

NetIQ® Self Service Password Reset

Reduce costly help desk calls for password resets while maintaining your company's password policies with powerful user self-service options.



Introduction

Passwords are everywhere. Every application, website and device requires one. Properly implemented, passwords provide a level of security, but complexity rules, frequently-required changes and the number of passwords users must remember is overwhelming.

What's worse, increased password complexity directly correlates to increased helpdesk calls, so many organizations intentionally lower password strength requirements and therefore their security.

Product Overview

NetIQ Self Service Password Reset is a simple, secure and easy-to-deploy password self-service application that helps users reset or re-enable their own network passwords, without having to call the helpdesk. System administrators can easily customize challenge questions and ensure new passwords adhere to security requirements with as-you-type password strength enforcement. New passwords and unlocked accounts are effective instantly, so

users can stay productive with immediate access to their systems and applications.

NetIQ Self Service Password Reset increases password security without limiting productivity when a user forgets a password. Further, its large dictionary and password history log help enforce strong password rules like preventing common keywords and shared passwords.

Capabilities

Lowers helpdesk costs. Many organizations estimate half or more of their helpdesk calls are related to passwords. Empowering users to reset forgotten or compromised passwords and re-enable locked-out accounts virtually eliminates password related helpdesk costs and increases user productivity

Increases security. Frustrated by complex password rules and the loss of productivity causes users to compromise security with workarounds like selecting insecure, easy-to-remember passwords, reusing passwords and even writing them down on sticky notes. NetIQ Self Service Password Reset eliminates the onerous consequences of forgetting

SOLUTION

Identity and Access Governance

PRODUCT

NetIQ® Self Service Password Reset

Resetting forgotten passwords and locked out accounts drains the productivity of users and helpdesk staff alike. NetIQ Self Service Password Reset frees your helpdesk from these time-consuming calls while empowering users to reset their passwords – immediately and without external assistance.



From the Main Menu, users can view or change passwords, profile information, security questions, and shortcuts, as well as view password policies.

passwords by making them easy to reset. This allows the IT department to more easily enforce strong password security rules.

Integrates with your environment.

NetIQ Self Service Password Reset easily integrates with most enterprise environments as well as NetIQ products, including NetIQ Identity Manager, NetIQ Access Manager™, NetIQ SecureLogin and NetIQ Directory and Resource Administrator™, as well as LDAP-compliant directories such as Active Directory, NetIQ eDirectory™, and Oracle Directory Server. For maximum integration with other applications, it supports representational state transfer (REST) based web services including reading, writing, and deleting challenge-responses; setting up passwords; and reading user status and application health and other functions.

Features

User self-service. Users can reset or change forgotten passwords and access or unlock locked accounts (if configured).

Simple deployment and configuration. NetIQ Self Service Password Reset provides an easy to use wizard for installing and configuring the application. Even the most complex password rules—including prohibited word lists, character

requirements, challenge question options, and change frequency—can be configured and implemented quickly and easily

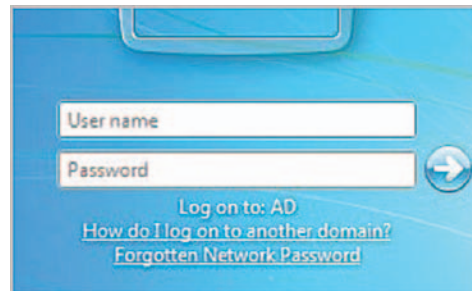
Password strength enforcement. You can enforce virtually any combination of password rules to ensure compliance with security policy. NetIQ Self Service Password Reset provides as-you-type strength enforcement and validation so users can't submit nonconforming passwords.

Real-time alerts. NetIQ Self Service Password Reset allows administrators to configure and enable real-time alerts for events such as startup, shutdown, configuration modification, intruder attack and fatal events.

SMS support. NetIQ Self Service Password Reset allows one-time tokens via text message for user verification, activation and new passwords.

Captcha support. This feature prevents unauthorized automated attempts to reset passwords.

Audit logs. NetIQ Self Service Password Reset audits event logs for security and troubleshooting purposes, including user activities and system events. It also forwards audit events to syslog and compatible servers.



Self Service Password Reset integrates with the Windows login screen to allow users to reset forgotten passwords.

Key Differentiators

You can set up and configure NetIQ Self Service Password Reset in under an hour. Competitors' solutions, many of which lack the same flexibility and configurability, can take days to fully implement.

NetIQ Self Service Password Reset includes over 250 configurable settings and display values to meet the needs of even the most complex environments and security requirements.

You can configure the solution to allow end users to reset local passwords when they cannot remember their network passwords or are locked out of their computers.

To learn more about NetIQ Self Service Password Reset, go to netiq.com/sspr.

Worldwide Headquarters

515 Post Oak Blvd., Suite 1200
Houston, Texas 77027 USA
Worldwide: +1 713.548.1700
U.S. / Canada Toll Free: 888.323.6768
info@netiq.com
www.netiq.com
<http://community.netiq.com>

For a complete list of our offices

in North America, Europe, the Middle East, Africa, Asia-Pacific and Latin America, please visit www.netiq.com/contacts.

Follow us:

