



Password Reset Utility
Configuration

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1. Uninstalling Legacy Password Reset

If you are running on Pre-April 2016 version (14.2.5 or earlier version) or using the Legacy Password reset Component, before updating the Password Reset Portal to the newer version, the Legacy Password Reset Component must be uninstalled from all the client PCs where it had been installed through GPO previously.

To uninstall the Legacy Password Reset from the client PCs, you need to use the uninstall VB script from the Legacy password reset deploy -

- Remove the logon script and set the "PasswordResetUnInstallation.vbs" as the startup script to remove the client files from all machines.
[This basically just removes the registry keys added when the password reset was installed on the client PCs]

If you are currently running on pre-April 2016 version, the uninstall script 'PasswordResetUnInstallation.vbs' for Legacy password reset would be present under the folder for Password Portal.

In case you have already updated to the April 2016 or later version, please contact HDT Tech Support to get the uninstall script for Legacy component – 'PasswordResetUnInstallation.vbs'.

2. Password Reset Utility: How to deploy and configure via Group Policy

ServiceProPasswordResetter.exe can be deployed using Group policy startup and logon scripts.

The client utility supports the following Operating systems:

- *Windows 7 SP1*
- *Windows 8.1*
- *Windows 10*

Additional information:

- *Windows 7 machines will need .NET framework 4 or later present*
- *Details about deploying framework via GOP can be found on the Microsoft support site: <https://support.microsoft.com/en-us/kb/323886>*
- *Active Directory server needs to be Windows 2008R2 or higher.*

3. Configuring Group Policy for ServiceProPasswordresetter

** Please note that this is a simplified guide to show how the password reset can be deployed under a single OU in your Active Directory structure using sample Startup/Logon scripts. Additional steps or security requirements and considerations may be necessary based on your specific Active Directory configuration and network environment. **

During password reset portal installation, you would have been prompted to create and select a network share folder for the password reset utility deployment files. Make sure that this folder has

Read/Execute permissions set to “Everyone” so that domain users and local system accounts have network access to this location.

This folder will contain the following files used in the GPO deployment of the *passwordresetter* utility:

- ***ServiceProPasswordResetter.exe***
- ***ServiceProPasswordResetter.exe.config***
- ***SPResetterInstall.bat***
- ***SPResetterRegisterUsr.bat***
- ***SPResetterUninstall.bat***

The folder share path and URL path to the password reset portal will need to be updated in the first two batch files, and only the share location for the uninstall batch file. Confirm that the two login scripts ***SPResetterInstall.bat*** and ***SPResetterRegisterUsr.bat*** have the correct UNC path for the share drive and URL path.

e.g.

```
@echo off
```

```
CALL \\yourmachine\PwdShare\ServiceProPasswordResetter.exe /Install:http://yourwebsite.com/PasswordResetUrl
```

```
Exit
```

```
@echo off
```

```
CALL \\yourmachine\PwdShare\ServiceProPasswordResetter.exe /Configure:http://yourwebsite.com/PasswordResetUrl
```

```
Exit
```

3.1. Password Reset Command Parameters

The ServiceProPasswordResetter executable takes the following command parameters during deployment and registration or uninstall:

1. /Install:[Url to your password reset portal deployment]

This will install the necessary Windows components needed for the password reset functionality to work on the target client machine. This command needs to be run with Administrator permissions, typically via a Startup GPO script.

e.g.

```
ServiceProPasswordResetter.exe /Install:http://yourwebsite.com/PasswordResetUrl
```

2. /Configure:[Url to your password reset portal deployment]

This will initiate password reset registration for the currently logged on user. It will launch a registration form for the user to select questions and enter secret answers used for the password reset functionality if they forget their AD password. This does not require administrator permissions and will usually be run via a Logon GPO script.

e.g.

```
ServiceProPasswordResetter.exe /Configure:http://yourwebsite.com/PasswordResetUrl
```

3. /Uninstall

This will uninstall the password reset components on client machine. The command will need to be run with admin permission similar to the Install command via a startup GPO script.

e.g.
ServiceProPasswordResetter.exe /Uninstall

4. ***/DefaultCP (Optional)***

The DefaultCP switch can be used to set the default credential provider to the HSWCcredentialProvider. This will ensure that the user sees the Reset password using ServicePRO on the first login screen that initially loads.

