Oracle® Enterprise Single Sign-on Password Reset

Client Installation and Setup Guide

Release 11.1.1.5.0

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Table of Contents

Abbreviations and Terminology

Following is a list of commonly-used abbreviations and terminology.

Abbreviation or Term	Full Name
Administrative Console	ESSO-LM Administrative Console
Agent	ESSO-LM Logon Manager Agent
FTU	First Time Use Wizard
ESSO-Anywhere	Oracle Enterprise Single Sign-on Anywhere
ESSO-PG	Oracle Enterprise Single Sign-on Provisioning Gateway
ESSO-LM	Oracle Enterprise Single Sign-on Logon Manager
ESSO-PR	Oracle Enterprise Single Sign-on Password Reset
ESSO-UAM	Oracle Enterprise Single Sign-on Universal Authentication Manager

About ESSO-PR

Oracle Enterprise Single Sign-on Password Reset (ESSO-PR) enables workstation users to reset their own Windows domain passwords without the intervention of administrative or help-desk personnel. It provides end users with an alternative means of authenticating themselves by taking a quiz comprising a series of passphrase questions.

Each question is weighted with point values. As the end user answers the quiz questions, ESSO-PR keeps a running score. Points are added to the score for each correct response and points are deducted for each incorrect response. When the end user accumulates sufficient points to meet a preset "confidence level," ESSO-PR permits the end user to select a new password. If the end user's score does not achieve the required confidence level after all questions have been presented, or if it falls below a preset negative value, the quiz ends and the end user is not permitted to reset the password.

The reset service is available to each end user after completing a one-time Enrollment Interview to record passphrase answers. The ESSO-PR Management Console provides easy configuration of the Enrollment Interview and Reset Quiz, including question text, point values, and confidence-level limits. The console also affords convenient reports of enrollment and reset activity and status.

Installing the ESSO-PR Client

The ESSO-PR Client Installer provides the following functions:

- Supplies the components needed to run ESSO-PR through the Windows interface
- Sets the registry values that point the ESSO-PR client to the enrollment and reset service
- Offers or obliges workstation users to enroll in the password reset service if so configured

Installation can be performed with the Windows Install Wizard or at the command line. The installer package sspr_client.msi can also be customized with site-specific settings using any standard .msi package editor, such as InstallShield, AdminStudio, or Wise Package Studio.

ESSO-PR includes support for twelve languages in addition to English: Czech, Dutch, Finnish, German, Spanish, French, Italian, Japanese, Korean, Simplified Chinese, Polish, and Brazilian Portuguese. The following instructions include steps to install support for these languages using both the Windows Install Wizard and the command line.

Compatibility Constraints

If you are installing ESSO-PR Client and ESSO-LM on the same workstation, you cannot use the ESSO-LM Network Provider logon method.

If you want to use ESSO-PR on a workstation where Kiosk Manager is installed, refer to the *Kiosk Manager Installation and Setup Guide* for configuration information.

Using the Installation Wizard to Install the ESSO-PR Client

> If you are upgrading the Client from an earlier version on the Microsoft Windows Vista 32-bit operating system, you must uninstall the older version before performing the following procedure.
>
> If you are installing the ESSO-PR Client on a workstation running the ESSO-LM Agent, you must shut down the ESSO-LM Agent prior to installing the ESSO-PR Client.

