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# PeoplePassword v2.1 Installation Guide

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Instructions to Install  
PeoplePassword v2.1

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Web Active Directory, LLC

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## Contents

- Overview ..... 2
- Installation Support..... 2
- System Requirements ..... 2
- Upgrades from Previous Versions of PeoplePassword ..... 3
  - Upgrade Procedure for Releases prior to v1.6 SR #3..... 3
    - Upgrading PeoplePassword from a pre-v1.6 SR #3 Release:..... 3
  - Upgrade Procedure for Releases after v1.6 SR #3 ..... 4
- Installation Instructions ..... 4
  - PeoplePassword Components ..... 4
    - Components..... 4
  - Installation Procedure..... 5
- Running PeoplePassword for the First Time ..... 11
- Configuring PeoplePassword ..... 12

# PeoplePassword v2.1 Installation Guide

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## Overview

This guide includes instructions to help you install PeoplePassword quickly and easily. Ensure that you meet all the System Requirements before installing PeoplePassword.

## Installation Support

Call Web Active Directory Technical Support at +1 800.747.3565 extension 200 or send an email to [support@webactivedirectory.com](mailto:support@webactivedirectory.com) if you need assistance with issues that arise while installing or configuring PeoplePassword.

## System Requirements

Please note the important system requirements detailed below before installing PeoplePassword.

### CRITICAL NOTE

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You must ensure that you have properly installed both IIS and ASP.NET before installing PeoplePassword. On Windows Server 2003, ensure that you have installed IIS 6 and ASP.NET using the Windows Components section of the Add/Remove Programs applet. For Windows Server 2008, reference the following Web Active Directory Knowledge Base article to ensure you install the correct Windows Roles and Role Services: <http://www.webactivedirectory.com/Support/tabid/62/Default.aspx>.

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Requirement	Description
<b>Windows Server 2003 (Service Pack 2 or later) and Windows Server 2008 and 2008 R2</b>	Web, Standard, Enterprise or Datacenter Edition: Hosts PeoplePassword application. Please ensure the server is not a domain controller and is a member server in a domain.  <b>Important Note</b> Please ensure the server is not a domain controller and is only a member server in the domain.
<b>IIS 6 or later</b>	Hosts ASP.NET processes and web applications
<b>Microsoft .NET Framework version 2.0 SP1 or SP2 (including .NET 3.0 and 3.5 but not .NET 4.0)</b>	Runs ASP.NET web applications. You must install at least Service Pack 1 of the .NET Framework and Web Active Directory recommends that you install Service Pack 2. You can download SP2 from Microsoft's download site at <a href="http://www.microsoft.com/downloads/details.aspx?familyid=5B2C0358-915B-4EB5-9B1D-10E506DA9D0F&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?familyid=5B2C0358-915B-4EB5-9B1D-10E506DA9D0F&amp;displaylang=en</a> .

# PeoplePassword v2.1 Installation Guide

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<b>SQL Server 2005 or later (including Express editions)</b>	Stores PeoplePassword configuration data, including questions and answers in an encrypted format. SQL Server Express Edition is supported for this requirement. You can download the free SQL Server Express editions from the following locations. SQL Server Express 2005: <a href="http://www.microsoft.com/Sqlserver/2005/en/us/express.aspx">http://www.microsoft.com/Sqlserver/2005/en/us/express.aspx</a> SQL Server Express 2008: <a href="http://www.microsoft.com/Sqlserver/2008/en/us/express.aspx">http://www.microsoft.com/Sqlserver/2008/en/us/express.aspx</a>
<b>Windows service account with permissions to update passwords in Active Directory</b>	Used by PeoplePassword to update passwords or unlock accounts in Active Directory. Refer to Step 5 of the Installation Procedure topic for more information about how to configure your service account.
<b>50 MB disk space</b>	Stores physical files used to run PeoplePassword

## Upgrades from Previous Versions of PeoplePassword

Web Active Directory made an important change to the product installer with the release of PeoplePassword v1.6 Service Release #3. If you are upgrading from a version of PeoplePassword prior to v1.6 SR #3, please follow the guidelines below to properly install the new version.

