PeoplePassword v5.1 Installation Guide

Instructions to Install PeoplePassword v5.1

Web Active Directory, LLC

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Contents

Overview 2

Installation Support 2

System Requirements 2

Upgrades from Previous Versions of PeoplePassword 5

- Upgrade Procedure to v3.2 SR #3 or Later 5
  - Changes 6
  - Impacts 6
  - Solution 6
- Upgrade Procedure for Releases Prior to v3.1 7
  - Upgrading PeoplePassword from a Pre-v3.1 Release 7

Installation Instructions 7

- PeoplePassword Components 7
  - Components 7
- Installation Procedure 8

Running PeoplePassword for the First Time 15

Configuring PeoplePassword 15

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Overview

PeoplePassword allows users in your environment to reset and change Active Directory passwords and unlock Active Directory accounts on their own without contacting your help desk. This ASP.NET application—which runs on Windows Server 2008 and later—reduces much of the headache associated with fielding forgotten password calls and verifying user identities.

This installation guide includes instructions to help you install PeoplePassword in your environment. After you complete the quick and easy installation process, you can configure PeoplePassword for your unique needs. Please ensure that your host system meets all the System Requirements on page 2 before installing PeoplePassword.

Installation Support

Visit http://webactivedirectory.com/ourcompany/contact/ to see ways to contact us if you need assistance with issues that arise while installing or configuring PeoplePassword.

System Requirements

Please note the important system requirements detailed below before installing PeoplePassword. In particular, you might need to take special steps to properly set up IIS and ASP.NET for Windows Server 2008 and 2008 R2.

Please carefully read the notes and descriptions in the Requirements table to ensure you install IIS and ASP.NET. You also need to have a SQL Server instance available and this must be installed before you install and run PeoplePassword.

Critical Note

You must ensure that you have properly installed both IIS and ASP.NET before installing PeoplePassword.

Windows Server 2008, 2012: IIS and ASP.NET Installation

For Windows Server 2008 and 2012, reference the IIS Requirement section in the table below. You can also check out the Web Active Directory Knowledge Base article to install the correct Windows Roles and Role Services for IIS 7 and 7.5: http://www.webactivedirectory.com/support/knowledgebase (search for "server 2008").

Requirement	Description

Windows Server 2008 and 2008 R2, Windows Server 2012 and 2012 R2	Web, Standard, Enterprise or Datacenter Edition: Hosts PeoplePassword application. **Important Note** Please ensure the server is not a domain controller and is only a member server in the domain.

IIS 7 or later	Hosts ASP.NET processes and web applications. **Important Note for Windows Server 2008 and later** You need to install IIS and ASP.NET on Windows Server 2008 to run .NET web applications. The default Windows Server 2008 installation does not include these components and the procedure below describes how to install the features. **Install IIS and ASP.NET on Windows Server 2008 and 2008 R2** 1. Launch the Server Manager by choosing Start > Run and typing in CompMgmtLauncher.exe. 2. In the left pane of Server Manager, select the node that represents the server that you are currently working on. 3. In the right pane, expand the Roles Summary section and then click Add Roles. The Add Roles Wizard appears. 4. Click Next. The wizard moves to the Select Server Roles step. 5. Select the Web Server (IIS) check box and then click Next. The next wizard step that appears is information that guides you in the installation. 6. Click Next. The wizard moves to the Role Services step. A list of available role services is displayed. If you click the name of a role, a short description of the role is displayed. 7. Select the Application Development role service, and then select the ASP.NET check box. Note: You will be prompted with the related options that are also required for Web application development. Click Add Required Role Services. 8. Select Windows Authentication under the Security role service. 9. Click Next and verify the role service selections. 10. Click Install to start the IIS and ASP.NET installation process. 11. When the installation is complete, click Close. For any questions regarding installing these components, please contact Web Active Directory support at support@webactivedirectory.com. **Installing IIS on Windows Server 2008** http://learn.iis.net/page.aspx/29/install-iis-7-on-windows-server-2008-or-windows-server-2008-r2/ **Installing IIS 8 and 8.5 on Windows Server 2012 and 2012 R2** • Server 2012 (IIS 8): http://www.iis.net/learn/get-started/whats-new-in-iis-8/installing-iis-8-on-windows-server-2012 • Server 2012 R2 (IIS 8.5): http://www.iis.net/learn/install/installing-iis-85/installing-iis-85-on-windows-server-2012-r2

