



For Microsoft® Active Directory™

Quick Start Guide

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Step 1: Before You Install

Console Pre-requisites

To begin installing ViperGuard™, you must first choose a workstation or server on which to install the ViperGuard Administrator's console. The Admin Console is used to configure and manage the ViperGuard password reset system. It allows you to install all required ViperGuard components, and, once installed, to add or remove components as your requirements change. ViperGuard uses a fully distributed architecture consisting of Win32 services, ViperGuard web sites, and optionally Group Policy Objects which are responsible for distributing desktop applications to users eligible for enrollment in the ViperGuard password management program.

The Admin Console requires Windows XP or greater. The machine must be a member of the Active Directory network for which you wish to provide password reset services and should have at least 40 Mbytes of disk space available.

If you are running the console on a Vista machine, you must have Service Pack 1 installed. You must also install a package from Microsoft called the "Remote Server Administration Tools". The Admin Console automatically checks that these updates are installed. If they are not, the Admin Console will present you with a Window containing detailed instructions as to how to download and install these updates.

Additionally, if UAC is enabled on your Vista workstation, you will be required to run as Administrator. If you have local administrative privileges, you will be prompted to allow program execution. If you do not have local administrative privileges, Vista will prompt you for the user name and password of a user that does have local administrative privileges before execution can proceed.

When installing the console, you must be logged on as an Administrator with Local Admin rights. Note that the logon account must also have Domain Administrator rights for each domain that you want to manage with ViperGuard. To assure full coverage, you may wish to logon with an Enterprise Administrator's account.

Server Pre-requisites

As previously mentioned the ViperGuard™ system is actually comprised of several distinct components: an administrator's console, one or more Win32 services, one or more Group Policy Objects, and one or more web sites. Although all the components are installed from a single location and via a

single install program, the separate components may be installed to various servers. The requirements for each server are listed below:

Web Server:

- Windows 2000 or higher
- IIS version 5 or higher
- ASP.NET version 1.1 or higher
- 10 MB disk space
- On 64 bit operating systems, 32 bit web apps must be enabled

Win32 Service Server:

- Windows 2000 or higher
- Version 1.1 .Net Framework
- 30 MB disk space

Step 2: Installing the Console

Download ViperGuard

Use the following link to download the latest version of ViperGuard from the Javelina Software web site:

<http://www.javelinasoftware.com/viperguard10.exe>

Begin the Console Install

Once you have downloaded and saved the file to your local computer, follow the brief steps listed below to install the ViperGuard Admin Console.

Launch the downloaded program ViperGuard.exe.

1. After the Welcome page of the install wizard appears, click **NEXT** to proceed.
2. The License Agreement page will now appear. Read the license, click on the “I accept...” radio button, and click **NEXT** to proceed.
3. The Destination Location page will now appear allowing you to select where to place the ViperGuard files. Click **NEXT** to accept the default location and to proceed.
4. The Ready to Install page will now appear. Click on the **INSTALL** button to begin the installation.
5. Once the installation is complete the Wizard Complete page will appear. Click on the **FINISH** button to close the Installation program. This page contains a check box that allows you to launch the ViperGuard Admin Console automatically when the **FINISH** button is clicked. Uncheck this box if you wish to defer running the console.

Step 3: Running the Setup Wizard

Overview

The remaining setup and configuration of ViperGuard is accomplished via the Setup Wizard that is automatically launched the first time you run the ViperGuard Administrator's console (installed in Step 2). This wizard will walk you through the configuration step by step – helping you to install the remaining components and to customize ViperGuard to meet your requirements.

Launch the Console

To begin configuring ViperGuard, launch the Admin Console if it is not already running. To launch the console, locate the ViperGuard Admin Console desktop icon or the ViperGuard Admin Console menu item and click it to start the console. The menu item is located in the following Start Menu location:

Start Menu | All Programs | Javelina Software | ViperGuard | ViperGuard Admin Console

Welcome

When you launch the console for the first time in an Active Directory forest, the ViperGuard Setup Wizard will appear. The wizard will assist you in installing the minimum number of components necessary to get you up and running with ViperGuard. The Welcome page of the wizard displays an HTML document to acquaint you with ViperGuard and the installation process. That document, in conjunction with this Quick Start guide, should make the process of installing ViperGuard easy to understand and implement.

