

## Password Reset PRO: About New Version 3 Multiple Access Modes

Software version 3.x.x

Read more below about what's specifically new with version 3's multiple access modes and please contact our sales or support teams if you have questions- We're here to help as much as needed.

### Differences in New Version 3:

Our overwhelmingly successful version 2.1 of Password Reset PRO has one access mode (Profile Enrollment mode, user enrolls by selecting a security image + security word like banking websites). Building on this, new version 3 now has three available access modes (Profile Enrollment mode, AD Data mode, Domain Authentication mode)- all of which can be run simultaneously, load balanced, etc, allowing for the ultimate in system deployment flexibility.

Dedicated servers are not required for our software. Virtual servers are fine for installation, max verified software capacity is 300,000+ users in a single domain, and perimeter security / compliance is assured to the highest level of current regulatory requirements. Plus, all modes now support native mobile device access- Self change your password from iPhone, Android, WM, BB, etc!

To use version 3, your domain **AND** forest functional modes **MUST** be running in Windows 2003 mixed mode or higher. If your domain **OR** forest mode is Windows 2000 mode, you must use version 2. New version 3 only supports 2003, 2008 and 2008R2 domains.

All three of the new web portal modes will accept temp passwords (must change on next login), and expired passwords (as long as they are entered correctly). Very nice!

### Mode 1: Profile Enrollment

As you may be aware of from version 2.1, the **Profile Enrollment Mode (image + security word)** is a snap to deploy and does not require any setup by the administrator. You simply install the software and then invite users to enroll. However, this does require pre-enrollment on the part of the user before they can use the self-service features. A user cannot pre-enroll if their account is locked out or have forgotten their password, but can still pre-enroll if they have a temporary or expired password. An enrolled user can self unlock, self change an expired or expiring password, or reset a forgotten password, quickly and without IT intervention. This mode is carried over to version 3 and includes additional customization options for the enrollment text, making it easier to use than ever.

## Mode 2: Active Directory Data

The new **Active Directory Data Mode (new take on traditional questions + answers mode) added in version 3** does not require any pre-enrollment by your users, but does put a bit more setup effort onto the administrator. Any AD user with a locked account or expired password can use this portal with ease just by going to the self service portal and answering one or more pre-defined “ID questions”. The twist here is you are not asking your users to choose questions and then create answers, as that type of mode has been proven time and again to not be effective nor secure. With this mode, the administrator must set up the questions and answers for your AD users, with the answers based on existing data within Active Directory fields under their user accounts. You can use any available schema field for creating/storing the answers, and you can bulk-import answers directly to AD using common scripting.

Example, let’s say you use the field “carLicense” in AD to store the last four digits of the user’s SSN. You configure the *question* presented to the user in the web portal as “Enter the last four numbers of your SSN:”. The question is stored in our software settings and is mapped to the “carLicense” AD field for the answer. When a user goes to the self service portal, the user enters their domain username in the web portal’s main page, then is taken to the question page where they see the question(s) you just set up. When the user types in the answer to the question, it is matched up to the data present in Active Directory for that question. Once they answer the question(s) correctly, they are allowed access to unlock their account, change and/or reset their password. It is a very nice new mode that reduces any effort on the part of the user, and all data remains safely in AD. No external databases or domain mods are required. If you are already leveraging AD for data storage of extended information, this mode will be a “natural” for you.

## Mode 3: Domain Authentication Only

The third **Domain Authentication Only Mode in version 3** is a basic logon page similar to OWA’s change password function under IIS. It is designed primarily for internal LAN use, and does not have a third-factor for authentication. A user simply enters their user name / password and is able to change an expiring password or an issued temporary password. If a user has a locked account, they cannot access this mode. Users can still access if their password is expired as long as they enter it correctly. An example of use would be to place this portal inside your LAN, allowing local MAC / Linux users to quickly update their expiring domain password, or for new hires to quickly update their issued temporary password to a permanent password.

**Security:** Version 3 contains the latest Microsoft anti cross site scripting libraries and other updates to ensure strong security and regulatory compliance within the web portal when published externally. Communication between the Web Portal and Master Service is encrypted with AES 192 at the packet level, and again at the application layer with a 256-bit RSA key exchange. The Web Portal does not run with any domain credentials, or require installation on a domain member server.

**Mobile Device Access:** All web portal access modes in version 3 are accessible via common web enabled mobile devices, iPhone, Android, etc.

## Have more questions? Contact our knowledgeable Sales & Support Teams

1-877-SYSOPTTOOLS (USA) or +1-213-995-5060 (Direct & Int'l)

Support Team Hours: M-F 8am-6pm PST | Sales Team Hours: M-F 9am-6pm PST

### Additional Resources:

 [Purchase Information](#) |

 [Reference Material and Knowledge Base](#)

 [Support Information](#) |

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