

# Enterprise Password Manager

Gopi Krishna Ganti

User Guide

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# 1 Introduction

EPM is an easy to use user self-service web application to manage your AD/ Enterprise Domain password without the need to use the services of Helpdesk. Managing password here implies having a safe way to store related information and retrieve it using that related information. This password related information is called CR (Challenge/Response). Using CR a user can easily reset forgotten password. EPM has been designed to encrypt all sensitive information like password and CR. The User Guide helps you in understanding the features and the how-to of each feature.

## 1.1 Audience

This manual is targeted for users who would be using the application for managing their password. This user would be the Enterprise User.

## 1.2 What is CR?

CR or Challenge/Response is combination of set of questions and the corresponding answers. These questions are personal questions, which would have a very much un-guessable answer. CR is a very effective way to keep your password safe as well as retrieve if forgotten.

In EPM this user question is termed as Challenge and the corresponding answer as Response. Henceforth we would refer to Challenge/Response as CR.

When a user forgets domain password, all user has to do is go to the “Forgot Password” page, answer the pre-configured CR and rest the password. For this feature to work, user needs to be registered in EPM.

# 2 Abbreviation

AD	Active Directory
LDAP	Lightweight Directory Access Protocol
EPM	Enterprise Password Manager
URL	Uniform Resource Locator (web server address typed in a browser)
CR	Challenge/Response
IP	Internet Protocol



## 3 Sign In EPM

EPM can be accessed by the URL <http://<hostname>> or host IP>:8080/EPM where hostname can be something like `epm.mydomain.com`, host IP can be `192.168.2.99`. Please get the correct URL from your administrator or helpdesk.

To access EPM enter the URL provided by your administrator or helpdesk in any web browser of your choice. The following screen would be displayed. Sign in screen has three fields. Table below describes the same.

Field Name	Field Description
Username	Your AD saMAccountName or LDAP userid.
Password	Your password
Domain	Choose domain from the drop down.



The screenshot shows the 'SIGN IN' page. At the top center is the word 'SIGN IN'. Below it are three input fields: 'Username' with placeholder 'eg. myusername', 'Password' with placeholder 'eg. P9e1@7K3', and 'Domain' with placeholder '- Select Domain -'. To the right of the 'Domain' field is a dropdown arrow. Below these fields is a blue 'Go' button. At the bottom left is a logo with a leaf icon and the text 'YourLogo'. At the bottom right is a teal button with the text 'Forgot Password?'. The background features a green curved bar at the bottom.

Figure 1 - Sign in



## Enterprise Password Manager User Guide

After entering correct values, hit “Go” button. This would show up your Home Page as shown in Figure 2, but if this is first time sign in through EPM, User Registration page is shown to the user. The registration process is described in detail in section 4 User Registration.