Each install wizard page has a **Help** button in the bottom right corner that will present additional information to help you properly fill out each page.

Admin Group

The installation wizard starts with **Setup ViperGuard Admin Group** page. This page is used to specify the members of the ViperGuard Admin Group

and where in Active Directory you wish to store the group information. Members of this group are the **only** users allowed to use the Administrator's Console application and thus configure or monitor the ViperGuard application. By default the only member of this group is the Enterprise Admins group. To change the default membership, use the **Browse** button to select names from a list, or use the **User or Group Name** text box and the **Add Member** button to manually add members. Note that the membership of the ViperGuard Admin Group may be edited using the Admin Console once the Setup Wizard has completed, so any member of the ViperGuard Admin Group you add now may add or remove further members to or from the group as needed.

Once you have completed the initial configuration of the Admin Group, click **Next** to proceed.

Admin Email List


On the **Setup Admin Email List** wizard page, you specify the ViperGuard Admin mailing list, i.e. the email addresses of all those who you wish to receive important messages from the ViperGuard system. Email notifications are sent to members of the Admin mailing list when events of interest occur such as when a user successfully resets their password, a user is locked out by ViperGuard due to an unsuccessful attempt to use ViperGuard's reset password service, a user enrolls with ViperGuard, and so on.

If you wish to add all the email addresses of those users on the ViperGuard Admin list (from the first wizard page), then simply click on the **Add Admin Group Emails** button. Otherwise, you may add email addresses to the list by using the **Browse** button to select email addresses from Active Directory or you may enter an email address in the text box and click the **Add Email Address** button.

Please note that your Admin Email list can be further edited via the ViperGuard Admin Console once the Setup Wizard has completed.

When you have finished modifying the ViperGuard Admin Email list, click the **Next** button to proceed.

Managed Domain

The **Setup Managed Domain** page allows you to select the first domain or set of containers in a domain that will be covered by the ViperGuard service. First select the domain to manage at the top of the page, then, select which containers in that domain to cover from the Containers Tree on the left side of the page. To provide coverage for an entire domain, simply highlight the root node in the Containers Tree and click on the  button.

Please note that during this initial setup process only one domain may be configured. After installation you can use the ViperGuard Admin Console to add/remove domain(s) or change the containers covered within a domain.

Click the **Next** button to proceed to the next page.

Configure Desktop Applications

The Desktop Applications page allows you to select which applications you would like installed on the desktops of users managed by ViperGuard. There are three options:

1. Install the Logon Prompt and the Enrollment Reminder application
2. Install the Enrollment Reminder application only
3. Do not install any desktop applications.

These options are explained below:

Option 1: If you choose the first option above, two applications will be installed on managed users' desktops.

The first application is a custom Windows logon prompt that allows users to directly access a ViperGuard website from the Windows logon prompt. A user who forgets his or her password can reset it from the website (after correctly answering their challenge questions), return to the logon prompt, and log into Windows using their newly created password.

The second application installed is the Enrollment Reminder. The Enrollment Reminder application displays a small reminder dialog to users who have not enrolled with ViperGuard allowing them to access the ViperGuard Enrollment Website and set the answers to their challenge questions.

Option 2: If you choose the second option only the Enrollment Reminder (described above) will be installed.

Option 3: No desktop applications will be installed on users' desktops at this time. If you wish install these at a later time, you can do so using the Admin Console.

Please note that distribution of the ViperGuard desktop applications is implemented by Group Policy Objects. For instructions on how to install and uninstall the desktop applications after running the Setup Wizard see below in the **Running the Admin Console** section of this document.

Click the **Next** button to proceed to the next page.

Service Host and Service Configuration

ViperGuard utilizes a Win32 service to perform numerous background tasks such as authenticating users, changing passwords, sending out emails, etc. This page is used to select a server in the Managed Domain to host the ViperGuard service. For performance considerations, we suggest that the host server be a Domain Controller but it is not a requirement. To change the default server that will run the service, select a server name from the "Server to host service" drop-down list.

Each service must have an account that it will run as and which has rights to make the necessary changes to the managed user accounts. The default location for this account is the **Users** container but you can use the **Browse** button to select a different Active Directory container in which to create the new user account. Additionally, you may change the service's default display name and/or description that are displayed in the **Services** MMC snap-in. To change the default display name, or description, simply type your new text into the supplied edit controls.