The ***SPResetterInstall.bat*** batch file can be modified to include this switch at the end of the portal url link.

e.g.

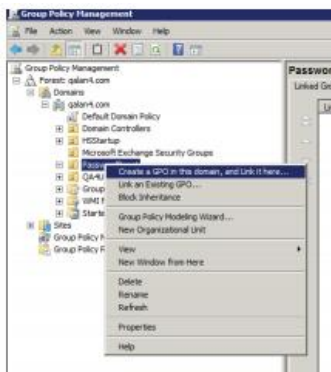
@echo off

CALL \\yourmachine\PwdShare\ServiceProPasswordResetter.exe /Install:http://yourwebsite.com/PasswordResetUrl /DefaultCP

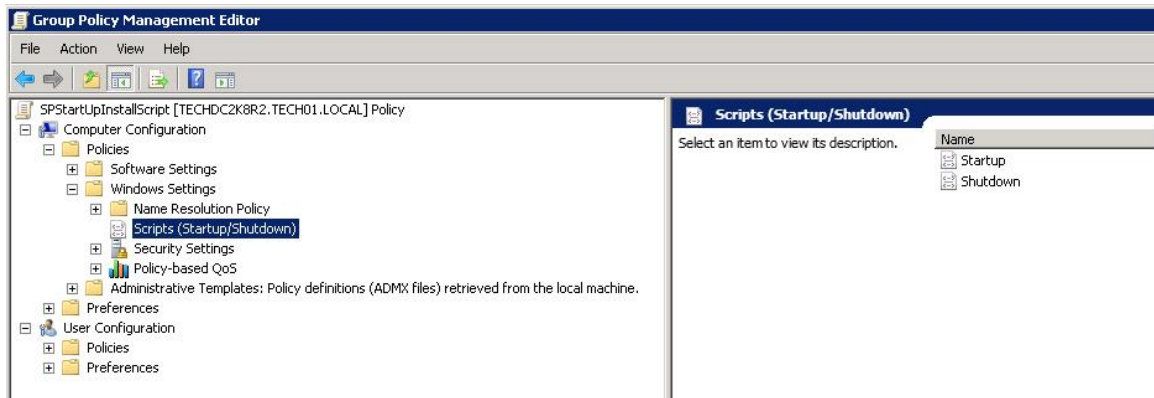
Exit

4. Deploying the computer Startup Script

1. From Active Directory Users and Computers, select a target Organizational Unit.
2. Create a Global Security group, and add computers on the domain as members of this group that you want the password reset utility to be deployed on.
3. Open the Group Policy Management tool.
4. Select your OU and *right click* – ‘Create a GPO in this domain, and Link it here...’

