



SharePoint Password Reset 1.0

User Guide

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1. Introduction

Product Introduction

SharePoint Password Reset 1.0 is a simple web part that allows users to reset their passwords either via answering security questions or via receiving an email indicating the password reset link. Users can customize the security questions and reset their passwords when their passwords expire, when they forget their passwords or when their accounts are locked. New passwords will be sent online or delivered through emails.

Product Feature List

Password Reset Feature List
Windows Authentication enables password reset for AD users and local users
Forms Based Authentication enables password reset for users managed in AD or a SQL server database
Reset passwords via answering security question(s) or via receiving an email indicating the password reset link
Up to three security questions are available to validate user identity
Receive the new passwords directly on the page or via emails
Support custom security questions
Set an alternative email to receive password or password-recovery link
Force users to change temporary password upon next logon

About this User Guide

This user guide is intended to instruct you on how to install/uninstall, configure and use SharePoint Password Reset. For the latest copy of this user guide and some other guides, please visit

<http://www.boostsolutions.com/download-documentation.html>.

2. Installation

2.1 Product Files

After you download and unzip the Password Reset zip file from www.boostsolutions.com, you will find the following files:

Path	Descriptions
Setup.exe	A program to install and deploy the WSP solution packages to SharePoint farm
EULA.rtf	The product End-User-License-Agreement
Library\2.0\Setup.exe	The product installer for .Net Framework 2.0
Library\2.0\Setup.exe.config	A file that contains the configuration information for the installer
Library\4.0\Setup.exe	The product installer for .Net Framework 4.0.
Library\4.0\Setup.exe.config	A file that contains the configuration information for the installer
Solutions\Foundation\BoostSolutions.FoundationSetup12.1.wsp	A SharePoint solution package that contains Foundation files and resources for SharePoint 2007 or WSS 3.0
Solutions\Foundation\BoostSolutions.FoundationSetup14.1.wsp	A SharePoint solution package that contains Foundation files and resources for SharePoint 2010 or SharePoint Foundation 2010
Solutions\Foundation\BoostSolutions.FoundationSetup15.1.wsp	A SharePoint solution package that contains Foundation files and resources for SharePoint 2013 or SharePoint Foundation 2013
Solutions>PasswordReset\BoostSolutions.PasswordResetSetup12.1.wsp	A SharePoint solution package that contains Password Reset files and resources for SharePoint 2007 or WSS 3.0
Solutions>PasswordReset\BoostSolutions.PasswordResetSetup14.1.wsp	A SharePoint solution package that contains Password Reset files and resources for SharePoint 2010 or SharePoint Foundation 2010

Solutions\PasswordReset\BoostSolutions.PasswordResetSetup15.1.wsp	A SharePoint solution package that contains Password Reset files and resources for SharePoint 2013 or SharePoint Foundation 2013
---	--

2.2 System Requirements

Before you install Password Reset, make sure that your system meets the following requirements:

SharePoint 2013

Operating System	Microsoft Windows Server 2012 Standard or Datacenter X64
	Microsoft Windows Server 2008 R2 SP1
Server	Microsoft SharePoint Foundation 2013 or Microsoft SharePoint Server 2013
	Microsoft .NET Framework 4.5
Browser	Microsoft Internet Explorer 8/9/10
	Mozilla Firefox
	Google Chrome

SharePoint 2010

Operating System	Microsoft Windows Server 2008 x64
	Microsoft Windows Server 2008 R2
Server	Microsoft SharePoint Foundation 2010 or Microsoft SharePoint Server 2010
	Microsoft .NET Framework 3.5
Browser	Microsoft Internet Explorer 7 and above
	Mozilla Firefox

SharePoint 2007

Operating System	Microsoft Windows Server 2003 x86/x64
	Microsoft Windows Server 2008 x86/x64

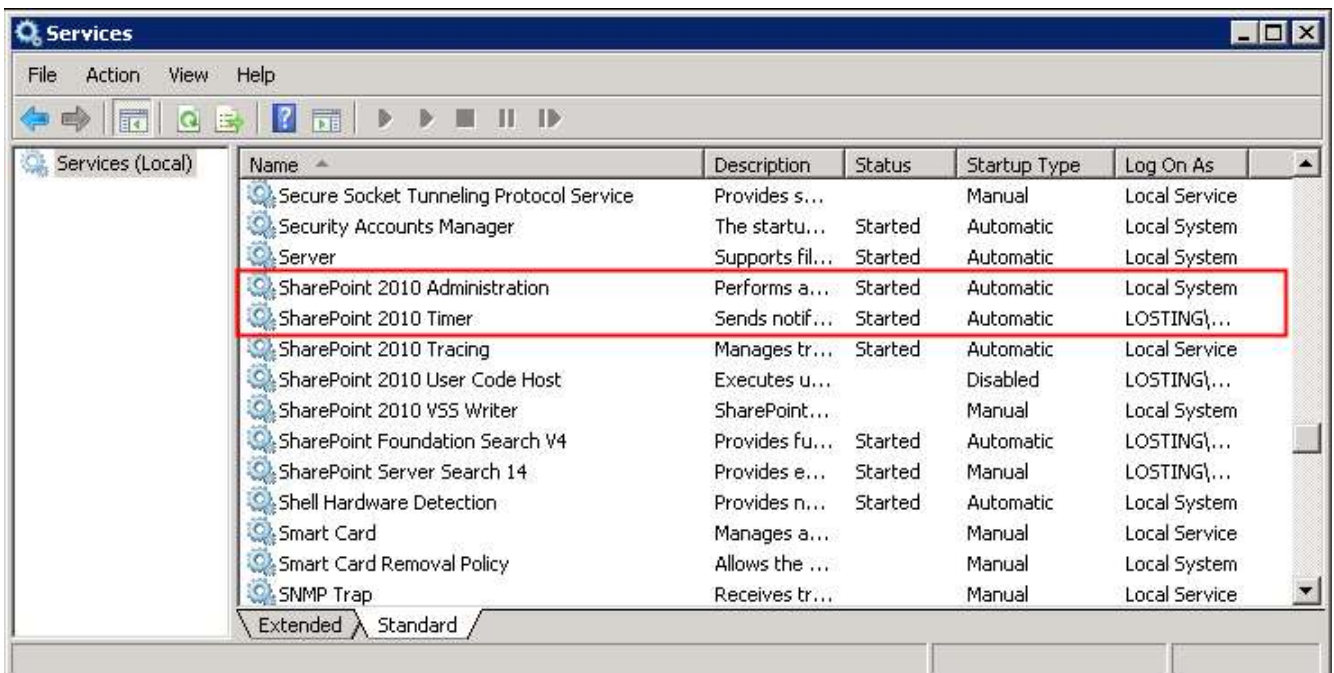
	Microsoft Windows Server 2008 R2
Server	Microsoft Windows SharePoint Services v3 or Microsoft Office SharePoint Server 2007 Microsoft .NET Framework 2.0 or 3.0 Note This product is not compatible with SPS 2003 and WSS v2.
Browser	Microsoft Internet Explorer 6 and above

2.3 Installation

Follow the steps below to install Password Reset on your SharePoint servers.

Installation Preconditions

Before you install Password Reset, please make sure the following services are started on your SharePoint servers: **SharePoint 2010 Administration and SharePoint 2010 Timer**.



Password Reset must be run on one front-end Web server in the SharePoint farm where **Microsoft SharePoint Foundation Web Application services** are running. Check **SharePoint 2010 Central Administration System Settings** for a list of servers running this service.

Required Permissions

To perform this procedure, you must meet either of the following requirements:

- Member of the local server's **Administrators** group
- Member of the **Farm Administrators** group

Install Password Reset on SharePoint Server

1. Download the zip file (*.zip) of Password Reset from the BoostSolutions website, then extract the file.
2. Open the created folder and run the **Setup.exe** file.

Note If you cannot run the setup file, please right-click the **Setup.exe** file and choose Run as administrator.

3. A system check is performed to verify if your machine meets all the requirements for installing Password Reset. After the system check is finished, click **Next**.
4. Review and accept the End-User License Agreement and click **Next**.
5. In the **Web Application Deployment Targets**, select the web applications you are going to install and click **Next**.

Note If you select **Automatically activate features**, the product features will be activated in the target site collection during the installation. If you want to manually activate the product feature later, clear this check box.

6. Upon completion of the installation, details are displayed showing the web applications where Password Reset has been installed. Click **Close**.

2.4 Upgrade

Download the latest version of Password Reset and run the **Setup.exe** file.

In the **Program Maintenance** window, select **Upgrade** and click **Next**.

2.5 Uninstallation

If you want to uninstall Password Reset, double-click the **Setup.exe** file.

In the **Repair or Remove** window, select **Remove** and click **Next**. Then the application will be removed.