For instructions on how to install and uninstall services after running the Setup Wizard see below in the **Running the Admin Console** section of this document

Click the **Next** button to proceed.

Web Sites

On the Websites wizard page, you must select a properly configured IIS server to host the ViperGuard web applications. This web server must be a member of the Active Directory forest into which you are installing ViperGuard. The ViperGuard web sites are the interfaces your users will use to initially enroll in ViperGuard and subsequently to reset their forgotten passwords. To select an IIS server, simply click on the **Select Host** button and either type a server name or browse for IIS servers in your forest. The server configuration will be checked to ensure it can host the ViperGuard web sites. Once you have selected an IIS Server, click on the **Next** button to proceed.

For instructions on how to install and uninstall websites after running the Setup Wizard see below in the **Running the Admin Console** section of this document.

Enrollment Configuration

The **Setup Enrollment Options** page allows you to set policies affecting the ViperGuard Enrollment website. On this page you can

1. Select a default domain for user logins on ViperGuard websites.
2. Select an attribute in which to store user challenge questions and answers.
3. Specify any questions you wish to be mandatory for all users to answer in order to enroll with ViperGuard.
4. Add questions to the list of available challenge questions.
5. Specify the minimum number of questions that must be answered at enrollment and when resetting a password.
6. Specify the minimum length of any answer to a challenge question.
7. Specify whether answers to the challenge questions have to be unique.

A brief summary of each of these options follows.

Option 1: When a user enrolls with ViperGuard, he or she is presented with an authentication process similar to what they would encounter when logging into Windows; namely they must supply a user name and a password. If you supply a default domain from this Setup Wizard page, then the user mentioned above would only need to type the name portion of their full user name if they were a member of that domain.

An example will help clarify, so let's say you specify a default domain from your forest named *AReallyGoodDomainName.com* on this wizard page. If a user using our Enrollment website named *SparkyTheWonderDog* types only 'SparkyTheWonderDog' and Sparky's password (it is ***** by the way) into our login page, then the full name submitted will be *SparkyTheWonderDog@AReallyGoodDomainName.com*. If Sparky's account was in a different domain (for example Sparky belongs to the domain *AnOffspring.AReallyGoodDomainName.com*), then Sparky must enter the entire user name to login to the website (i.e. *SparkyTheWonderDog@AnOffspring.AReallyGoodDomainName.com*).

Note that any default domain specified is **global** in its scope. In other words, all ViperGuard websites in your forest, regardless of where they are located will use this default domain setting. If you are going to be using ViperGuard to manage multiple domains in your forest, you may not want to set a default domain.

Note also that the default domain is visible to the user of the website. Sparky will not be in the dark about what domain is being appended to his name.

Also note that the default domain is used for the ViperGuard Reset Password site as well. When a user goes to that website he or she must enter their user name before proceeding to their challenge questions. The default domain has the same effect as that described above in 'Sparky's Story'.

Option 2: The user attribute option allows you to control which attribute in a user's Active Directory account will be used to store his or her challenge questions and answers. ViperGuard stores no password information about your users. It only encrypts and stores the challenge questions a user was asked, and what their responses were. This option simply lets you decide

which Active Directory attribute of the account to use to store that information. The default attribute used is 'teletexTerminalIdentifier'.

Option 3: The third configuration option allows you to specify the questions which all users must answer in order to enroll or reset their password. However, selecting mandatory questions for your users is optional. In this case, users are allowed to pick their own questions. Or you can specify each question every user must answer. Or you can let them pick a few and you can pick a few.

For example, let's say you specify that users must answer 4 questions at enrollment and you designate 2 questions as mandatory for all users. The result of this policy will be that at the time of enrollment, all users must answer your 2 mandatory questions and at least 2 other questions they select from the same list of challenges presented in the dialog.

Option 4: If you want to add more questions to the supplied list of challenges you may also do that by simply click the **Add** button.

The remaining enrollment options on the page are fairly self-explanatory. For example, if you want to prevent your end-users from answering all the questions with the same response, then simply select the **Require Unique Answers** checkbox.

Click the **Next** button to proceed.

Reset Password Configuration

These settings are security related and affect what happens should a user attempt to reset their password and fail due to incorrectly answering the challenge question. On this page you can

1. Enable or disable account lockout option.
2. Configure those lockout options.

For ViperGuard, locking out a user means locking them out of the ViperGuard system. Once a user has met a certain threshold they may no longer use ViperGuard to reset their password for a certain period of time specified by you the Administrator.

