

# PasswordRetentionManager

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## Password Retention Manager 2.6

### Password Retention Manager Server 2.6



#### What does Password Retention Manager?

The Password Retention Manager is a very simple tool that runs as a service on a Windows server in a Windows Active Directory domain and informs users before their Windows user account passwords expire.

#### Why should you use Password Retention Manager?

By early remind the users in case of a password change you can increase helpdesk tickets. Password Retention Manager gives you high flexibility to who and when you send out the notifications with the password status.

#### About the project...

The project started in the middle of 2015 from a great need to have an uncomplicated and intuitive tool which manages the expiring passwords. The search for standard solutions gave worst results. In some cases completely overloaded applications (unfortunately too much functions and too expensive) or simply Powershell scripts which are difficult to maintain sustainable. The project was born to close a gap ..

#### What is possible with Password Retention Manager

Password Retention Manager is a smart and simple tool which allows you to notify users about their expiring password in the Microsoft Active Directory. It is possible to send notification via mail in the user's native language.

Trigger the notification to flexible time and date. Set up filter function for weekends and send each notification in high priority.

This smart and simple tool have many benefits for you like to notify users who are working over VPN/Citrix/Outlook Web Access or other Active Directory based authentications. You are also able to send out specific "Password Change eMails" to different departments like Management, HR or external users to guide them how to change their expiring passwords. This tool will help you to decrease locked Active Directory accounts near to zero.

#### Features

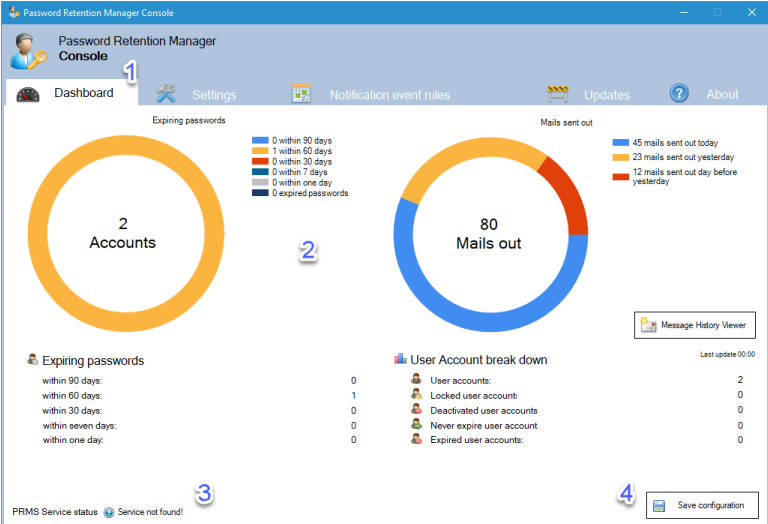
- Dashboard table and chart view
- Verify your configuration in the PRMS Management Console
- Suspend notifications rules
- Check Active Directory users in a specific group
- Set up the time for checkup the password retentions
- Use customized e-mail templates
- Send notifications via mail to the users
- Send notifications as high priority
- Send notifications in users native language

- Send notifications to different departments like Management, HR or external VPN users
- Send notifications to the Admin
- Test your notification rules
- Dashboard about non expiring and locked / disabled accounts
- Exclude notifications on weekends
- Get guidance for the configuration and scenario
- Message History Log Viewer
- Documentation

## General

### General overview

This should give you an overview about functionality and how to use the Management Console.

Description	Picture
<p><b>1. Navigation Panel</b></p> <p>The Navigation Panel will give you the overview about the main options as the Dashboard, Settings, Password retention rules, software updates and the about page for the documentation and support.</p> <p><b>2. Main Panel</b></p> <p>In the Main Panel you will get the needed information and configuration options.</p>	
<p><b>3. Status Panel</b></p> <p>If some errors happen you will get the necessary information there.</p>	
<p><b>4. Save Panel</b></p> <p>In this Panel you will be able to save the changed configuration to the service. If you click on "Save" the changed settings will take effect.</p>	

## Dashboard

### Dashboard overview

The Dashboard will show you the Active Directory account state's which belongs to the configured Active Directory group in the "Settings > "Target group filter"". The discovery service is running every 5 seconds to update changes.

Description	Picture																				
<p><b>1. Managed User Accounts</b></p> <p>This label show you all managed accounts which are in the <b>Target group filter</b> Active Directory group.</p> <p><b>2. Expiration progress</b></p> <p>This panel shows you in which retention period the users accounts are.</p> <p><b>3. Mails sent out during the last days</b></p> <p>This is a summary over all emails which are sent out during the last three days.</p> <p><b>4. Mails sent out details</b></p> <p>This is the details view on which day how many mails sent out. (Include every mail, but not Test-Mails and Update notifications)</p> <p><b>5. Message History Viewer (NEW Feature) [Details available]</b></p> <p>This function will show you who got Password retention reminders</p> <p><b>6. Table view password expiration and user account status</b></p> <p>This view will show you how many user accounts are disabled, expired, never expire and locked accounts. Only user accounts will shown in the view which are member in the <b>Target group filter</b> Active Directory group.</p>	<p>The screenshot shows the Password Retention Manager Console interface. It features a navigation bar with 'Dashboard', 'Settings', 'Notification event rules', 'Updates', and 'About'. The main content area is divided into several sections:</p> <ul style="list-style-type: none"> <li><b>Expiring passwords:</b> A donut chart showing 2 accounts. A legend indicates: 0 within 90 days (blue), 1 within 60 days (orange), 0 within 30 days (red), 0 within 7 days (grey), 0 within one day (dark blue), and 0 expired passwords (black).</li> <li><b>Mails sent out:</b> A donut chart showing 80 mails. A legend indicates: 45 mails sent out today (blue), 23 mails sent out yesterday (orange), and 12 mails sent out day before yesterday (red).</li> <li><b>Expiring passwords table:</b> <table border="1"> <tr><td>within 90 days:</td><td>0</td></tr> <tr><td>within 60 days:</td><td>1</td></tr> <tr><td>within 30 days:</td><td>0</td></tr> <tr><td>within seven days:</td><td>0</td></tr> <tr><td>within one day:</td><td>0</td></tr> </table> </li> <li><b>User Account break down table:</b> <table border="1"> <tr><td>User accounts:</td><td>2</td></tr> <tr><td>Locked user account:</td><td>0</td></tr> <tr><td>Deactivated user accounts:</td><td>0</td></tr> <tr><td>Never expire user account:</td><td>0</td></tr> <tr><td>Expired user accounts:</td><td>0</td></tr> </table> </li> <li><b>Message History Viewer:</b> A button labeled 'Message History Viewer' with a 'Last update 00:00' timestamp.</li> </ul>	within 90 days:	0	within 60 days:	1	within 30 days:	0	within seven days:	0	within one day:	0	User accounts:	2	Locked user account:	0	Deactivated user accounts:	0	Never expire user account:	0	Expired user accounts:	0
within 90 days:	0																				
within 60 days:	1																				
within 30 days:	0																				
within seven days:	0																				
within one day:	0																				
User accounts:	2																				
Locked user account:	0																				
Deactivated user accounts:	0																				
Never expire user account:	0																				
Expired user accounts:	0																				

## Message History Viewer

# Message History Viewer

The Message History Viewer will show you who got password retention reminders from PRMS Server.