2.6 Command Line Installation

The following instructions are for installing the solution files for Password Reset using the SharePoint STSADM command line tool.

Open the STSADM command line tool on the SharePoint server.

- **SharePoint 2013**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\15\BIN\stsadm.exe

- **SharePoint 2010**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN\stsadm.exe

- **SharePoint 2007**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\12\BIN\stsadm.exe

Required Permissions

To use STSADM, you must be member of the local Administrators group on the server.

Install Password Reset to SharePoint Servers

1. Extract the files from the product zip pack to a folder on one SharePoint server.
2. Add the solution files to SharePoint in the STSADM command line tool.

```
stsadm -o addsolution -filename BoostSolutions.PasswordResetSetup14.1.wsp
stsadm -o addsolution -filename BoostSolutions.FoundationSetup14.1.wsp
```

3. Deploy the added solution with the following command:

```
stsadm -o deploysolution -name BoostSolutions.PasswordResetSetup14.1.wsp
-allowgacdeployment -url [virtual server url] -immediate

stsadm -o deploysolution -name BoostSolutions.FoundationSetup14.1.wsp -allowgacdeployment -
url [virtual server url] -immediate
```

4. Wait for the deployment to complete. Check the final status of the deployment with this command:

```
stsadm -o displaysolution -name BoostSolutions.PasswordResetSetup14.1.wsp
stsadm -o displaysolution -name BoostSolutions.FoundationSetup14.1.wsp
```

The result should contain a <Deployed> parameter for which the value is TRUE.

5. In the STSADM tool, activate the features.

```
stsadm -o activatefeature -name
SharePointBoost.PasswordReset.PL_SharePointBoost.PasswordReset -url [site collection url] -force
stsadm -o activatefeature -name
SharePointBoost.PasswordReset.PL_SharePointBoost.PasswordReset.CA -url [virtual server url] -
force
```

Remove Password Reset from SharePoint Server

1. Removal is initiated with the following command:

```
stsadm -o retractsolution -name BoostSolutions.PasswordResetSetup14.1.wsp -immediate -url
[virtual server url]
stsadm -o retractsolution -name BoostSolutions.FoundationSetup14.1.wsp -immediate -url
[virtual server url]
```

2. Wait for the removal to finish. To check the final status of the removal you can use the following command:

```
stsadm -o displaysolution -name BoostSolutions.PasswordResetSetup14.1.wsp
stsadm -o displaysolution -name BoostSolutions.FoundationSetup14.1.wsp
```

The result should contain the <Deployed> parameter for which the value is FALSE and the <LastOperationResult> parameter with the RetractionSucceeded value.

3. Remove the solution from the SharePoint solutions storage:

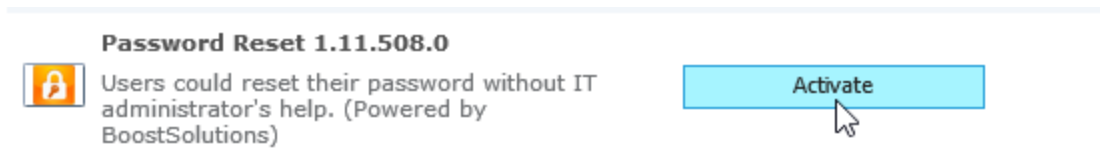
```
stsadm -o deletesolution -name BoostSolutions.PasswordResetSetup14.1.wsp
stsadm -o deletesolution -name BoostSolutions.FoundationSetup14.1.wsp
```

2.7 Feature Activation

Activate Password Reset

By default, the application's features are automatically activated once the product is installed. You can also activate the product feature manually.

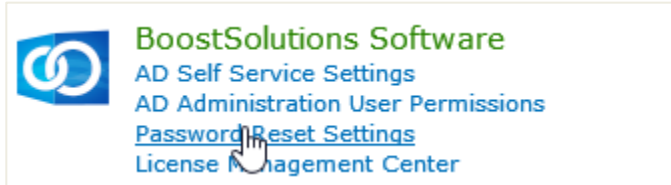
1. On the **Site Actions** menu, click **Site Settings**.
2. Under **Site Collection Administration**, click **Site collection features**.
3. Find the application feature and click **Activate**. After the feature is activated, the Status column lists the feature as **Active**.



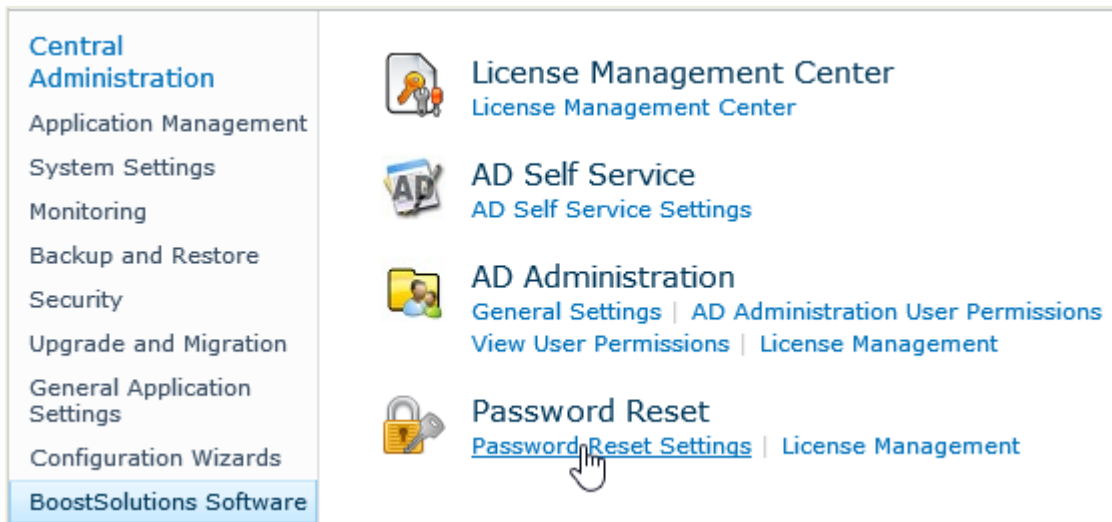
Note You must be a site collection administrator.

3. Configure Password Reset Settings

You can find the entry of Password Reset settings directly under **BoostSolutions Software** in Central Administration. Click **Password Reset Settings** to enter the settings page.



Or go to Central Administration, click BoostSolutions Software on the Quick Lunch, and then click **Password Reset Settings** under **Password Reset** to enter the settings page

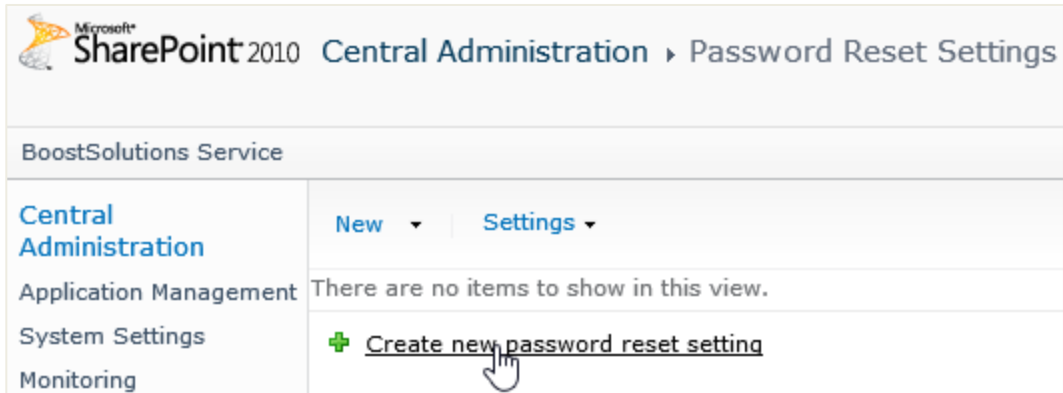


You can configure password reset settings for two types of authentication: Windows Authentication and Forms Based Authentication. Windows Authentication enables password reset for users managed in Active Directory as well as local users, while Forms Based Authentication enables password reset for users managed in a SQL Sever database.

3.1 Create Password Reset Settings for Windows Authentication

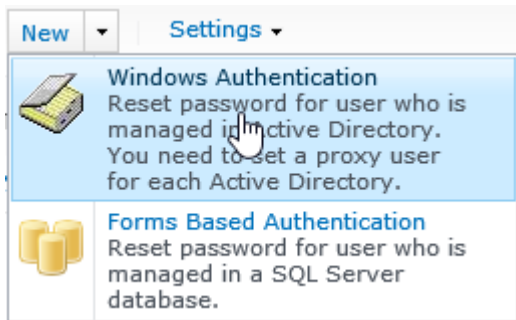
Windows Authentication enables password reset for both AD users and local users. You need to set up a proxy user to reset password and save user information.

