

Adaxes Self-Service Client Installation guide

make the complex simple



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Introduction

Adaxes Self-Service Client provides secure access to the self-password reset system and enables users to reset their own Active Directory passwords from Windows Logon and Unlock screens without the intervention of administrative or help-desk personnel.

This installation guide provides the basic information that you need to install, configure and troubleshoot Adaxes Self-Service Client, and is intended for system administrators, integrators and any other IT professionals using the product.

Security Considerations

Adaxes Self-Service Client enables users to reset their passwords without logging in to the system by clicking a special link on the Windows logon screen. When a user clicks the link, he/she gets anonymous access to the Adaxes password self-service site opened in Microsoft Internet Explorer. The web browser session used to access the service is restricted, thus preventing insecure actions. The most noticeable restrictions applied to this session include:

- cut context menus,
- disabled shortcuts,
- disabled Open in New Window option,
- inability to follow links to other sites from the self-password reset site.

Use of SSL

During password reset, users enter security-sensitive information, such as answers to security questions and the new password. Adaxes encrypts all the security-sensitive data passed between the user's web browser and the Web Interface even if you don't use SSL. On the client side, the data is encrypted using a public key that is known to everyone. The encrypted data can be decrypted back only with the help of the private key that is never passed across the network and known exclusively to the Web Interface.

So you don't have to enable SSL, because all the security-sensitive information entered by users is always strongly protected by default. Nevertheless, SSL will only enhance this protection. To learn how to enable SSL, refer to the Microsoft documentation.

Installation

You need to install Adaxes Self-Service Client on each computer where you want the Reset Password link to be available on the Windows Logon and Unlock screens.

You can download the Adaxes Self-Service Client from <http://adaxes.com/download.htm?selfserviceclient>

Important:

Self-Service Client extends the Windows logon screen without modifying any Windows system files and installing a new GINA DLL.

Hardware requirements

- Minimum 5 MB disk space
- Minimum 512 KB free RAM

Software requirements

- Windows XP, 2003, 2003 R2, Vista, 2008, 2008 R2, Windows 7 (x86 and x64 editions)
- Internet Explorer 6.0 or later

Client Installation

For evaluation and testing purposes you can install Adaxes Self-Service Client manually on one or several computers. To install Adaxes Self-Service Client on multiple computers, it is recommended to use Group Policies.

To deploy the Self-Service Client using GPO:

1. Copy the installation file (AdaxesSelfServiceClient_en.msi) to a network share accessible from all computers where you want to install the Self-Service Client.
2. Create a new GPO or select an existing GPO to use for the Adaxes Self-Service Client deployment. The GPO must be linked to all the computers, sites, domains, or Organizational Units where you want to install the Self-Service Client.
3. Open the **Computer Configuration** folder under the selected GPO and expand the **Software Settings**.
4. Right-click the **Software installation** node and select **New > Package**.
5. Select the Self-Service Client installation file located in the shared folder and click **Open**.
6. Select the **Assigned** deployment method and click **OK**.

Note:

Adaxes Self-Service Client installation package can be installed on both x86 and x64 machines. The option that enables installation of x86 packages on x64 machines is enabled by default. To check if this option is enabled:

1. **Right-click** the Adaxes Self-Service Client package and select the **Properties** item.
 2. Select the **Deployment** tab and click **Advanced**.
 3. In the **Advanced Deployment Options** dialog box, make sure the **'Make this 32-bit x86 application available to Win64 machines'** option is selected.
7. If on any computer linked to the GPO, the language of the operating system differs from the language of Adaxes Self-Service Client, you need to edit the default language properties of the installation package. To do this, right-click the Adaxes Self-Service Client installation package and choose **Properties**. On the Deployment tab, click **Advanced** and then select the **Ignore language when deploying this package** check box.

Adaxes Self-Service Client will be installed on each computer linked to the GPO. The installation starts automatically when a computer is restarted.

Important:

Computers with Fast Logon Optimization enabled may not install the Self-Service Client during the first restart. Such computers perform a background refresh of Group Policy that makes the logon faster, but some GPOs might not be applied at once. Due to this, multiple restarts may be required before the Self-Service Client is installed.

