



# **Reset User Password**

## **Virtual Desktop Service**

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February 17, 2021

This PDF was generated from [https://docs.netapp.com/us-en/virtual-desktop-service/Management.User\\_Administration.reset\\_user\\_password.html](https://docs.netapp.com/us-en/virtual-desktop-service/Management.User_Administration.reset_user_password.html) on September 12, 2021. Always check docs.netapp.com for the latest.

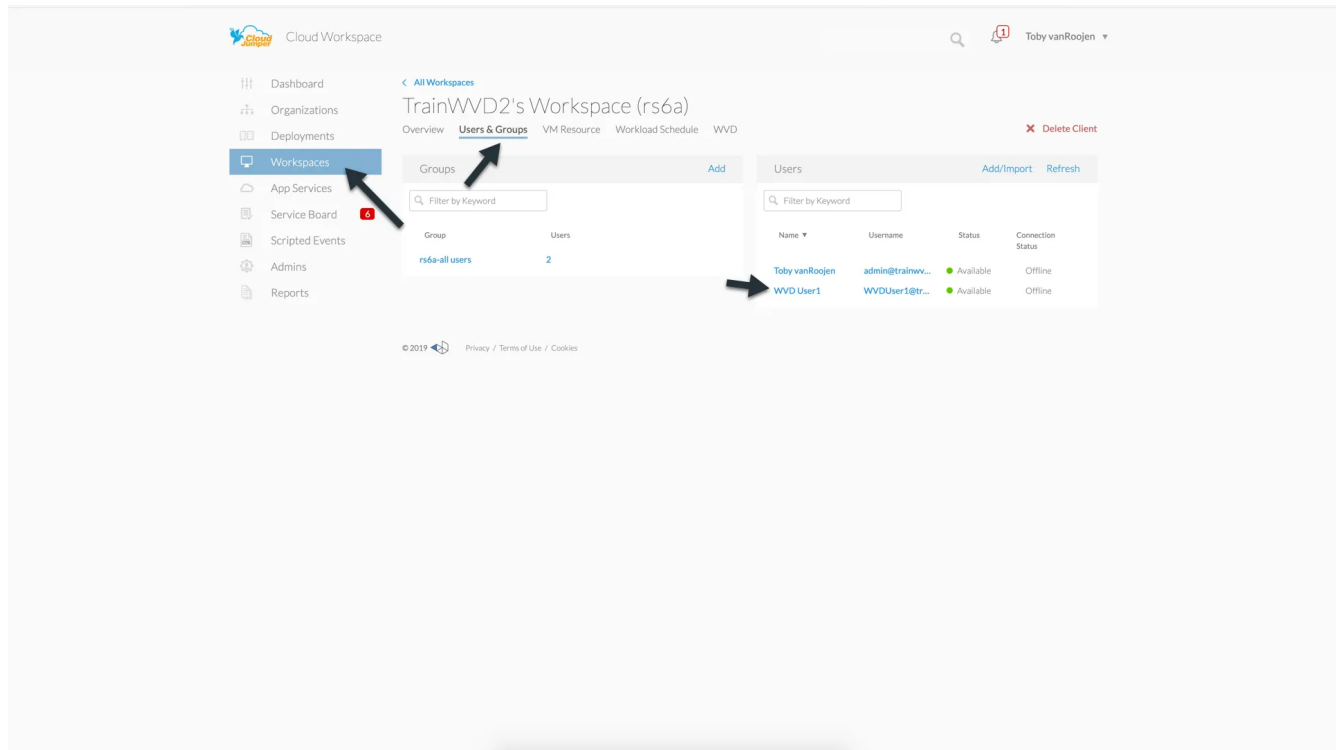
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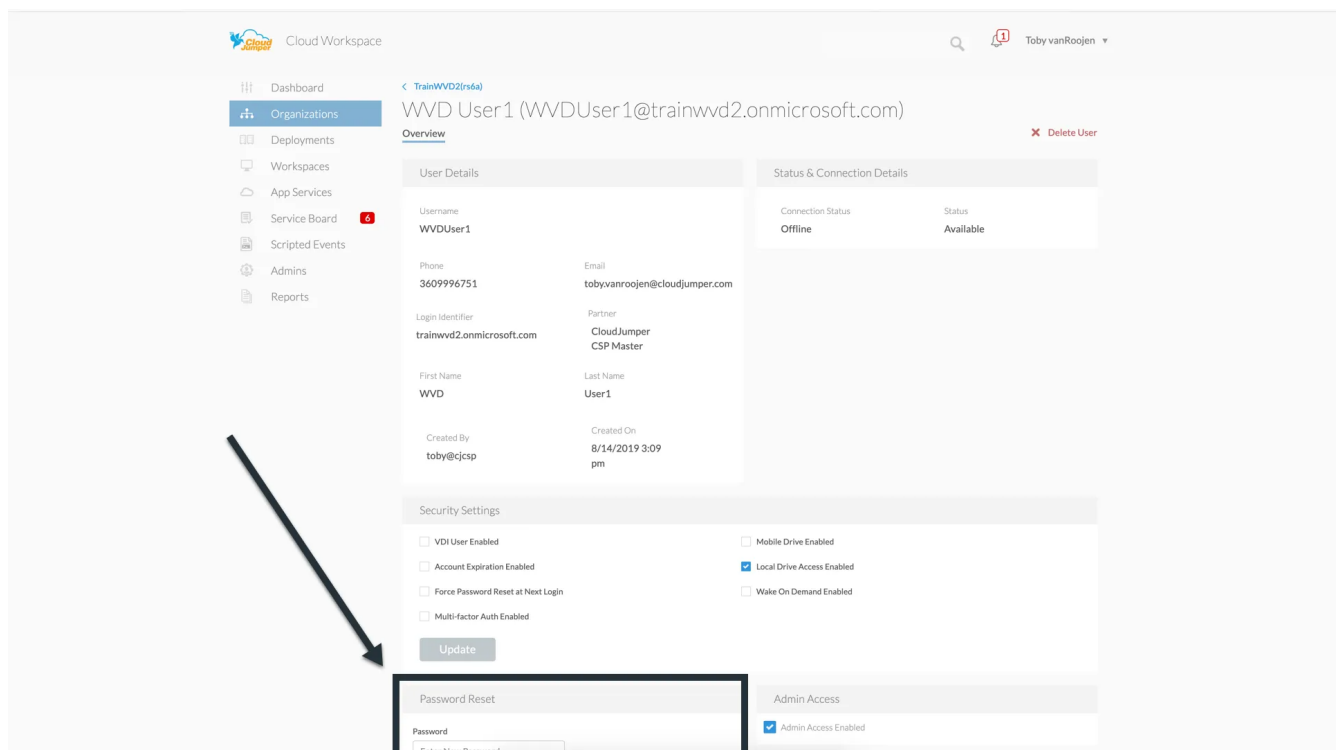
# Reset User Password