On the **Password Reset Settings** page, click **Create new password reset setting**.



In the **Choose an Authentication Type** section, click **Windows Authentication**. Then you will find three settings that need configuring: **Authentication**, **Security Questions** and **E-mail Settings**.

There is also another entry to create a password reset setting for Windows Authentication. On the **New** menu, click **Window Authentication**.



3.1.1 Configure Authentication Settings

Authentication		Security Questions	E-mail Settings
<p>Basic Settings</p> <p>Give a meaningful title for this password reset settings.</p>	<p>Title:</p> <input type="text"/>		
<p>Windows Authentication</p> <p>Password Reset need a proxy user to reset password and save user information. In AD environment, you need to enter a user which is in the Domain Administrators group. In Local User Authentication, you need to enter the Windows default Administrator or the users which have same permissions.</p>	<p>Domain or Machine Name:</p> <input type="text"/> <p>User Name:</p> <input type="text"/> <p>Password:</p> <input type="password"/> <input type="button" value="Test"/>		
<p>User Account Management</p> <p>Unlock the user or make the user change password on next sign in if user reset password successfully.</p>	<p><input checked="" type="checkbox"/> Unlock account automatically</p> <p><input type="checkbox"/> User must change password next logon</p>		

1. In the **Basic Settings** section, enter a title for this password reset settings.

<p>Basic Settings</p> <p>Give a meaningful title for this password reset settings.</p>	<p>Title:</p> <input type="text" value="ycjsp10"/>
---	--

2. In the **Windows Authentication** section, enter the domain or machine name, user name and password of a proxy user. Then click **Test** to test if the proxy user is valid.

<p>Windows Authentication</p> <p>Password Reset need a proxy user to reset password and save user information. In AD environment, you need to enter a user which is in the Domain Administrators group. In Local User Authentication, you need to enter the Windows default Administrator or the users which have same permissions.</p>	<p>Domain or Machine Name:</p> <input type="text" value="CRYSTAL"/> <p>User Name:</p> <input type="text" value="administrator"/> <p>Password:</p> <input type="password" value="....."/> <p>The proxy user is valid.</p> <input type="button" value="Test"/>
--	---

Note In AD environment, you need to enter a user who is member of the Domain Admins group. In Local User Authentication, you need to enter the windows default Administrator or the users who have the same permission as the administrator.

If the Domain or User name is invalid, or the proxy user is disabled, locked, expired, or the password is invalid, a message will appear:

The Domain or Machine name is invalid, or the proxy user is disabled, locked, expired, or the password is invalid.

Test

Besides, Local User Authentication only supports single server standalone environment.

The Local User Authentication only support single server standalone environment.

Test

3. In the **User Account Management** section, select if you want to unlock the user account automatically or/and force the user to change password upon next logon after the password is changed successfully.

User Account Management

Unlock the user or make the user change password on next sign in if user reset password successfully.

- Unlock account automatically
 User must change password next logon

3.1.2 Configure Security Questions Settings

Authentication	Security Questions	E-mail Settings
Enable Security Questions Choose if user can reset password via answering security questions.	<input checked="" type="checkbox"/> Enable Reset Password via Security Questions	
Basic Setting Set how many security question(s) a user can define.	Maximum number of security questions: <input type="text" value="1"/>	
Password Receive Type Select display the password in the Password Reset web part or send the password to user's e-mail.	<input checked="" type="radio"/> Display in web part <input type="radio"/> Send via e-mail	
Custom Security Questions Choose if user could define custom questions.	<input checked="" type="checkbox"/> User can define custom questions	

1. In the **Enable Security Questions** Section, select the **Enable Reset Password via Security Questions** check box if you want users to reset password by answering security questions.

Enable Security Questions Choose if user can reset password via answering security questions.	<input checked="" type="checkbox"/> Enable Reset Password via Security Questions
---	--

2. In the **Basic Settings** section, you can set the number of security questions that a user can define. Enter a number in the box to indicate the maximum number of security questions.

Basic Setting Set how many security question(s) a user can define.	Maximum number of security questions: <input type="text" value="2"/>
--	---

Note The maximum number of security questions must be set between 1 and 3.

3. In the **Password Receive Type** section, select how users will receive the new password: **Display in web part** or **Send via e-mail**.

<p>Password Receive Type</p> <p>Select display the password in the Password Reset web part or send the password to user's e-mail.</p>	<p><input checked="" type="radio"/> Display in web part</p> <p><input type="radio"/> Send via e-mail</p>
--	--

- In the **Custom Security Questions** section, choose if user could define custom security questions.

<p>Custom Security Questions</p> <p>Choose if user could define custom questions.</p>	<p><input checked="" type="checkbox"/> User can define custom questions</p>
--	---

3.1.3 Configure Email Settings

Authentication	Security Questions	E-mail Settings
<p>Reset Password via E-mail</p> <p>Choose if user can reset password via e-mail (Send a confirmation link to user's e-mail, then user could reset password through this link).</p>		
<p><input type="checkbox"/> Enable Reset Password via e-mail</p>		
<p>Alternative E-mail</p> <p>For AD Authentication, besides the e-mail stored in AD, user can define an alternative (secondary) e-mail address. For Local User Authentication, user can define an e-mail address to receive password or password-recovery link.</p>		
<p><input type="checkbox"/> Enable alternative e-mail</p> <p><input type="checkbox"/> Force user to input the alternative e-mail</p>		

- In the **Reset Password via E-mail** section, select the **Enable Reset Password via E-mail** if you want users to reset password via E-mail. When users choose to reset password via E-mail, it will send users emails that indicate the password reset link so that they can reset password through this link.

<p>Reset Password via E-mail</p> <p>Choose if user can reset password via e-mail (Send a confirmation link to user's e-mail, then user could reset password through this link).</p>	<p><input checked="" type="checkbox"/> Enable Reset Password via e-mail</p>
--	---

- In the **Alternative E-mail** section, select to **Enable alternative e-mail** or/and **Force user to input the alternative email**. To receive password or password recovery link, AD users can define an alternative

or secondary email address other than their emails stored in AD; local users can also define an email address.

<p>Alternative E-mail</p> <p>For AD Authentication, besides the e-mail stored in AD, user can define an alternative (secondary) e-mail address. For Local User Authentication, user can define an e-mail address to receive password or password-recovery link.</p>	<p><input checked="" type="checkbox"/> Enable alternative e-mail</p> <p><input type="checkbox"/> Force user to input the alternative e-mail</p>
--	---

After you finished configuring this password reset settings, click **OK** to save your configurations. Then you can view basic information (Title, Domain or Web Application, Authentication Type, Modified, Modified by) of this password setting.

New ▾		Settings ▾			
Title (Click to edit)	Domain or Web Application	Authentication Type	Modified	Modified by	
ycjsp10	CRYSTAL	Windows Authentication	7/8/2013 4:54:35 PM	CRYSTAL\administrator	
+ Create new password reset setting					

3.2 Create Password Reset Settings for Forms Based Authentication

Forms Based Authentication enables password reset for users who are managed in a SQL Server database. The creation of password reset setting for Forms Based Authentication is similar to that for Windows Authentication.

There are also two entries to create a password reset setting for Forms Based Authentication.

On the **Password Reset Settings** page, click **Create new password reset setting**. In the **Choose an Authentication Type** section, click **Forms Based Authentication**. Then you will find three settings that need configuring: **Authentication**, **Security Questions** and **E-mail Settings**.

Another entry to create a password reset setting for Forms Based Authentication is to click **Forms Based Authentication** on the **New** menu.

3.2.1 Configure Authentication Settings

Authentication		Security Questions	E-mail Settings
<p>Basic Settings</p> <p>Give a meaningful title for this password reset settings.</p>	<p>Title:</p> <input type="text" value="38070"/>		
<p>Forms Based Authentication</p> <p>Select a Web Application and Authentication Zone which uses the Forms Based Authentication.</p>	<p>Select web application:</p> <input type="text" value="SharePoint - 80"/> <p>Select zone:</p> <input type="text" value="Intranet"/>		
<p>User Account Management</p> <p>Unlock the user when password reset is successful.</p>	<input checked="" type="checkbox"/> Unlock account automatically		

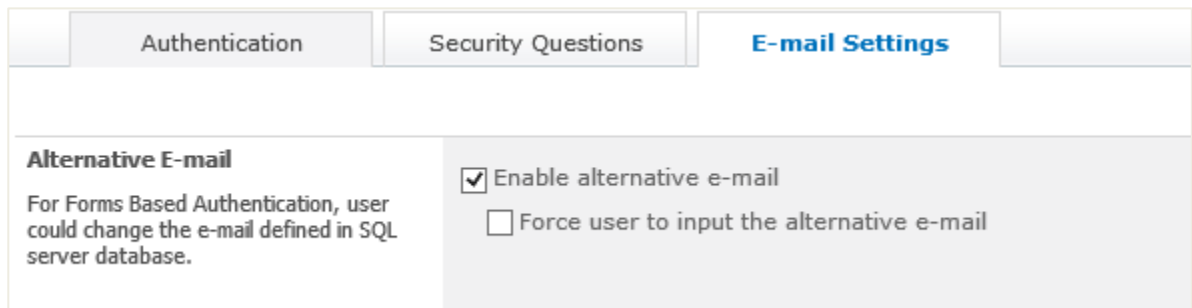
1. In the **Basic Settings** section, enter a title for this password reset settings.
2. In the **Forms Based Authentication** section, select a web application along with the zone that uses Forms Based Authentication.
3. In the **User Account Management** section, select the **Unlock account automatically** checkbox to unlock the user account automatically after the password is changed successfully.