1. Double-click the **Setup** icon (Oracle_sspr_client_xxx.exe or Oracle_sspr_client_xxx.msi)
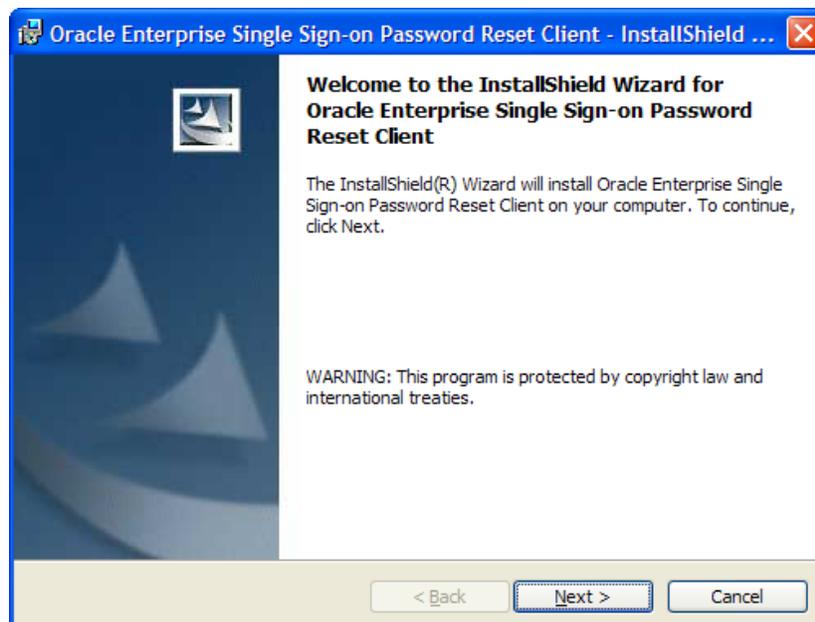
In the Install Wizard screen, click **Next >**.

2. Enter the enrollment URLs in the spaces provided. See Client Installation Settings for more information.
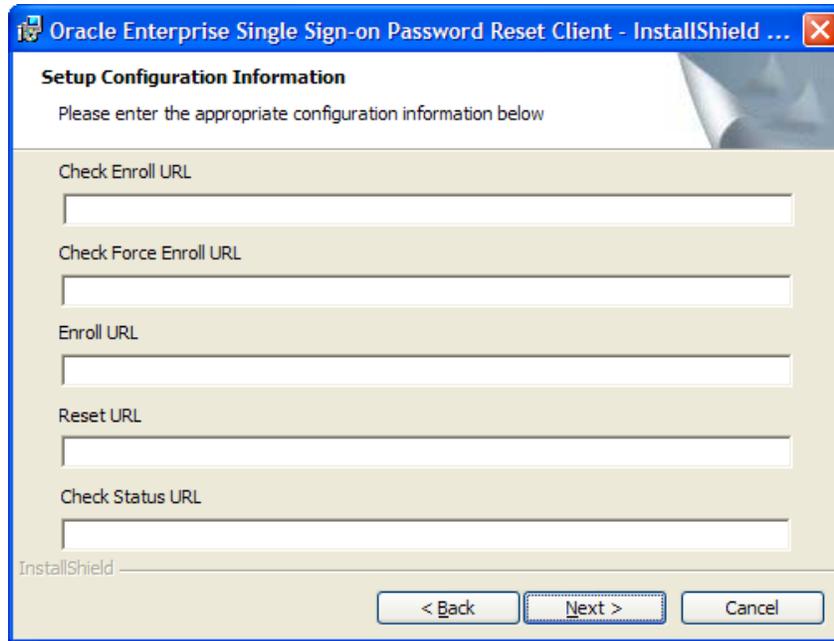
Click **Next >**.

