



SailPoint Desktop Password Reset

Version 6.4

Administrator Guide

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About this guide

The purpose of this guide is to aid the installation and configuration of SailPoint Desktop Password Reset. This guide is intended for product administrators who want to customize a network installer version of this utility or otherwise install this product for their end users.

To reset passwords, the SailPoint Desktop Password Reset uses a URL to invoke any Password Management solutions.

Related publication

The *SailPoint Desktop Password Reset Administration Guide* describes to the end users how to install and operate the Desktop Password Reset on their Windows computer.

Conventions

This book uses the following special conventions:

- All syntax, operating system terms, and literal examples are presented in this typeface.
- Variable text in path names, system messages, or syntax is displayed in *italic* text:
`testsys/instance/fileName`
- The => symbol connects items in a menu sequence. For example, **Actions => Create Test** instructs you to choose the **Create Test** command from the **Actions** menu.

Syntax statements

The following example shows a sample syntax statement:

```
COMMAND KEYWORD1 [KEYWORD2 | KEYWORD3] KEYWORD4={YES | NO} fileName...
```

The following table explains conventions for syntax statements and provides examples:

Item	Example
Items in italic type represent variables that you must replace with a name or value. If a variable is represented by two or more words, initial capitals distinguish the second and subsequent words.	<i>alias</i> <i>databaseDirectory</i> <i>serverHostName</i>
Brackets indicate a group of optional items. Do not type the brackets when you enter the option. A comma means that you can choose one or more of the listed options. You must use a comma to separate the options if you choose more than one option.	[<i>tableName, columnName, field</i>] [-full, -incremental, -level] (UNIX®)

Syntax statements

Item	Example
Braces indicate that at least one of the enclosed items is required. Do not type the braces when you enter the item.	<i>{DBDName tableName}</i> UNLOAD device={disk tape, <i>fileName</i> <i>deviceName</i> } {-a -c} (UNIX)
A vertical bar means that you can choose only one of the listed items. In the example, you would choose either <i>commit</i> or <i>cancel</i> .	{commit cancel} {-commit -cancel} (UNIX)
An ellipsis indicates that you can repeat the previous item or items as many times as necessary.	<i>columnName . . .</i>

Chapter 1: Overview

This application allows end users to access any web-based password management solution and change their password - *even if they have forgotten their password or are locked out of their computer*. Changing the password will reset the user's password and all the connected accounts on different Managed Systems. This application is accessed when the Forgot Password option is clicked from the Login screen on the end user's computer. Once they change their password, their account is unlocked and they can log in normally.

This book describes how to install and configure the SailPoint Desktop Password Reset.

Deployment overview

SailPoint Desktop Password Reset (referred to as the Desktop Password Reset) must be deployed on the Windows computer of each end user who should have access to the product. In a large organization, the deployment process can involve many thousands of computers. Therefore, the process for setting up installation files and installing the product on each computer must be carefully planned.

The basic steps for deploying the Desktop Password Reset are listed below. The steps may vary depending on the method used to distribute the product to the computers of the end users.

1. Verify the system requirements for installing the Desktop Password Reset.
For more information, see "1 – System requirements" on page 5.
2. Set up a directory containing the files for installing the Desktop Password Reset.
3. Perform any required configuration of the Desktop Password Reset product.
For more information, see "2 – Configuring the Desktop Password Reset" on page 5.
4. If you mandated the verification of SSL certificates during configuration, prepare certificate for SSL.
5. Set up files for silent installation (if you want to use this method).
For more information, see "3 – (Optional) Setting up the silent installation files" on page 8.
6. Deploy the Desktop Password Reset on end user's computers using one of the following methods:
 - Silent installation using any Remote Distribution software.
 - End user running silent install `BAT` file manually.
 - End user running GUI based `SETUP.exe` application manually.For more information, see "4 – Deploying the installation" on page 8.