### NOTE

Typically, you can easily upgrade PeoplePassword releases by running the product installer for the new release. The product installer automatically detects the installation of the previous version and prompts you to upgrade to the new release version. In the case of the upgrade from v1.6 SR # 2 to v1.6 SR #3, the installer change made by Web Active Directory to the PeoplePassword product installer prevents the automatic upgrade option.

## Upgrade Procedure for Releases prior to v1.6 SR #3

To upgrade from a version prior to the v1.6 SR #3 release, you need to uninstall the current version of PeoplePassword that you have installed and then install the new version. The uninstallation process will not remove any of your current configuration options in either the database or protected files like Web.config. In fact, you can even see that certain files stay on the file system after the uninstallation so they will be protected from being overwritten.

### Upgrading PeoplePassword from a pre-v1.6 SR #3 Release:

1. Open the Add/Remove Programs (Windows Server 2003) or Programs and Features (Windows Server 2008) applet from the Windows Control Panel.
2. Locate the current installation of WebAD PeoplePassword and choose to uninstall it.
3. Once the uninstallation process completes, locate the product installer package for the new release of PeoplePassword.

# PeoplePassword v2.1 Installation Guide

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4. Run the installation to complete the upgrade process using the guidance in the Installation Procedure section on page 5.

## Upgrade Procedure for Releases after v1.6 SR #3

The PeoplePassword upgrade procedure for releases after v1.6 SR #3 is very short and easy. You merely need to run the installer package to upgrade your current installation and then you will be ready to resume using PeoplePassword.

### NOTE

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PeoplePassword upgrades preserve your current customization settings including configuration settings and style sheet and banner changes.

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## Installation Instructions

This section includes installation instructions for new installations of PeoplePassword.

### IMPORTANT NOTE ABOUT PEOPLEPASSWORD UPGRADES

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If you are upgrading from a version of PeoplePassword before v1.6 SR #3, please review the [Upgrades from Previous Versions of PeoplePassword](#) section on page 3 for very important information about upgrading to this release.

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## PeoplePassword Components

The PeoplePassword solution includes four web application components and a database component that stores configuration information about your PeoplePassword environment. You can choose to install all components on the same server or you can install different components on different servers, depending on your needs. For example, you might want to put the Enrollment and Recovery Centers on a different server than the Configuration Center and Web Services components.

### Components

- **Administration Center Web Application:** Includes three SubCenters. You can configure the security for each SubCenter to allow access to different groups within your organization. The Administration Center is installed on port 8300.
  - **Configuration Center:** Used by system administrators to customize PeoplePassword
  - **Help Desk Center:** Used by help desk personnel to assist end-users with password recovery
  - **Reports Center:** Used by business owners to evaluate the utility of PeoplePassword by examining key metrics in reports
- **Enrollment Center Web Application:** Allows end-users to enroll in PeoplePassword by answering enrollment questions that can be later used to verify their identity when recovering a Windows password. The Administration Center is installed on port 8301.

# PeoplePassword v2.1 Installation Guide

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- **Recovery Center Web Application:** Used by end-users to recover Windows passwords and unlock accounts in PeoplePassword. The Administration Center is installed on port 8302.
- **Enrollment Status Web Service:** Allows programmatic checks of end-user enrollment status so you can integrate a login script or other authentication process to compel PeoplePassword enrollment. The Administration Center is installed on port 8303.
- **Database:** Stores PeoplePassword configuration data, including answers that end-users enter into the Enrollment Center. Answers and other sensitive data are encrypted to ensure that database administrators or others with access to the database cannot use the information to compromise a Windows account using the PeoplePassword Recovery Center.

## Installation Procedure

The PeoplePassword installer contains everything you need to run PeoplePassword except the SQL Server (or SQL Server Express) database. Refer to the System Requirements section on page 2 for more information about prerequisites including SQL Server. The installation generally takes less than 10 minutes and leaves you with a clean PeoplePassword installation that is ready for you to use in your environment.

