



RAZ-LEE iSecurity

Password Reset

Effortless, Self service

Password Reset

Raz-Lee Security

- Founded in 1983
- 100% focused on IBM i (AS/400)
- Corporate offices in: US, Italy, Germany
- Installed in more than 40 countries, over 12,000 licenses
- IBM Business Partner
- Partnerships with other major global SIEM & DAM solution providers:
 - Proven integration with McAfee, ArcSight, Qradar, HP OpenView, GFI, Splunk, Juniper, NNT
 - OEM by Imperva SecureSphere
- The widest security solution offer in the market
- Unique products: Anti-Ransomware, Change Tracker, Capture

iSecurity Suite of Products



Password Reset: Agenda

- The need for Password Reset
- Password Reset overview
- Password Reset characteristics
- 5250 Interface + Demo
- Web Interface + Demo

The Need for Password Reset

- Today's workforce is semi-mobile and often work evenings and weekends
- Employees expect the same accessibility and functionality of their work passwords as they have with their private passwords
- Massive amounts of skilled IT resources are spent on menial and repetitive tasks such as resetting passwords.

Statistics



A person has an average of **17** private passwords and **8.5** work passwords

21% of users forget passwords after 2 weeks



40% of a service desk's call volume is password resets

30% forget one password at least once a day



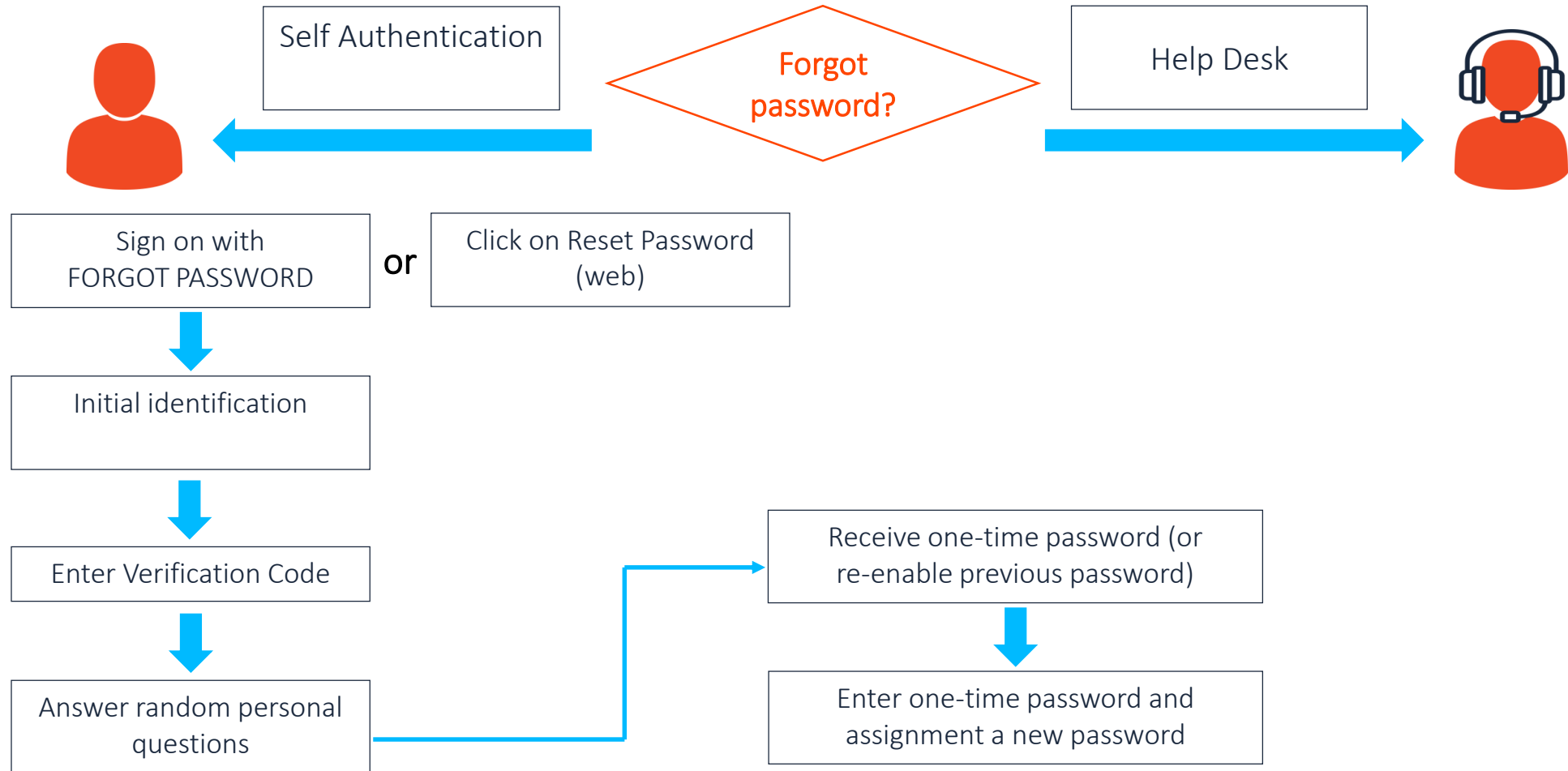
\$51 - \$147
Labor costs for password reset