## Reset user password steps

1. Navigate to the Used Detail page in VDS



2. Find the Password Section, enter the new PW twice and click





# Self service password reset (SSRP)

The NetApp VDS Windows client and the NetApp VDS web client will provide a prompt for users that enter an incorrect password when logging into a v5.2 (or later) virtual desktop deployment. In the event that the user has locked their account, this process will unlock a user's account as well.

Note: users must have already entered a mobile phone number or an email address for this process to work.

SSPR is supported with:


- NetApp VDS Window Client
- NetApp VDS Web Client

In this set of instructions, you will walk through the process of using SSPR as a simple means to enable users to reset their passwords and unlock their accounts.

## NetApp VDS Windows client

1. As an end user, click the Forgot Password link to continue.

CloudJumper | Cloud Workspace®



# Welcome to Cloud Workspace®

Sign into your workspace

Please check your username and password and try again.

Username

recording@wvdrecording.onmicrosoft.com

Password

●●●●●●●●

[Forgot Password](#)


Save Username

☐

Sign In

2. Select whether to receive your code via your mobile phone or via email.

CloudJumper | Cloud Workspace®



Welcome to Cloud Workspace®  
Sign into your workspace

Username

Send Code Using:

- Email
- Phone

3. If an end user has only provided one of those contact methods, that will be the only method displayed.

CloudJumper | Cloud Workspace®

Cloud Jumper

## Welcome to Cloud Workspace®

Sign into your workspace

Username

recording@wvdrecording.onmicrosoft.com

Send Code Using: Phone

Request Code Cancel

4. After this step, users will be presented with a Code field where they should enter the numeric value received either on their mobile device or in their inbox (depending which was selected). Enter that code followed by the new password and click Reset to proceed.



