Virto Password Reset and Recovery Web Part for SharePoint

Release 3.2.4

Installation and User Guide

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Virto Password Reset and Recovery 3.2.4 for SharePoint

Overview

This web part is used for quick and simple resolving of situations when a user forgets his password or the password is expired according to password security policy. If there is no such a tool, user must contact his AD administrator every time he needs to change the password.

Virto SharePoint Password Reset and Recovery Web Part is added to the SharePoint by administrator who adjusts the component. You can find detailed information about the web part adjustment in Installation and User Guide. Besides the ability to add Web Part to the SharePoint site page, administrator can also add it to any page of other web-portal with the help of additional ASP.NET source code supplied with the component.

Any user authorized on the SharePoint site with AD login (including cases of remote access to the portal) can request a configuration of new password. And this does not mean that he can change the configuration of the web part.

There also can be a situation when user cannot be authorized on the SharePoint site, but needs to enter it. For such cases the web part can be installed on a special WSS SharePoint site with anonymous access. This will help users without ability to logon to SharePoint site to reset their password.

There are two ways of working with passwords – request a new password on the site **online** or **by email**. According to security policy in the first case before the password changing, user will be offered to answer some **security questions** (from one to three). Security questions are set by system administrator and the values are taken from corresponding fields of AD profile (for instance, date of birth, mobile phone and etc.).

Form Based authentication is included into the list of features of Virto SharePoint Password Reset and Recovery Web Part.

System Requirements

Operating System
Microsoft Windows Server 2003, 2008, 2012

Server
SharePoint Release 2013:
- Microsoft Windows SharePoint Foundation 2013 or Microsoft Office SharePoint Server 2013;
- Microsoft .NET Framework 4.5;

SharePoint Release 2010:
- Microsoft Windows SharePoint Foundation 2010 or Microsoft Office SharePoint Server 2010;
- Microsoft .NET Framework 3.5;

SharePoint Release 3:
- Microsoft Windows SharePoint Services v3 or Microsoft Office SharePoint Server 2007;
- Microsoft .NET Framework 3.5;

Note: This product is not compatible with SPS 2003 and WSS v2.

Browser
Microsoft Internet Explorer 7 or higher.

Installation

This section describes how to install, upgrade, uninstall, or contact Support for the Virto SharePoint Password Reset and Recovery Web Part.

Expected Outage

The expected outage time is from 2 minutes to several hours depending on your hardware and number of SharePoint sites. Though we recommend all Virto users to upgrade on a weekend.
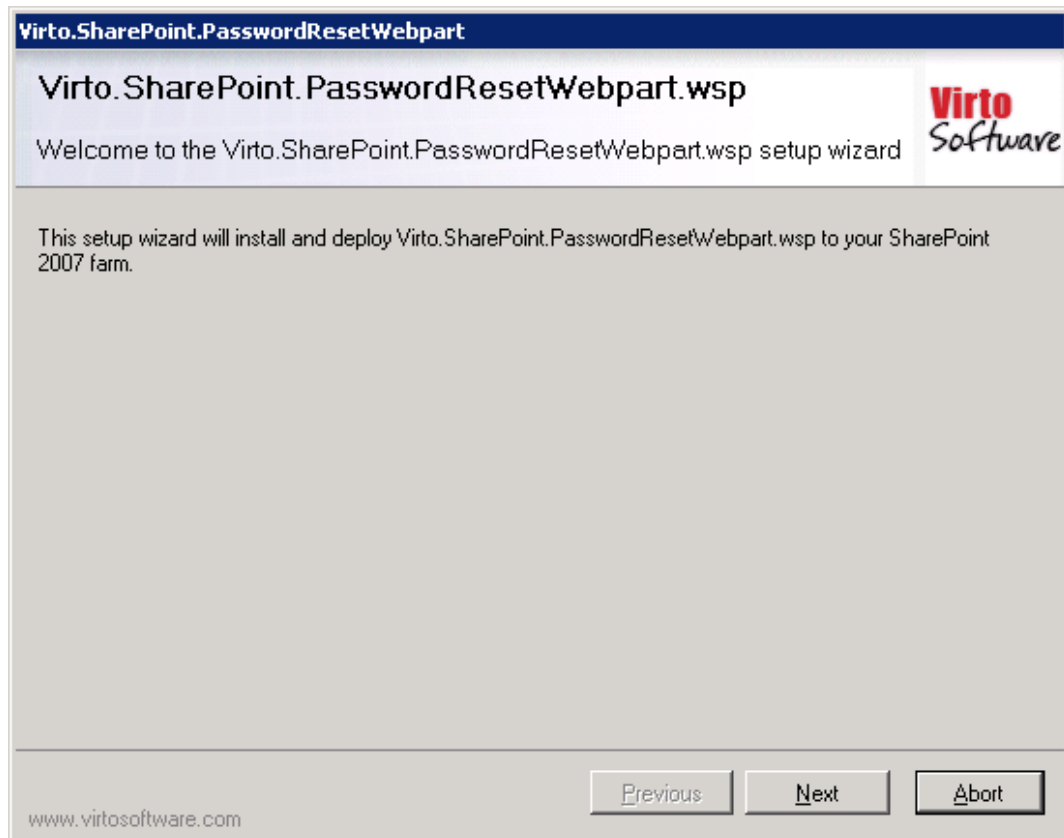
Installing Virto SharePoint Password Reset and Recovery Web Part for SharePoint

Before you begin, you need to make sure you have access to the server and your account has the appropriate administrative privileges to install applications.

The Virto SharePoint Password Reset and Recovery setup program provides links to the various installation components for the Password Reset.

