



Aranda Password Recovery

Aranda PASS RECOVERY allows the management and recovery of a registered user’s password, taking into account a process of configuration and validation of security questions, for unlocking the domain account.

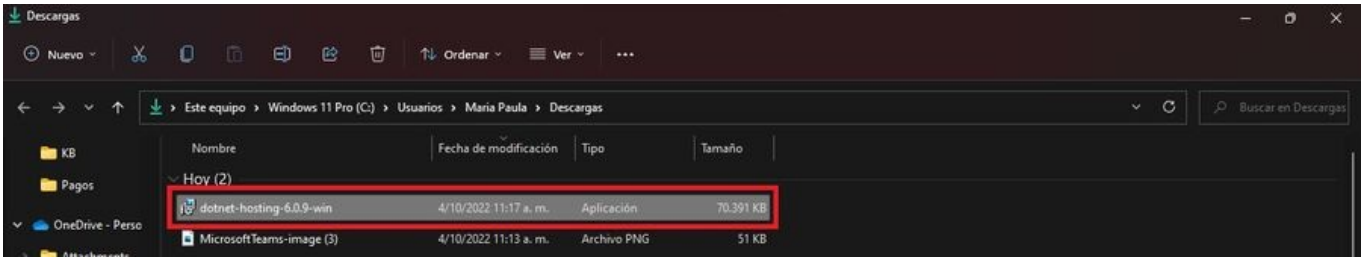
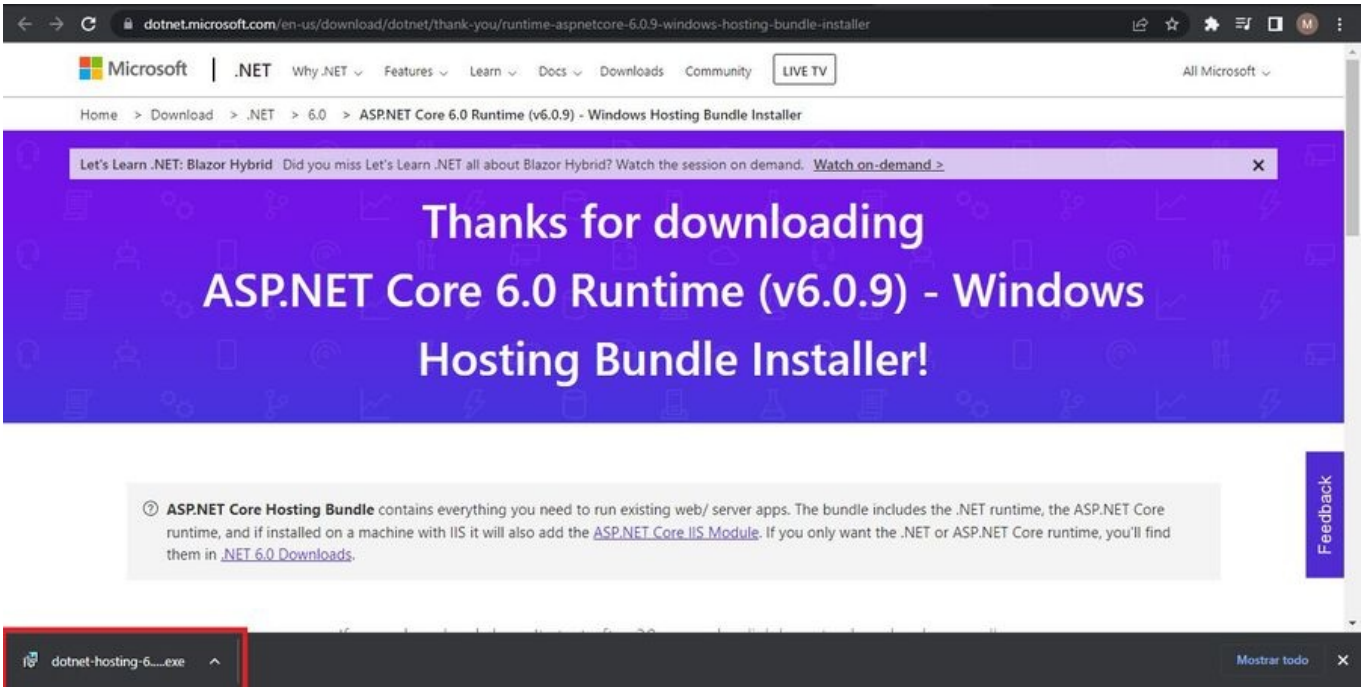
Aranda PassRecovery Installation

Aranda PassRecovery Installation

Prerequisites:

- 1. Enter the link: [hosting-bundle-installer](#)

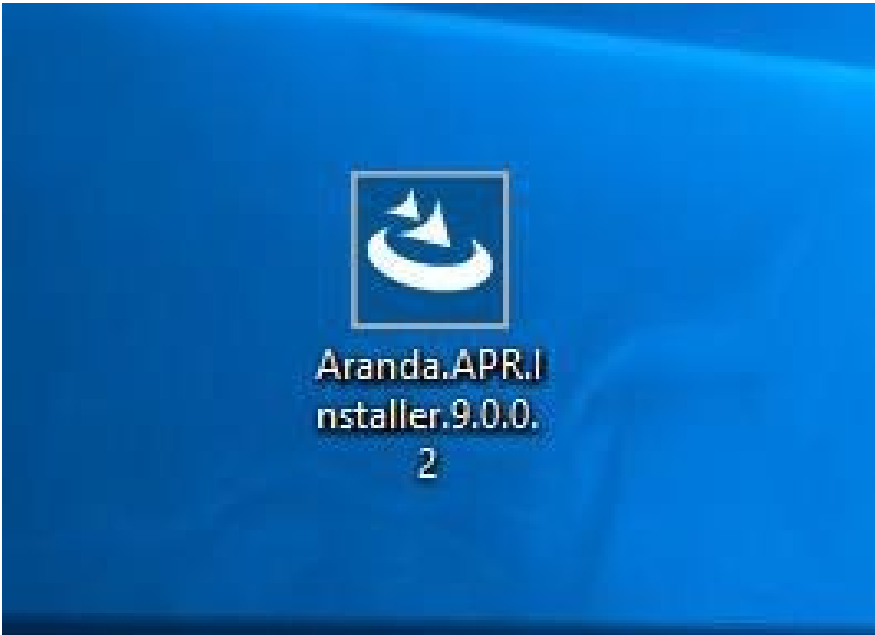
Download the file

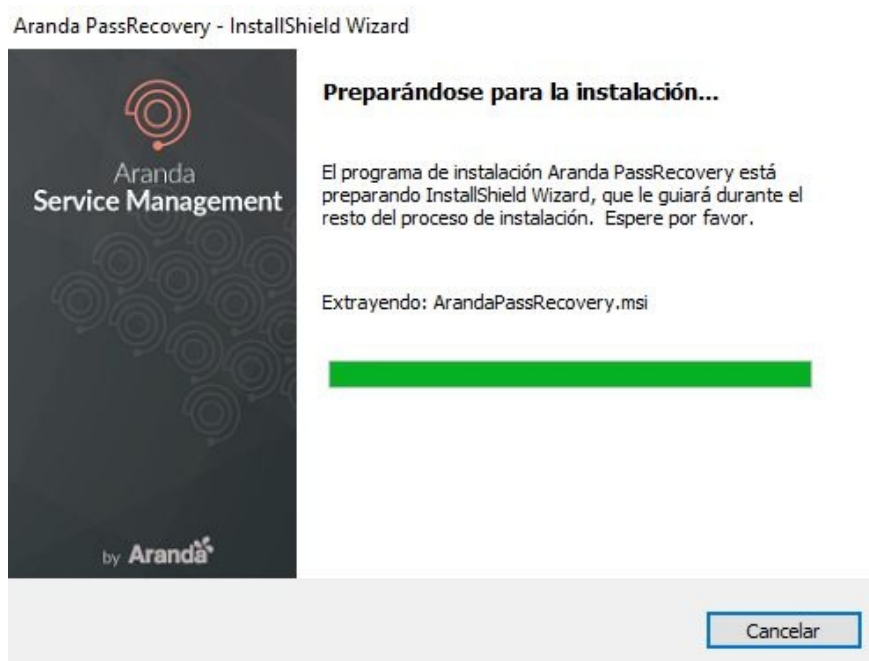
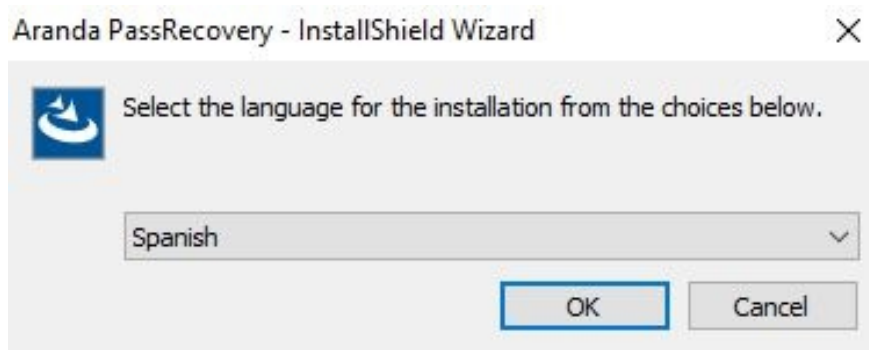
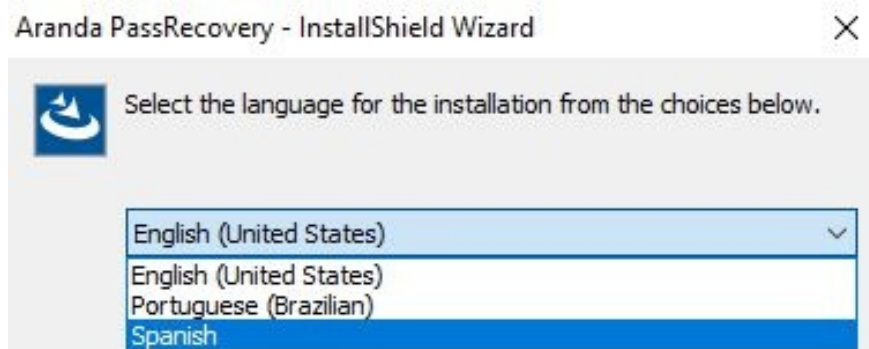


This must be the result of the installation of the ASP.NET

Microsoft .NET 6.0.9 - Windows Server Hosting	Microsoft Corporation
Microsoft .NET Runtime - 6.0.9 (x64)	Microsoft Corporation
Microsoft .NET Runtime - 6.0.9 (x86)	Microsoft Corporation
Microsoft ASP.NET Core 6.0.9 - Shared Framework (x64)	Microsoft Corporation
Microsoft ASP.NET Core 6.0.9 - Shared Framework (x86)	Microsoft Corporation

- 2. Run the file Aranda.ARP.Installer.9.0.0.X.exe, then the setup wizard will give you the option to select the installation language. Select the desired language and click the Accept

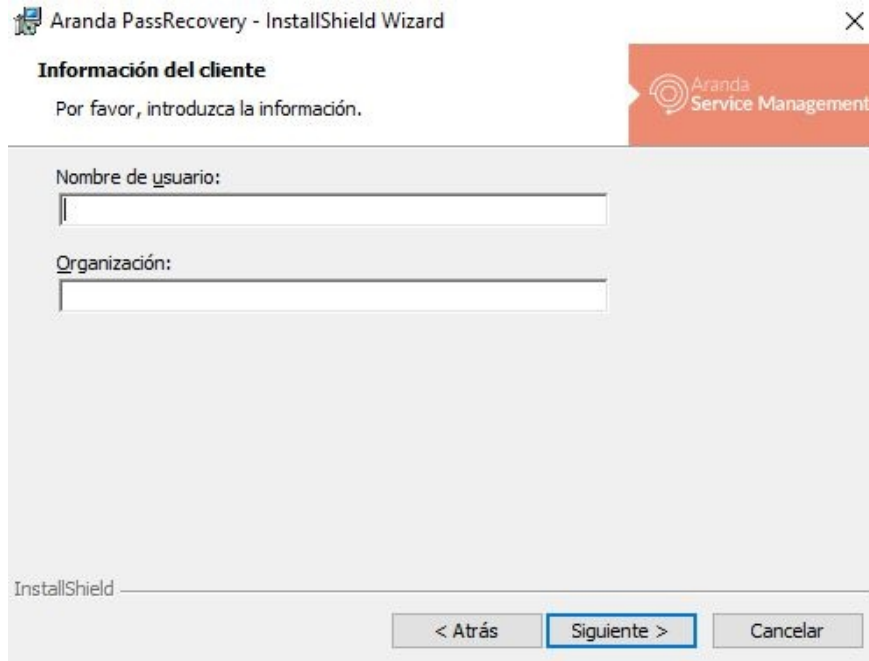




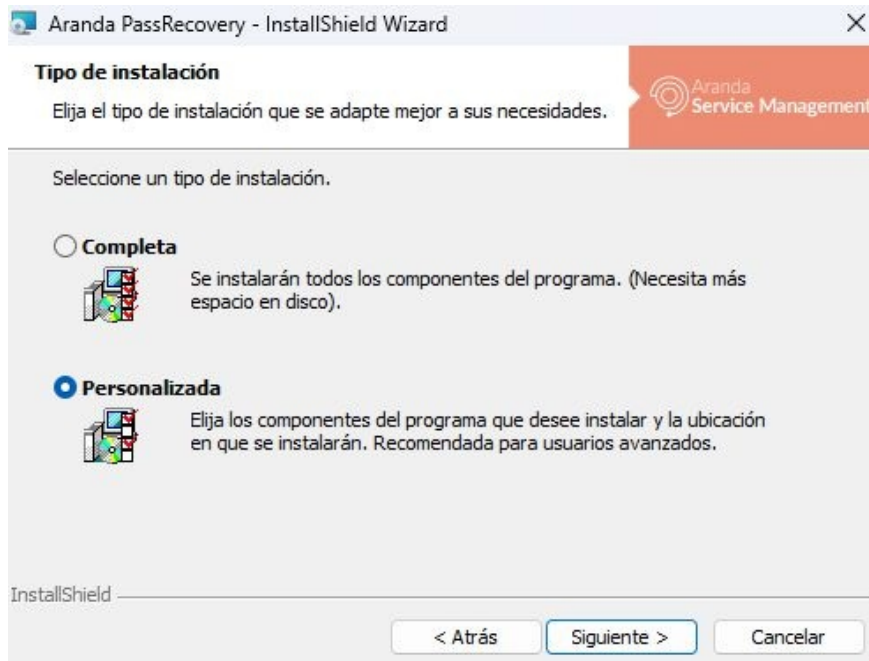
3. Click the Following.



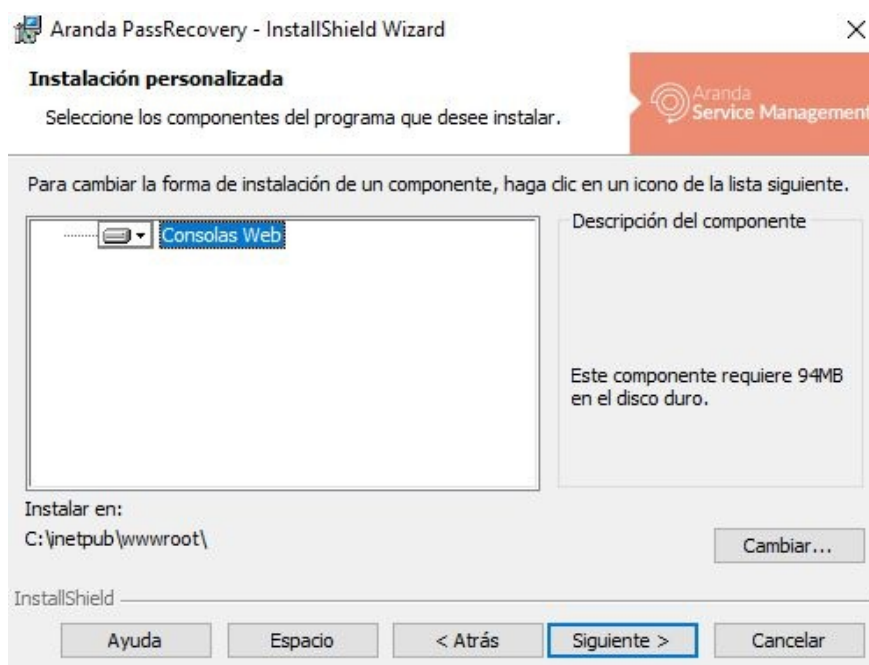
4. Fill in the information corresponding to (Username) and (Organization) and then click on the Following



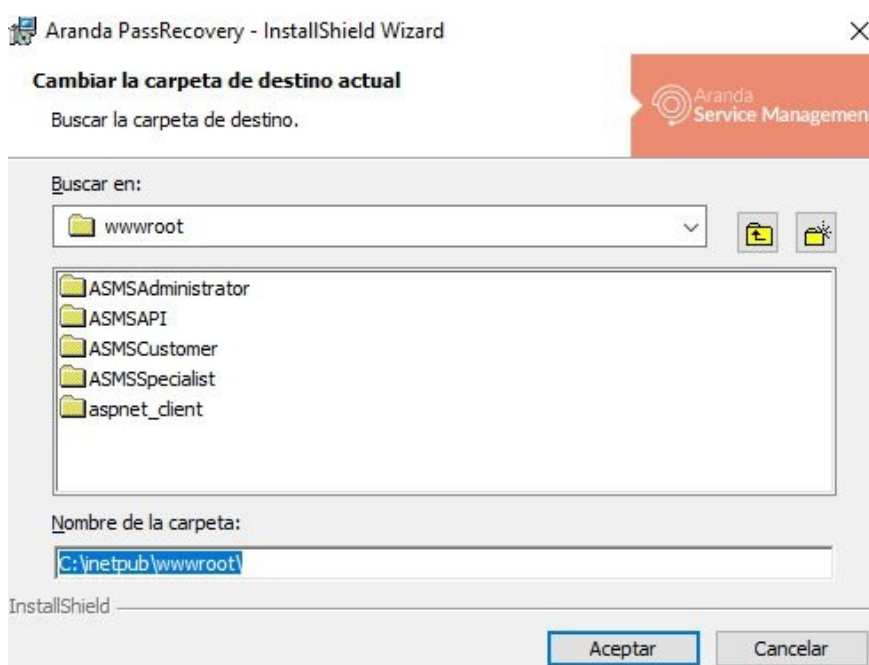
5. Select the installation type, if you select the (Complete) All components will be installed, if with the (Personalized) You can go ahead and select which components to install. Click the Following



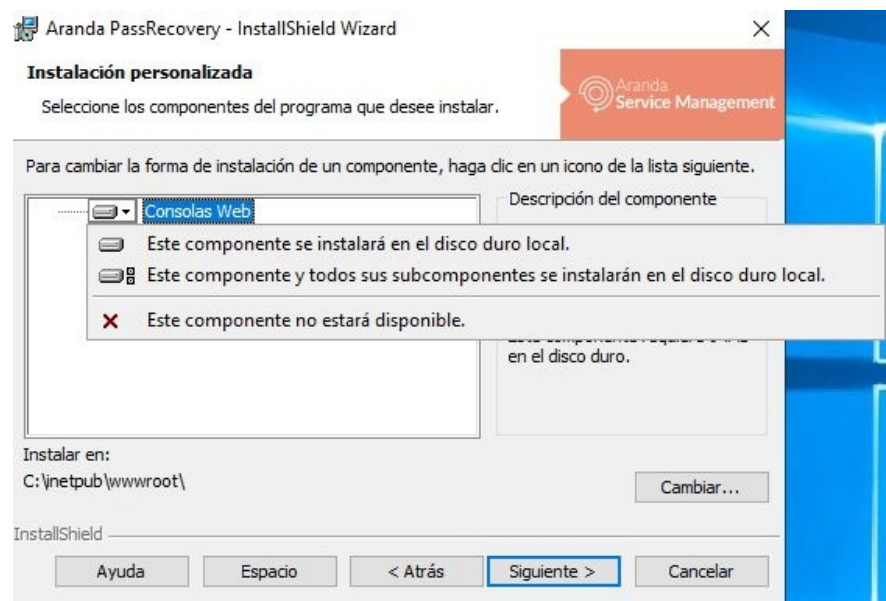
6. The components of the system are then loaded.