### NOTE

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If you are installing PeoplePassword on Windows Server 2008, *you must run the installer as an administrator* or the installation will not complete all the setup tasks. Even if you are logged in to the installation server as an administrator, the operating system will not run the installation under the administrator account's privileged security context unless you explicitly run it this way. Ensure you right-click the WebAD\_PeoplePasswordSetup.exe file and choose *Run as administrator* to install PeoplePassword under an administrative security context.

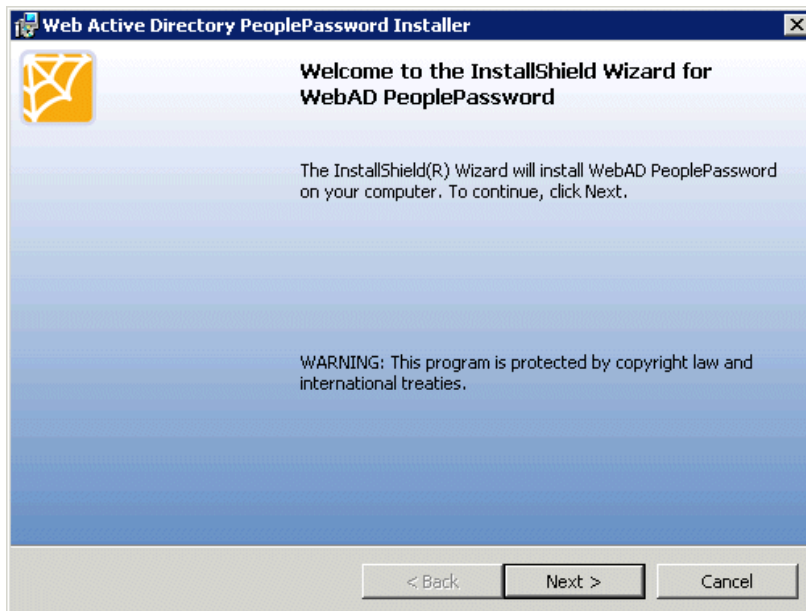
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1. Unzip the contents of the zip file you downloaded from the Web Active Directory download site to a location on your local installation system.
2. To begin the installation, double-click the PeoplePasswordSetup.exe file that you extracted from the zip file.

# PeoplePassword v2.1 Installation Guide

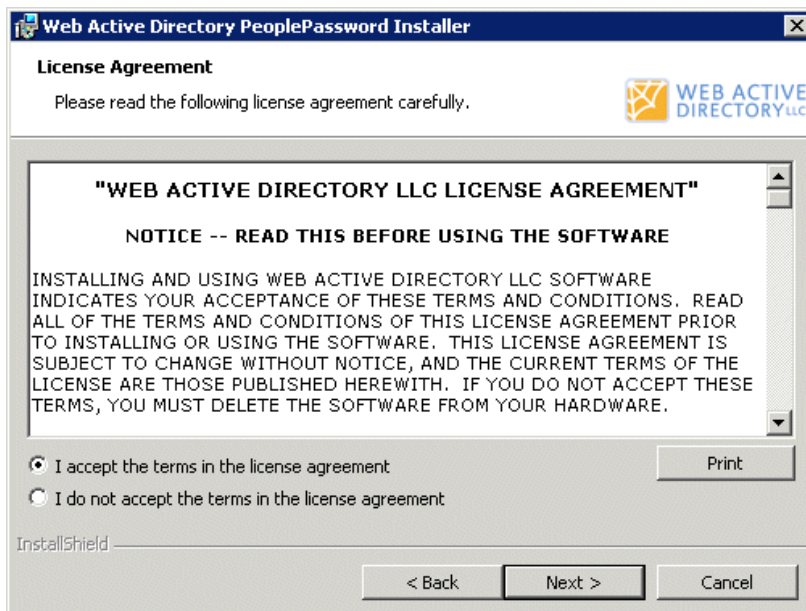
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3. The installer begins and displays the PeoplePassword Installer Welcome Page.



Click Next to continue.

4. Review the license agreement and accept the terms after you review them.

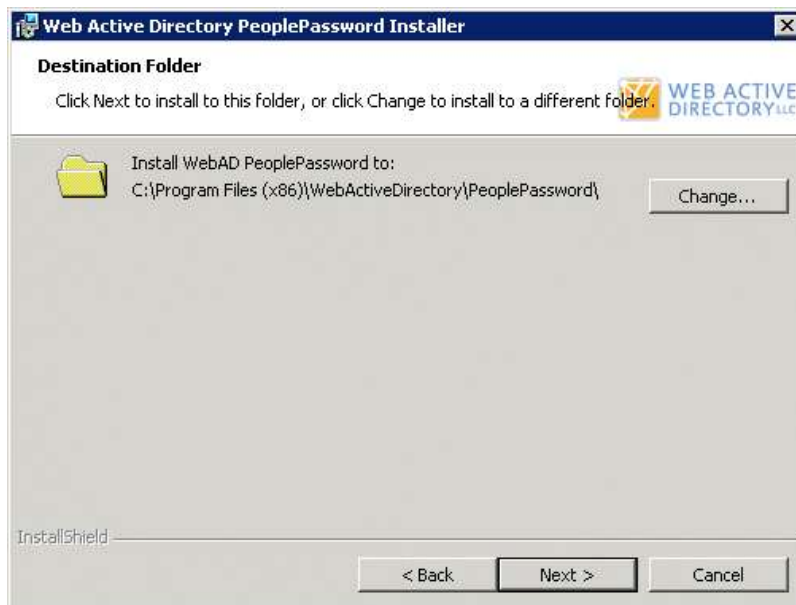


Click Next to continue.

5. Choose the destination folder for PeoplePassword. You can accept the default folder or change to another folder.

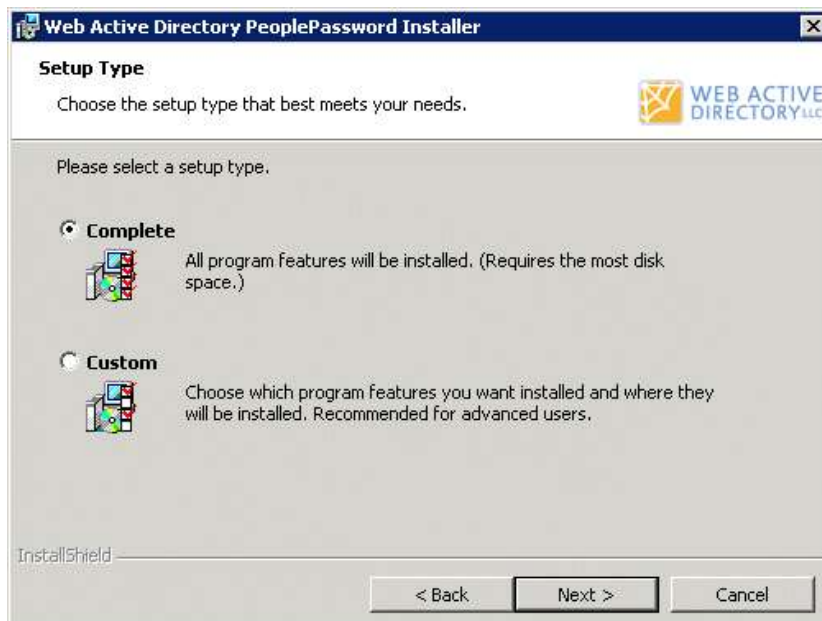
# PeoplePassword v2.1 Installation Guide

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Click Next to continue.

6. Select the type of setup to install. Choose Complete to install all components on the server or choose Custom to select specific components to install.