3. Select the language for the installation. (If you want to verify how much hard-disk space your selections will require, click the **Space** button.) Then click **Next >**.
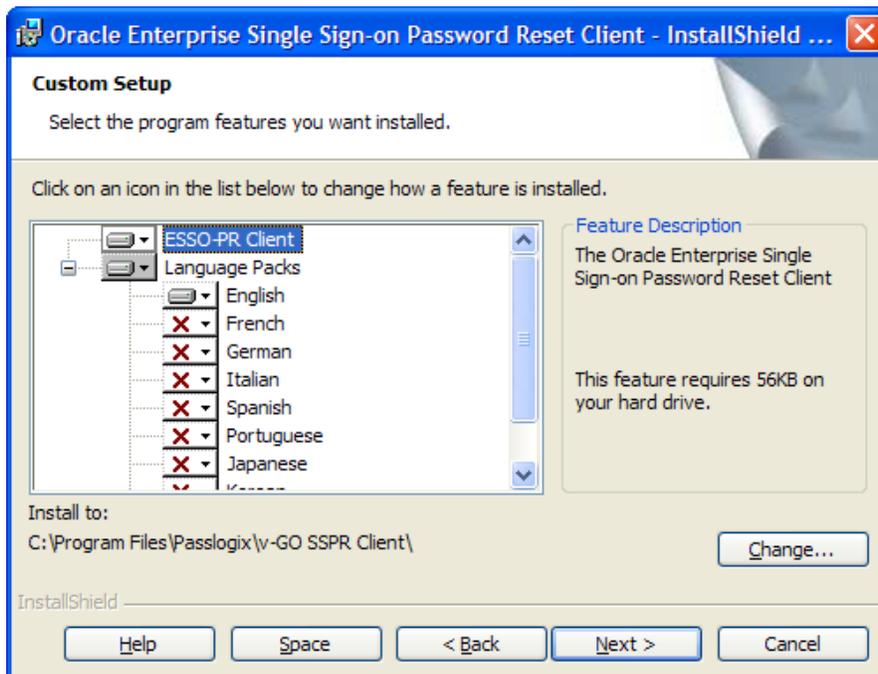
4. On the next screen, click **Install**. The installation begins