Password Reset Overview

- Allows user to self-reset password for IBM i by:
 - Initial identification
 - Verification
 - Personal questions
- Most flexible solution: Language, procedures, classifications
- Allows help desk to automatically assist users, without compromising security
- Full web based solution, including self registration and regular password change
- 5250 emulation
- Implemented at customers with over 12,000 users

Password Reset Workflow:

User Registers Once with Personal Question



Password Reset Characteristics

- Web & Green Screen interface
- Different scenarios based upon user class (Employee, Manager, Agent)
- Multilingual – user based preference
- Supports self registration of users
- Secures personal questions from exposure
- Random selection of user-defined questions
- Initial verification of Password Reset request by Email/Cellphone (or both)
- Can either Enable user, Display a new password, Send a new password
- Uses one-time passwords that are valid for only a few minutes
- Supports assistance from Help Desk
- Supports importing corporate HR files
- Full audit trail and reporting

Flexible and Adaptable

- Users are classified by “Classes” (manager, programmer, agent); each class can have different verification rules
- 3-Step Process:
 - Initial Identification: select up to 7 field for initial verification (i.e employee ID, social security number, date of birth, etc.)

The following steps are based on the user Class

- Verification is sent to e-mail/cellphone or both or split (optional step)
- User defines personal questions: 0-10 questions

Note that personal Questions are disclosed only after user verification

Standard questions are provided

Auditing

- Email to administrator
- Message to MSGQ
- Product log. Processed by iSecurity Report Generator & Scheduler, results as e-mail with HTML, CSV, PDF attachments, screen, print, output file, etc.

Password Reset Main Menu

```
PRMAIN                                Password Reset                                iSecurity
                                        System: S520

Persons
  1. Work with Persons

Reporting
  41. Queries and Reports

Identification
  11. P-R Classes
  12. Systems for Roles

Related Subjects
  61. Test Password Reset
  62. Change Current User Questions
  64. Copy HR Data to Persons File

Definitions
  31. Locations
  32. Departments
  33. Positions

Control
  71. Activation

38. Standard Questions
39. Error IDs

Maintenance
  81. System Configuration
  82. Maintenance Menu

Selection or command
===> █

F3=Exit  F4=Prompt  F9=Retrieve  F12=Cancel
F13=Information Assistant  F16=AS/400 main menu
```

Password Reset Main Menu

```
Work with Persons for Password-Reset
Subset . . . _____

Type options, press Enter.
1=Work with  4=Delete          7=Questions

Opt Person   Name                Role
- BRIANR     Brian Rigby         NY-CASHIER-PROGRAMMER
- DAN        Daniel Tal          *NA-*NA-*NA
- DEMO       Smith Jones        *NA-*NA-*NA
1 ELI        Eli Spitz           US/MIAMI-MARKETING-MANAGER
█ FREDJ      Fred Jones          HUNGARY-ACCOUNTS PAYABLE-MANAGER
- JEFFBROWN  Jeff Brown         NY-CASHIER-ANALYST
- LARRYK     Larry Kern         REGION 10021-FOREIGN EXCHANGE-CLERK
- ROBERTK    John Brown         NY-CASHIER-MANAGER
- ROGER      Roger Prinston     *NA-*NA-*NA
- TEST      Test Test         REGION 10021-CUSTOMER SUPPORT-RISK EVALUAT
- WILLIAMH   William Hardy     NY-MARKETING-MANAGER
- YURI       Yuri Fisher       REGION 10021-CUSTOMER SUPPORT-RISK EVALUAT
- ZAILER     Shmuel Zailer     US/NY/MANHAT-CASHIER-ANALYST
-

Bottom

F3=Exit  F6=Add new  F12=Cancel
```

