Enterprise Password Manager

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User Guide

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1 Introduction

EPM is an easy to use user self-service web application to manage your AD/ Enterprise Domain password without the need to use the services of Helpdesk. Managing password here implies having a safe way to store related information and retrieve it using that related information. This password related information is called CR (Challenge/Response). Using CR a user can easily reset forgotten password. EPM has been designed to encrypt all sensitive information like password and CR. The User Guide helps you in understanding the features and the how-to of each feature.

1.1 Audience

This manual is targeted for users who would be using the application for managing their password. This user would be the Enterprise User.

1.2 What is CR?

CR or Challenge/Response is combination of set of questions and the corresponding answers. These questions are personal questions, which would have a very much un-guessable answer. CR is a very effective way to keep your password safe as well as retrieve if forgotten.

In EPM this user question is termed as Challenge and the corresponding answer as Response. Henceforth we would refer to Challenge/Response as CR.

When a user forgets domain password, all user has to do is go to the “Forgot Password” page, answer the pre-configured CR and rest the password. For this feature to work, user needs to be registered in EPM.

2 Abbreviation

AD	Active Directory
LDAP	Lightweight Directory Access Protocol
EPM	Enterprise Password Manager
URL	Uniform Resource Locator (web server address typed in a browser)
CR	Challenge/Response
IP	Internet Protocol

3 Sign In EPM

EPM can be accessed by the URL http://<hostname or host IP>:8080/EPM where hostname can be something like epm.mydomain.com, host IP can be 192.168.2.99. Please get the correct URL from your administrator or helpdesk.

To access EPM enter the URL provided by your administrator or helpdesk in any web browser of your choice. The following screen would be displayed. Sign in screen has three fields. Table below describes the same.

Field Name	Field Description
Username	Your AD saMAccountName or LDAP userid.
Password	Your password
Domain	Choose domain from the drop down.

Figure 1 - Sign in

After entering correct values, hit "Go" button. This would show up your Home Page as shown in Figure 2, but if this is first time sign in through EPM, User Registration page is shown to the user. The registration process is described in detail in section 4 User Registration.

⇒ If AD/LDAP has option of "User must change password at next logon" checked, then first time sign in through EPM would show an error of "Invalid Credentials" as this version of EPM does not support first time sign in password change. Hence if a new AD/LDAP user is created, that user account should be signed through some other application or web portal to set first time password.