CloudJumper | Cloud Workspace®

CloudJumper

Welcome to Cloud Workspace®

Sign into your workspace

Username

recording@wvdrecording.onmicrosoft.com

Code

975365

New Password

Confirm Password

Reset


Cancel

5. Users will see a prompt informing them that their password reset has been completed successfully – click Done to proceed to complete the logon process.



If your deployment is using Azure Active Directory Domain Services, there is a Microsoft-defined password sync period – every 20 minutes. Again, this is controlled by Microsoft and cannot be changed. With this in mind, VDS displays that the user should wait for up to 20 minutes for their new password to take effect. If your deployment is not using Azure Active Directory Domain Services, the user will be able to log in again in seconds.

CloudJumper | Cloud Workspace®



# Welcome to Cloud Workspace®

Sign into your workspace

Your password has been reset successfully.  
Please allow up to 20 minutes before using the new password to login.

Username

Code

New Password

Confirm Password

Reset

Done

## HTML5 portal

1. If the user fails to enter the correct password when attempting to login through the HTML5, they will now be presented with an option to reset the password:

A login form on a dark blue background. It features a white input field for the username containing 'demo@cloudjumper' and another white input field for the password with four dots. Below the fields, a message reads: 'The username or password is incorrect. Click [HERE](#) if you need to reset your password.' At the bottom is a blue button labeled 'LOG IN'.

2. After clicking on the option to reset their password, they will be presented with their reset options:

A form for password reset options on a dark blue background. It shows the username 'demo@cloudjumper' and two radio buttons: 'Email' (unselected) and 'SMS' (selected). At the bottom are two blue buttons: 'REQUEST' and 'CANCEL'.

3. The 'Request' button will send a generated code to the option selected (in this case the user's email). The code is valid for 15 minutes.

A form for entering the reset code and new password on a dark blue background. It includes the username 'demo@cloudjumper', radio buttons for 'Email' (selected) and 'SMS', a text input for the code containing '882974', and two password input fields with dots. A message at the bottom says: 'Please enter the code you received and a new password.' At the bottom are two blue buttons: 'SUBMIT' and 'CANCEL'.

4. The password has now been reset! It is important to remember that Windows Active Directory will often need a moment to propagate the change so if the new password does not work immediately, just wait a few minutes and try again. This is particularly relevant for users residing in an Azure Active Directory Domain Services deployment, where a password reset could take up to 20 minutes to propagate.



The image shows a dark-themed dialog box for password reset confirmation. At the top, there is a text input field containing the email address 'demo@cloudjumper'. Below this, there are two radio buttons labeled 'Email' and 'SMS', with 'Email' selected. Under the radio buttons, there is a text input field for a verification code, containing '882974'. Below that are two password input fields, each with a key icon on the left and masked with dots. At the bottom of the dialog, there is a message: 'Your password has been reset. If it does not work immediately, please wait a few minutes and try again.' and a large blue button labeled 'OK'.

## Enabling self service password reset (SSPR) for users


To use Self Service Password Reset (SSPR), administrators must first enter a mobile phone number and/or an email account for an end user. There are two ways to enter a mobile number and email addresses for a virtual desktop user as detailed below.

In this set of instructions, you will walk through the process of configuring SSPR as a simple means for end users to reset their passwords.


## Bulk importing users via VDS

Start by navigating to the Workspaces module, then Users & Groups and then clicking Add/Import.