Using Password: Personal Details Screen

```
                                Modify Person

Person . . . . . ELI
First name . . . . . Eli
Family name . . . . . Spitz
Birthday . . . . . 03/06/50
ID Number . . . . . 123456789
Employee number . . . . . 13579
Cell phone . . . . . 987654321
Office phone . . . . .
Email address . . . . . eli.spitz@razlee.com

Preferred language . . . . . ENG
Default User ID. . . . . AU
Password Reset Class . . . . . MANAGER
Role (Loc-Dep-Pos) . . . . . US/MIAMI   MARKETING   MANAGER

Last update / used . . . . . 2015-03-11 14:57:58 / 2015-03-12 11:53:46

F3=Exit   F4=Prompt   F12=Cancel
```

Password Reset Class Definition

```
Modify P-R Class

Type choices, press Enter.

P-R class . . . . . MANAGER

Number of verifications . . . . . 1      0=None, 1=Once, 2=Twice
First verification method . . . . . E      E=Email, C=Cell phone
                                     _

Number of private questions . . . . . 2      0-10
                                     _

Perform . . . . . 9      1=New pwd, 2=Enable user, 9=Select
Send password by . . . . . E      S=Screen, E=Email, C=Cell phone
                                     _
Password valid for . . . . . 10      1-999 minutes (999=*NOMAX)
                                     _

Restrict Emails by domain . . . . . N      Y=Yes, N=No
Domain . . . . . RAZLEE.COM
                                     _____

F3=Exit   F12=Cancel
```

Identifying the User

Password Reset

Self-service Password Reset will automatically send you a new personal password after you correctly complete the identification process. This one-time password must be used within a short, pre-defined time period.

Use Password Reset only to identify yourself and request a new personal password; other uses are not allowed as they may breach your organization's security regulations and may also be a criminal offence.