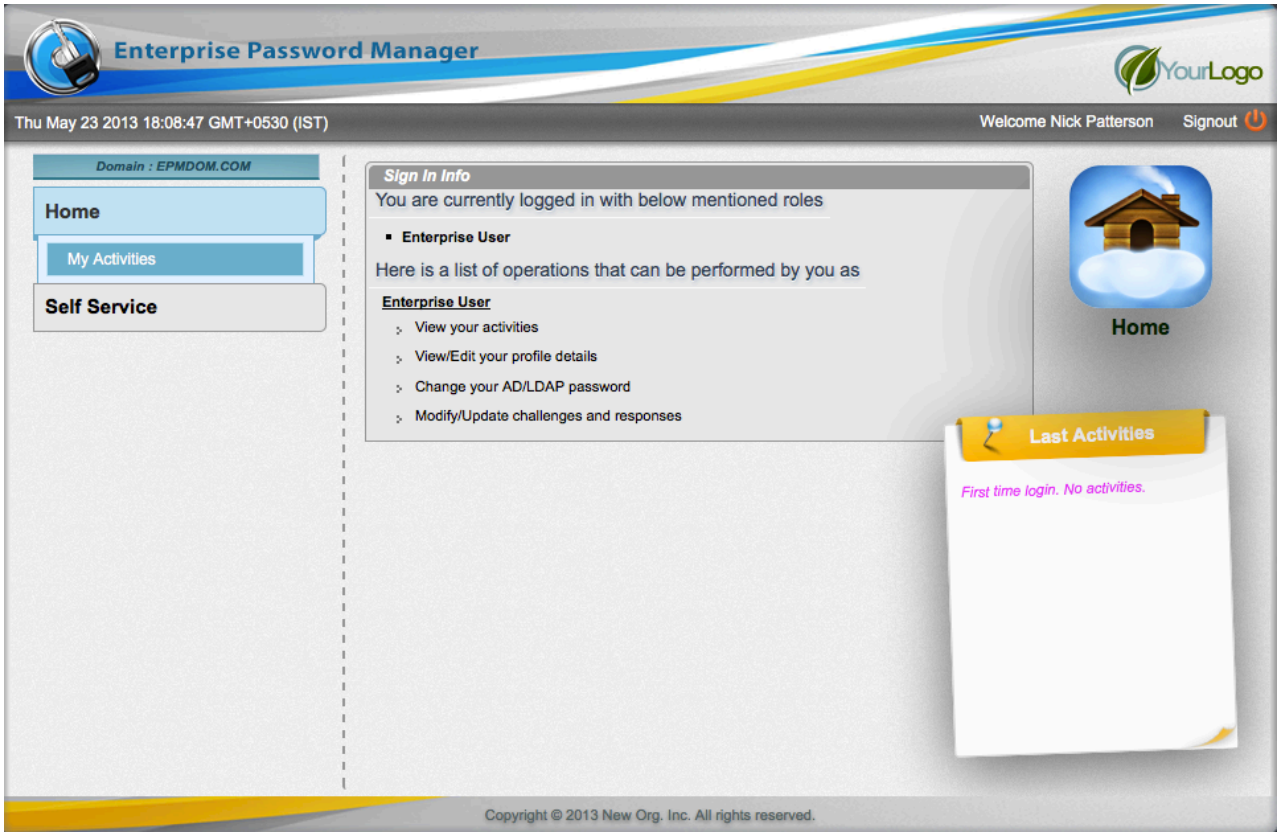

Figure 2 – User Home Page: First Sign in

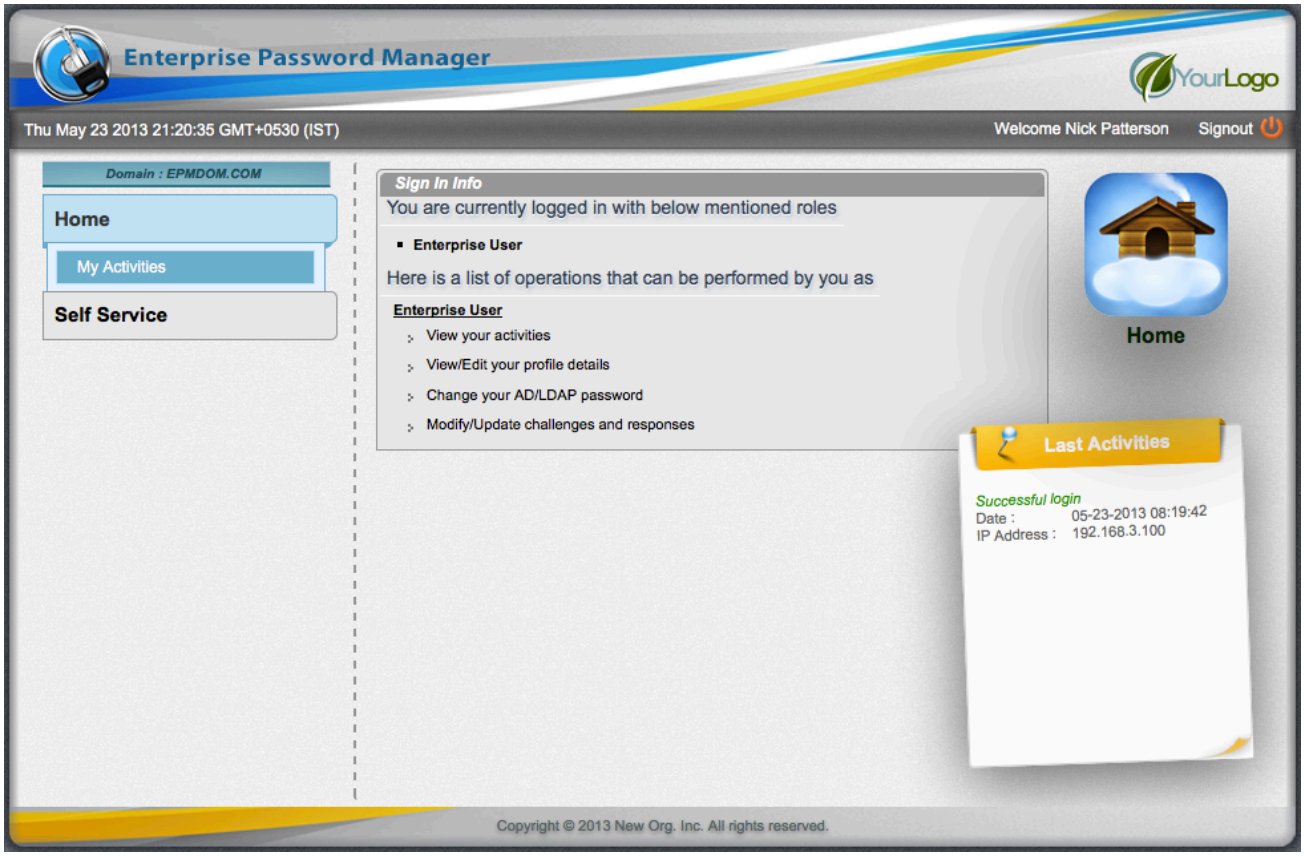

Figure 3 - User Home Page: Next Sign in

4 User Registration

User registration is a two-step process.

1. First user provides personal details. EPM firstly fetches these values from AD/LDAP. If the values fetched are empty, then user needs to enter appropriate values. Non-required fields can be left empty to complete registration faster, though it not recommended leaving any field empty. Figure 4 shows the user details form. Required fields are labeled with a *.

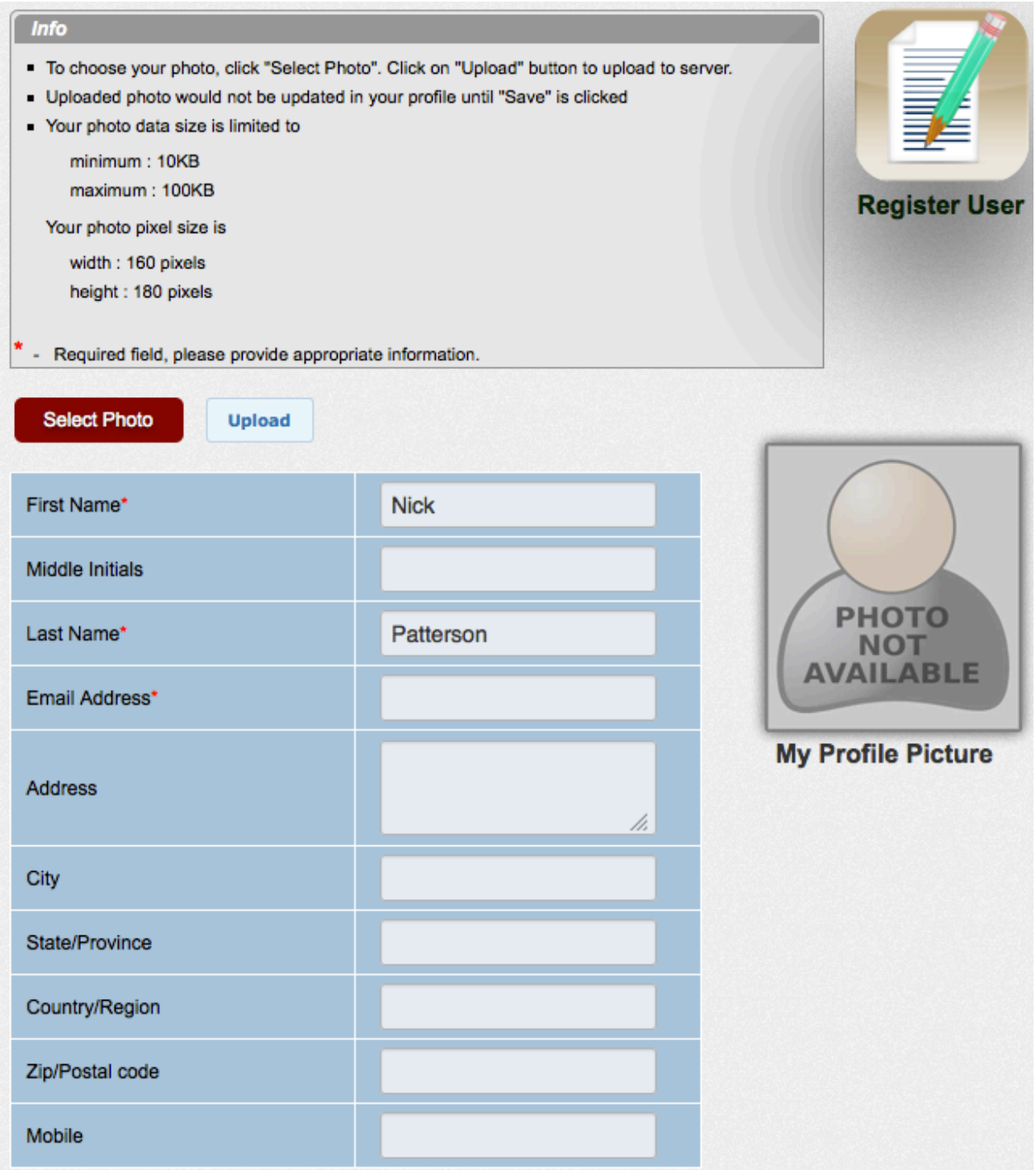

Figure 4 - User Registration step 1

2. Secondly user provides CR. The questions are predefined and fetched randomly. You can refresh the page to fetch a different set of questions. FIVE challenge questions are displayed of which at least THREE challenge questions are to be filled in. Figure 5 shows the same.