### 1. Columns and meanings

- Time: Sent out time
- Username: Active Directory Username
- DisplayName: Active Directory Display Name
- Mail address: Active Directory Mail address
- Day(s) left: Days left before password will expire
- Expire date: Password expire Date
- Used template: Used template in notification setup
- Delivered: Is the reminder successfully delivered
- Sent out date: The email sent out Date
- Expire time: Password expire time

Sent out Time	Username	Display Name	Mail address	Day(s) left	Expire date	Used template	Delivered	Sent out Date	Expire time
08:51:28	AC289573	Zeno Serf	Zeno.Serf@contoso.com	42	11.11.2018	password_expire_de	True	30.09.2018	08:44:04
08:51:33	AC789550	Yvonne Heil	Yvonne.Heil@contoso.com	42	11.11.2018	password_expire_de	False	30.09.2018	08:44:16
08:51:34	AC31324	Wilfried Mea	Wilfried.Mea@contoso.com	42	11.11.2018	password_expire_de	True	30.09.2018	08:44:21
08:51:34	AC32853	Wolfram Willen	Wolfram.Willen@contoso.com	42	11.11.2018	password_expire_de	True	30.09.2018	08:44:40
08:51:35	AC363459	Walburga Reed	Walburga.Reed@contoso.c...	42	11.11.2018	password_expire_de	True	30.09.2018	08:44:46
08:51:48	AC116723	Wilhelm Lachmann	Wilhelm.Lachmann@contos...	42	11.11.2018	password_expire_de	True	30.09.2018	08:44:34
08:51:48	AC182709	Yvette Klaus	Yvette.Klaus@contoso.com	42	11.11.2018	password_expire_de	True	30.09.2018	08:44:16
08:51:49	AC69464	Wilfried Jauch	Wilfried.Jauch@contoso.com	42	11.11.2018	password_expire_de	True	30.09.2018	08:44:27

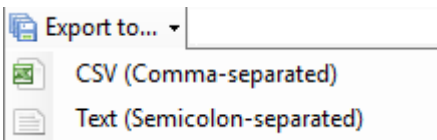
### 2. Choose the date

You are able to switch between different dates (This collection is affected by Keep mail history function)

### 3. Reload history

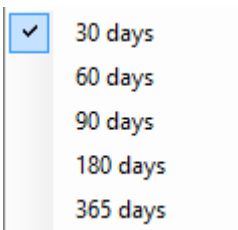
This option will only reload the current log of the selected date.

### 4. Export to...



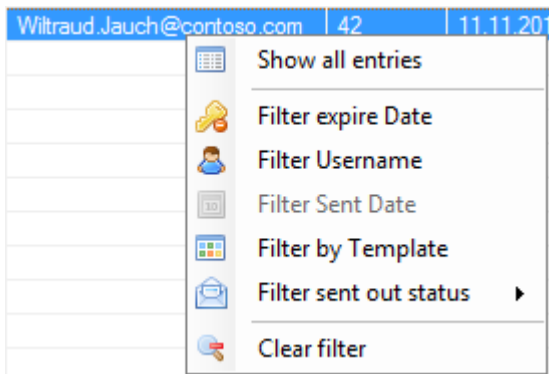
This function will allow you to continue processing the output data in a different application.

### 5. Keep mail history



This option will take care about the retention of the mail history files on this hard-drive. The Server will automatically cleanup older files to increase disk space.

## 6. New Filter functions



## General settings


### General settings

In the "General settings" you have to configure each field to start successfully the service.



### 1. Active Directory Domain

This setting should be your working and logon domain. Please be aware the Password Retention Manager Service is running on a domain

member instance. With the  you can auto discover the Domain settings or you can configure it manually  **Configure Domain manually** in this syntax for example: `LDAP://yourdomain.xy`

### 2. Configure Domain manually

With this check box you will have the option to configure your Active Directory Domain manually if the discovery failed (Point 1).

### 3. Set different Active Directory login user

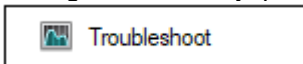
Normally it is not necessary to change the logon method to the directory, because the Password Retention Server will not apply any changes to the Active Directory. But if you install the Password Retention Server on a Windows System which is not a member in the active directory you have to configure this option.

### 4. Target group filter

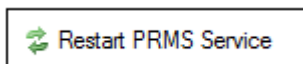
Target group filter scope define the monitoring group in the Active Directory. PRMS Service will only check these group members.

### 5. Verify the connection

If you are not sure if your applied settings are correctly, please press

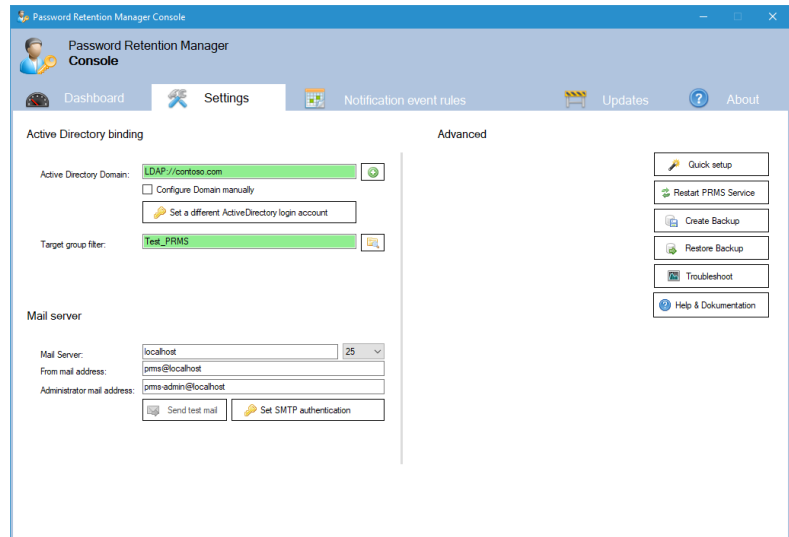


to make sure everything is working. After you finished Active Directory and Group settings, please restart the service



to take effect.