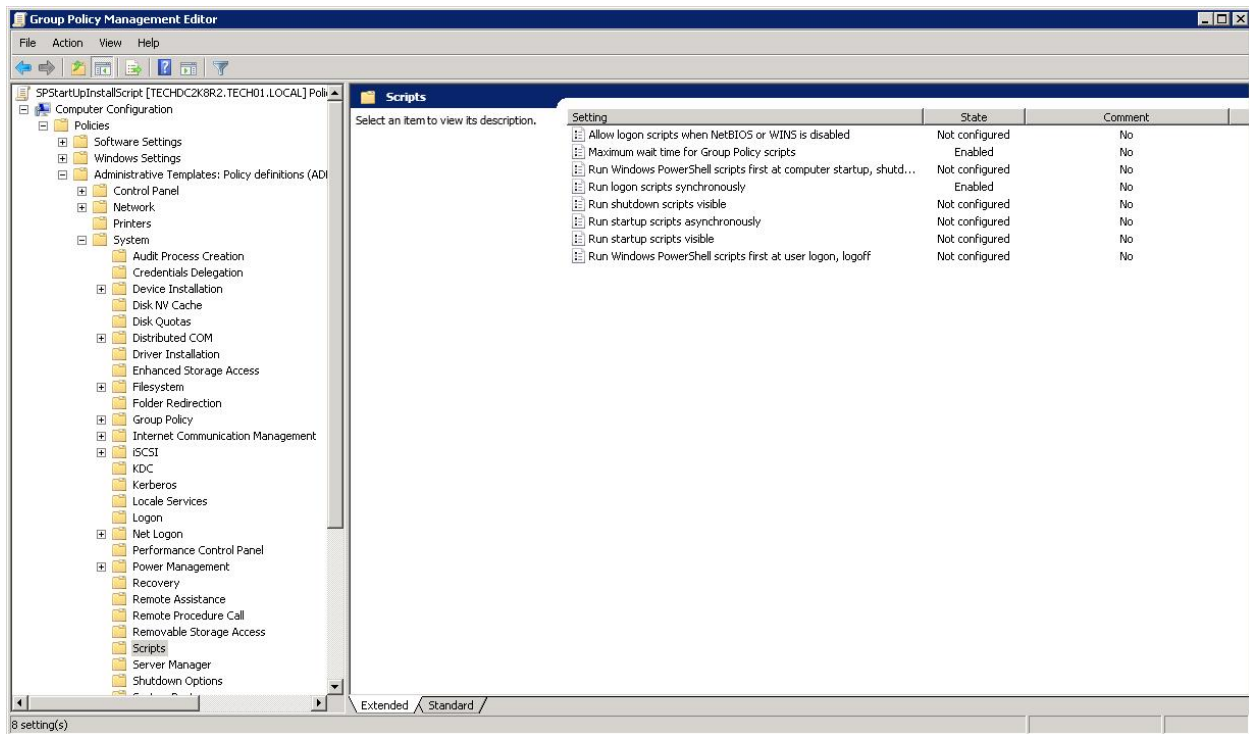


5. On the New GPO form, enter a name for GPO: ***SPStartUpInstallScript***
6. *Right click* on your new GPO and select *edit*. This will open the Group Policy Editor.
7. Navigate to Scripts from – Computer Configuration >> Policies >> Windows Settings >> Scripts.



8. Double click 'Startup' to display the Properties.
9. Click 'Show Files...,' and copy the **SPResetterInstall.bat** file into this directory if it isn't already there.
10. Select 'Add...,' and 'Browse...,' to add the script. Once this is done click 'OK'.
11. Now that the script has been added you need to enable some configuration settings.

12. Under the GP Management Editor navigate to: Computer Configuration >> Policies >> Administrative Templates >> System >> Scripts.