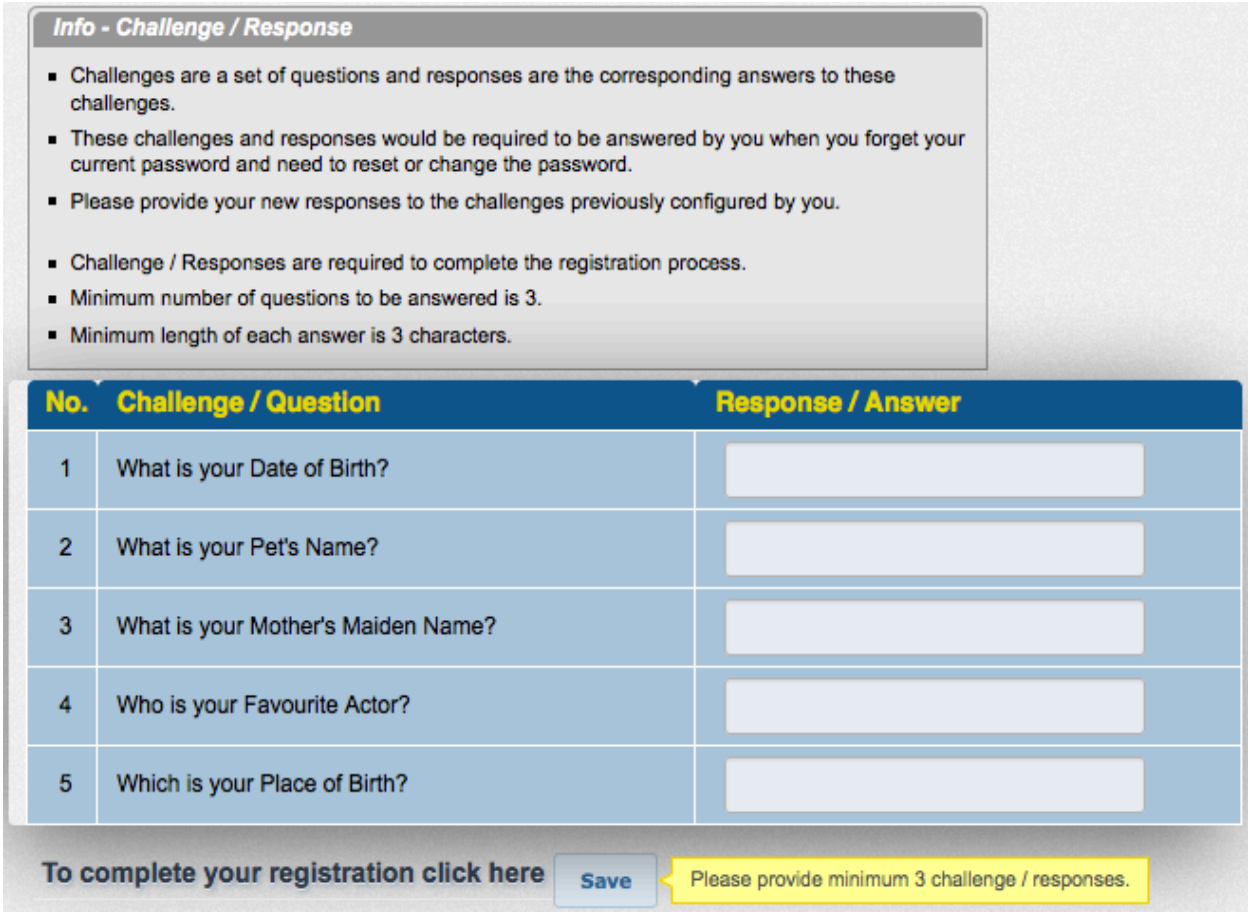

Figure 5 - User Registration step 2

3. Upon providing minimum of three challenge(s)/response(s), and clicking "Save" button displays the message as in Figure 6 below, which User Registration success message.

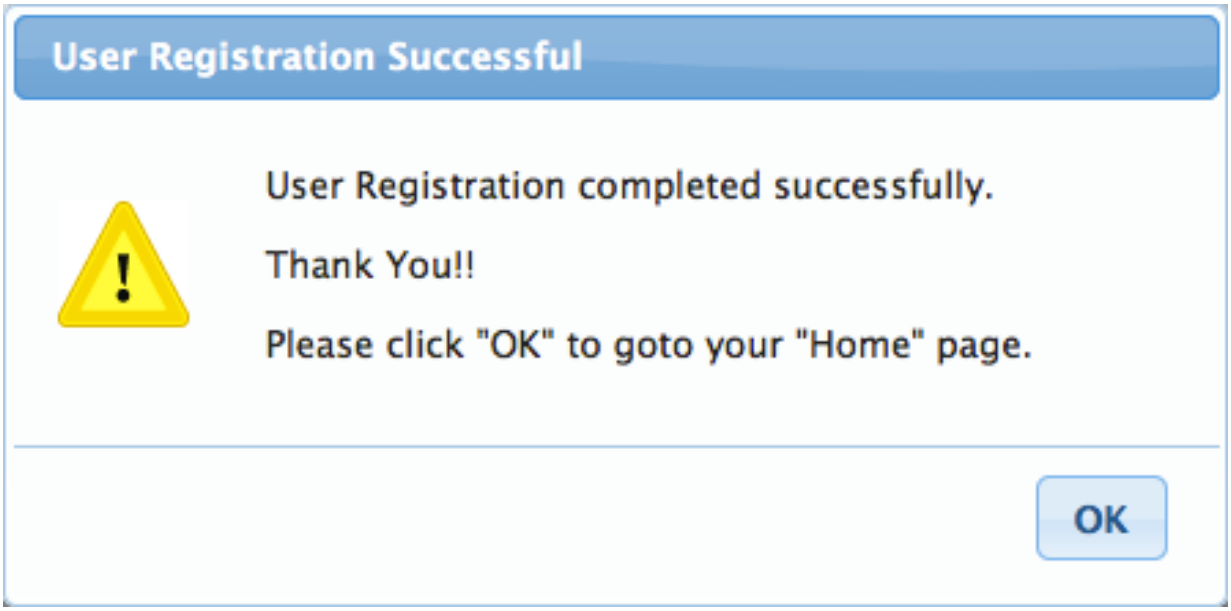

Figure 6 - User Registration success

5 User Self Service

This section describes the operations/activities that can be performed by role EPM user.

5.1 List of all Self Service User activities

5.1.1 Password related activities

- Change password
- Modify/Update Challenge/Response

5.1.2 Other activities

- View/Edit profile
- My activities

5.2 Change Password

Click on "Change Password" menu item of "Self Service" of left navigation menu. As shown in Figure 7, firstly you would presented a page to valideate current password. On clicking "Continue", your current password would be validated and you would be redirected to "Change Password" page, as shown in Figure 8.