To access the Virto SharePoint Password Reset and Recovery Setup program download **Virto.SharePoint.20XX.PasswordResetWebPart.zip** file and unzip it. Open **Virto.SharePoint.20XX.PasswordResetWebPart** folder and run extracted Setup.exe file.
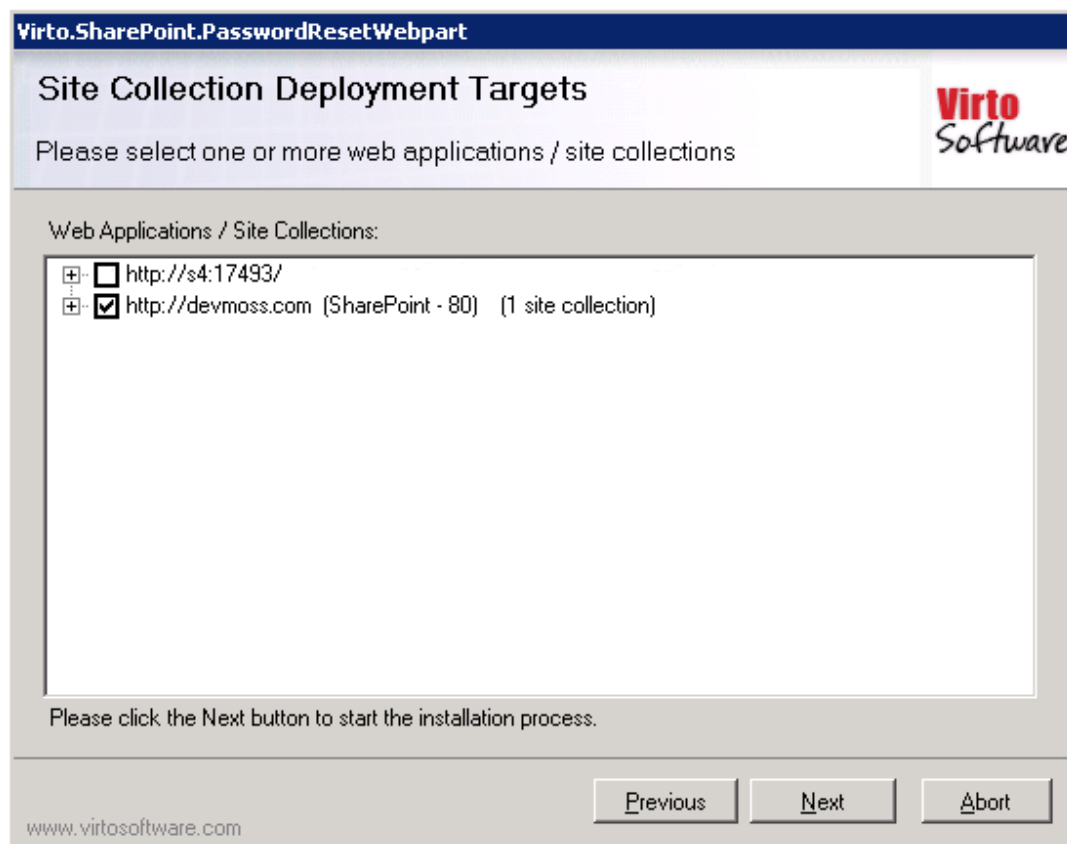The setup wizard window will appear.