Deployment overview

Chapter 2: Installing SailPoint Desktop Password Reset

This chapter describes preparing the installation setup that can be used to install the SailPoint Desktop Password Reset.

Note: The upgrade deletes the previous version of Desktop Password Reset. To retain the earlier configuration, export the configuration using configuration utility export option and save the `Config.export` file at `installationDirectory/Data/Config` directory. This configuration will apply to the newly installed version of Desktop Password Reset. For more information, see step 4. to step 6. of “2 – Configuring the Desktop Password Reset” section.

1 – System requirements

The hardware and software requirements for the Desktop Password Reset:

Operating systems

- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Vista
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008

2 – Configuring the Desktop Password Reset

The Desktop Password Reset must be configured to meet the requirement of your organization. The setup will distribute these pre-configured settings during installation.

Note: Upgrading to this version of Desktop Password Reset uninstalls the previous version of the product.

The Desktop Password Reset can be configured using the *Configuration Utility* provided with it. The Configuration Utility modifies parameter values based on inputs from the administrator.

The configuration parameters are stored in the registry in encrypted form.

To configure the Desktop Password Reset, perform the following:

1. Run the following application to display the Desktop Password Reset Configuration Utility dialog box.
 - (For 32-bit): `installationDirectory\Config\x86\Configurator.exe`
 - (For 64-bit): `installationDirectory\Config\x64\Configurator.exe`
 where *installationDirectory* is the directory where the setup files are copied for configuration.

2 – Configuring the Desktop Password Reset

Note: To execute the `configurator.exe` file, the system must have Microsoft Visual C++ Redistributable Package runtime installed. The Microsoft Visual C++ Redistributable Package runtime (32-bit and 64-bit) can be obtained from the `install_setup_dir\DATA\Config\VCRedist` folder.

Table 1—Desktop Password Reset configuration parameters describes the parameters that can be configured using the Configuration Utility.

Table 1—Desktop Password Reset configuration parameters (Sheet 1 of 2)

Key name	Description	Default value
LoginButtonText	Caption for button used to launch the Desktop Password Reset to log in without a password.	Forgot Password?
SSL Server Certificate Validation Required	States whether SSL certificate validation is mandatory. Possible values are Y and N .	Y: Indicates SSL certificate validation is mandatory. N: indicates SSL certificate validation is not mandatory.
URL	Specify the URL that should be accessible from the Desktop Password Reset restricted browser.	<p>- (<i>For IdentityIQ</i>) <Server URL> For example, <code>http://server:port/identityiq/desktopreset</code></p> <p>In this URL the variables have the following values:</p> <ul style="list-style-type: none">• <i>server</i>: FQDN or IP address of the computer where IdentityIQ is installed.• <i>port</i>: http/s port number on which IdentityIQ Services are deployed. <p>Note: To configure IdentityIQ Forgot Password/Unlock Account feature with Desktop Password Reset, you need to turn on the PassThrough authentication, Enable Forgot Password and Enable Account Unlock in IdentityIQ and each of the user must configure challenges/responses for individual account.</p> <p>- (<i>For IdentityNow</i>) <Server URL> For example: <code>https://abc.com/IdentityNow/</code></p> <p>Note: The above example refers to the Password Management Solution.</p>

Table 1—Desktop Password Reset configuration parameters (Sheet 2 of 2)

Key name	Description	Default value
Language Options	Specify multiple languages to be supported by the password management solution. The value should have language name and language code separated by comma and multiple languages should be separated by semicolon. The restricted browser will set one of these languages to the browser depending on the user selection.	<p>The value should be in following format:</p> <p><i>languageName, languageCode;</i></p> <p>where:</p> <ul style="list-style-type: none"> <i>languageName</i> can be the name of the language that needs to be displayed to the user in the Restricted Browser. <i>languageCode</i> should be the code of the language. Refer to the following link to get the code of different languages: <p>http://msdn.microsoft.com/en-us/library/ms533052(VS.85).aspx</p> <p>For example, English(US),en-US;French(Canada),fr-CA;</p> <p>The <i>Language Name</i> and <i>Language Code</i> should be separated by comma (,) and each language setting should end with a semicolon (;).</p> <p>Default value: English(US),en-US;</p>
Unblock AltGr Key	States whether AltGr Key is Unblocked. Possible values are Y and N .	N: Indicates AltGr key is blocked.