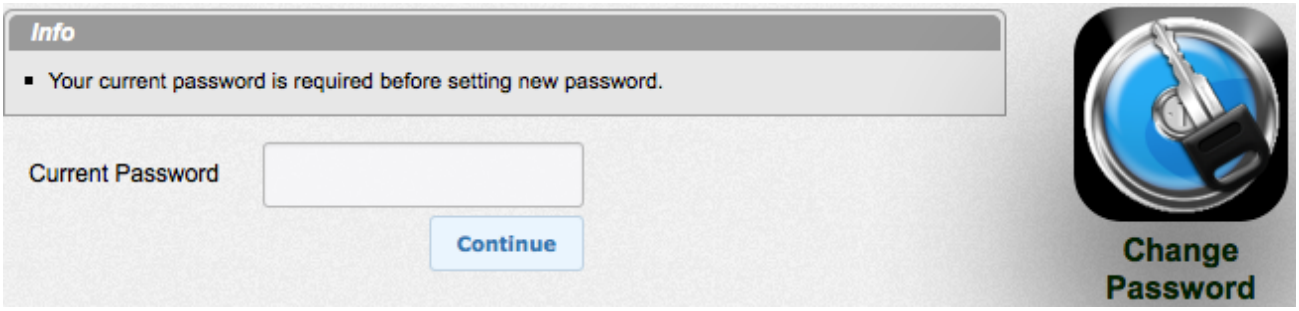

Figure 7 - Change Password: Current Password

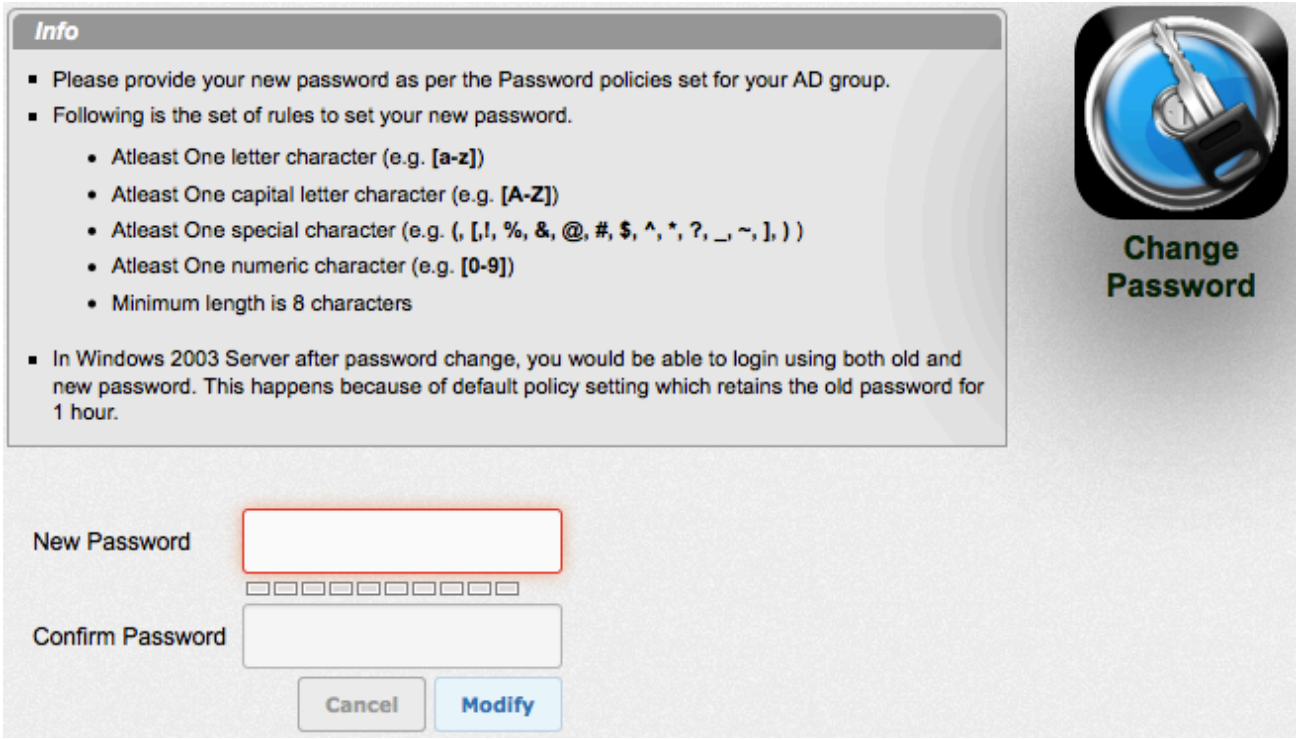

Figure 8 - Change Password: New Password

5.3 Modify/Update Challenge/Response

Click on "Modify/Update Challenge/Response" menu item of "Self Service" tab of left navigation menu. As shown in Figure 9, firstly you would presented a page to valideate current password. On clicking "Continue", your current password would be validated and you would be redirected to "Update Challenge/Response" page, as shown in Figure 10.

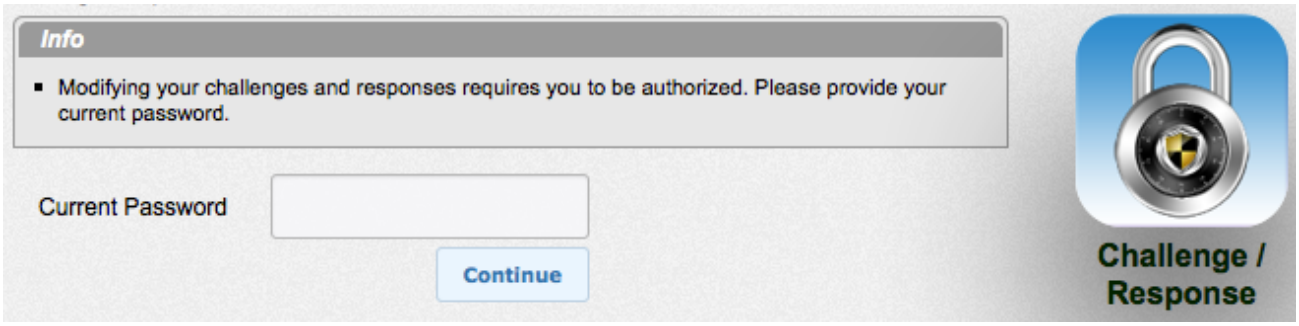

Figure 9 – Challenge/Response: Current Password

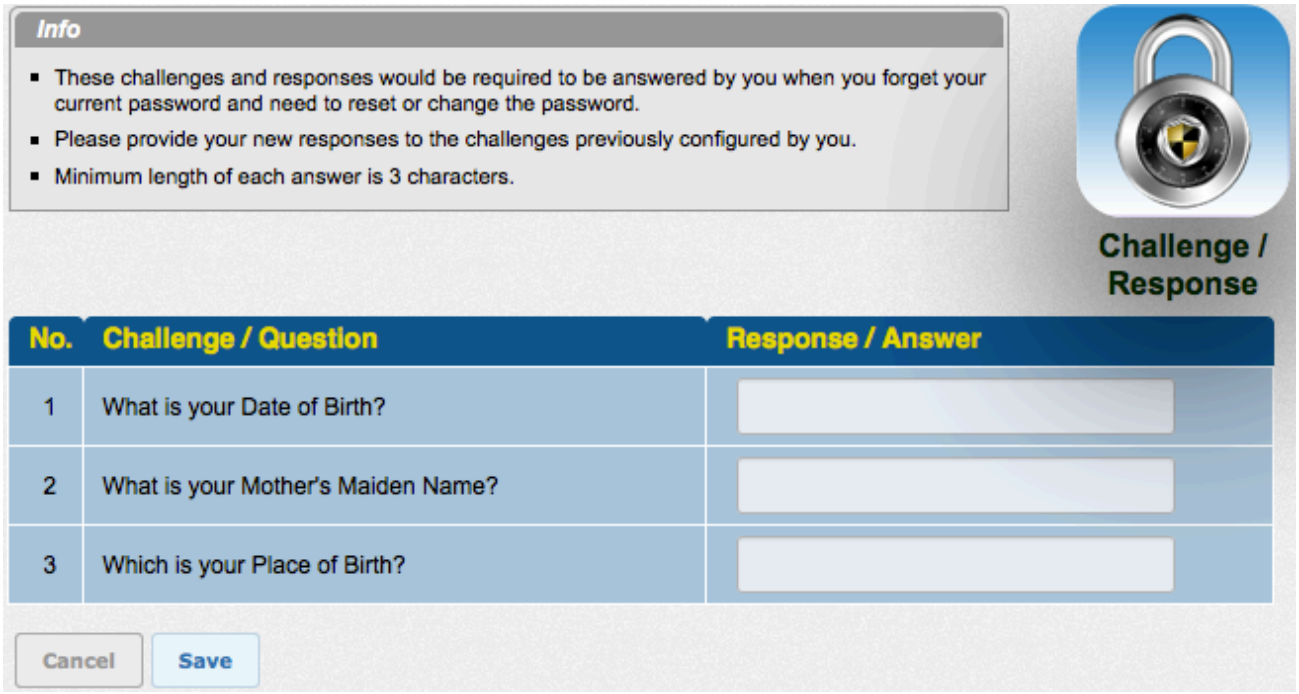

Figure 10 - Challenge/Response: Modify/Update

⇒ Only the CR set during "User Registration" process are displayed. Current version of EPM does not support modifying your CR to new values. Only pre-set CR values can be updated with new values.

5.4 View/Edit Profile

As configured during User Registration process, all personal data is displayed. You can modify or keep it same and update. Screen is the same as in Figure 4 - User Registration step 1.

5.5 My Activities

This section also displays data in three forms, Pie chart, and Column chart with Table view as well.

5.5.1 Column Chart

This chart displays total count of each activity for each day as Stacked Column chart. As shown below in Figure 11, each day data is displayed in stacked column form with each color representing different activity.

In this chart you can zoom in to get more granular data for a smaller date range when the data gets larger by the day and zoom out to get data for larger date range. This can be done using a zoom slider. Legend of the chart defines each color's activity type.

