertyPermission org.apache.commons.logging.Log
read)
access: access denied (java.util.PropertyPermission org.apache.commons.logging.log
read)
```

After spotting these failures, convert them into matching security manager rules and restart Tomcat. Repeat this as many times as necessary. Note that this setup can easily create gigabytes worth of useless logs, so remember to switch off debugging before going to production.

On Debian and many other distributions Tomcat's JSM rules are stored in `_/etc/tomcat*<version*>/policy.d_`. These ruleset fragments are converted into the active ruleset stored in `_/var/cache/tomcat*<version*>/catalina.policy_` or similar.

It's probably a good idea to make sure the pwm-specific policy file loads after the default policy files, so name it something like "50user.policy". Also make sure the file has the same permissions as the existing policy files or it may not load properly.

## PWM 1.4.2 on Debian Lenny

The additional ruleset below allows pwm to work properly under JSM under Debian Lenny + Tomcat 5.5.26 from Debian repos. It depends on the default Debian rules being loaded first.

Note that this ruleset has only been tested with pwm utilizing the following features:

- Create new user
- Update attributes
- Change password
- CAPTCHA

```
// ===== PWM-specific settings =====
//
// Put this into a separate file, e.g. /etc/tomcat5.5/policy.d/50user.policy
//

grant {
    // With this everything works great, but it's terribly insecure
```

```

//permission java.security.AllPermission;

// This gets us past the first error
permission java.lang.RuntimePermission "createClassLoader";

// This gets us past pwm-db access issues. It seems we cannot use "<snip>/
pwm/META-INF/pwm-db/-" without the whole
// Tomcat breaking. Apparently this happens because the pwm-db directory is
created on the fly and Security Manager
// can't find it when it launches -> everything breaks badly.
//
// This set of FilePermissions seems to work and prevents the webapp from
_writing_ to META-INF/context.xml,
// which contains security-related settings (e.g. host/subnet-based
filtering rules)
permission java.io.FilePermission "/var/lib/tomcat5.5/webapps/pwm/META-INF/
*", "read, execute";
permission java.io.FilePermission "/var/lib/tomcat5.5/webapps/pwm/META-INF/
pwm-db", "read, write, delete, execute";
permission java.io.FilePermission "/var/lib/tomcat5.5/webapps/pwm/META-INF/
pwm-db/-", "read, write, delete, execute";
permission java.io.FilePermission "/var/lib/tomcat5.5/webapps/pwm/WEB-INF/
classes/-", "read";

// Misc FilePermissions
permission java.io.FilePermission "/usr/share/javazi/
ZoneInfoMappings", "read";
permission java.io.FilePermission "/usr/share/tomcat5.5/server/classes/org/
apache/jk/common/HandlerRequest.class", "read";
permission java.io.FilePermission "/usr/share/tomcat5.5/server/classes/org/
apache/tomcat/util/buf/DateTool.class", "read";
permission java.io.FilePermission "/WEB-INF/classes/org/apache/log4j/
-", "read";

// Misc RuntimePermissions
permission java.lang.RuntimePermission "defineClassInPackage.java.lang";
permission
java.lang.RuntimePermission "defineClassInPackage.org.apache.jasper.runtime";
permission
java.lang.RuntimePermission "accessClassInPackage.sun.util.logging.*";
permission
java.lang.RuntimePermission "accessClassInPackage.org.apache.tomcat.*";

// Misc PropertyPermissions
permission java.util.PropertyPermission "elementAttributeLimit", "read";
permission java.util.PropertyPermission "entityExpansionLimit", "read";
permission
java.util.PropertyPermission "javax.xml.parsers.DocumentBuilderFactory", "read";
permission java.util.PropertyPermission "maxOccurLimit", "read";
permission java.util.PropertyPermission "user.timezone", "write";
permission java.util.PropertyPermission "memAdmin", "read";
permission java.util.PropertyPermission "memLock", "read";
permission java.util.PropertyPermission "memTree", "read";
permission java.util.PropertyPermission "memTxn", "read";

```

```

permission java.util.PropertyPermission "memTreeAdmin", "read";
permission java.util.PropertyPermission "sun.arch.data.model", "read";

// reCAPTCHA-specific PropertyPermissions
permission java.util.PropertyPermission "httpclient.*", "read";
permission
java.util.PropertyPermission "apache.commons.httpclient.*", "read";
permission java.util.PropertyPermission "java.class.path", "read";
permission java.util.PropertyPermission "user.name", "read";

