



# **SharePoint Password Reset 1.0**

---

## **User Guide**

## **Copyright**

Copyright ©2022 BoostSolutions Co., Ltd. All rights reserved.

All material contained in this publication is protected by Copyright and no part of this publication may be reproduced, modified, displayed, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of BoostSolutions.

Our web site: <https://www.boostsolutions.com>

## Contents

1.	Introduction .....	1
2.	Installation .....	2
2.1	Product Files .....	2
2.2	System Requirements .....	3
2.3	Installation .....	4
2.4	Upgrade.....	6
2.5	Uninstallation .....	6
2.6	Command Line Installation .....	6
2.7	Feature Activation.....	8
3.	Configure Password Reset Settings.....	10
3.1	Configuration for Windows Authentication .....	11
3.1.1	Configure Security Questions .....	14
3.1.2	Configure Email Settings .....	15
3.2	Configuration for Forms Based Authentication.....	16
3.2.1	Configure Security Questions.....	17
3.2.2	Configure Email Settings .....	18
3.3	Edit Settings.....	19
3.4	Delete Settings.....	19
3.5	Manage Default Security Questions.....	20
3.6	Manage SMTP Sever Settings.....	22
4.	Configure Password Reset Web Part .....	24
4.1	Add a Password Reset Web Part .....	24
4.2	Customize Password Reset Web Part .....	25
5.	Reset Your Password .....	26
5.1	Set up Password Reset .....	26
5.2	Reset Your Password .....	28
6.	Best Practice to Use the Password Reset.....	32
6.1	Enable Anonymous Access .....	33

6.2	Set Up Password Reset Page.....	33
6.3	Use the 401 Error Page to Redirect Automatically (Optional) .....	34
7.	Technical Limitations .....	37
8.	Troubleshooting & Support .....	38
	Appendix: License Management.....	39

## 1. Introduction

SharePoint Password Reset is a simple web part that allows users to reset their passwords either via answering security questions or via receiving an email indicating a 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**

- Windows Authentication enables password reset for AD 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's identity
- Receive a new passwords directly on the page or via email
- Supports custom security questions
- Set an alternative email to receive a password or a password-recovery link
- Force users to change temporary passwords on 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 other guides, please visit:

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

## 2. Installation

### 2.1 Product Files

After you download and unzip the Password Reset zip file from <https://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.
Password Reset_V1_User Guide.pdf	User guide for Password Reset in PDF format.
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.
Library\4.6\Setup.exe	The product installer for .Net Framework 4.6.
Library\4.6\Setup.exe.config	A file that contains the configuration information for the installer.
Solutions\Foundation\ BoostSolutions.FoundationSetup15.1.wsp	A SharePoint solution package that contains Foundation files and resources for SharePoint 2013 or SharePoint Foundation 2013.
Solutions\Foundation\ BoostSolutions.FoundationSetup16.1.wsp	A SharePoint solution package that contains Foundation files and resources for SharePoint 2016/2019/Subscription Edition.
Solutions\Foundation\ Install.config	A file that contains the configuration information for the installer.
Solutions>PasswordReset\ BoostSolutions.PasswordResetSetup15.1.wsp	A SharePoint solution package that contains Password Reset files and resources for SharePoint 2013 or SharePoint Foundation 2013.
Solutions>PasswordReset\ BoostSolutions.PasswordResetSetup16.1.wsp	A SharePoint solution package that contains Password Reset files and resources for SharePoint 2016/2019/Subscription Edition.

Solutions\PasswordChange\ Install.config	A file that contains the configuration information for the installer.
--	---

## 2.2 System Requirements

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

### SharePoint Server Subscription Edition

Operating System	Microsoft Windows Server 2019 Standard or Datacenter Microsoft Windows Server 2022 Standard or Datacenter
Server	Microsoft SharePoint Server Subscription Edition
Browser	Microsoft Edge Mozilla Firefox Google Chrome

### SharePoint 2019

Operating System	Microsoft Windows Server 2016 Standard or Datacenter Microsoft Windows Server 2019 Standard or Datacenter
Server	Microsoft SharePoint Server 2019
Browser	Microsoft Internet Explorer 11 or greater Microsoft Edge Mozilla Firefox Google Chrome

### SharePoint 2016

Operating System	Microsoft Windows Server 2012 Standard or Datacenter X64 Microsoft Windows Server 2016 Standard or Datacenter
Server	Microsoft SharePoint Server 2016 Microsoft .NET Framework 4.6

---

Browser	Microsoft Internet Explorer 10 or greater Microsoft Edge Mozilla Firefox Google Chrome
---------	---

### SharePoint 2013

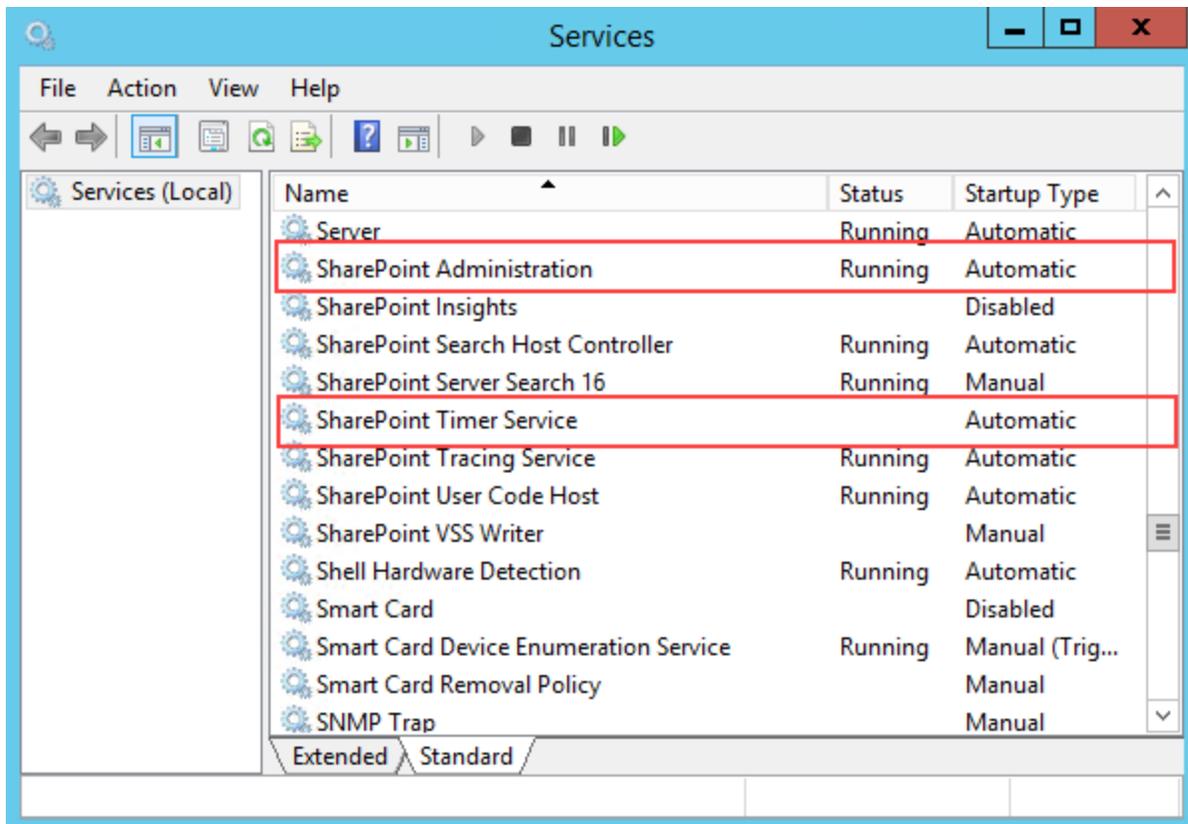
Operating System	Microsoft Windows Server 2012 Standard or Datacenter X64 Microsoft Windows Server 2008 R2 SP1
Server	Microsoft SharePoint Foundation 2013 or Microsoft SharePoint Server 2013 Microsoft .NET Framework 4.5
Browser	Microsoft Internet Explorer 8 or greater Microsoft Edge Mozilla Firefox Google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

## 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 Administration** and **SharePoint 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 **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**

- a. Download the zip file (\*.zip) of Password Reset from the BoostSolutions website, then extract the file.
- b. 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.