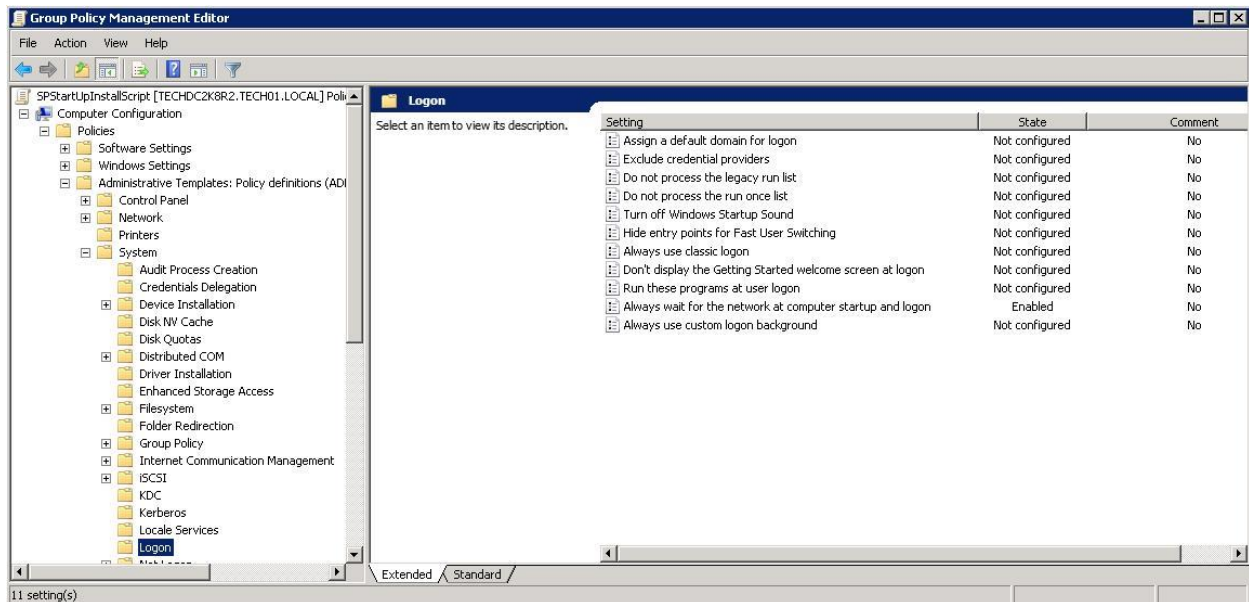


13. You need to enable the following settings: 'Maximum wait time for Group Policy scripts' and 'Run logon scripts synchronously'.

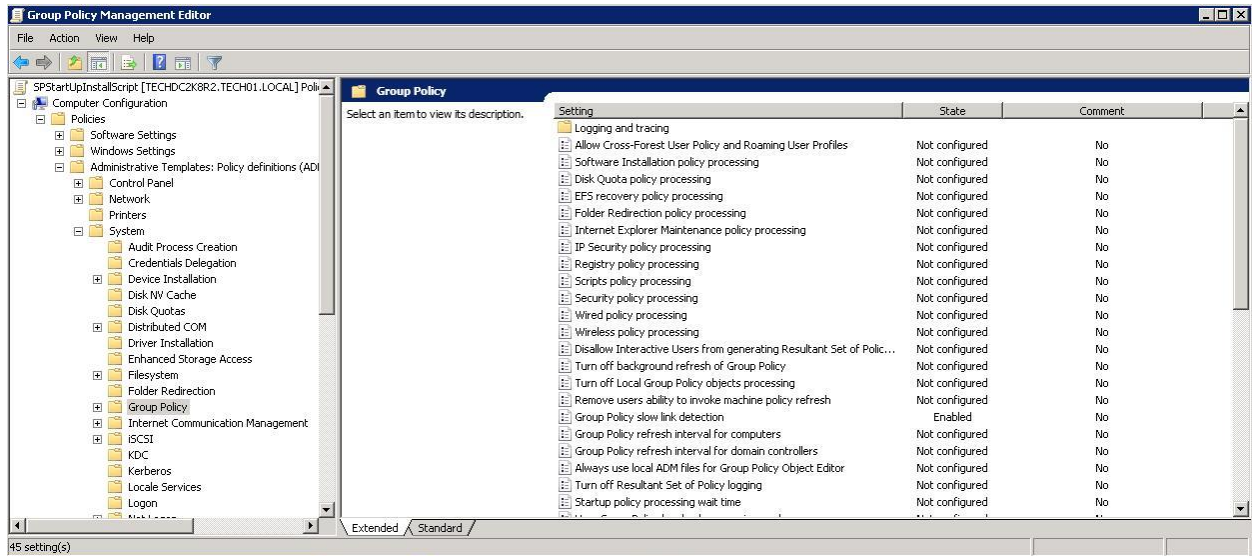
Note: in some environments, this option might need to be disabled.

14. Now navigate to:

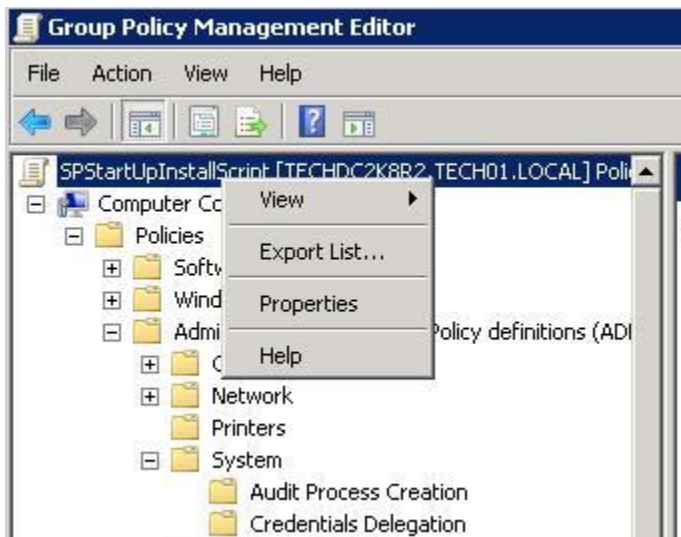
Computer Configuration >> Policies >> Administrative Templates >> System >> logon