2. To modify a parameter:
 - a. Select the parameter to be modified from the **Parameter** column.
 - b. In the **Edit Setting** field, enter or change the value of the parameter as required.
 - c. Click **Set Value**.
3. Click **Exit** to close the Configuration Utility after you finish modifying the parameter values.
To export the Desktop Password Reset configuration, perform the following:
Once the Desktop Password Reset is configured, these configuration settings can be propagated to other systems where Desktop Password Reset needs to be installed. To achieve this, the configuration settings need to be exported from the computer where the configuration is done.
4. On Command Prompt window navigate to the following respective directory:
 - (32 bit): `installationDirectory\DATA\Config\x86`
 - (64 bit): `installationDirectory\DATA\Config\x64`
5. Enter the following command and press enter:
`Configurator.exe -export`
This will create config.export file at the respective directory mentioned in step 4. above.
6. Copy the `config.export` file to the `installationDirectory\DATA\Config` directory for setup to distribute the configurations while installing the product.

3 – (Optional) Setting up the silent installation files

If you choose to deploy a silent installation of Desktop Password Reset, you must set up the files for the silent installation. This section describes the procedure to prepare the files required for the silent installation of the Desktop Password Reset. The .bat file created during this procedure will be used for the silent installation described in “Performing the silent installation”.

To setup the silent installation perform the following steps:

1. Edit the `Install_Pwd_Reset_Silent.bat` file in a text editor.

2. Modify the following line:

```
set SETUP_DIR=
```

with:

```
set SETUP_DIR=installationDirectory\setup_systemArchitecture.exe
```

The *installationDirectory* is the directory location where `setup_systemArchitecture.exe` is located. The path to the `setup_systemArchitecture.exe` should not be given in the double quotes and all the text, including the path to the installation directory, should appear on one line in the BAT file.

For example, set

```
SETUP_DIR=\\machineX\share\installationDirectory\setup_systemArchitecture.exe
```

The *systemArchitecture* variable in the above paths can be 32 or 64 depending on the system architecture.

3. Save the file.

If **SSL Server Certificate Validation Required** option is selected as **Yes** during configuration then perform the following steps for configuring the certificate.

To configure the `InstallCert_Silent.bat` file to run from a directory:

1. Edit `InstallCert_Silent.bat` file located in DATA directory of installer in a text editor.

2. Modify the following line:

```
SET CER_PATH=
```

with

```
SET CER_PATH=installationDirectory\DATA\
```

For example, SET CER_PATH=\\machineX\share*installationDirectory*\DATA\

3. Save the file.

4 – Deploying the installation

After the Desktop Password Reset configuration is completed you can deploy the Desktop Password Reset on end user's computers using one of the following methods:

- Silent installation using any Remote Distribution software.
- End user running silent install BAT file manually.
- End user running GUI based SETUP.exe application manually.

Performing the interactive installation

To install the Desktop Password Reset, perform the following:

1. Run **setup_systemArchitecture.exe** to install the Desktop Password Reset from the path provided to you by the administrator. For example:
`path:\setup_64.exe`
 In the preceding command, *path* identifies the path or folder location on your organization server network.
2. In the Introduction dialog box, click **Next** to continue the installation.
3. In the License Agreement dialog box, select **I accept the terms of the license agreement** and click **Next**.
4. Select the location for the installation and click **Next**.
5. (Optional) Select the check box if the configuration utility needs to be installed.
 The product has a built-in application called the Configuration Utility for customizing and configuring the product settings. You can choose to install the application along with the product. Alternatively the configuration can be imported from settings exported from an existing configured setup of the product. Contact your administrator to get the exported configuration file.
6. (Optional) Select the **Add 'Forgot Password' option on Windows Logon screen** check box if **Forgot Password?** link must appear on Windows Logon screen.
7. The product has a built-in credential provider which has functionality to display **Forgot Password?** link on Windows Logon screen.
8. Click **Next** to proceed.
 The screen shows the Pre-Installation summary.
9. Click **Install** to start the installation.
10. Click **Done** to complete the installation.