The lockout options are self-explanatory. You specify how many password reset failures are allowed to occur before locking out a user, how long that lockout lasts, and whether to lock out the user name making the request, the IP address the request originated from, or both.

Note that all users on the Admin Email List will receive email notifications when any reset password failures occurs.

Click the **Next** button to proceed.

Mail Server Info

On the **Setup Email Server** wizard page, you must setup the mail server settings so that ViperGuard is able to send email messages to administrators and end users. These settings will match those you would normally see when setting up an email client. Once you have entered the email settings, click on the **Test Settings** button to send a test message. If you do not receive the test message in a timely fashion, you should re-check your email settings before proceeding.

Also be sure to specify the source email address for the email notifications sent out by the ViperGuard service. This email address will appear in the **From** field of the various email notifications sent out by the ViperGuard service.

Note that all mail server information can be edited once the Setup Wizard completes via the Admin Console.

Click the **Next** button to proceed.

Setup Summary

The **Pre-Install Summary** page simply lists the settings you have made on the previous wizard pages. This is your last chance to review the settings before beginning the install of the remaining components.

Click the **Install** button to proceed.

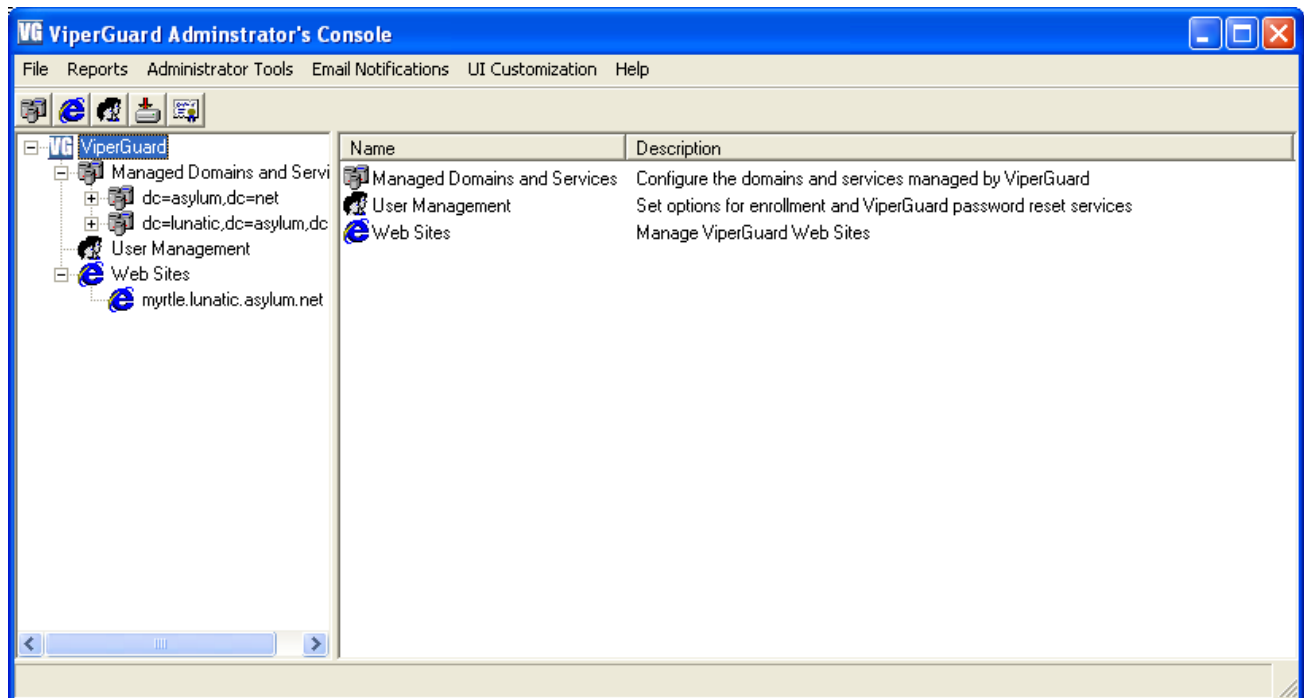
Install Summary

The **Installation Summary** page lists each component that is installed with either a check or an X to indicate whether or not the component was successfully installed. If you experienced any trouble during the install (i.e. any red X's in the output), you should consult the detailed on-line help for possible resolutions or contact Javelina Software's tech support at 1-800-397-5484 for further guidance.