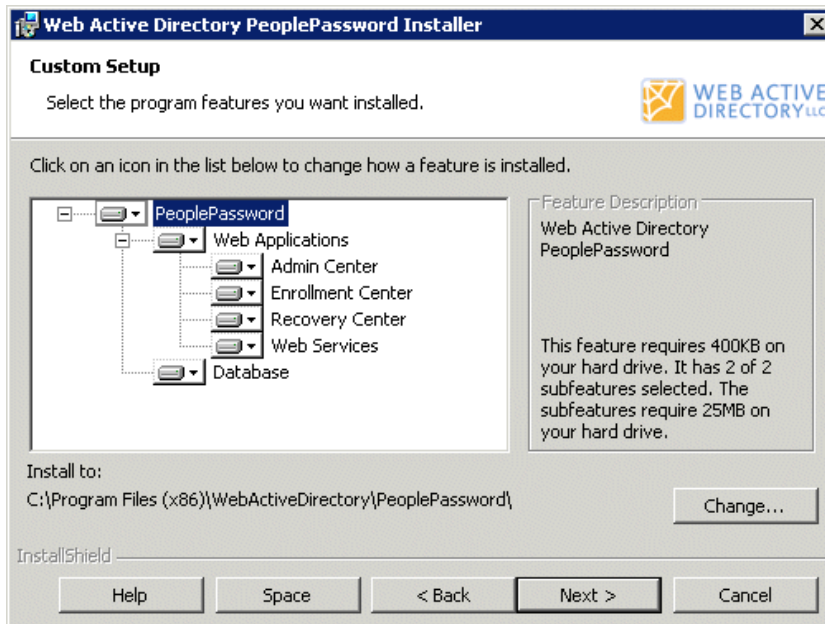


Click Next to continue.

7. If you select a Custom installation, you need to choose the components to install using the list of program features.

# PeoplePassword v2.1 Installation Guide

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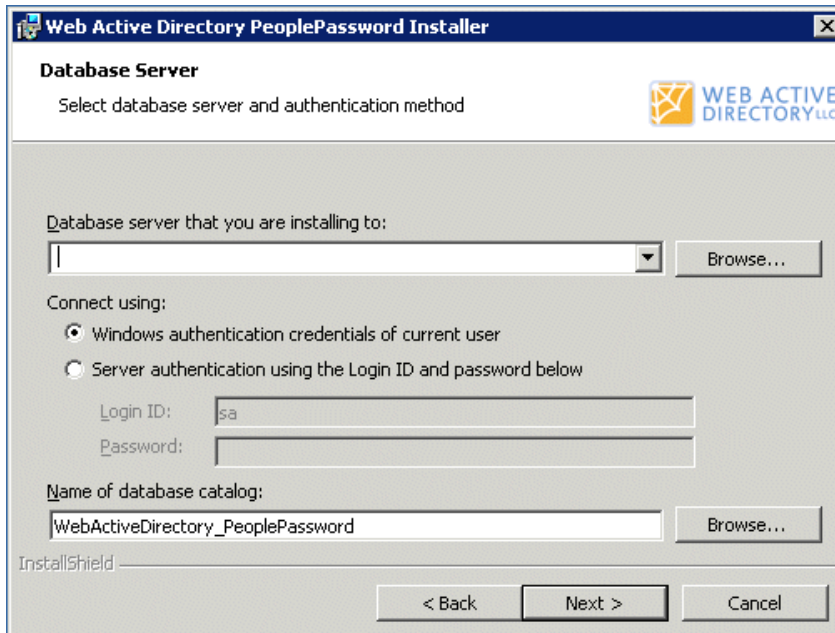
Click Next to continue.

8. When installing the database component, choose the database server and catalog where you want to install the PeoplePassword configuration database. You can use the Browse buttons to search for a database server and catalog.

## NOTE:

The installer will create a new catalog if none with the name you specify exists.

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Click Next to continue.

