
PeoplePassword v6.5 Quick Start Guide

Web Active Directory, LLC

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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 web-based ASP.NET application which runs on a Windows Server reduces much of the headache associated with fielding forgotten password calls and verifying user identities.

This quick start 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 before installing PeoplePassword.

Installation Support

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

System Requirements

CRITICAL NOTE

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

Requirement	Description
Windows Server 2019, 2016, 2012 RS, 2012, 2008 RS, and 2008	Hosts PeoplePassword web application. The server must have the Web Server role installed with ASP.NET and IIS Windows Authentication turned on.
IIS 7 or later	Hosts ASP.NET processes and web applications.
Microsoft .NET Framework version 4.8 or later	Runs ASP.NET web applications.
SQL Server 2005 or later (including Express editions)	Database to store application data.
Windows service account with permissions to update passwords in Active Directory	Used to check password status in Active Directory and to change passwords for users.

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Upgrades from Previous Versions of PeoplePassword

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. For upgrading versions 4.0 or earlier please contact us for specialized upgrade procedures.

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.

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 one server and the Configuration Center and Web Services components on another.

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 Enrollment Center is installed on port 8301.
- **Recovery Center Web Application:** Used by end-users to recover Windows passwords and unlock accounts in PeoplePassword. The Recovery Center is installed on port 8302.
- **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

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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 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.

1. Unzip the contents of the zip file you downloaded from the Web Active Directory download site to a location on your local installation system.
2. To begin the installation, double-click the WebAD_PeoplePasswordSetup.exe file that you extracted from the zip file.
3. Run the installer to completion.

Once the installer has completed you will see a new Programs menu called Web Active Directory PeoplePassword with shortcuts to each website that was installed. You can also manually type the URL into your browser as long as you access the correct port number. Finally, you can also access the installed websites via IIS manager at any time.

Configuring PeoplePassword

Now that PeoplePassword has been installed we will need to set some basic configuration specific to your organization. Before the PeoplePassword Recovery Center can reset passwords on behalf of users, a service account with proper permissions will need to be created. For detailed instructions on how to create a service account with the permissions needed, please visit this Knowledge base article:

<https://support.webactivedirectory.com/portal/en/kb/articles/permissions-a-service-account-needs-to-reset-and-change-ad-passwords-and-to-unlock-ad-accounts>

Once the service account is ready the next step is to add this information to PeoplePassword. To do this follow the steps below:

1. Go to the Administration Center website at: <http://localhost:8300/Default.aspx>
2. Click on Configuration Center
3. Click on LDAP Configuration
4. Then click the edit pencil for each LDAP configuration and enter the username and password of the service account you created above. Finally, click the Finish buttons as the other default values are usually fine.
5. Make sure to do these steps for both LDAP configurations. If you would like to learn more check out the LDAP Configuration section in the [admin guide](#).

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Now that we have configured PeoplePassword with a valid Active Directory service account, the only thing left to do before we start testing is to configure the settings for email reset and notifications. To do this follow the steps below:

1. Go to the Administration Center website at: <http://localhost:8300/Default.aspx>
2. Click on Configuration Center
3. Click on Global Settings and at the top, you will see where to enter in the Global SMTP setting for your server and Click Save Settings at the bottom of the page once the username and password have been updated.
4. Then go back to the Configuration Center and click on Notifications.
5. At the top of the Notifications page, you will see two variables named Administrator.Email and HelpDesk.Email. Click the edit pencil icon to change these variables to an email address that your email server will accept.

These are just a few of the basic configurations to get PeoplePassword up and running. PeoplePassword is extremely flexible and can be configured to handle many different scenarios. In addition to setting up your own logo, branding, and text instructions within the application, you can also set up different user profiles, authentication methods, and self-service actions. To learn the details of how to configure PeoplePassword to meet your organization's exact needs please refer to the [admin guide](#).

Running PeoplePassword for the First Time

Once the configuration is complete, you will have a production-ready PeoplePassword instance on your system. Remember that PeoplePassword installs up to four 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
- REST Services: Installed on port 8404 and uses Integrated Windows Authentication

Enrollment Center

The PeoplePassword Enrollment Center allows users to enroll in PeoplePassword using a web browser. An intuitive wizard interface walks users through the enrollment process to ensure a quick and easy method to enroll. This information is stored and used as an authentication method when users need to reset or change passwords. Here is a quick video on how to enroll. <https://youtu.be/Nzvmcei2k2c>

For more details about configuring enrollment please refer to the [admin guide](#). Follow these easy steps to enroll in PeoplePassword assuming you have left the default enrollment settings.

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1. Launch the Enrollment Center from <http://localhost:8301/>
2. Start Wizard. With Windows integrated security the computer will already know who is enrolling. If they are starting from a non-Windows computer or outside of the domain they will be prompted to enter their Windows username and password.
3. Alternate Mobile Phone Number. Users type in an alternate mobile number.
4. Alternate Email Address. Users enter alternate email on this page.
5. Answer Questions. Users must answer all questions on the Answer Questions page. The length of each answer must satisfy the minimum number of characters required in the question configuration.
6. Complete Your Enrollment. The Complete Your Enrollment page is the last step of the Enrollment Center wizard. Users should verify that the information they have entered is correct and then finish the wizard to save the enrollment information by clicking the “Finish” button. At that time they will navigate to a screen that indicates they have been successfully enrolled.

NOTE

Enrollment is not necessary for users in profiles where “auto-enrollment” is enabled. In this situation, user enrollment data is taken from Active Directory. However, the enrollment center can still be used and will override what is stored in Active Directory if a user enrolls.

Password Recovery Center

Now that you have completed enrolling in PeoplePassword you can test the recovery center which allows users to reset or change their passwords themselves. Here is a quick video on how to use the recovery center https://www.youtube.com/watch?v=A-RggT_tWoc or follow the steps below to explore on your own.

1. Launch the Recovery Center from <http://localhost:8302/>
2. Start going through the wizard by typing the account name that you enrolled with earlier.
3. After the user account has been selected you will be prompted for what type of action you want to accomplish. The default user profile configuration is set up to allow two different types of actions:
 - a. Changing your Windows password. This method does not require any verification since you must enter your current Windows password in order to proceed.
 - b. Resetting your forgotten Windows password. PeoplePassword must authenticate the user in order to allow them to reset their password. The default user profile configuration is set up to allow three different types of verification to reset your password. Those include:
 - i. Challenge questions
 - ii. Email reset link

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iii. SMS text message code

Feel free to try the different verification methods to see how users can easily change or reset their passwords with PeoplePassword. If you would like to change any of these actions or verification methods you can modify them in the profile section of the admin center. For more details about configuring PeoplePassword to meet your unique needs please refer to the [admin guide](#).