



Softerra Adaxes

Self-Service Client

INSTALLATION GUIDE

Contents

Introduction

Security Considerations

Installation

Configuration

Uninstallation

Automated Bulk Enrollment

Troubleshooting

Introduction

Adaxes Self-Service Client provides secure access to the self-password reset system and enables users to reset their own Active Directory passwords from the Windows Logon and Unlock screens without any intervention of administrative or help-desk personnel. Self-Service Password Reset can be performed even on a computer that is not connected to an Active Directory domain controller or has no network access at all. In this case, the client updates the local credentials cache, so that users can login with the new password immediately. Also, Adaxes Self-Service Client can periodically remind users to enroll for Password Self-Service by popping up a balloon in the system notification area (system tray).

This installation guide provides the basic information that you need to install, configure and troubleshoot Adaxes Self-Service Client and is intended for system administrators, integrators and other IT professionals that are using the product.

Security Considerations

Adaxes Self-Service Client enables users to reset their passwords without logging in to the system by clicking a special link on the Windows logon screen. When a user clicks the link, they get anonymous access to the Adaxes password self-service site opened in Microsoft Internet Explorer. The web browser session used to access the service is restricted, thus preventing insecure actions. The most noticeable restrictions applied to this session include:

- cut context menus,
- disabled shortcuts,
- disabled Open in New Window option,
- inability to follow links to other sites from the self-password reset site.

Use of SSL

During password reset, users enter security-sensitive information, such as answers to security questions and the new password. Adaxes encrypts all the security-sensitive data passed between the user's web browser and the Web Interface even if you don't use SSL. On the client side, the data is encrypted using a public key that is known to everyone. The encrypted data can be decrypted back only with the help of the private key that is never passed across the network and known exclusively to the Web Interface.

So, you don't have to enable SSL, because all the security-sensitive information entered by users is always strongly protected by default. Nevertheless, SSL will only enhance the protection. To learn how to enable SSL, refer to the Microsoft documentation.

Update of Domain Credentials Cache

When the *Update Credentials Cache* and/or *Offline Password Reset* options are enabled, Adaxes Self-Service Client updates the domain credentials cache on the user's computer. Since updating the cache is a security-sensitive operation, it can only be performed after making sure that the password has been updated in Active Directory via Adaxes Service. This is done by using a request-response authentication model. When Adaxes Self-Service Client initiates a password reset, it generates a *Request Key* that is passed to Adaxes Service. After the user resets their password using Self-Service Password Reset, Adaxes Service creates a *Response Key* that contains the hash of the password. That key can be decrypted only on the computer where the corresponding *Request Key* was created. The Self-Service Client decrypts the *Response Key* and compares the password hash contained there with the hash of the password provided to the client, thus making sure that the password is the same. If both the hashes are identical, the client updates the domain credentials cache on the user's computer.

To ensure that the process is secure, Adaxes service generates a key pair (*2048-bit RSA*) and publishes the public key in Active Directory. The Self-Service Client generates a 1024-bit secret key, encrypts it using the Adaxes public key and publishes the encrypted key in Active Directory. The key can be decrypted back only with the help of the Adaxes private key, which is known exclusively to the Adaxes Service.

The *Response Key* generated on the server side is encrypted using the computer's secret key (*HMAC SHA-512*). Since the secret key is known to the Adaxes service and Self-Service client only, the Response Key can be decrypted back only on the user's computer, and only if it was encrypted by the Adaxes service. Thus, by checking the password hash contained in the key, the client verifies that the password has already been updated in Active Directory via Adaxes Service.

Installation

You need to install Adaxes Self-Service Client on each computer where you want the Reset Password link to be available on the Windows Logon and Unlock screens and/or a notification to enroll for self-service password reset to appear in the system tray.

You can download Adaxes Self-Service Client at <http://adaxes.com/download.htm?key=ssClient>

Hardware requirements

- Minimum 5 MB disk space.
- Minimum 512 KB free RAM.

Software requirements

- Windows Vista or later.
- Internet Explorer 9 or later.

Client Installation

For evaluation and testing purposes you can install Adaxes Self-Service Client manually on one or several computers. To install Adaxes Self-Service Client on multiple computers, it is recommended to use Group Policies.