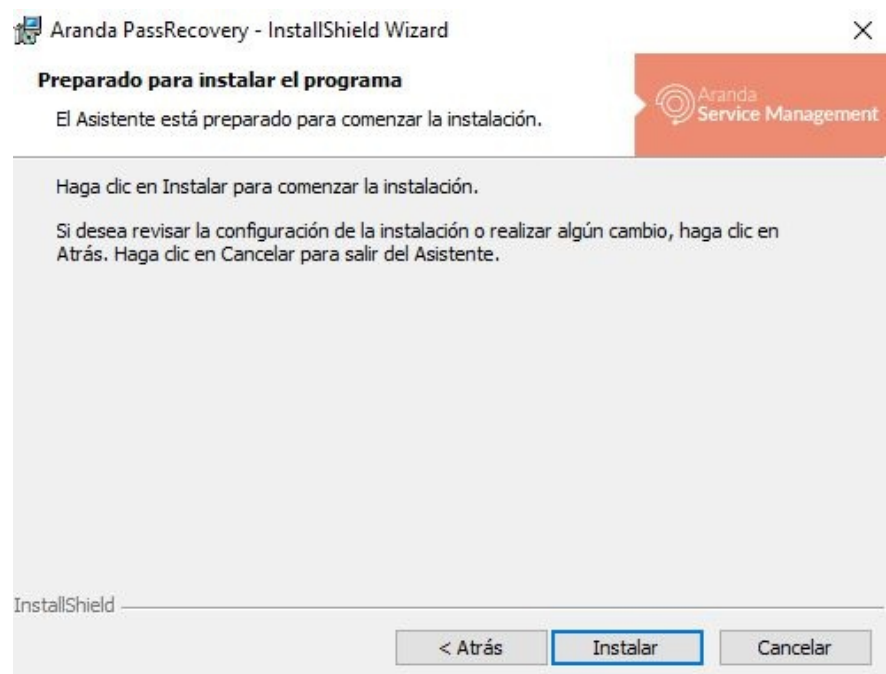
If required, modify the installation path, then click on the OK button.



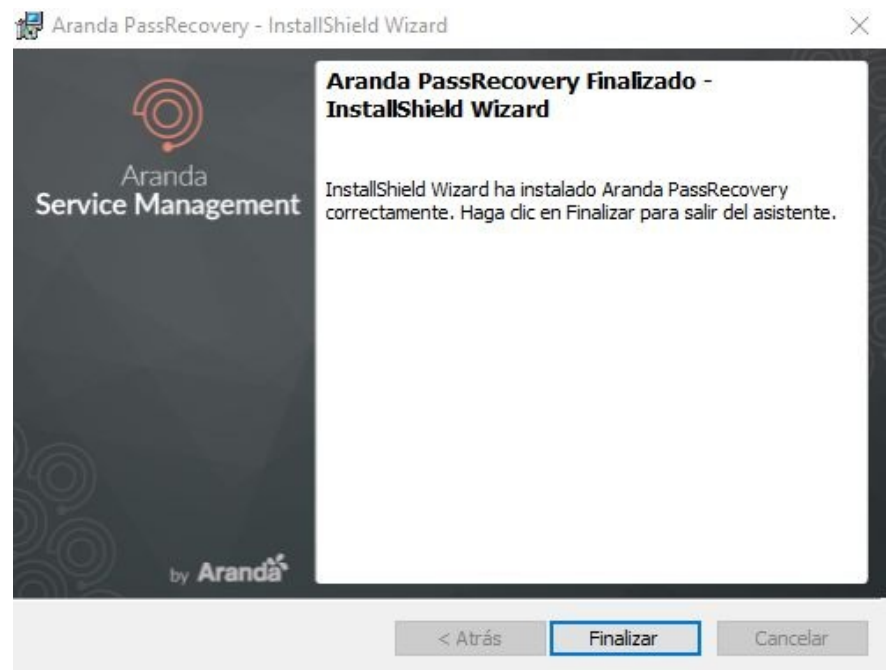
To continue, click on the Next button.



7. To start the installation process, click the Install



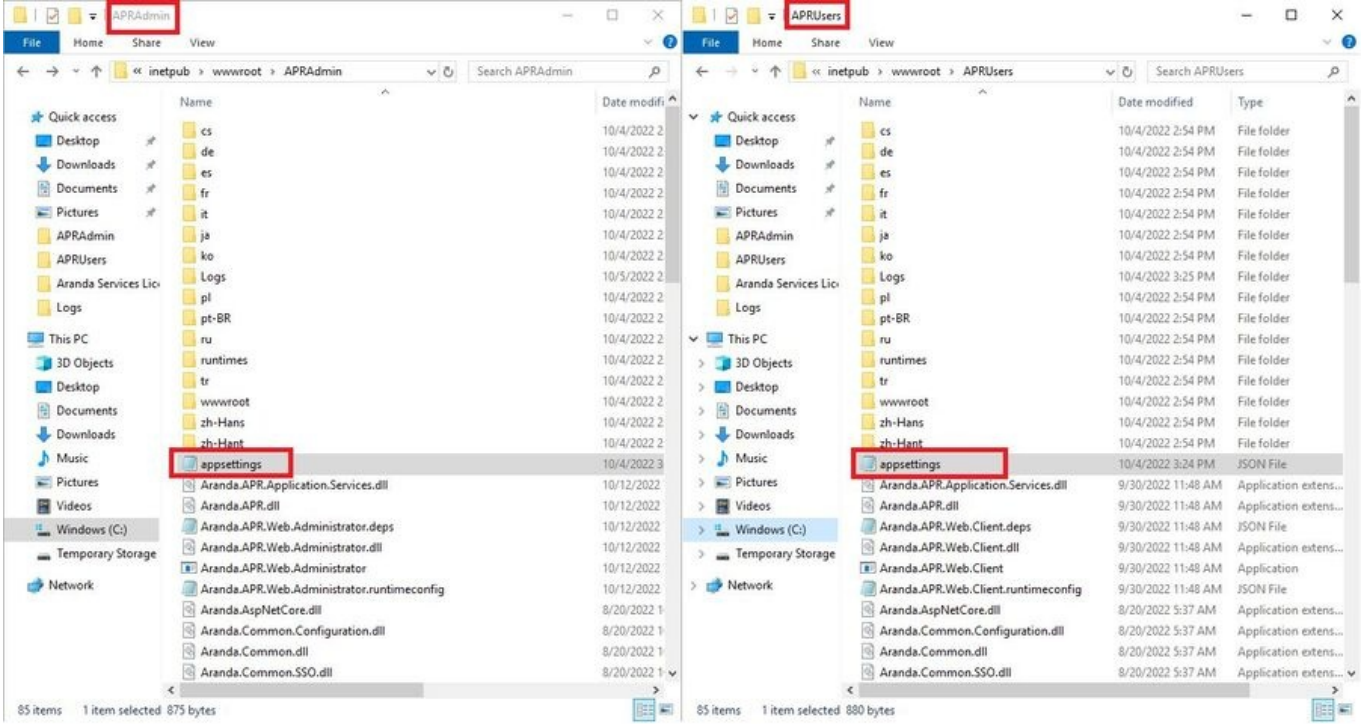
8. The installation has been carried out successfully.



9. Click the End and make the following configurations:

- Update the minimum database to the next available version (9.5.28).
- Configure the connection string for the sites (APRAdmin) and (APRUsers):

10. To configure the connection string for sites APRAdmin and APRUsers you must go to the installation folder of the sites, and enter the AppSettings of each:



Connection string data:

Campo	Descripción
Data Source	Nombre del servidor de la base de datos
Catalog	Nombre de la base de datos
User	Usuario para la conexión a la base de datos
Password	Contraseña para la conexión a la base de datos

Example:

```
"ConnectionStrings": {
  "ArandaConn": "Data Source=XXXX Catalog=XXXX;User ID=XXXX;Password=XXXX;",
  "ArandaConn_ProviderName": "System.Data.SqlClient"
}
```

```
appsettings - Notepad
File Edit Format View Help
{
  "Logging": {
    "LogLevel": {
      "Default": "Information",
      "Microsoft.AspNetCore": "Warning"
    }
  },
  "Serilog": {
    "Using": [
      "Serilog.Sinks.File"
    ],
    "MinimumLevel": "Debug",
    "WriteTo": [
      {
        "Name": "File",
        "Args": {
          "path": "Logs/log.txt"
        }
      }
    ]
  },
  "DataConfiguration": {
    "DefaultDatabase": "ArandaConn"
  },
  "ConnectionStrings": {
    "ArandaConn": "Data Source=XXXX Catalog=XXXX;User ID=XXXX;Password=XXXX;",
    "ArandaConn_ProviderName": "System.Data.SqlClient"
  },
  "Aranda": {
    "Product": {
      "Multitenant": false,
      "Id": "COMMON",
      "Version": "9.0"
    }
  }
}
```

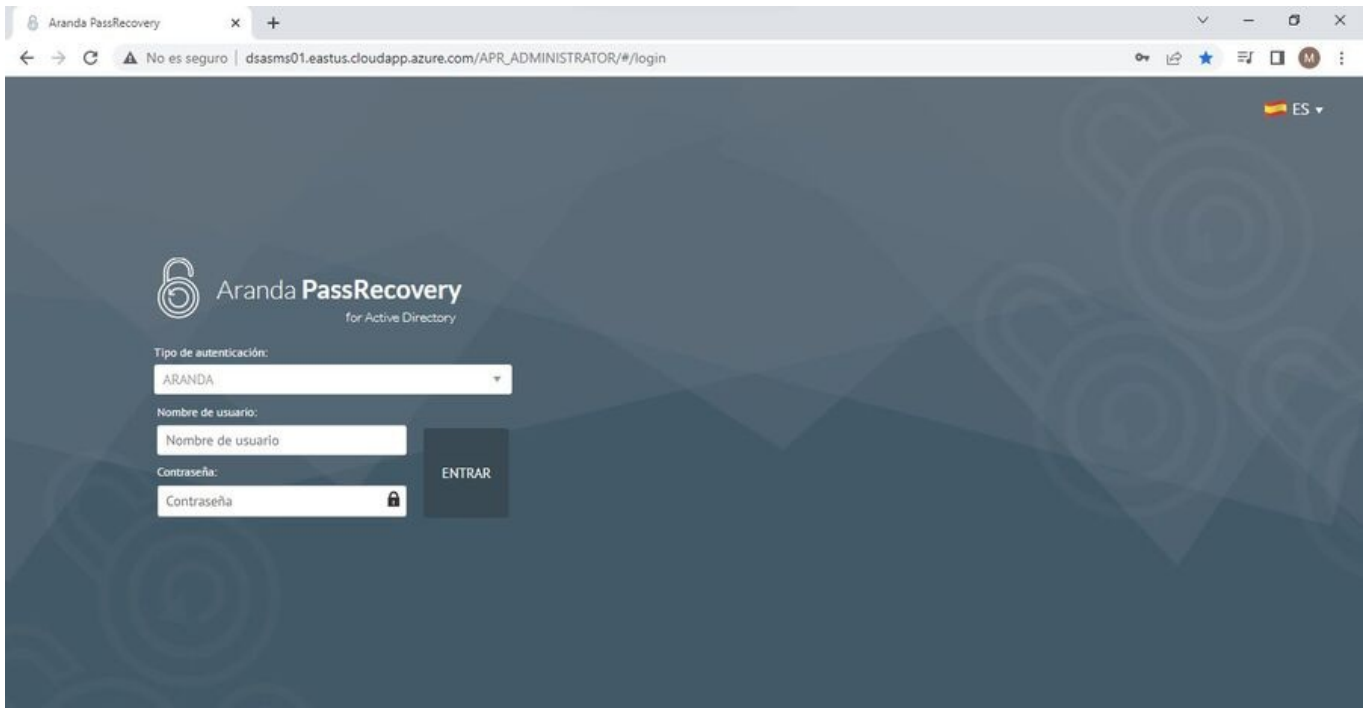
Admin Console (APRAdmin)

Admin Console (APRAdmin)

Enter the URL of the APR administration site (APRAdmin), authenticate with a user who has the permissions configured (Administrator Role and Client Manager); this mapping is done from the ASMS Management Console. [View Assignment ↩](#)

Note:

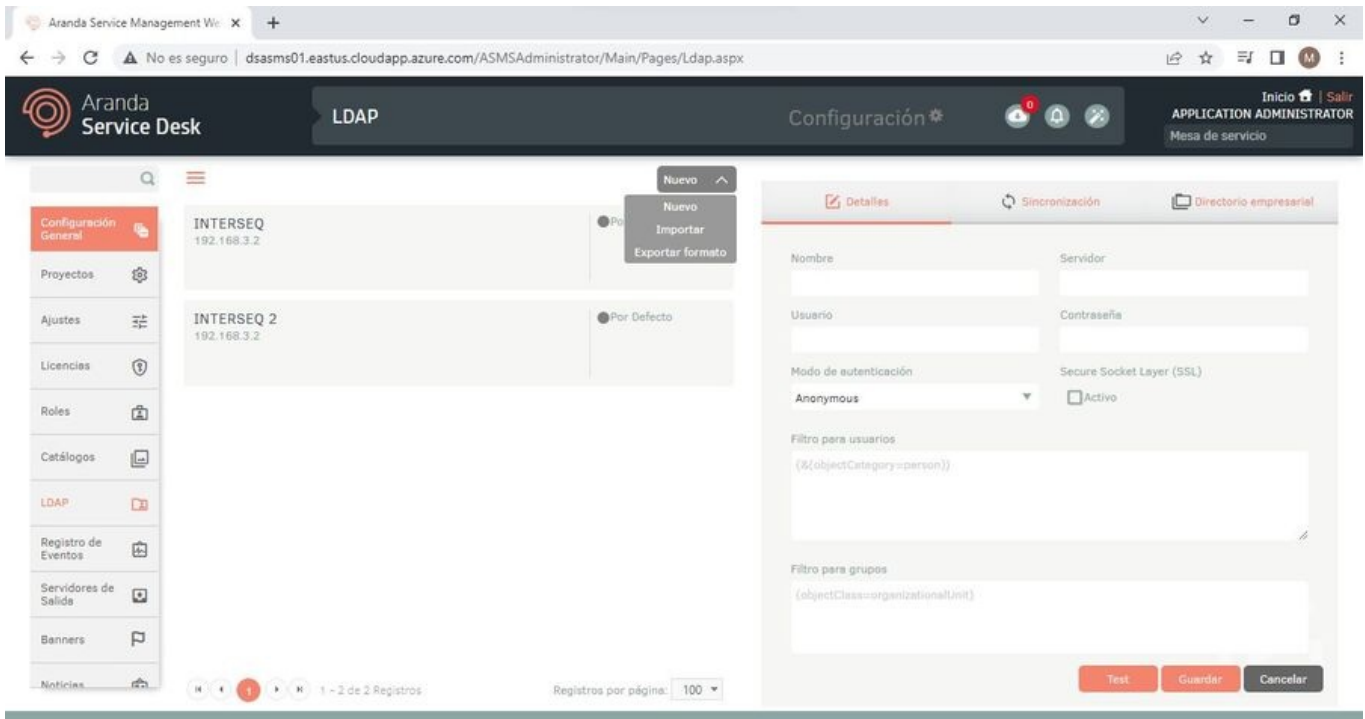
- For the APRAdmin URL, see the [ASMS Settings](#) or [Defaults](#) if you need to access through the URL of the project, according to the configuration of the console.
- If in the ASMS Administrator Version 2 or 3 of [Recaptcha](#), this setting will be automatically applied in the APRAdmin and APRUser.



Domains

The domains present in (APRAdmin) must be previously configured in (ASMS Administrator) and then complement the configuration on the site (APRAdmin). You can administer and manage as many domains as you have created and configured correctly.