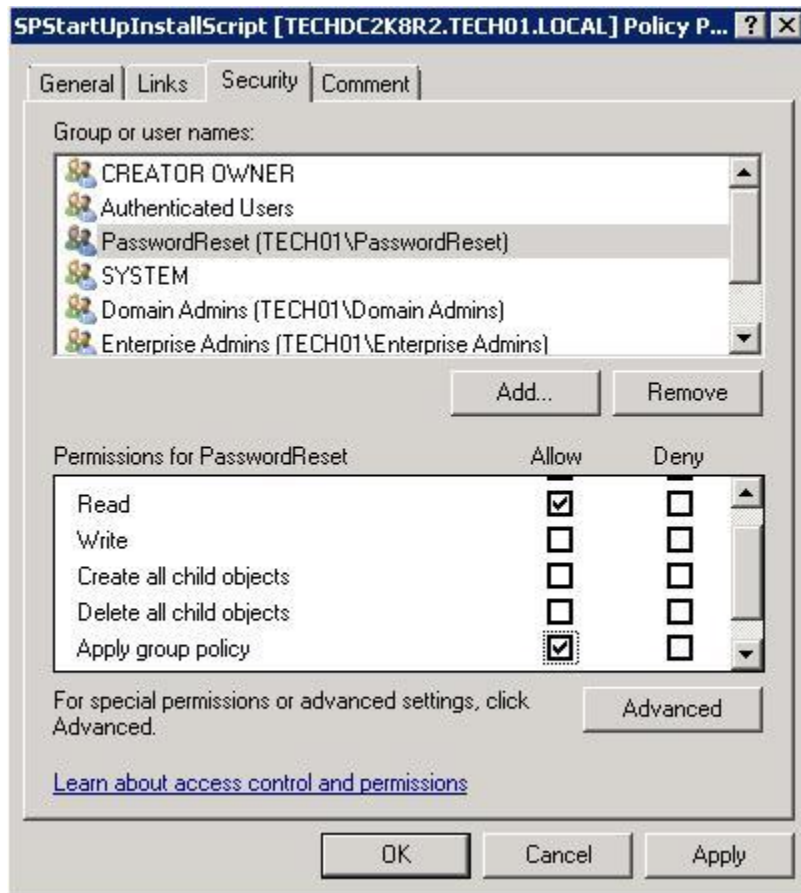
15. Enable the following setting: 'Always wait for the network at computer startup and logon'.
16. Now navigate to: Computer Configuration >> Policies >> Administrative Templates >> System >> Group Policy.



17. Enable the following setting: 'Group Policy slow link detection'.
18. Next, we will need to apply the policy to computer accounts. To simplify this, it is recommended that all computer accounts be placed in a single group.
19. 'Right-click' the main GPO node and click on 'properties'.



- From here switch to the 'Security' tab. We need to add the Security Group that we created at the beginning. This group will contain all of our computer accounts. Once you have added the group, grant them 'Read' and 'Apply Group Policy' permissions.