- c. 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**.
- d. Review and accept the End-User License Agreement and click **Next**.
- e. 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.

- f. 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.

### Required Permissions

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

### Install Password Reset to SharePoint Servers

- a. Extract the files from the product zip pack to a folder on one SharePoint server.
- b. Open the STSADM command line tool on the SharePoint server.

- c. Add the solution files to SharePoint in the STSADM command line tool.

```
stsadm -o addsolution -filename BoostSolutions.PasswordResetSetup16.1.wsp
stsadm -o addsolution -filename BoostSolutions.FoundationSetup16.1.wsp
```

- d. Deploy the added solution with the following command:

```
stsadm -o deploysolution -name BoostSolutions.PasswordResetSetup16.1.wsp
-allowgacdeployment -url [virtual server url] -immediate
stsadm -o deploysolution -name BoostSolutions.FoundationSetup16.1.wsp -allowgacdeployment -
url [virtual server url] -immediate
```

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

```
stsadm -o displaysolution -name BoostSolutions.PasswordResetSetup16.1.wsp
stsadm -o displaysolution -name BoostSolutions.FoundationSetup16.1.wsp
```

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

- f. 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**

- a. Removal is initiated with the following command:

```
stsadm -o retractsolution -name BoostSolutions.PasswordResetSetup16.1.wsp -immediate -url
[virtual server url]
```

- b. 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.PasswordResetSetup16.1.wsp
```

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

- c. Remove the solution from the SharePoint solutions storage:

```
stsadm -o deletesolution -name BoostSolutions.PasswordResetSetup16.1.wsp
```

### **To remove BoostSolutions Foundation from SharePoint servers.**

The BoostSolutions Foundation is designed to provide a centralized interface to manage licenses for all BoostSolutions software from within SharePoint Central Administration. If are still using BoostSolutions product on your SharePoint server, DO NOT remove Foundation from the servers.

- a. Removal is initiated with the following command:

```
stsadm -o retractsolution -name BoostSolutions.FoundationSetup16.1.wsp -immediate -url  
[virtual server url]
```

- b. 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.FoundationSetup16.1.wsp
```

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

- c. Remove the solution from the SharePoint solutions storage:

```
stsadm -o deletesolution -name BoostSolutions.FoundationSetup16.1.wsp
```

## **2.7 Feature Activation**

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

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



BoostSolutions Password Reset 1.16.326.0

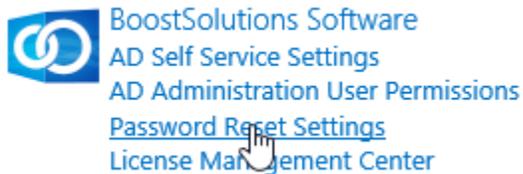
Users could reset their password without IT administrator's help. (Powered by BoostSolutions)

Deactivate

Active

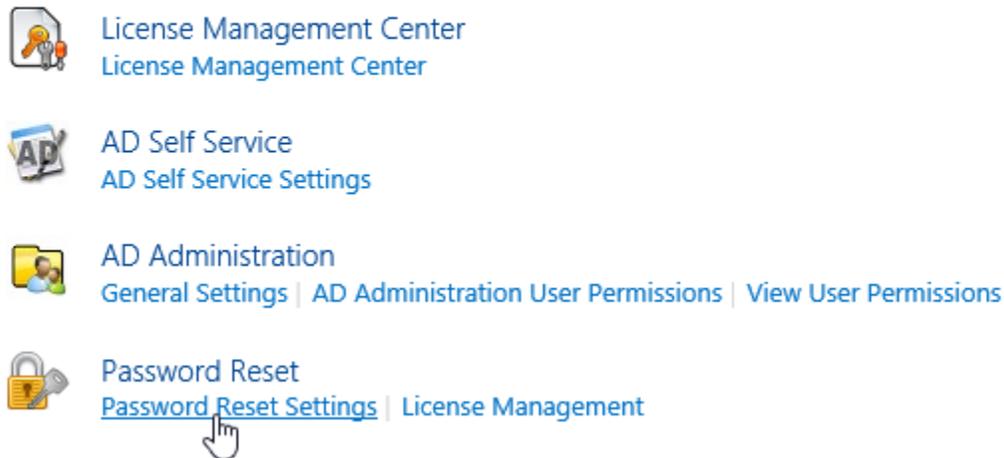
### 3. Configure Password Reset Settings

You can find the entry to 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 Launch Menu and then click **Password Reset Settings** under **Password Reset** to enter the settings page

## BoostSolutions Software

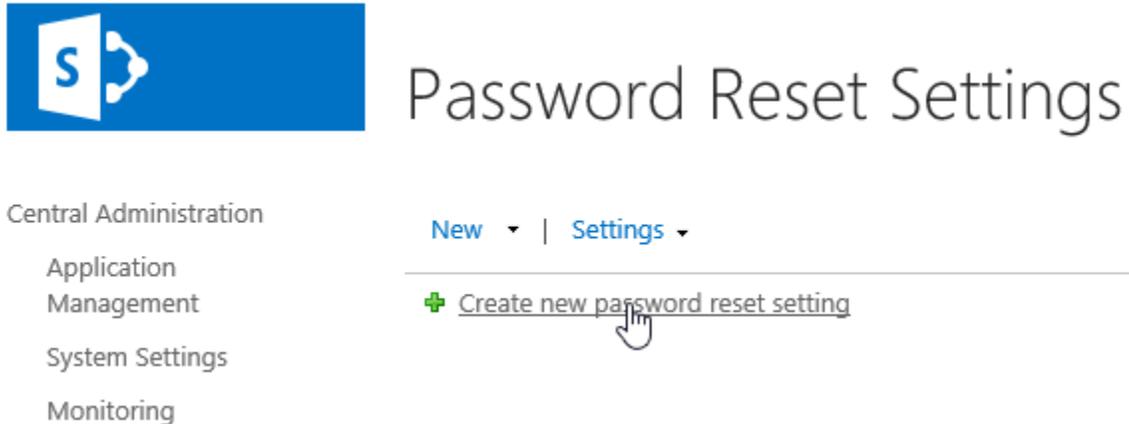


You can configure password reset settings for two types of authentication: **Windows Authentication** and **Forms Based Authentication**. Windows Authentication enables password reset for users managed in Active Directory as well as local users, while Forms Based Authentication enables password reset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

### 3.1 Configuration for Windows Authentication

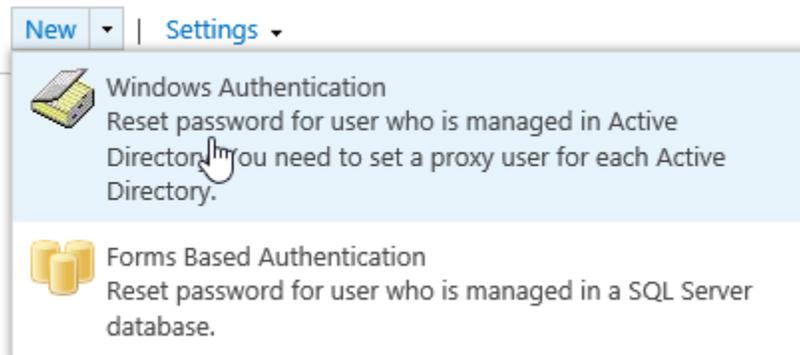
Windows Authentication enables password reset for both AD and local users. You need to set up a proxy user to reset password and save user information.