Note: If using a SSL certificate is mandatory, the Desktop Password Reset will not work successfully after restarting the machine if the SSL certificate was not installed. The Desktop Password Reset installation process will be completed only when the SSL certificate is successfully copied on your computer. Contact your Administrator for details.

Performing the silent installation

1. For a fresh installation:
 - To install the Desktop Password Reset, enter the following command:
`installationDirectory\Install_Pwd_Reset_Silent.bat destination configurator
ForgotPasswordLink`

In the preceding command line:

<i>installation Directory</i>	Directory where the silent installation files are located. For example: \\machineX\share\
<i>destination</i>	Full path where Desktop Password Reset should be installed. Enclose the full path in double quotation marks. For example: "C:\Program Files\"

4 – Deploying the installation

configurator The product has a built-in application called the Configuration Utility for customizing and configuring the product settings. You can choose to install the application along with the product. Alternatively the configuration can be imported from settings exported from an existing configured setup of the product. Enter one of the following values:

Y - The Configurator utility is installed on the system.

N - The Configurator utility is not installed on the system.

ForgotPassword Link The product has built-in custom credential provider which adds **Forgot Password?** link option on Windows Logon screen apart from a separate credential provider that displays **Forgot Password** tile on the Windows Welcome screen.

Y - **Forgot Password** link is displayed on Window Logon screen.

N - **Forgot Password** link is not displayed on Window Logon screen.

For example,

- To install the Desktop Password Reset (from location, \\machineX\share) in "D:\destination\" without configurator and with Forgot Password link on Window Logon screen:

```
\\machineX\share\Install_Pwd_Reset_Silent.bat "D:\destination\" N Y
```

2. If **SSL Server Certificate Validation Required** option is selected as **Yes** then copy the required SSL certificate to the directory where the `certmgr.exe` is located. The `certmgr.exe` is installed with Desktop Password Reset and is also provided with the installer in the **DATA** folder.
3. Run the following command to install the certificate:
`InstallCert_Silent.bat certificateName`
In the preceding command, *certificateName* is the name of the certificate file. For example, `SSLCertificate.cer`

Chapter 3: Using the SailPoint Desktop Password Reset

The Desktop Password Reset is invoked from the Windows logon screen, but *before* you are logged on to the computer.

Note: For security reasons and to limit access only to the web and not to the system, pop-ups and shortcut keys are disabled (for example, right click, Ctrl+O, Ctrl+S, Shift+Left Click, and so on).

To invoke the Desktop Password Reset, perform one of the following:

- (Windows Vista and later welcome screen) Click the **Forgot Password?** tile (Figure 1—Windows 8 login screen on page 11).
- (Windows Vista or later login screen) Click on the **Forgot Password?** link located below the password field on the default Windows login screen (Figure 2—Default login screen on page 12).