To deploy Adaxes Self-Service Client using GPO:

1. Copy the installation file (AdaxesSelfServiceClient_en.msi) to a network share accessible from all computers where you want to install the Self-Service Client.
2. Create a new GPO or select an existing GPO to use for Adaxes Self-Service Client deployment. The GPO must be linked to all the computers, sites, domains, or Organizational Units where you want to install the Self-Service Client.
3. Open the **Computer Configuration** folder under the selected GPO and expand the **Software Settings**.
4. Right-click the **Software installation** node and select **New > Package**.
5. Select the Self-Service Client installation file located in the shared folder and click **Open**.
6. Select the **Assigned** deployment method and click **OK**.

Note:

Adaxes Self-Service Client installation package can be installed on both x86 and x64 machines. The option that enables installation of x86 packages on x64 machines is enabled by default. To check if this option is enabled:

1. **Right-click** the Adaxes Self-Service Client package and select the **Properties** item.
 2. Select the **Deployment** tab and click **Advanced**.
 3. In the **Advanced Deployment Options** dialog box, make sure the **Make this 32-bit x86 application available to Win64 machines** option is selected.
7. If on any computer linked to the GPO, the language of the operating system differs from the language of Adaxes Self-Service Client, you need to edit the default language properties of the installation package. To do this, right-click the Adaxes Self-Service Client installation package and choose **Properties**. On the Deployment tab, click **Advanced** and then select the **Ignore language when deploying this package** check box.

Adaxes Self-Service Client will be installed on each computer linked to the GPO. The installation starts automatically when a computer is restarted.

Important

Computers with Fast Logon Optimization enabled may not install the Self-Service Client during the first restart. Such computers perform a background refresh of Group Policy that makes the logon faster, but some GPOs might not be applied at once. Due to this, multiple restarts may be required before the Self-Service Client is installed.

If you have not configured Adaxes Self-Service Client prior to installation, the Reset Password link will not be available on the Windows logon screen. This happens because the option that allows users to reset their passwords from the Windows logon screen is disabled by default. With the option disabled, Adaxes Self-Service Client will not modify the Windows logon screen even if the software is installed in the system. For instructions on how to configure Adaxes Self-Service Client, refer to the **Configuration** section.

Configuration

Adaxes Self-Service Client settings allow you to enable/disable Reset Password link on the Windows Logon screen, customize Windows logon screen appearance and configure options for enrollment notifications displayed in the system tray.

There are two types of settings: global and local. Global settings are propagated via Adaxes Service Connection Point to all the computers in all AD domains managed by Adaxes. Local settings can be set for individual computers via GPO.

Important

Adaxes Self-Service Client caches its settings to avoid delays on the Windows Logon screen. Due to this, multiple restarts may be required before the settings are applied.

Global Settings

To configure global settings for Adaxes Self-Service Client:

1. Launch **Adaxes Administration Console**.
2. Connect to your Adaxes service.
3. In the **Console Tree** expand **Configuration > Password Self-Service** and select **Windows Integration**.
4. In the **Result Pane** configure the following settings:

Allow users to reset their passwords from the Windows logon screen	This option enables/disables self-password reset from the Windows Logon and Unlock screens. If this option is disabled, Adaxes Self-Service Client will not display the Reset Password link on the Windows logon screen.
Web Interface URL	<p>Specify the URL address of the Web Interface that will be used to reset passwords from the Windows logon screen.</p> <p>It is recommended to specify the URL of the Web Interface for Self-Service.</p> <p>Example: http://host.company.com/Adaxes/SelfService</p> <p>Make sure that the self-password reset feature is enabled for the Web Interface you specify. By default, this feature is enabled for the Web Interface for Self-Service only.</p> <p>To enable the self-password reset feature for a Web Interface, do the following:</p> <ol style="list-style-type: none">1. On the computer, where the Web Interface Configurator is installed, open the Start menu and select Adaxes Web Interface Configurator.2. In the top left corner, select the Web Interface you want to customize.3. In the left navigation menu, click Components.4. Check the Password Self-Service checkbox to enable the Password Self-Service component.5. Save the changes.

Text (optional)	Enter the text to be displayed next to the Reset Password link on the Windows logon screen. Leave this field blank, if you don't want any additional text to be displayed. Example: <i>If you forgot your password, click the Reset Password link.</i>
Command link text	Enter the text for the Reset Password command link.