### 6. Mail Server settings



Enter the mail server settings in your environment to notify the users about their expiring passwords.

### **7. Send test mail**

With this function you will be able to check your mail server settings. The status will shown in the event log.

### **8. Quick Setup**

With this function you have the possibility to detect automatically the Active Directory settings.

### **9. Restart Password Retention manager (PRMS) Service**

With this function you have the possibility to restart the PRMS Windows Service.

### **10. Create Backup *[Guidance available]***

With this function you have the possibility to create a backup from configuration and templates.

### **11. Restore Backup *[Guidance available]***

With this function you have the possibility to restore a backup.

## **Notifications**

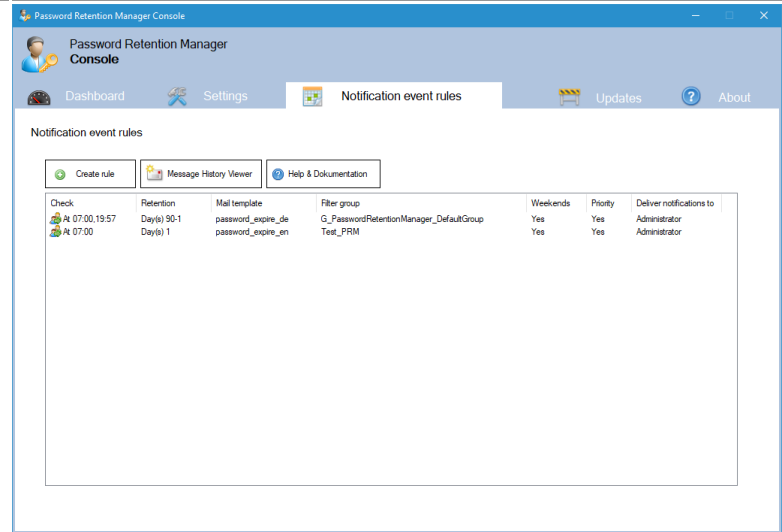
### **Notification events**

In this tab you can configure event rules when the service should check the user accounts.

## Description

Please click "Create rule" to open the rule dialog.

## Picture



**Scheduler:** First part will define the time point when PRMS should check the password retentions.

**Day left until password will expire:** You have two options to check retentions - a particular day or a time range in days.

**Notification templates:** This function will allow you to send notifications in a particular language or content.

**Password Retention Manager Console**

**Scheduler**

When should PRMS check the passwords:

+ Add point

07:00 21:11

**Day left until password will expire**

Day

Period of time (days)

90 to 1

**Notification**

Use this mail template: password\_expire\_de

Active Directory language filter group:

Use default group (All members in PRMS\_Test)

Use custom group: PRMS\_Test

Send notifications on weekends

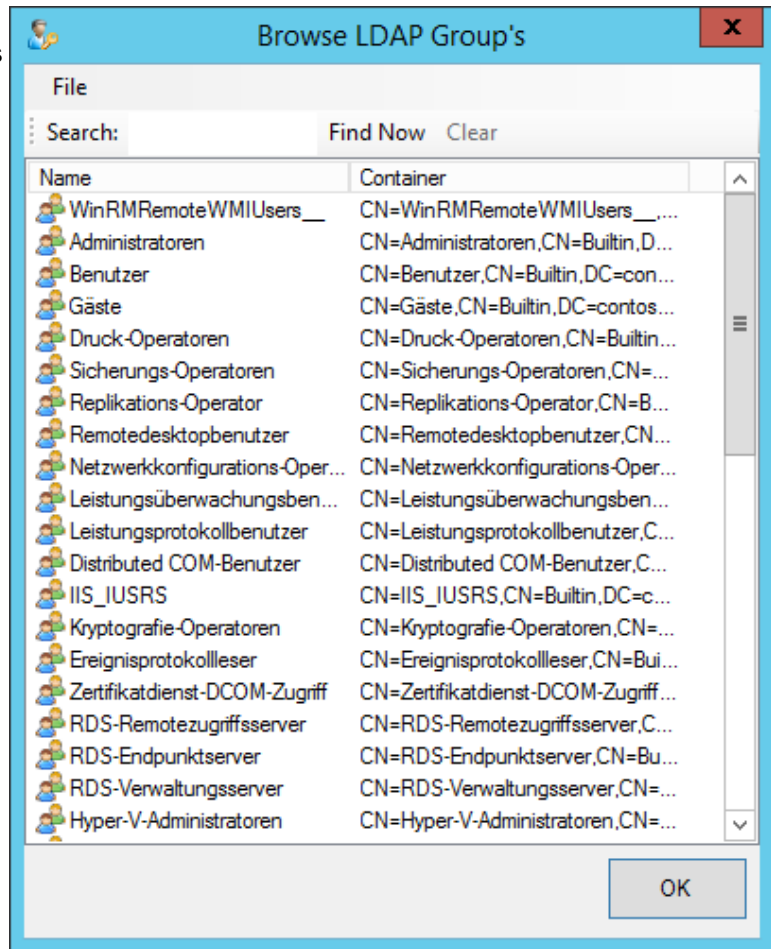
Send notifications with high priority

Send notification to: User

Cancel Apply

**Active Directory language filter**

**group:** This is a filter define to send this notification only to members in the LDAP group. If you don't want to set a specific Active Directory Group, please select "[Use default group](#)".



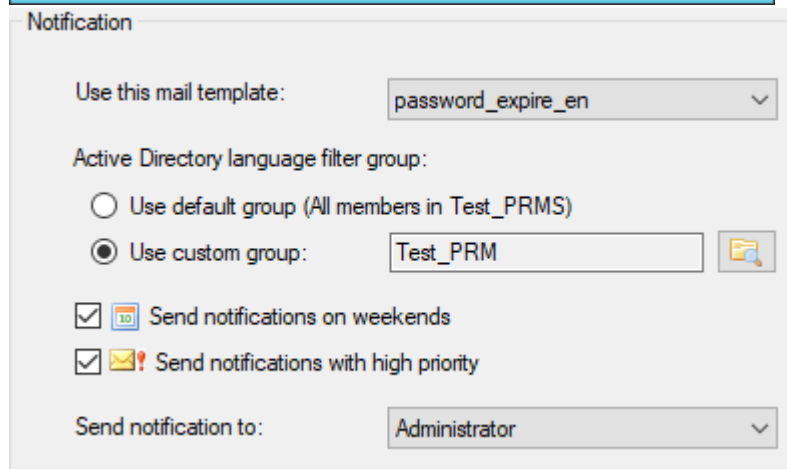
**Send notifications on weekends:**

Activate that PRMS will send notifications on weekends.

**Send notifications high priority:**

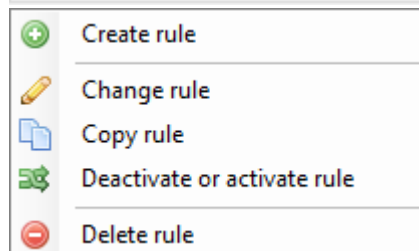
PRMS will send the user notifications with high priority.

**Send notification to:** This setting allows you to send the retention mail to the users or to the [admin mail address defined in "General settings"](#)



If a rule is set, you will have additional options on the context menu.

**Create, Change, copy, delete or suspend rule:** Please use the context menu with right click on the event.



## System requirements

### System requirements Password Retention Manager

The application will run well on 32 Bit and 64 Bit systems. Please be aware with the following requirements:

<b>Hardware</b>	CPU	1 GHz and higher
	Memory	1 GB and higher
<b>Software</b>	Operating System	Windows 7 and higher Windows Server 2008 R2 and higher
	.Net Framework	4.6.1 Full 32/64 Bit

## Active Directory Configuration

### Password Retention Manager Service (PRMS)

The PRM service will read all necessary information in the LDAP. Please be aware, if nothing is configured you will get a error in the eventlog.

Maybe in case of missing user details for example the mail address.

Please be aware the Active Directory Password lifetime is set.

<https://technet.microsoft.com/en-us/library/hh994573%28v=ws.10%29.aspx>

## 1. Configure password age in the GPO

Open gpmmc.msc on a DoaminController  
: GPO\_name \Computer  
Configuration\Windows  
Settings\Security Settings\Account  
Policies>Password Policy

Set Maximum password age to a value between 30 and 90 days, depending on your environment. This way, an attacker has a limited amount of time in which to compromise a user's password and have access to your network resources.

2. Be sure your active directory is managed and has all the necessary information:

- Username (samAccountName)
- Name
- Surname
- DisplayName
- Mail Address
- Password set

The screenshot shows the 'Eigenschaften von Julian Ziegler' dialog box. The title bar includes a help icon and a close button. The dialog is organized into several tabs: 'Allgemein', 'Adresse', 'Konto', 'Profil', 'Rufnummern', and 'Organisation'. The 'Allgemein' tab is active, displaying the following information:

- Vorname:** Julian
- Initialen:** (empty)
- Nachname:** Ziegler
- Anzeigename:** Julian Ziegler
- Beschreibung:** (empty)
- Bürg:** (empty)
- Rufnummer:** (empty) with an 'Andere...' button
- E-Mail:** support@devict.net
- Webseite:** (empty) with an 'Andere...' button

At the bottom of the dialog, there are four buttons: 'OK', 'Abbrechen', 'Übernehmen', and 'Hilfe'.

## Updates

### Software-Updates

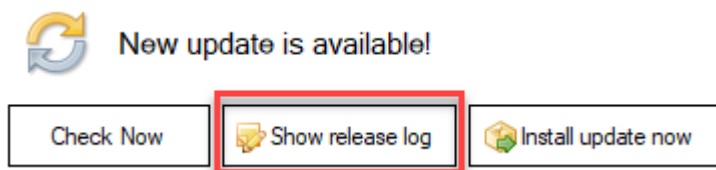
Software-Updates are recommended to install, because this will fix several issues and gives you new functionalities to the running Password Retention manager instance. Each update is tested on common Windows Server Operating Systems before the update will shared with the customers. The next few steps will show you how to update easily without any risk.

Description	Picture
-------------	---------

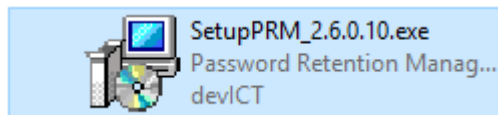
1. Check if a Update is available



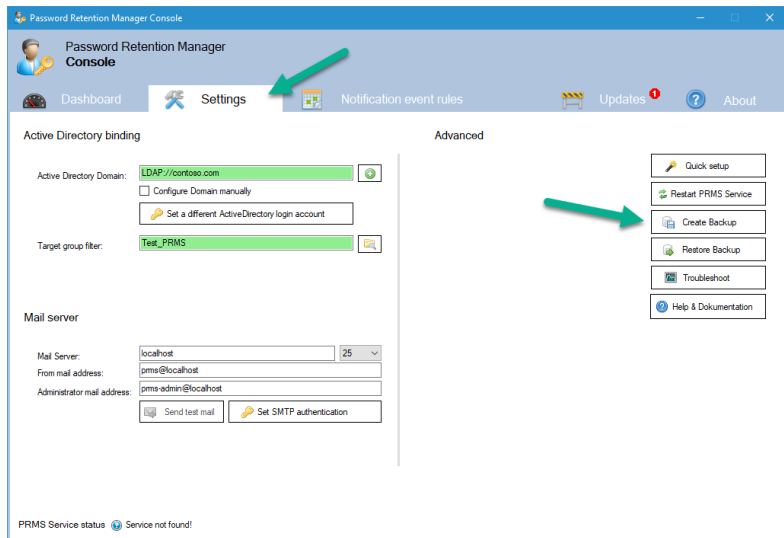
2. Read the Release Notes



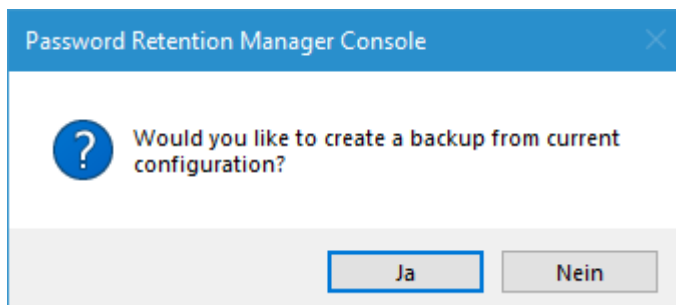
3. Make sure you have the current Installation binary file stored to for example NAS / Local Installation Folder



4. Make a backup from the current configuration

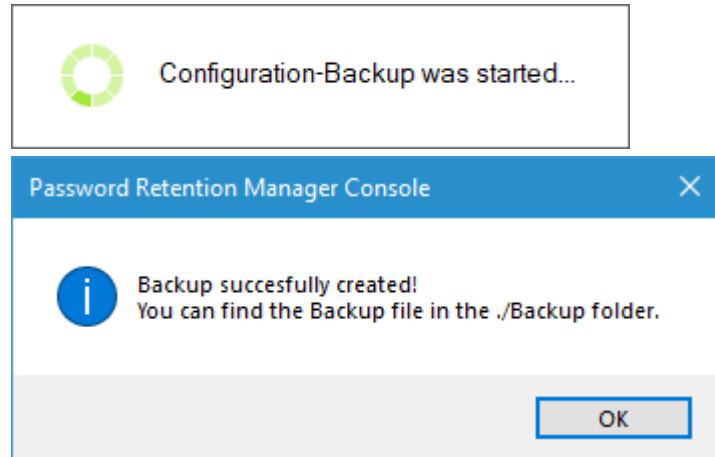


5. Click "Yes" to confirm the backup process

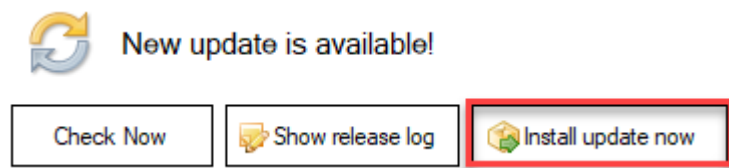




6. Wait until the backup is finished



7. Start the Update Installation process



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#### Group limitation

No User limits.

#### Template limitation

No template limits.

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## FAQ

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## FAQ

FAQ will support you to configure PRMS successfully.

[How to configure a retention rule](#)

[How to send a custom mail template](#)

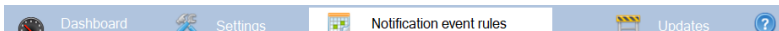
[How to send in different languages](#)

[How to configure Active Directory authenticated](#)

## How to configure a retention rule

## How to configure a retention rule

**Please make sure each filed in the "Settings" is defined!**

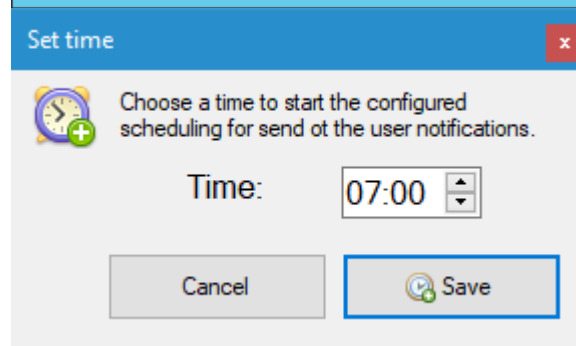
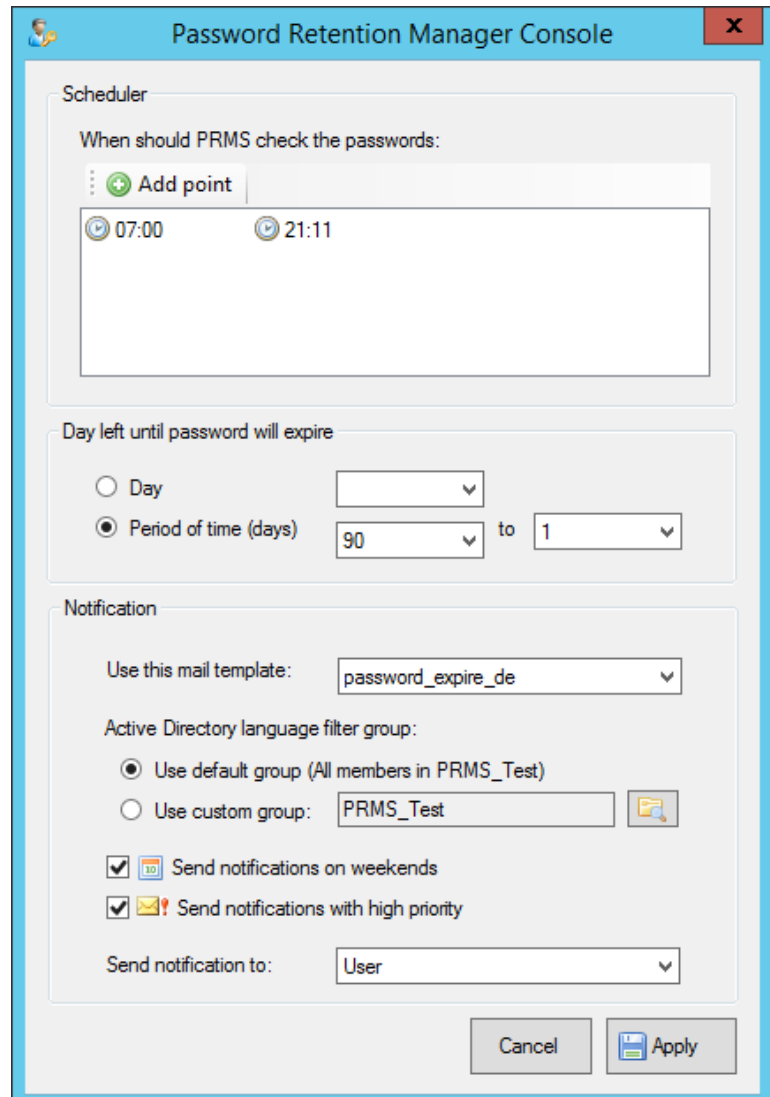
Description	Picture
1. Click on the tab "Password event	

rules"

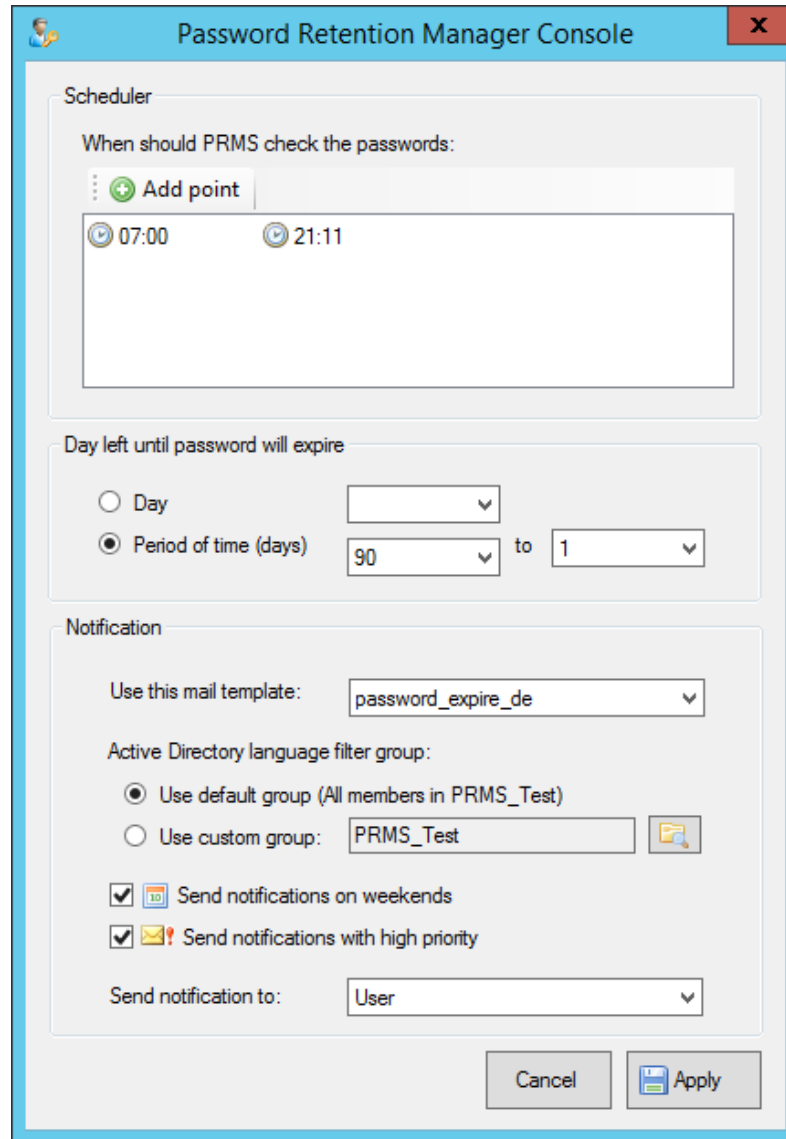
2. Click "Create rule"



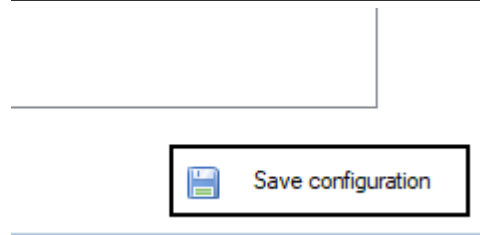
3. Choose check point // Add point



4. Choose if you want to check a period of time or only one day.
5. Choose the mail template
6. Choose who will get this notification (User should be member of the defined group)
7. Send notification to "User"
8. Apply



9. Apply in the main dialog



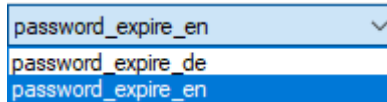
## How to send a custom mail template

### How to send a custom mail template

You would like to edit the default mail template and create a custom one.

Description	Picture
-------------	---------

Please navigate in the windows explorer to:  
C:\Program files (x86)\ Password Retention Manager\Templates



**password\_expire\_en.template** to **my\_custom\_mailtemplate.template**

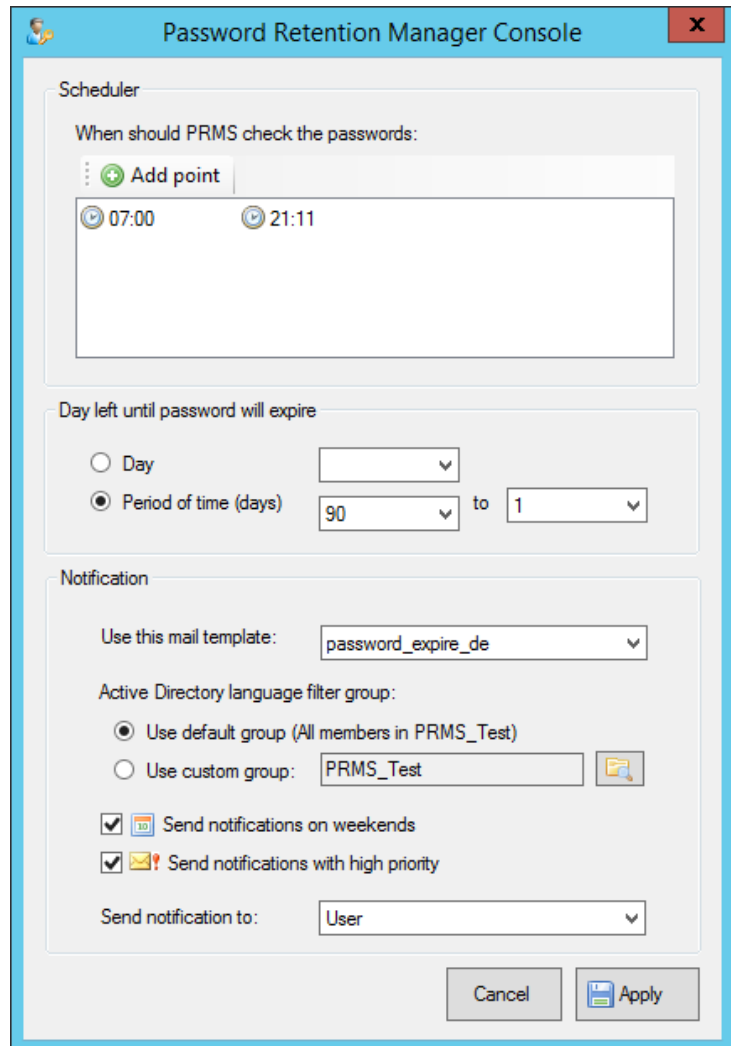
*\*Copying the template is necessary because PRM will update the default template after a new major release!*

Edit **my\_custom\_mailtemplate.template** with any text editor.

Choose your template in the event rule configuration > Notification > Use this mail template.