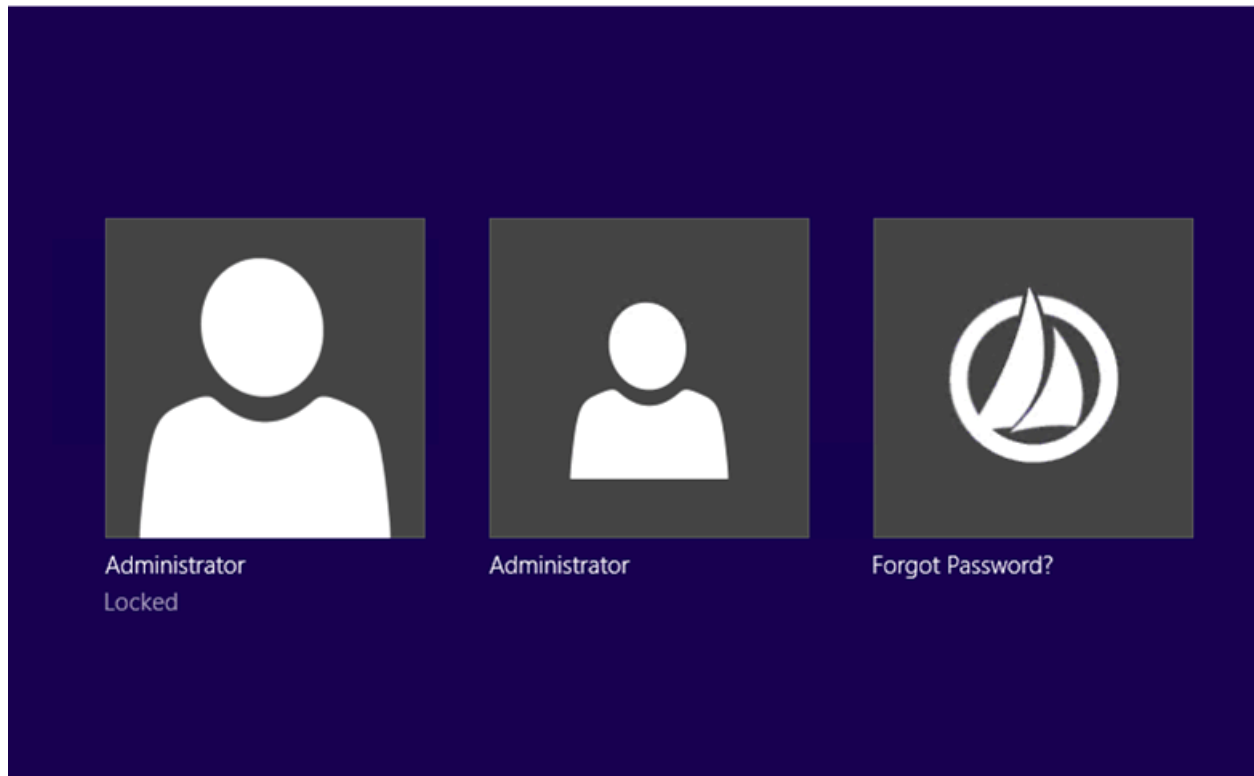


Figure 1—Windows 8 login screen

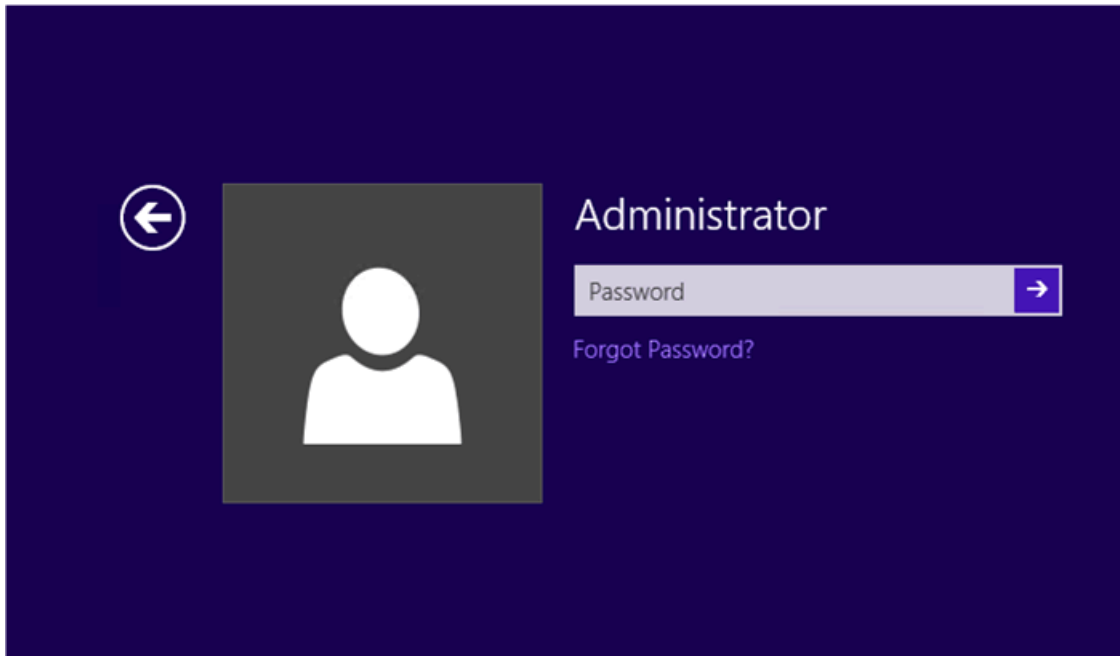


Figure 2—Default login screen

Depending on the parameters that are configured in the Configuration Utility, the **Forgot Password?** option or tile will launch the Desktop Password Reset browser application.

Chapter 4: Managing the SailPoint Desktop Password Reset

This following topics are discussed:

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Desktop Password Reset configuration

Desktop Password Reset has a simple built-in configuration utility, which is used to modify customization parameters. The `Configurator.exe` file is available along with the Desktop Password Reset installation.

If at any time it is necessary to change the value of the customization parameters for Desktop Password Reset, you can change them by using the *Configuration Utility*.

To update the configuration on all end users setup, perform the following:

1. On command prompt navigate to `installDirectory\SailPoint Technologies\Desktop Password Reset`.
2. Run the following command and press enter:
`Configurator.exe -export`
This creates a `config.export` file at the same location.
3. Using remote deployment software, copy the `config.export` file to end users system at the installation location.
4. Run the following command at the end users system:
`installDirectory\SailPoint Technologies\Desktop Password Reset\Configurator.exe -import`

Enabling logs

By default, logs are not enabled for the Desktop Password Reset. To enable logs for the Desktop Password Reset, modify the required key values in the system registry.

To modify values in the registry to enable logs, perform the following:

1. Open the system registry in a registry editor.
For example, select **Start ==> Run** and enter **regedit**.
2. Modify the values for the following keys under the registry key `HKEY_LOCAL_MACHINE\SOFTWARE\SailPoint Technologies\Desktop Password Reset`:
 - **TraceLevel** - Set the traceability level of the log files. The following options are available:

0	Disable logs
4	Enable logging of errors, warnings and verbose information

Enabling logs

- **LogFilePath** - Set the value of this key to the path where the log file should be generated.
3. Exit the registry editor.

Chapter 5: Uninstalling the SailPoint Desktop Password Reset

This chapter describes the procedure for silent and silent remote uninstallation of the SailPoint Desktop Password Reset.

1. On command prompt navigate to `installDirectory\SailPoint Technologies\Desktop Password Reset\Uninstall` directory.
2. Run `Uninstall.exe`.
This will uninstall the product in the same mode (Interactive or Silent) which was used while installation.

Silent uninstall

1. Edit the `Uninstall_Pwd_Reset_Silent.bat` file, by modifying the following line:
`set Uninstaller_Path=`
to
`set Uninstaller_Path=installedDirectory\Uninstall\`
The *installedDirectory* is the directory location where the product is installed. The path should not be given in the double quotes and all the text, including the path to the installation directory, should appear on one line in the BAT file.
For example, `Uninstaller_Path=C:\Program Files\SailPoint Technologies\Desktop Password Reset\Uninstall\`
2. Copy the `Uninstall_Pwd_Reset_Silent.bat` file to the end users systems.
3. Run the `Uninstall_Pwd_Reset_Silent.bat` file.