Update local credentials cache

Update local credentials cache	This option enables/disables update of domain credentials cache. If this option is enabled, Adaxes Self-Service Client will update the old password stored in the local credentials cache. This allows users to log in even if no domain controller is available.
Configure	Click to configure options for the feature.
Notifications Tab	Use this tab to configure a notification displayed in the system notification area (system tray) when it is not possible to update the domain credentials cache on the user's computer.
Show a warning in the system notification area if domain credentials cache is disabled on the user's computer	This option enables or disables the notification. If this option is enabled, Adaxes Self-Service Client will pop up a balloon in the system notification area to inform the user that it is impossible to use the <i>Update Local Credentials Cache</i> feature.
Title	Enter the text to be displayed in the balloon title. Leave this field blank, if you don't want the balloon to have a title.
Text	Enter the text to be displayed in the balloon.
Recurrence	Select the Notify once when the system starts option if you want a notification balloon to appear only once, when a user logs in to the system. Select the Notify every N minutes option if you want a notification balloon to pop up repeatedly.
Context Menu	Use this section to configure context menu for the enrollment notification displayed in the system tray. Don't show this message again Specify text for the menu command that can be used to prevent the notification in the future. Leave this field blank, if you want to hide the command from the context menu. Uncheck this option if you want to hide the command from the context menu.

<p>Error Messages Tab</p>	<p>Use this tab to configure a message that must be shown when failed to update the user's password in the domain credentials cache.</p> <p>Show the following message when failed to update the user's password in the local credentials cache Enables/disables the error message. When the option is enabled, you can specify the error message text in the associated edit box.</p>
----------------------------------	---

Offline password reset

<p>Offline password reset</p>	<p>This option enables/disables the <i>Offline password reset</i> feature.</p> <p>If this option is enabled, users will be able to reset their password even if their computer is not connected to the Internet.</p>
<p>Configure</p>	<p>Click to configure options for the feature.</p>
<p>Offline Password Reset Tab</p>	<p>Use this tab to configure the dialogs displayed in the offline password reset process.</p>
<p>Texts for the dialog box shown when failed to connect to the Password Reset web page</p>	<p>This section configures texts for the dialog that is displayed when it is not possible to reset a password online and prompts users to reset their password offline.</p> <p>Dialog title Specify the title of the dialog.</p> <p>Error Message Specify the error message displayed in the header of the dialog.</p> <p>Text below the error message Specify the text that is displayed in the header of the dialog, below the error message.</p> <p>Text under the Reset Offline button Specify the text that is displayed above the <i>Reset Offline</i> button.</p> <p>Reset Offline button text Specify the <i>Reset Offline</i> button label text.</p> <p>Retry button text Specify the <i>Retry</i> button label text.</p> <p>Cancel button text Specify the Cancel button label text.</p>

<p>Texts for the dialog box that displays steps to reset password offline</p>	<p>This section configures texts for the dialog that displays the steps to reset password offline.</p> <p>Dialog title Specify the title of the dialog.</p> <p>Header text Specify the header text for the dialog.</p> <p>Step 1 text Specify the text for step 1 of the Offline Password Reset process.</p> <p>Step 2 text Specify the text for step 2 of the Offline Password Reset process.</p> <p>Step 3 text Specify the text for step 3 of the Offline Password Reset process.</p> <p>Step 4 text Specify the text for step 4 of the Offline Password Reset process.</p> <p>Text for the Response Key field Specify the <i>Response Key</i> field label text.</p> <p>Text for the New Password field Specify the <i>New Password</i> field label text.</p> <p>Reset Password button text Specify the <i>Reset Password</i> button label text.</p> <p>Cancel button text Specify the <i>Cancel</i> button label text.</p>
<p>Accent color</p>	<p>Select the accent color for the Offline Password Reset dialog. The color is used to highlight user interface elements, such as buttons.</p>
<p>Notifications Tab</p>	<p>Use this tab to configure a notification displayed in the system notification area (system tray) when it is not possible to update the domain credentials cache on the user's computer.</p>
<p>Show a warning in the system notification area if domain credentials cache is disabled on the user's computer</p>	<p>This option enables or disables the notification. If this option is enabled, Adaxes Self-Service Client will pop up a balloon in the system notification area to inform the user that it is impossible to use the <i>Offline Password Reset</i> feature.</p>
<p>Title</p>	<p>Enter the text to be displayed in the balloon title. Leave this field blank, if you don't want the balloon to have a title.</p>
<p>Text</p>	<p>Enter the text to be displayed in the balloon.</p>
<p>Recurrence</p>	<p>Select the Notify once when the system starts option if you want a notification balloon to appear only once, when a user logs in to the system. Select the Notify every N minutes option if you want a notification balloon to pop up repeatedly.</p>