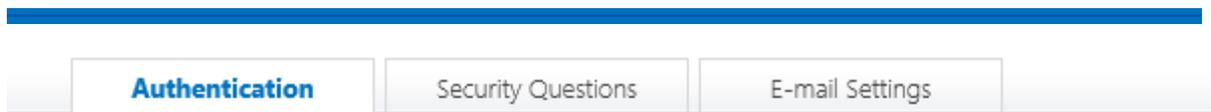
On the **Password Reset Settings** page, click **Create new password reset setting**.



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

Or, on the **New** drop-down menu, select **Windows Authentication**.





**Basic Settings**

Give a meaningful title for this password reset settings.

Title:

**Windows Authentication**

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.

Domain or Machine Name:

User Name:

Password:



**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

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

**Basic Settings**

Give a meaningful title for this password reset settings.

Title:

- b. 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.

**Windows Authentication**

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.

Domain or Machine Name:

br.local

User Name:

farm2016

Password:

●●●●●●●●

The proxy user is valid.

Test

**Note**

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

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

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

Test

As well, Local User Authentication only supports a single server standalone environment.

The local User Authentication only support single server standalone environment.

Test

- c. In the **User Account Management** section, select if you want to unlock the user account automatically and/or force the user to change their password upon their next login 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

### 3.1.1 Configure Security Questions

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

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

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

- b. 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.

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

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

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

**Password Receive Type**  
 Select display the password in the Password Reset web part or send the password to user's e-mail.
  Display in web part  
 Send via e-mail

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

**Custom Security Questions**  
 Choose if user could define custom questions.
  User can define custom questions

### 3.1.2 Configure Email Settings

Authentication      Security Questions      **E-mail Settings**

**Reset Password via E-mail**  
 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).
  Enable Reset Password via e-mail

**Alternative E-mail**  
 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.
  Enable alternative e-mail  
 Force user to input the alternative e-mail

- a. In the **Reset Password via E-mail** section, select the **Enable Reset Password via E-mail** if you want users to reset their password via email. When users choose to reset password via email, it will send users an email that indicates a password reset link so that they can reset their password.

**Reset Password via E-mail**  
 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).
  Enable Reset Password via e-mail

- b. In the **Alternative E-mail** section, select **Enable alternative e-mail** and/or **Force user to input the alternative email**. To receive a password or password recovery link, AD users can define an alternative or secondary email address other than their primary email address stored in AD; local users can also define an alternate or secondary email address.

Alternative E-mail

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.

Enable alternative e-mail

Force user to input the alternative e-mail

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

New ▾ | Settings ▾

Title (Click to edit)	Domain or Web Application	Authentication Type	Modified	Modified by
<a href="#">br.local</a>	br.local	Windows Authentication	4/11/2019 3:01:24 PM	BR\farm2016

[+ Create new password reset setting](#)

### 3.2 Configuration for Forms Based Authentication

Forms Based Authentication enables password reset for users who are managed in a SQL Server database. The creating password reset settings for Forms Based Authentication is similar to 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**. You will find three settings that need configuring: **Authentication**, **Security Questions** and **E-mail Settings**.

Or, on the **New** drop-down menu, select **Forms Based Authentication**.

#### Configure Authentication Settings

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

- a. In the **Basic Settings** section, enter a title for this password reset settings.
- b. In the **Forms Based Authentication** section, select a web application along with the zone that uses Forms Based Authentication.
- c. In the **User Account Management** section, select **Unlock account automatically** if you want to unlock the user account automatically after their password is changed successfully.

### 3.2.1 Configure Security Questions

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

- a. 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.
- b. In the **Password Receive Type** section, select how users will receive their new password: **Display in web part** or **Send via e-mail**.
- c. In the **Custom Security Questions** section, choose if user can define custom security questions.

### 3.2.2 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 can use alternative email addresses by changing their email address defined in a SQL server database to receive a password or password recovery link. In the **Alternative E-mail** section, select **Enable alternative e-mail** and/or **Force user to input the alternative email**.

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

New ▾ | Settings ▾

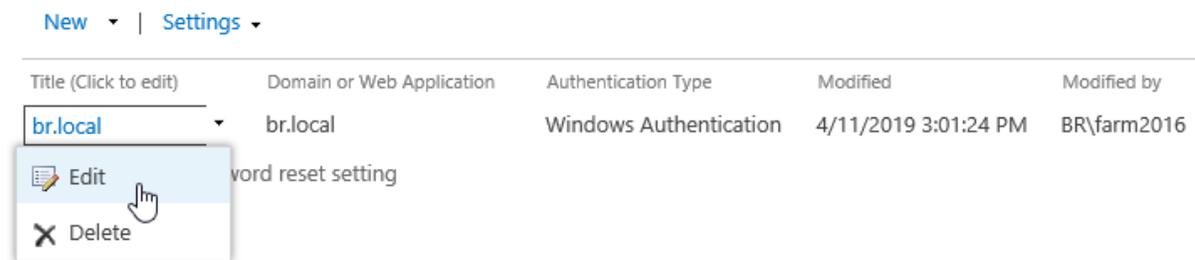
Title (Click to edit)	Domain or Web Application	Authentication Type	Modified	Modified by
38070	http://sharepoint(Zone:Intranet)	Form Based Authentication	4/11/2019 3:01:24 PM	BR\farm2016
<span style="color: #4CAF50;">+</span> Create new password reset setting				

### 3.3 Edit Settings

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



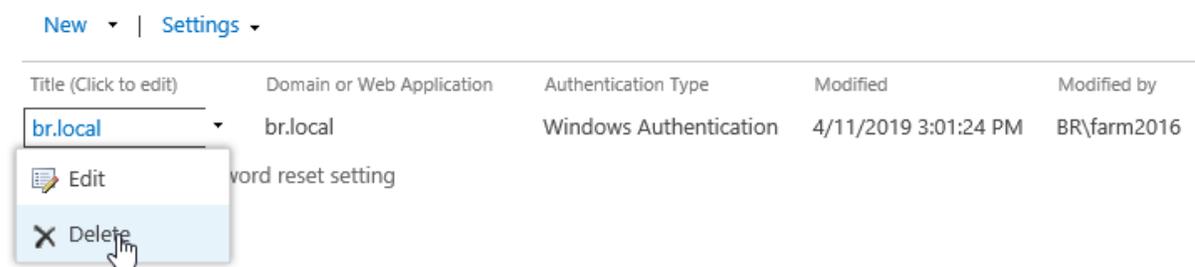
Or click **Edit** on the drop-down menu next to the title of a password reset setting.



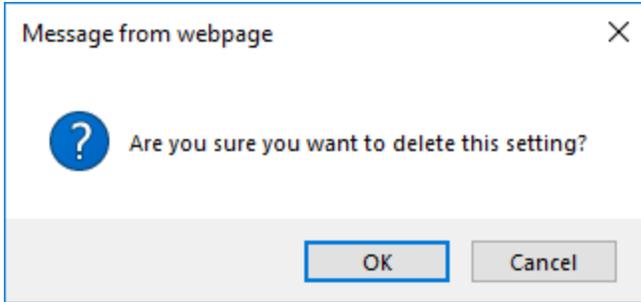
You can edit the previously configured settings for Authentication, Security Questions and E-mail Settings. After editing, click **OK** to save the modifications.

### 3.4 Delete Settings

You can delete a created password reset setting from the **Password Reset Settings** main page. To delete a password reset setting, click **Delete** on the drop-down menu next to the title of a password reset setting.