If you have not configured Adaxes Self-Service Client prior to installation, the Reset Password link will not be available on the Windows logon screen. This happens because the option that allows users to reset their passwords from the Windows logon screen is disabled by default. With this option disabled, Adaxes Self-Service Client will not modify the Windows logon screen even if the software is installed in the system. For instructions on how to configure Adaxes Self-Service Client, please refer to the **Configuration** section.

Configuration

Adaxes Self-Service Client settings allow you to enable/disable Reset Password link on the Windows Logon screen, customize Windows logon screen appearance and specify the Web Interface address to be used for self-password reset.

There are two types of settings: global and local. Global settings are propagated via Adaxes Service Connection Point to all the computers in all AD domains managed by your Adaxes service. Local settings can be set for individual computers via GPO.

Global Settings

To configure global settings for Adaxes Self-Service Client:

1. Launch **Adaxes Administration Console**.
2. Connect to your Adaxes service.
3. In the **Console Tree** expand **Configuration > Password Self-Service** and select **Winlogon (Ctrl+Alt+Del)**.
4. In the **Result Pane** configure the following settings:

Allow users to reset their passwords from the Windows logon screen	This option enables/disables self-password reset from the Windows Logon and Unlock screens. If this option is disabled, Adaxes Self-Service Client will not display the Reset Password link on the Windows logon screen.
Web Interface URL	<p>Specify the URL address of the Web Interface that will be used to reset passwords from the Windows logon screen.</p> <p>It is recommended to specify the URL of the Web Interface for Self-Service.</p> <p>Example: http://host.company.com/AdaxesSelfService</p> <p>Make sure that the self-password reset feature is enabled for the Web Interface you specify. By default, this feature is enabled for the Web Interface for Self-Service only.</p> <p>To enable the self-password reset feature for a Web Interface, do the following:</p> <ol style="list-style-type: none">1. On the computer, where the Web Interface is installed, start the Web Interface Customization tool.2. Select the Web Interface that you want to configure in the Interface type drop-down list.3. Activate the Components tab.4. Deselect the Disable Self Password Reset check box and click Apply.

Text	<p>Enter the text to be displayed next to the Reset Password link on the Winlogon screen. Leave this field blank if you don't want any additional text to be displayed.</p> <p>Example: If you forgot your password, click the Reset Password link.</p>
Command link text	Enter the text for the Reset Password command link.
Settings Priority	<p>If two or more Adaxes services manage one and the same AD domain, multiple global settings are applied to the computers in this domain. To avoid ambiguity and specify which settings to use, you need to set the priority of the settings. The settings with the highest priority will be applied.</p> <p>To set the settings priority, click More options and specify the desired value in the Settings priority field.</p>

Local Settings

By default, Adaxes Self-Service Client uses the global settings that are applied to all computers in a domain. You can override these settings for specific computers via Group Policy.

To apply custom settings for Adaxes Self-Service Client via Group Policy:

1. Download the administrative template for Adaxes Self-Service Client from <http://adaxes.com/download.htm?selfserviceclient>

Note:

It is recommended to save the administrative template to the **/inf** subfolder of your Windows folder.

2. Create a new GPO or select an existing GPO to install the Self-Service Client administrative template. The GPO must be linked to all the computers, sites, domains, or Organizational Units where you want to override the default Self-Service Client settings.
3. Open the **Computer Configuration** folder under the selected GPO, right-click the **Administrative Templates** node and select **Add/Remove Templates**.
4. In the window that opens, click **Add**.
5. Select **AdaxesSelfServiceClient.adm** downloaded in the first step, click **Open** and click **Close**.
6. Select the **Adaxes Self-Service Client** folder in the left-hand pane (under the Administrative Template folder).
7. Configure the Adaxes Self-Service Client settings:

Enable users to reset passwords from the Winlogon screen	<p>This option enables/disables self-password reset from the Windows Logon and Unlock screens.</p> <p>If enabled, this option adds the Reset Password link to the Windows logon screen.</p> <p>If this option is disabled, Adaxes Self-Service Client will not modify the Windows logon screen.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the global setting, specified via the Adaxes Administration Console.</p>
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Web Interface URL	<p>Specify the URL address of the Web Interface that will be used to reset passwords from the Windows logon screen.</p> <p>If this option is disabled or not configured, Adaxes Self-Service Client will use the Web Interface URL specified via the Adaxes Administration Console.</p>
Texts for the Windows logon screen	<p>Specify the text for the Reset Password command link, the text line displayed next to this link and the text for link tooltip.</p> <p>If this option is disabled or not configured, the Self-Service Client will use the settings specified via the Adaxes Administration Console.</p> <p>Text Enter the text to be displayed next to the Reset Password link on the Winlogon screen. Leave this field blank if you don't want any additional text to be displayed.</p> <p>Command link text Enter the text for the Reset Password command link.</p> <p>Link tooltip Enter the text for the Reset Password command link tooltip (effective for Windows XP only).</p>
Texts for the Reset Password dialog	<p>Specify the texts for the Reset Password dialog displayed after clicking the Reset Password link on the Windows logon screen.</p> <p>Dialog title Enter the title of the Reset Password dialog.</p> <p>Loading message text Enter the text displayed during the Self-Service Password Reset page loading.</p>

Uninstallation

You can uninstall Adaxes Self-Service Client manually if installed on one or several computers. To uninstall Adaxes Self-Service Client, deployed via GPO:

1. Select the GPO used for the Self-Service Client deployment and launch **Group Policy Object Editor**.
2. Expand the **Computer Configurations** folder, open the **Software Settings** and select the **Software installation** item.
3. In the right pane, right-click the Adaxes Self-Service Client package and select **All Tasks > Remove**.
4. In the **Remove Software** window select the **'Immediately uninstall the software from users and computers'** option and click **OK**.

Automated Bulk Enrollment

If the Security Questions and Answers option is enabled, users need to create their personal Questions and Answers profiles. A Q&A profile is a series of security questions to which users specify their private answers. Adaxes enables you to create Q&A profiles for users automatically. If your organization has an HR or some other database with user-specific data, such as Social security numbers, ID numbers, etc., you can create Q&A profiles by preloading the existing data in bulk. For this purpose you need to use the following PowerShell cmdlets:

New-AdmPasswordSelfServiceEnrollment	Example: \$question = "What are the last 4 digits of your credit card?" \$answer = "1234" New-AdmPasswordSelfServiceEnrollment JohnSmith - QuestionsAndAnswers @{\$question=\$answer} -AdaxesService localhost
Remove-AdmPasswordSelfServiceEnrollment	Example: Remove-AdmPasswordSelfServiceEnrollment JohnSmith -AdaxesService localhost

Important:

These cmdlets are included in the Adaxes PowerShell module that is supplied in the same package with Adaxes service.

Scheduled Enrollment

The information in the datasource used for automated enrollment can be changed or updated. To keep Q&A profiles updated as well, you can automate the synchronization with the datasource by enabling the built-in Scheduled Task named **Self-Password Reset Enroller**. This task periodically runs a PowerShell script for automated enrollment on a predefined schedule. Thus you can enable automatic creation of Q&A profiles for new users and updating existing profiles. To activate the **Self-Password Reset Enroller** Scheduled Task, you need to enable it in the **Adaxes Administration Console** and customize the script for working with your datasource.

For more instruction on how to automate the enrollment process, refer to the **Autoenroll Users for Self-Password Reset** tutorial at <http://adaxes.com/tutorials>.

Troubleshooting

This section includes possible installation and operation issues, and the ways to resolve them.