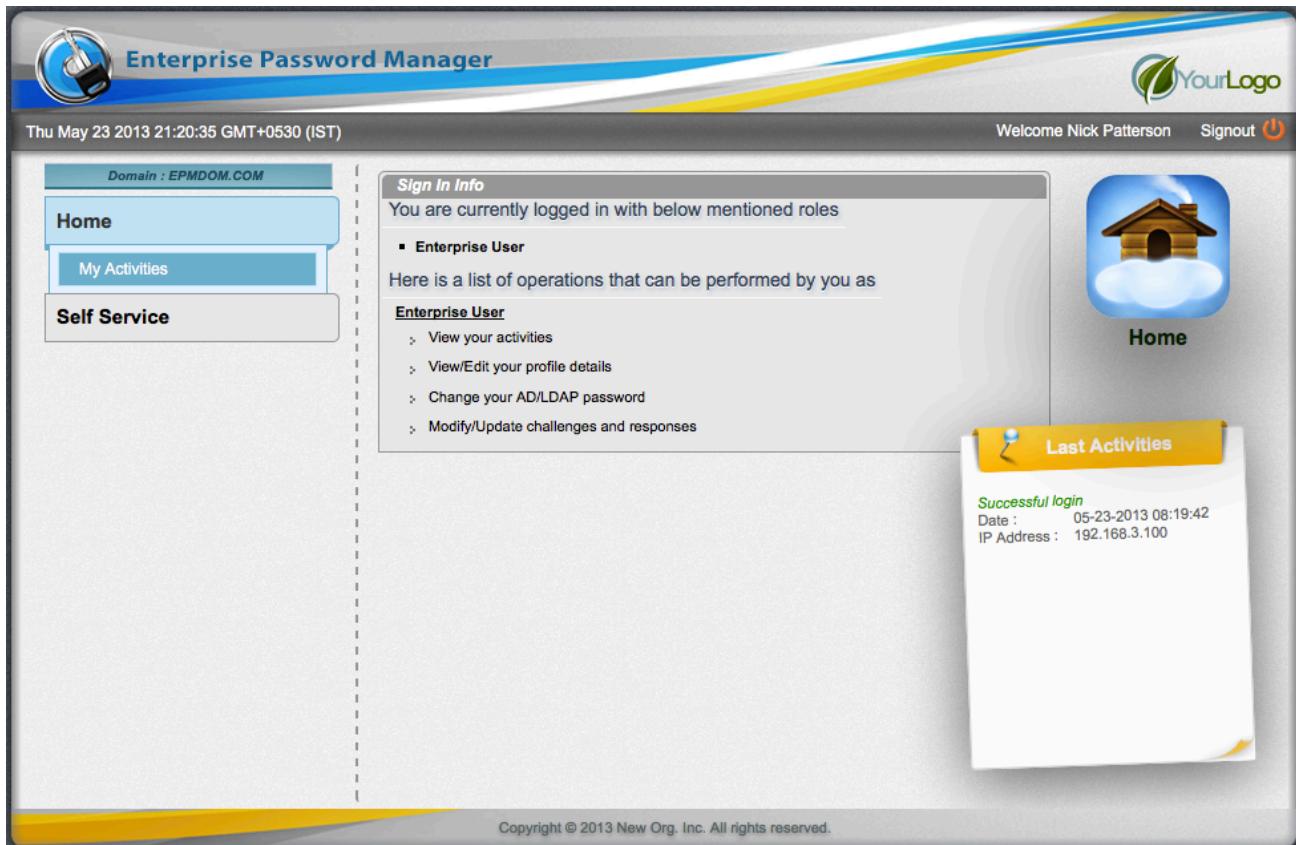


- ⇒ If AD/LDAP has option of “User must change password at next logon” checked, then first time sign in through EPM would show an error of “Invalid Credentials” as this version of EPM does not support first time sign in password change. Hence if a new AD/LDAP user is created, that user account should be signed through some other application or web portal to set first time password.

The screenshot shows the Enterprise Password Manager User Home Page. At the top, there's a header bar with the EPM logo, the domain 'EPMDOM.COM', the date and time 'Thu May 23 2013 18:08:47 GMT+0530 (IST)', the welcome message 'Welcome Nick Patterson', and a 'Signout' button. On the left, a sidebar menu includes 'Home', 'My Activities' (which is currently selected), and 'Self Service'. In the center, a 'Sign In Info' box displays the user's roles ('Enterprise User') and a list of operations ('View your activities', 'View/Edit your profile details', 'Change your AD/LDAP password', 'Modify/Update challenges and responses'). To the right, there's a 'Home' button with a house icon and a 'Last Activities' box that says 'First time login. No activities.' At the bottom, a copyright notice reads 'Copyright © 2013 New Org. Inc. All rights reserved.'

Figure 2 – User Home Page: First Sign in





**Figure 3 - User Home Page: Next Sign in**

## 4 User Registration

User registration is a two-step process.

1. First user provides personal details. EPM firstly fetches these values from AD/LDAP. If the values fetched are empty, then user needs to enter appropriate values. Non-required fields can be left empty to complete registration faster, though it is not recommended leaving any field empty. Figure 4 shows the user details form. Required fields are labeled with a \*.