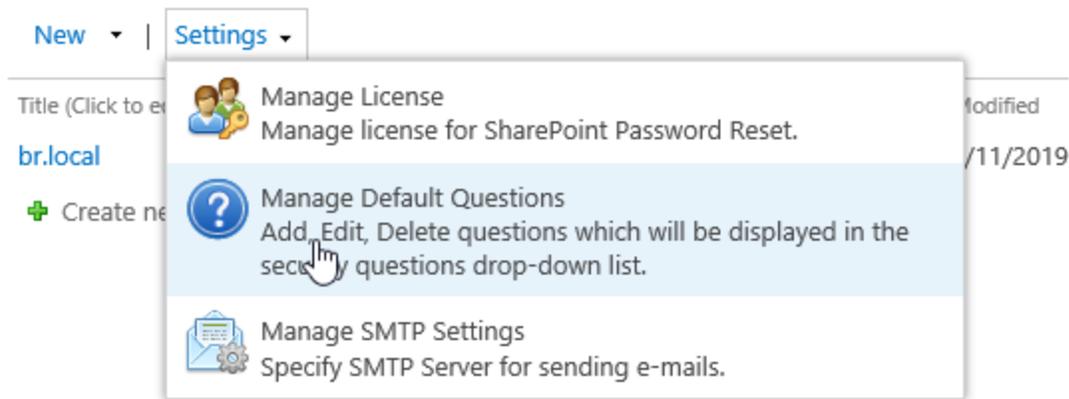
A message will appear asking if you are sure you want to delete this setting. Click **OK** to confirm.



### 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** drop-down menu.



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

#### Default Questions

Add, modify, delete and change order for security questions. Users could select these questions when they change their password reset settings.

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'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?	

### **Add a Default Question**

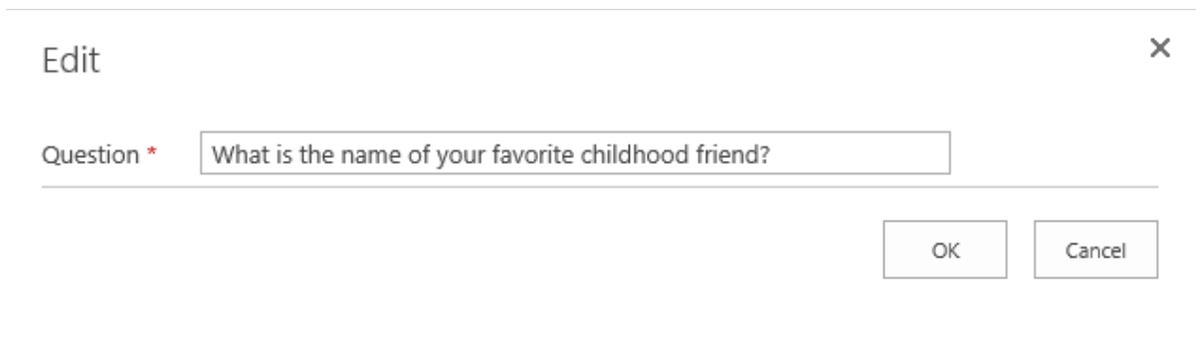
To add a default question, click **Add**. In the open window, enter a security question and click **OK**.



The screenshot shows a dialog box titled "Add" with a close button (X) in the top right corner. Below the title bar, there is a label "Question \*" followed by a text input field containing the text "What is the name of your favorite childhood friend?". At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

### **Edit a Default Question**

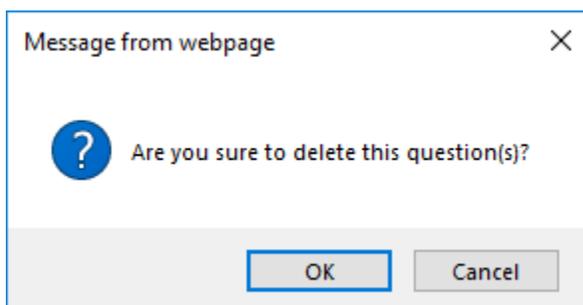
To edit a default question, select the question and click **Edit**. In the open window, modify the question and then click **OK**.



The screenshot shows a dialog box titled "Edit" with a close button (X) in the top right corner. Below the title bar, there is a label "Question \*" followed by a text input field containing the text "What is the name of your favorite childhood friend?". At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

### **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 you want to delete this question. Click **OK** to confirm.



The screenshot shows a dialog box titled "Message from webpage" with a close button (X) in the top right corner. On the left side, there is a blue circular icon containing a white question mark. To the right of the icon, the text reads "Are you sure to delete this question(s)?". At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

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

### **Change the Order of a Default Question**

To change the display order of a default question, first select the question. Then click **Move Up** or **Move Down** to adjust the order of the selected question.

#### Default Questions

Add, modify, delete and change order for security questions. Users could select these questions when they change their password reset settings.

What's street did you live on in third grade?	Add
What's your dream job when you were a child?	
<b>What is the name of your favorite childhood friend?</b>	
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?	Edit
	Delete
	Move Up
	Move Down

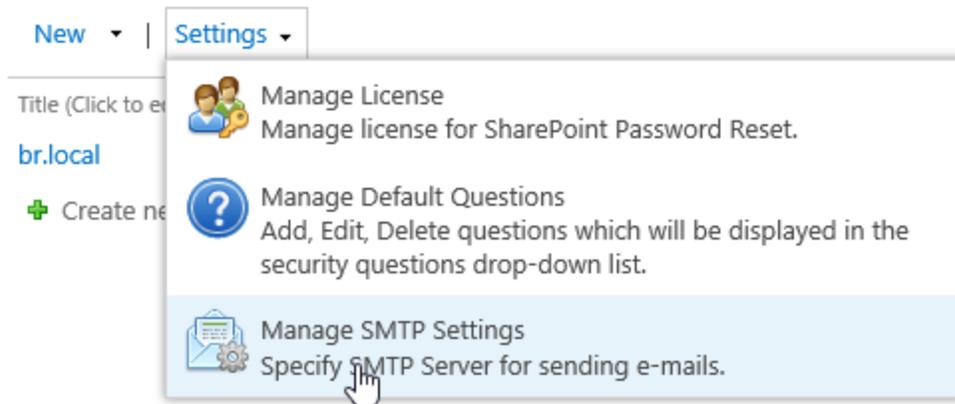
## **3.6 Manage SMTP Sever Settings**

### **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 email to deliver a new password or a 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** drop-down menu.



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

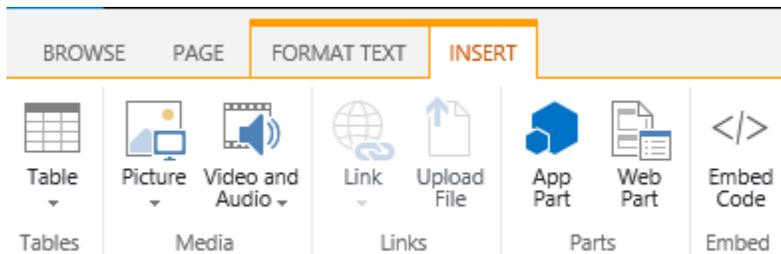
Enable SSL connection

The test e-mail has been sent successfully, please check it at [admin@mail.braintimes.org](mailto:admin@mail.braintimes.org).