// reCAPTCHA-specific SocketPermissions
permission java.net.SocketPermission "*", "connect, resolve";

// Misc SocketPermissions
permission java.net.SocketPermission "127.0.0.1:389", "connect, resolve";

// Log4j-specific properties
permission java.util.PropertyPermission "log4j.*", "read";

// BerkeleyDB-specific properties
permission java.util.PropertyPermission "je.*", "read";
permission java.util.PropertyPermission "JEDiagnostics", "read";
permission java.util.PropertyPermission "JEMonitor", "read";

// Misc permissions
permission java.util.logging.LoggingPermission "control";
permission ng.reflect.ReflectPermission "suppressAccessChecks";

};

```

## PWM 1.5.3 / SVN revision 160 on Debian Squeeze

A few modifications are needed to adapt Lenny's ruleset for Squeeze, Tomcat6 and pwm 1.5.3+. Note that this ruleset has only been tested with pwm utilizing the following features only:

- Create new user
- Update attributes
- Change password
- Password reset with email token
- CAPTCHA

```

// ===== PWM-specific settings =====

grant {

    // This gets us past the first error
    permission java.lang.RuntimePermission "createClassLoader";

```

```

// Added between 1.4.2 and 1.5.2
permission java.lang.RuntimePermission "modifyThread";

// This gets us past pwm-db access issues. It seems we cannot use "<snip>/
pwm/META-INF/pwm-db/-" without the whole
// Tomcat breaking. Apparently this happens because the pwm-db directory is
created on the fly and Security Manager
// can't find it when it launches -> everything breaks badly.
//
// This set of FilePermissions seems to work and prevents the webapp from
_writing_ to META-INF/context.xml,
// which contains security-related settings (e.g. host/subnet-based
filtering rules)
permission java.io.FilePermission "/var/lib/tomcat6/webapps/pwm/META-INF/
*", "read, execute";
// pwm-db moved from META-INF to WEB-INF between pwm 1.4.2 and 1.5.2; also
renamed from pwm-db to pwmDB
permission java.io.FilePermission "/var/lib/tomcat6/webapps/pwm/WEB-INF/
pwmDB", "read, write, delete, execute";
permission java.io.FilePermission "/var/lib/tomcat6/webapps/pwm/WEB-INF/
pwmDB/-", "read, write, delete, execute";
permission java.io.FilePermission "/var/lib/tomcat6/webapps/pwm/WEB-INF/
classes/-", "read";
// permission java.io.FilePermission "/var/lib/tomcat6/webapps/pwm/WEB-INF/
lib/*", "read";

// Next two added between 1.4.2 and 1.5.2
permission java.io.FilePermission "/usr/lib/jvm/java-6-openjdk/jre/lib/
*", "read";
permission java.io.FilePermission "/var/lib/tomcat6/webapps/pwm/WEB-INF/
-", "write";

// Misc FilePermissions
permission java.io.FilePermission "/usr/share/javazi/
ZoneInfoMappings", "read";
// Next two missing
//permission java.io.FilePermission "/usr/share/tomcat6/server/classes/org/
apache/jk/common/HandlerRequest.class", "read";
//permission java.io.FilePermission "/usr/share/tomcat6/server/classes/org/
apache/tomcat/util/buf/DateTool.class", "read";
permission java.io.FilePermission "/usr/share/tomcat6/.mailcap", "read";
permission java.io.FilePermission "/WEB-INF/classes/org/apache/log4j/
-", "read";

// Misc RuntimePermissions
permission java.lang.RuntimePermission "defineClassInPackage.java.lang";
permission
java.lang.RuntimePermission "defineClassInPackage.org.apache.jasper.runtime";
permission
java.lang.RuntimePermission "accessClassInPackage.sun.util.logging.*";
permission
java.lang.RuntimePermission "accessClassInPackage.org.apache.tomcat.*";
permission java.lang.RuntimePermission "getFileSystemAttributes";

```

```

    // Misc PropertyPermissions
    permission java.util.PropertyPermission "*", "read,write";
    //permission java.util.PropertyPermission "elementAttributeLimit", "read";
    //permission java.util.PropertyPermission "entityExpansionLimit", "read";
    //permission
java.util.PropertyPermission "javax.xml.parsers.DocumentBuilderFactory", "read";
    //permission java.util.PropertyPermission "maxOccurLimit", "read";
    //permission java.util.PropertyPermission "user.timezone", "write";
    //permission java.util.PropertyPermission "memAdmin", "read";
    //permission java.util.PropertyPermission "memLock", "read";
    //permission java.util.PropertyPermission "memTree", "read";
    //permission java.util.PropertyPermission "memTxn", "read";
    //permission java.util.PropertyPermission "memTreeAdmin", "read";
    //permission java.util.PropertyPermission "sun.arch.data.model", "read";
    // Next two added to pwm 1.4.2 rules for pwm 1.5.2
    //permission
java.util.propertyPermission "org.apache.commons.logging", "read";
    //permission
java.util.PropertyPermission "com.google.gson.annotation_cache_size_hint", "read";