Context Menu	<p>Use this section to configure context menu for the enrollment notification displayed in the system tray.</p> <p>Don't show this message again Specify text for the menu command that can be used to prevent the notification in the future. Leave this field blank, if you want to hide the command from the context menu. Uncheck this option if you want to hide the command from the context menu.</p>
Error Messages Tab	<p>Use this tab to configure a message that must be shown in the offline password reset process.</p> <p>Show the following message when failed to update the user's password in the local credentials cache Enables/disables the error message. When the option is enabled, you can configure the error message text in the associated edit box.</p> <p>The message shown when a Response Key entered during Offline Password Reset is invalid Enter the message shown when a Response Key entered by the user during Offline Password Reset is invalid.</p>

System Tray Notifications

Display a balloon in the system notification area to remind users to enroll for Password Self-Service	<p>This option enables/disables enrollment notification in the system tray. If this option is enabled, Adaxes Self-Service Client will pop up a balloon in the system notification area to invite users to enroll for self-service password reset.</p>
Title	<p>Enter the text to be displayed in the balloon title. Leave this field blank, if you don't want the balloon to have a title.</p>
Text	<p>Enter the text to be displayed in the balloon.</p>
Web Interface URL	<p>Specify the URL address of the Web Interface that will be used to enroll users for Password Self-Service.</p> <p>It is recommended to specify the URL of the Web Interface for Self-Service.</p> <p>Example: <code>http://host.company.com/Adaxes/SelfService</code></p>
Recurrence	<p>Select the Notify once when the system starts option if you want a notification balloon to appear only once, when a user logs in to the system. Select the Notify every N minutes option if you want a notification balloon to pop up repeatedly until the user enrolls.</p>

Context Menu	<p>Use this section to configure context menu for the enrollment notification displayed in the system tray.</p> <p>Enroll Now Specify text for the menu command used to launch the enrollment process. Uncheck this option if you want to hide the command from the context menu.</p> <p>Exit Specify text for the menu command used to close Adaxes Self-Service Client. Uncheck this option if you want to hide the command from the context menu.</p>
--------------	--

More Options

Settings Priority	<p>If two or more Adaxes services manage one and the same AD domain, multiple global settings are applied to the computers in this domain. To avoid ambiguity and specify which settings to use, you need to set the priority of the settings. The settings with the highest priority will be applied.</p> <p>To set the settings priority, click More options and specify the desired value in the Settings priority field.</p>
-------------------	--

Local Settings (GPO)

By default, Adaxes Self-Service Client uses the global settings that are applied to all computers in a domain. You can override these settings for specific computers via Group Policy.

To apply custom settings for Adaxes Self-Service Client via Group Policy:

Download and extract the ADM / ADMX administrative template for Adaxes Self-Service Client from <http://adaxes.com/download.htm?key=ssClient>

The downloaded ZIP archive will contain two templates: **ADM** and **ADMX**. If your Active Directory is based on Windows Server 2008 or later, it is recommended to use the ADMX template. The ADM template can still be used, but the ADMX format offers several advantages over legacy ADM files, such as central storage point where you can manage all your administrative templates.

Installing the ADMX Template (Windows Server 2008 or later)

1. Create a new GPO or select an existing GPO that is linked to the computers, sites, domains, or Organizational Units where you want to override the default settings of Adaxes Self-Service Client.
2. If you have a central store for GPO templates configured in your environment, copy the full content of the **ADMX** folder (including the language directories, such as **en-US** and **de-DE**) to `\\<domain>\SYSVOL<domain>\Policies` folder. If you don't have a central store for GPOs, copy the extracted files to `%systemroot%\PolicyDefinitions` folder on the local computer.
3. Open the **Computer Configuration > Policies > Administrative Templates** folder under the selected GPO.
4. Select the **Adaxes Self-Service Client** folder in the left-hand pane (under the Administrative Template folder).

Installing the ADM Template

1. Create a new GPO or select an existing GPO to install the Self-Service Client administrative template. The GPO must be linked to all the computers, sites, domains or Organizational Units where you want to override the default Self-Service Client settings.

Note:

It is recommended to save the administrative template to the **/inf** subfolder of your Windows folder.

2. Open the **Computer Configuration** folder under the selected GPO, right-click the **Administrative Templates** node and select **Add/Remove Templates**.
3. In the window that opens, click **Add**.
4. Select the downloaded **AdaxesSelfServiceClient.adm** file, click **Open** and click **Close**.
5. Select the **Adaxes Self-Service Client** folder in the left-hand pane (under the Administrative Template folder).