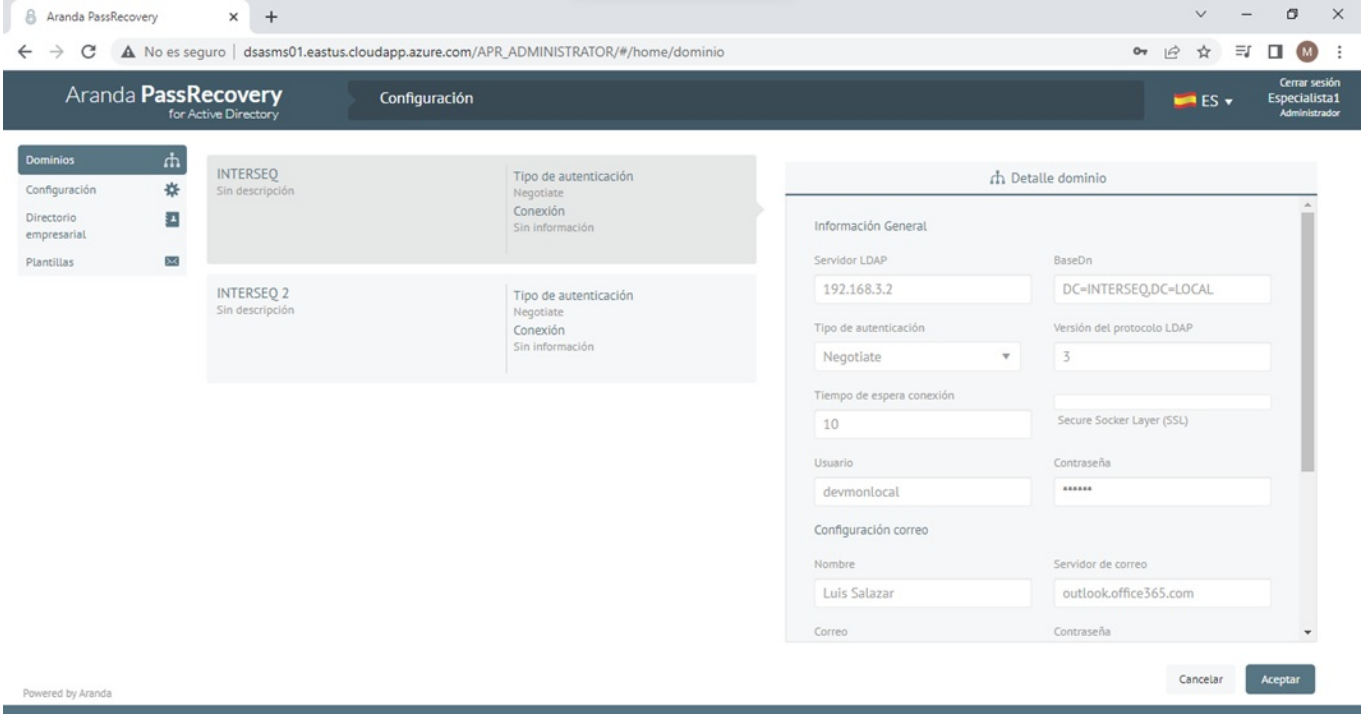
1. To create a domain, log in to the ASMS Management Console in the General Settings from the main menu, select the LDAP. Define a project, and in the information view, select the New filling in the respective information: Details, synchronization and business directory.



2. Log in to the Aranda Password Recovery management console, select the option Domains from the main menu. In the information view, select a record, and in the domain detail view, configure the General Information and Mail Settings sections:

Overview

3. In this section you can configure the domain data that needs to be filled in.



ⓘ Note: It is important to configure a domain user with sufficient privileges, who has the “Reset user passwords and force password change” permission enabled at the DA (Active Directory) level; If this condition is not met, the actions executed will not be applied.

ⓘ Note: To Delegate Control of Active Directory Objects, you must consider the following options:

- [Delegate Account Unlocking](#).
- [Unlocking User Accounts](#)

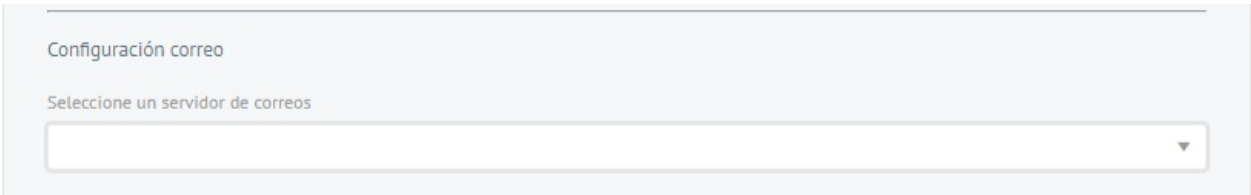
Mail Settings

4. In the mail settings, there are two types of authentication (Basic and Oauth) for sending mail.

Note

In the mail settings, the Administrator user requires a role with the CreateMailAccount and UpdateAuthProvider, which is pre-configured in the ASMS Management Console.

5. In the field “Select a mail server” you can see the list of the output servers configured in ASMS and APR:



6. When you select a mail server, the fields are automatically registered according to its configuration.

Basic Authentication

7. For Basic authentication settings from APR, the mail server field is left blank and the configuration fields are filled in.

When checking the “Requires Authentication” The authentication types are displayed. When you select the Basic option, the Mail and Password fields are filled in.

Configuración correo

Seleccione un servidor de correos

Nombre

Servidor de correo APR

Servidor de correo

outlook.office365.com

Puerto

587

Correo remitente

luis.salazar@arandasoft.com

Nombre del remitente

Notificación APR

☒ Requiere Autenticación

☒ Secure Socker Layer (SSL)

Tipo de autenticación

☒ Básica

☐ OAuth

Correo

luis.salazar@arandasoft.com

Contraseña

Cancelar

Aceptar

8. When finished, click the Accept, and the message will be presented Updated domain.

Oauth Authentication

9. To configure Oauth authentication from APR, you must get the data found in the following table: [Configuring for OAuth 2.0 Modern Authentication](#)

Fields	Description
Client ID	Get the Client Identifier
Customer Secret	Get the Customer Secret
Authorization URL	Get the Authorization URL
Token URL	Get the Token URL
Token	Get the Manual Token
Access token	Get the Access token

Tipo de autenticación

☐ Básica

☒ OAuth

Identificador de cliente

Secretro cliente

Url de autorización

Url del token

Token

Token de acceso

Fill:

Tipo de autenticación

☐ Básica

☒ OAuth

Identificador de cliente

6f365acf-8710-4b6d-997f-631b34fe67dc

Secretor cliente

Url de autorización

https://login.microsoftonline.com/0e967fe1-d57c-4014-9

Uri del token

https://login.microsoftonline.com/0e967fe1-d57c-4014-9

Token

0.ARwA4X-WDnzVFECTLL1aFS7BM89aNm8Qh21LmX9jGzT-Z9wcAJU.AgABAAEAAAD--DLA3VO7QrddgJg7WevrAgDs_wQA9P-Q8gEOZmlNoEDcvGZiJeogDUvzb9xDYPZ_TC-gg9n21LILdG1o2djbGTkwNEC8KxVaK8V97b5OKG6ltBML88DEliDAAIf1hBHVBNz2gGteyIB1SYGzBBHEgV-uLmw0SG1I1EhC66LWdi0MqbsB5kNzgK6KsvNhAqWN_CPaeifkBpNI8fGuIFC4-

Token de acceso

eyJhdWQiOiJodHRwczovL291dGxvb2sub2ZmaWNlMmNvbSIsImZcyiI6Imh0dHBzOi8vc3RzLndpbmRvd3MubmV0LzBlOTY3ZmUxLWQ1N2MtNDAxNC05MzJlLTVkNWExNTJlYzEzMy8iLCJpYXQiOiJlY2NjczMjIwMDIsIm5iZiI6MTY2NzMyMjAwMiwiZXhwIjoxNjY3MzI3NTgwLCJhY2N0IjowLCJhY3IiOiIiLCJ0eWVlIjoiaQVRROXkvOFRBQUFBTEsrVkkvR1JWUktjb0QwajQrVUuN2LOVoT1JUeG9CZ2pjN1RxoEE4eDVRYkhHdLZ5cXpON1NVc05aRVVlL1d1RSIsImFtcil6WyJwd2QiXSwiYXBwX2Rpc3Bs

Cancelar

Aceptar

10. When filling in the data, click the Accept, and you can view the message Updated domain.

Note:If an existing mail server is modified from APR, the following message is displayed.

Confirmación

Está cambiando los datos del servidor de correos. ¿Desea modificar dichos datos sobre el servidor de correos actual? (Si selecciona la opción NO, se creará un nuevo servidor de correos con los nuevos datos)

No

Si

11. By clicking on the “No”, will create a new output server in the ASMS console. 12. When you finish setting up the domain, you will be able to view the message Updated domain.

Visualize LDAP by Project

1. To view or configure the LDAP of a project, go to the ASMS administration console, in the section General Settings from the main menu, select the Settings. In the information view, define as product ASMS to display the available configuration options; Select Registration AllowExtAutenticationInLogin and in the detail view validate that the check Value is activated.

Aranda Service Management Wi

No es seguro | dsasms01.eastus.cloudapp.azure.com/ASMSAdministrator/Main/Pages/Settings.aspx

Aranda Service Desk

Ajustes

Configuración

Inicio | Salir

APPLICATION ADMINISTRATOR

Mesa de servicio

Configuración General

Proyectos

Ajustes

Licencias

Roles

Catálogos

LDAP

Registro de Eventos

Servidores de Salida

Banners

Noticias

ASMS

Administrador URL

CustomerURL

Customer URL

UsersAPRURL

url para realizar el cambio de contraseña

AllowExtAuthenticationInLogin

No permitir cargar las autenticaciones externas en consolas

AdminAPRURL

url para administrar dominios

1 - 8 de 8 Registros

Registros por página: 100

Nombre

AllowExtAuthenticationInLogin

Descripción

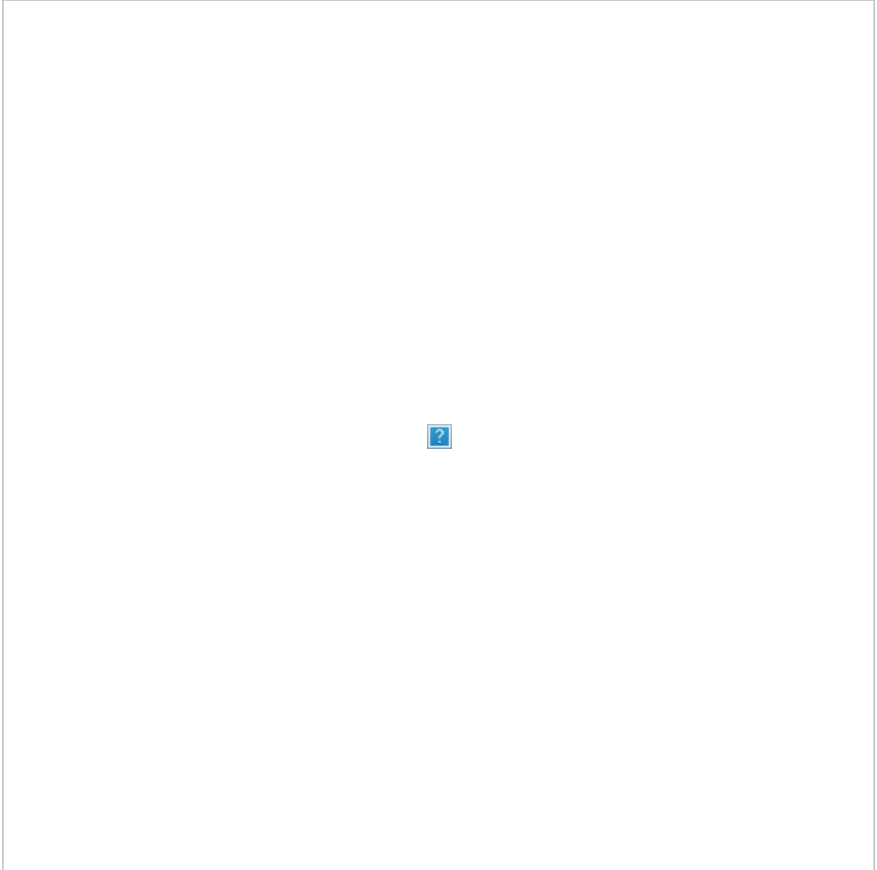
No permitir cargar las autenticaciones externas en consolas

Valor

☒

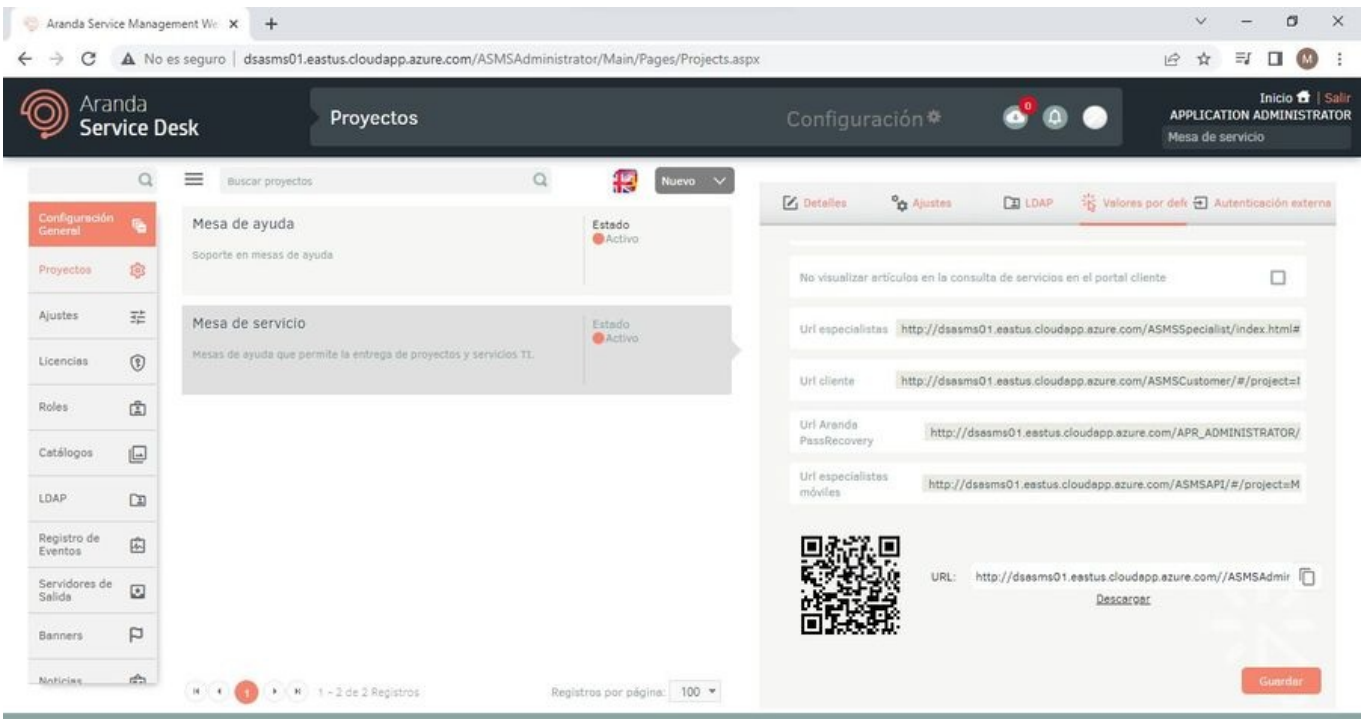
Guardar

2. To append the respective URL of the APR console, enter the ASMS administration console, in the section General Settings from the main menu, select the Settings. In the information view, define as product ASMS to display the available configuration options; Select Registration AdminAPRURL and in detail view, in the field value, paste the Url and click Save. Example: https://dominio.net/apradmin/



3. To copy the Url by project enter the ASMS administration console, in the section General Settings from the main menu, select the Projects. In the information view, select the required project, and in the detail view, select the Defaults; In the field Url Aranda PassRecovery Paste the URL and save your changes.

Note: When pasting the URL in a new browser, only the LDAP of the selected project will be displayed and it will only work with the link taken.



Configuration

1. Enter the Aranda Password Recovery APR administration console, in the Section Configuration Select a domain and in the detail view configure the fields: (Number of questions, Token validity time, Number of attempts and Block application) according to your needs.

Options to configure

Field	Description
URL APR User Console	URL where the user console is published. Example: https://dominio.com/aprusers
Domain	Domain configured for centralized user management. View Domain Settings
Number of questions	Number of questions that the user must answer.
Token validity time	Setting the token’s lifetime time in minutes.
Block app	Time in minutes that the application will be blocked after the user exceeds the attempts to solve the questions.
Number of attempts	The number of attempts the user will have to answer the questions.
Security Questions	List of questions that will be asked to the user.
Users	Associated users who will be allowed self-service in the business directory.

Note: Note that, for the Number of questions field, if you have a value set and a user from the console (APRUsers), has the respective questions complete with their answers and the administrator makes the change of the (Number of questions), the questions and answers will immediately be cleaned up to the user in (APRUsers).

Aranda **PassRecovery**
for Active Directory

Configuración

ES

Cerrar sesión
Administrator: APR
Administrador

Domínios

Configuración

Directorio empresarial

Plantillas

Opciones a configurar

Complete la información

URL consola de usuarios APR
URL donde se encuentra publicada la consola de usuarios
https://qextreme-sonda.arandasoft.com/APRUsers

Dominio
INTERSEQ

Cantidad de preguntas
Ingrese la cantidad de preguntas que debe contestar el usuario.
3

Tiempo de validez del token
Configure el tiempo de duración en minutos del token.
5

Bloquear aplicación
Ingrese el tiempo en minutos que durará bloqueada la aplicación después de excedido los intentos del usuario contestando las preguntas.
1

Cantidad de intentos
Ingrese la cantidad de intentos que va a tener el usuario para contestar las preguntas.
2

Preguntas de seguridad

Usuarios

Listado de preguntas que se le van hacer al usuario.
Pregunta 1
¿Cuál es el segundo nombre de tu padre?

Pregunta 2
¿Cuál es tu comida favorita?

Pregunta 3
¿Cuál es el nombre de tu primer maestro?

Pregunta 4
¿Cuál fue la primera película que viste en el cine?

Pregunta 5
¿Cuál sería tú trabajo ideal?

Pregunta 6
¿Cuál es tú libro infantil favorito?

Pregunta 7
¿De qué modelo era tú primer coche?

Pregunta 8
¿Cómo te llamaban en tú infancia?

Pregunta 9
¿Cómo se llamaba tú primer jefe?

Pregunta 10
¿Cómo se llama tú equipo favorito?

Cancelar

Guardar

2. In the Configuration Detail view in the APR Management Console, select the Security Questions You will be able to view the 15 questions that the system has pre-loaded for the operation of the product.

Preguntas de seguridad

Usuarios

Listado de preguntas que se le van hacer al usuario.
Pregunta 1
¿Cuál es el segundo nombre de tu padre?

Pregunta 2
¿Cuál es tu comida favorita?

Pregunta 3
¿Cuál es el nombre de tu primer maestro?