**Info**

- To choose your photo, click "Select Photo". Click on "Upload" button to upload to server.
- Uploaded photo would not be updated in your profile until "Save" is clicked
- Your photo data size is limited to
   
minimum : 10KB
   
maximum : 100KB

Your photo pixel size is

width : 160 pixels

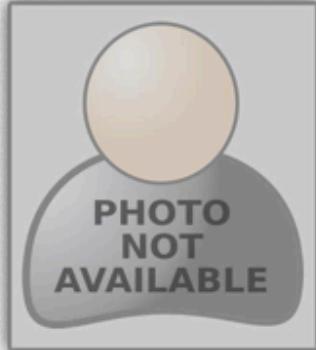
height : 180 pixels

\* - Required field, please provide appropriate information.



**Register User**

<b>Select Photo</b>	<b>Upload</b>																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">First Name*</td> <td style="width: 70%;">Nick</td> </tr> <tr> <td>Middle Initials</td> <td></td> </tr> <tr> <td>Last Name*</td> <td>Patterson</td> </tr> <tr> <td>Email Address*</td> <td></td> </tr> <tr> <td>Address</td> <td></td> </tr> <tr> <td>City</td> <td></td> </tr> <tr> <td>State/Province</td> <td></td> </tr> <tr> <td>Country/Region</td> <td></td> </tr> <tr> <td>Zip/Postal code</td> <td></td> </tr> <tr> <td>Mobile</td> <td></td> </tr> </table>		First Name*	Nick	Middle Initials		Last Name*	Patterson	Email Address*		Address		City		State/Province		Country/Region		Zip/Postal code		Mobile	
First Name*	Nick																				
Middle Initials																					
Last Name*	Patterson																				
Email Address*																					
Address																					
City																					
State/Province																					
Country/Region																					
Zip/Postal code																					
Mobile																					



**My Profile Picture**

**Figure 4 - User Registration step 1**

2. Secondly user provides CR. The questions are predefined and fetched randomly. You can refresh the page to fetch a different set of questions. FIVE challenge questions are displayed of which at least THREE challenge questions are to be filled in. Figure 5 shows the same.

Page 7

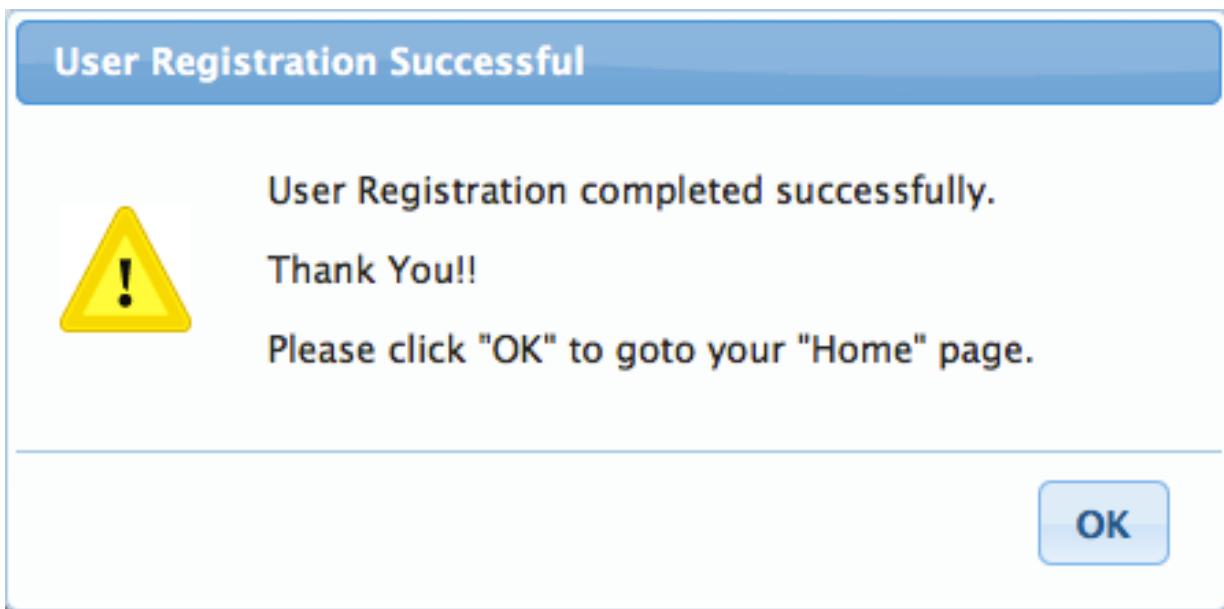


No.	Challenge / Question	Response / Answer
1	What is your Date of Birth?	<input type="text"/>
2	What is your Pet's Name?	<input type="text"/>
3	What is your Mother's Maiden Name?	<input type="text"/>
4	Who is your Favourite Actor?	<input type="text"/>
5	Which is your Place of Birth?	<input type="text"/>