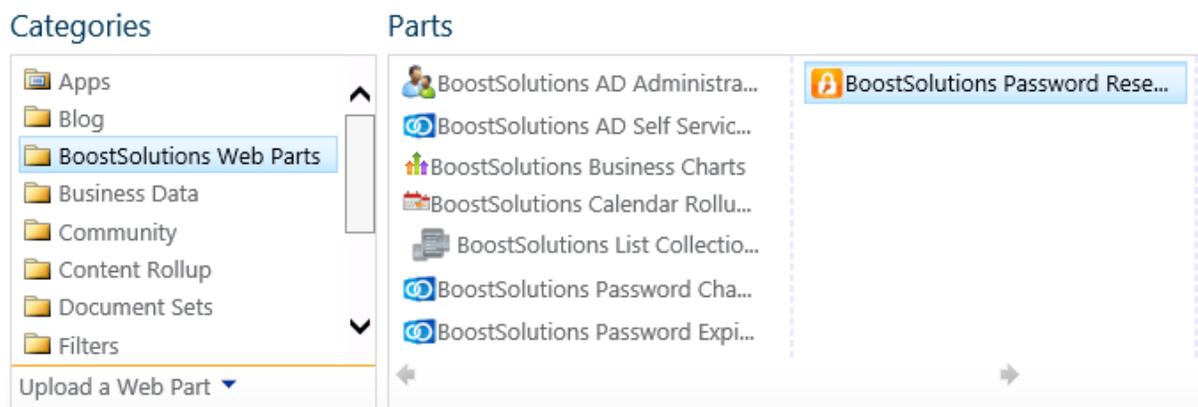
## 4. Configure Password Reset Web Part

### 4.1 Add a Password Reset Web Part

- Go to the page where you want to add the Password Reset Web Part, click Settings  and then click **Edit Page**.
- On the ribbon, click **Insert** tab, and then click **Web Part**.



- In the **Categories** section, click **BoostSolutions Web Parts**, select **BoostSolutions Password Reset Web Part**, and then click **Add**.



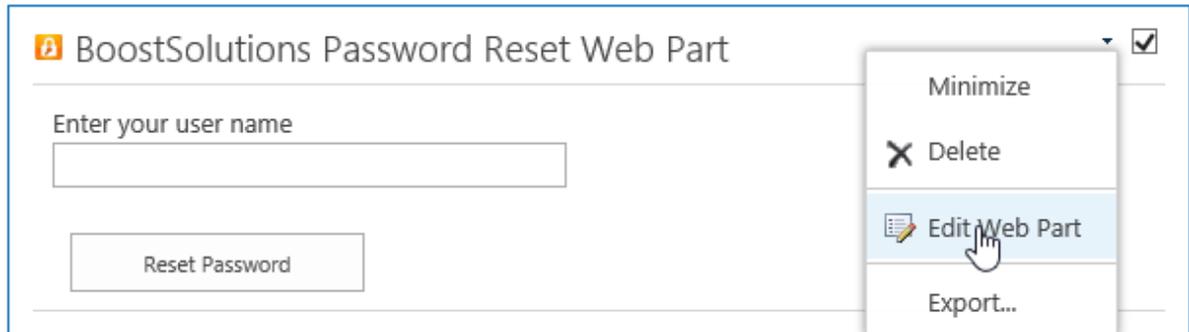
- Click **Save** to save your operation and exit the edit page mode.

#### **Note**

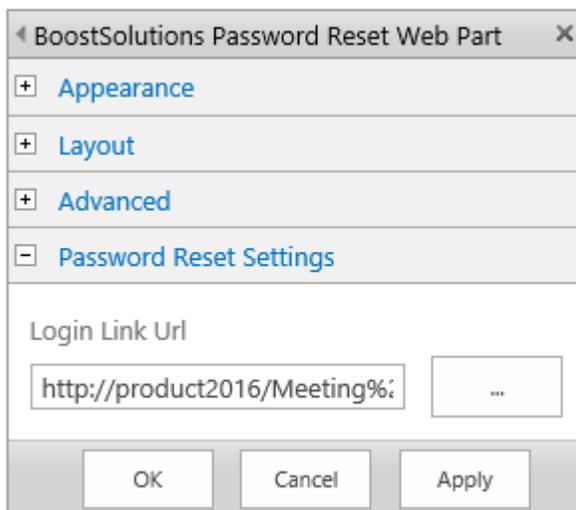
You must have **Customize Pages** permission to the current site to add and edit the Web Part.

## 4.2 Customize Password Reset Web Part

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



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



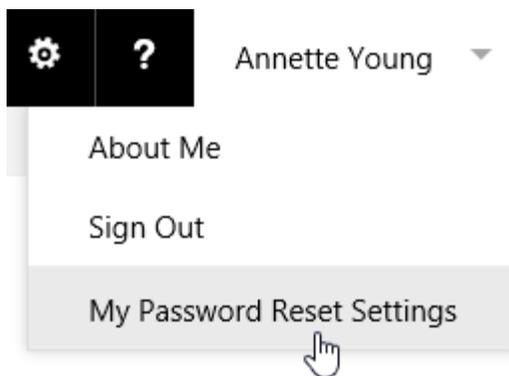
- c. Click **Apply** and **OK** to save your settings.

## 5. Reset Your Password

### 5.1 Set up Password Reset

Users can customize their personal password reset settings before they reset their passwords via the Password Reset Web Part. They can configure security questions and add alternative email addresses to reset their password.

- a. You can configure or edit your own password reset settings from the account settings menu. Click **My Password Reset Settings** on the drop-down 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 continually pop up 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.



- b. In the **Current Password section**, enter your password to verify your identity.

Current Password

Please enter your password to verify your identity.

Password:

- c. In the **Security Questions** section, select a security question from the **New Questions 1** list and provide your answer for the first question. Then select a security question from the **New Questions 2** list and provide your answer for the second question.

Security Questions

Enter security question(s) which will be used to validate your identity when you reset your password.

New Question 1:

Answer 1:

New Question 2:

Answer 2:

**Note**

The number of security questions available is configurable by your administrator in the **Security Questions** section of password reset settings. The maximum number of questions is 3.

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

New Question 1:

Select a question...

**Custom questions**

A What's street did you live on in third grade?

What's your dream job when you were a child?

What is the name of your favorite childhood friend?

What's the company name which you got your first job?

What school did you attend on sixth grade?

C What's your oldest cousin's first and last name?

In what city or town was your first job?

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

- d. 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 has 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:

annette.young@mail.braintimes.org

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

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

## 5.2 Reset Your Password

### Note

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

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

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

## BoostSolutions Password Reset Web Part

---

Enter your user name

Select one method for your 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 a password via answering security question(s) you previously configured for your password reset settings, select **Via Security Question**, enter 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, a 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:

O3\*NVNM

[Sign in](#)

---

If the new password is configured to be sent to you email address, a message will show as follows:

### BoostSolutions Password Reset Web Part

---

#### **Reset Password Successfully**

The password has been sent to your e-mail address: annette.young@br.local.com;annette.young@mail.braintimes.org

[Sign in](#)

---

- **Via E-mail Address**

If you want to reset a 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.

annette.young@br.local.com

annette.young@mail.braintimes.org

Next

Cancel

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

If the email is sent successfully to the email address, a message will show as follows:

## BoostSolutions Password Reset Web Part

---

### **Confirmation link successfully sent**

A confirmation link has been sent to your e-mail address: [annette.young@mail.braintimes.org](mailto:annette.young@mail.braintimes.org)