3.2.2 Configure Security Questions Settings

Authentication	Security Questions	E-mail Settings
<p>Basic Setting</p> <p>Set how many security question(s) a user can define.</p>	<p>Maximum number of security questions: Forms Based Authentication only support 1 security question.</p>	
<p>Password Receive Type</p> <p>Select display the password in the Password Reset web part or send the password to user's e-mail.</p>	<p><input checked="" type="radio"/> Display in web part</p> <p><input type="radio"/> Send via e-mail</p>	
<p>Custom Security Questions</p> <p>Choose if user could define custom questions.</p>	<input checked="" type="checkbox"/> User can define custom questions	

1. In the **Basic Settings** section, you can find that only one security question is supported with Forms Based Authentication. You do not need to configure this section.
2. In the **Password Receive Type** section, select how users will receive the new password: **Display in web part** or **Send via e-mail**.
3. In the **Custom Security Questions** section, choose if user could define custom security questions.

3.2.3 Configure Email Settings



Authentication **Security Questions** **E-mail Settings**

Alternative E-mail
For Forms Based Authentication, user could change the e-mail defined in SQL server database.

Enable alternative e-mail
 Force user to input the alternative e-mail

For Forms Based Authentication, users could use Alternative emails by changing the email defined in a SQL server database to receive password or password recovery link. In the **Alternative E-mail** section, select the **Enable alternative e-mail** checkbox or/and **Force user to input the alternative email** checkbox.

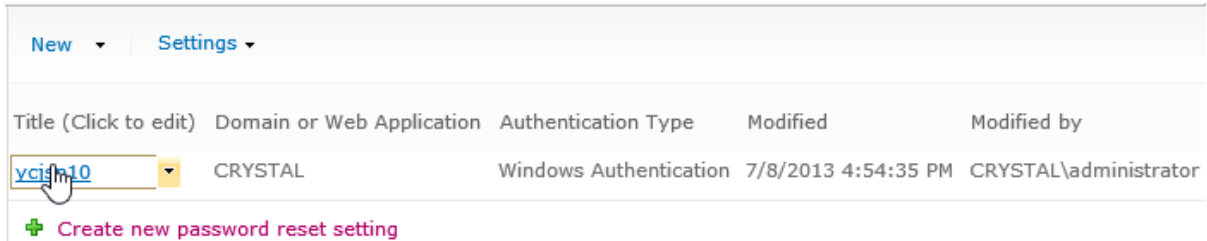
After you finished configuring this password reset settings, click **OK** to save your configurations. Then you can view basic information (Title, Domain or Web Application, Authentication Type, Modified, Modified by) of this password setting.

Title (Click to edit)	Domain or Web Application	Authentication Type	Modified	Modified by
enmoss2010	enmoss2010	Windows Authentication	7/9/2013 10:13:47 AM	ENMOSS2010\administrator
ttert	http://sharepoint:3333/(Zone:Extranet)	Forms Based Authentication	1/5/2013 6:55:25 PM	ENMOSS2010\administrator
xinrenyu.com	xinrenyu.com	Windows Authentication	12/27/2012 2:56:37 PM	ENMOSS2010\administrator
38070	http://sharepoint/(Zone:Intranet)	Forms Based Authentication	7/9/2013 11:18:49 AM	ENMOSS2010\administrator

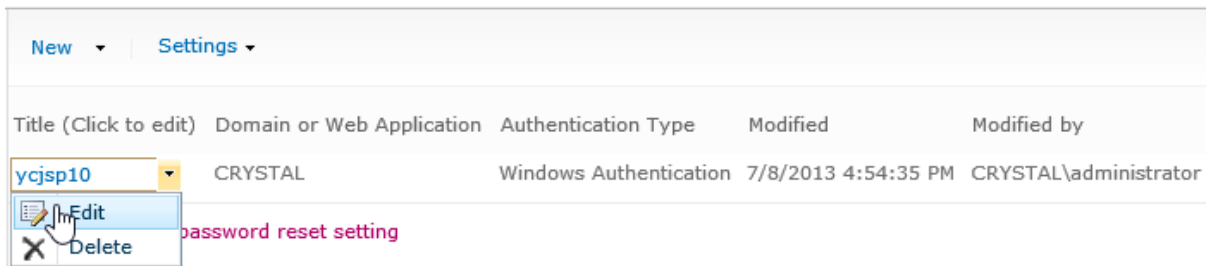
[+ Create new password reset setting](#)

3.3 Edit a Password Reset Setting

You can edit a created password reset settings from the main page of **Password Reset Settings**. To edit a password reset setting, click on its title directly to enter its settings page.



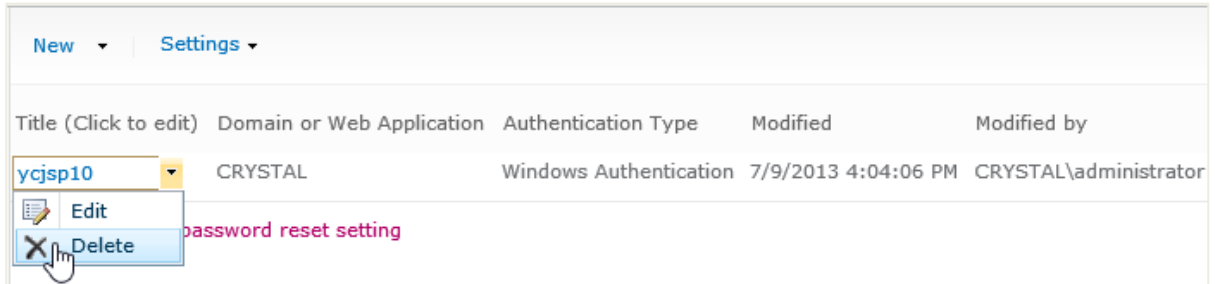
Or click **Edit** on the menu right beside the title of a password reset setting.



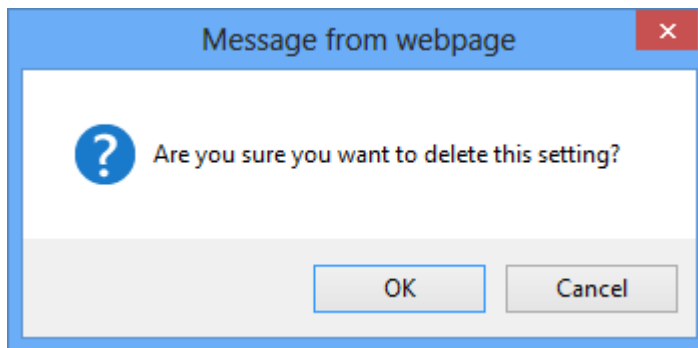
Then you can edit the settings previously configured for Authentication, Security Questions and E-mail Settings. After all is done, click **OK** to save the modification.

3.4 Delete a Password Reset Setting

You can delete a created password reset setting from the main page of **Password Reset Settings**. To delete a password reset setting, click **Delete** on the menu right beside the title of a password reset setting.

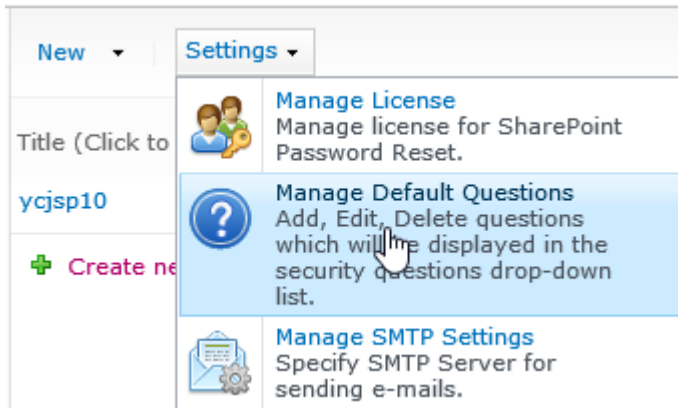


A message will appear asking if you are sure to delete this setting. Click **OK** if you are confirmed.