Microsoft .NET Framework version 4.5.1	Runs.NET applications. You must install at least version 4.5.1 of the .NET Framework. You can download the framework from Microsoft's download site at https://www.microsoft.com/en-us/download/details.aspx?id=40779.
SQL Server 2005 or later (including Express editions)	Stores PeoplePassword configuration data, including questions and answers in an encrypted format. SQL Server Express Edition is supported for this requirement. **Important Note** You must have a SQL Server instance available for PeoplePassword to use. You can use an existing installation in your environment or you can download the free SQL Server Express editions from the following locations. **SQL Server Express 2005** http://www.microsoft.com/Sqlserver/2005/en/us/express.aspx **SQL Server Express 2008** http://www.microsoft.com/Sqlserver/2008/en/us/express.aspx
Windows service account with permissions to update passwords in Active Directory	Used by PeoplePassword to update and change passwords and unlock accounts in Active Directory. Refer to Step 10 of the Installation Procedure topic for more information about how to configure your service account.
50 MB disk space	Stores physical files used to run PeoplePassword

Upgrades from Previous Versions of PeoplePassword

Web Active Directory makes potential breaking changes to the product installer from time to time. Before you begin your upgrade, please review the important notes below. This will help prevent pain and suffering caused by losing customized files that change during upgrades to certain versions of PeoplePassword.

NOTE

Typically, you can easily upgrade PeoplePassword releases by running the product installer for the new release. The product installer automatically detects the installation of the previous version and prompts you to upgrade to the new release version. In the case of the upgrade to v4.0, the installer changes made by Web Active Directory to the PeoplePassword product installer prevents the automatic upgrade option.

Upgrade Procedure from Earlier Versions to v4.0 and Later

Web Active Directory made changes to update PeoplePassword from a 32-bit application to a 64-bit application with the release of v4.0. These changes cause PeoplePassword to install into a different

directory than previous versions and you need to follow the guidelines below to properly migrate to the new version.

Upgrade Procedure from Earlier Versions to v3.2 SR #3 or Later

Web Active Directory made localization resource changes to the PeoplePassword version with the release of v3.2 SR #3. This change removes redundant English localization resource files from the application directories and streamlines the localization process. However, you need to back up your current localization files before you upgrade to this or a later release or you risk losing your localization customizations.

Important Note

If you are upgrading from any release before v3.2 SR #3, you need to back up your localization files if you've customized them at all. Otherwise, you risk losing those changes during the upgrade.

Changes

The PeoplePassword v3.2 SR #3 installer included changes to remove the WadAppResources.en.xml file from each of the PeoplePassword AdminCenter, EnrollmentCenter and RecoveryCenter directories. The WadAppResources.default.xml file contains the default English localization resources and the extra WadAppResources.en.xml files cause confusion when localizing PeoplePassword.

Impacts

Removing the WadAppResources.en.xml files from your current installation during the upgrade can cause you to lose customizations you've put into place if these customizations are stored in the WadAppResources.en.xml files.

Solution

Web Active Directory proposes a solution that includes backing up your current localization resource files, merging the files and then restoring the files after the upgrade.

Back up all WadAppResources.en.xml and WadAppResources.default.xml files before upgrading to PeoplePassword v3.2 SR #3 or later. After the upgrade, you need to consolidate your changes in each pair of WadAppResources.en.xml and WadAppResources.default.xml files into the WadAppResources.default.xml to ensure all changes stored in both files are now stored only in one file. Once you consolidate the files, restore the WadAppResources.default.xml file in the relevant directory and replace the file left after the upgrade.

Note

You can use a tool such as WinMerge to detect differences between the WadAppResources.en.xml and WadAppResources.default.xml files. Download WinMerge at http://winmerge.org/.

Upgrade Procedure for Releases Prior to v3.1

Web Active Directory made important changes to the product installer with the release of PeoplePassword v3.1. To upgrade to this release from a version prior to v3.1, you must manually uninstall the pre-v3.1 version of PeoplePassword and then install the latest release. The uninstallation process will not remove any of your current configuration options in either the database or protected files like Web.config. In fact, you can even see that certain files stay on the file system after the uninstallation so they will be protected from being overwritten.