You can enter these values for users when creating them one by one:

 Add User

First Name

Enter First Name 

Last Name

Enter Last Name

Username

Enter Username

Phone

Enter Phone #

Email

Enter Email

☐ Mobile Drive Enabled












☐ Multi-Factor Auth Enabled

☒ Local Drive Access Enabled

Cancel

Add User

Or you can include these when bulk-importing users downloading and uploading the preconfigured Excel XLSX file in with this content filled out:

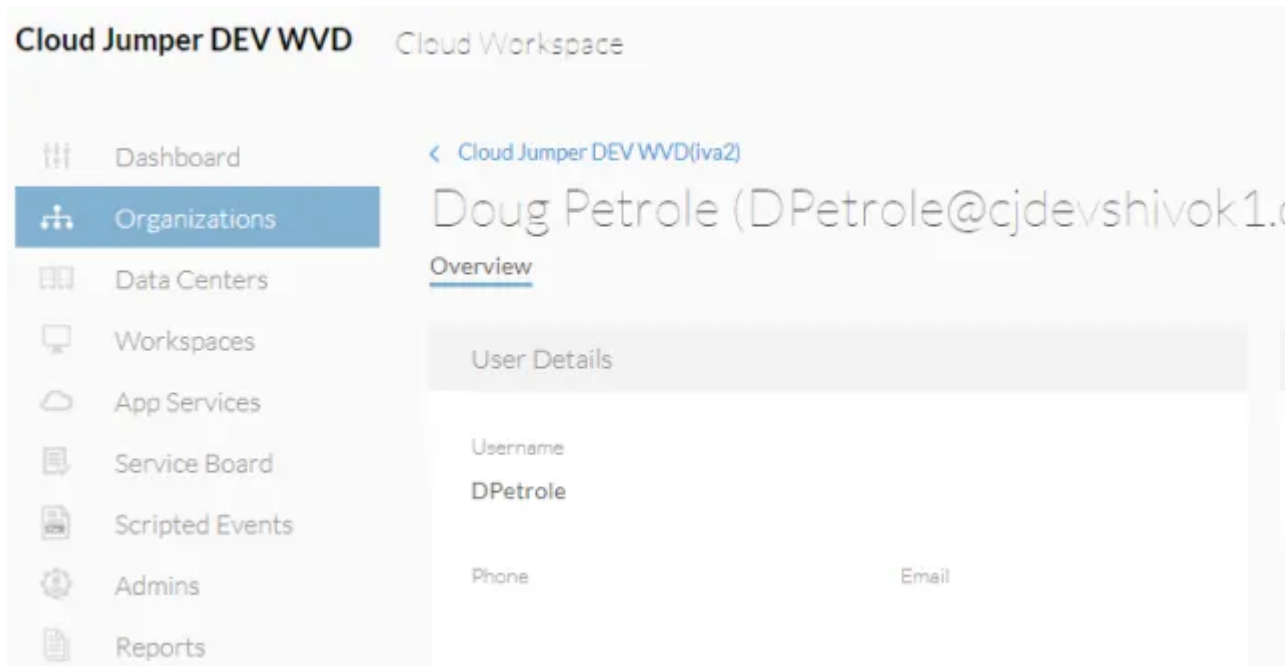
|  |   |           |       |       |              |   |   |   |   |   |
|--|---|-----------|-------|-------|--------------|---|---|---|---|---|
| AutoSave  OFF     user-upload-template-3d781dba62 - Protected View - Excel Doug Petrole  |   |           |       |       |              |   |   |   |   |   |
| File Home Insert Draw Page Layout Formulas Data Review View Help Acrobat    |   |           |       |       |              |   |   |   |   |   |
|  PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View.  |   |           |       |       |              |   |   |   |   |   |
| E2   |    |           |       |       |              |   |   |   |   |   |
|  | A   | B         | C     | D     | E            | F | G | H | I | J |
| 1  | First Name  | Last Name | Login | Email | Phone Number |   |   |   |   |   |
| 2  |   |           |       |       |              |   |   |   |   |   |
| 3  |   |           |       |       |              |   |   |   |   |   |
| 4  |   |           |       |       |              |   |   |   |   |   |
| 5  |   |           |       |       |              |   |   |   |   |   |
| 6  |   |           |       |       |              |   |   |   |   |   |
| 7  |   |           |       |       |              |   |   |   |   |   |

## Supplying the data via the VDS API

NetApp VDS API – specifically this call [https://api.cloudworkspace.com/5.4/swagger/ui/index#!/User/User\\_PutUser](https://api.cloudworkspace.com/5.4/swagger/ui/index#!/User/User_PutUser) – provides the ability to update this information.

## Updating existing user phone

Update the users' phone number on the User Detail Overview page in VDS.