Click the **Finish** button to close the setup wizard and open up the ViperGuard Admin Console.

Step 4: Running the Admin Console

The Administrator's Console



Once the Setup Wizard completes and ViperGuard is installed to your network, the Administrator's console will appear. The Admin Console allows you to further configure your network setup. From the console you may:

1. Add or remove managed domains.
2. Change user coverage for a managed domain.
3. Add or remove services to and from existing managed domains.
4. Add or remove ViperGuard websites to/from your forest.
5. Install or uninstall ViperGuard desktop applications.

6. Run reports that detail ViperGuard Usage.
7. Edit the membership of the ViperGuard Admin Group.
8. Edit the membership of the ViperGuard Admin Email List.
9. Edit your email settings for outgoing event notifications.
10. View ViperGuard service and website events.
11. Mass email managed ViperGuard users with enroll notifications, reminders, and re-enroll reminders.
12. Customize the appearance of both the ViperGuard websites and the ViperGuard custom logon prompt.

Information about any feature in ViperGuard is detailed in the extensive ViperGuard help files. Pressing F1 or selecting a help button from any dialog will direct you to the help system where you can find answers on how to perform specific tasks. The Table of Contents of the help file contains a section devoted to the Admin Console and all of its features so please refer to those documents for detailed instructions on using the console. This document is intended to get you up-to-speed with the most common tasks you will need to undertake.

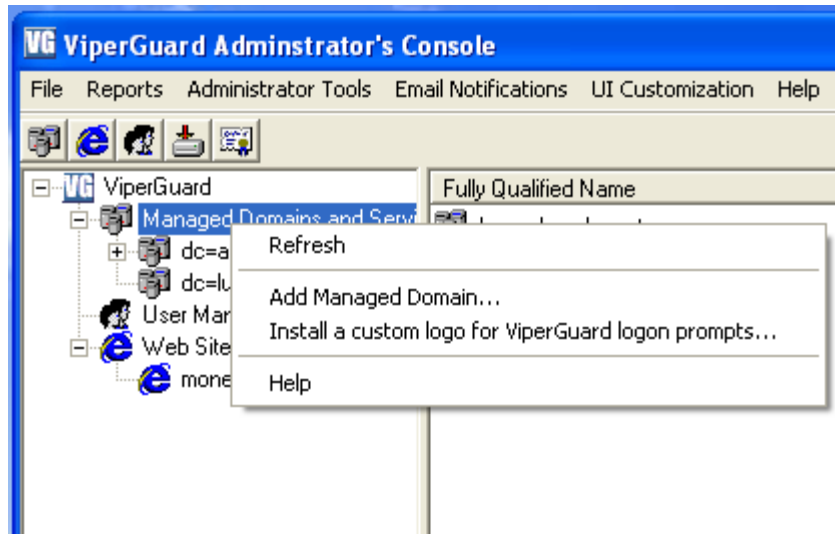
Adding Managed Domains

The setup wizard installs ViperGuard coverage for one domain in your forest. This gets you started with an initial ViperGuard installation. At this point you may want to add further domains to be managed by ViperGuard. This task can be accomplished in one of two ways.

On the toolbar, select the **Add Managed Domain** button. The toolbar is located on the upper left hand side of the Admin Console. The **Add Managed Domain** button is the left-most button on the toolbar.



Alternatively, right click on the **Managed Domains and Services** tree node located on the left-hand side of the ViperGuard console and select the **Add Managed Domain** menu item.