<p>If the Reset password link is not displayed on the Windows logon screen</p>	<ul style="list-style-type: none"> ▪ Make sure Adaxes Self-Service Client is installed on the computer in question. ▪ Make sure the 'Allow users to reset their passwords from the Windows logon screen' option is selected in the Adaxes Administration Console. For details, see the Configuration section. ▪ Enable Debug Logging to track all the Adaxes Self-Service Client actions. To enable debug logging: <ol style="list-style-type: none"> 1. Launch Registry Editor. Click Start, Run, type regedit, then click OK. 2. Locate the following registry key: [HKEY_LOCAL_MACHINE\Software\Softterra\Adaxes Self-Service Client]. 3. Right-click the LogLevel entry and select Modify (create the entry if it does not exist). 4. In the Value data box, type 2 and click OK. <p>After the logging is enabled, Adaxes Self-Service Client will log all events to file adaxeswinlogonextlog.txt located in the System32 subfolder of your Windows folder. You can send the file to Adaxes support (support@adaxes.com) to help them diagnose the problem.</p>
<p>If you have a problem with the GPO-based installation</p>	<ul style="list-style-type: none"> ▪ Make sure the computer in question is linked to the GPO that was used for Adaxes Self Service Client deployment. ▪ Make sure you have restarted the computer several times, because computers with Fast Logon Optimization enabled may not install the Self-Service Client during the first restart. Such computers perform a background refresh of Group Policy that makes the logon faster, but some GPOs might not be applied at once. Due to this, multiple restarts may be required before the Self-Service Client is installed. ▪ Check errors in the System Event Log: <ol style="list-style-type: none"> 1. Launch Event Viewer. Click Start, (point to Settings) and then click Control Panel. Double-click Administrative Tools and then double-click Event Viewer. 2. In the console tree of the Event Viewer open the Windows Logs folder and select Application. 3. Check error events in the right pane.
<p>If the Windows Logon screen is broken</p>	<ol style="list-style-type: none"> 1. Enable Debug Logging to track all the Adaxes Self-Service Client actions. To enable debug logging: <ol style="list-style-type: none"> 1. Click Start, Run, type regedit, then click OK. 2. Locate the following registry key: [HKEY_LOCAL_MACHINE\Software\Softterra\Adaxes Self-Service Client]. 3. Right-click the LogLevel entry and select Modify (create the entry if it does not exist). 4. In the Value data box, type 2 and click OK. <p>After the logging is enabled, Adaxes Self-Service Client will log all events to file adaxeswinlogonextlog.txt located in the System32 subfolder of your Windows folder.</p> 2. Make screenshots of the Windows Logon screen (if possible). 3. Send the log file and the screenshots to Adaxes support (support@adaxes.com) to help them diagnose the problem.

<p>If a user cannot login to the system</p>	<ol style="list-style-type: none"> 1. Restart the computer in question and: <ul style="list-style-type: none"> • On pre-Vista systems – during system boot, press Insert button. • On Vista and Windows 7 – boot in safe mode. 2. Enable Debug Logging to track all the Adaxes Self-Service Client actions. To enable debug logging: <ol style="list-style-type: none"> 1. Launch Registry Editor. Click Start, Run, type regedit, then click OK. 2. Locate the following registry key: [HKEY_LOCAL_MACHINE\Software\Softerra\Adaxes Self-Service Client]. 3. Right-click the LogLevel entry and select Modify (create the entry if it does not exist). 4. In the Value data box, type 2 and click OK. <p>After the logging is enabled, Adaxes Self-Service Client will log all events to file adaxeswinlogonextlog.txt located in the System32 subfolder of your Windows folder.</p> 3. Send the log file to Adaxes support (support@adaxes.com) to help them diagnose the problem.
<p>If you have a problem with the Self-Service Client on multiple computers</p>	<p>In case of an emergency situation you can disable Adaxes Self-Service Client on all the computers in all the domains managed by your Adaxes Service. To disable it, deselect the 'Allow users to reset their passwords from the Windows logon screen' option in Adaxes Administration Console. For details, see the Global Settings section.</p> <p>If the problem occurred on the computers where the Self-Service Client is configured via GPO, you need to select the Disable radio button in the 'Enable users to reset passwords from the Winlogon screen' policy setting. For details, see the Local Settings section.</p> <p>Contact Adaxes support (support@adaxes.com) with the problem.</p>