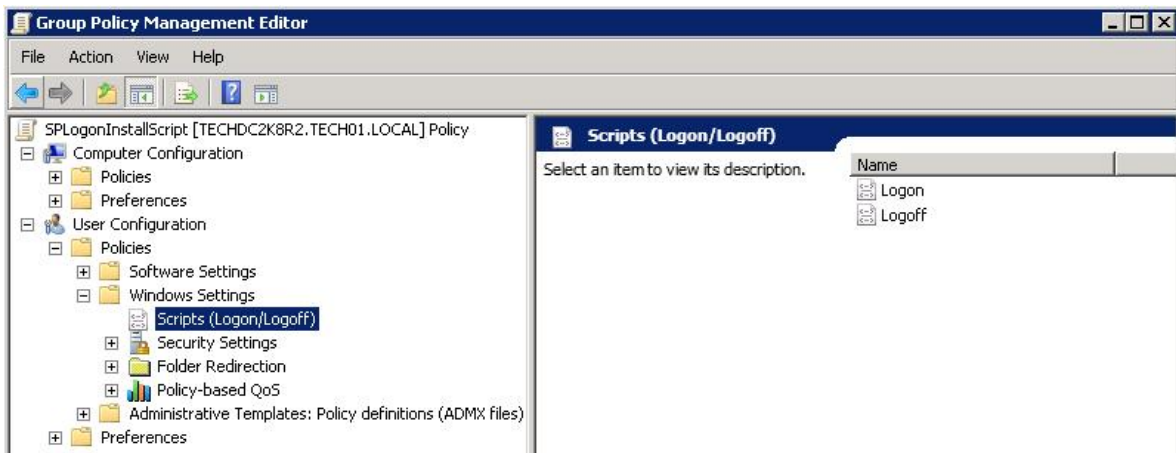


- Remove the Apply group policy setting by unchecking the Allow option from the Authenticated Users.
- Apply these changes and we have finished the first GPO configuration.

5. Installing the User Logon Script

Option #1:

1. You will need to return to 'Group Policy Management'. Right click on your OU and create another GPO similar to the previous step.
2. Call this new GPO: '**SPLogonInstallScript**'.
3. Right click on this new GPO and select 'edit'.
4. You will now be in the GPO Management editor again.
5. Navigate to the following location: User Configuration >> Policies >> Windows Settings >> Scripts (Logon/Logoff).

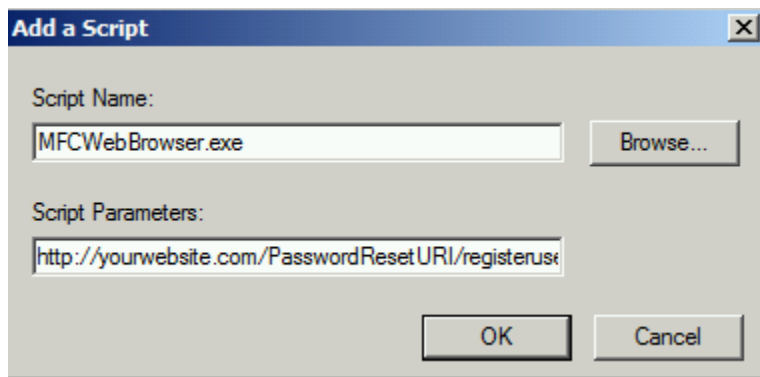


6. Double-click on the 'Logon' option to display the properties window.
7. Select 'Show Files...' and copy the **SPResetterRegisterUsr.bat** file to this directory if it is not already present.
8. After this is done, select 'Add...' and add the script from 'Browse...'.
9. After you have added the **SPResetterRegisterUsr** script you can apply and close the editor.
10. You have now successfully setup the Automatic Registration via Group Policy.

Option #2:

1. Please follow the steps 1 through 6 from Option #1.
2. Instead of using the batch file **SPResetterRegisterUsr.bat** from Option #1, you will need to configure GPO to Execute **MFCWebBrowser.exe**.
3. In the 'Scripts' tab, select 'Add...' and under 'Script Name' add **MFCWebBrowser.exe** then in the 'Script Parameters:' add the following parameter:

<http://yourwebsite.com/PasswordResetUrl/registeruser.aspx?LoginName=%USERNAME%Dm nName=%USERDOMAIN%>



NOTE: This option will only work if SPStartupInstallScript has successfully installed on computers.

4. After you have added the script, you can apply and close the editor.
5. You have now successfully setup the Automatic Registration via Group Policy.

6. Uninstalling the password reset utility

To remove the password reset functionality from a machine, it is recommended that you first remove that machine from the security group used in the install startup scripts. Create another startup script to target the machine(s) for uninstall via another security group.

The provided SPResetterUninstall.bat batch file will need to be run via the startup script. Remember to update the share folder location in the file before using it.

e.g.

```
@echo off
```

```
CALL \\yourmachine\PwdShare \ServiceProPasswordResetter.exe /Uninstall
```

```
exit
```