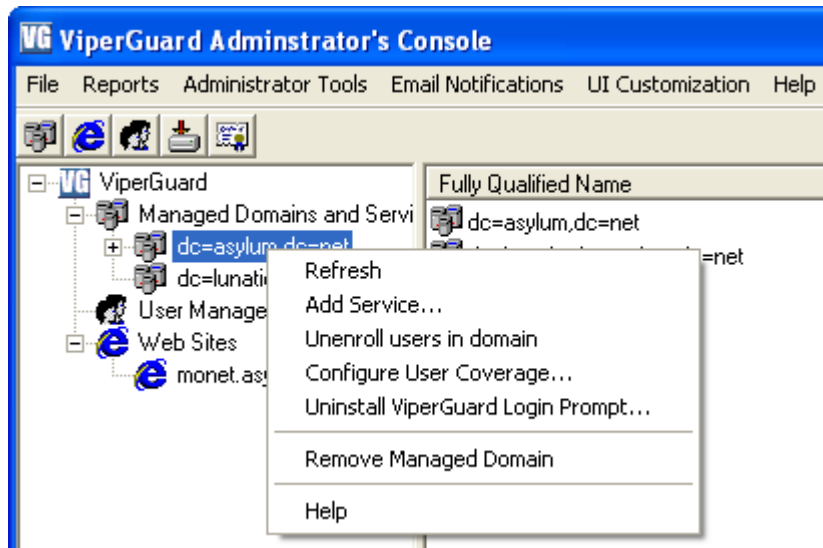
Selecting either of these options will invoke the 'Add Managed Domain' wizard. Here you may select a domain to manage, select whether to cover selected OU's or manage the entire domain, select a server in the domain to host the ViperGuard Win32 service, and select whether you wish to install the ViperGuard desktop applications. If you have run the Setup Wizard, you will already be familiar with the steps involved in setting up a managed domain. The Managed Domain Wizard and all ViperGuard wizards contain help pages for each step of the process, so be sure to consult them should you encounter any difficulties.

Configuring User Coverage within Managed Domains

Each domain managed by ViperGuard can provide coverage to all users on a domain-wide basis, or coverage can be limited to Organization Units (OUs) within a domain.

Once you have added and set up coverage within the managed domain, you may edit that coverage at any time.

To edit your ViperGuard coverage within a domain, simply expand the 'Managed Domains and Services' node in the tree-view located on the left-hand side of the ViperGuard console. Underneath this node will be a listing of all domains managed by ViperGuard. If you right-click on any domain you will see the following menu:

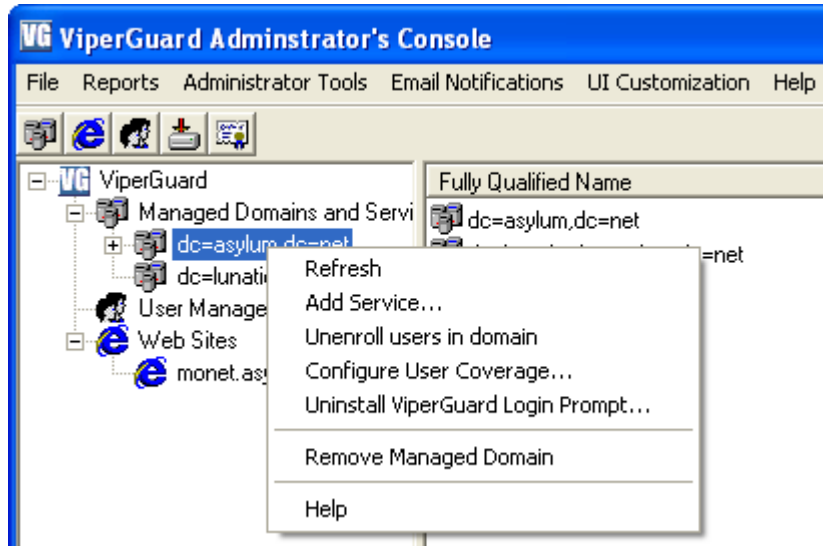


Selecting the 'Configure User Coverage...' menu item will invoke the User Coverage dialog. Here you may edit which subsets of the domain you are currently covering. Help pages are provided for the dialog which fully explains its use.

Adding Services to existing Managed Domains

Every domain managed by ViperGuard requires at least one ViperGuard service located on a server in that domain. To insure that ViperGuard services are always available in a domain, or to reduce traffic to any one service, you may want to install ViperGuard services on 2 or more servers in a managed domain.

To install a service to a managed domain, simply expand the **Managed Domains and Services** node in the tree-view located on the left-hand side of the ViperGuard console. Underneath this node will be a listing of all domains managed by ViperGuard. If you right-click on any domain you will see the following menu:



Selecting the **Add Service...** menu item will invoke the 'Add Service Wizard'. Here you may select an additional server in the managed domain to host the ViperGuard Win32 service. Again, if you have run the Setup Wizard, you will be familiar with the steps involved in setting up a service. The **Add Service Wizard** contains help pages for each step of the process, so be sure to consult them should you encounter any difficulties.