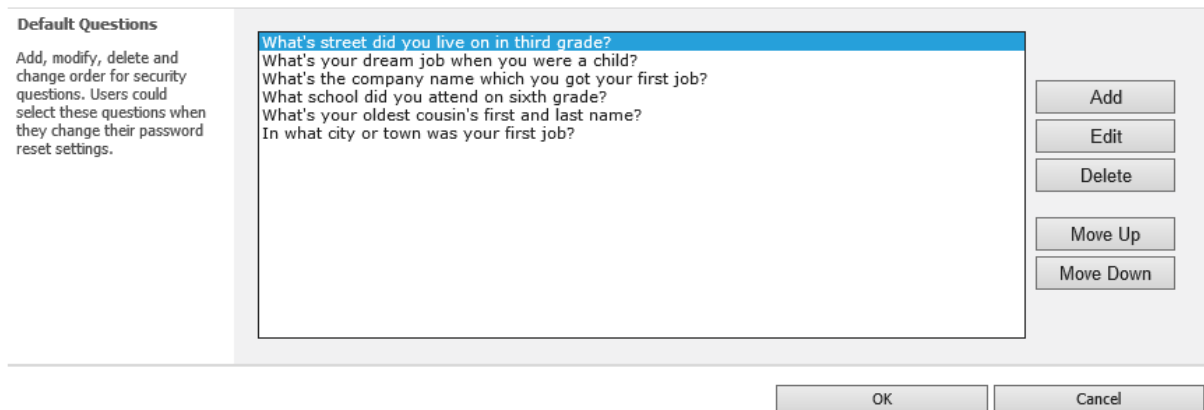


3.5 Manage Default Security Questions

You can add, modify, delete and change the order of security questions for users to select when they customize their password reset settings. To enter the **Default Questions Settings** page, go to the **Password Setting** page, and then click **Manage Default Questions** on the **Settings** menu.

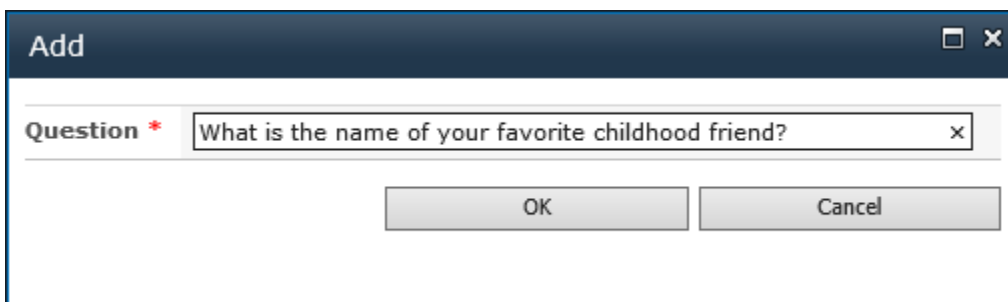


On the **Default Questions Settings** page, you can add modify, delete and change the order of security questions.



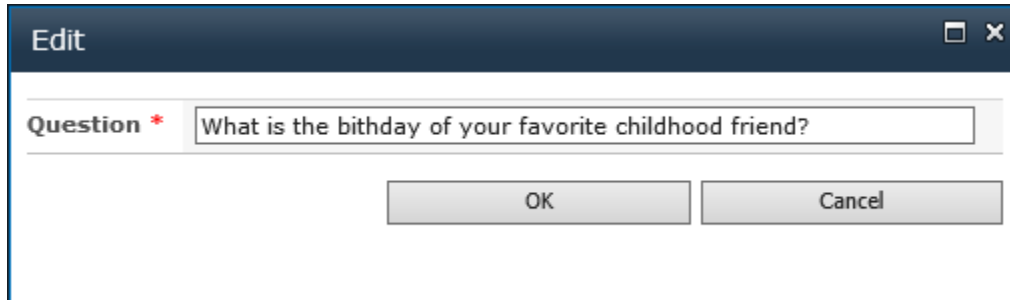
3.5.1 Add a Default Question

To add a default question, click **Add**. In the open window, enter a security question and click **OK**.



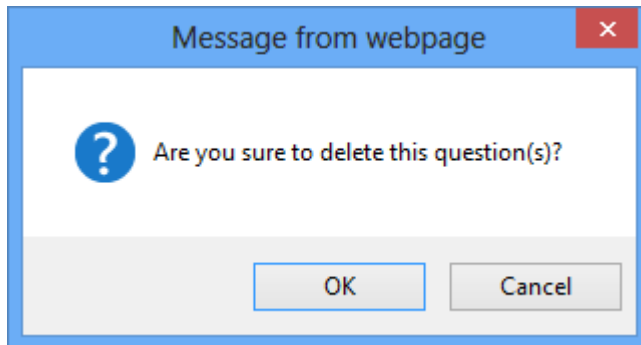
3.5.2 Edit a Default Question

To edit a default question, select the question and click **Edit**. In the open window, modify the question and then click **OK**.



3.5.3 Delete Default Question(s)

To delete a default question, select the question, and then click **Delete**. A message will appear asking if you are sure to delete this question. Click **OK** if you are confirmed.



To delete two or more questions, press the **Control** key to select/deselect the questions, and then click **Delete**. A message will appear asking if you are sure to delete these questions. Click **OK** if you are confirmed.

3.5.4 Change the Order of a Default Question

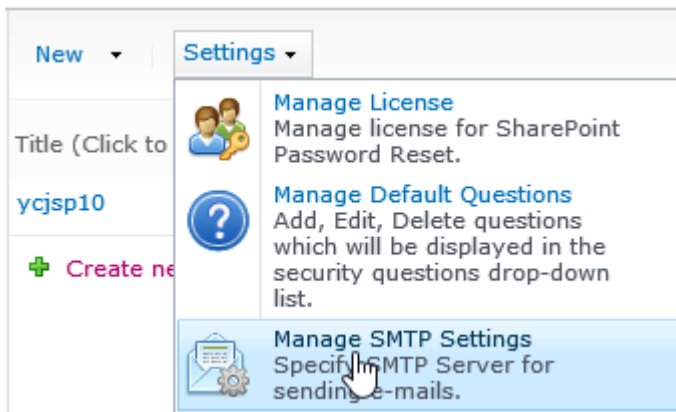
To change the display order of a default question, select the question. Click **Move Up** or **Move Down** to adjust the order of this default question.

What's street did you live on in third grade?	<input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Move Up"/> <input type="button" value="Move Down"/>
What's your dream job when you were a child?	
What is the birthday of your favorite childhood friend?	
What's the company name which you got your first job?	
What school did you attend on sixth grade?	
What's your oldest cousin's first and last name? In what city or town was your first job?	

3.6 Manage SMTP Sever Settings

Note Password Reset does not support SharePoint outgoing email settings. You must set up a custom SMTP server to send emails.

You must set up custom SMTP settings to send emails to deliver new password or password recovery link to a user. To enter the **Custom SMTP Settings** page, go to the **Password Setting** page, and then click **Manage SMTP Settings** on the **Settings** menu.



In the **Custom SMTP Settings** section, you can customize the settings to your need. In the corresponding box, respectively enter the SMTP server domain name or IP address, port number, from display name, from address, reply-to address. Select the authentication type. If you select **Custom authentication**, enter the user credentials. If you want to enable SSL connection, select the **Enable SSL connection** check box; if you don't want to enable SSL connection, clear this check box.

Custom SMTP Settings

Enter a SMTP server to send password or password-recovery link.

Note: Password Reset cannot use the outgoing e-mail settings in current Web Application to send e-mail.

SMTP server domain name or IP address:

Port:

From display name (This will be displayed in the From field of each e-mail):

From address (This will be set as the default From address for each e-mail):

Reply-to address (This will be set as the default reply-to address for each e-mail):

Authentication type:

- Default authentication
 Custom authentication

User Name:

Password:

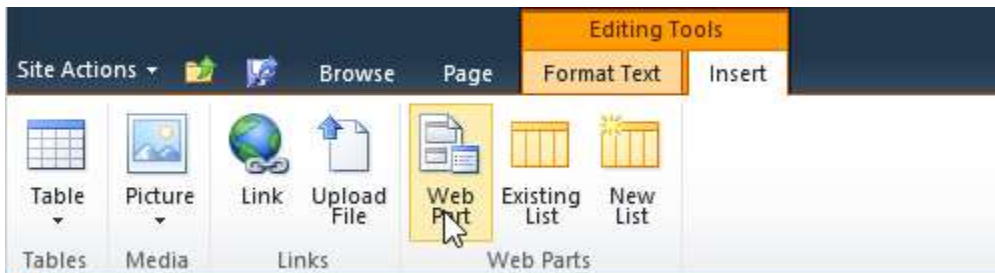
Enable SSL connection


The test e-mail has been sent successfully, please check it at ycj@mail.braintimes.org.