and a bar indicates the installation progress.
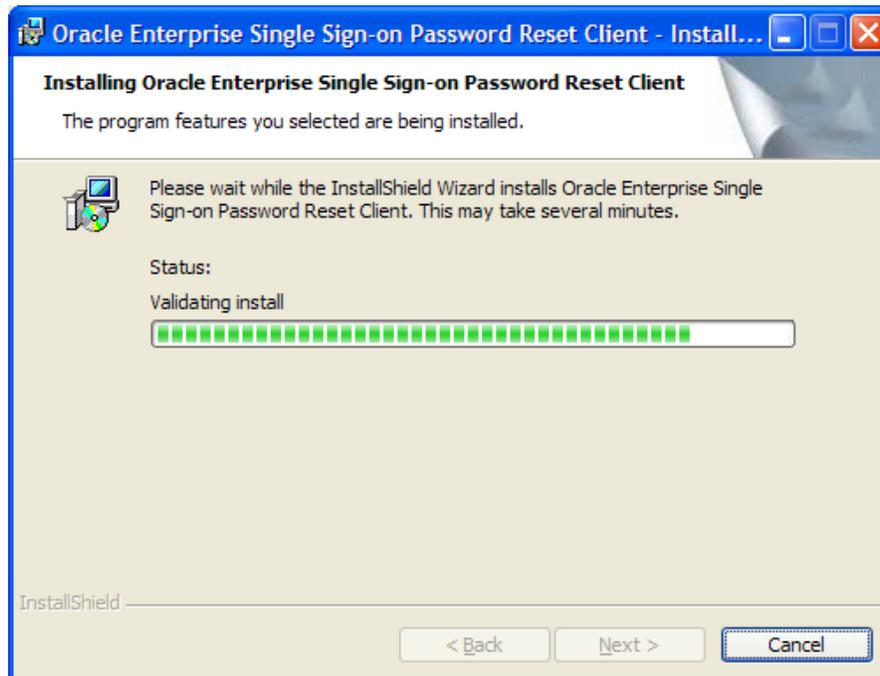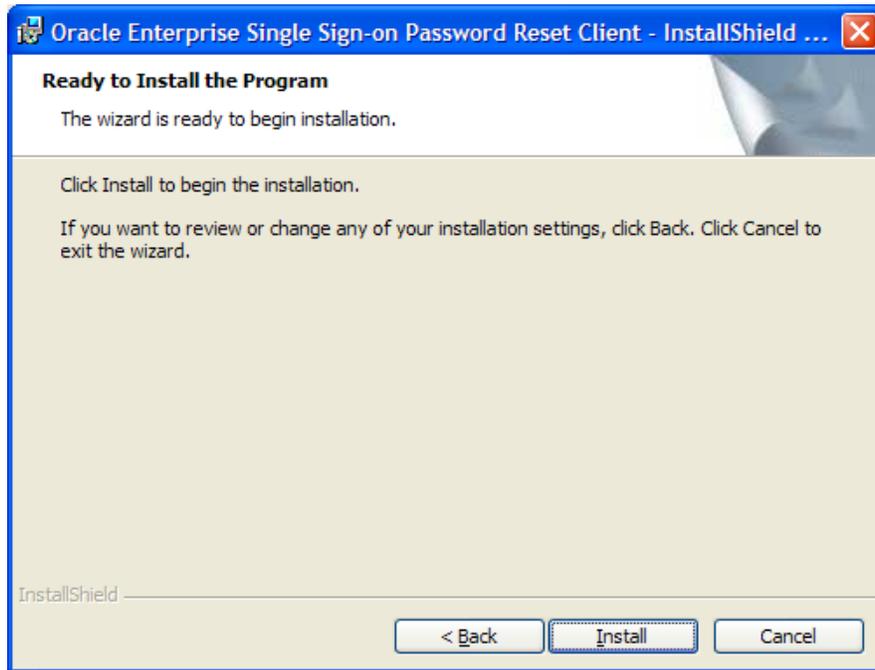
5. Click **Finish** when the installation is complete.
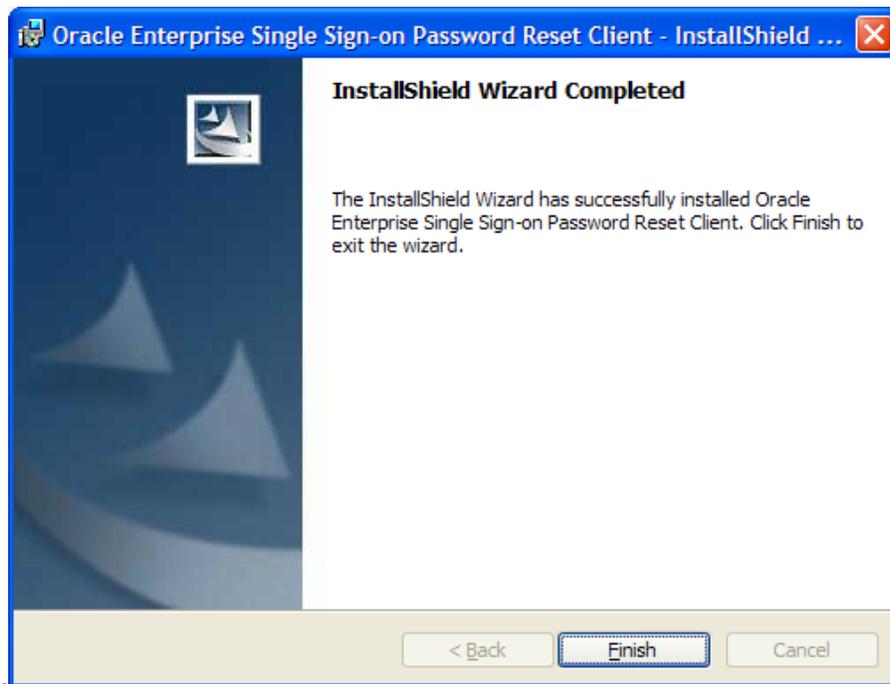
6. When prompted to restart Windows, click **Yes**.