**To complete your registration click here**  Please provide minimum 3 challenge / responses.

**Figure 5 - User Registration step 2**

3. Upon providing minimum of three challenge(s)/response(s), and clicking “Save” button displays the message as in Figure 6 below, which User Registration success message.



**Figure 6 - User Registration success**



## 5 User Self Service

This section describes the operations/activities that can be performed by role EPM user.

### 5.1 List of all Self Service User activities

#### 5.1.1 Password related activities

- Change password
- Modify/Update Challenge/Response

#### 5.1.2 Other activities

- View/Edit profile
- My activities

### 5.2 Change Password

Click on “Change Password” menu item of “Self Service” of left navigation menu. As shown in Figure 7, firstly you would presented a page to validate current password. On clicking “Continue”, your current password would be validated and you would be redirected to “Change Password” page, as shown in Figure 8.

The screenshot shows a web-based application interface. At the top, there's a grey bar labeled "Info" which contains a message: "Your current password is required before setting new password." Below this, on the left, is a label "Current Password" next to an empty input field. In the center, there's a blue "Continue" button. On the right side, there's a large button labeled "Change Password" in green text, accompanied by a blue circular icon featuring a white padlock. The overall design is clean and modern.

Figure 7 - Change Password: Current Password



**Info**

- Please provide your new password as per the Password policies set for your AD group.
- Following is the set of rules to set your new password.
  - Atleast One letter character (e.g. [a-z])
  - Atleast One capital letter character (e.g. [A-Z])
  - Atleast One special character (e.g. (, !, %, &, @, #, \$, ^, \*, ?, \_, ~, ], ))
  - Atleast One numeric character (e.g. [0-9])
  - Minimum length is 8 characters
- In Windows 2003 Server after password change, you would be able to login using both old and new password. This happens because of default policy setting which retains the old password for 1 hour.



**Change  
Password**

New Password

Confirm Password

**Figure 8 - Change Password: New Password**

### 5.3 Modify/Update Challenge/Response

Click on “Modify/Update Challenge/Response” menu item of “Self Service” tab of left navigation menu. As shown in Figure 9, firstly you would presented a page to validate current password. On clicking “Continue”, your current password would be validated and you would be redirected to “Update Challenge/Response” page, as shown in Figure 10.