Once you have added a service, it will be added to the tree under its managed domain. To see the properties of the ViperGuard service, right-click on the newly added service node and select **Properties**.

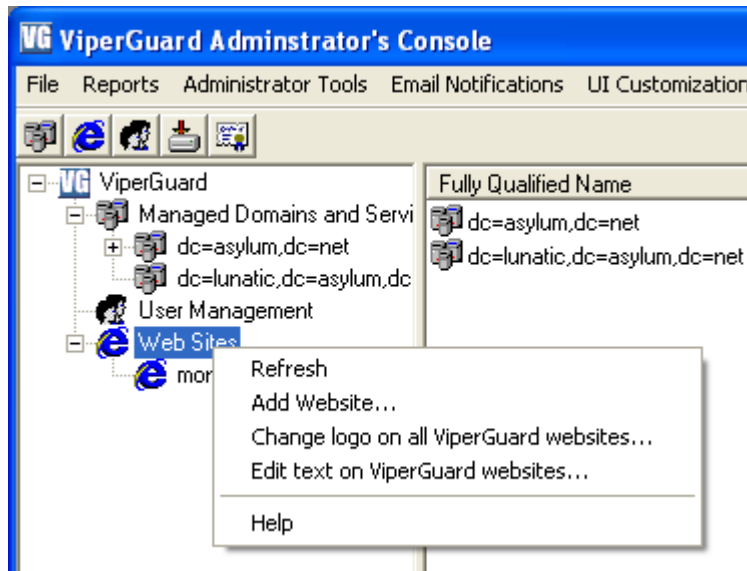
Adding Additional Websites

The setup wizard installs an initial ViperGuard website for your forest. To ensure that a ViperGuard website is always available to your users, you may want to add 2 or more websites to your forest. Adding additional websites is easy and can be done in one of two ways.

On the toolbar, select the **Add Website** button. The toolbar is located on the upper left hand side of the Admin Console. The **Add Website** button is the second button from the left with the 'Explorer' icon.



Alternatively, right click on the **Websites** tree node located on the left-hand side of the ViperGuard console and select the **Add Website...** menu item.



Selecting either of these options will invoke the **Add Website** wizard. Here you may select an IIS server to host an additional website in your forest. If you have run the Setup Wizard, you will be familiar with the steps involved in setting up a website already. The Add Website Wizard contains help pages for each step of the process, so be sure to consult them should you encounter any difficulties.

Once you have added a website, it will be added to the tree under the 'Websites' tree node. To see the properties of the ViperGuard websites, right click on the website node and select 'Properties'.

The URL for an enrollment website is:

http://<IIS_Server_DNS_Name>/EnrollApp/

Example: <http://wadely.javelina.com/enrollapp>

The URL for a reset password website is:

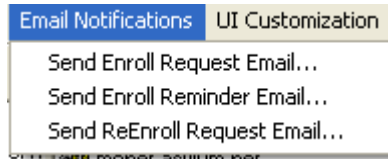
http://<IIS_Server_DNS_Name>/ResetPasswordApp/

Example: <http://wadely.javelina.com/resetpasswordapp>

Alerting Users

Once you have set up ViperGuard you can alert all eligible users to enroll users easily with the Admin Console.

The console menu bar contains an item named **Email Notifications**. If you select that menu item the following menu will appear:



Selecting the first item will send an email to all users with accounts managed by ViperGuard notifying them to enroll with a link to a ViperGuard website. The second item will send an email notification with a link to a ViperGuard website to all users who have not yet enrolled with ViperGuard. If for some reason you wish your users to re-enroll (for example after editing the challenge configuration), the 3rd item in the menu will send the notification with a link to a ViperGuard website.

Updating Challenge Questions

When the Setup Wizard was run, a set of requirements for challenge questions for ViperGuard users was configured. This configuration can be edited easily in one of two ways.

On the toolbar, select the **User Management** button. The toolbar is located on the upper left hand side of the Admin Console. The **User Management** button is the third button from the left with the 'Two Heads' icon.



Alternatively, right click on the **User Management** tree node located on the left-hand side of the ViperGuard console and select the **Properties** menu item.