Upgrading PeoplePassword from a Pre-v3.1 Release

Follow the simple procedure here to upgrade PeoplePassword from a release prior to v3.1.

1. Open the Programs and Features applet from the Windows Control Panel.
2. Locate the current installation of WebAD PeoplePassword and choose to uninstall it.
3. Once the uninstallation process completes, locate the product installer package for the new release of PeoplePassword.
4. Run the installation to complete the upgrade process using the guidance in the Installation Procedure section on page 8.

NOTE

PeoplePassword upgrades preserve your current customization settings including configuration settings and style sheet and banner changes.

Installation Instructions

This section includes installation instructions for new installations and upgrades of PeoplePassword.

IMPORTANT NOTE ABOUT PEOPLEPASSWORD UPGRADES

If you are upgrading from a version of PeoplePassword before v3.1, please review the System Requirements section on page 2 for very important information about upgrading to this release.

PeoplePassword Components

The PeoplePassword solution includes four web application components and a database component that stores configuration information about your PeoplePassword environment. You can choose to install all components on the same server or you can install different components on different servers, depending on your needs. For example, you might want to put the Enrollment and Recovery Centers on a different server than the Configuration Center and Web Services components.

Components

- **Administration Center Web Application**: Includes three Centers. You can configure the security for each Center to allow access to different groups within your organization. The Administration Center is installed on port 8300.

  - **Configuration Center**: Used by system administrators to customize PeoplePassword
  - **Help Desk Center**: Used by help desk personnel to assist end-users with password recovery
  - **Reports Center**: Used by business owners to evaluate the utility of PeoplePassword by examining key metrics in reports

- **Enrollment Center Web Application**: Allows end-users to enroll in PeoplePassword by answering enrollment questions that can be later used to verify their identity when recovering a Windows password. The Administration Center is installed on port 8301.
- **Recovery Center Web Application**: Used by end-users to recover Windows passwords and unlock accounts in PeoplePassword. The Administration Center is installed on port 8302.
- **Enrollment Status Web Service**: Allows programmatic checks of end-user enrollment status so you can integrate a login script or other authentication process to compel PeoplePassword enrollment. The Administration Center is installed on port 8303.
- **REST Services**: Allows different programmatic operations on PeoplePassword via REST Service. This is installed on port 8304. Documentation for the services is available by accessing the root URL of this application.
- **Database**: Stores PeoplePassword configuration data, including answers that end-users enter into the Enrollment Center. Answers and other sensitive data are encrypted to ensure that database administrators or others with access to the database cannot use the information to compromise a Windows account using the PeoplePassword Recovery Center.

Installation Procedure

The PeoplePassword installer contains everything you need to run PeoplePassword except the SQL Server (or SQL Server Express) database. Refer to the System Requirements section on page 2 for more information about prerequisites including SQL Server. The installation generally takes less than 10 minutes and leaves you with a clean PeoplePassword installation that is ready for you to use in your environment.

NOTE

If you are installing PeoplePassword on Windows Server 2008, ***you must run the installer as an administrator*** or the installation will not complete all the setup tasks. Even if you are logged in to the installation server as an administrator, the operating system will not run the installation under the administrator account's privileged security context unless you explicitly run it this way. This is just the way User Account Control (UAC) works in Windows Server 2008.

Ensure you right-click the WebAD_PeoplePasswordSetup.exe file and choose ***Run as administrator*** to install PeoplePassword under an administrative security context.

1. Before you begin, please ensure the following Windows services are running on the appropriate servers in your AD environment. You can turn these services off after you finish the PeoplePassword installation.

SQL Server Browser Service: Listens for incoming requests for Microsoft SQL Server resources and provides information about SQL Server instances installed on a server. This service must be up and running on the SQL Server machine you plan to use to host the PeoplePassword database. Otherwise, you will not be able to browse and find the server using the installation wizard.

Computer Browser Service: Collects and distributes the list of workgroups and domains and the servers within them. This service allows the installation wizard to locate domain controllers and verify the user account's existence when setting the AD service account in the wizard. Make sure to enable and start this service on the server where you install PeoplePassword. You also might have to turn on the service on at least one domain controller if you have problems verifying the account in the installation wizard.