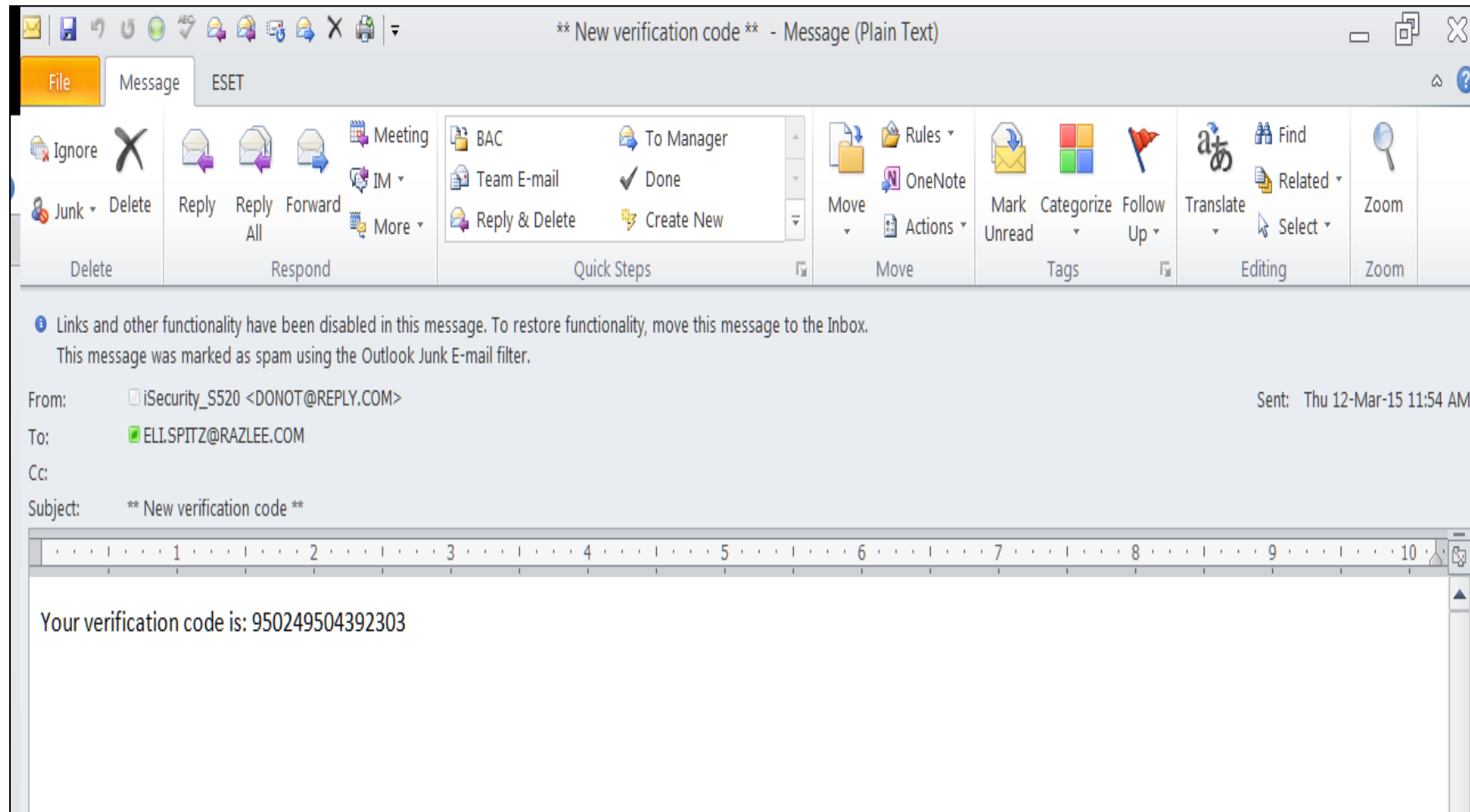
Appropriate measures may be taken against those found misusing the product.

ID. number. :	123456789
Cellular phone. :	987654321
Birthday date. :	03/06/50

F3=Exit

F12=Cancel

Successful Identification → Verification Code Sent



Verification Code from E-Mail

```
                Password Reset System                S520

Person is. . : ELI
Date & Time. : 2015-03-12-11.52.04

An email has been sent to you, containing a verification code.
Please copy the verification string from the mail to the field below.

Verification code. .: 950249504392303
Copy the verification code from the email, press Enter.

F3=Exit
```

Personal Questions & Answers

Password Reset

Use this system only to identify yourself. Other uses are not allowed, and will be considered as felony and trespass on organizational information safety regulations.

What is your hobby?

Reading

What is your favorite color?