**Info**

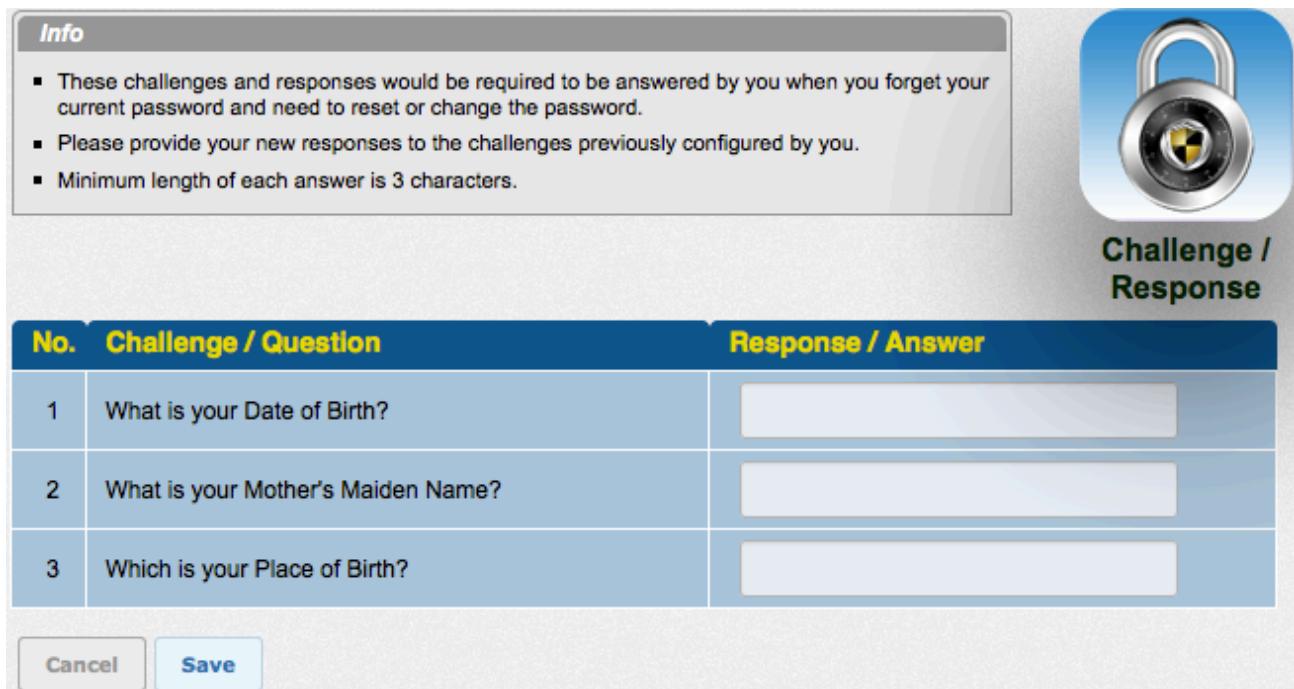
- Modifying your challenges and responses requires you to be authorized. Please provide your current password.



**Challenge /  
Response**

Current Password

**Figure 9 – Challenge/Response: Current Password**



**Info**

- These challenges and responses would be required to be answered by you when you forget your current password and need to reset or change the password.
- Please provide your new responses to the challenges previously configured by you.
- Minimum length of each answer is 3 characters.

**Challenge / Response**

No.	Challenge / Question	Response / Answer
1	What is your Date of Birth?	<input type="text"/>
2	What is your Mother's Maiden Name?	<input type="text"/>
3	Which is your Place of Birth?	<input type="text"/>

**Cancel** **Save**

Figure 10 - Challenge/Response: Modify/Update



⇒ Only the CR set during “User Registration” process are displayed. Current version of EPM does not support modifying your CR to new values. Only pre-set CR values can be updated with new values.

## 5.4 View/Edit Profile

As configured during User Registration process, all personal data is displayed. You can modify or keep it same and update. Screen is the same as in Figure 4 - User Registration step 1.

## 5.5 My Activities

This section also displays data in three forms, Pie chart, and Column chart with Table view as well.

### 5.5.1 Column Chart

This chart displays total count of each activity for each day as Stacked Column chart. As shown below in Figure 11, each day data is displayed in stacked column form with each color representing different activity.

In this chart you can zoom in to get more granular data for a smaller date range when the data gets larger by the day and zoom out to get data for larger date range. This can be done using a zoom slider. Legend of the chart defines each color’s activity type.