When the administrative template is installed, configure Adaxes Self-Service Client settings:

Enable users to reset passwords from the Windows logon screen	<p>This option enables/disables self-password reset from the Windows Logon and Unlock screens.</p> <p>If enabled, this option adds the Reset Password link to the Windows logon screen.</p> <p>If this option is disabled, Adaxes Self-Service Client will not modify the Windows logon screen.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the global setting, specified via Adaxes Administration Console.</p>
Web Interface URL for self-password reset	<p>Specify the URL address of the Web Interface that will be used to reset passwords from the Windows logon screen.</p> <p>It is recommended to specify the URL path where Web Interface for Self-Service is deployed.</p> <p>Example: http://host.company.com/Adaxes/SelfService</p> <p>If this option is disabled or not configured, Adaxes Self-Service Client will use the Web Interface URL specified via Adaxes Administration Console.</p>

<p>Texts for the Windows logon screen</p>	<p>Specify the text for the Reset Password command link, the text line displayed next to this link and the text for link tooltip.</p> <p>If this option is disabled or not configured, the Self-Service Client will use the settings specified via Adaxes Administration Console.</p> <p>Text Enter the text to be displayed next to the Reset Password link on the Windows logon screen. Leave this field blank, if you don't want any additional text to be displayed.</p> <p>Command link text Enter the text for the Reset Password command link.</p>
<p>Texts for the Reset Password dialog</p>	<p>Specify the texts for the Reset Password dialog displayed after clicking the Reset Password link on the Windows logon screen.</p> <p>Dialog title Enter the title of the Reset Password dialog.</p> <p>Loading message text Enter the text displayed during the Self-Service Password Reset page loading.</p>

Update local credentials cache

<p>Update local credentials cache</p>	<p>This option enables/disables update of domain credentials cache.</p> <p>If this option is enabled, Adaxes Self-Service Client will update the old password stored in the local credentials cache. This allows users to log in even if no domain controller is available.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the default setting configured via Adaxes Administration Console.</p>
<p>Display a warning in the system tray area if domain credentials cache is disabled</p>	<p>This setting enables or disables a notification in the system notification area (system tray) when it is not possible to update the domain credentials cache on the user's computer.</p> <p>If this option is enabled, Adaxes Self-Service Client will pop up a balloon in the system notification area to inform the user that it is impossible to use the <i>Update Local Credentials Cache</i> and/or <i>Offline Password Reset</i> features.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the default setting configured via Adaxes Administration Console.</p>

<p>Texts for credentials cache notification</p>	<p>The title and text for the notification that informs the user about inability to update domain credentials cache.</p> <p>If this option is enabled, the specified title and text will be used in the notification balloon shown by Adaxes Self-Service Client in the system notification area.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the title and text specified via Adaxes Administration Console.</p> <p>Title Specify optional text to be displayed in the balloon title. Leave this field blank, if you don't want the balloon to have a title.</p> <p>Text Specify the text to be displayed in the balloon.</p>
<p>Frequency of the notification about inability to update the credentials cache</p>	<p>Specify the interval in minutes for how often the notification about inability to update the domain credentials cache will appear in the system notification area. Set the interval value to 0 if you want the notification to be shown only once, when the user logs in to the system.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the recurrence interval specified via Adaxes Administration Console.</p>
<p>Context menu for the credentials cache notification</p>	<p>Use this policy setting to configure context menu for the notification about inability to use the domain credentials cache on the user's computer.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the menu settings specified via Adaxes Administration Console.</p> <p>Menu item text Specify text for the menu command that can be used to prevent the notification in the future. Leave this field blank, if you want to hide the command from the context menu.</p>
<p>Error message about inability to update the domain credentials cache</p>	<p>This setting configures a message that must be shown when failed to update the user's password in the domain credentials cache. Leave the field blank, if you don't want any message to be shown.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the default setting configured via Adaxes Administration Console.</p>