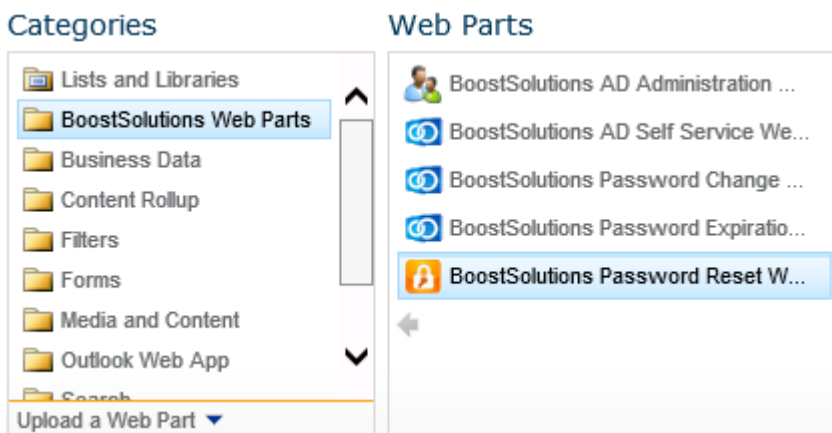
4. Add and Customize Password Reset Web Part

4.1 Add Password Reset Web Part to a Site Page

1. Go to the page where you want to add Password Reset Web Part.
2. On the **Site Actions** menu, click **Edit Page**.
3. On the ribbon, click **Insert** under the **Editing Tools** tab, and then click **Web Part**.



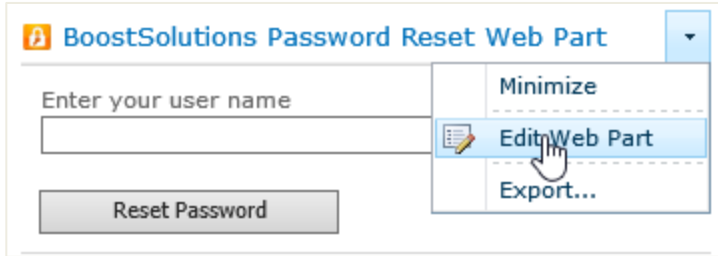
4. In the **Categories** section, click **BoostSolutions Web Parts**, select **BoostSolutions Password Reset Web Part** from the web part list, and then click **Add**. Click the  icon to save your operation and exit the edit page mode.



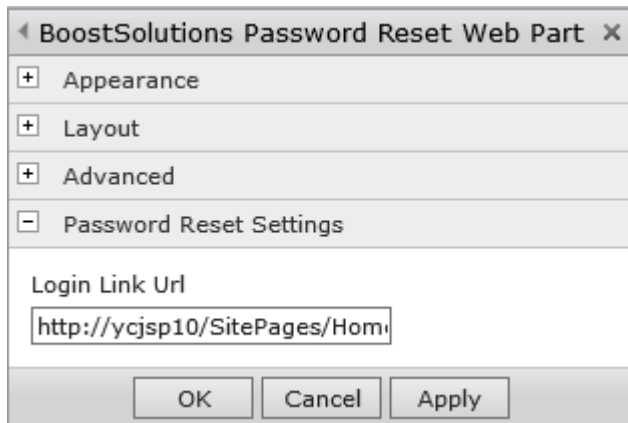
Note You must have **Customize Pages** permission to the current site to add and edit the Web Part.

4.2 Customize Password Reset Web Part

1. On the Web Part drop-down menu, click **Edit Web Part**.



2. Expand the **Password Reset Settings** category. Enter a URL if you want to ask users to sign in a page with new passwords after their passwords have been reset successfully.



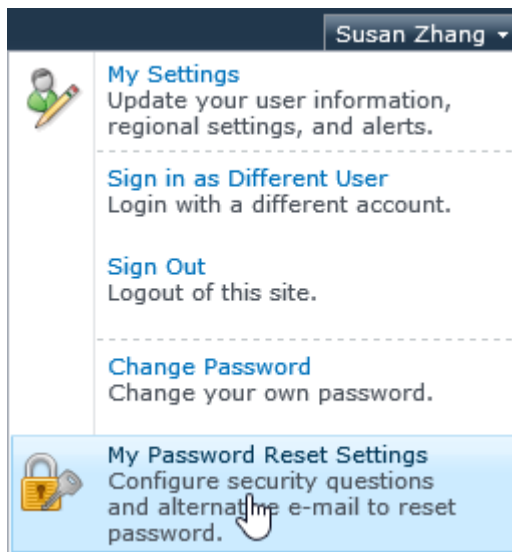
3. Click **Apply** and **OK** to save your settings.

5. Reset Password with Password Reset

5.1 Customize Personal Password Reset Settings

Users can customize personal password reset settings before they reset their passwords via Password Reset Web Part. They can configure security questions and alternative email to reset password. Suppose “you” are one of the users.

1. You may configure or edit your own password reset settings from the account settings menu. Click **My Password Reset Settings** on the menu to enter the **My Password Reset Settings** page.



If you have not yet configured your password reset settings, the window **Password Reset Notification** will pop up constantly on the lower right corner of the web page, reminding you to configure your password reset settings. Click **Manage Password Reset Settings** to enter the **My Password Reset Settings** page.



2. In the **Current Password** section, type your password to verify your identity.

<p>Current Password</p> <p>Please enter your password to verify your identity.</p>	<p>Password:</p> <input type="password" value="••••••••"/>
---	--

3. In the **Security Questions** section, select a security question from the **New Questions 1** list and provide your answer 1. Then select a security question from the **New Questions 2** list and provide your answer 2.

<p>Security Questions</p> <p>Enter security question(s) which will be used to validate your identity when you reset your password.</p>	<p>New Question 1:</p> <p>What is the birthday of your favorite childhood friend? ▾</p> <p>Answer 1:</p> <p>March 25, 1988</p> <hr/> <p>New Question 2:</p> <p>What's your dream job when you were a child? ▾</p> <p>Answer 2:</p> <p>Singer</p>
---	--

Note The number of security questions available was configured by your administrator in the **Security Questions** section of password reset settings. Maximum number of questions is three.

You can also create a custom question for question 1 and question 2 if your administrator enabled this feature in password reset settings. Take question 1 for example. Expand the question drop-down list and click **Custom questions**.

<p>New Question 1:</p> <p>Select a question...</p> <p>Custom questions</p> <p>What's the street did you live on in third grade?</p> <p>What's your dream job when you were a child?</p> <p>What is the birthday of your favorite childhood friend?</p> <p>What's the company name which you got your first job?</p> <p>What school did you attend on sixth grade?</p> <p>What's your oldest cousin's first and last name?</p> <p>In what city or town was your first job?</p>
--

Enter the question in the text box below **Custom questions** and provide your answer.

New Question 1:

Custom questions ▼

What is the name of your favorite childhood friend?

Answer 1:

Jim

- In the **E-mail** section, you can provide an alternative email in case the AD email is also locked out. This is available if your administrator enabled alternative email in the password reset settings.

E-mail

Receive a password-recovery link at an e-mail which you can access.

E-mail:

crystalyu87@163.com

- After all is done, click **OK** to confirm and save your settings.

You can modify your password settings for another time when you logon to **My Password Reset Settings** page. You can edit the questions and change the alternative email address.

5.2 Reset Password with Password Reset Web Part

Note SharePoint anonymous access should be enabled (See [5.3.1 Configure SharePoint Anonymous Access](#) for details.) for users to use Password Reset Web Part if they forget their password, their passwords expire, or their accounts are locked. Users can also use a public account to reset their passwords.

Suppose you are one of the users and your password reset settings is customized (See [5.1 Customize Password Reset Settings](#) for details).The following steps will show you how to reset your password with Password Reset Web Part.

Logon to the site where the Web Part is added via anonymous access. On the web part, type your user name (domain\username). Then click the **Reset Password** button.

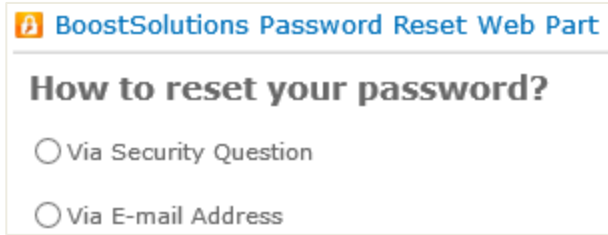
BoostSolutions Password Reset Web Part

Enter your user name

CRYSTAL\Susan

Reset Password

Select one way for password reset either **Via Security Question** or **Via Email Address**.



BoostSolutions Password Reset Web Part

How to reset your password?