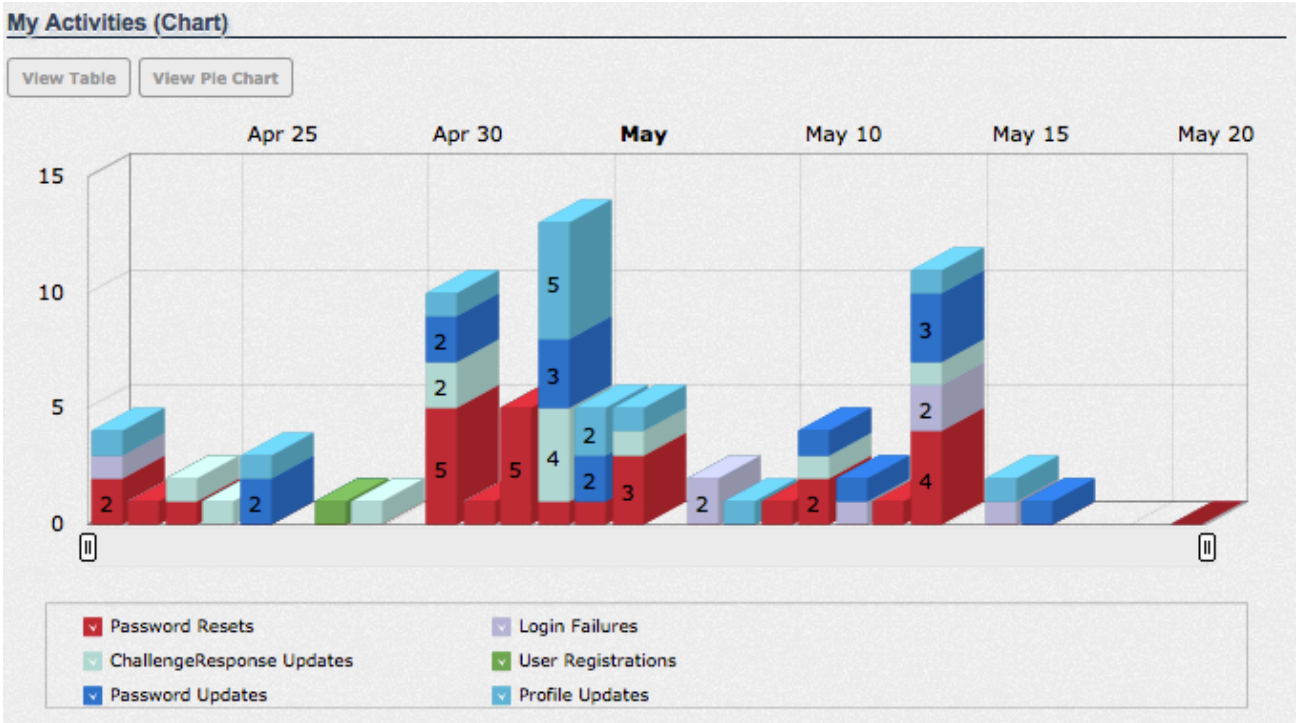

Figure 11 – My Activities: Stacked column chart

5.5.2 Pie Chart

This chart displays data in percentage of each activity type by current signed in user, as shown by Figure 12.

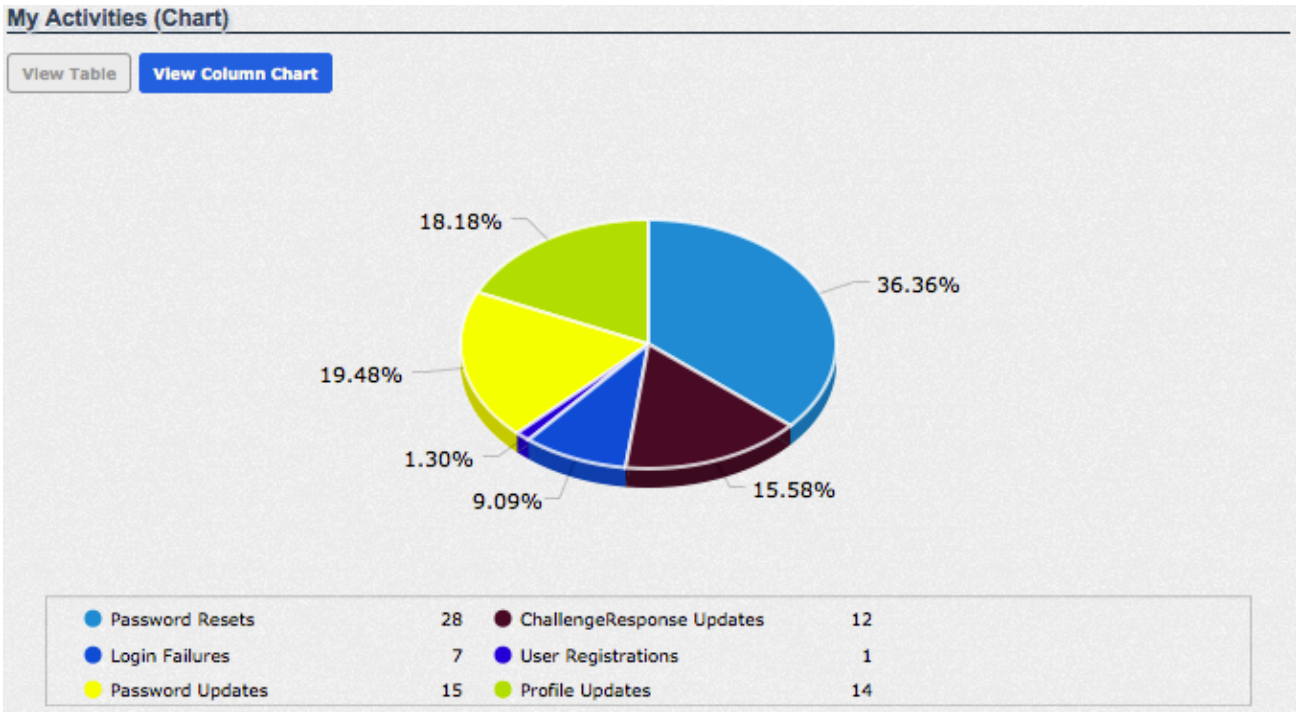

Figure 12 - My Activities: Pie chart

5.5.3 Table View

All user activities data can be viewed in paginated table form as well. This table displays data in more detail, like for each activity action taken by whom, for whom from which IP address, on which date etc. as shown in Figure 13 below.

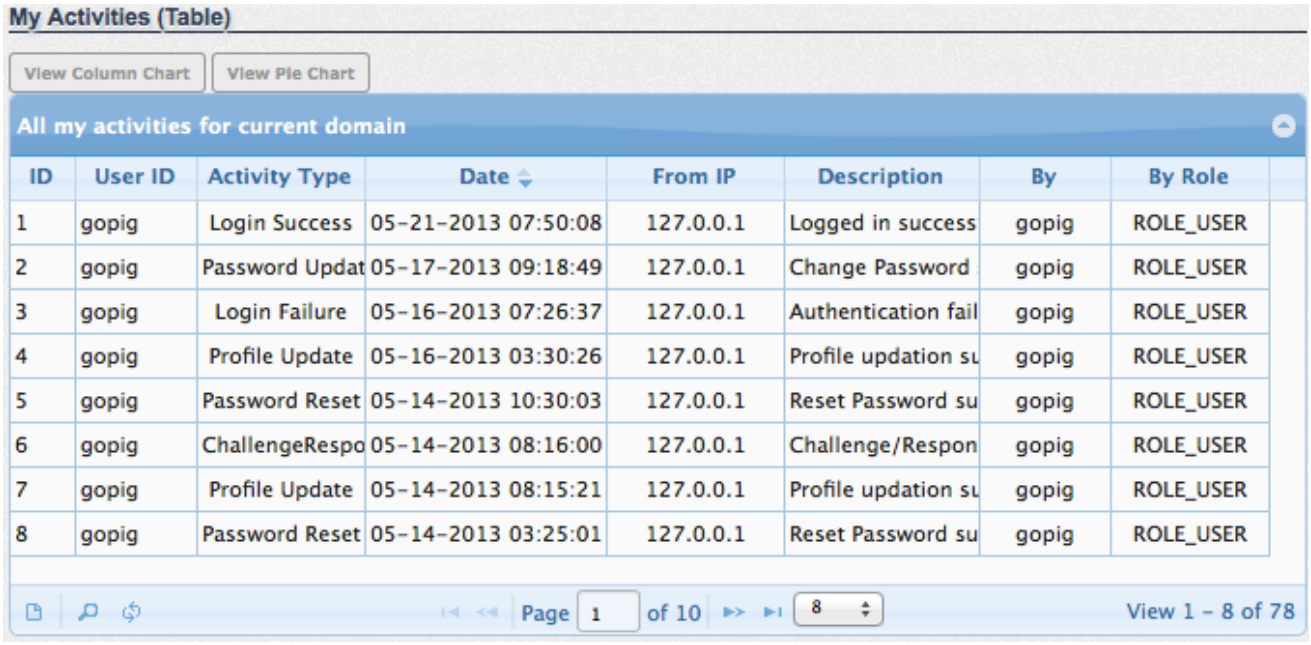

Figure 13 - My Activities: Table view

6 Forgot Password

Click “Forgot Password” to retrieve a forgotten password. The following page as shown in Figure 14 would be displayed.