Pregunta 4
¿Cuál fue la primera película que viste en el cine?

Pregunta 5
¿Cuál sería tú trabajo ideal?

Pregunta 6

Cancelar

Guardar

3. In the Configuration Detail view in the APR Management Console, select the Users where you can associate and disassociate users manually, you can also enable the option (Associate users automatically), so that each user who enters the users page (APRUsers), will be asked to configure the application automatically and additionally will allow you to filter a user.

Preguntas de seguridad

Usuarios

Asocie los usuarios a los que les va a permitir el auto-servicio en el directorio empresarial.
☒ Asociar usuarios automáticamente
Usuarios para agregar
Agregar

Usuarios asociados
Filtrar
☐ Seleccionar todos
Desasociar

☐ Nombre
Adriana Lis Ayala
Alias
adriana.ayala

☐ Nombre
Benito Perez Rivera
Alias
mateo.serrano.mora01

☐ Nombre

☐ Nombre
Andres Felipe Taborda Gomez
Alias
andres.taborda

☐ Nombre
Edgar Vivar
Alias
edgar vivar

☐ Nombre

Cancelar

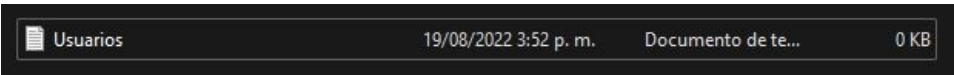
Guardar

Bulk user import

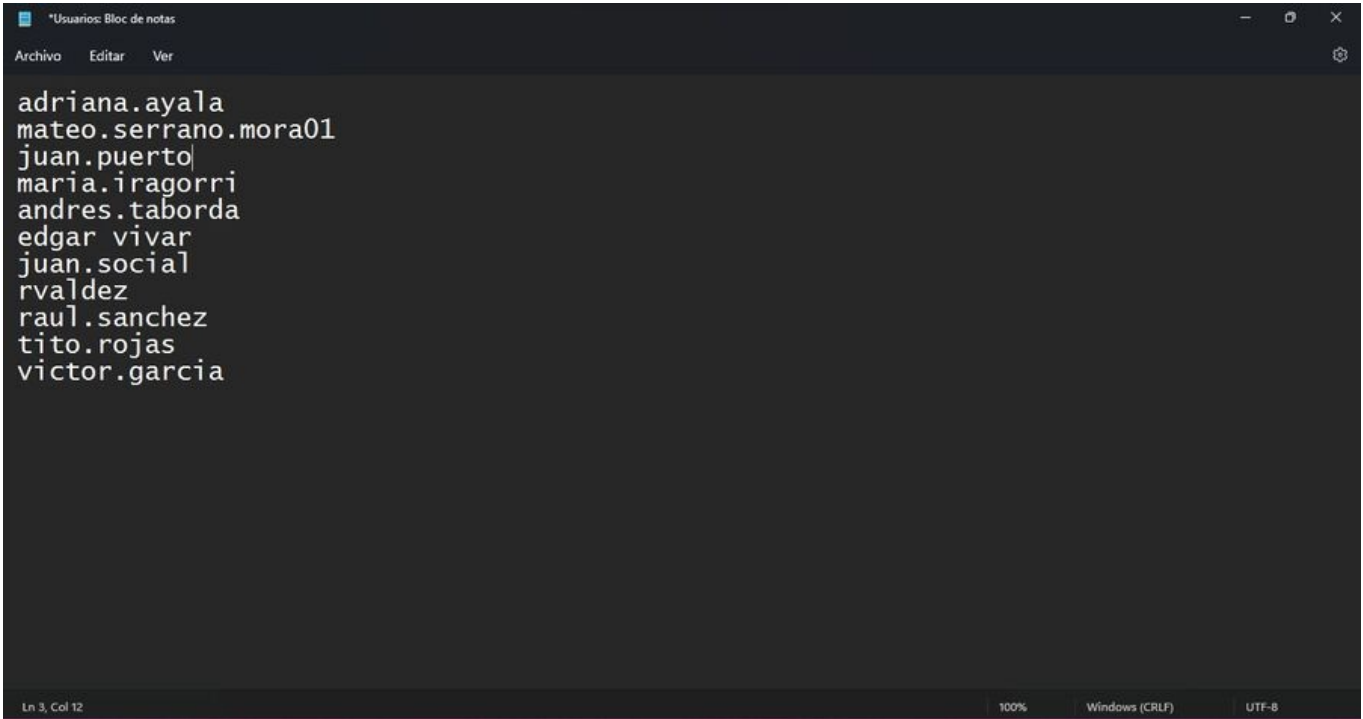
1. If you want to import users in bulk, in the configuration detail view in the APR Management Console, select the Users; In the Users to Add field, identify the Import Users. You should note that if they are to be imported it must be in a file (.txt).



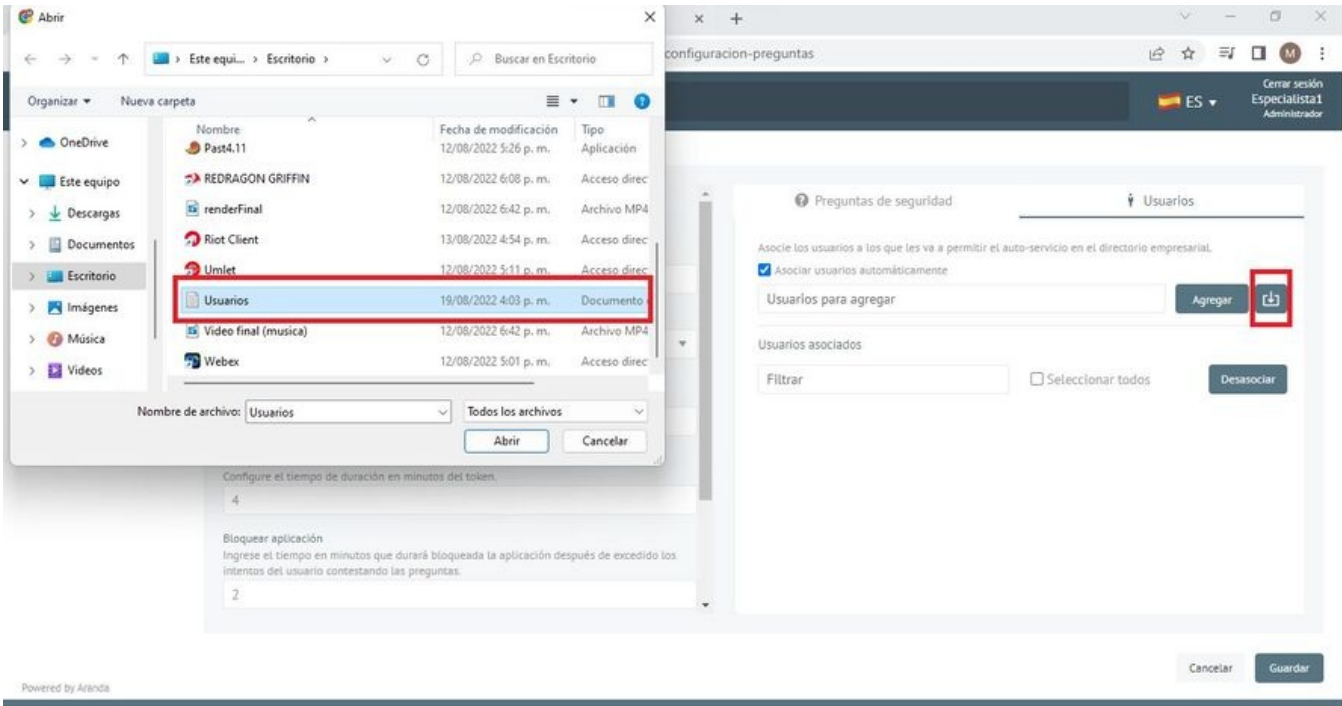
- To do this, a file (.txt) must be created from the browser or on the computer’s desktop.



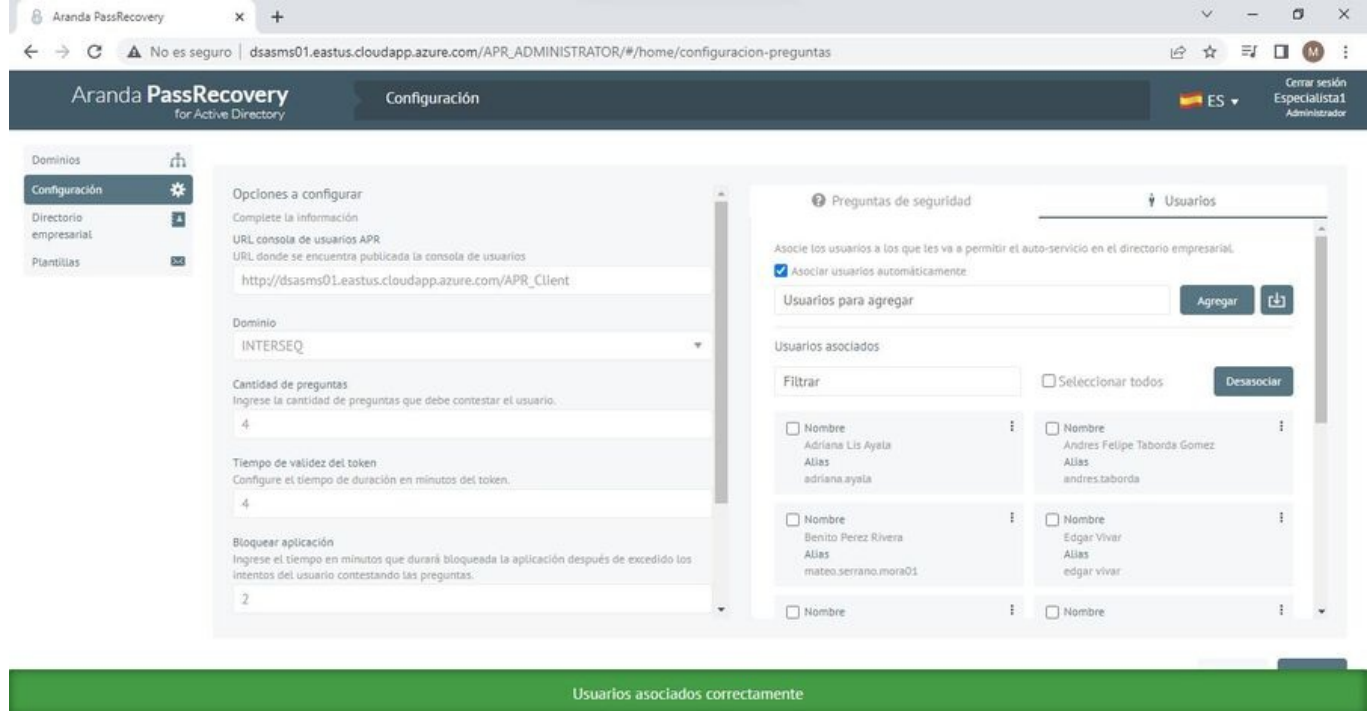
- The names of the users to be imported are entered, and only the aliases (Network Users), taking into account the following structure.



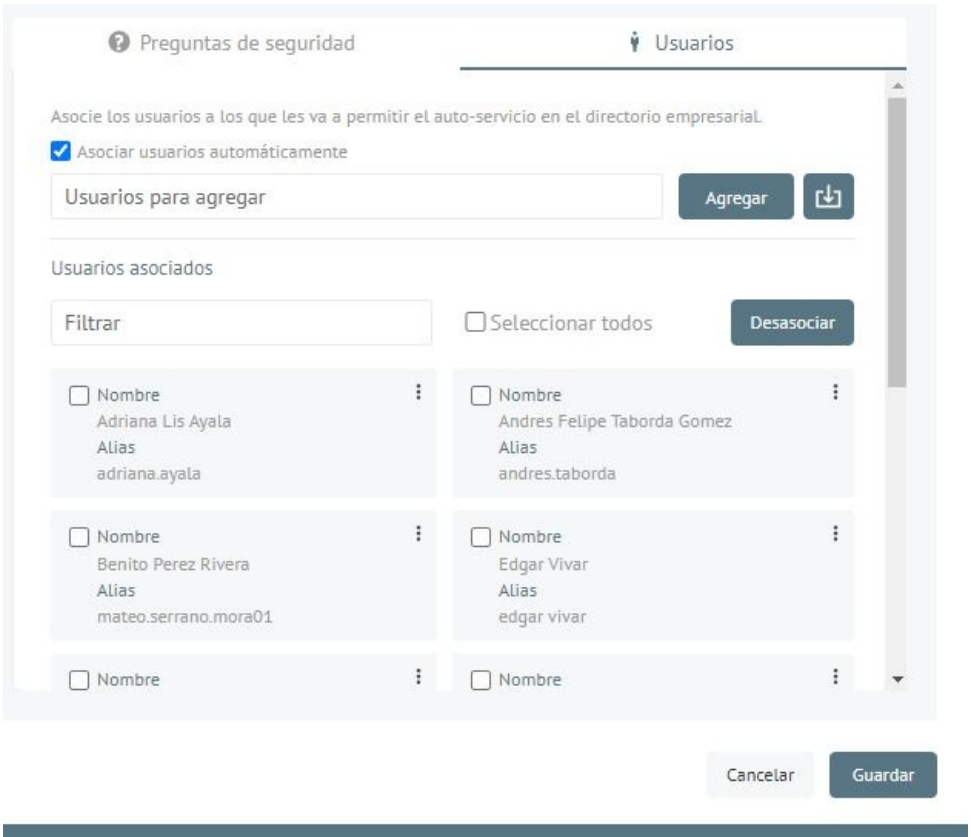
- You import the (.txt) file from the APR management console and click (Save).



- A message must be displayed at the bottom (Successfully associated users).

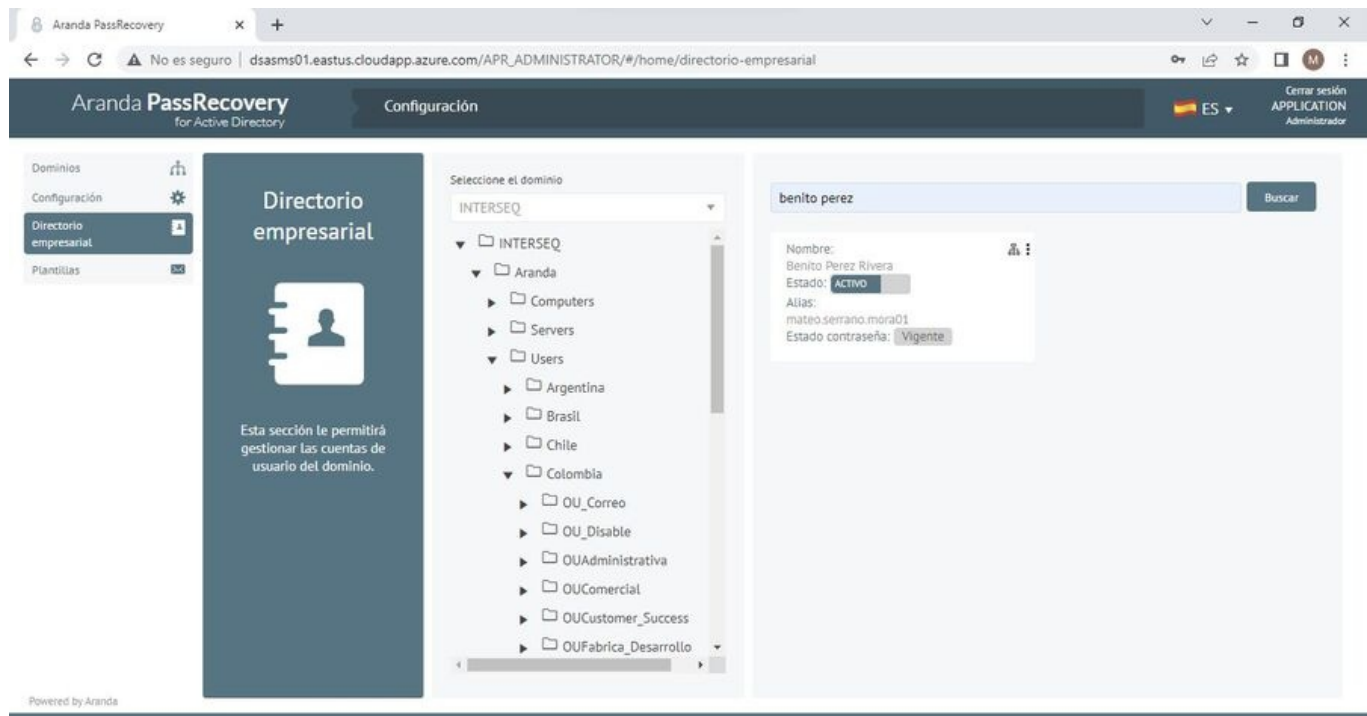


2. The user (Administrator) of Aranda PassRecovery, will be able to clean up user responses when needed and enable the user to answer security questions again. Make the settings according to your needs and click the button (Save).



Business Directory

1. Enter the Aranda Password Recovery APR administration console, in the Section Business Directory Select a domain, and in the Detail view you can manage the domain's user accounts. You can search within the Domain users either by browsing the tree or through the predictive search engine.



2. Once you locate the user you want to manage, you can use the Reset Password, Reset Password by Email and Unlock options:

benito perez

Buscar

Nombre:
Benito Perez F

Estado: **ACTIVO**

Alias:
mateo.serranc

Estado contra

Restablecer contraseña

Restaurar contraseña por correo

Desbloquear

- Reset password (The action can be performed directly from the Admin console.)
- In the reset password window at the check (Ask for password change on next login), you can ask the user to change the password in a next login to the console (APRUsers).

Restablecer contraseña

✕

Nueva contraseña:

Nueva contraseña

Confirmar contraseña:

Confirmar contraseña

☒ Pedir cambio de contraseña en el próximo inicio de sesión.

Cancelar

Aceptar

📌 Note:Example of how it would be displayed with the respective check activated. ([Cambio_de_contraseña](#))

Aranda PassRecovery Users

+

No es seguro

dsasms01.eastus.cloudapp.azure.com/APR_Client/#/menu

Aranda PassRecovery

For Active Directory

ES Benito Perez Rivera | Cerrar sesión ✕

Qué desea hacer

Seleccione una opción

Cambiar contraseña

Restablecer contraseña

- Reset password by email (The action will send an alternative email to the user if it has already been configured, to the main email it will be sent in case they do not have that configuration). The email will allow the user to enter a link (APRUsers) and reset their password according to the domain configuration of (APRAdmin).