White

F3=Exit F12=Cancel

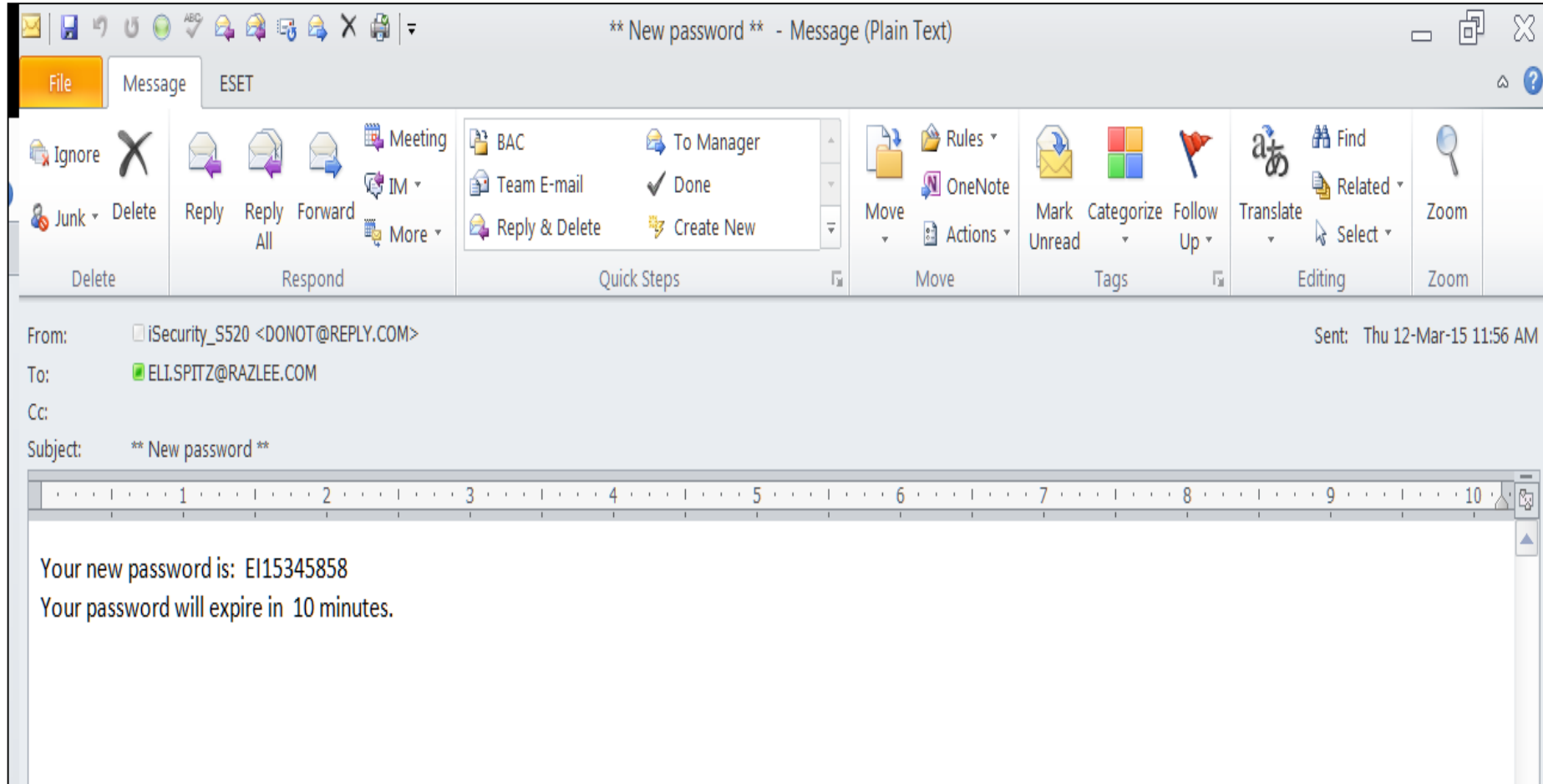
Reset Password with Temporary Password

```
.....  
:                               How to Perform Password Reset                               :  
:                                                                                       :  
: Select one of the following:                                                         :  
:                                                                                       :  
: 1. Enable my user (keep old password)                                               :  
:                                                                                       :  
: 2. Reset my password and send me a temporary password                             :  
:                                                                                       :  
: Select option: 2                                                                    :  
:                                                                                       :  
:                                                                                       :  
: F3=Exit   F12=Cancel                                                                :  
:.....
```

Temporary Password Sent

```
.....  
: █ Password Sent :  
: : :  
: A new password was sent to mail box - :  
: ELI.SPITZ@RAZLEE.COM :  
: : :  
: Press Enter to continue. :  
: : :  
:.....
```

Temporary Password Received



Must Define New Password

```
█                               Sign-on Information                               System:  S520
Password has expired. Password must be changed to continue sign-on
request.

Press Enter to change your password.
```

Change Password

```
Change Password


User profile . . . . . : RAZLEEIL
Password last changed . . . . . : 12/21/14

Type choices, press Enter.

Current password . . . . . █
New password . . . . .
New password (to verify) . . . . .

F3=Exit          F12=Cancel
```


Password Reset Web Interface



iSecurity Self Service Password-Reset

Password Reset will automatically send you a new personal password after you provide correct responses to your personal identification questions. The new password will be sent in accordance with your organization's preferred method (email, , etc.).

Use Password Reset only to identify yourself and request a new personal password; other uses are not allowed as they may breach your organization's security regulations and may also be a criminal offence.

