



# **ANIXIS Password Reset**

## **Evaluator's Guide**

**V3.20**

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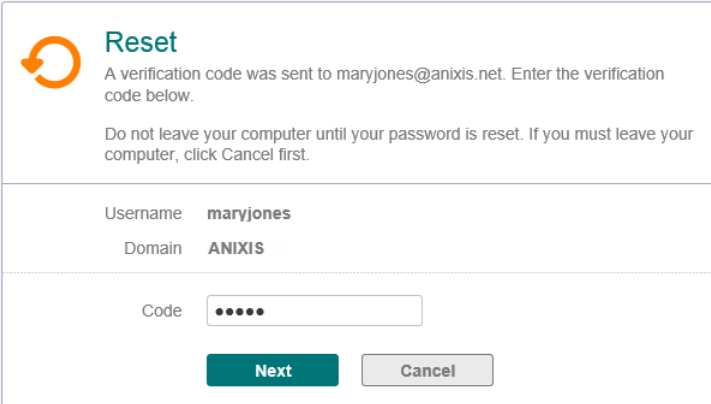
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## Introduction

ANIXIS Password Reset is a self-service password management system that helps organizations to reduce the number of password related help desk calls. APR allows users to securely change their password and unlock their account, even if they have forgotten their password.

This Evaluator's Guide shows you how to quickly install, configure, and test ANIXIS Password Reset. You should read this guide if you are evaluating APR, or if you are using APR for the first time.

Send an e-mail to [support@anixis.com](mailto:support@anixis.com) if you have any questions, or if you encounter any problems during your evaluation.



**Reset**

A verification code was sent to maryjones@anixis.net. Enter the verification code below.

Do not leave your computer until your password is reset. If you must leave your computer, click Cancel first.

Username **maryjones**

Domain **ANIXIS**

Code

**Next**

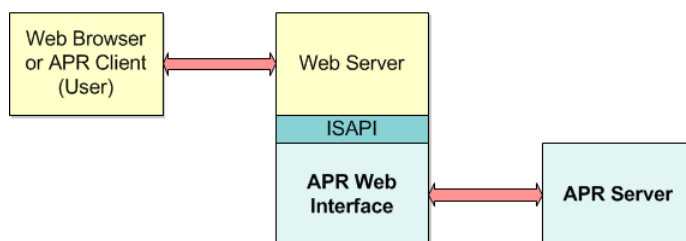


The APR [Administrator's Guide](#) contains additional installation and configuration information. Refer to the Administrator's Guide for more detailed coverage of the topics discussed in this guide.

## Installing APR

ANIXIS Password Reset has two server components, and an optional [client](#). Both server components can be installed on one server, or they may be installed on separate servers if your web server is in a DMZ. As the evaluation server is not in a DMZ, we will install both components on one server.

The Web Interface is the component that users interact with. It accepts user requests, encrypts them, and sends them to the APR Server. The APR Server is the component that performs requests on behalf of users. It receives requests from the Web Interface, checks the user's credentials, and performs the requested task if the credentials are valid.



You only need one Windows 2008 or 2012 server for the evaluation. The server can be a domain controller or a member server. To install APR on the server:

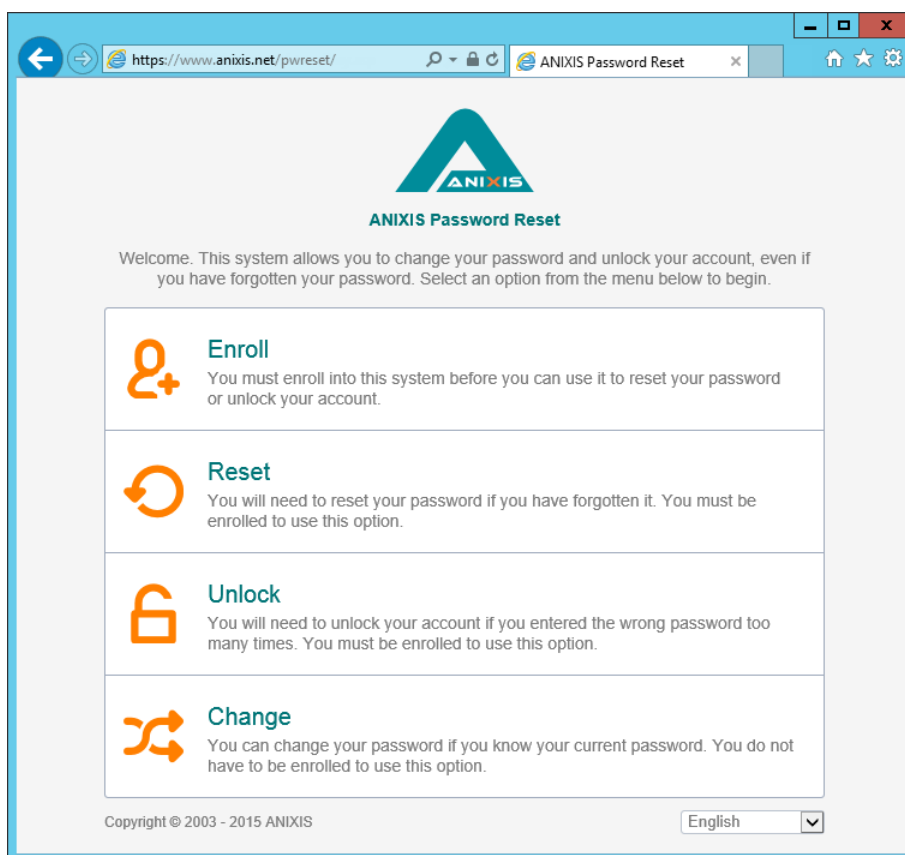
1. Start the APR Setup wizard (APR320.exe).
2. Click **Next**.
3. Read the license agreement. Click **I accept the terms of the license agreement**, and then click **Next** if you accept all the terms.
4. Click **Next**, and then click **OK** to install IIS if asked.
5. Type "aprsvc" (without quotes) into the **User Name** box, and a suitable password into the **Password** box.
6. Click **Next** three times.
7. Wait for ANIXIS Password Reset to install, and then click **Finish**.



The Setup wizard creates the aprsvc account and adds it to the Domain Admins group. You can remove the account from the Domain Admins group and grant the required permissions later. The "Securing APR" section of the [Administrator's Guide](#) explains how.

## Using APR

ANIXIS Password Reset is a web application. Open a web browser on the server and go to `http://127.0.0.1/pwreset/` to see APR's menu. You can also access APR from another computer by replacing 127.0.0.1 in the URL with the IP address or hostname of the evaluation server.

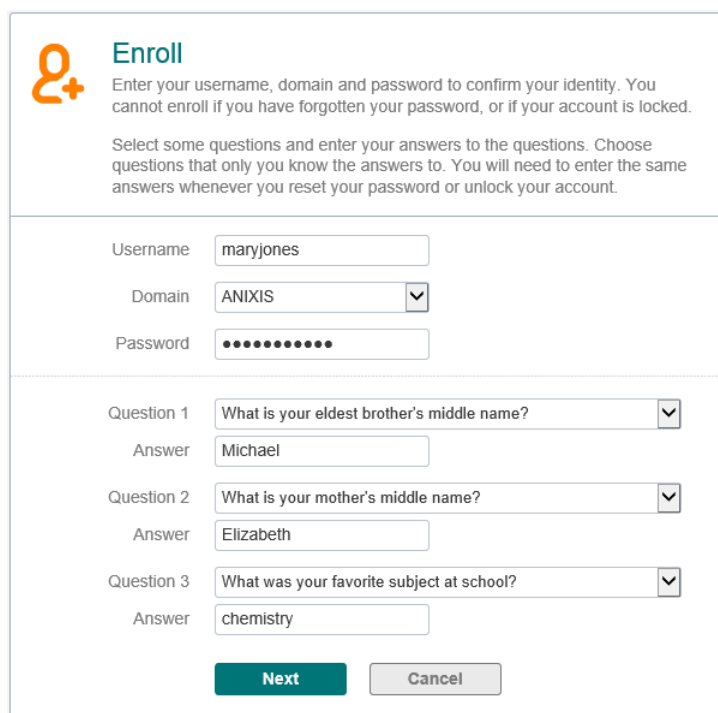


You should install an SSL certificate on the web server when using APR on a production network with real passwords. The "Securing APR" section of the [Administrator's Guide](#) has more information.

## Enrolling Into APR

You must enroll into APR before you can use it to reset your password or unlock your account. You can enroll manually by providing some information about yourself, or APR can enroll you automatically and send a verification code to confirm your identity. To manually enroll into APR:

1. Click the **Enroll** item in the menu.



The screenshot shows the 'Enroll' form with the following fields and values:

- Username:** maryjones
- Domain:** ANIXIS (selected from a dropdown menu)
- Password:** [masked with 10 dots]
- Question 1:** What is your eldest brother's middle name? (selected from a dropdown menu)
- Answer 1:** Michael
- Question 2:** What is your mother's middle name? (selected from a dropdown menu)
- Answer 2:** Elizabeth
- Question 3:** What was your favorite subject at school? (selected from a dropdown menu)
- Answer 3:** chemistry

At the bottom of the form, there are two buttons: a green 'Next' button and a grey 'Cancel' button.