Confirmación

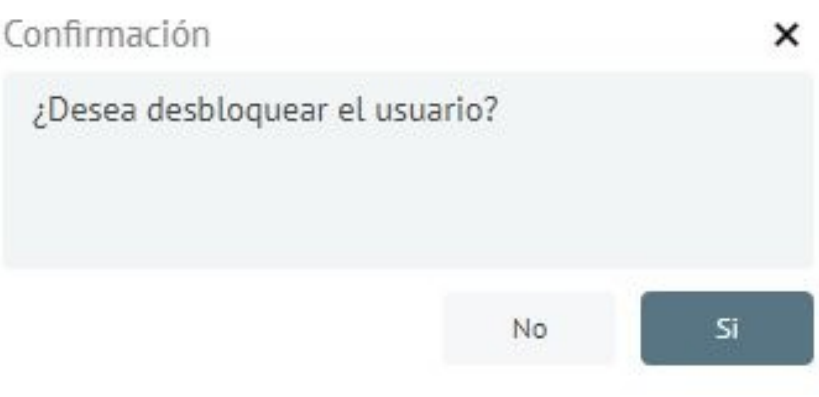
✕

¿Está seguro de enviar el correo?

Cancelar

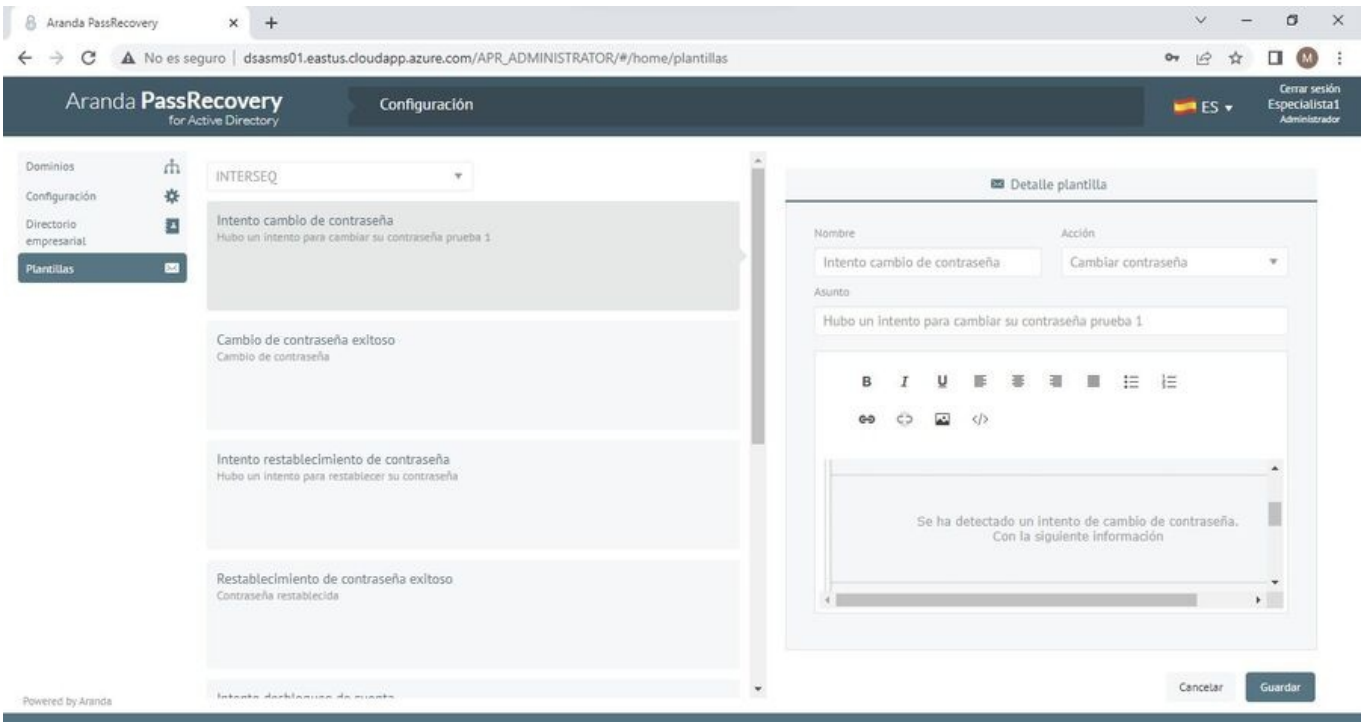
Si

- Unblock (This action only occurs when the user is locked in Active Directory. By clicking on the “Yes” the unlock action will be executed).



Templates

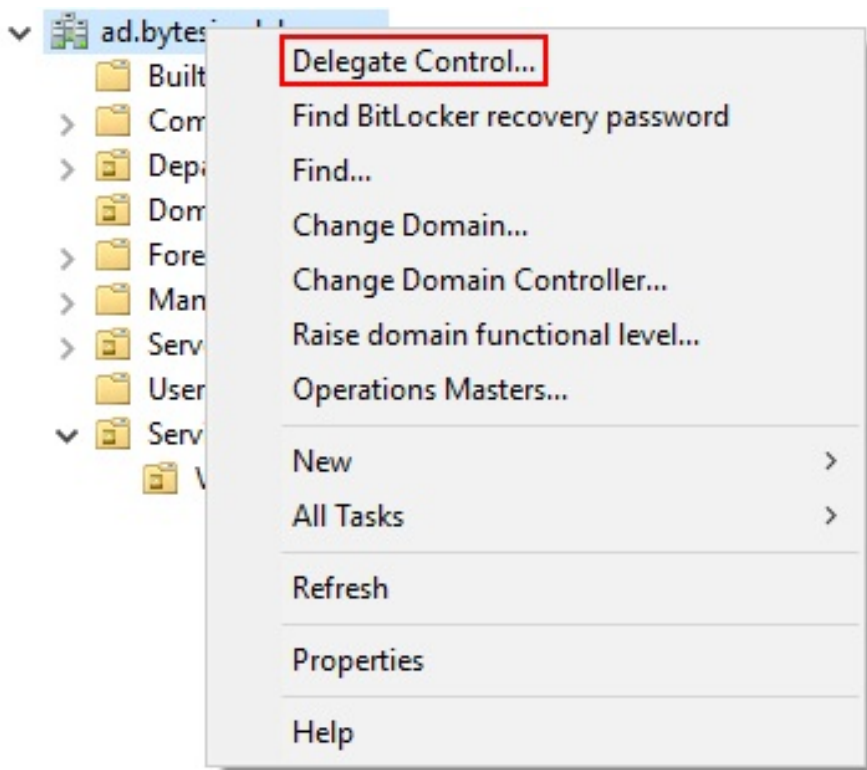
1. Enter the Aranda Password Recovery APR administration console, in the Section Templates Select a domain and check the available templates for the different behaviors of the product, all templates already have a pre-configuration, however, you can customize them according to your needs. You cannot add or delete templates. When you finish clicking on the Save.



Active Directory Processes

Delegate Account Unlocking

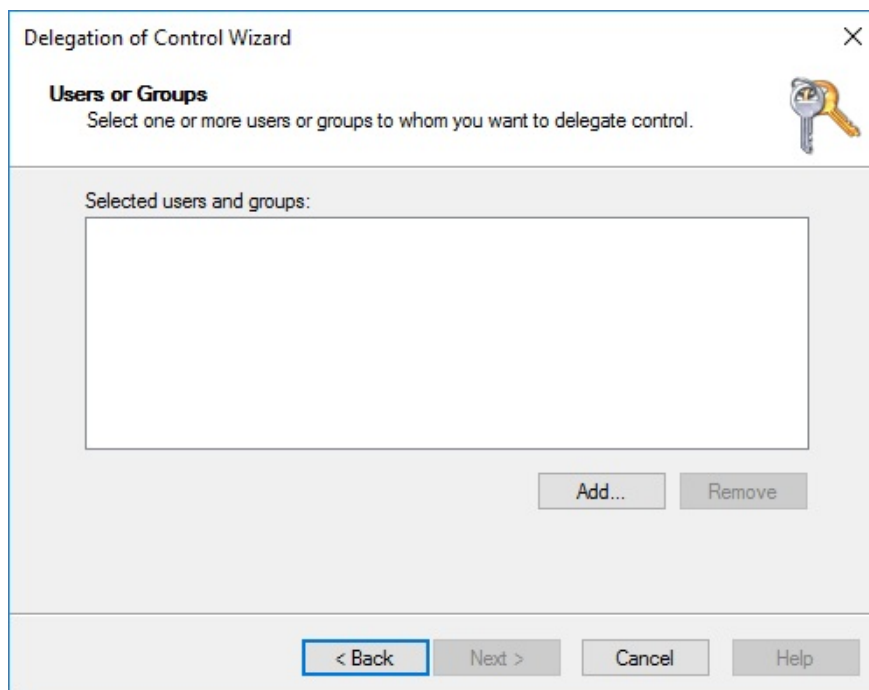
1. To reset or force change passwords for users who are part of the operating unit, enter the Active Directory Users and Computers console, right-click on the Operating Unit that requires delegation, and select the option Delegate control.



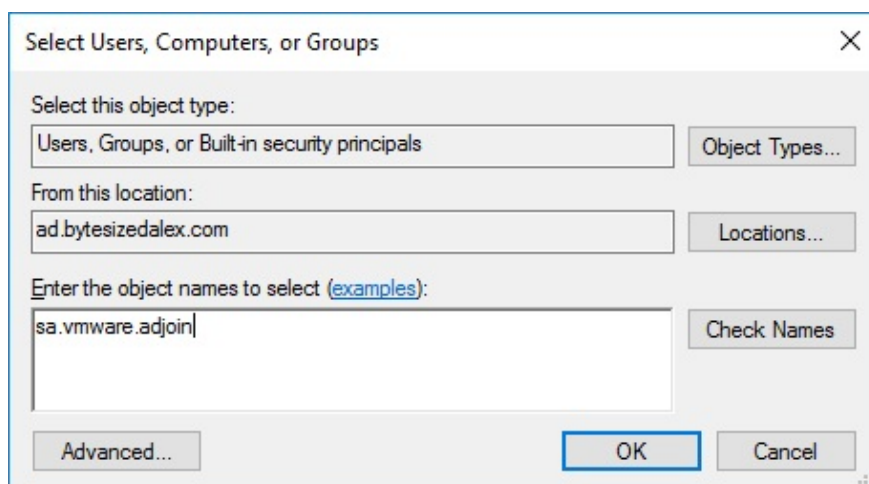
2. The window is enabled Delegation control Wizard; Click Following to continue.



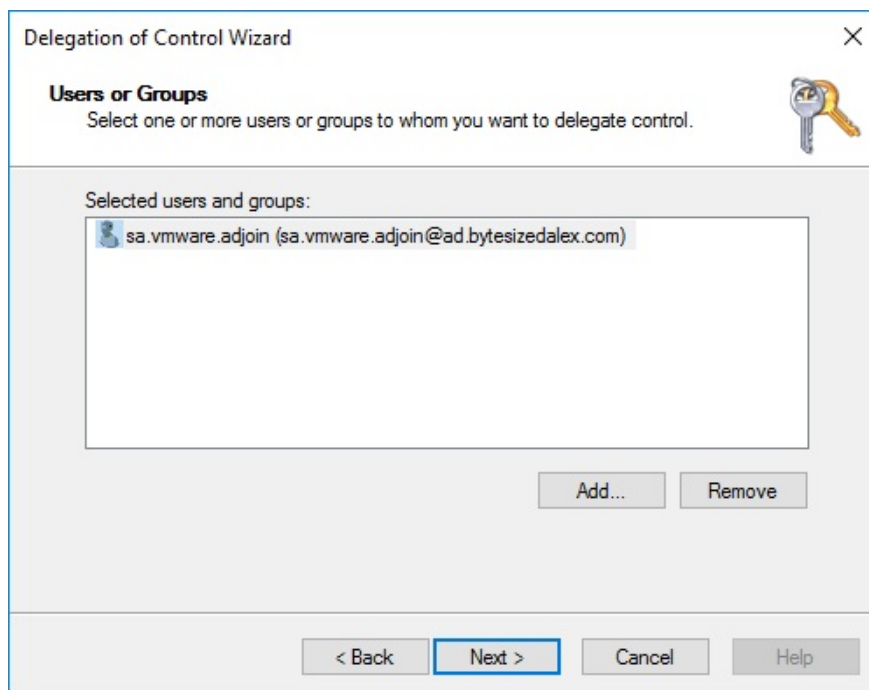
3. In the first step, select the user or group of users you want to delegate and click the Add.



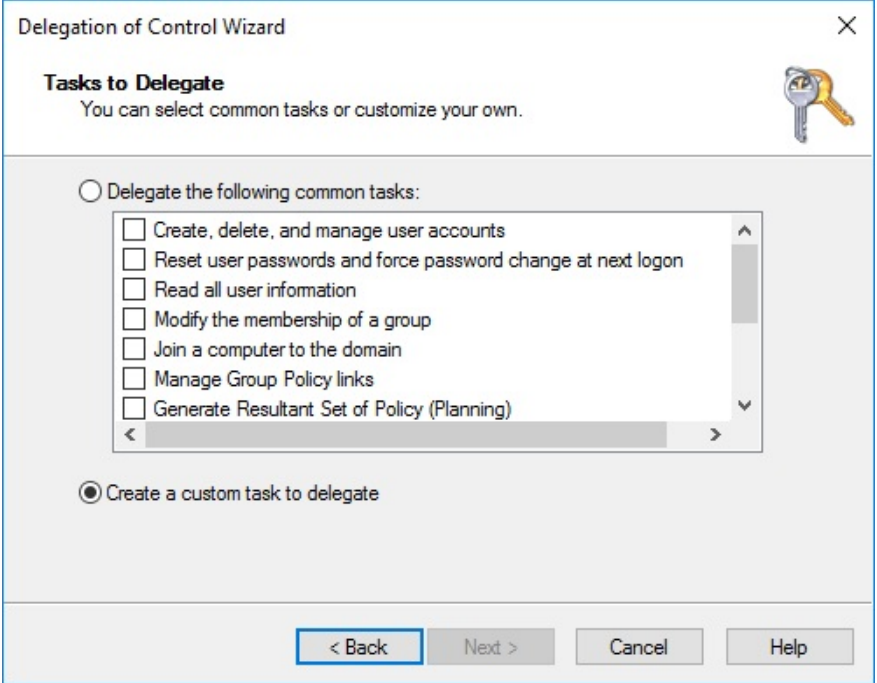
4. In the window that is enabled, type the name of the user or group you are going to add and select the option Check Names (check Names) to do the validation. When finished, click OK



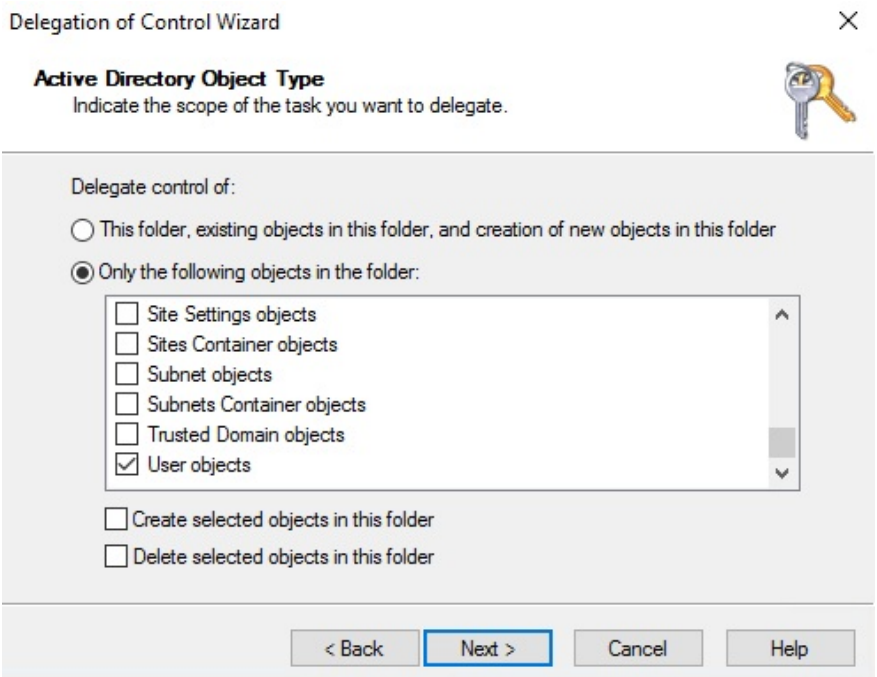
5. On returning to the Delegation control Wizard Click Following.



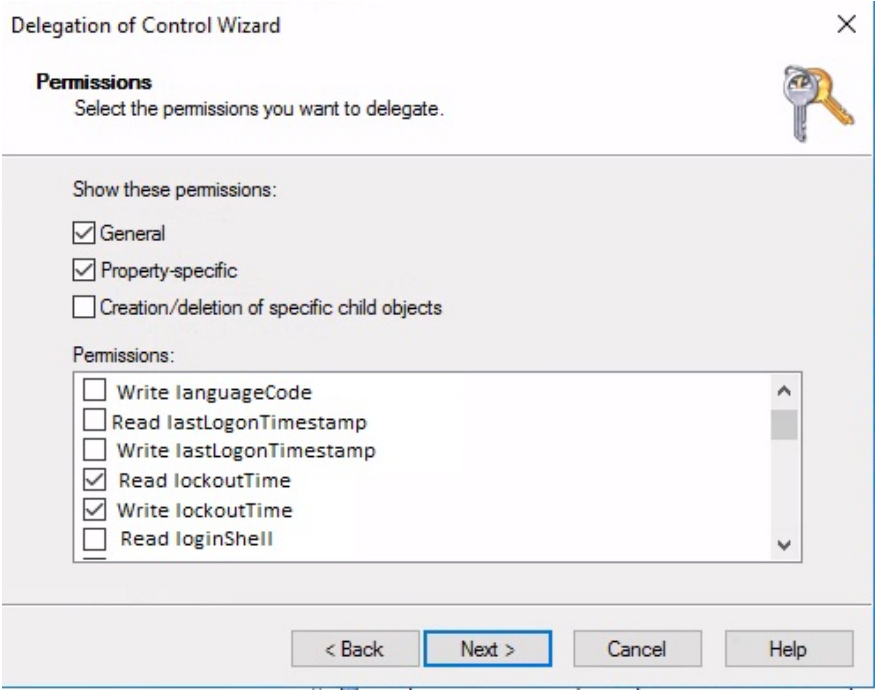
6. Select the required delegation task by activating the check button. Create custom task to delegate (create a custom task to delegate) and click Following.