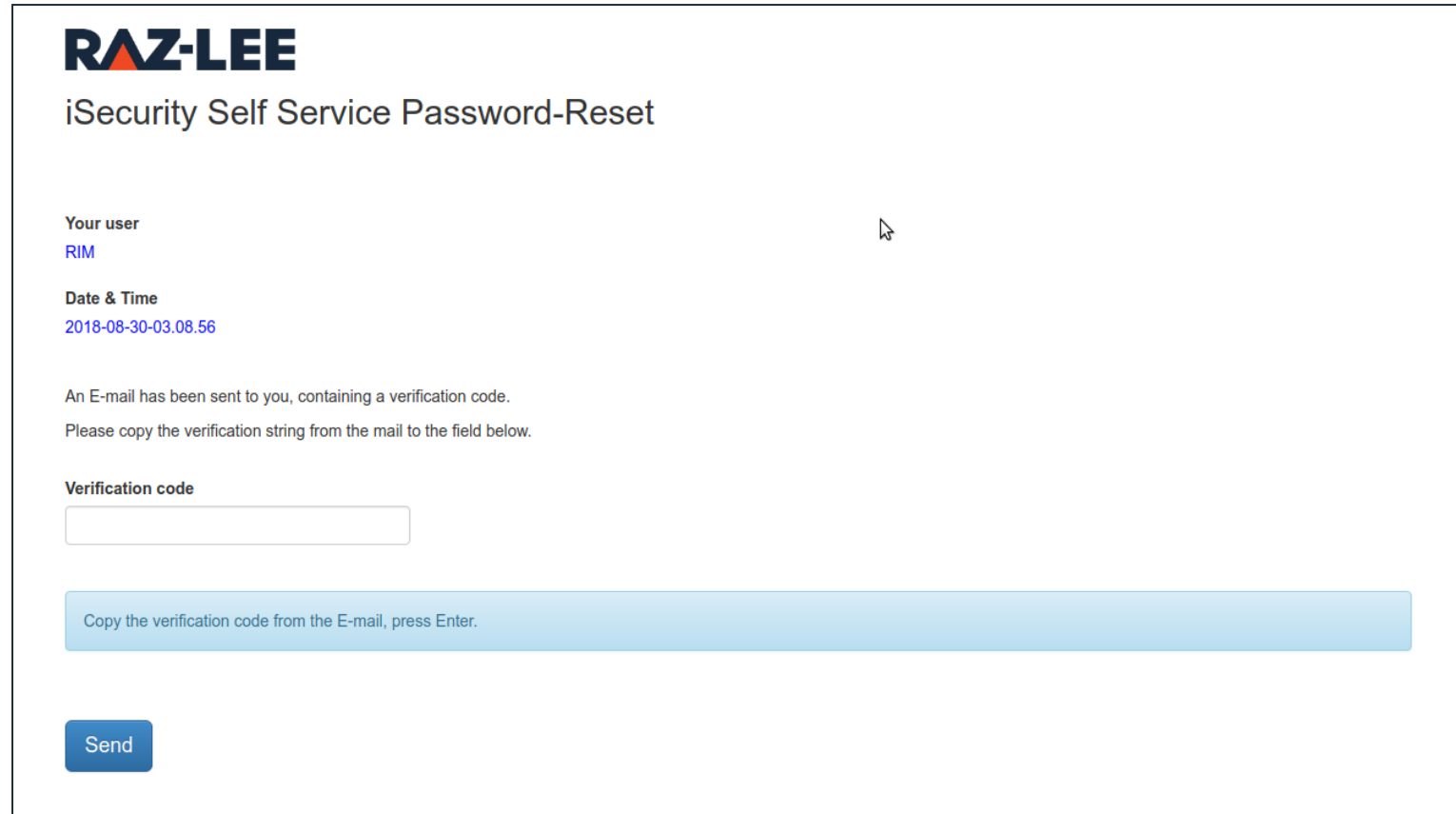
Appropriate measures may be taken against those found misusing the product.

ID. number

User

Birthday date

Web Interface: Enter Verification Code from e-mail



RAZ-LEE
iSecurity Self Service Password-Reset

Your user
RIM

Date & Time
2018-08-30-03.08.56

An E-mail has been sent to you, containing a verification code.
Please copy the verification string from the mail to the field below.

Verification code

Copy the verification code from the E-mail, press Enter.

Send

Thank You



For more information, visit us at

www.razlee.com