---

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

# Password Reset Confirmation

### **Confirm to reset the password**

*Your password has been changed as following:*

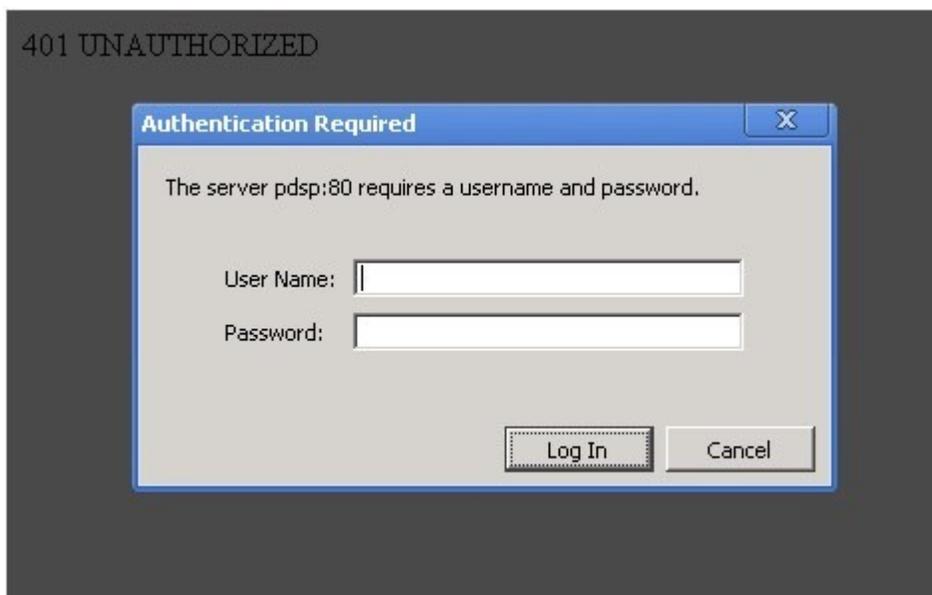
K4!LGKX

## 6. Best Practice to Use the Password Reset

### Note

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

The Password Reset Web Part is designed to reset passwords if users have forgotten their password or their passwords have expired. The difficulty is that the Password Reset web part is added in a SharePoint site page and users who do not 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 reasons. SharePoint supports anonymous access control at different levels: farm administrators, site administrators and list administrators can decide whether to enable anonymous access or not at the web application, site and list level. To protect data stored in SharePoint, the best practice is to create an independent site just for password resets, 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.

## 6.1 Enable Anonymous Access

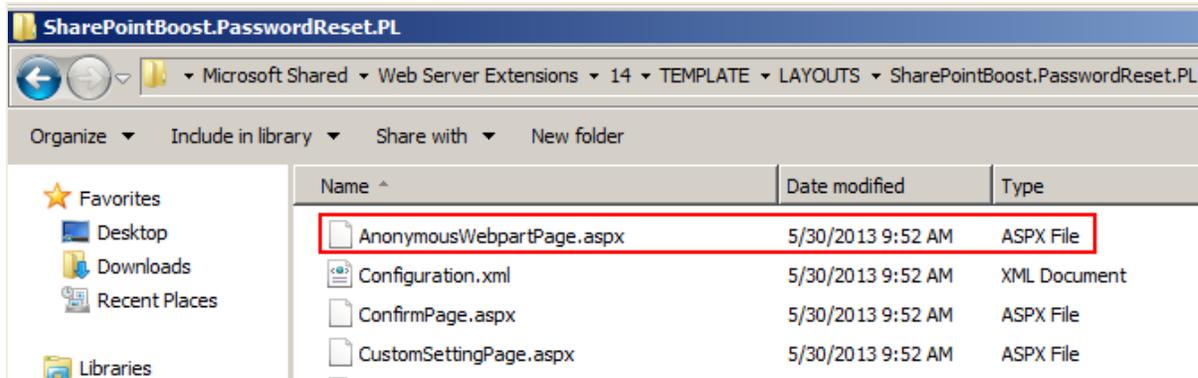
- a. Go to Central Administration. On the Quick Launch menu, click **Application Management** to enter the Web Applications list page. (Or on the Central Administration page, click **Manage web applications** under **Application Management**.)
- b. In the web application list, click on the name of the web application where the Password reset web part has been added. Under the **Web Applications** tab, click **Authentication Providers** to open the Authentication Providers dialog box.
- c. Click **Default** to enter the **Edit Authentication** dialog box.
- d. In the **Anonymous Access** section, select the **Enable anonymous access** check box. Click **Save** and close the dialog box.
- e. Logon to the SharePoint site you created with the page where Password Reset has been added. On the **Site Actions** menu, click **Site Permissions** to enter the permission setting page.
- f. On the **Permission Tools** ribbon, click **Anonymous Access** to open the anonymous access settings page.
- g. Select the **Lists and Libraries** option and click **OK**.

The **Entire Web site** option means all lists and items could be accessed by anonymous users in this SharePoint site.

The **Lists and Libraries** option means the anonymous users cannot access data in lists or libraries unless anonymous access is configured in lists or libraries.

## 6.2 Set Up Password Reset Page

The product folder of SharePoint Password Reset contains a file named **AnonymousWebpartPage**. You can find this file here: **Computer>Local Disk (C)>Program Files>Microsoft Shared>Web Server Extensions>16>TEMPLATE>LAYOUT>SharePointBoost.PasswordReset.PL**.



You can access the page here:

[http://<siteurl>/\\_layouts/SharePointBoost.PasswordReset.PL/AnonymousWebpartPage.aspx](http://<siteurl>/_layouts/SharePointBoost.PasswordReset.PL/AnonymousWebpartPage.aspx)

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

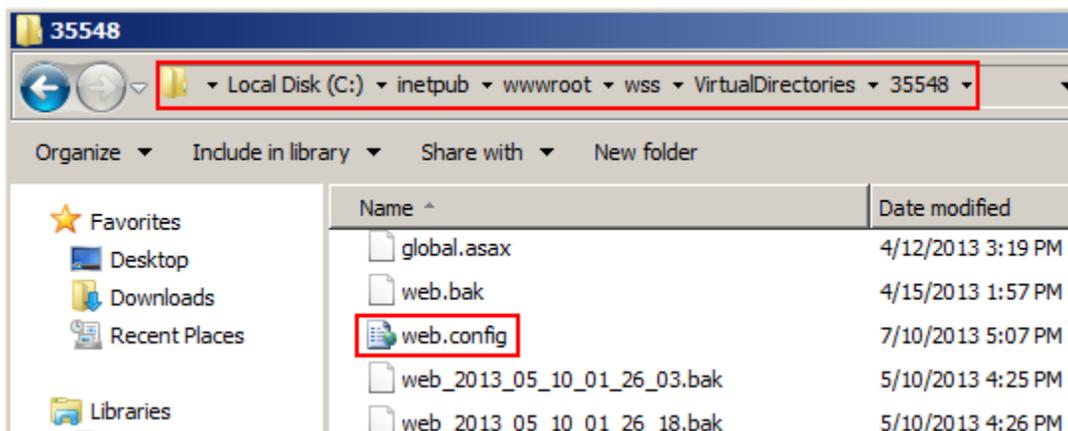
BoostSolutions default Password Reset page only contains the Password Reset control to reset a password. It might not fit your SharePoint theme. It was written using the standard ASPX Page and you can customize using any editor.

As well, you can also add a 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.

### 6.3 Use the 401 Error Page to Redirect Automatically (Optional)

If you configure 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.

- a. 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 a root folder for this site.



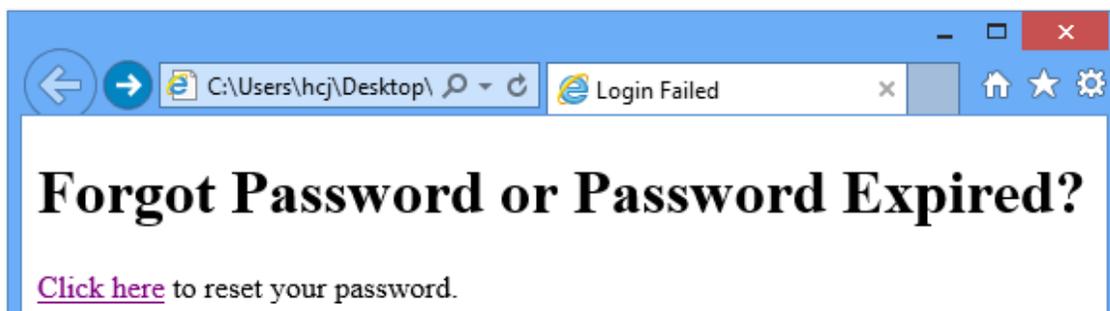
- b. Create a **loginfailed.html** in this folder and add a link to the password reset page. ([Click here to download loginfailed.zip](#)).
- c. Use any xml editor or text editor to open the **web.config** file. (It is best to make a copy of this file before proceeding).
- d. Use the search tool to find 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>
```

Or change the code as below.