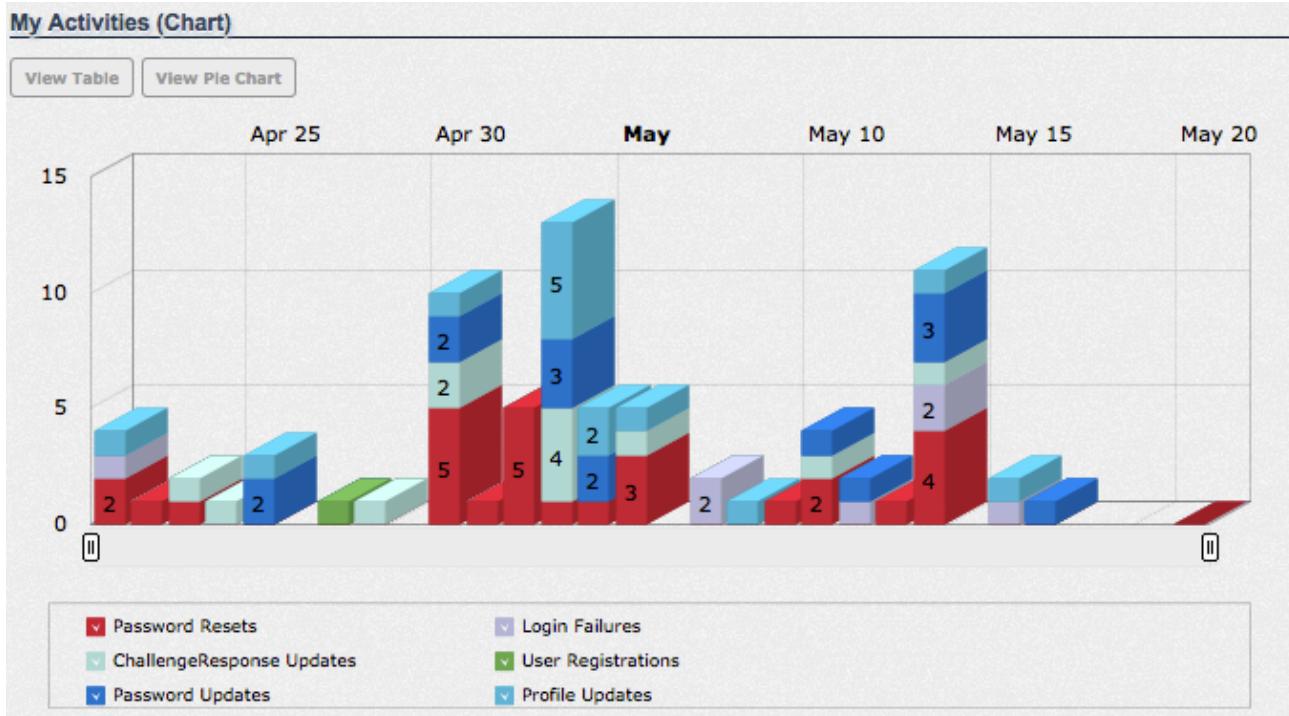


Figure 11 – My Activities: Stacked column chart

## 5.5.2 Pie Chart

This chart displays data in percentage of each activity type by current signed in user, as shown by Figure 12.