2. Type a **Username**, **Domain**, and **Password**.
3. Select a question from each of the **Question** drop-down lists, and type an answer to each question in the **Answer** text boxes.
4. Click **Next**.



Windows increments the bad password count in Active Directory every time you try to enroll with an incorrect password. This may trigger a lockout if the Windows account lockout policy is enabled.

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### Resetting a Password

Use the Reset feature when you have forgotten your password. Resetting a password also unlocks the account if it is locked.

1. Click the **Reset** item in the menu.
2. Type a **Username** and **Domain**, and then click **Next**.
3. Type the **Answer** to the first question, and then click **Next**. Repeat until all questions are answered correctly.
4. Type the new **Password** into both text boxes, and then click **Next**.

### Unlocking an Account

Use the Unlock feature when you know the password, but have entered it incorrectly too many times and Windows has locked out your account.

1. Click the **Unlock** item in the menu.
2. Type a **Username** and **Domain**, and then click **Next**.
3. Type the **Answer** to the first question, and then click **Next**. Repeat until all questions are answered correctly.

### Changing a Password

Use the Change feature when you know the password and would like to change it.

1. Click the **Change** item in the menu.
2. Type a **Username** and **Domain**, and then click **Next**.
3. Type the **Old Password**, **New Password**, and **Confirm Password**, and then click **Next**.

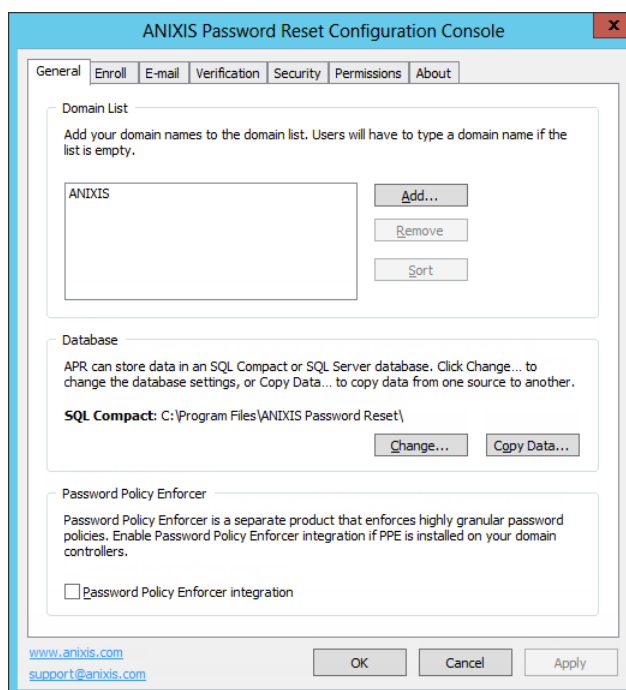


APR's user interface is built with customizable templates. You can easily modify the user interface by editing the templates. Even the error messages are defined in the templates, so you can edit those too. The "Editing the HTML Templates" section of the [Administrator's Guide](#) has more information.

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## Configuring APR

In the previous section, you used APR with a default configuration. You can use the Configuration Console to edit the configuration settings. Click **Start > All Programs > ANIXIS Password Reset > APR Configuration Console** to open the Configuration Console.



The Configuration Console has a tabbed layout. Click the tabs along the top to see the various settings. Most of the settings are self-explanatory. Press F1 on any of the tabs to see the help page for the current tab.

Configuration changes are applied when you click **Apply** or **OK**. Clicking **OK** also closes the Configuration Console.