*\*Maybe you have to reopen the console if your template will not shown automatically!*

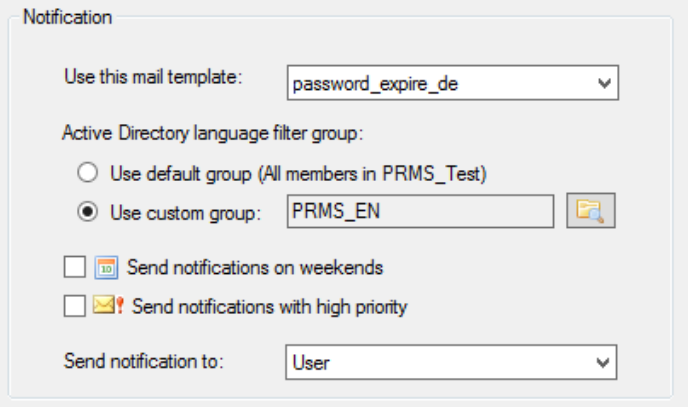
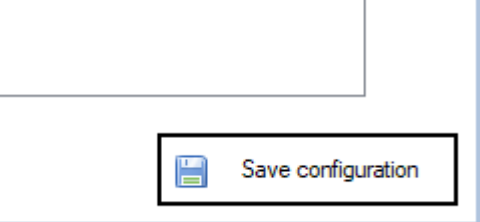
Choose a default template and copy it to a new name:





## How to send in different languages

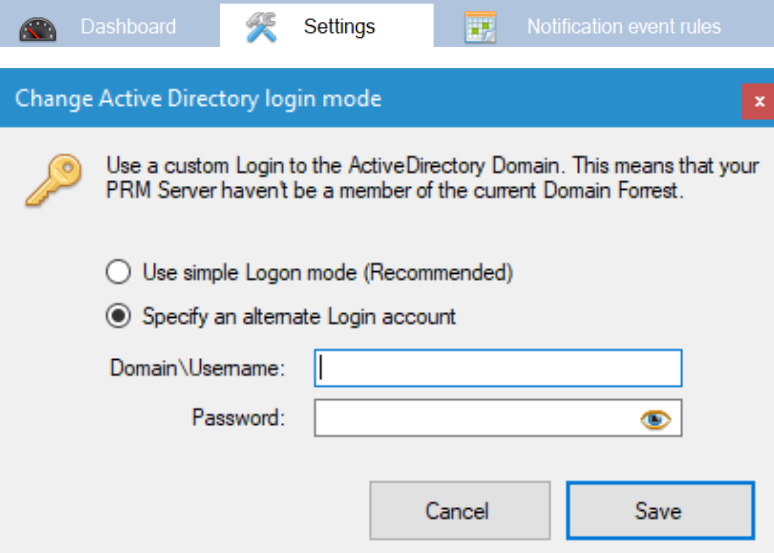
### How to send in different languages

Description	Picture
<ol style="list-style-type: none"> <li>1. Use or create different mail templates each language which you will deliver. See topic <a href="#">How to send a custom mail template</a></li> <li>2. Create LDAP user groups each language. For example "PRMS_EN".</li> <li>3. Add the "EN" USers to the "PRMS_EN" Active Directory language group.</li> <li>4. Apply</li> </ol>	
<ol style="list-style-type: none"> <li>5. Apply in the main dialog</li> </ol>	

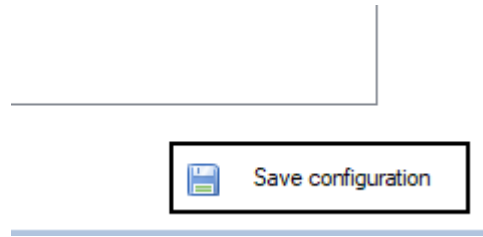
## How to configure Active Directory authentication

### How to configure Active Directory authentication

**Please make sure each filed in the "Settings" is defined!**

Description	Picture
<ol style="list-style-type: none"> <li>1. Click on the tab "Settings"</li> <li>2. Click "Set different Active Directory login account"</li> <li>3. Click "Specify an alternate Login account"</li> <li>4. Enter Domain\Username and password and click save. The dialog will check if the account is valid.</li> </ol>	

5. Apply in the main dialog and save the configuration.



## Troubleshooting

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### Troubleshooting

Troubleshooting will support you to configure PRMS successfully.

[Event IDs and solutions](#)

[Create a backup from configuration](#)

[Restore a backup](#)

## Event IDs and solutions

### Event IDs and solutions to troubleshoot PRMS

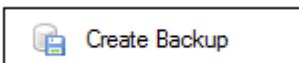
--> Click start > run > eventvwr [enter] > click on "application" > search source "PRMS"

Error ID	Type	Error Message
100	Warning	Debug Mode is active!
101	Information	PRMS Service is starting...
102	Error	PRMS Service is stopping, because DB Version returned wrong version.
103	Information	DB Version check successfully finished!
104	Information	PRMS Service started...Version: %ServerVersion%
105	Error	PRMS WorkingDirectory not found: %DirectoryPath%
106	Error	PRMS WorkingDirectory not existing: %DirectoryPath%
107	Error	DB Version not valid: Needed version is %DBVersion%
108	Warning	There are more than %Count% e-mail templates in: %TemplateDirectory% This version supports max 5 templates!
109	Warning	There are more than %Count% group members in: LDAP Group This version supports ONLY 300 members!
110	Information	PRMS Service Stopped.
111	Information	PRMS: Time hit on: XX:XX
112	Information	PRMS: Notification Event is DISABLED
113	Error	PRMS: Unknown function: XXX
114	Error	PRMS is pending mode, because LDAP not configured! Please restart the Service after configured the settings in the Console.
115	Error	PRMS: Error reading application.cfg
116	Error	PRMS: Issue reading: %username% message: %Message%
117	Error	PRMS: Admin mail address not set!
118	Warning	Mail send was skipped by checking WeekendDayCheck!
119	Information	Notification Mail will send to: %EmailAddress% because the password will expire in %Count% day(s)!
120	Information	PRMS: Single check: XX
121	Error	"I/O fatal: " + ex.HResult + " " + ex.Message + " " + ex.Source + " " + ex.InnerException,
122	Error	No access to LDAP Server! Please take care to start the Service with LDAP-Domain Admin permissions!
123	Error	Mail could not sent: XXX
124	Error	Template file not found: %Path to the template file%