2. Unzip the contents of the zip file you downloaded from the Web Active Directory download site to a location on your local installation system.
3. To begin the installation, double-click the PeoplePasswordSetup.exe file that you extracted from the zip file.
4. The installer begins and displays the PeoplePassword Installer Welcome Page.

Click Next to continue.

5. Review the license agreement and accept the terms after you review them.

Click Next to continue.

6. Choose the destination folder for PeoplePassword. You can accept the default folder or change to another folder.

Click Next to continue.

7. Select the type of setup to install. Choose Complete to install all components on the server or choose Custom to select specific components to install.

Click Next to continue.

8. If you select a Custom installation, you need to choose the components to install using the list of program features.

Click Next to continue.

9. When installing the database component, choose the database server and catalog where you want to install the PeoplePassword configuration database. You can use the Browse buttons to search for a database server and catalog.

NOTE:

The installer will create a new catalog if none with the name you specify exists.

Click Next to continue.

10. Specify the Windows user account to use when updating Active Directory passwords or unlocking Windows user accounts. You can create a service account to use for this operation in Active Directory Users & Computers and—once you've created the account—you can run the Delegation of Control wizard to give the proper privileges to the service account. The service account requires privileges to reset user passwords and force password change at next logon as well as to unlock accounts. Refer to the Delegating administration topic on Microsoft's TechNet site for more information about the wizard: http://technet.microsoft.com/en-us/library/cc778807(WS.10).aspx

NOTE

Type the User name in using the NetBIOS domain. For example, type MYDOMAIN\MyServiceAccount instead of just MyServiceAccount. You can also look up the account to use by clicking the Browse button.

The installer verifies that the account password is correct. Click Next to continue.

11. You have entered all the information necessary to install PeoplePassword on your system.

Click Next to install PeoplePassword.

12. The installer creates the components you need to run PeoplePassword, including the web applications and database catalog components if you've selected them.

Click Cancel if you want to cancel the installation and roll back changes made during the installation process.

13. You will see the Completed Page once the installation completes.

Click Finish to close the installer.

14. You are now ready to run PeoplePassword.

Running PeoplePassword for the First Time

Once the installation completes, you will have a production-ready PeoplePassword instance on your system. Remember that PeoplePassword actually installs up to five different web applications and each of these web applications is installed on a unique port on your server.

- Administration Center: Installed on port 8300 and uses Integrated Windows authentication
- Enrollment Center: Installed on port 8301 and uses Integrated Windows authentication
- Recovery Center: Installed on port 8302 and uses Anonymous authentication
- Enrollment Web Service: Installed on port 8303 and uses Anonymous authentication
- REST Services: installed on port 8404 and uses Integrated Windows Authentication

Important Note

As of PeoplePassword v3.0, the Enrollment Status Web Service component is no longer installed with the PeoplePassword installer. You need to obtain a separate installer from Web Active Directory to install the web service. Contact Web Active Directory Technical Support by sending an email to support@webactivedirectory.com if you need this installer.

The installer creates a Programs menu call Web Active Directory PeoplePassword with shortcuts to each Center or you can manually type the URL into your browser as long as you access the correct port number. The first time you access each web application, there is a delay because the application must be compiled and loaded into memory. Subsequent accesses of compiled applications are much faster than the first time the application is loaded.

Note: Programs Menu Shortcuts May not Work

In certain cases, the Programs menu shortcuts may display an error message when clicked to launch PeoplePassword Application Centers. If this occurs, you can manually access each web application on the server by the application's port number. For example, you can type in a URL like http://localhost:8300/ to access the PeoplePassword Administration Center, http://localhost:8301/ for the Enrollment Center and http://localhost:8302/ for the Recovery Center. http://localhost:8304/ will access the REST services documentation and is used as an endpoint to call the services themselves.

Configuring PeoplePassword

Once you can access the PeoplePassword web applications, you can configure PeoplePassword for your organization's needs. Use the Configuration Center component in the Administration Center to make changes for your environment. You can access the Administration Center on port 8300 on the web server hosting PeoplePassword.

Refer to the Help documentation on the Configuration Center home page (available from the Administration Center) for details on how to configure PeoplePassword. You may also go to

http://webactivedirectory.com/ourcompany/contact/ to find ways to contact us via phone or email if you need assistance.