Offline password reset

Allow offline password reset	<p>This option enables/disables the <i>Offline password reset</i> feature.</p> <p>If this option is enabled, users will be able to reset their password even if their computer is not connected to the Internet.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the default setting configured in Adaxes Administration Console.</p>
Texts for Offline Password Reset startup dialog box	<p>This setting configures texts for the dialog that is displayed when it is not possible to reset a password online and prompts users to reset their password offline. The dialog is displayed only when the Offline Password Reset feature of Adaxes Self-Service Client is enabled.</p> <p>If this option is enabled, Adaxes Self-Service Client will use the texts you specify on the dialog.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the default texts specified via Adaxes Administration Console.</p> <p>Dialog title Specify the title of the dialog.</p> <p>Error Message Specify the error message displayed in the header of the dialog.</p> <p>Text below the error message Specify the text that is displayed in the header of the dialog, below the error message.</p> <p>Text under the Reset Offline button Specify the text that is displayed above the <i>Reset Offline</i> button.</p> <p>Reset Offline button text Specify the <i>Reset Offline</i> button label text.</p> <p>Retry button text Specify the <i>Retry</i> button label text.</p> <p>Cancel button text Specify the Cancel button label text.</p>
Instructions for Offline Password Reset	<p>This option configures texts for the dialog that displays the steps to reset password offline.</p> <p>If this option is enabled, Adaxes Self-Service Client will use the texts specified to guide a user through the Offline Password Reset process.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the default texts specified via Adaxes Administration Console.</p> <p>Dialog title Specify the title of the dialog.</p>

	<p>Header text Specify the header text for the dialog.</p> <p>Step 1 text Specify the text for step 1 of the Offline Password Reset process.</p> <p>Step 2 text Specify the text for step 2 of the Offline Password Reset process.</p> <p>Step 3 text Specify the text for step 3 of the Offline Password Reset process.</p> <p>Step 4 text Specify the text for step 4 of the Offline Password Reset process.</p> <p>Text for the Response Key field Specify the <i>Response Key</i> field label text.</p> <p>Text for the New Password field Specify the <i>New Password</i> field label text.</p> <p>Reset Password button text Specify the <i>Reset Password</i> button label text.</p> <p>Cancel button text Specify the <i>Cancel</i> button label text.</p>
Accent color for Offline Password Reset	<p>Specify the accent color for the Offline Password Reset dialog. The color is used to highlight user interface elements, such as buttons.</p> <p>You can use either a hex color code starting with the hashtag ('#') character, for example <i>#FF0000</i>, or a numeric color code, for example <i>255</i>. Both the examples specify red color.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the color specified via Adaxes Administration Console.</p> <p>If you leave the field blank or specify a value that is not a valid color code, the default color will be used.</p>
Message shown when a Response Key is invalid	<p>Configures the message shown when a Response Key entered during Offline Password Reset is invalid.</p> <p>If this option is disabled or not configured, Adaxes Self-Service Client will use the default setting configured via Adaxes Administration Console.</p>

System Tray Notifications

Display a balloon in the system tray to remind users to enroll for Password Self-Service	<p>This option enables/disables a notification to enroll for Password Self-Service in the system notification area (system tray).</p> <p>If this option is enabled, Adaxes Self-Service Client will pop up a balloon in the system</p>
--	--

	<p>notification area to invite users to enroll for self-service password reset.</p> <p>If this option is disabled, Adaxes Self-Service Client will not display the balloon in the system tray.</p> <p>If this option is not configured, Adaxes Self-Service Client will use the global setting, specified via Adaxes Administration Console.</p>
<p>Texts for the enrollment notification balloon</p>	<p>Specify the title and text for the notification displayed in the system tray to invite user to enroll for Password Self-Service.</p> <p>If you disable or do not configure this policy setting, Adaxes Self-Service Client will use the title and text specified in Adaxes Administration Console.</p> <p>Title Specify optional text to be displayed in the balloon title. Leave this field blank, if you don't want the balloon to have a title.</p> <p>Text Specify the text to be displayed in the balloon.</p>
<p>Web Interface URL for password self-service enrollment</p>	<p>Specify the URL of the Adaxes Web Interface that will be used to enroll users for Password Self-Service. It is recommended to specify the URL path where Web Interface for Self-Service is deployed.</p> <p>Example: http://host.company.com/Adaxes/SelfService</p> <p>If you disable or do not configure this policy setting, Adaxes Self-Service Client will use the Web Interface URL that is specified via Adaxes Administration Console.</p>
<p>Proxy server for obtaining user's enrollment status from Web Interface</p>	<p>Specify the name of the proxy server(s) to be used by Adaxes Self-Service Client to connect to the Web Interface in order to get information about enrollment status of the user.</p> <p>Example: http=http://myproxy:8080</p> <p>If you disable or do not configure this policy setting, Adaxes Self-Service Client will retrieve the proxy or direct configuration from the registry.</p>