## Create a backup from configuration

### Create a backup from configuration

1. Please navigate to "[General Settings](#)" and click on the button "Create Backup".



2. You will get the information if the backup was successfully and where you can find the backup. (Location: C:\Program files (x86)\ Password Retention Manager\Backup)

3. What is included to the backup

- General Application Settings
- Notifications

- Templates
- Message History

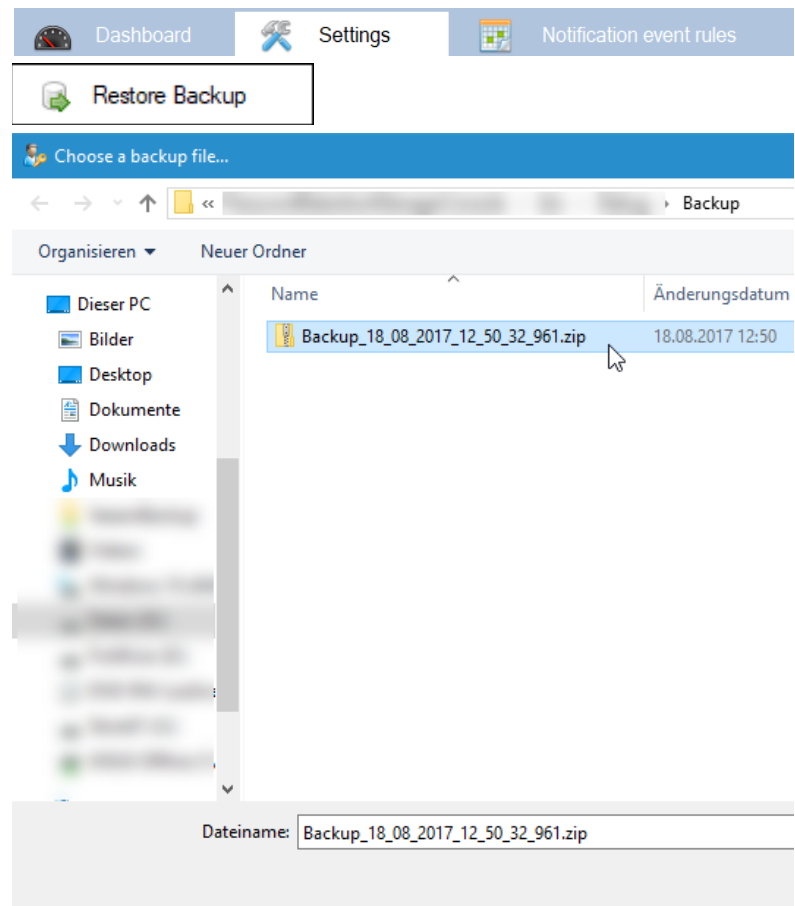
## Restore a backup

### Restore a backup

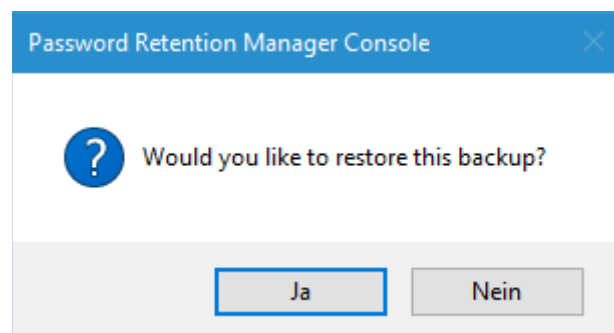
Description	Picture
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1. Please navigate to "[General Settings](#)" and click on the button "Restore Backup".

2. Select the backup file you want

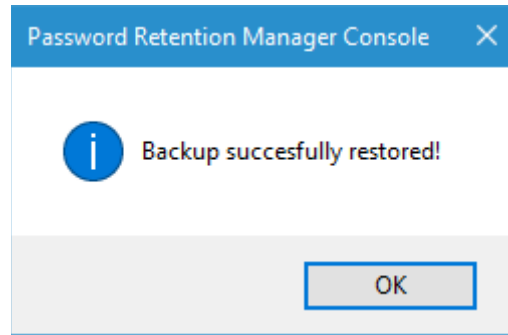


3. Accept the Dialog with YES and wait until the restore is done!



4. Done

We recommend to run the Diagnostic Tool after restoring a backup to make sure the restored settings are valid!  
Diagnostic Tool



## Diagnostics Tool

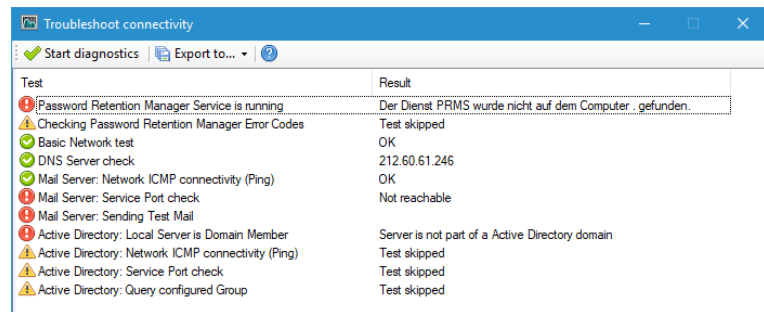
### Diagnostic tool

The Diagnostics tool should help you to configure Password Retention Manager as it should and additionally it will support you to troubleshoot configuration or server problems.

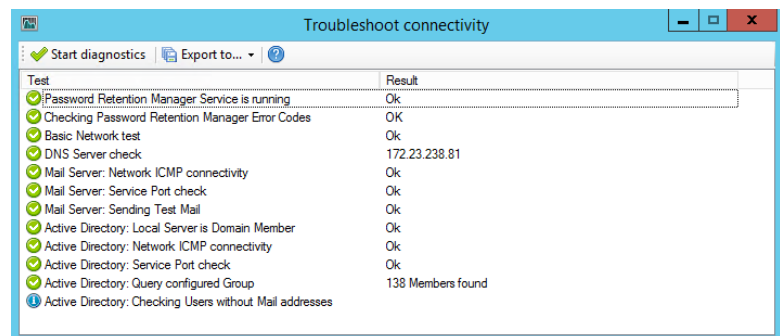
Description	Picture
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**This is an example with errors:**

Please follow the instructions/hints on the result column to fix any issues. If there are any issues not fixed, Password Retention Manager will not work fine!



**This is an example without errors:**



Additionally you will have the option to export the Diagnostics Result to CSV or TXT file.