Installing Additional Language Packs

In order to install additional language after initial installation:

1. In the Windows control panel, launch **Add/Remove Programs**.
2. Highlight **Oracle Enterprise Single Sign-on Password Reset** and click the **Change** button.
3. Navigate through the install wizard and click the **Modify** button.
4. Select the additional language packs that you want to install.
5. Reboot as instructed and re-launch **Add/Remove Programs** to complete the additional language installation.

Reverting to the Original Language Pack After Installing Another

To revert to the original language pack after you've installed another one:

1. Launch **Add/Remove Programs** and modify the ESSO-PR installation to set the appropriate language pack.

2. Reboot as instructed after the installation finishes.

3. Repair the installation.

> You must repair the installation after modifying it. Failure to do so will cause improper functionality of the GINA button.

Client Installation Settings

You must enter the settings for Enroll URL, Reset URL, Check Enroll URL, Check Force Enroll URL, and Check Status URL during installation. These settings are URLs that point the ESSO-PR client to the appropriate Web service resources for enrollment and password reset.

Enroll URL	Enter the URL of the Enrollment service default page: http://host/vgoselfservicereset/enrollmentclient/EnrollUser.aspx
Reset URL	Enter the URL of the reset service default page: http://host /vgoselfservicereset/resetclient/default.aspx
Check Enroll URL	Enter the URL of the Enrollment check service (checks if user is enrolled): http://host/vgoselfservicereset/resetclient/checkenrollment.aspx
Check Force Enroll URL	Enter the URL of the force enrollment check service (checks if user is forced to enroll): http://host /vgoselfservicereset/resetclient/checkforceenrollment.aspx
Check Status URL >	Enter the URL of the status check service (checks for ESSO-PR service availability): http://host /vgoselfservicereset/resetclient/checkstatus.aspx

Automatic and Forced Enrollment

The optional settings, AutomaticEnroll and ForceEnrollment, control whether a workstation user is asked or required to enroll in the password reset service at his next logon. These values can be set by modifying the installer package; they are not added by the install wizard on the client. See ESSO-PR Registry Settings for the location of these Registry settings.

# Installing the Client at the Command Line

> If you are upgrading the Client from an earlier version on the Microsoft Windows Vista 32-bit operating system, you must uninstall the older version before performing the following procedure.

The ESSO-PR client can be installed as a DOS command, using the following command syntax:

```
msiexec /i [/q] c:\sspr_client.msi programURLs [REBOOT=ReallySuppress]
```

```
/q = Quiet Mode: Suppress all installer user-interface messages. Refer to the
description of other Windows Installer command line options for msiexec at
```
http://msdn.microsoft.com.

`REBOOT=ReallySuppress` = Tells the Installer not to reboot under any circumstances.

Example

Using the following command line, you can perform a silent installation without a reboot of the workstation. This command assumes that the user's Windows directory is Windows and the SSPR.msi is named sspr_client.msi:

```
c:\windows\system32\msiexec /i /q c:\sspr_client.msi
REG_CHECKENROLLURL="http://host/vgoselfservicereset/resetclient/

checkenrollment.aspx"
REG_CHECKFORCEENROLLURL="http://host/vgoselfservicereset/resetclient/

checkforceenrollment.aspx"
REG_ENROLLURL=" http://host/vgoselfservicereset/enrollmentclient/enrolluser.aspx"
REG_RESETURL="http://host/vgoselfservicereset/resetclient/default.aspx"
REG_CHECKSTATUSURL="http://host/vgoselfservicereset/resetclient/

checkstatus.aspx" REBOOT=ReallySuppress
```

> You must type out the full path to the installer .msi, as in the example above. A single space must separate each `REG_*="*.aspx"`—not a line return.

ProgramURLs (required)
`REG_CHECKENROLLURL=" http://`host`/vgoselfservicereset/resetclient/checkenrollment.aspx"`
`REG_CHECKFORCEENROLLURL="`   `http://`host`/vgoselfservicereset/resetclient/checkforceenrollment.aspx"`
`REG_ENROLLURL="http://`host`/vgoselfservicereset/enrollmentclient/enrolluser.aspx"`
`REG_RESETURL=" http://`host `/vgoselfservicereset/resetclient/default.aspx"`
`REG_CHECKSTATUSURL="http://`host `/vgoselfservicereset/resetclient/checkstatus.aspx"`
Where: host is the server name (or IP address) of the server that is running the ESSO-PR service.