<p>Enrollment notification interval</p>	<p>Specify the interval in minutes for how often the notification to enroll for Password Self-Service will appear in the system notification area.</p> <p>Set the interval value to 0 if you want the notification to be shown only once, when the user logs in to the system.</p> <p>If you disable or do not configure this policy setting, Adaxes Self-Service Client will use the Recurrence settings specified via Adaxes Administration Console.</p>
<p>Context menu for enrollment notification</p>	<p>Use this policy setting to configure context menu for the notification displayed in the system tray to invite user to enroll for Password Self-Service.</p> <p>If you disable or do not configure this policy setting, Adaxes Self-Service Client will use the menu configuration specified via Adaxes Administration Console.</p> <p>Enroll Now Specify text for the menu command used to launch the enrollment process. Leave this field blank, if you want to hide the command from the context menu.</p> <p>Exit Specify text for the menu command used to close Adaxes Self-Service Client. Leave this field blank, if you want to hide the command from the context menu.</p>

Uninstallation

You can uninstall Adaxes Self-Service Client manually if installed on one or several computers. To uninstall Adaxes Self-Service Client, deployed via GPO:

1. Select the GPO used for the Self-Service Client deployment and launch **Group Policy Object Editor**.
2. Expand the **Computer Configurations** folder, open **Software Settings** and select the **Software installation** item.
3. In the right pane, right-click the Adaxes Self-Service Client package and select **All Tasks > Remove**.
4. In the **Remove Software** window select the **Immediately uninstall the software from users and computers** option and click **OK**.

Automated Bulk Enrollment

If the Security Questions and Answers option is enabled, users need to create their personal Questions and Answers profiles. A Q&A profile is a series of security questions to which users specify their private answers. Adaxes enables you to create Q&A profiles for users automatically. If your organization has an HR or some other database with user-specific data, such as Social Security Numbers (SSNs), ID numbers, etc., you can create Q&A profiles by preloading the existing data in bulk. For this purpose, you need to use the following PowerShell cmdlets:

New-AdmPasswordSelfServiceEnrollment	Example: \$question = "What are the last 4 digits of your credit card?" \$answer = "1234" New-AdmPasswordSelfServiceEnrollment JohnSmith - QuestionsAndAnswers @{\$question=\$answer} -AdaxesService localhost
Remove-AdmPasswordSelfServiceEnrollment	Example: Remove-AdmPasswordSelfServiceEnrollment JohnSmith -AdaxesService localhost

Important

These cmdlets are included in the Adaxes PowerShell module that comes with the Adaxes service.

Scheduled Enrollment

The information in the data source used for automated enrollment can be changed or updated. To keep Q&A profiles updated as well, you can automate the synchronization with the data source by enabling the built-in Scheduled Task named **Self-Password Reset Enroller**. This task periodically runs a PowerShell script for automated enrollment on a predefined schedule. Thus, you can enable automatic creation of Q&A profiles for new users and updating existing profiles. To activate the **Self-Password Reset Enroller** Scheduled Task, you need to enable it in **Adaxes Administration Console** and customize the script for working with your data source.

For more instruction on how to automate the enrollment process, see the [Autoenroll Users for Self-Password Reset](#) tutorial.

Troubleshooting

This section includes possible installation and operation issues, and the ways to resolve them.

<p>If the Reset password link is not displayed on the Windows logon screen</p>	<ul style="list-style-type: none">• Make sure Adaxes Self-Service Client is installed on the computer in question.• Make sure that the Allow users to reset their passwords from the Windows logon screen option is selected in Adaxes Administration Console. For details, see the Configuration section.• Enable Debug Logging to track all the Adaxes Self-Service Client actions. To enable debug logging:<ol style="list-style-type: none">1. Launch Registry Editor. Click Start, Run, type regedit, then click OK.2. Locate the following registry key: [HKEY_LOCAL_MACHINE\Software\Softerra\Adaxes Self-Service Client].3. Right-click the LogLevel entry and select Modify (create the entry if it does not exist).4. In the Value data box, type 2 and click OK. <p>After logging is enabled, Adaxes Self-Service Client will log all events to file adaxeswinlogonextlog.txt located in the System32 subfolder of the Windows folder. Send the file to Adaxes support (support@adaxes.com) to help them diagnose the problem.</p>
<p>If enrollment notification balloon doesn't show up</p>	<ul style="list-style-type: none">• Make sure Adaxes Self-Service Client is installed on the computer in question.• Make sure the Display a balloon in the system notification area to remind users to enroll for Password Self-Service option is selected in Adaxes Administration Console. For details, see the Configuration section.• Make sure a Password Self-Service policy is assigned to the currently logged-on user.• Make sure the currently logged-on user is not already enrolled for Password Self-Service.• Enable Debug Logging to track all the Adaxes Self-Service Client actions. To enable debug logging:<ol style="list-style-type: none">1. Launch Registry Editor. Click Start, Run, type regedit, then click OK.2. Locate the following registry key: [HKEY_LOCAL_MACHINE\Software\Softerra\Adaxes Self-Service Client].3. Right-click the LogLevel entry and select Modify (create the entry if it does not exist).4. In the Value data box, type 2 and click OK. <p>After logging is enabled, Adaxes Self-Service Client will log all events to file adaxeswinlogonextlog.txt located in the System32 subfolder of the Windows folder. Send the file to Adaxes support (support@adaxes.com) to help them diagnose the problem.</p>