Via Security Question

Via E-mail Address

- **Via Security Question**

If you want to reset password via answering the security question(s) you previously configured for your password reset settings, select **Via Security Question**, type the answers for the security questions, and then click **Next**.



BoostSolutions Password Reset Web Part

How to reset your password?

Via Security Question

Use your security question(s) to verify your identity.

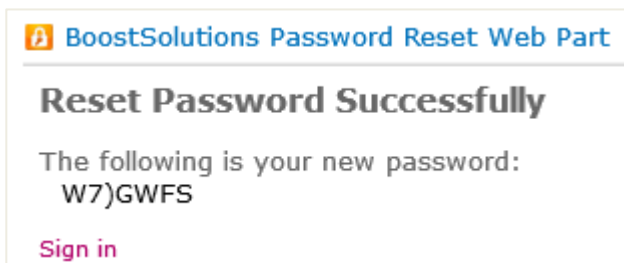
Question 1: What is the name of your favorite childhood friend?
Answer 1:

Question 2: What's your dream job when you were a child?
Answer 2:

Via E-mail Address

If the answers you provided are correct, new password will be displayed right in the Web Part.

Click the **Sign in** link to use the new password.



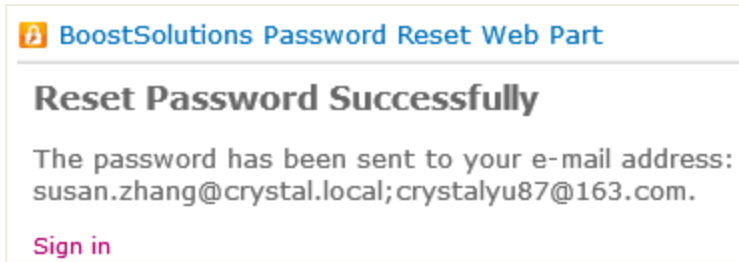
BoostSolutions Password Reset Web Part

Reset Password Successfully

The following is your new password:
W7)GWFS

[Sign in](#)

If the new password is configured to be sent to you email address. It will show:



- **Via E-mail Address**

If you want to reset password via the email address that you previously configured for your password reset settings, select **Via E-mail Address**. Select an email address to receive the confirmation link from the addresses displayed, and then click **Next**.

BoostSolutions Password Reset Web Part

How to reset your password?

Via Security Question

Via E-mail Address

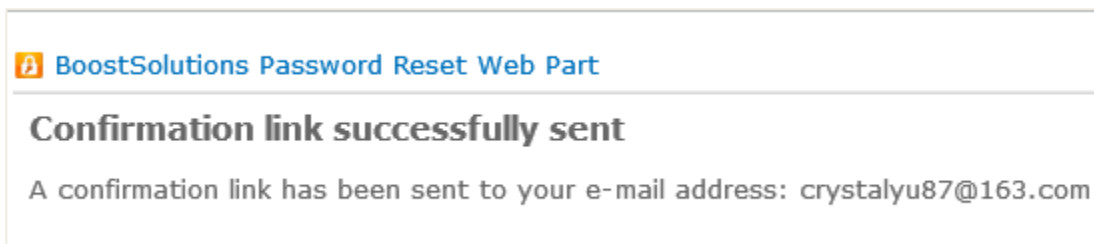
Please select an e-mail address to receive the confirmation link.

susan.zhang@crystal.local

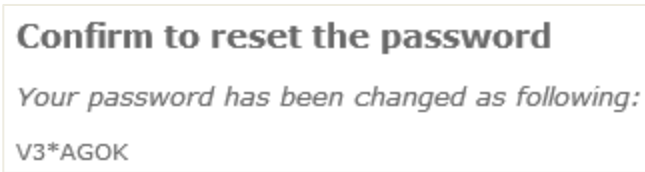
crystalyu87@163.com

If the email failed to be sent, there might be something wrong with the SMTP settings. Ask your administrator for help.

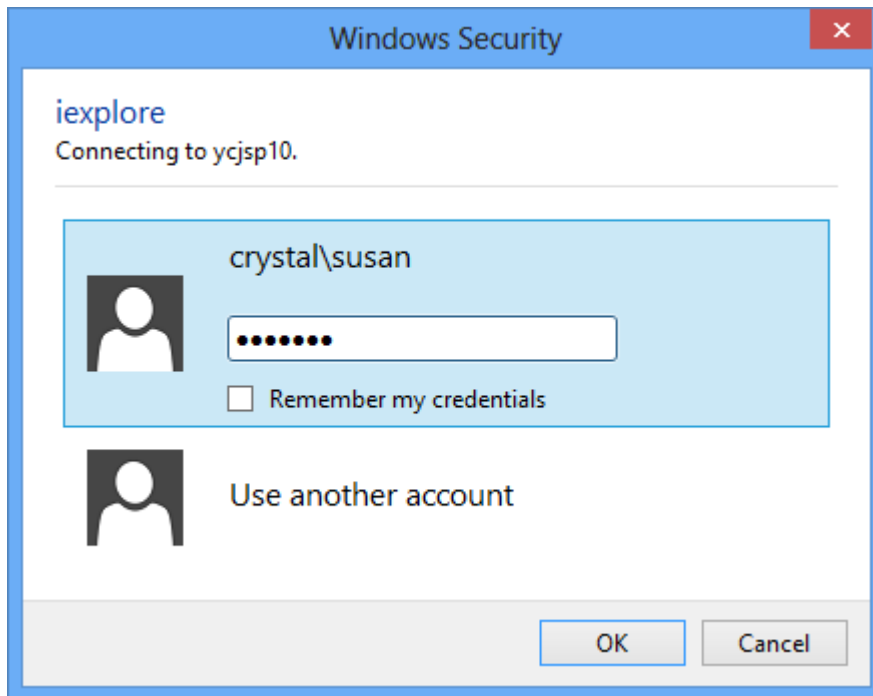
If the email is sent successfully to the email address, it will show:



Logon to your email box, find the email containing the confirmation link and click it to reset your password.



If you want to do any operation for the current site, the systems will ask you to sign in with the new password.



5.3 Reset Password in Password Reset Page (Solution)

Note The environment in this example is based on Windows Server 2008 R2, SharePoint 2010, IIS 7.5 and BoostSolutions Password Reset 1.3.

Password Reset Web Part is designed to reset password if users forgot their password or their password expired. Though the Password Reset web part is added in a SharePoint site page, users who don't know their passwords cannot logon to the SharePoint site. The challenge is that SharePoint web sites do not allow anonymous access by default.



SharePoint anonymous access by default is disabled for security reason. SharePoint supports anonymous access control at different levels: farm administrator, site administrator and list administrator can decide whether to enable the anonymous access or not at the web application, site and list level. To protect the data stored in SharePoint, the best practice is to create an independent site just for the use of password reset, add Password Reset Web Part to a page in this site, and enable anonymous access for this page. Then you can configure anonymous access for this page.

Note The following settings are not automatically configured in Password Reset because it will change the security settings.

5.3.1 Configure SharePoint Anonymous Access

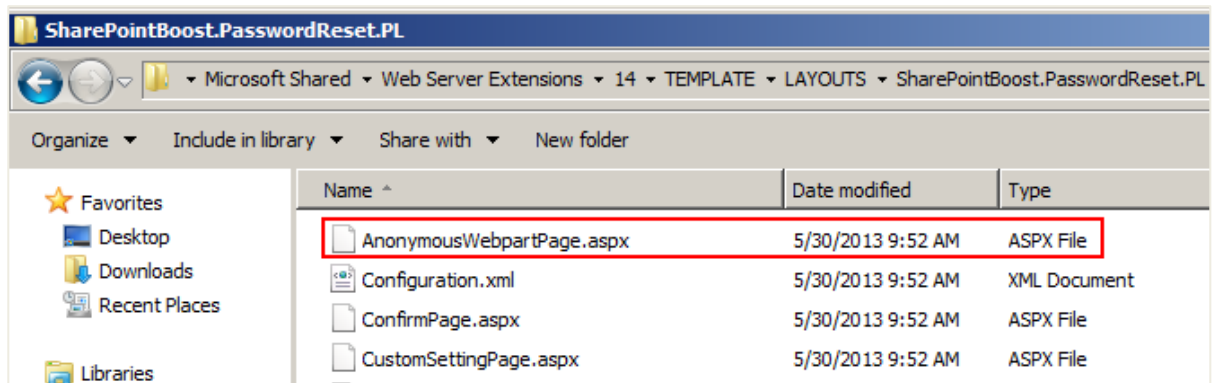
1. Go to Central Administration. On the Quick Lunch, click **Application Management** to enter the Web Applications list page. (Or on the Central Administration page, click **Manage web applications** under **Application Management**.)
2. In the web application list, click on the name of the web application where Password reset web part is added. Under the **Web Applications** tab, click **Authentication Providers** to open the Authentication Providers dialog box.
3. Click **Default** to enter the **Edit Authentication** dialog box.
4. In the **Anonymous Access** section, select the **Enable anonymous access** check box. Click **Save** and close the dialog box.
5. Logon to the SharePoint site you created with the page where Password Reset is added. On the **Site Actions** menu, click **Site Permissions** to enter the permission setting page.