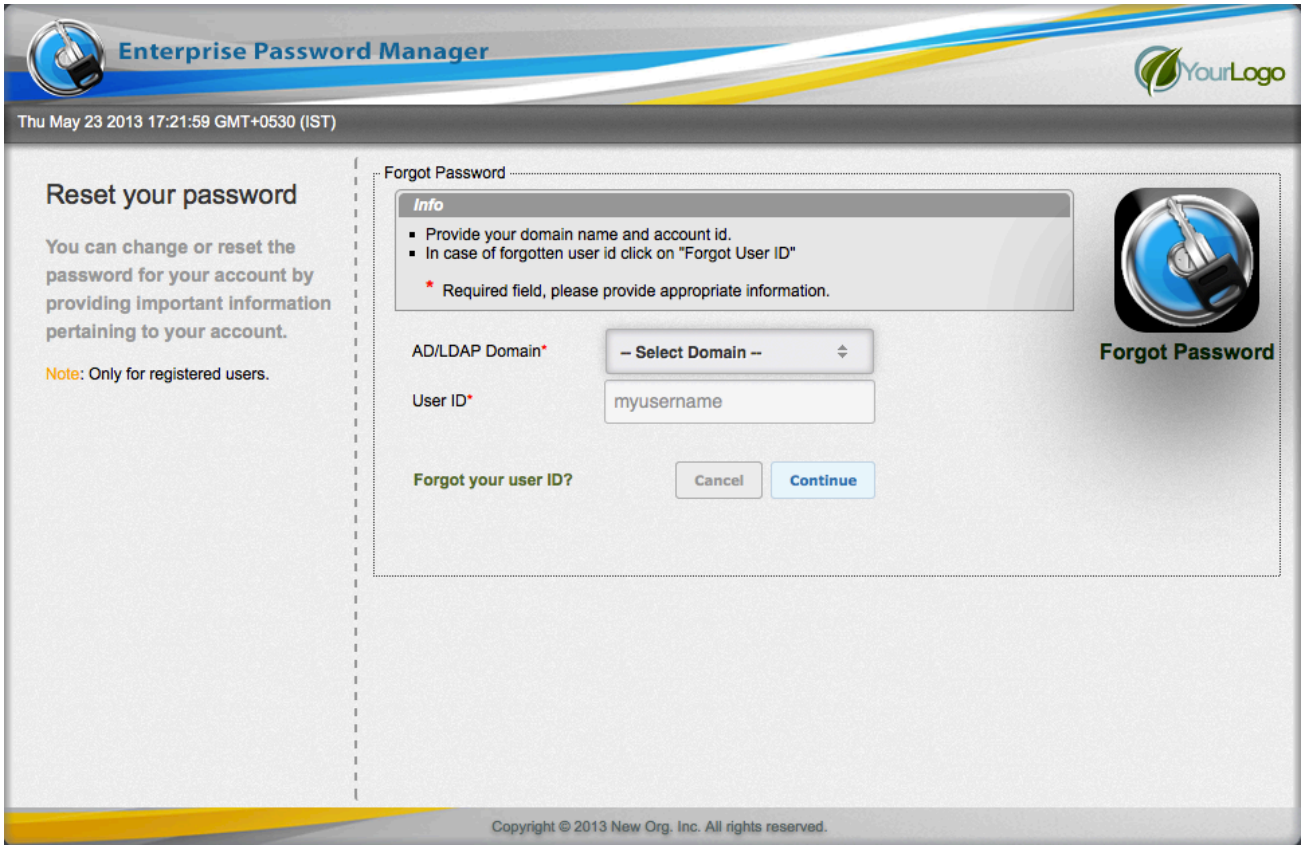

Figure 14 - Forgot Password

- Provide your details as explained in the table below

Field Name	Field Description
Username	Your AD saMAccountName or LDAP userid.
Domain	Choose domain from the drop down.

- Click “Continue”, the screen displayed would be as shown below in Figure 15.

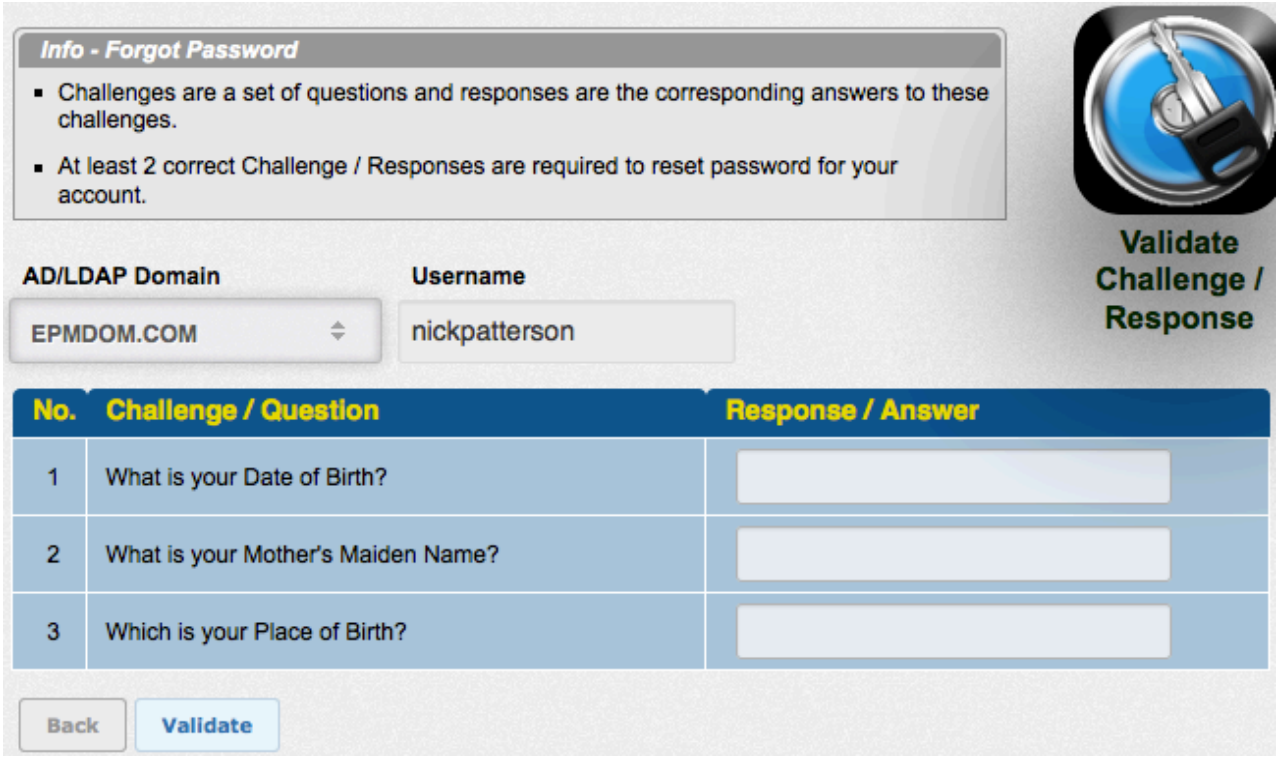

Figure 15 - Forgot Password: Validate CR

⇒ If the username entered has not registered yet, Figure 16 as shown below would be displayed.