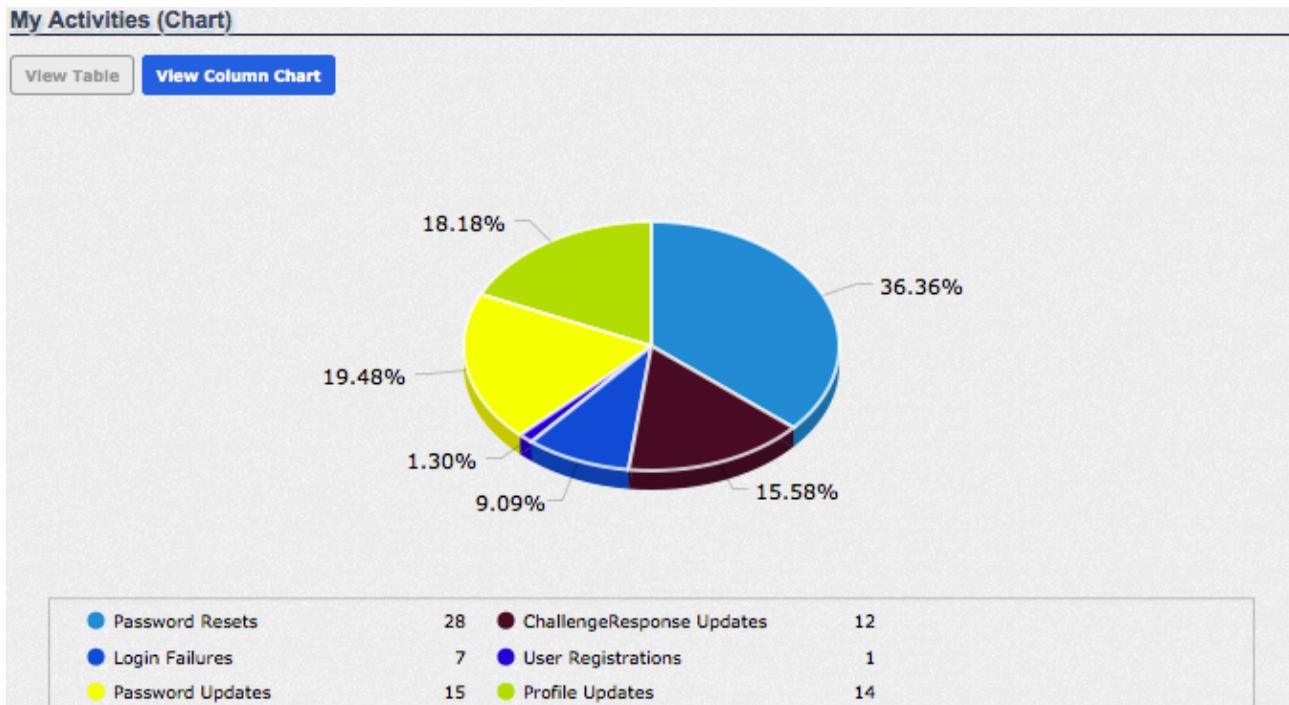


Figure 12 - My Activities: Pie chart



### 5.5.3 Table View

All user activities data can be viewed in paginated table form as well. This table displays data in more detail, like for each activity action taken by whom, for whom from which IP address, on which date etc. as shown in Figure 13 below.

My Activities (Table)							
ID	User ID	Activity Type	Date	From IP	Description	By	By Role
1	gopig	Login Success	05-21-2013 07:50:08	127.0.0.1	Logged in success	gopig	ROLE_USER
2	gopig	Password Updat	05-17-2013 09:18:49	127.0.0.1	Change Password	gopig	ROLE_USER
3	gopig	Login Failure	05-16-2013 07:26:37	127.0.0.1	Authentication fail	gopig	ROLE_USER
4	gopig	Profile Update	05-16-2013 03:30:26	127.0.0.1	Profile updation su	gopig	ROLE_USER
5	gopig	Password Reset	05-14-2013 10:30:03	127.0.0.1	Reset Password su	gopig	ROLE_USER
6	gopig	ChallengeRespo	05-14-2013 08:16:00	127.0.0.1	Challenge/Respon	gopig	ROLE_USER
7	gopig	Profile Update	05-14-2013 08:15:21	127.0.0.1	Profile updation su	gopig	ROLE_USER
8	gopig	Password Reset	05-14-2013 03:25:01	127.0.0.1	Reset Password su	gopig	ROLE_USER

View Column Chart | View Pie Chart

All my activities for current domain

Page 1 of 10 | 8 | View 1 - 8 of 78

Figure 13 - My Activities: Table view



## 6 Forgot Password

Click “Forgot Password” to retrieve a forgotten password. The following page as shown in Figure 14 would be displayed.

**Reset your password**

You can change or reset the password for your account by providing important information pertaining to your account.

**Note:** Only for registered users.

**Forgot Password**

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Figure 14 - Forgot Password

- Provide your details as explained in the table below

Field Name	Field Description
Username	Your AD saMAccountName or LDAP userid.
Domain	Choose domain from the drop down.

- Click “Continue”, the screen displayed would be as shown below in Figure 15.



**Info - Forgot Password**

- Challenges are a set of questions and responses are the corresponding answers to these challenges.
- At least 2 correct Challenge / Responses are required to reset password for your account.

AD/LDAP Domain	Username	
EPMDOM.COM	nickpatterson	

No.	Challenge / Question	Response / Answer
1	What is your Date of Birth?	
2	What is your Mother's Maiden Name?	
3	Which is your Place of Birth?	

Back
Validate

**Figure 15 - Forgot Password: Validate CR**



⇒ If the username entered has not registered yet, Figure 16 as shown below would be displayed.

**Info - Forgot Password**

- Challenges are a set of questions and responses are the corresponding answers to these challenges.
- At least 2 correct Challenge / Responses are required to reset password for your account.