7. To define the scope of the tasks to be delegated, activate the check Only the following objects in the Folder (Only the following objects in the folder), select User Objects and click Following.



8. In the Permissions window, enable the check Specific Properties (property specific) and make sure it is the only one enabled. From the list of permissions that are enabled, select the options: Read Lock and write time (Read lockoutTime and Write) and Block Time Box (lockoutTime boxe); When finished, click Following.

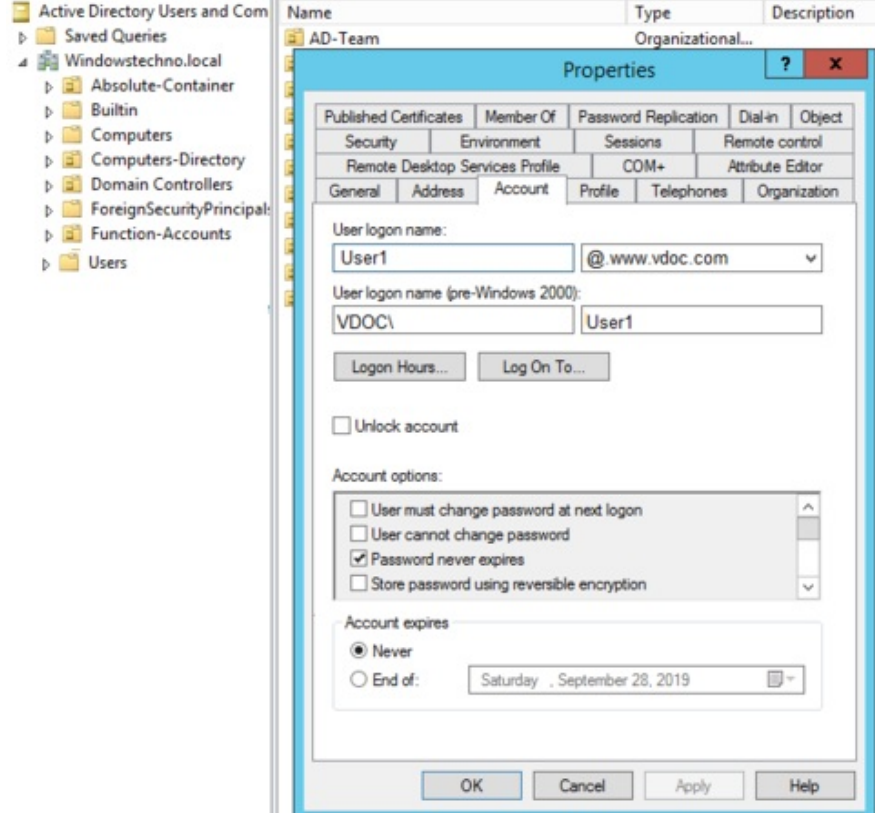


9. When you complete the process of delegating control, click End.

Unlocking User Accounts

1. To unlock a user account, register in the system. Open Active Directory Users and Computers, right-click on the Users of the account that requires unlocking and select the option Properties from the context menu.

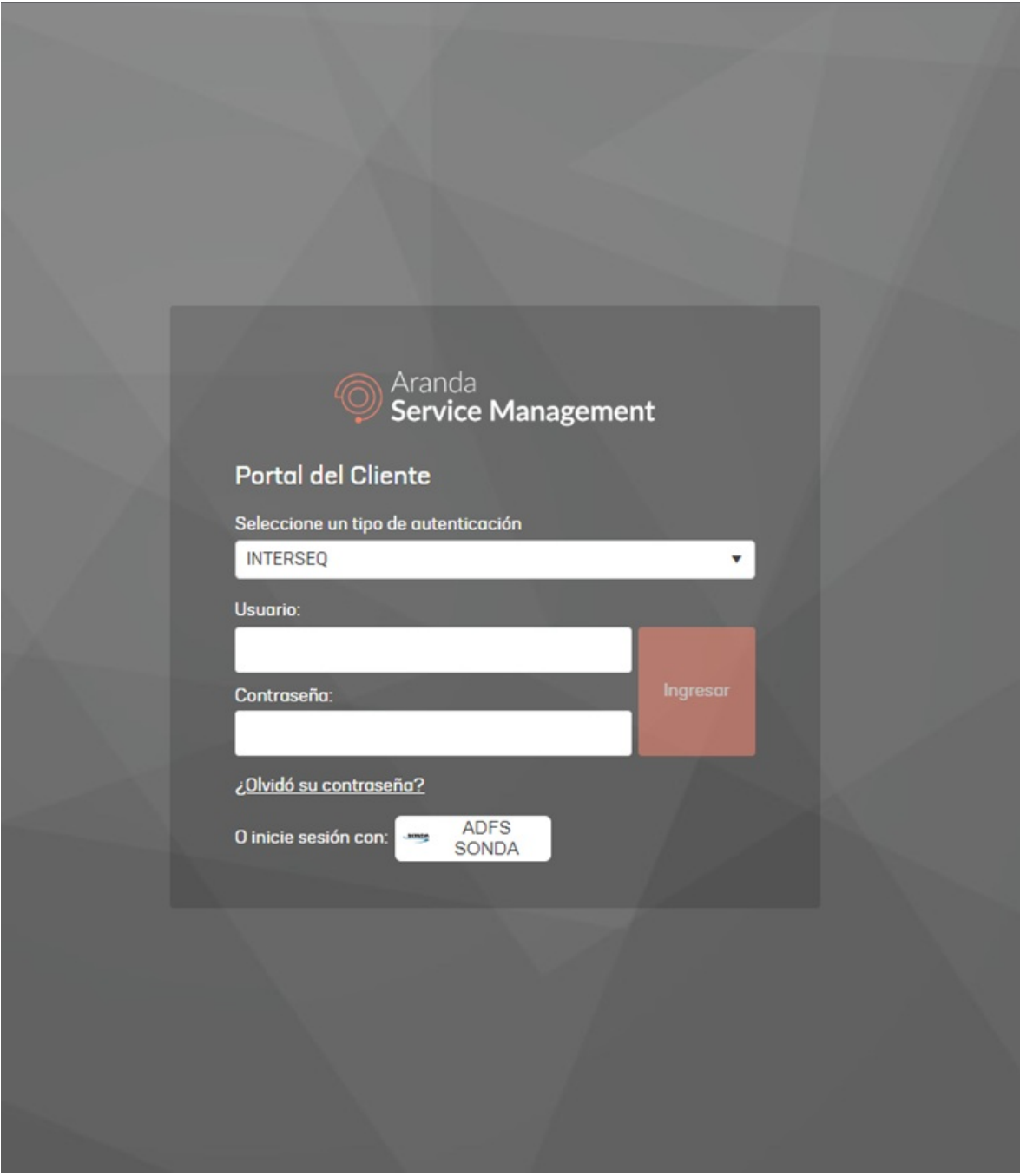
2. In the Properties window, select the Accounts (Accounts) and uncheck the Account Unlocking (Unlock Account). Here it is described that the account is locked by the Active Directory Domain Controller (ADDC). Click Apply and OK to unlock the account



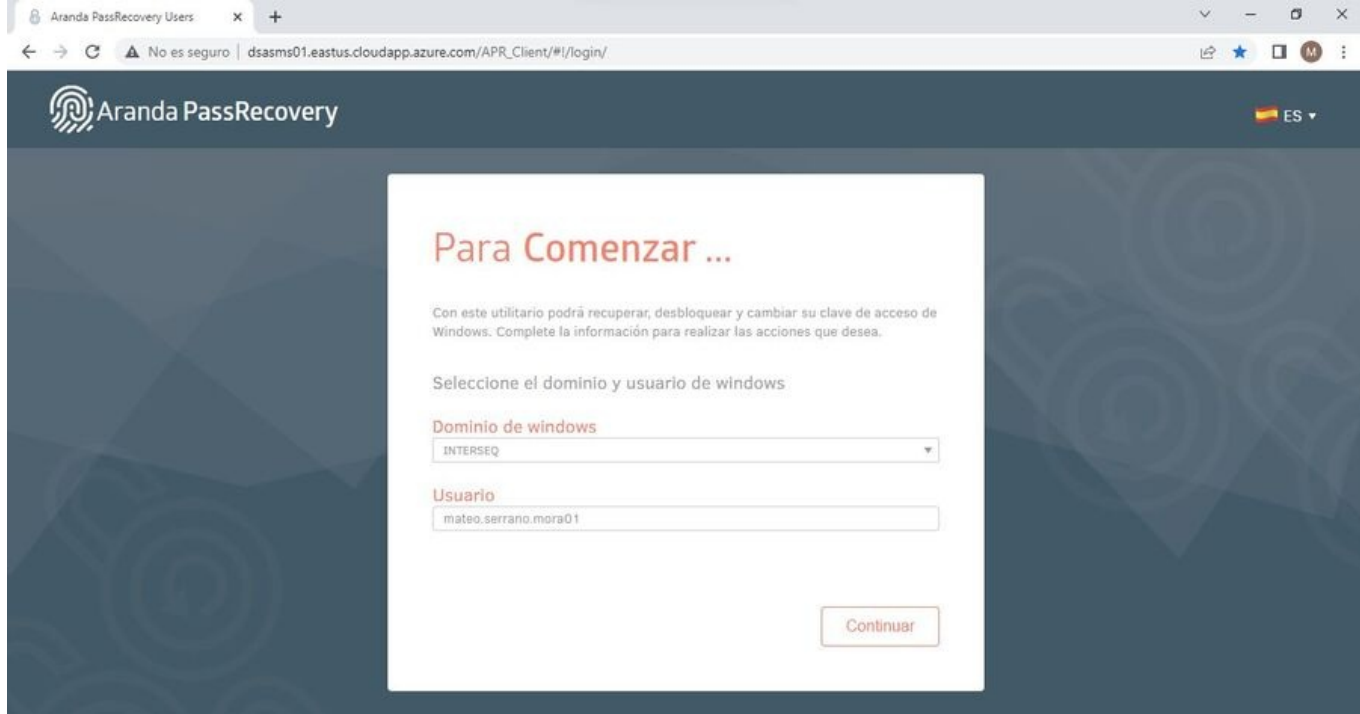
User Console (APRUsers)

User Console (APRUsers)

Enter the ASMS client site URL (ASMSCustomer)

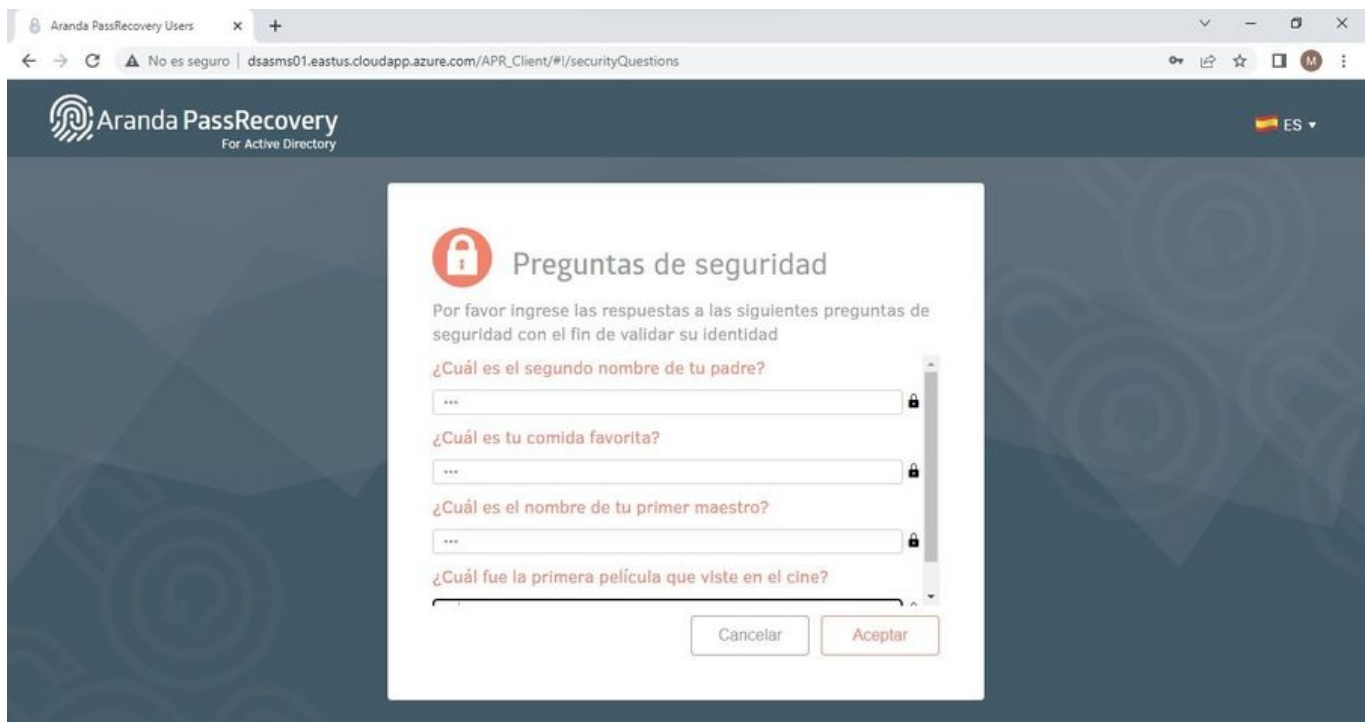


Select an authentication type other than default (Aranda) and click on the “Forgot Password?” label, which redirects you to the APR User Console (APRUsers).



In the Aranda console (APRUsers) you can reset the password and assign the Security Questions.

This utility uses an authentication method that allows validating the user’s identification, through security questions, which have been previously configured by the user.



When the authentication process is complete (Security Questions) click the (Accept). You will be able to view the option [Reset password](#).

Configuration Security Questions

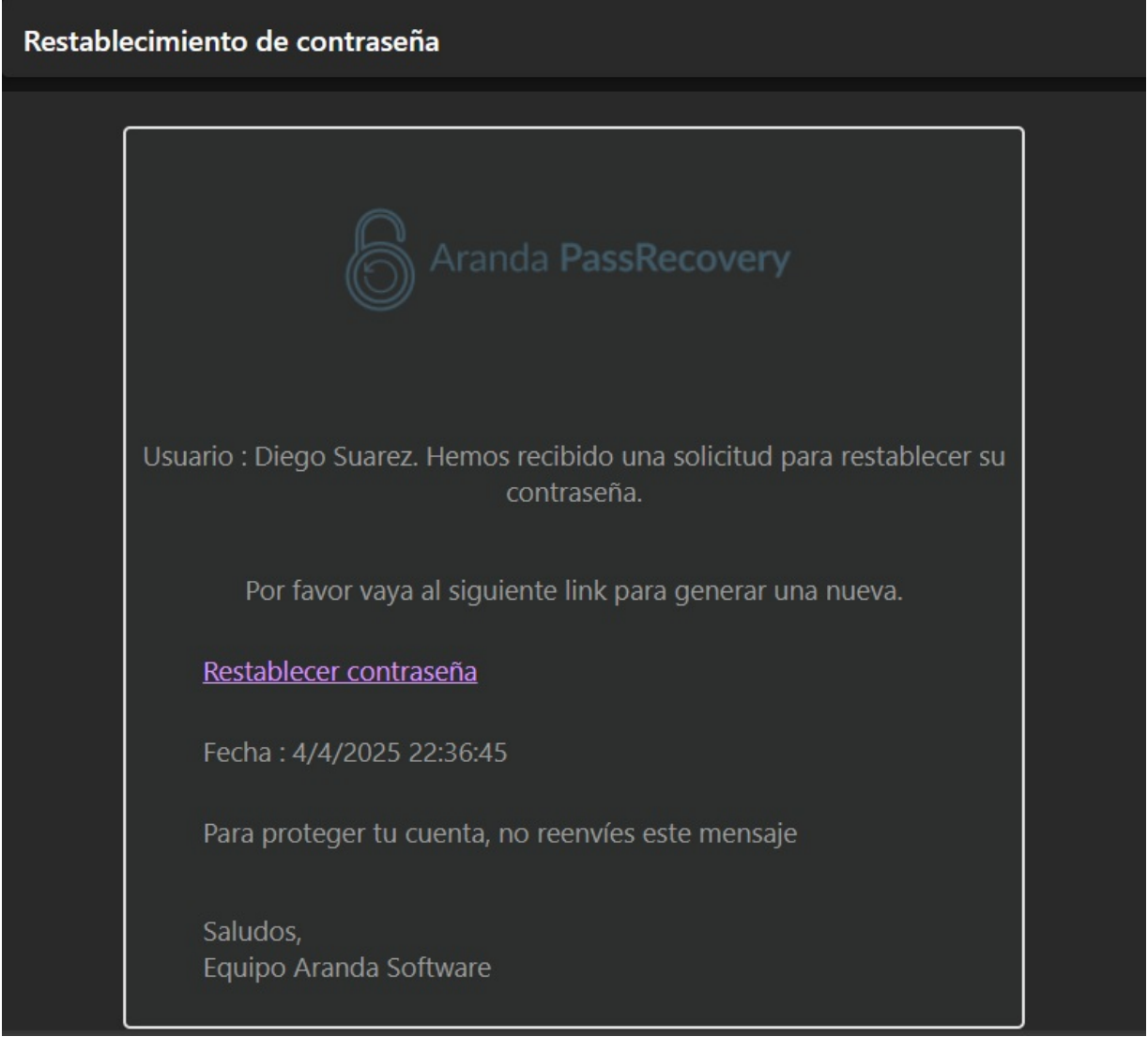
The minimum number of questions to authenticate are defined by the administrator in the console (APRAdmin), in this case the administrator must put a range between 1 and 15 questions.

Security questions are configured only once and can be deleted from the Administration console (APRAdmin) on the user’s first entry to the page (APRUsers). For this task, the User must authenticate with their domain “User”.

- When the User enters, the console will notify at the bottom with a message, indicating the sending of the email to continue with the process.



- Once the domain user has been sent, validate in the mailbox configured in the Active Directory, a message with a template that indicates the process to reset the password, including a link that redirects to the process of configuration or answer of security questions, as appropriate.