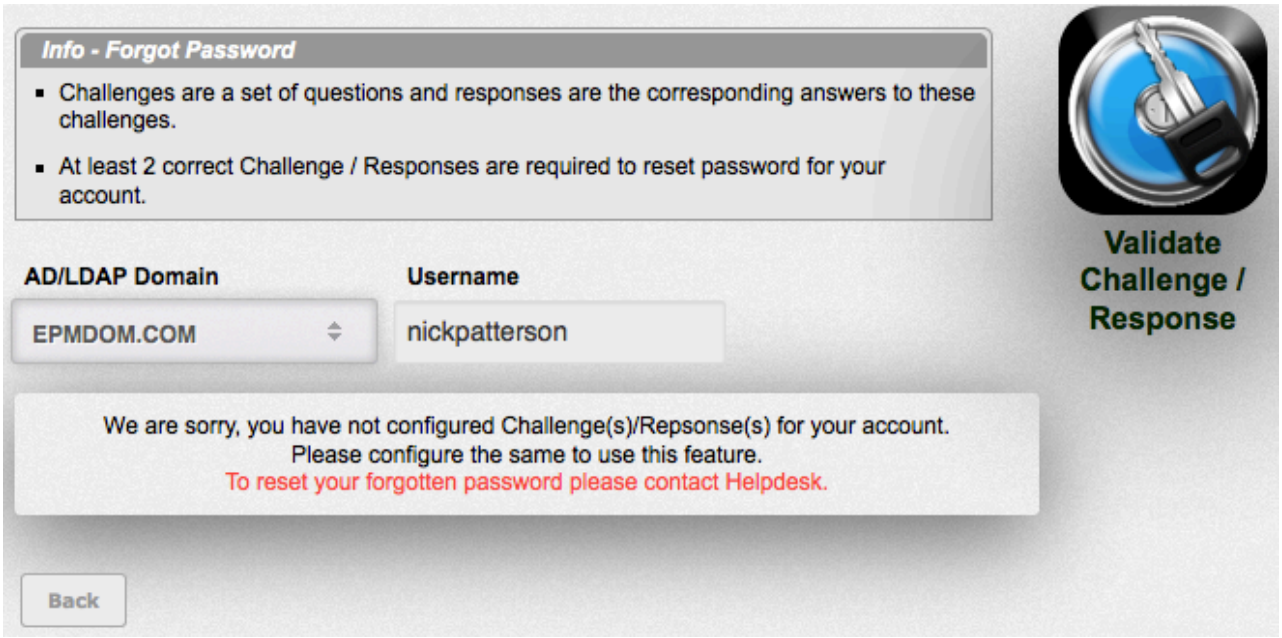

Figure 16 - Forgot Password: CR not available

- This message shows up because the chosen user has not yet registered into EPM. To register follow the steps described in section 4 User Registration

- After validation of your challenge/response, password reset form is displayed as in Figure 17 below.

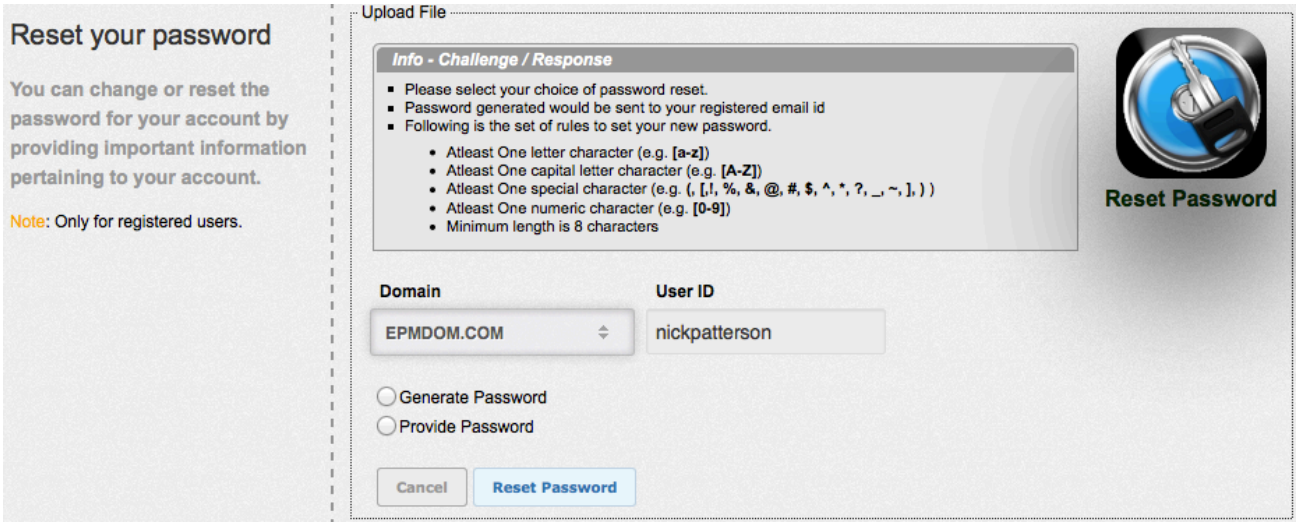

Figure 17 - Reset Password

- Choose the type of password reset. Options are “Generate Password” or “Provide Password”.
- Generate Password displays the screen as shown in Figure 18. If here you choose to click “Reset Password”, as random password based on AD/LDAP complexity is generated and sent as email to your registered email id.