# PeoplePassword v2.1 Installation Guide

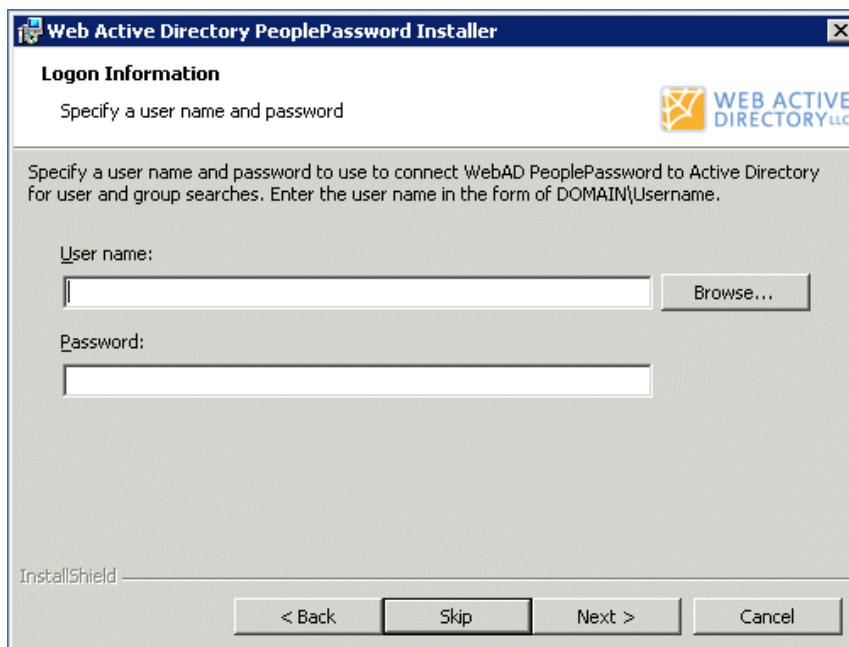
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5. Specify the Windows user account to use when updating Active Directory passwords or unlocking Windows user accounts. You can create a service account to use for this operation in Active Directory Users & Computers and—once you've created the account—you can run the Delegation of Control wizard to give the proper privileges to the service account. The service account requires privileges to reset user passwords and force password change at next logon as well as to unlock accounts. Refer to the Delegating administration topic on Microsoft's TechNet site for more information about the wizard: [http://technet.microsoft.com/en-us/library/cc778807\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc778807(WS.10).aspx)

## NOTE

Type the User name in using the NetBIOS domain. For example, type MYDOMAIN\MyServiceAccount instead of just MyServiceAccount. You can also look up the account to use by clicking the Browse button.

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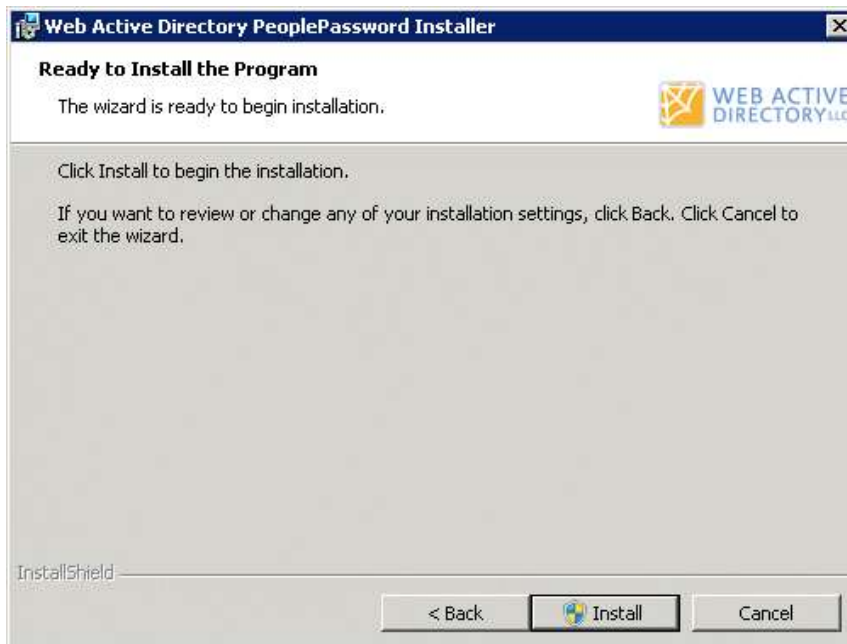
The screenshot shows a Windows installer window titled "Web Active Directory PeoplePassword Installer". The window has a blue title bar and a close button in the top right corner. The main content area is titled "Logon Information" and contains the following text: "Specify a user name and password". To the right of this text is the logo for "WEB ACTIVE DIRECTORY LLC". Below this is a larger block of text: "Specify a user name and password to use to connect WebAD PeoplePassword to Active Directory for user and group searches. Enter the user name in the form of DOMAIN\Username." There are two input fields: "User name:" with a text box and a "Browse..." button to its right, and "Password:" with a text box. At the bottom of the window, there are four buttons: "< Back", "Skip", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the window.