Installing Language Packs at the Command Line

In order to install the various language packs, you must install ESSO-PR using command line switches as illustrated below; otherwise the GINA stub will not appear on localized operating systems. You install the desired language pack by adding the language name to the string that follows the `ADDLOCAL` switch.

Following is the minimum command line for the `ADDLOCAL` switch:

```
msiexec /i "Location of .msi" ADDLOCAL=Gina,VersionTracker,English,
CheckEnrollment.x86_only,Release_Only
```

And following is an example of a command line to install silently (`/q`) with the German language pack added:

```
msiexec /i "Location of .msi" /q ADDLOCAL=Gina,vgo_sspr_client,English,German,
CheckEnrollment.x86_only,Release_Only
```

`/i`	=	Install
`/q`	=	Quiet installation
`ADDLOCAL`	=	Follow with options to install (listed below)

ADDLOCAL Options

Gina
- Required for all operating systems prior to Windows Vista
- *Do not* include for Windows Vista and Windows 7

Required Items
- VersionTracker
- One of the following:
    - CheckEnrollment.x86_only (32-bit operating systems)
    - CheckEnrollment.x64_only (64-bit operating systems)
- One of the following:
    - Release_Only (32-bit operating systems)
    - Release_Only.x64 (64-bit operating systems)

For Installation with Windows Vista/Windows 7
- Vista_Only (32-bit)
- Vista_Only.x64 (64-bit)

Installable Language Packs (always install English)

- Chinese_Simplified
- Czech
- Dutch
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Polish
- Portuguese
- Spanish

Running the Reset Client Under a Specified User Account

The ESSO-PR client provides the ability to run the Reset client under a specified user account instead of the Local System account. This eliminates the possibility that the Reset client will have rights to access resources it should not.

To enable this feature, follow these steps:

1. Open a command prompt and run `aspnet_setreg -k:software\passlogix\sspr\windowsinterface -u:domain\username -p:password`, Replace `domain\username` and `password` with real values.

2. Ensure that the key `HKLM\Software\Passlogix\SSPR\WindowsInterface\ASPNET_SETREG` exists. There should be two values in the key: `password` and `userName`.

3. Rename the `ASPNET_SETREG` key to `RestrictedUser`.

   The Reset Client should launch under the configured user. The Enrollment Client will run under the logged on user.

To test this feature:

1. Open the Registry and browse to `HKLM\Software\Passlogix\SSPR\WindowsInterface`.

2. Copy the value of `EnrollURL` and set `ResetURL` to that value.

3. Launch the Reset client. The Enrollment screen opens.

   The Enrollment screen should identify you as the specified user successfully.

Disabling the "Redirection" Popup

You can disable the popup that indicates that ESSO-PR is redirecting the user to an external reset page.

To disable this popup, the ESSO-PR client will create the following setting before launching windowsinterface.exe, and then restore it after redirection: HKEY_CURRENT_USER\Software\Microsoft\ Windows\CurrentVersion\Internet Settings Value: WarnonZoneCrossing.

Specifying the Window Title

You can configure ESSO-PR so that the ESSO-PR GINA button displays as a banner at the top of any window you choose.

ORACLE   Forgot your password? Click here to reset it.

To specify the windows that display this banner, add them to the list in:
`HKLM\Software\Passlogix\SSPR\WindowsInterface\GinaWindows`.

Within this key, add a `REG_SZ` value for each window title that you want to have display the banner. The value name will be WindowTitleX, where X is a sequence number starting from 1, and the value data is the window title. For example:

- WindowTitle1=Log On to Windows
- WindowTitle2=Unlock Computer

> The window title must match exactly, including any leading or trailing white space.