Virto SharePoint Password Reset and Recovery setup wizard performs a system check prior to the installation. All the system checks must be completed successfully in order to proceed with the installation. After the checks have completed, click "Next".
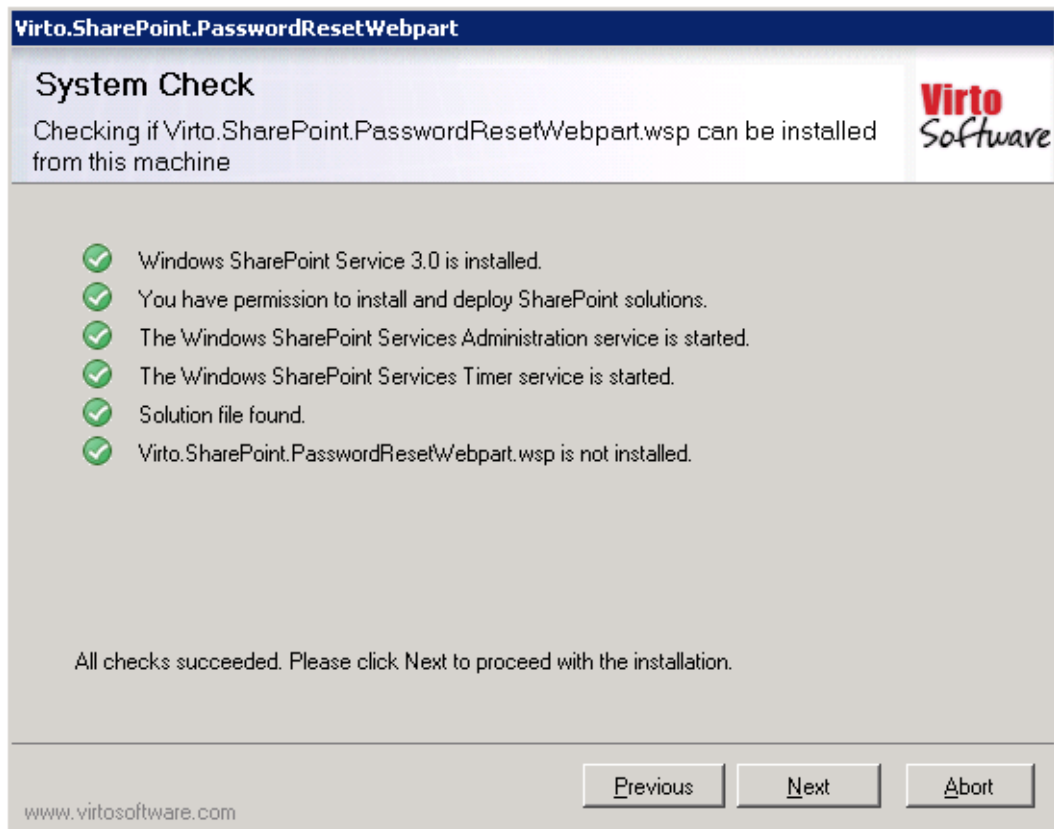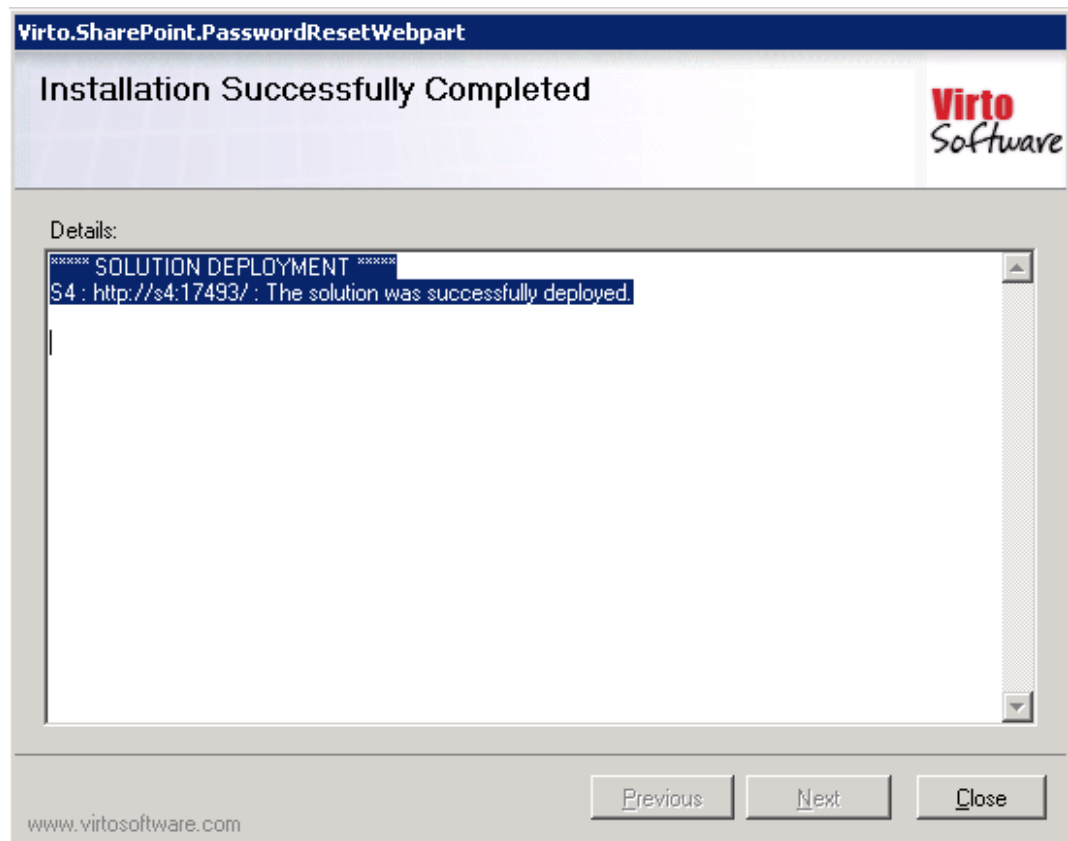
Select the web application(s) where you want to install the product.

Warning: *You must be logged in to the SharePoint server with a Site Collection Administrator account to automatically activate this feature*.
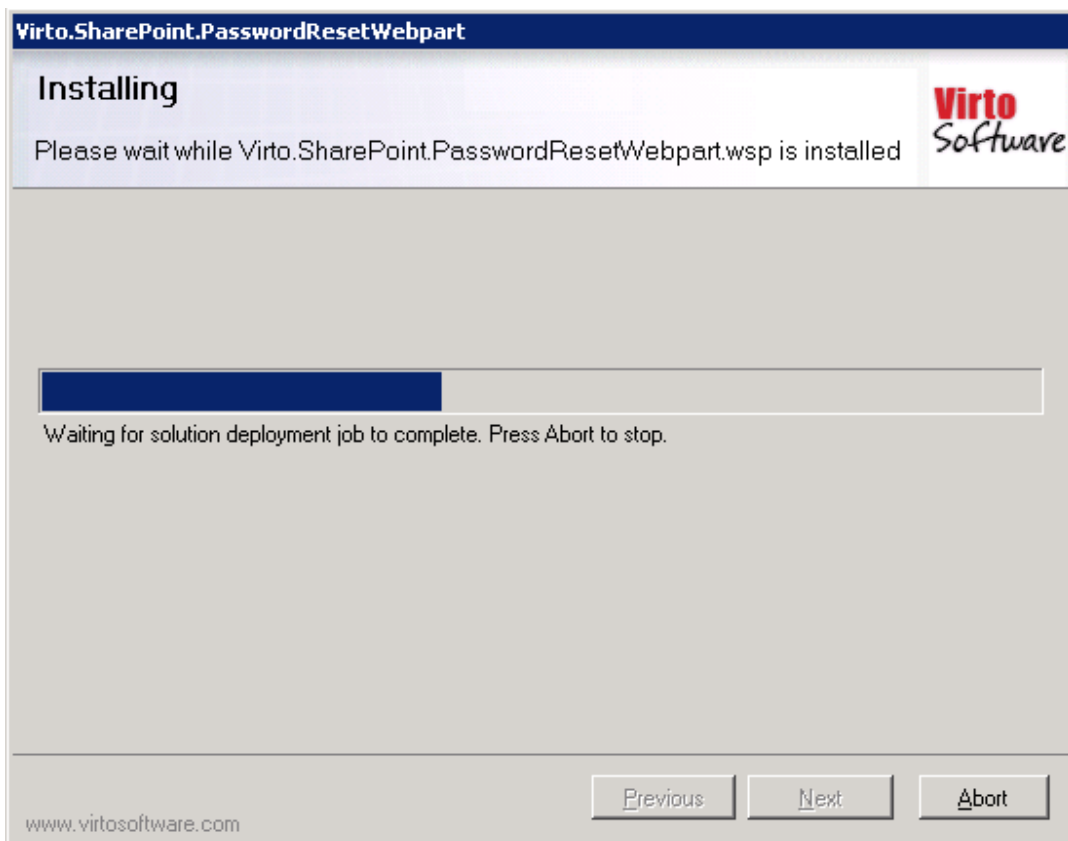
Then click "Next".