The installer verifies that the account password is correct. Click Next to continue.

# PeoplePassword v2.1 Installation Guide

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9. You have entered all the information necessary to install PeoplePassword on your system.



Click Next to install PeoplePassword.

10. The installer creates the components you need to run PeoplePassword, including the web applications and database catalog components if you've selected them.

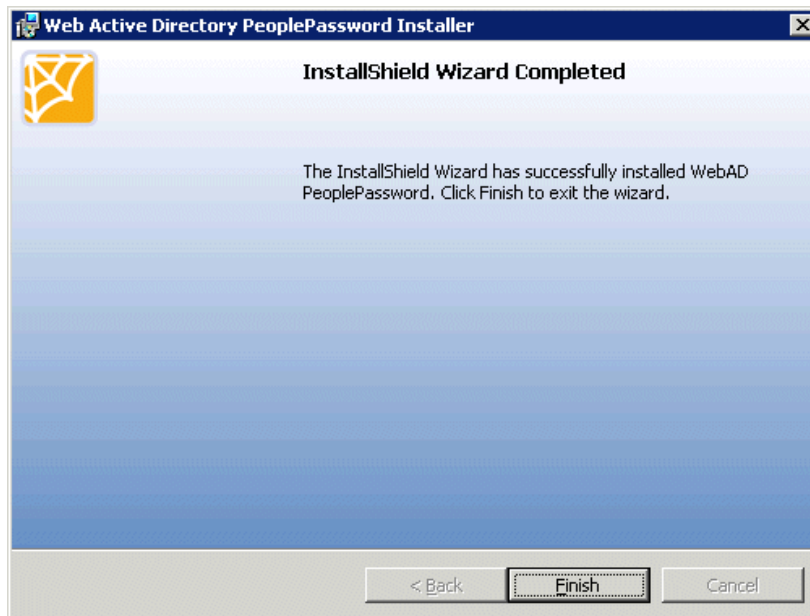


Click Cancel if you want to cancel the installation and roll back changes made during the installation process.

# PeoplePassword v2.1 Installation Guide

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11. You will see the Completed Page once the installation completes.



Click Finish to close the installer.

12. You are now ready to run PeoplePassword.

## Running PeoplePassword for the First Time

Once the installation completes, you will have a production-ready PeoplePassword instance on your system. Remember that PeoplePassword actually installs up to four different web applications and each of these web applications is installed on a unique port on your server.

- Administration Center: Installed on port 8300 and uses Integrated Windows authentication
- Enrollment Center: Installed on port 8301 and uses Integrated Windows authentication
- Recovery Center: Installed on port 8302 and uses Anonymous authentication
- Enrollment Web Service: Installed on port 8303 and uses Anonymous authentication

The installer creates a Programs menu call Web Active Directory PeoplePassword with shortcuts to each Center or you can manually type the URL into your browser as long as you access the correct port number. The first time you access each web application, there is a delay because the application must be compiled and loaded into memory. Subsequent accesses of compiled applications are much faster than the first time the application is loaded.

### **NOTE: PROGRAMS MENU SHORTCUTS MAY NOT WORK**

In certain cases, the Programs menu shortcuts may display an error message when clicked to launch PeoplePassword Application Centers. If this occurs, you can manually access each web application on the server by the application's port number. For example, you can type in a URL like

# PeoplePassword v2.1 Installation Guide

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<http://localhost:8300/> to access the PeoplePassword Administration Center, <http://localhost:8301/> for the Enrollment Center and <http://localhost:8302/> for the Recovery Center.

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- Configuring PeoplePassword 8302 and uses Anonymous authentication
- Enrollment Web Service: Installed on port 8303 and uses Anonymous authentication

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## **Configuring PeoplePassword**

Once you can access the PeoplePassword web applications, you can configure PeoplePassword for your organization's needs. Refer to the Help documentation on the Configuration Center home page (available from the Administration Center) for details on how to configure PeoplePassword. You may

# PeoplePassword v2.1 Installation Guide

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also call Web Active Directory Technical Support at +1 800.747.3565 extension 200 or send an email to [support@webactivedirectory.com](mailto:support@webactivedirectory.com) if you need assistance.