    // reCAPTCHA-specific PropertyPermissions
    //permission java.util.PropertyPermission "httpClient.*", "read";
    //permission
java.util.PropertyPermission "apache.commons.httpClient.*", "read";
    //permission java.util.PropertyPermission "java.class.path", "read";
    //permission java.util.PropertyPermission "user.name", "read";

    // reCAPTCHA-specific SocketPermissions
    permission java.net.SocketPermission "*", "connect,resolve";

    // Misc SocketPermissions
    permission java.net.SocketPermission "127.0.0.1:389", "connect, resolve";

    // Log4j-specific properties
    permission java.util.PropertyPermission "log4j.*", "read";

    // BerkeleyDB-specific properties
    permission java.util.PropertyPermission "je.*", "read";
    permission java.util.PropertyPermission "JEDiagnostics", "read";
    permission java.util.PropertyPermission "JEMonitor", "read";

    // Misc permissions
    permission java.util.logging.LoggingPermission "control";
    // Obsolete in pwm 1.5.2?
    permission ng.reflect.ReflectPermission "suppressAccessChecks";
    // Next two added to pwm 1.4.2 rules for pwm 1.5.2
    permission java.lang.reflect.ReflectPermission "suppressAccessChecks";
    permission java.lang.management.ManagementPermission "monitor";

};

```





# Guide B: PWM behind an Apache reverse proxy

## Introduction

There are several good reasons to place PWM behind a reverse proxy:

- Blocking certain PWM functions for good (e.g. /admin, /config)
- Masking PWM server's real DNS name, e.g. to avoid having to buy a separate SSL certificate

PWM does not require Apache or any other reverse proxy, so this type of configuration is optional.

These instructions were written using Apache 2.2 running on Linux Debian Lenny, with PWM svn revision 160 running on Linux Debian Squeeze and Tomcat 6.

## Configuring PWM server

On PWM, most configuration is related to security. You have three options:

- Let Apache contact PWM using insecure HTTP protocol (e.g. port 8080 or 8180). This setup will become slightly more secure if firewall (or Tomcat) is used to block access from IPs other than that of Apache.
- Allow Tomcat/PWM access only using HTTPS. This will require additional configuration at the Apache end. This can be made more secure by limiting access to the webserver's IP.
- Secure Apache <-- --> Tomcat/pwm connection using VPN such as [OpenVPN](#)
- Block all other access to PWM.

In the PWM configuration make sure to turn Enable Session Verification to false, or reverse proxying will not work properly.

## Configuring the webserver

Adding reverse proxy support to Apache is relatively easy. Go to `/etc/apache2/sites-available` and place something like this to the appropriate section:

```

# Reverse proxying setup for other webserver running on localhost
# or on remote servers. Configuration details available here:
#
# http://httpd.apache.org/docs/2.2/mod/mod_proxy.html

# Reverse proxies don't need to allow proxy requests
ProxyRequests Off

# Proxy access control - not very important in reverse proxies
# as the target servers have been predefined by the sysadmin
<Proxy *>
    Order deny,allow
    Allow from all
</Proxy>

# No need to proxy SSL-enabled servers (yet)
#SSLProxyEngine On

# This is required to connect to SSL-enabled servers not running
# on port 443
#AllowCONNECT 8443

# Block access to administrative functions, see
#
# http://httpd.apache.org/docs/2.2/mod/mod_proxy.html#proxypass
ProxyPass /pwm/admin !
ProxyPass /pwm/config !

# Map local server URL to a remote server URL. We're using HTTP through
# secure VPN connection.
ProxyPass /pwm http://<pwm-server-ip>:8080/pwm

# This rewrites HTTP headers etc. so that proxied server's
# responses point the client back to this server, not the
# proxied server
ProxyPassReverse /pwm http://<pwm-server-ip>:8080/pwm

```

Note that using any other path than /pwm will not work, at least out of the box. For example, submitting the CAPTCHA form will fail with "Form submitted with incorrect pwmFormID value" error.