Click "Close". The installation completed.

Note: *installation procedure is similar for SharePoint 2007, 2010 and 2013 versions.*

SPFx Web Part Installation

To start using Virto Password Reset web part on modern sites/pages of SharePoint 2019 please do the steps as follows.

1) To install Virto Password Reset web part run Setup.exe file as administrator under the farm administrator account.
2) Create App Catalog in your SharePoint if necessary: https://docs.microsoft.com/en-us/sharepoint/administration/manage-the-app-catalog.

The "spfx.sppkg" file will be automatically uploaded to "Apps for SharePoint". Now you can add Virto Password Reset on the modern pages/sites.

Note! Please do not use administrator account to install and activate SPFx web part.

Error "Sorry apps are turned off": What to Do

If you are trying to install the web part on SharePoint 2019 server and got below error while Adding it to your site:

Sorry, apps are turned off. If you know who runs the server, tell them to enable apps.

Possible Reasons and Solutions

Reason	Solution
Apps are not enabled in your farm	Make sure your have Apps enabled in your SharePoint 2019 farm.
Subscription service is not setup	The first and most probably problem would be the subscription service is not configured in your farm. Please configure it.
App management service is not associated with your web application	Make sure App Management Service Application is associated with your web application where you want to add the SPFx web part.
App Url is not configured	If you have not configured the App Urls. please ensure you have given values to App Domain and App Prefix in your App Store settings.

If after ensuring above solutions, you still have the same error, please register a ticket to let our technicians analyze the problem.

License Activation

To see full instruction for successful activation of your component, please read our blog.

Upgrading Virto SharePoint Password Reset and Recovery web part

If you already use Virto SharePoint Password Reset and Recovery web part and need to upgrade it to the latest version, download the.zip file from http://www.virtosoftware.com. Unzip the file and run setup.exe as it is described in the *Installing Virto SharePoint Password Reset and Recovery* section.

***Note*: it is highly recommended to exit License Manager before upgrading. If you need to use License Manager, run it after upgrading.**

On the step 3 check the box "Upgrade" and click "Next".

Note: if you had activated the license while installing the previous Virto SharePoint Password Reset and Recovery web part version, you do not need to activate it now.

Uninstalling Virto SharePoint Password Reset and Recovery web part

To uninstall the Web Part:

1. Double click the Setup.exe extracted from downloaded **Virto.SharePoint.20XX.PasswordResetWebPart.zip** file.
2. The program performs the system checks again. Once that has successfully completed, the program prompts you to Repair or Remove the solution. Select Remove, and click "Next".
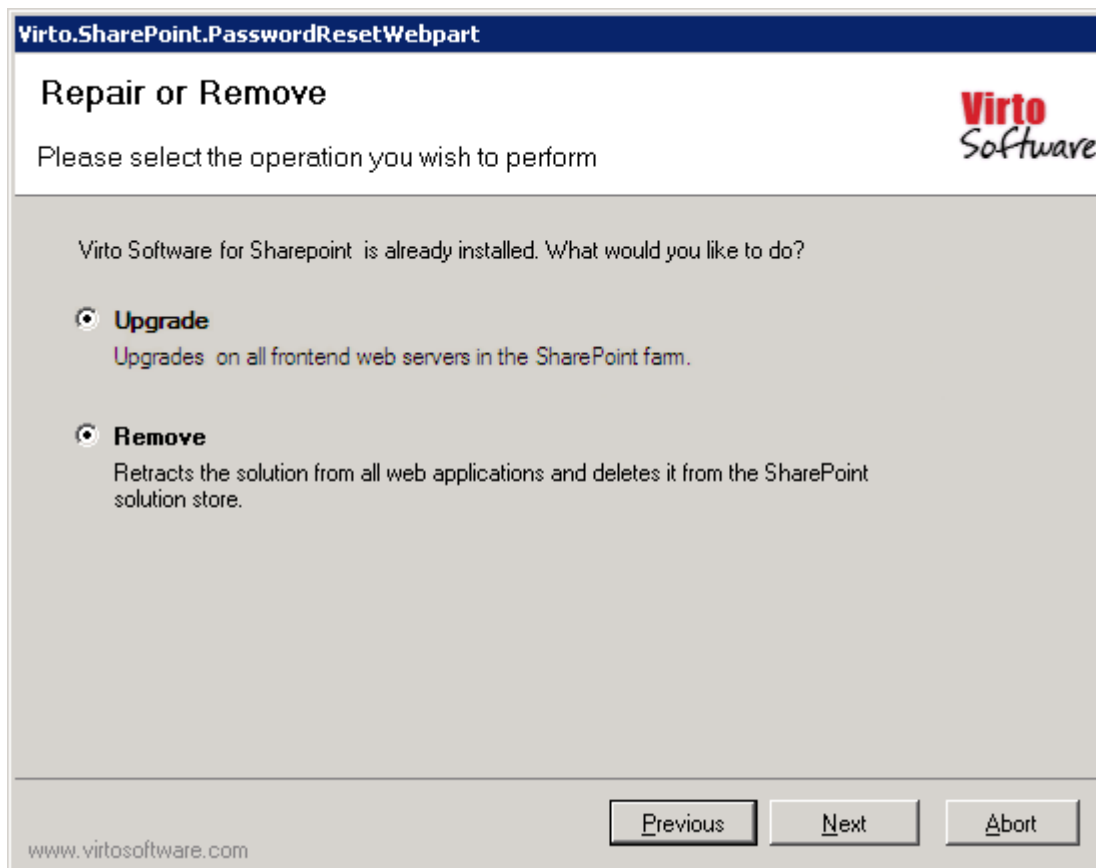
Use Cases