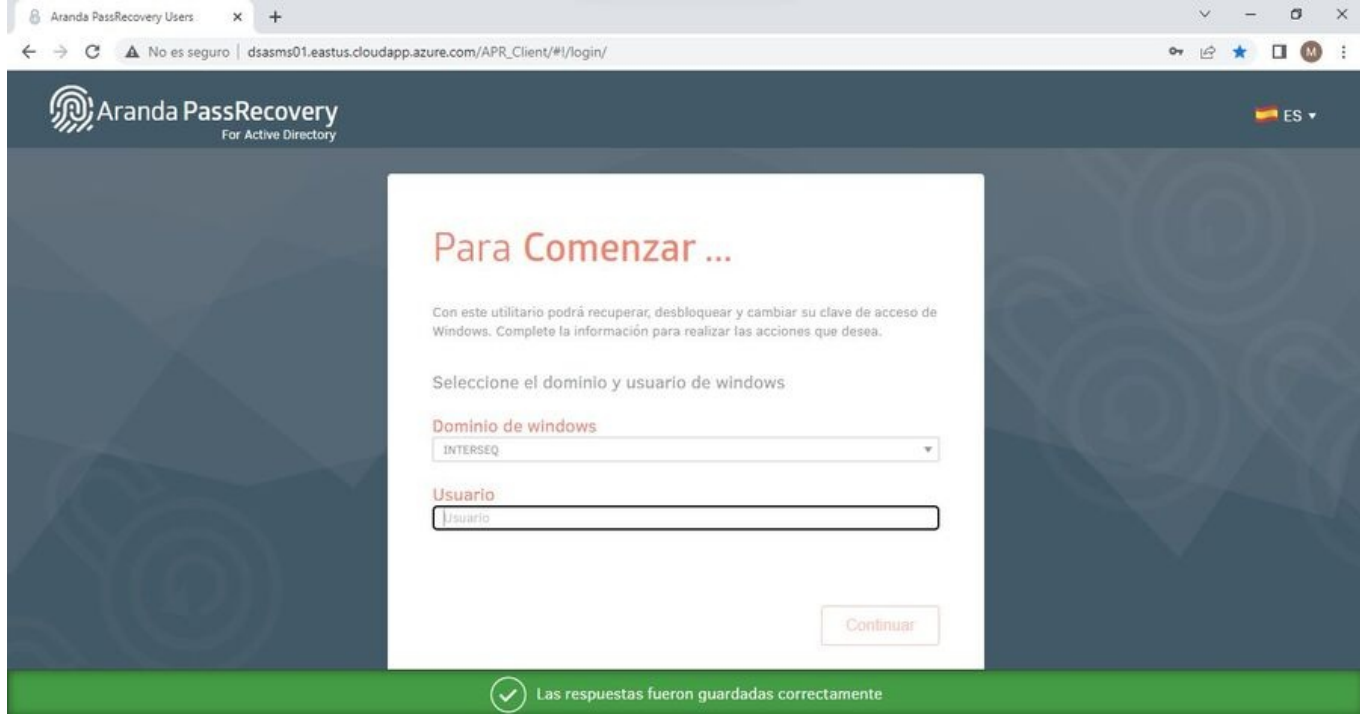


Note:

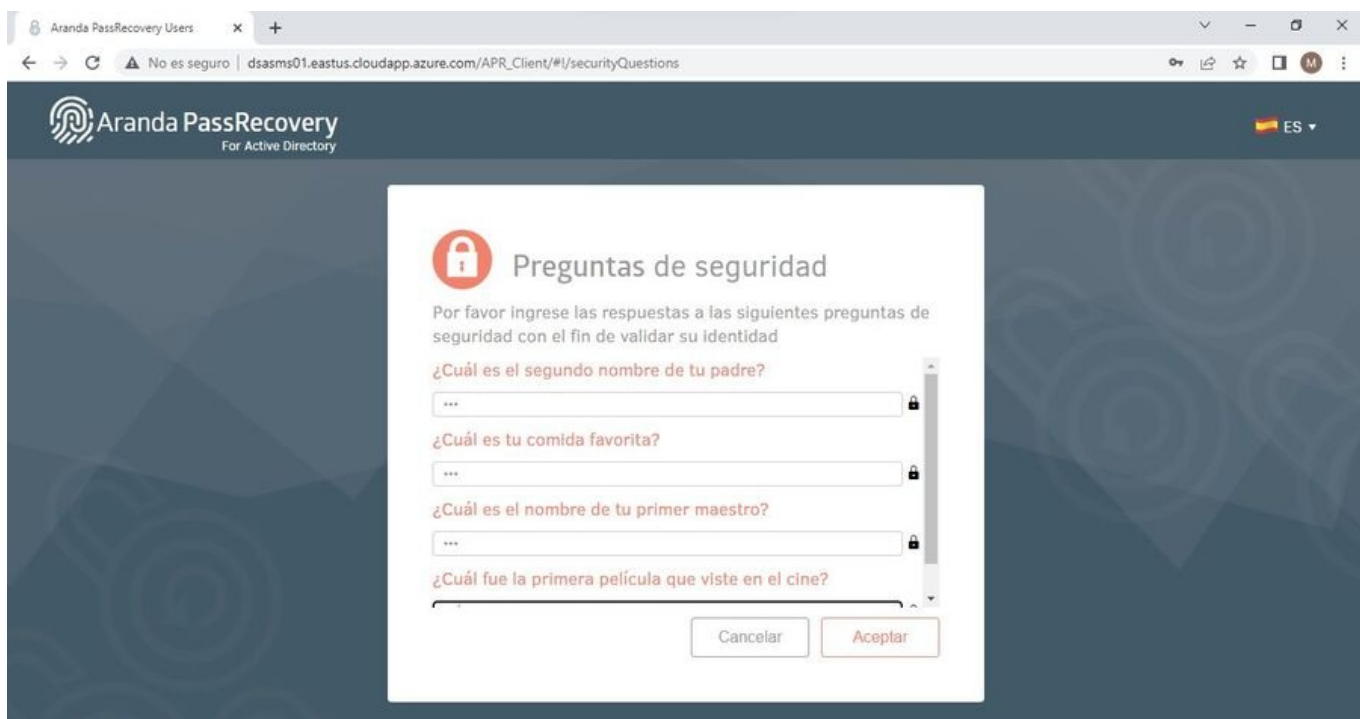
- 1. For new users, the email will be sent to the address configured in the Active Directory. Otherwise, it will not be possible to access the security question configuration process in APRUsers.
- 2. The link received by email has a defined validity, which is configured from the APRAdmin, in the Configuration > Token validity time. If the user accesses the link after this time has expired, they will be automatically redirected to the home window, to start the process again.
- 3. The link will only work once; If it is used again, it will be automatically redirected to the startup window, where it starts the process again.
 - Once the user accesses the link received by email, they will be redirected to the form where they can register and confirm an alternative email and assign the answers to the security questions configured in the APRAdmin. This process allows you to validate its authenticity from the console APRUsers.



- When registering the field (Alternate mail) you can recover your password, in case you forget it and cannot access your main email, with the help of the Administrator.
- Select the security questions available in the list and assign each question its respective answer (Remember this setting to enter later).
- Once the security questions are configured, click the Save; The console stores the data and informs the user, by means of a message, that the questions were updated correctly. Additionally, an email will be sent with a link that will redirect to the session of answers to the security questions, to continue with the process of resetting or changing the password.



Note: The process for setting up or answering security questions will be done in the same way; The user must submit their domain user and continue the process from the link they receive in the email.



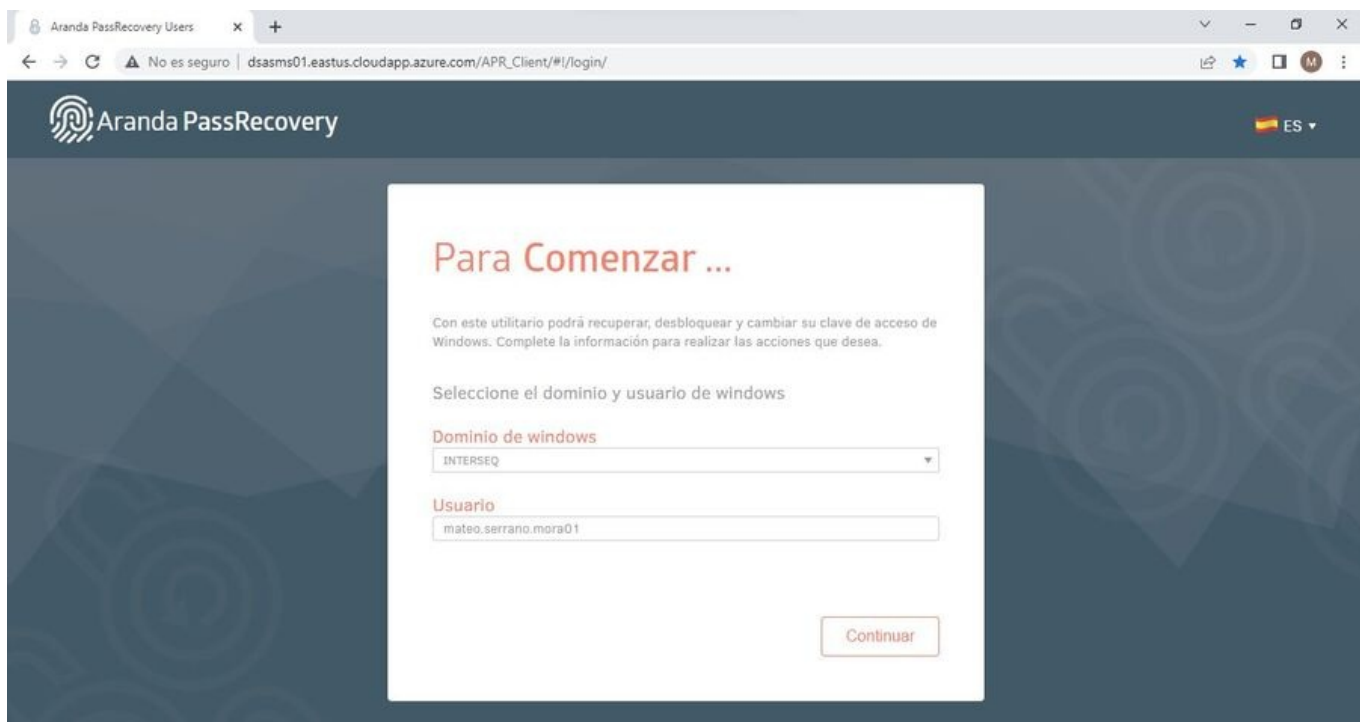
Password reset

Password reset.

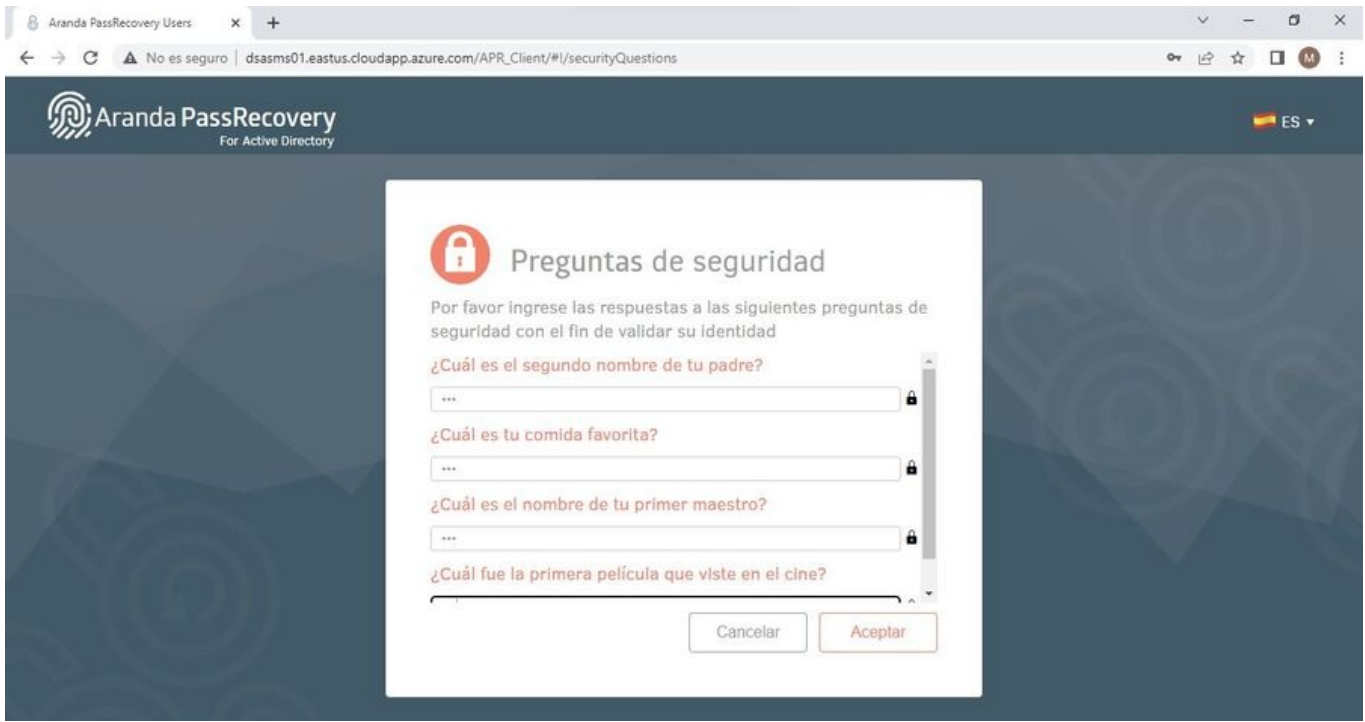
In case the User does not remember his/her password, when entering the console (APRUsers), he/she will be able to reset it:

For this, the following must be taken into account:

- Security questions must be configured beforehand.
- Enter the Domain User whose password will be reset and click Continue.
- Click on the link you received in the mail.



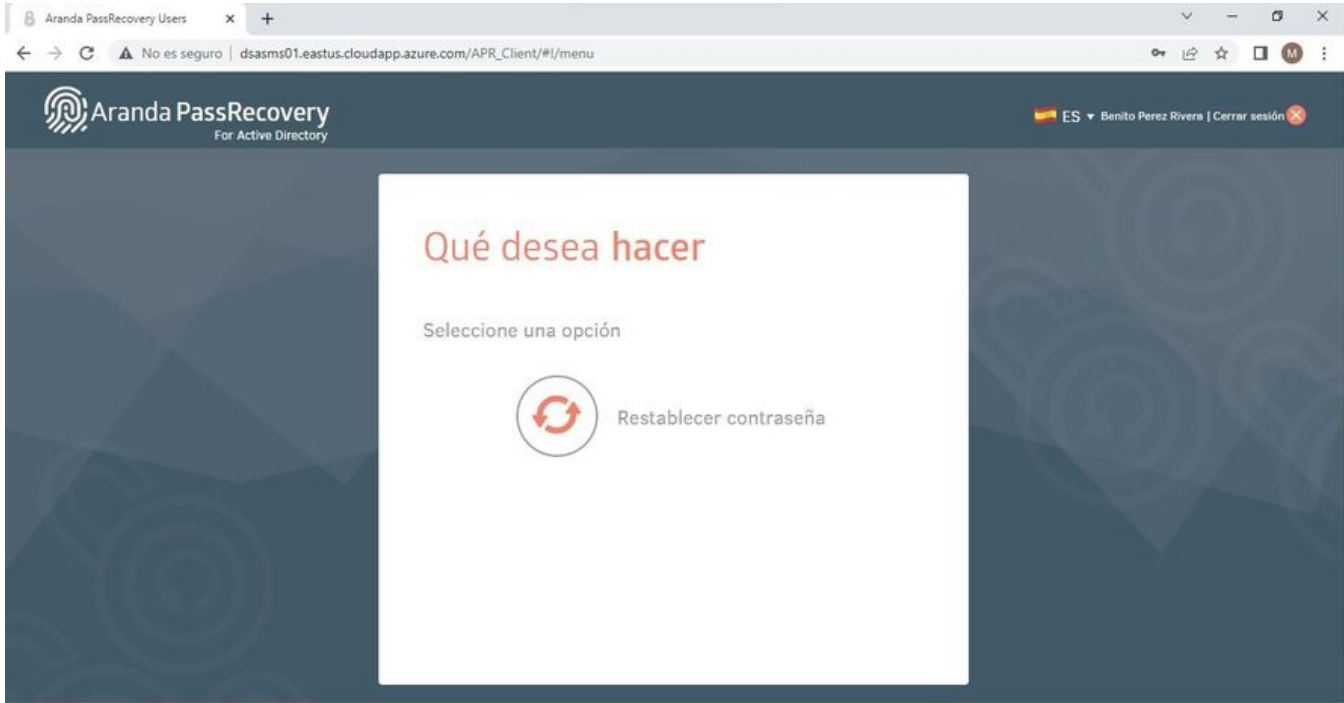
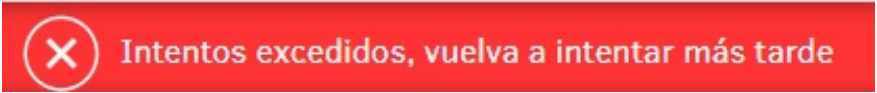
- The console will prompt you to resolve previously configured security questions.