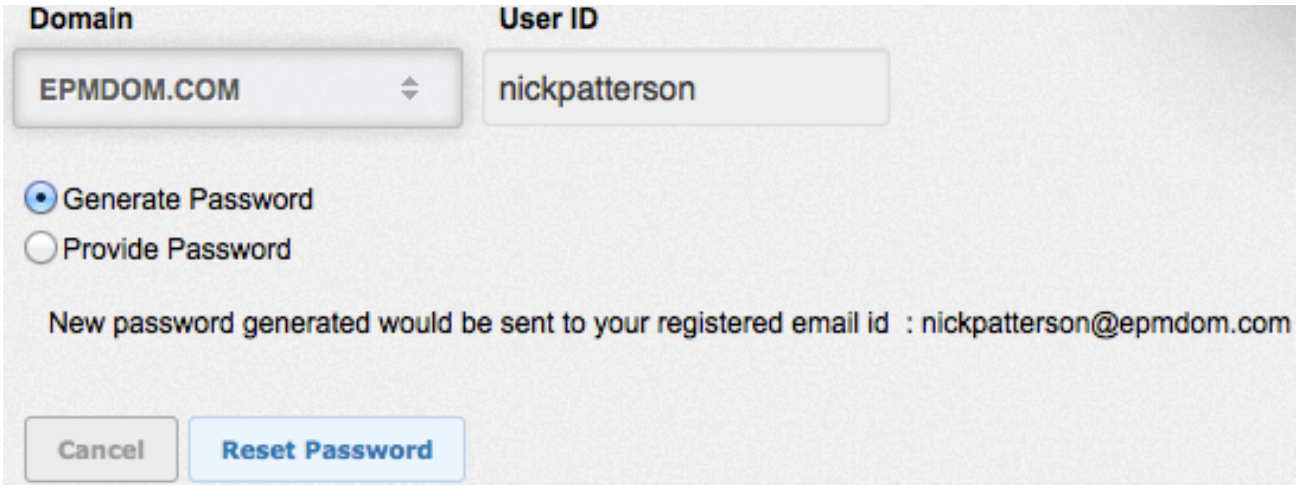

Figure 18 - Reset Password: Generate Password

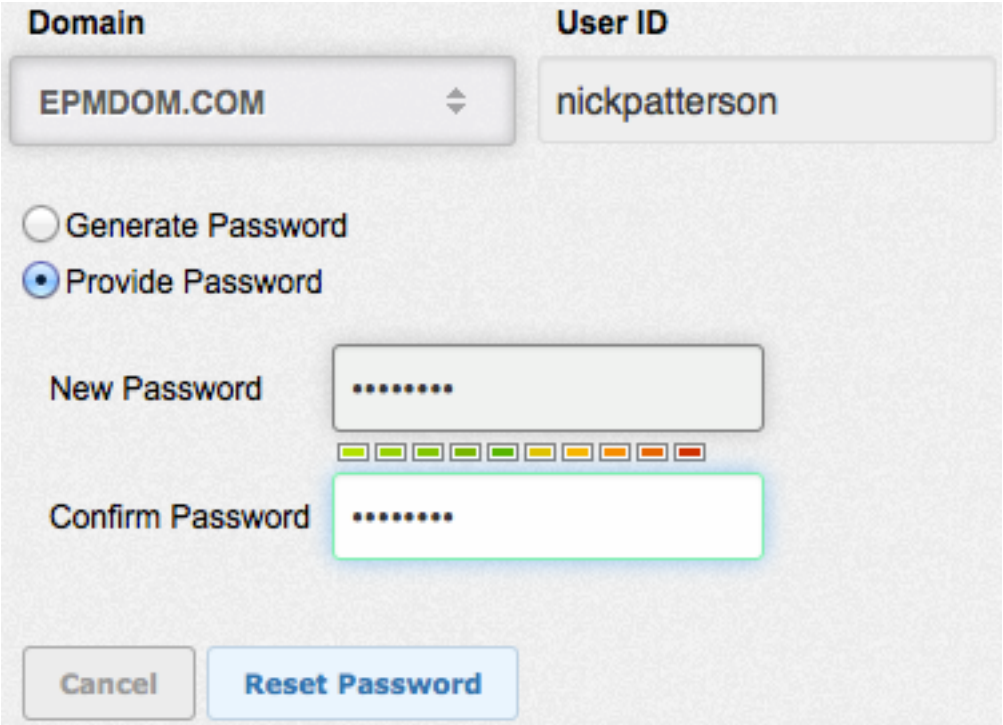

Figure 19 - Reset Password: Provide Password

- Provide Password display screen as shown in Figure 19. Here you can provide password of your choice. Password complexity meter below "New Password" input field display the level of complexity of the password being typed in. If all color bars are shown from green to red color, the complexity of the password is very high which means it cannot be easily cracked by anyone. If the bars are colored anywhere in between means lesser complex.

7 Forgot Username

If you ever forget your username, click on "Forgot your username" link on "Forgot Password" page. Figure 20 below is displayed. Choose your domain and provide your EPM registered email id. Your username is fetched from the database based on the email id and domain provided (done during User registration process).

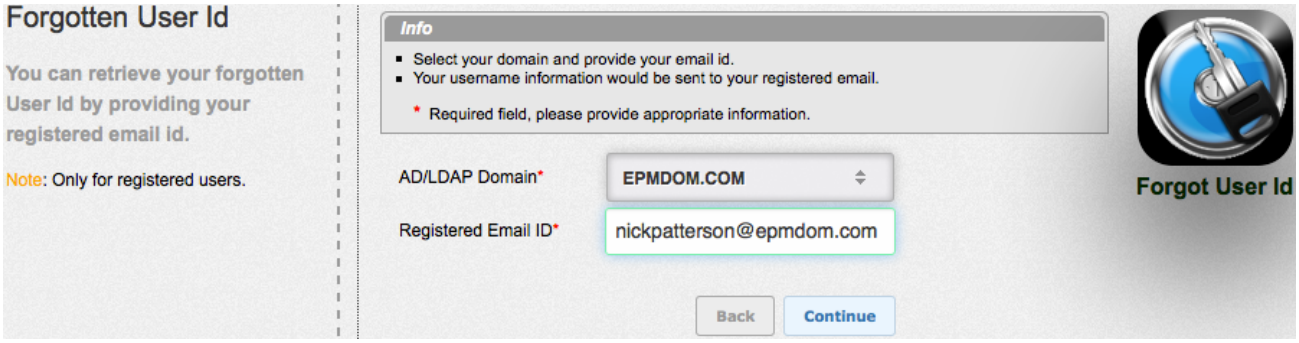

Figure 20 - Forgot Username

⇒ Email id for a particular domain is assumed to be unique meaning, no two users of the same domain can have same email id. Uniqueness of email id is not verified in the current version of EPM during User Registration.

8 Email Templates

Here is the email template for Forgot Password. Similar for all other mails sent by EPM.

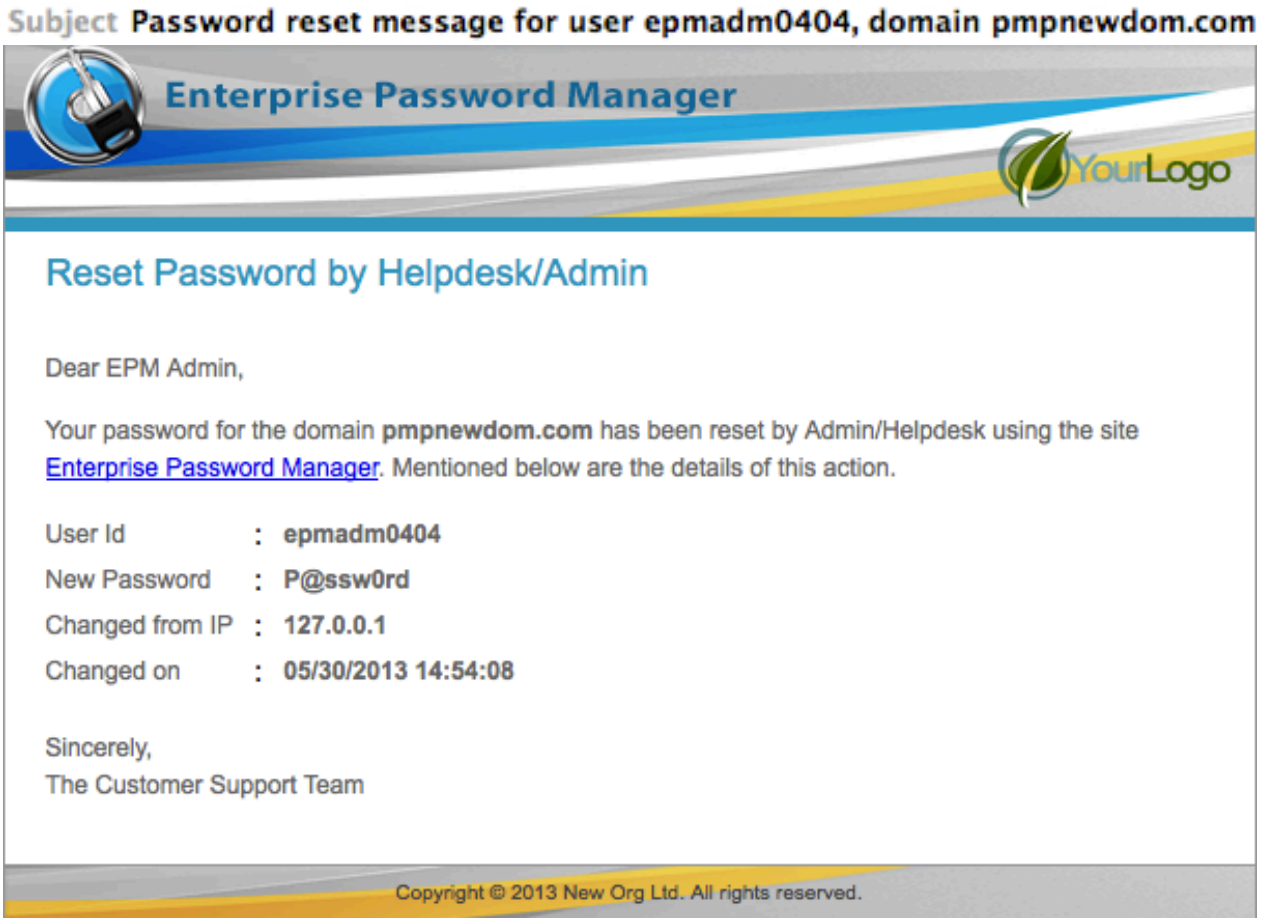

Figure 21 - Reset Password Email Template

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