<p>If you have a problem with the GPO-based installation</p>	<ul style="list-style-type: none"> • Make sure the computer in question is linked to the GPO that was used for Adaxes Self Service Client deployment. • Make sure you have restarted the computer several times, because computers with Fast Logon Optimization enabled may not install the Self-Service Client during the first restart. Such computers perform a background refresh of Group Policy that makes the logon faster, but some GPOs might not be applied at once. Due to this, multiple restarts may be required before the Self-Service Client is installed. • Check errors in the System Event Log: <ol style="list-style-type: none"> 1. Launch Event Viewer. Click Start, (point to Settings) and then click Control Panel. Double-click Administrative Tools and then double-click Event Viewer. 2. In the console tree of the Event Viewer open the Windows Logs folder and select Application. 3. Check error events in the right pane.
<p>If the Windows Logon screen is broken</p>	<ol style="list-style-type: none"> 1. Enable Debug Logging to track all the Adaxes Self-Service Client actions. To enable debug logging: <ol style="list-style-type: none"> 1. Click Start, Run, type regedit, then click OK. 2. Locate the following registry key: [HKEY_LOCAL_MACHINE\Software\Softerra\Adaxes Self-Service Client]. 3. Right-click the LogLevel entry and select Modify (create the entry if it does not exist). 4. In the Value data box, type 2 and click OK. <p>After logging is enabled, Adaxes Self-Service Client will log all events to file adaxeswinlogonextlog.txt located in the System32 subfolder of the Windows folder.</p> 2. Make screenshots of the Windows Logon screen (if possible). 3. Send the log file and the screenshots to Adaxes support (support@adaxes.com) to help them diagnose the problem.
<p>If a user cannot login to the system</p>	<ol style="list-style-type: none"> 1. Restart the computer in question and: <ul style="list-style-type: none"> • On pre-Vista systems – during system boot, press the Insert button. • On Vista and later – boot in safe mode. 2. Enable Debug Logging to track all the Adaxes Self-Service Client actions. To enable debug logging: <ol style="list-style-type: none"> 1. Launch Registry Editor. Click Start, Run, type regedit, then click OK. 2. Locate the following registry key: [HKEY_LOCAL_MACHINE\Software\Softerra\Adaxes Self-Service Client]. 3. Right-click the LogLevel entry and select Modify (create the entry if it does not exist). 4. In the Value data box, type 2 and click OK. <p>After logging is enabled, Adaxes Self-Service Client will log all events to file adaxeswinlogonextlog.txt located in the System32 subfolder of the Windows folder.</p> 3. Send the log file to Adaxes support (support@adaxes.com) to help them diagnose the problem.

If you have a problem with the Self-Service Client on multiple computers

In case of an emergency situation you can disable Adaxes Self-Service Client on all computers in all domains managed by your Adaxes Service. To disable it, deselect the following options in Adaxes Administration Console:

- **Allow users to reset their passwords from the Windows logon screen**
- **Display a balloon in the system notification area to remind users to enroll for Password Self-Service**

For details, see the **Global Settings** section.

If the problem occurred on the computers where the Self-Service Client is configured via GPO, you need to select the **Disable** radio button in the following policy settings:

- **Enable users to reset passwords from the Windows logon screen**
- **Display a balloon in the system tray to remind users to enroll for Password Self-Service**

For details, see the **Local Settings** section.

Contact Adaxes support (support@adaxes.com) with the problem.