Resetting Password from a Site with Anonymous Access

Situation:

SharePoint site uses Windows Authentication and users' profiles are stored in Active Directory.

A user tries to logon to SharePoint site of his company but he has forgotten the password. He needs to change his password and enter the site.

Solution:

This user cannot logon to SharePoint site. But he can navigate to SharePoint WSS site with anonymous access (created by SharePoint administrator before) and use Virto SharePoint Password Reset and Recovery web part installed on it. As a result user receives his password for access to SharePoint site.

How to implement:

To implement the solution and make it possible for SharePoint users to reset their password when they cannot logon to SharePoint site, the following actions must be done:

1. SharePoint WSS site with anonymous access should be created.
2. Virto SharePoint Password Reset and Recovery web part should be installed on WSS site.
3. SharePoint users must be informed about this site existence or automatic redirect for wrong password cases can be adjusted.
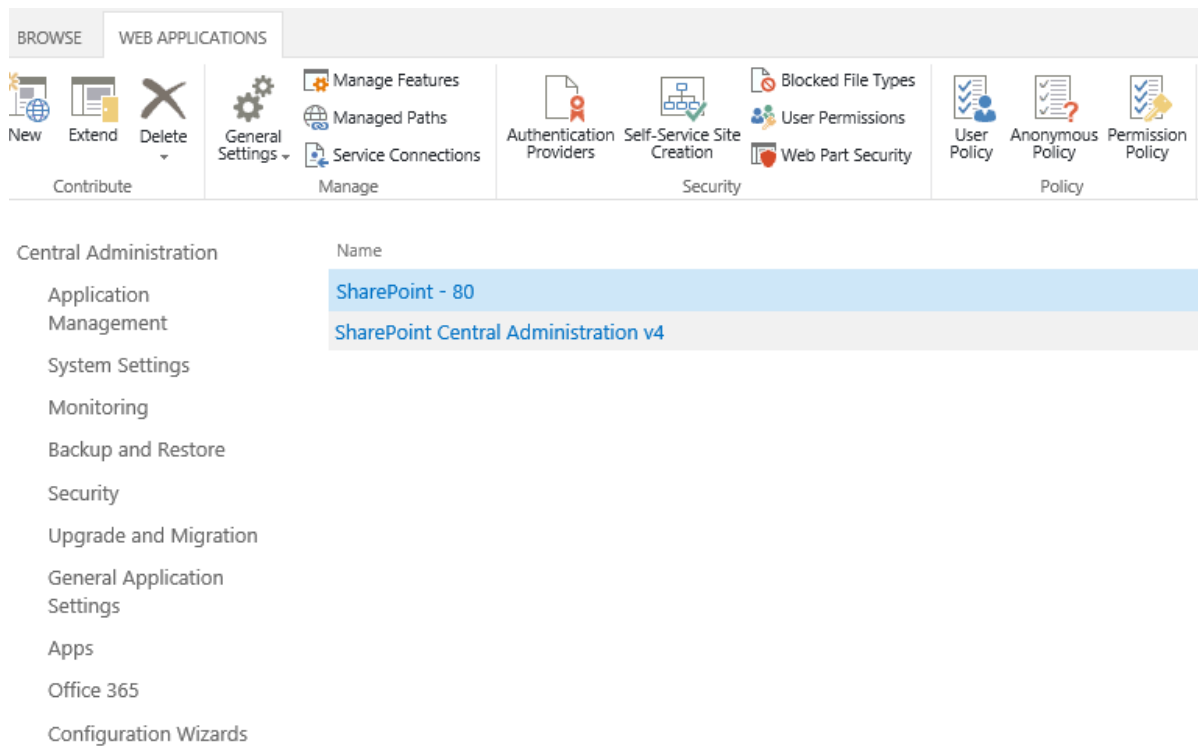
4. Virto SharePoint Password Reset and Recovery web part must be adjusted (security question or email option, see *Virto Password Reset Administration* section)*.*
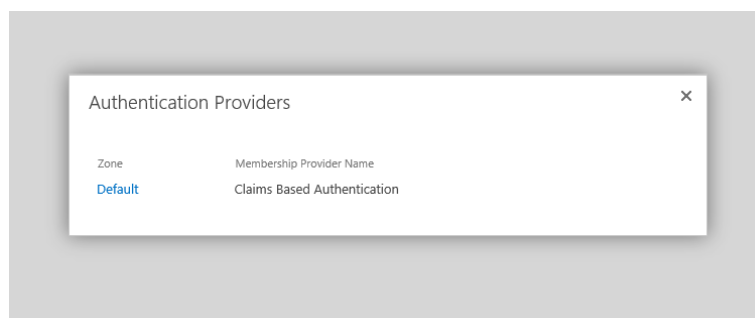
Detailed Instruction:

1) Go to **Central Administration** site ("Application Management" -> "Manage Web Application")
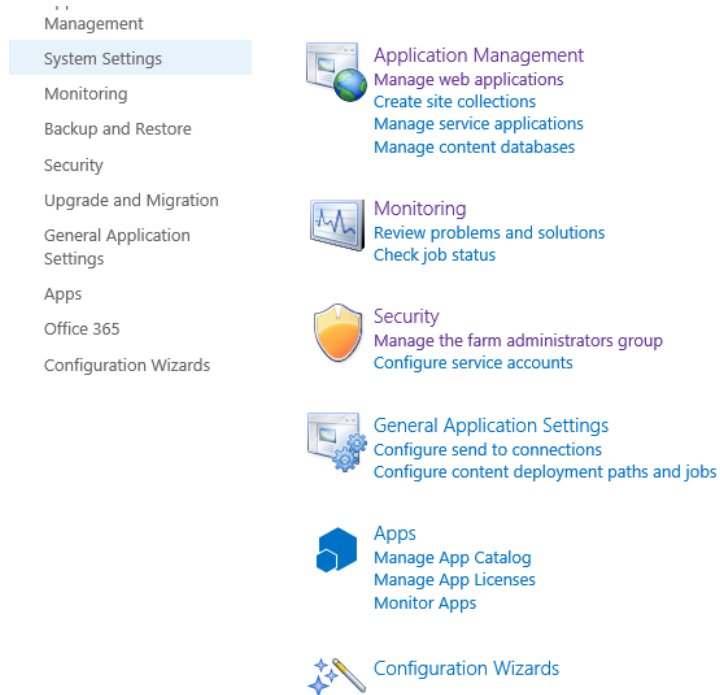
2) Choose "Web application" from the list. Click "Authentication Providers" on the ribbon.

3) Choose a provider from the list.

4) Check the box "Enable anonymous access" for required Web Application.

Edit Authentication   ×

Zone
These authentication settings are
bound to the following zone.

Zone
  Default

Anonymous Access
You can enable anonymous
access for sites on this server or
disallow anonymous access for all
sites. Enabling anonymous access
allows site administrators to turn
anonymous access on. Disabling
anonymous access blocks
anonymous users in the
web.config file for this zone.
Note: If anonymous access is
turned off when using Forms
authentication mode, Forms
aware client applications may fail
to authenticate correctly.

☐ Enable anonymous access

**Client Object Model Permission
Requirement**
You can require that the user
must have the Use Remote
Interfaces permission in order to
use the Client Object Model to
access the server. The Client
Object Model is used by some
parts of the UI. Enabling this
prevents users from performing
some tasks using the UI if they do
not have the Use Remote
Interfaces permission.

☑ Require Use Remote Interfaces permission

Claims Authentication Types

Choose the type of
authentication you want to use
for this zone.

Negotiate (Kerberos) is the
recommended security
configuration to use with
Windows authentication. If this
option is selected and Kerberos is
not configured, NTLM will be
used. For Kerberos, the
application pool account needs
to be Network Service or an

☑ Enable Windows Authentication
  ☑ Integrated Windows authentication
    Negotiate (Kerberos)   ▾

  ☐ Basic authentication (credentials are sent in clear text)

☐ Enable Forms Based Authentication (FBA)
  ASP.NET Membership provider name

  ASP.NET Role manager name

Now the ability to select anonymous access to sites is added to the Web Application.

5) Go to "Site contents" in "Site Administration" section and create a New site.

Home   ✎ EDIT LINKS

Site Contents ▸ New SharePoint Site

Title and Description

Title:

Anonymous access site

Description:

Anonymous access site

Web Site Address

URL name:

http://mc07/ aasite

Template Selection

Select a template:

Collaboration | Enterprise

Team Site
Blog
Project Site
Community Site

A place to work together with a group of people.

Permissions

You can give permission to access your new site to the same users who have access to this parent site, or you can give permission to a unique set of users.

User Permissions:
○ Use same permissions as parent site
◉ Use unique permissions

6) Enter your site name. Select "Blank Site" template and check "Use unique permissions" in the "Permissions" group. Click "Create".

7) Now go to the created site - > Site settings. Click "Site permissions" in "Users and Permissions" section.

Anonymous access site   ✎ EDIT LINKS

Site Settings

Users and Permissions
People and groups
Site permissions
Site app permissions

Web Designer Galleries
Site columns
Site content types
Master pages
Composed looks

Site Administration
Regional settings
Site libraries and lists
User alerts
RSS
Sites and workspaces
Workflow settings
Site Closure and Deletion
Term store management
Popularity Trends
Virto Active Directory Service Settings

Search
Result Sources
Result Types
Query Rules
Schema
Search Settings
Search and offline availability
Configuration Import
Configuration Export

Look and Feel
Title, description, and logo
Quick launch
Top link bar
Tree view
Change the look

Site Actions
Manage site features
Save site as template
Enable search configuration export
Reset to site definition
Delete this site

Site Collection Administration
Go to top level site settings

8) Go to "Settings" - > "Anonymous Access". Check the box "Entire Web site" for anonymous access settings.

	Name	Type	Permission Levels
	Anonymous Users	Anonymous Users	Entire Web site
	administrator	User	Full Control
	Home Members	SharePoint Group	Edit
	Home Owners	SharePoint Group	Full Control
	Home Visitors	SharePoint Group	Read

Some content on this site has different permissions from what you see here. Show these items.
This web site has unique permissions.

Now Password Reset site can be accessed with anonymous authentication.

9) Then add Virto Reset and Recovery Web Part to the first page of this site (see *Virto Password Reset Administration* section) and configure it. Now user can get anonymous access to this page and reset his password.

Using Security Questions for Password Resetting

Situation:
User forgets the password. How to reset the password with an answer to a security question? How this answer is defined?

Solution:
User defines an answer to a security question when he fills out a special field. Information from this field will be verified and if the answer is correct, password will be reset.