6. On the **Permission Tools** ribbon, click **Anonymous Access** to open the anonymous access setting page.
7. Select the **Lists and Libraries** option and click **OK**.

The **Entire Web site** option means all lists and items could be accessed by the anonymous users in this SharePoint site. The **Lists and Libraries** option means the anonymous users cannot access the data in list or libraries unless anonymous access is configured in lists or libraries.

5.3.2 Access Password Reset Page

The product folder of SharePoint Password Reset contains a file named **AnonymousWebpartPage**. You can find this file through: **Computer>Local Disk (C)>Program Files>Microsoft Shared>Web Server Extensions>14>TEMPLATE>LAYOUTS>SharePointBoost.PasswordReset.PL**.



You can access the page through

http://<siteurl>/_layouts/SharePointBoost.PasswordReset.PL/AnonymousWebpartPage.aspx

You can send this link to your users when they need to reset password or use the following steps to configure the 401 redirect.

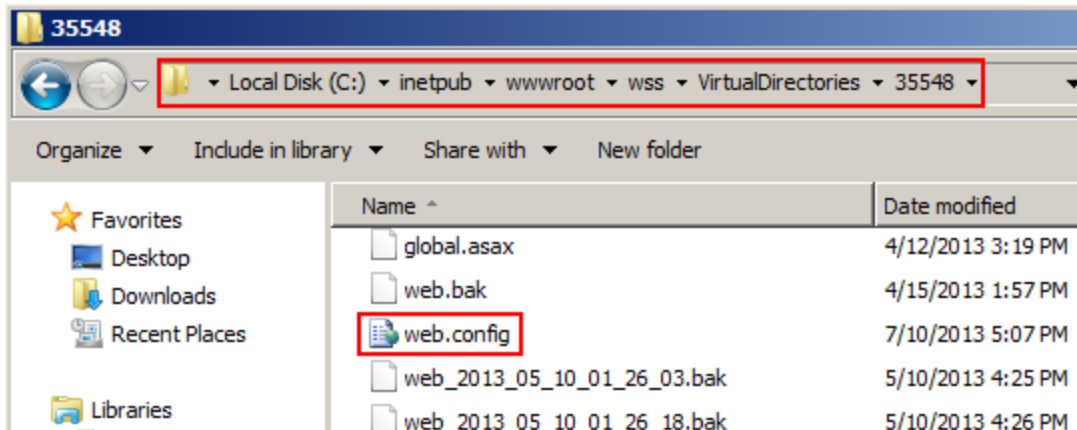
BoostSolutions default Password Reset page only contains the Password Reset control to reset password. It might not fit your SharePoint theme. It's written by the standard aspx Page and you can customize it through any editor.

Besides, you can also add Password Reset Web Part to a custom Web Part page and enable anonymous access for this page. You can use this page as your password reset page.

5.3.3 Use the 401 Error Page to Redirect Automatically (Example)

If you configure the 401 redirect settings in the **web.config** file in a site, users who failed to log in will be redirected to the password reset page automatically.

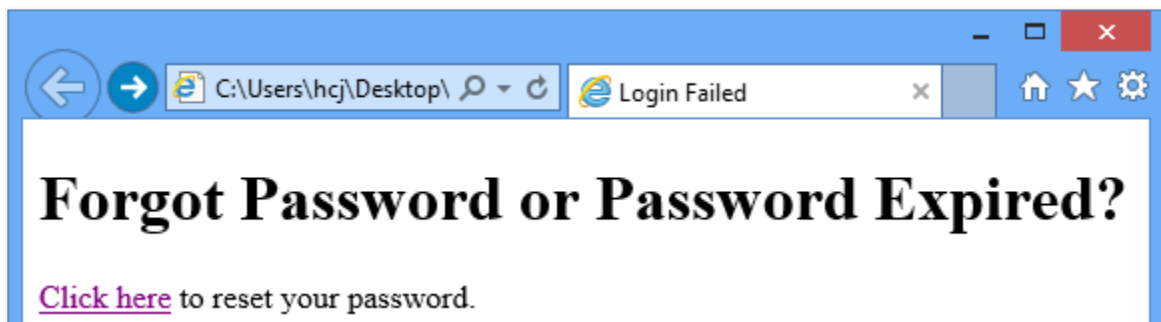
1. Run the IIS Manager via **Start > Administrative Tools > Internet Information Services (IIS) Manager**. Right-click the site (It maps to a SharePoint Web Application) in the site tree and click **Explore** to open root folder of this site.



2. Create a **loginfailed.html** in this folder and add a link to the password reset page. ([Click here to download loginfailed.zip](#)).
3. Use any xml editor or text editor to open the **web.config** file. (Before this, you'd better make a copy for it).
4. Use the search tool to find the **httpErrors** node. And change it as below. You can replace the path to any web page you want to redirect to.

```
</handlers>  
<httpErrors existingResponse="Auto" errorMode="Custom">  
  <error statusCode="401" subStatusCode="1" path="loginfailed.html" responseMode="File" />  
</httpErrors>
```

5. Save the web.config file and close the editor.
6. Login in to your SharePoint site. Enter a wrong **password** when the web browser prompt you log in and click **OK**, the web browsers will give you another login prompt again because your login failed. Click **Cancel** and then the web browsers will show the **loginfailed.html**.



You need to repeat the steps from 1 to 6 in each **WFE (Web Front End) server** and **Application server**.

6. Technical Limitations

There are the following limitations of SharePoint Password Reset:

- For Forms Based Authentication, users cannot define alternative email.
- For Forms Based Authentication, users can only set one security question.
- Cannot use the outgoing email settings in the current Web Application. Administrators must set a custom SMTP server to send outgoing emails.
- Save AD user's security questions and answers in AD.

7. Troubleshooting & Support

Troubleshooting FAQ:

<http://www.boostsolutions.com/general-faq.html#Show=ChildTitle9>

Contact Info:

Product & Licensing Inquires: sales@boostsolutions.com

Technical Support (Basic): support@boostsolutions.com

Request a New Product or Feature: feature_request@boostsolutions.com

Live chat:

<http://www.boostsolutions.com/support/chat/livezilla.php?intgroup=U3VwcG9ydA==&reset=true>

Appendix: License Management

You can use SharePoint Password Reset without entering any license code for a period of 30 days from when you first use it. To remove the limitation, you will need to purchase a license and register the product.

Finding License Information

1. In the products main page, click the trial link and enter the License Management Center.
2. Click **Download License Information**, choose a license type and download the information (Server Code, Farm ID or Site Collection ID).

Download License Information

Download the license type information and send to sales@boostsolutions.com to get license.

Choose a license type

Server License
Server Code: e4c9171bd1aa49cea8903e0a7e0e812643f8360be a74459ca3bf6b2e0240f194

Farm License
Farm ID: {e4c9171b-d1aa-49ce-a890-3e0a7e0e8126}
Number of Users: 24 user(s)

Site Collection License
Site Collection ID: 1316fb72-1436-41cf-949d-56ca6020320e Change
Site Collection: http://pro-mac

Download Close

To create a license for you, you need to send us your SharePoint environment identifier. Note that different license types need different information: a server license needs a server code; a Farm license needs a farm ID; and a site collection license needs a site collection ID.

3. Send the above information to us (sales@boostsolutions.com) to generate a license code.

License Registration

1. When you receive a product license code, enter the **License Management Center** page.
2. Click **Register** on the license page and a **Register or Update license** window will open.



The screenshot shows a dialog box titled "Register or Update license". The main text reads: "Please upload a license code file or enter the license code to activate the product." There are two radio buttons: "Upload a license code file" (which is selected) and "Enter license code". Below the first radio button is a file input field with a "Browse..." button. Below the second radio button is a large text input field. At the bottom of the dialog are two buttons: "Register" and "Close".

3. Upload the license file or enter the license code and click **Register**. You will get confirmation that your license has been validated.



The screenshot shows a dialog box titled "Registered Successfully". It features a green checkmark icon. The main text reads: "Registered Successfully". Below this, there are two bullet points: "▶ The license was verified successfully." and "▶ Thank you for choosing BoostSolutions." Below the bullet points, there is a paragraph: "If you encounter any problems or would like to suggest a product requirement, please contact support@boostsolutions.com". At the bottom right of the dialog is a "Close" button.

For more details on license management, see [BoostSolutions Foundation](#).