## Using other consoles

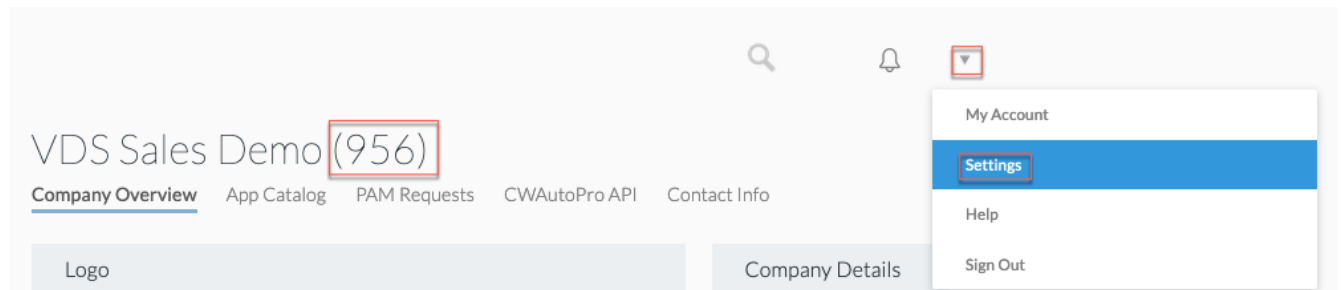
Note: you currently cannot provide a phone number for a user via the Azure Console, Partner Center or from the Office 365 Admin console.

## Customize SSPR sending address

NetApp VDS can be configured to send the confirmation email *from* a custom address. This is a service provided to our service provider partners who wish for their end users to receive the reset password email to be sent from their own customized email domain.

This customization requires some additional steps to verify the sending address. To start this process, please open a support case with VDS support requesting a custom "Self Service Password Reset Source Address". Please define the following:

- Your partner code (this can be found by clicking on *settings* under the upper-right down arrow menu. See screenshot below)



- Desired "from" address (which must be valid)
- To which clients the setting should apply (or all)

Opening a support case can be done by emailing: [VDSsupport@netapp.com](mailto:VDSsupport@netapp.com)

Once received, VDS support will work to validate the address with our SMTP service and activate this setting. Ideally you'll have the ability to update public DNS records on the source address domain to maximize email deliverability.

## Password complexity

VDS can be configured to enforce password complexity. The setting for this is on the Workspace Detail Page in the Cloud Workspace Settings section.

**Scroll down**

The screenshot shows the 'CloudJumper CSP Master' interface. The 'Cloud Workspace Settings' section is highlighted with two arrows. The 'Force Password Complexity' checkbox is checked. Other settings include 'Remote App Access', 'Enable Application Usage Tracking', 'Disable Printing Access', 'User Profile Disk', 'Enable Task Manager', 'File Auditing Enabled', and 'MFA for All Users Enabled'. The 'Update' button is visible at the bottom of the settings section.

## Password complexity: Off

| Policy                   | Guideline  |
|--------------------------|--|
| Minimum Password Length  | 8 characters   |
| Maximum Password Age     | 110 days   |
| Minimum Password Age     | 0 days   |
| Enforce Password History | 24 passwords remembered                                    |
| Password Lock            | Automatically lockout will occur after 5 incorrect entries |
| Lock Duration            | 30 minutes   |

## Password complexity: On

| Policy                  | Guideline  |
|-------------------------|--|
| Minimum Password Length | <p>8 characters</p> <p>Not contain the user's account name or parts of the user's full name that exceed two consecutive characters</p> <p>Contain characters from three of the following four categories:</p> <p>English uppercase characters (A through Z)</p> <p>English lowercase characters (a through z)</p> <p>Base 10 digits (0 through 9)</p> <p>Non-alphabetic characters (for example, !, \$, #, %)</p> <p>Complexity requirements are enforced when passwords are changed or created.</p> |
| Maximum Password Age    | 110 days   |



| <b>Policy</b>            | <b>Guideline</b>  |
|--------------------------|---|
| Minimum Password Age     | 0 days  |
| Enforce Password History | 24 passwords remembered                                 |
| Password Lock            | Automatically lock will occur after 5 incorrect entries |
| Lock Duration            | Remains locked until administrator unlocks              |

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