```
<httpErrors existingResponse="Replace" errorMode="Custom">
  <remove statusCode="401" />
  <error statusCode="401" path="loginfailed.html" responseMode="File" />
</httpErrors>
```

- e. Save the web.config file and close the editor.
- f. Login in to your SharePoint site. When the web browser prompts you to log in and click **Cancel**, and your web browsers will show the **loginfailed.html**.



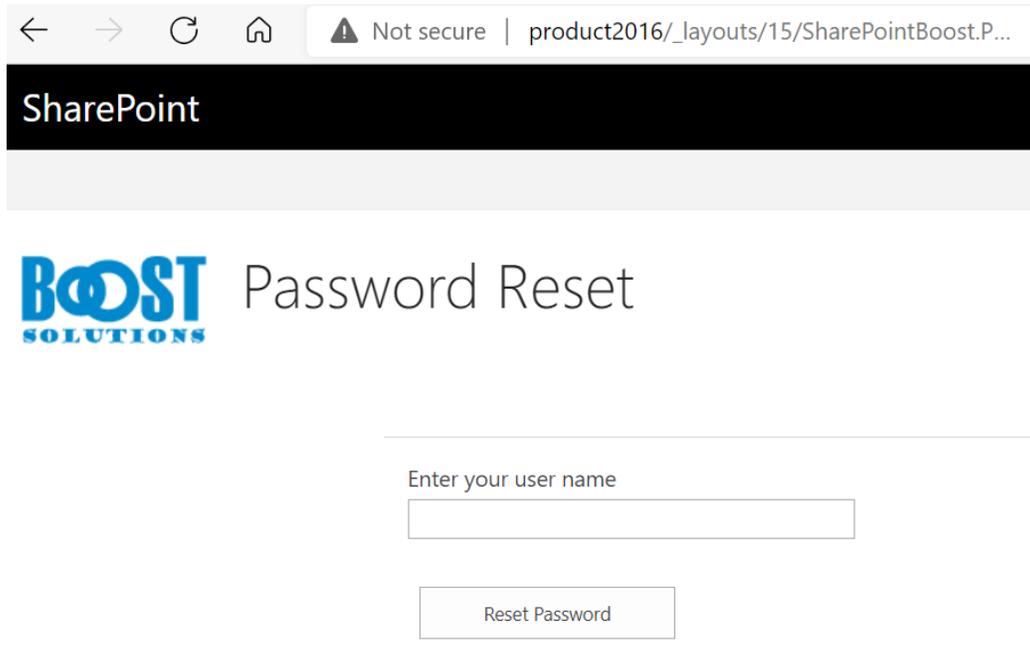
In **loginfailed.html** page, it contains the URL to bring the user to the AnonymousWebpartPage.aspx page to reset password.

```
<body>
  <h1>Forgot Password or Password Expired?</h1>
  <div><a id="passwordResetAnchor" href="/_layouts/SharePointBoost.PasswordReset.PL/AnonymousWebpartPage.aspx">Click here</a> to
  reset your password.</div>
</body>
```

You can change the URL to another page or site for user to reset password. Such as:

```
<body>
  <h1>Forgot Password or Password Expired?</h1>
  <div><a id="passwordResetAnchor" href="/sites/contoso/_layouts/SharePointBoost.PasswordReset.PL/AnonymousWebpartPage.aspx">Click
  here</a> to reset your password.</div>
</body>
```

- g. Click the **Click here** link, you will be redirected to this page by default:  
[http://<rootsiteurl>/\\_layouts/SharePointBoost.PasswordReset.PL/AnonymousWebpartPage.aspx](http://<rootsiteurl>/_layouts/SharePointBoost.PasswordReset.PL/AnonymousWebpartPage.aspx).



← → ↻ 🏠 ⚠ Not secure | product2016/\_layouts/15/SharePointBoost.P...

SharePoint

**BOOST**  
SOLUTIONS Password Reset

Enter your user name

Reset Password

- h. If you have multiple web front end servers in the SharePoint farm, you need to repeat steps a to f for each **WFE (Web Front End) server** and **Application server**.

## 7. Technical Limitations

There are limitations for SharePoint Password Reset. They are:

- For Forms Based Authentication, users cannot define an 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 email.
- Cannot save AD user's security questions and answers in AD.

## 8. Troubleshooting & Support

### **Troubleshooting FAQ:**

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

### **Contact Info:**

Product & Licensing Inquires: [sales@boostsolutions.com](mailto:sales@boostsolutions.com)

Technical Support (Basic): [support@boostsolutions.com](mailto:support@boostsolutions.com)

Request a New Product or Feature: [feature\\_request@boostsolutions.com](mailto:feature_request@boostsolutions.com)

## Appendix: License Management

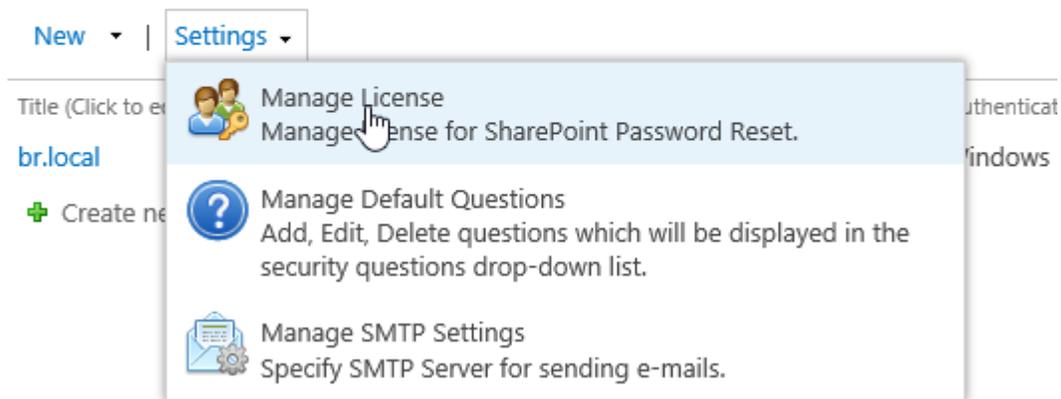
You can use SharePoint Password Reset without entering any license code for a period of 30 days from when you first use it.

To use the product after expiration, you will need to purchase a license and register the product.

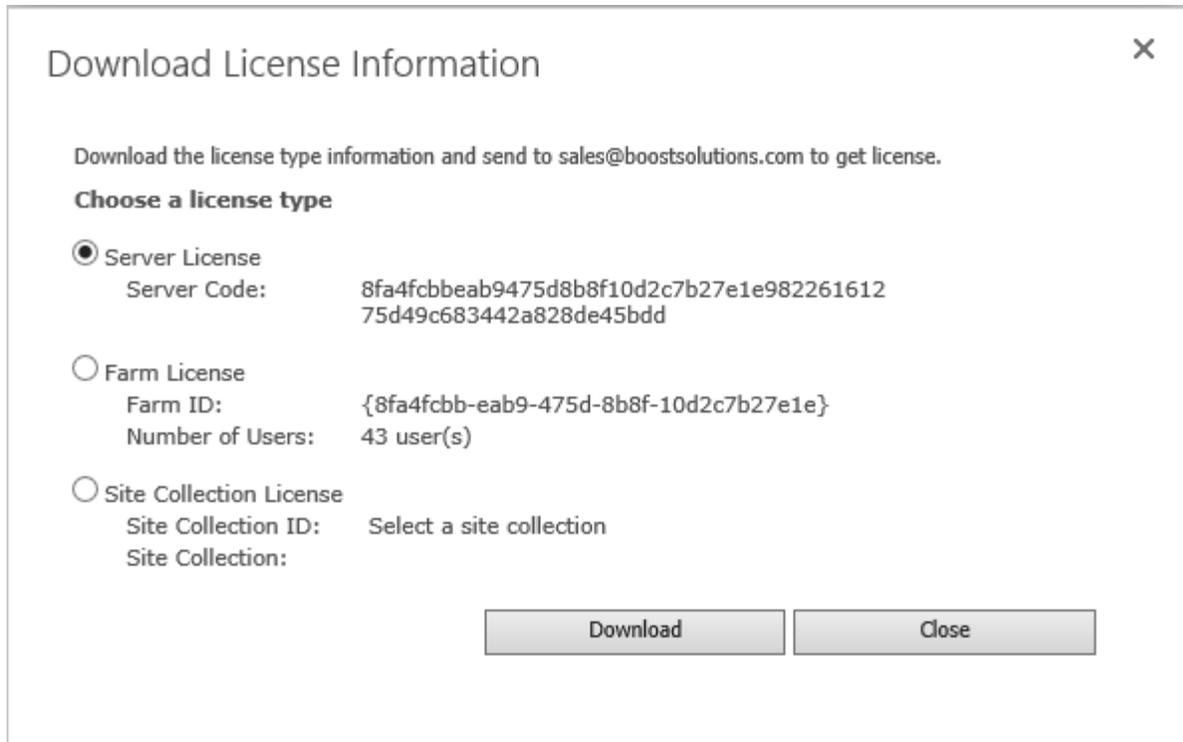
### Finding License Information

- a. In the products main page, click the trial link and enter the License Management Center.

## Password Reset Settings



- b. 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: 8fa4fcbbbeab9475d8b8f10d2c7b27e1e982261612  
75d49c683442a828de45bdd

Farm License  
Farm ID: {8fa4fcbb-eab9-475d-8b8f-10d2c7b27e1e}  
Number of Users: 43 user(s)

Site Collection License  
Site Collection ID: Select a site collection  
Site Collection:

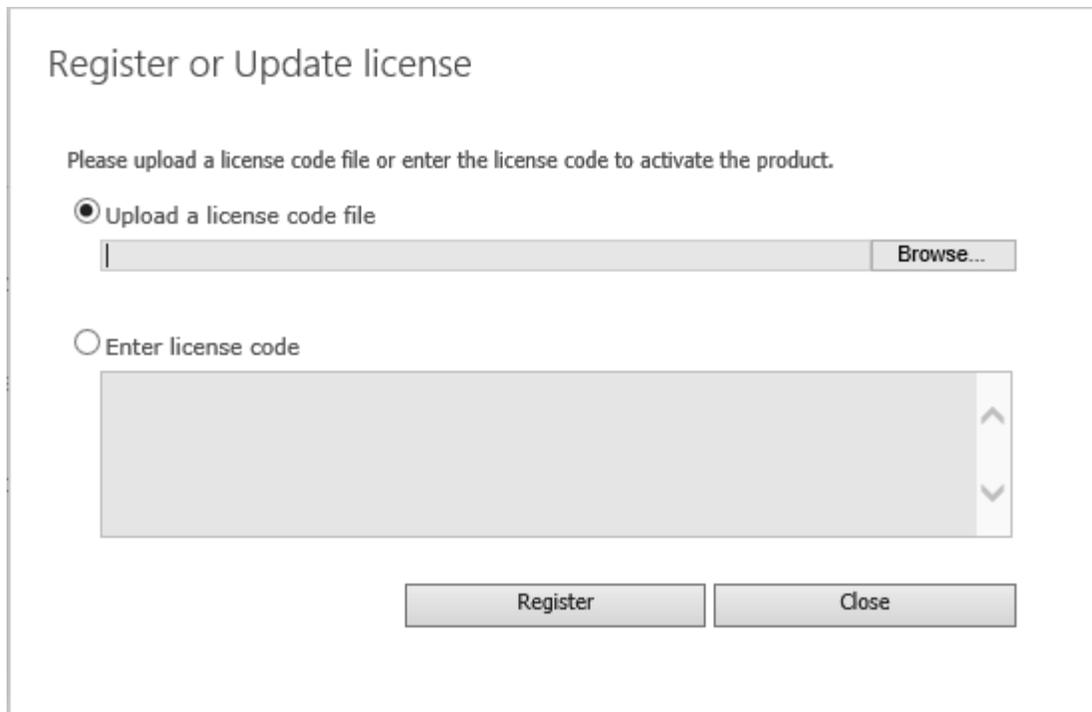
Download Close

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.

- c. Send the above information to us ([sales@boostsolutions.com](mailto:sales@boostsolutions.com)) to generate a license code.

### **License Registration**

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



Register or Update license

Please upload a license code file or enter the license code to activate the product.

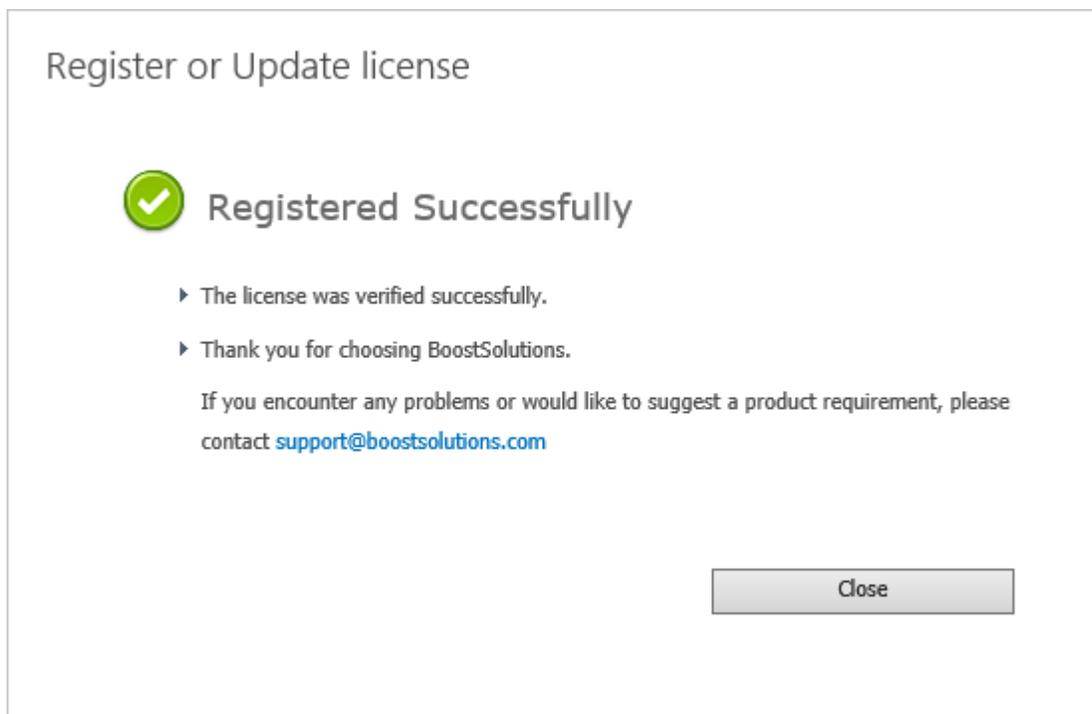
Upload a license code file

Enter license code

Browse...

Register Close

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



Register or Update license

 **Registered Successfully**

- ▶ The license was verified successfully.
- ▶ Thank you for choosing BoostSolutions.

If you encounter any problems or would like to suggest a product requirement, please contact [support@boostsolutions.com](mailto:support@boostsolutions.com)

Close

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