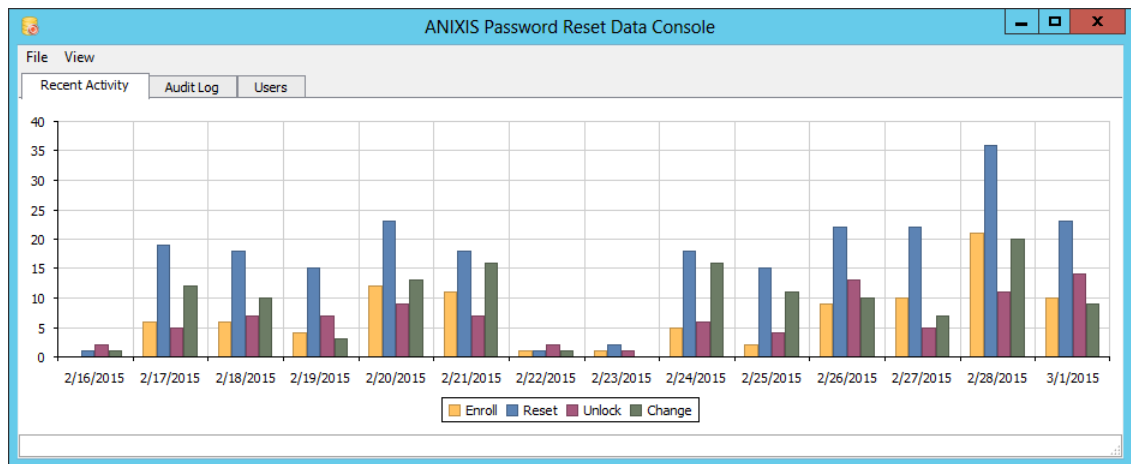
ANIXIS Password Reset includes a 30-day evaluation license for up to 50 users. Send an e-mail to [support@anixis.com](mailto:support@anixis.com) if you would like to evaluate APR with more than 50 users.



## The Data Console

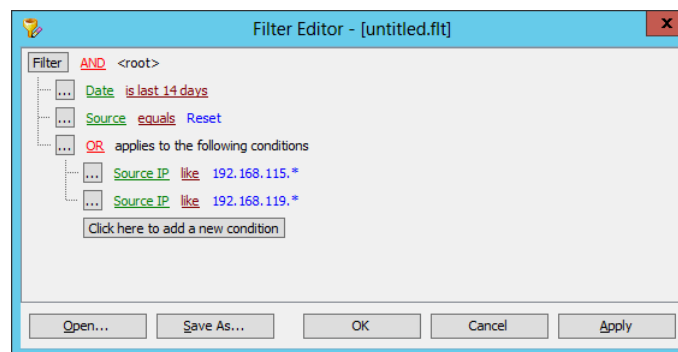
The Data Console allows you to view and export data collected by APR. Click **Start > All Programs > ANIXIS Password Reset > APR Data Console** to open the console.

The Data Console has three tabs. The **Recent Activity** tab shows a chart of recent requests. The chart is empty when APR is first installed, but it will populate itself as the system is used.



The bars in the chart show how many successful enrollments, resets, unlocks, and changes occurred every day. You can click the bars to see a filtered view of the events for that day.

The **Audit Log** tab contains all the events recorded by APR. You can create filters to show only some of the events. Filters are very flexible and easy to create. The "Filtering Data" section of the [Administrator's Guide](#) has more information.



The **Users** tab contains information about each user. You can export the data in the **Audit Log** and **Users** tabs from the **File** menu.

## The Password Reset Client

The Password Reset Client allows users to securely reset their password or unlock their account from the Windows Logon and Unlock Computer screens. Users click **Reset Password** to access the ANIXIS Password Reset system.



The Password Reset Client does not modify any Windows system files.

The Password Reset Client is normally deployed with Group Policy, Microsoft System Center Configuration Manager, or some other software deployment tool. The "Installing the PRC" section of the [Administrator's Guide](#) has more information. It takes about 15 minutes to set up an automated deployment, so we will install the PRC manually for the evaluation.

### Installing the PRC

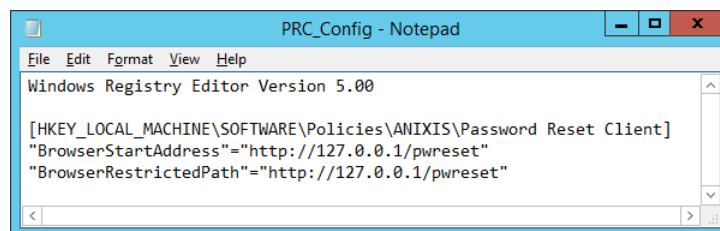
1. Click **Start > All Programs > ANIXIS Password Reset > Client Software**.
2. Double-click APRCIt320.msi.
3. Click **Next**.
4. Read the license agreement. Click **I accept the license agreement**, and then click **Next** if you accept all the terms.
5. Click **Next**.
6. Wait for the Password Reset Client to install, and then click **Finish**.
7. Click **Yes** if asked to restart the computer.

You can also install the Password Reset Client on any client computers that are being used for the evaluation.

## Configuring the PRC

The Password Reset Client is normally configured with an Active Directory administrative template. This allows you to centrally configure all computers in the domain. It takes about 15 minutes to set up the Administrative Template, so we will configure the PRC by importing the settings into the registry for the evaluation.