How to implement:
Two web parts are installed on a SharePoint site – **Virto Active Directory Self User Service** and **Virto Password Reset and Recovery Web Part**.

The first web part allows user to set an answer to a security question (value of the special field), the second web part enables to reset the password when user forgets it.

The following actions must be done:

1. Virto Active Directory Self User Service installing.
2. Adding special field which will contain answer to a security question.
3. Virto Password Reset and Recovery Web Part installing.
4. Selecting field (created in 3) in the Password Reset and Recovery Web Part settings for security question answer.

Detailed Instruction:

For SharePoint site administrator

Install Virto Active Directory User Service. Then go to "Site Actions – Site Settings".

Follow the link "Virto Active Directory Service Settings".

Click "Manage Fields" and use "Add Field" to add new field to the list.

Enter required data and pay attention to the field "AD Name" (corresponding field from Active Directory).

New Field Adding

Displayed Name *	Secure answer (Pet`s name)
AD Name *	division
Tab Name:	General
SortingOrder *	8

Click "OK".

The field will appear in the Active Directory Self User Service Web Part.

Go to the site where Virto Password Reset and Recovery Web Part is installed. Use "Edit Web Part".

Adjust web part for security question (see User Guide). Define the field (created with the Active Directory User Service) as a field with an answer to security question.

Click "OK".

For user

Go to SharePoint site where the Active Directory User Service is installed. Fill out the field "Secure Answer (Pet's Name)". Click "Save".

When user forgets his password

Go to the site with anonymous access (contact your administrator).

Enter answer to the security question. Click "Submit". If the answer is incorrect, a message will appear.

When the answer is correct, password will be displayed and sent by e-mail.

Administration and Usage

Adding the Web Part to a Page

Go to SharePoint site where you want to add the web part and open "Site Actions - Edit page".
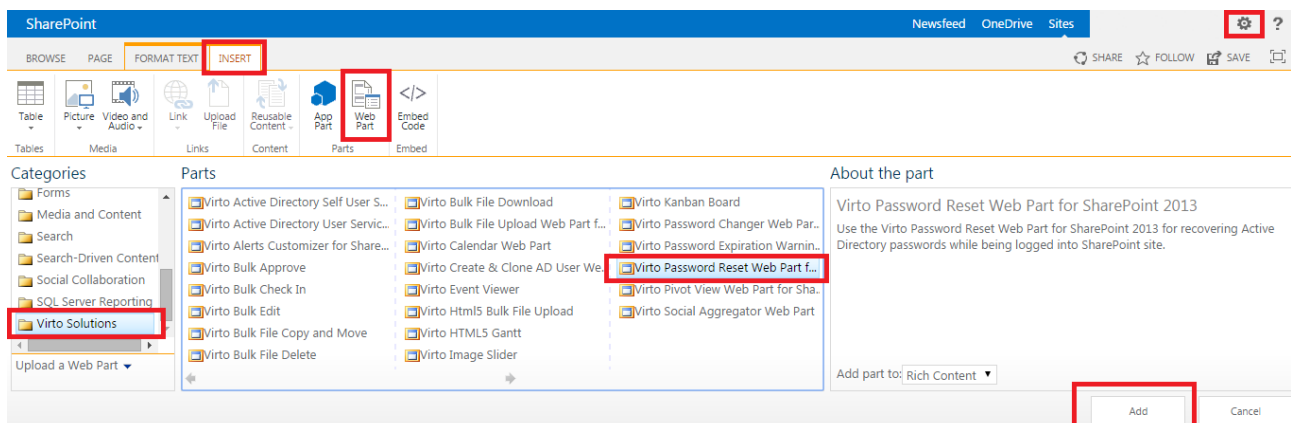
You will switch to edit mode. Click "Add a Web Part".

Select Virto Password Reset and Recovery Web Part for SharePoint at the bottom of the list and click "Add".

Once you have clicked "Add" button, use "Exit edit mode" button.

Virto Password Reset and Recovery Administration

Once you have added Virto Password Reset and Recovery web part to the site page, you have to adjust it. Use "Edit Web Part" in the upper right hand corner of the page.

The Web Part settings will be displayed. SharePoint administrator adjusts the system according to password security policy.

Active Directory Authentication

Check the box "Show password to user" if you want to show password on the site page when user resets it.

If you define page public url, external users will be able to reset password and receive a new one with using this public url.

Active Directory authentication enables users to enter the same login and password to logon to the SharePoint site as for logging to Windows system. In this case automatic SharePoint authentication can be adjusted.

There are two options for password reset: *security questions* and *email request*. See the sections below.

Form Based Authentication

To use form based authentication (password is defined specially for logging to SharePoint site), select it in the "Password Rest Configuration" block.

Form based authentication allows only one type of password reset – "Using email address". This means that password will be sent by email according to the system settings. Security question option will be disabled.

Check the box "To send confirming message by e-mail", and user will receive email with link to follow before password is reset. If you uncheck this box, the password will be sent by email immediately with no additional links to follow.

Now define Email options for password reset.

Type the subject and message text to be displayed in the system email message. If you checked the box "To send confirming message by e-mail", type the text of confirming email message.

Now click "OK" to save the settings and return to the web part. Or click "Apply" to save the settings and continue adjustment (in this case the settings block will stay opened).

Security Questions

In case security questions are selected, user who tries to reset the password will have to answer some questions. And if the web part identifies this user's answers as correct ones, the password will be changed online.

If you want to use this option for password reset, select "Use security questions".

Choose security questions using or E-mail address for password reset

● Use security questions
○ Use E-mail address

Then define administrative options: enter domain name, user principal name and password. This data is applied for user who will have rights for password reset (web part administrator).

Administrative Options

Enter Administrative Account that has rights to reset user password.