Using either method will invoke the User Management property sheet where you may edit your challenge questions as well as set security and default domain options.

Generating Reports

There are currently 4 reports generated by ViperGuard.

1. An **Enrolled Users** report. This shows which users are enrolled, which managed container contains their account, when they last enrolled and other information.
2. An **Un-enrolled Users** report. This report shows all users who are eligible for ViperGuard services, but have not yet enrolled.
3. A **Reset Password** Report. This report details the usage of the ViperGuard Reset Password website showing you which users have used the site to reset their password, when, and the results of the reset attempt.
4. A **License Summary** Report. This report details your license usage broken down by managed domains.

Further reporting is available by running the Audit Viewer. This can be done in two ways. This first is by selecting the Audit Viewer toolbar button. The toolbar is located on the upper left hand side of the Admin Console. The 'Audit Viewer' button is the fourth from the left (or second from the right).



The Audit Viewer can also be invoked by selecting the 'Audit Viewer...' item from the 'Administrator Tools' menu. The Audit Viewer displays events of interest from both our Win32 services and the ViperGuard websites.

Installing and uninstalling ViperGuard Desktop Applications

When you first install ViperGuard, and each time you add a domain to your ViperGuard coverage you will be presented with the option to install the desktop applications on the desktops of managed users in that domain. As noted in the Setup Wizard notes above, you may choose to install the ViperGuard logon provider (which also installs an enrollment reminder), an enrollment reminder only, or you may choose not to install any desktop applications at all.

Additionally in the Administrators Console you may right-click on any domain managed by ViperGuard and install or uninstall ViperGuard desktop components by selecting the appropriate items from the popup menu. These in turn will launch the install and uninstall Desktop Application wizards. Which menu items will appear in the popup menu will depend on your current configuration (i.e. the installation state of components at present).

Please note that distribution of the ViperGuard desktop applications is implemented by Group Policy Objects.

General Summary on using the Console

1. Right-clicking any item in either the left-hand tree-view pane or the right-most pane will bring up a context menu for that item. This is similar to the functionality in an MMC snap-in application.
2. Any networked component that can be installed (website, service, managed domain, or desktop application) can be uninstalled. To uninstall a service, website, or managed domain, right-click on the item and select either 'Remove' or 'Delete' from the popup menu. To uninstall desktop applications, right click on a domain where they are currently installed and select the item you wish to uninstall.

3. Administrative tasks such as Email Server configuration, ViperGuard Admin List Management, logging options and so on are to be found on the Administrative Tools Menu.
4. Reports (in HTML format) are run from the 'Reports' menu.
5. Alerting users is done via the Email Notifications menu.
6. Customization of UI elements seen by end-users is available via the 'UI Customization menu'. Here you may select different logos to appear on both ViperGuard logon prompts and the ViperGuard websites. You may also edit the text that appears on the ViperGuard website.

ViperGuard Help

Extensive Help is available on each ViperGuard feature. Please consult the help documents for information about specific ViperGuard features. Additionally each time you run any ViperGuard wizard that installs networked components you will receive a summary report. If there were any errors in an installation, hyperlinks are provided to the appropriate help documents for the error.

A Note for Vista Users

Microsoft has introduced a new networking feature for Vista called Receive Window Auto-Tuning (RWAT). This feature is not compatible with all routers. ViperGuard uses a mechanism called named pipes to do remote installations, and these can be affected if RWAT is not compatible with the hardware on your network. If you find that remote installations are failing due to an inability to connect with a remote machine, an inability to copy files to that remote machine, or an inability to launch an installer on a remote machine when the Admin Console is running on a Vista machine, you may want to try turning off RWAT temporarily and retrying the installation. To turn off RWAT, type the following at the command line.

netsh interface tcp set global autotuninglevel=disabled

If this resolves the problem, we suggest you put the command in a batch file that is run at Startup. Windows Help contains complete instructions on how to add items to the Startup folder to be run each time you log on.

If you want to read more about resolving issues involving Receive Window Auto-Tuning you can go to:

<http://blogs.msdn.com/wndp/archive/2007/07/05/receive-window-auto-tuning-on-vista.aspx>

Step 5: Assembly Complete

Finished

Now that ViperGuard is installed and your end users are enrolled, just let ViperGuard handle your number one help-desk activity while you handle the more important matters. Or maybe you can just kick back and relax. Either way -- Enjoy!