White Paper – JiJi Self Service Password Reset

Cost Reduction for your IT Help Desk Team

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Web: www.jijitechnologies.com

Email: support@jijitechnologies.com

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Introduction

After new IT regulations and guidelines to be adhered, were made compulsory, strong password policies were enforced by every IT industry. As a result of which the end user runs the risk of forgetting his password unwittingly. Hence the IT industry could not shirk its responsibility of being alive to the expectations of its users who are descending in front of the help desk now and then frantically seeking its help to reset their password and unlock their locked accounts. It is natural for an industry, which is keen on modernizing its technologies in tune with the inventions made in the developed countries, feels shackled when it finds that most of its precious time and energy being devoured up by incessant calls made to the help desk by the users for resetting their password and clear the locked accounts. This being an unproductive exercise, an onerous responsibility has been devolved upon it to install new software to take care of these issues. In this connection it will not be out of place to mention that a recent survey has revealed that out of total calls, nearly 30% calls made to the help desk pertain to these kind of calls.

At this juncture the IT industry may feel refreshing to learn that there is a new software solution available which automates the tedious work of its help desk, so that their staff can be diverted to other crucial tasks. This white paper is intended to highlight the role of JiJi Self Service Password Reset Solution.

What is Self Service Password Reset?

With the deployment of Self Service Password Reset, the users will be able to reset their forgotten password by answering few security questions with which they have enrolled themselves into the system, sans the assistance of the help desk personnel.

Mandatory features to be available in self-service password reset

- User authentication factor- It is important that the authenticity of the user is validated not just by question/answer. There should be multiple levels of authentication i.e., by email verification/mobile code verification.
- GINA/Credential Provider support – User should be able to reset their password from Windows Logon Screen, not from the other user's computers. This will raise the security levels. Using GINA and Credential Provider, we can customize the Windows Login Screen to hold "Forget Password?" button.
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    Web portal for end users – Web portal should be available for end users to reset their password. Instead of web portal, if it's just a desktop application, then it in turn raises the Help Desk work on deploying and maintaining over all the computers.
- Ability to deploy over internet – There should be option available to deploy the web portal over DMZ (Demilitarized Zone). In a secured organization, the local network is not exposed directly to the external world, DMZ adds additional layer of security to the organization's network; the hacker from external world can only access the devices in the DMZ, rather than the any other part of the network.

- Security: The information and settings stored by the tool should be encrypted and stored. Also the information sent over the network should be secured.
- Audit Logs: Enough logs/information should be made available to the administrator over the activities done using the self-service password reset tool such as password resets done, unlocks and enrollments.
- Language Support: Apart from English, option should be available to support multiple languages.
- Customization Options: Options should be available for the administrators to set the complexity levels and also these options should be administrator friendly.

JiJi Self Service Password Reset

JiJi Self Service Password Reset has all the above said features and its key feature set is given below:

- Multiple factor authentication (Question/answer challenge, email verification and mobile code verification).
- Mobile Browser support
- Multilingual support in major European languages (French, German, Italian, Spanish and Russian). Please contact us for any additional language support.
- Configure email notifications for password soon to expire users/change password/reset password.
- SSL support for web portal
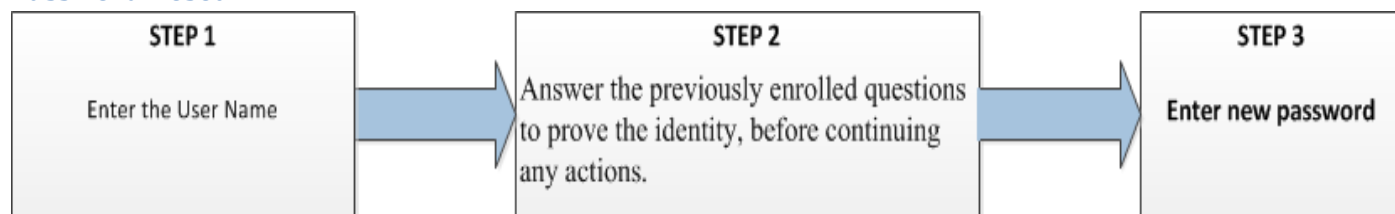- AD Self-update for end-users
- Password Reset Process

JiJi Self Service Password Reset provides multi-factor authentication, administrator can set one authentication type or by combining the multiple methods to validate a user.

Password Reset by Question/Answer Challenge

Enrollment Process
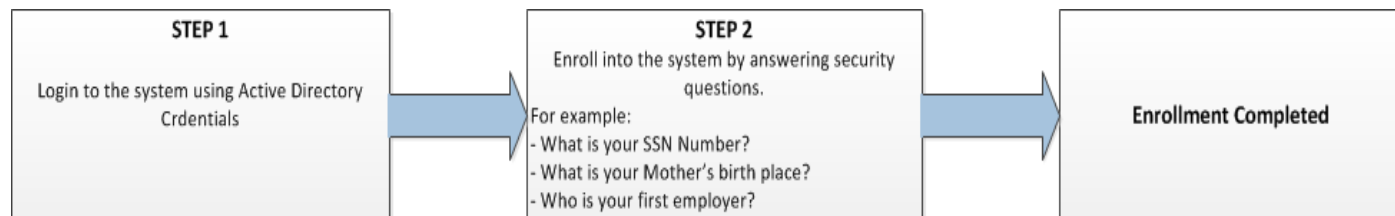
Password Reset

Some of the key customization options available for administrator

- Minimum and maximum answer length
- Option to set a question as mandatory
- Option to enter the user defined custom question
- Case sensitive and case insensitive check during answer validation
- Option to answer all questions or any 'N' random questions

Security options
- Lockout the user for password reset operation and unlock after 'N' incorrect answers for 'X' minutes.
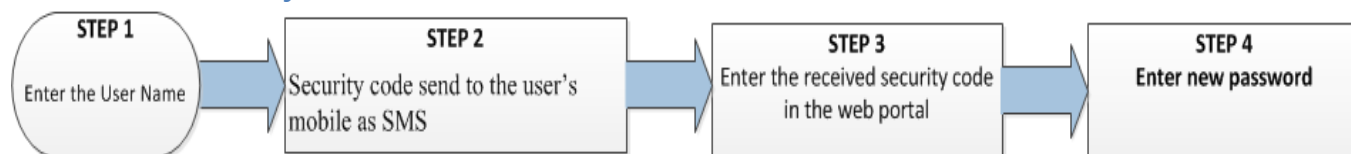
Password reset by email verification
In this method the password reset is done by sending the password reset URL to the user's email-id. Once the user follows to the sent password reset URL, there the user can enter his new password.
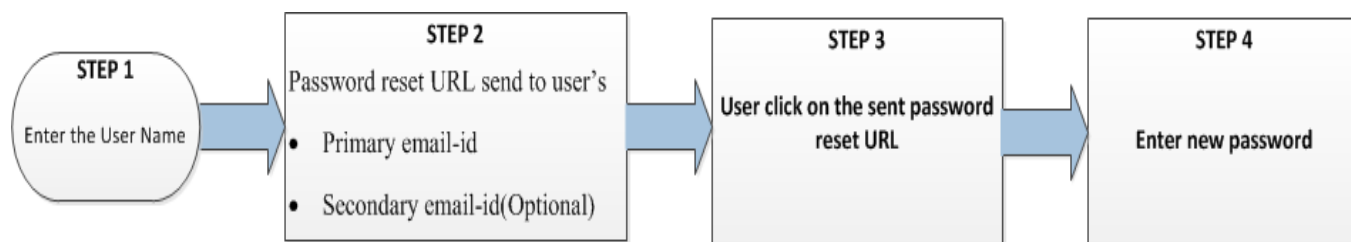
By default, primary email-id is fetched from the user's AD attribute "mail". The administrator can customize from which attribute the primary and secondary email-id should be retrieved. There is also an option to set the secondary mail server for sending the password reset URL to the secondary email-id.

## Password reset by Mobile code verification

Whenever the user requests to reset password and if mobile code verification is enabled by the administrator, a code will be generated and sent to the end user's mobile. Administrator has to add the email-id of Service provider and the body of the mail with mobile code attribute. User has to enter the received code to proceed to reset their password. This increases the security in resetting password.

Deployment

System Requirements
- .Net Framework 3.5 SP1
- Active Directory Domain
- IIS Server
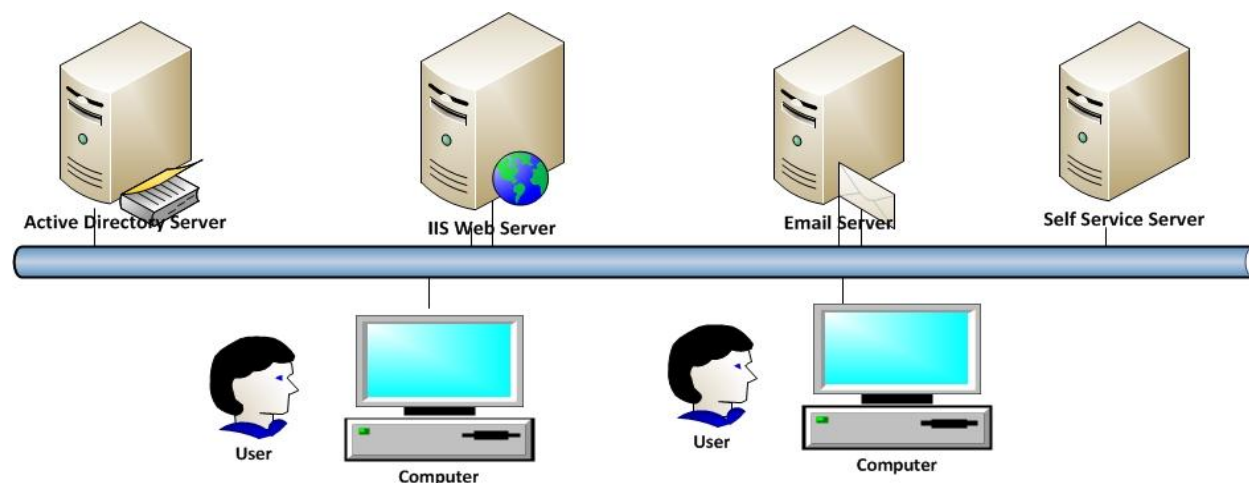
Windows Service
Windows Service acts as an interface between the Active Directory and the Web Client. All the requests made by the users are validated and changed in the Active Directory by Windows Service. Windows service must be installed in a machine which has or connected to Active Directory.

Web Client
This is the web portal for the end users to make requests such as enrollment, change password, reset password etc. Also the administrator uses the web client to make the required settings. Requests from the web client are sent to windows service. Either windows service and web client can be installed in same or different machines based on the need.

Both windows service and web client are installed in same machine
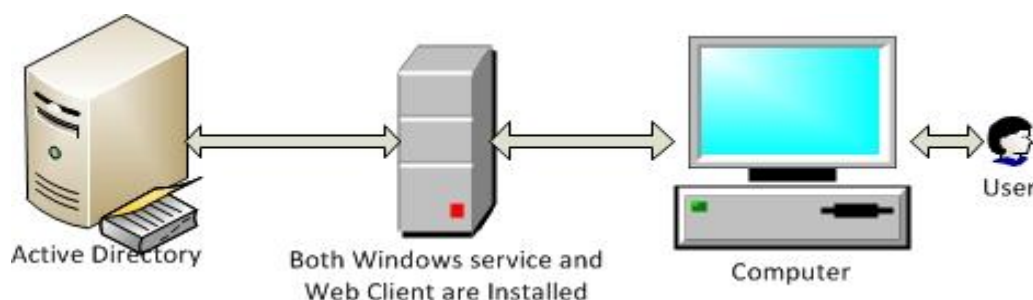
*Windows Service and Web client are installed in different machines*
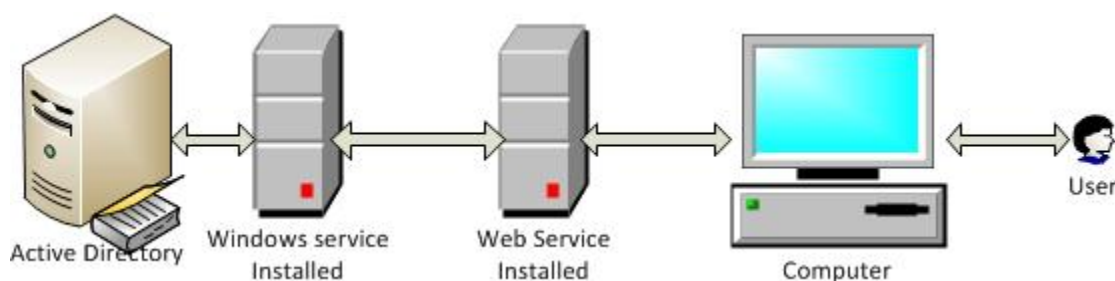
Flexibility

This process is very easy and flexible since JiJi Password Reset can be installed and accessed over the network. It is possible to install windows service and web service in same or separate machines and link them together. Multiple web clients and windows services can be installed. So if one of the services fails, it is possible to switch over to the other which in turn ensures its readiness round the clock.

Security

Data used by JiJi Password Reset will be secure since there is an option to save the settings in Active Directory. This will not cause any change in schema of Active Directory.

JiJi Password Reset can be deployed in DMZ (demilitarized zone), which is a computer host or small network inserted between a company's private network and the public network. It communicates with both the internet and the LAN and prevents outside users from getting direct access to a server that has company data.
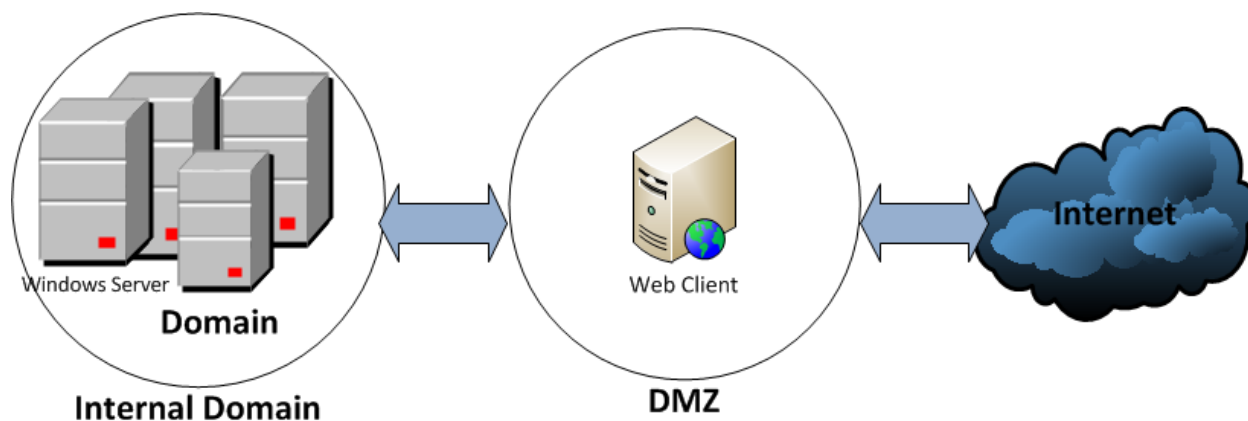
In a typical DMZ configuration, a separate computer receives requests from users within the private network for access to Web sites or other companies accessible on the public network. The DMZ host

then initiates sessions for these requests on the public network. However, the DMZ host is not able to initiate a session back into the private network. It can only forward packets that have already been requested.

 The DMZ has the Web pages so these could be served to the outside world. However, it does not provide any direct access to domain or company data.

GINA/Credential Provider

If an user forgets his password, he could not log in to the system and so he need to reset his password from his own computer. In JiJi Password Reset there is an option to reset pasword from the windows logon screen. To do this, a setup has to be installed in the client machine this will create an additional logon tile in the login screen as shown below. Using that user can reset their password without going for help desk calls.