Domain Name:
virtosoft.local

User Principal Name (user1@corp.contos.com):
virtosoftware\Admin

Password:
●●●●●●●●●●

In this field you can apply a password policy to users form an organizational unit and allow chosen groups to reset passwords.

Allow resetting password to users from the
following organizational unit(s) (full OU path(s)
must be provided) only. Example:
Departments\Marketing. There can be several
OU paths separated by Enter key.

Departments\Sales
Departments\Marketing
Departments\Development

Then check required boxes:

1) **Unlock Account Automatically** – system can unlock locked user (according to security settings);
2) **Enable Account Automatically** – disabled account can be enabled again for authentication (according to security settings);
3) **User must change password at next logon** – user will have to change new password again when logging to the system next time;
4) **Check for valid user E-mail** – the system will check if the entered email address is the same as email address defined for Active Directory.

☑ Unlock Account Automatically.

☐ Enable Account Automatically

☐ User must change password at next
logon.

☑ Check for valid user E-mail.

Now define security questions (from 1 to 3) and point **corresponding Active Directory fields** that contain answer information. The system will define if user's answers match the values of corresponding Active Directory fields.

Now click "OK" to save the settings and return to the web part. Or click "Apply" to save the settings and continue adjustment (in this case the settings block will stay opened).

Email Request

In case "Use e-mail address" option is selected, the password will be sent by email according to the system settings.

If you check the box "To send confirming message by e-mail", user will receive email with link to follow before password is reset. If you uncheck this box, the password will be displayed on the page immediately and sent by email with no additional links to follow.

Then define administrative options: enter domain name, user principal name and password. This data is applied for user who will have rights for password reset (web part administrator).

Note: *you need to enter fully qualified principal name (see the example on the screenshot).*

Now define Email options for password reset.

Type the subject and message text to be displayed in the system email message. If you check the box "To send confirming message by e-mail", type the text of confirming email message.

Now click "OK" to save the settings and return to the web part. Or click "Apply" to save the settings and continue adjustment (in this case the settings block will stay opened).

Password Format

Administrator can define the format of password which will be required when password resetting. By default new password must contain letters, digits and specific signs. In case you need to change these settings, go to web part settings ("Edit Web Part") and roll down to "Password properties" block. Check the required boxes:

- Include letters to password;
- Include digits to password;
- Include specific signs to password.

When all the required boxes are checked, click "OK" or "Apply" to save the settings.

Password Properties

Password Length

14

☑ Include lower case letters to password

☑ Include upper case letters to password

☑ Include digits to password

☑ Include specific signs to password (ex. !*[] etc)

Virto Password Reset Usage

When Virto password Reset and Recovery web part is added to the page of SharePoint site it look as follows (depending on web part configuration).

Virto Password Reset Web Part for SharePoint 2013

User Name *

E-mail *

(*)Required Fields   Submit   Clear

User has to fill out the required fields (pointed with *) and click "Submit". Then the password will be shown (sent) to user depending on web part configuration (see previous section).

Security Question

If the web part offers you to answer some security questions, type the answer in the corresponding field and click "Submit".

Virto Password Reset Web Part for SharePoint 2013

User Name *

Security Question: Your email

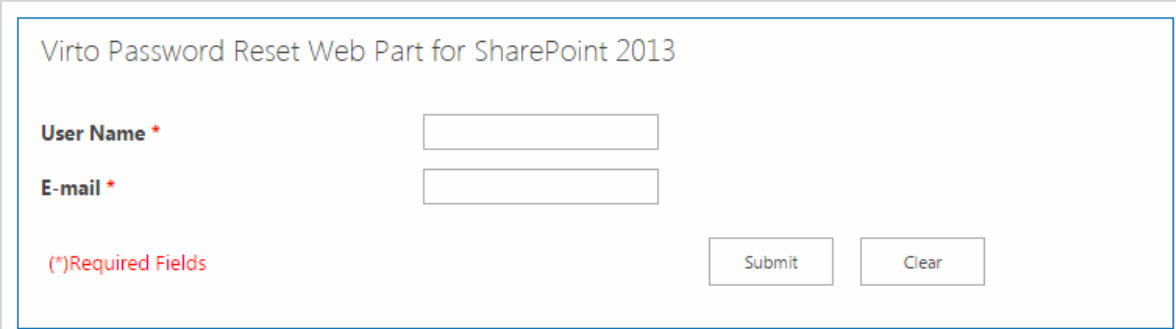**Answer ***

(*)Required Fields   Submit   Clear

If the entered information is correct, the password will be displayed.

Email Request

If the web part offers you to enter email address, the email sending is selected for password reset. In this case two possible options can work:

1) The web part allows entering any email. Password will be sent to this email after the check.
2) The web part allows entering only the email defined for user in Active Directory. If the email address is incorrect, the password will not be sent.

Fill out the required fields and click "Submit".

If the entered information is correct, the password will be sent to the pointed email address (or confirming email message at first).

Version Release History

Release Date	Version	Description
09/02/2021	v.3.2.4	[+] SPFx web part
11/19/2020	v.3.2.3	[*] The license manager has been updated.
04/15/2016	v.3.1.1	[+] Option for limiting users from specified Organizational Units to reset password has been added.
09/09/2013	v.3.0.0	[*] New license manager
09/20/2011	v.2.0.0	[+] Resetting password for FBA users has been added.
06/25/2010	v.1.3.0	[+] Ability to change web part localization has been added. [+] French localization has been added. [+] Option for hiding password on page has been added. [+] Option for public web part page url has been added.
02/04/2009	v.1.2.0	[+] Password complexity setting are added
11/13/2009	v.1.1.0	[*] User interfaces [-] Some fixes for Error Message System
09/29/2009	v. 1.0.0	First Release [-] bug fixed [+]new features added