Using ESSO-PR Client With a Custom Reset Web Application

You can configure the ESSO-PR client in the absence of a ESSO-PR server installation.

Follow the instructions to install ESSO-PR on the client machine.

1. Set the ResetURL value to point to the custom reset Web application.
2. Set the StatusURL to a resource that will return the success response. This forces ESSO-PR to bypass the status check and display the ResetURL contents. See below for details.

   The StatusURL setting should point to a resource (such as an HTML file) that contains the following content:

   ```
   <HTML>

   <HEAD>

   <TITLE>CHECKSTATUS</TITLE>

   </HEAD>

   <BODY>

   GOOD SSPR STATUS

   </BODY>

   </HTML>
   ```

Fast User Switching Not Available (Windows XP Users Only)

Installing the ESSO-PR client on Windows XP disables the Fast User Switching feature, which allows multiple users to be logged on to a computer at the same time and to switch among logons by pressing **+L**. This feature is unavailable because ESSO-PR utilizes a custom GINA (Graphical Identification and Authentication) component that replaces the Microsoft default GINA dynamic link library (Msgina.dll). To change logons on a Windows XP computer, a user must log off to allow the next user to log on. To do this, open Task Manager (**CTRL+ALT+DELETE**), and click **Log off**.

Reference and Troubleshooting

Installation and Configuration Notes

Windows Installer Error 1720

Error 1720 occurs during ESSO-PR client software installation when the logged-on user does not have sufficient rights to install software on the workstation. You must log on to workstation as a user with Administrator rights or contact support personnel.

Client Registry Settings

Under HKLM\Software\Passlogix\SSPR

Key	Value Name	Data Type	Data [URLRoot] : http://[host]/vgoselfservicereset
WindowsInterface	EnrollURL	string (REG_SZ)	URL of the Enrollment service default page: [URLroot]/enrollmentclient/enrolluser.aspx
	ResetURL	string (REG_SZ)	URL of the reset service default page: [URLroot]/resetclient/default.aspx
	StatusURL	string (REG_SZ)	URL of the checkstatus page (notifies reset client that reset service is available: [URLroot]/resetclient/checkstatus.aspx
	CheckEnrollURL	string (REG_SZ)	URL of Enrollment check service (checks if user is enrolled in service): [URLroot]/resetclient/checkenrollment.aspx
	AutomaticEnroll	dword (REG_DWORD)	Set to a non-zero value to offer enrollment option to enroll user at next logon. Set to 0 (default) not to offer enrollment upon logon.
	ForceEnrollment	dword (REG_DWORD)	Set to a non-zero value to require unenrolled user to enroll at next logon. Set to 0 (default) not to require enrollment upon logon.
	CheckForceEnrollment	string (REG_SZ)	URL of force enrollment check service (checks the number of times user can defer Enrollment): [URLroot]/resetclient/checkforceenrollment.aspx
	WindowHeight	dword (REG_DWORD)	Adjusts the ESSO-PR browser window height.
	WindowWidth	dword (REG_DWORD)	Adjusts the ESSO-PR browser window width.
	Bitmap	string (REG_SZ)	Add this key to the registry to replace the standard GINA bitmap with a custom bitmap. Specify the full path to the custom bitmap file.
WindowsInterface\xx (where *xx* is the two-letter language code*)	LinkText	string (REG_SZ)	Enter desired text to instruct the user to click to reset password (Windows Vista only).
	WindowTitle	string (REG_SZ)	Enter desired text for the Enrollment and Reset Interface window titles.
WindowsInterface\xx \GinaWindows	WindowTitle1… WindowTitleX	string (REG_SZ)	Set to the window titles that should display the ESSO-PR banner (Windows 2000/XP).

*Language Codes for WindowsInterface\xx:

- Chinese: zh
- Dutch: nl
- Finnish: fi
- German: de
- Japanese: ja
- Polish: pl
- Spanish: es
- Czech: cs
- English: en
- French: fr
- Italian: it
- Korean: ko
- Portuguese: pt