AD/LDAP Domain	Username	
EPMDOM.COM	nickpatterson	

We are sorry, you have not configured Challenge(s)/Repsonse(s) for your account.  
 Please configure the same to use this feature.  
 To reset your forgotten password please contact Helpdesk.

Back

**Figure 16 - Forgot Password: CR not available**

- This message shows up because the chosen user has not yet registered into EPM. To register follow the steps described in section 4 User Registration

- After validation of your challenge/response, password reset form is displayed as in Figure 17 below.

**Reset your password**

You can change or reset the password for your account by providing important information pertaining to your account.

**Note:** Only for registered users.

**Info - Challenge / Response**

- Please select your choice of password reset.
- Password generated would be sent to your registered email id
- Following is the set of rules to set your new password.
  - Atleast One letter character (e.g. [a-zA-Z])
  - Atleast One capital letter character (e.g. [A-Z])
  - Atleast One special character (e.g. [, !, %, &, @, #, \$, ^, \*, ?, \_, ~, ., , ]) )
  - Atleast One numeric character (e.g. [0-9])
  - Minimum length is 8 characters

<b>Domain</b>	<b>User ID</b>
EPMDOM.COM	nickpatterson

Generate Password  
 Provide Password

**Cancel** **Reset Password**

**Figure 17 - Reset Password**

- Choose the type of password reset. Options are “Generate Password” or “Provide Password”.
- Generate Password displays the screen as shown in Figure 18. If here you choose to click “Reset Password”, as random password based on AD/LDAP complexity is generated and sent as email to your registered email id.

<b>Domain</b>	<b>User ID</b>
EPMDOM.COM	nickpatterson

Generate Password  
 Provide Password

New password generated would be sent to your registered email id : [nickpatterson@epmdom.com](mailto:nickpatterson@epmdom.com)

**Cancel** **Reset Password**

**Figure 18 - Reset Password: Generate Password**



Domain	User ID
EPMDOM.COM	nickpatterson
<input type="radio"/> Generate Password <input checked="" type="radio"/> Provide Password	
New Password	***** 
Confirm Password	*****
<a href="#">Cancel</a>	<a href="#">Reset Password</a>

Figure 19 - Reset Password: Provide Password

- Provide Password display screen as shown in Figure 19. Here you can provide password of your choice. Password complexity meter below “New Password” input field display the level of complexity of the password being typed in. If all color bars are shown from green to red color, the complexity of the password is very high which means it cannot be easily cracked by anyone. If the bars are colored anywhere in between means lesser complex.

## 7 Forgot Username

If you ever forget your username, click on “Forgot your username” link on “Forgot Password” page. Figure 20 below is displayed. Choose your domain and provide your EPM registered email id. Your username is fetched from the database based on the email id and domain provided (done during User registration process).

Forgotten User Id	
<p>You can retrieve your forgotten User Id by providing your registered email id.</p> <p>Note: Only for registered users.</p>	<p><b>Info</b></p> <ul style="list-style-type: none"> <li>Select your domain and provide your email id.</li> <li>Your username information would be sent to your registered email.</li> </ul> <p>* Required field, please provide appropriate information.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> AD/LDAP Domain*  EPMDOM.COM </div> <div style="width: 45%;"> Registered Email ID*  nickpatterson@epmdom.com </div> </div> <p><a href="#">Back</a> <a href="#">Continue</a></p>

Figure 20 - Forgot Username





- ⇒ Email id for a particular domain is assumed to be unique meaning, no two users of the same domain can have same email id. Uniqueness of email id is not verified in the current version of EPM during User Registration.

## 8 Email Templates

Here is the email template for Forgot Password. Similar for all other mails sent by EPM.

**Subject** Password reset message for user epmadm0404, domain pmpnewdom.com

 **Enterprise Password Manager** 

**Reset Password by Helpdesk/Admin**

Dear EPM Admin,

Your password for the domain pmpnewdom.com has been reset by Admin/Helpdesk using the site [Enterprise Password Manager](#). Mentioned below are the details of this action.

User Id : epmadm0404  
New Password : P@ssw0rd  
Changed from IP : 127.0.0.1  
Changed on : 05/30/2013 14:54:08

Sincerely,  
The Customer Support Team

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Figure 21 - Reset Password Email Template



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