1. Download the sample configuration from [http://www.anixis.com/ftp/apr/PRC\\_Config.zip](http://www.anixis.com/ftp/apr/PRC_Config.zip)
2. Extract PRC\_Config.reg from the .zip file.
3. Right-click PRC\_Config.reg, and then click **Edit**.



4. Replace **127.0.0.1** in the .reg file with the IP address or hostname of your evaluation server. If you are only testing the Password Reset Client on the evaluation server, then leave it set to 127.0.0.1. The IP address appears on two lines. You must change both lines.
5. Press CTRL + S to save your changes, and then close Notepad.
6. Double-click PRC\_Config.reg to import the settings into the registry. Click **Yes** when asked to confirm. Repeat this step on any client computers being used for the evaluation.



You must import the configuration settings into the registry whenever you edit PRC\_Config.reg, otherwise the old settings will remain.

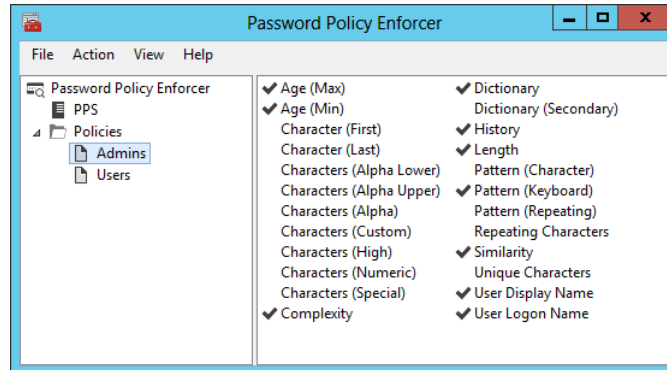
## Using the PRC

You can access the Password Reset Client from the Windows Logon and Unlock Computer screens. Click the **Reset password...** command link to display the ANIXIS Password Reset menu.

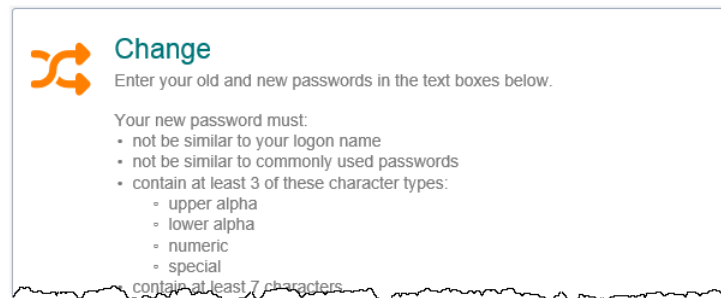
The client works on Windows XP and Server 2003, but the pages do not display correctly on these operating systems because Internet Explorer 8 has very limited support for HTML5. Send an e-mail to [support@anixis.com](mailto:support@anixis.com) if you need to use the Password Reset Client with these older operating systems.

## Using APR with Password Policy Enforcer

Password Policy Enforcer is a configurable password filter that enforces granular password policies with many advanced features. PPE helps to secure your network by ensuring that users choose strong passwords.



ANIXIS Password Reset can integrate with Password Policy Enforcer to help users choose a compliant password. APR displays the PPE password policy message when a user is prompted for their new password, and the PPE rejection message if the new password does not comply with the password policy.



Select the **Password Policy Enforcer integration** check box in the **General** tab of the APR Configuration Console if you have installed and configured Password Policy Enforcer. The [PPE Evaluator's Guide](#) will help you to install and configure PPE if you are not currently using it.



An APR license does not include a Password Policy Enforcer license. Go to [www.anixis.com/products/ppe/](http://www.anixis.com/products/ppe/) to learn more about PPE.

## Conclusion

Congratulations! You have successfully installed, configured, and used ANIXIS Password Reset. This brief guide has introduced you to APR, but you can do much more with it. The [Administrator's Guide](#) covers many more topics, including:

- Using two-factor authentication with SMS or e-mail verification codes.
- Automatically enrolling users when they request a reset or unlock.
- Sending e-mail alerts to warn users of account activity.
- Increasing security by installing the Web Interface in a DMZ, and limiting permissions for the service account.
- Moving the database to SQL Server.
- Creating complex filters in the Data Console.
- Modifying the user interface and error messages.

You can learn more about ANIXIS Password Reset and Password Policy Enforcer at [www.anixis.com](http://www.anixis.com).

Please send an e-mail to [support@anixis.com](mailto:support@anixis.com) if you have any questions.