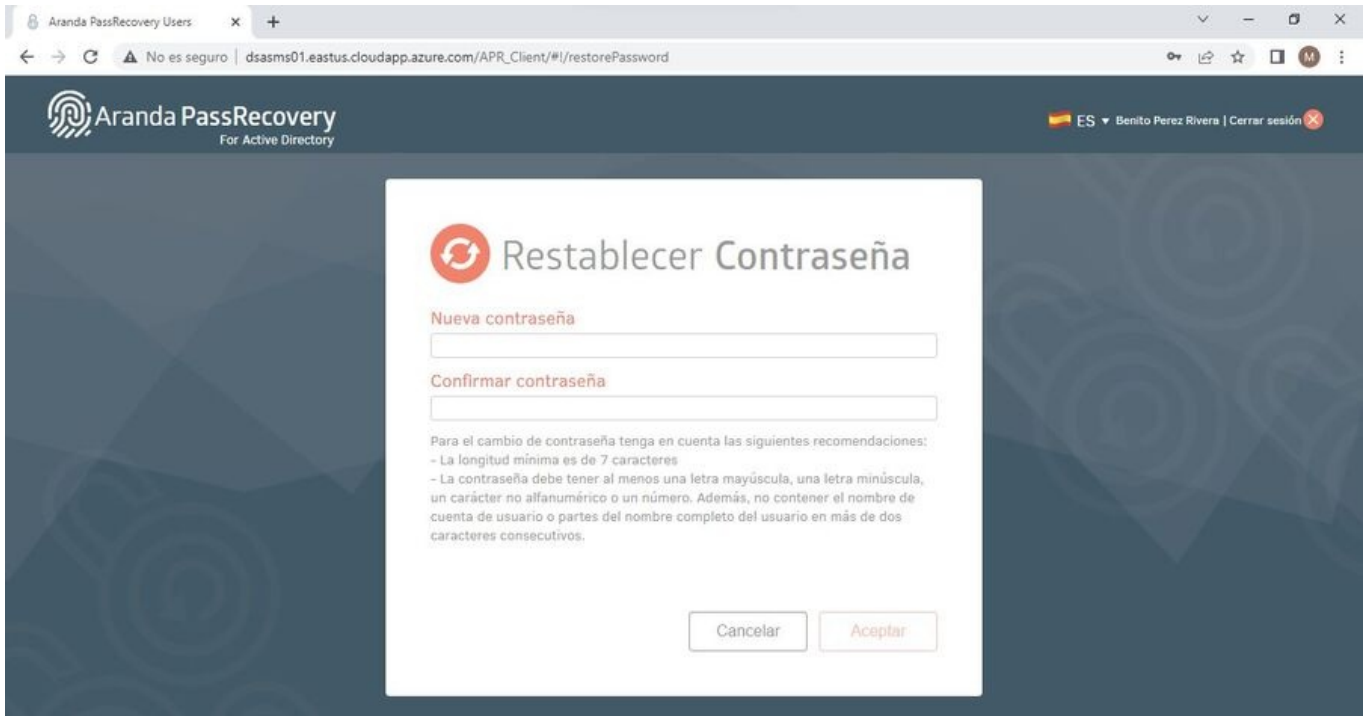
- Once the answers have been filled in and click on “Accept”, the console will validate if they are correct and allow the User to enter.
- The “Reset password” option will be displayed, you must click on the title to make the change.

📌 Note:

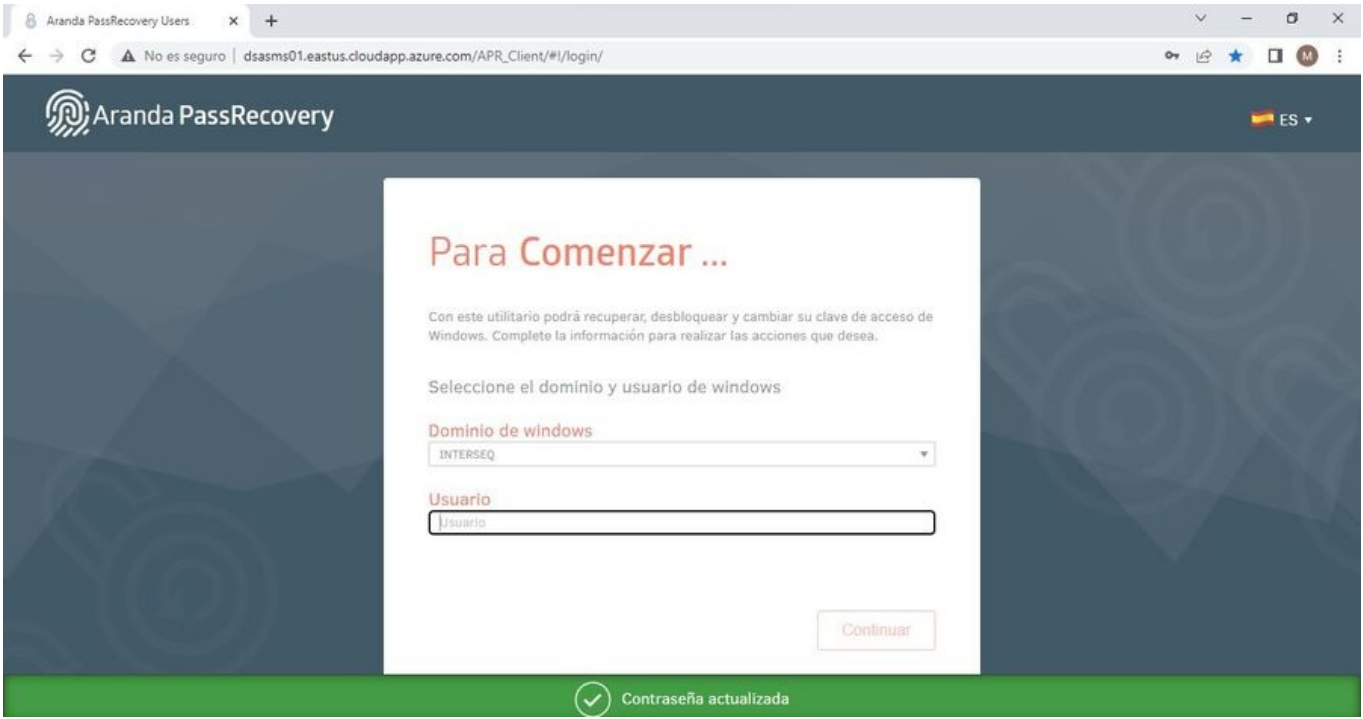
1. If the user exceeds the number of attempts previously configured in the console APRAdmin, in the Configuration, you will be blocked and receive an email notification with the subject line Attempts Exceeded in Responses to Security Questions.
2. The blocked user will be able to try again after the block time set in APRAdmin, in the Configuration. [See Configuration of Number of Attempts and Block Time](#)
3. If the blocked user tries to log in again before the configured time is up, a message will be displayed stating: Attempts exceeded, retry later



- The console will prompt the user to enter the new password and confirmation.
- At the bottom you will see the recommendations to take into account for resetting the password.



- Once you have entered your new password, and your confirmation, click on the button (Accept), the console will update this information in the (Active Directory).

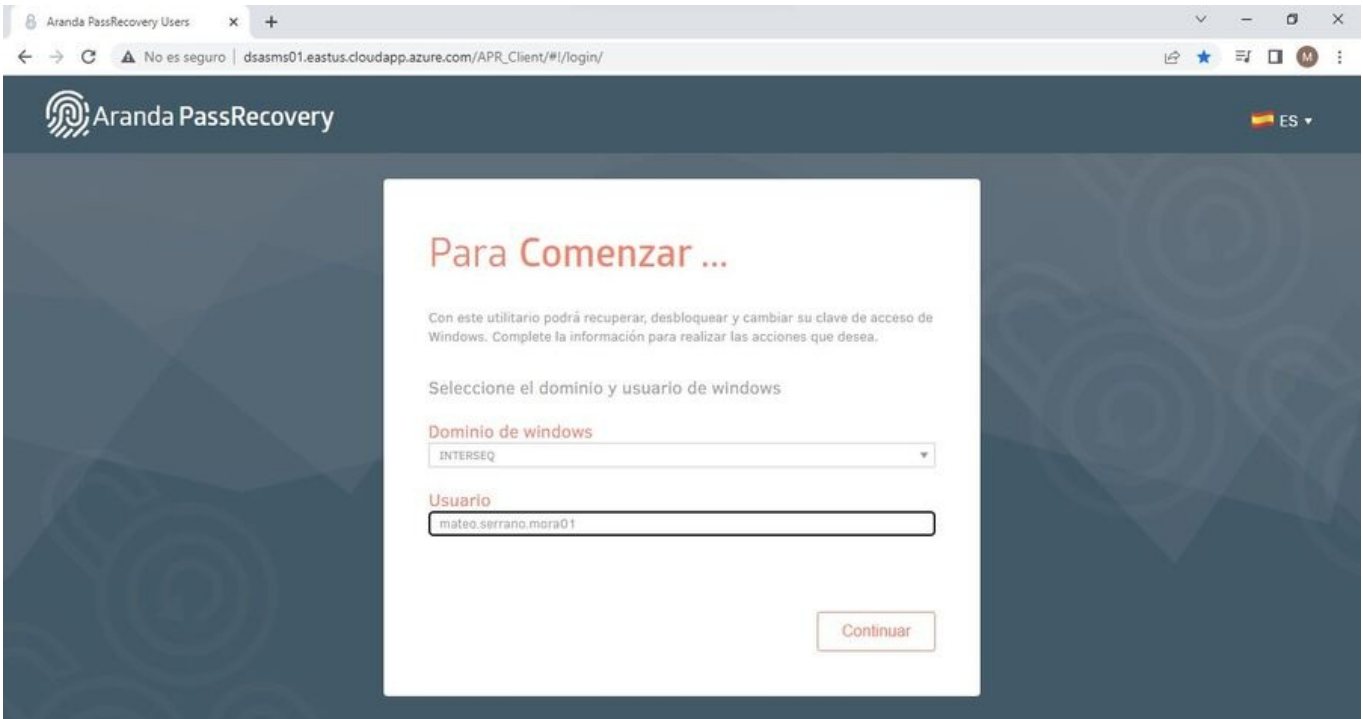


Password Change

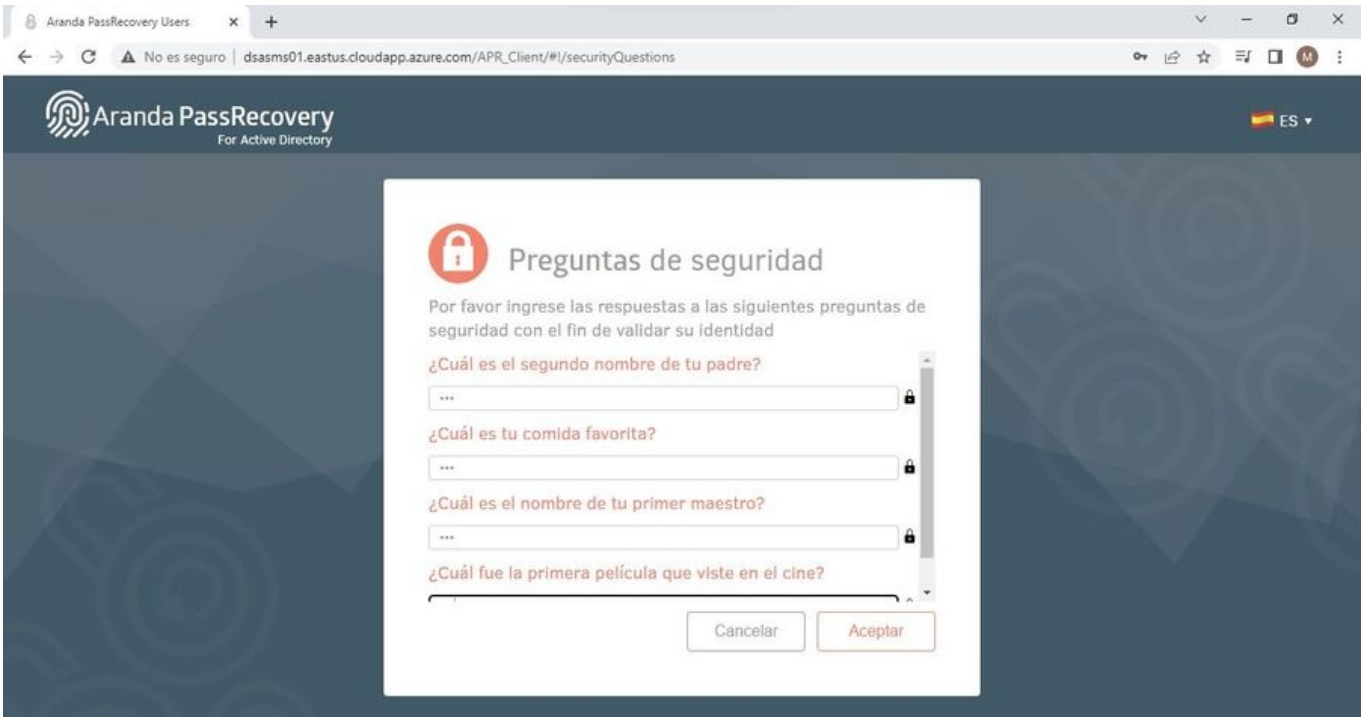
This option will be available if the User’s password is about to expire or when a (Reset password) is made from the Administration console (APRAdmin) by checking the option (Ask for password change at the next login) when entering the password can be updated.

For this, the following must be taken into account:

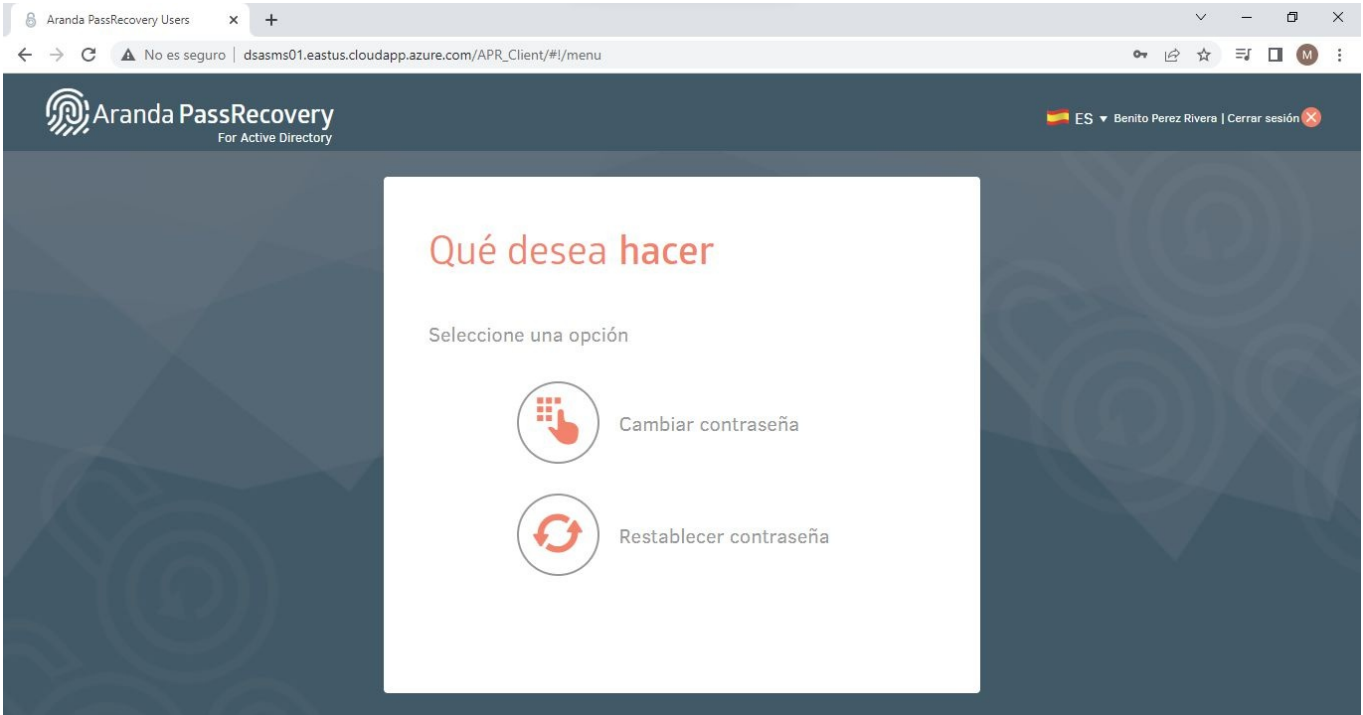
- Security questions must be configured beforehand.
- Enter the Domain User whose password will be reset and click Continue.
- Click on the link you received in the mail.



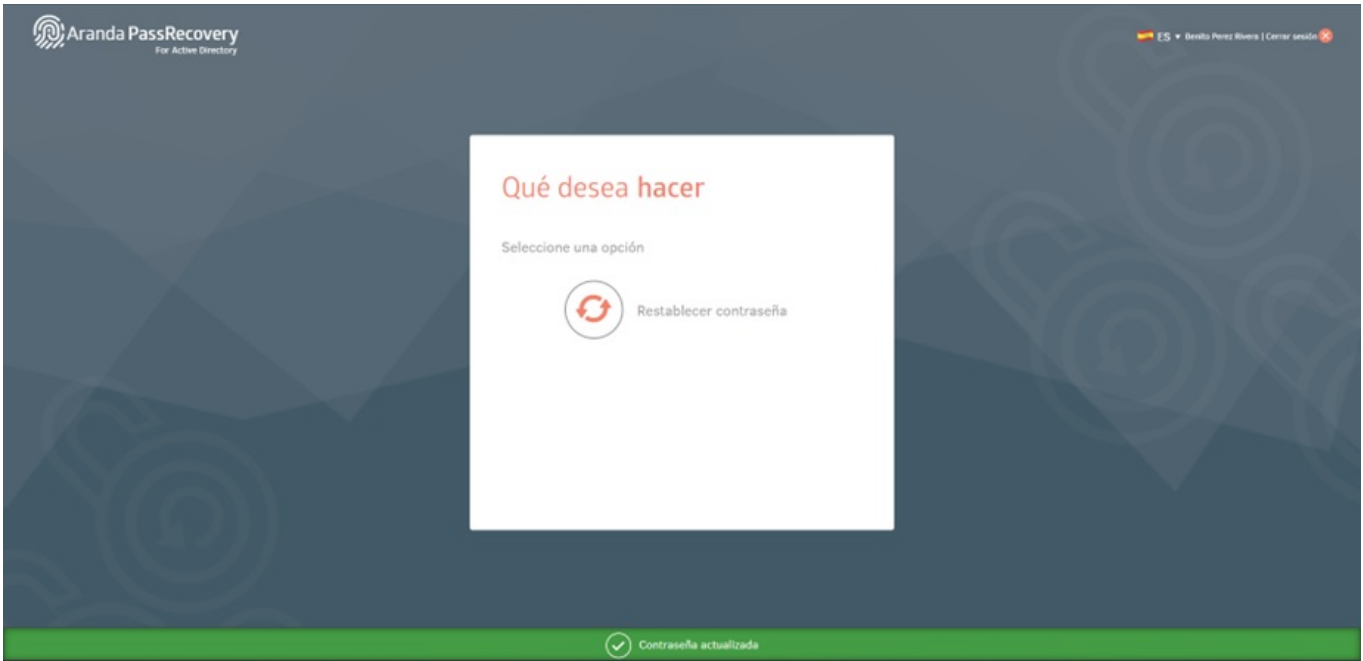
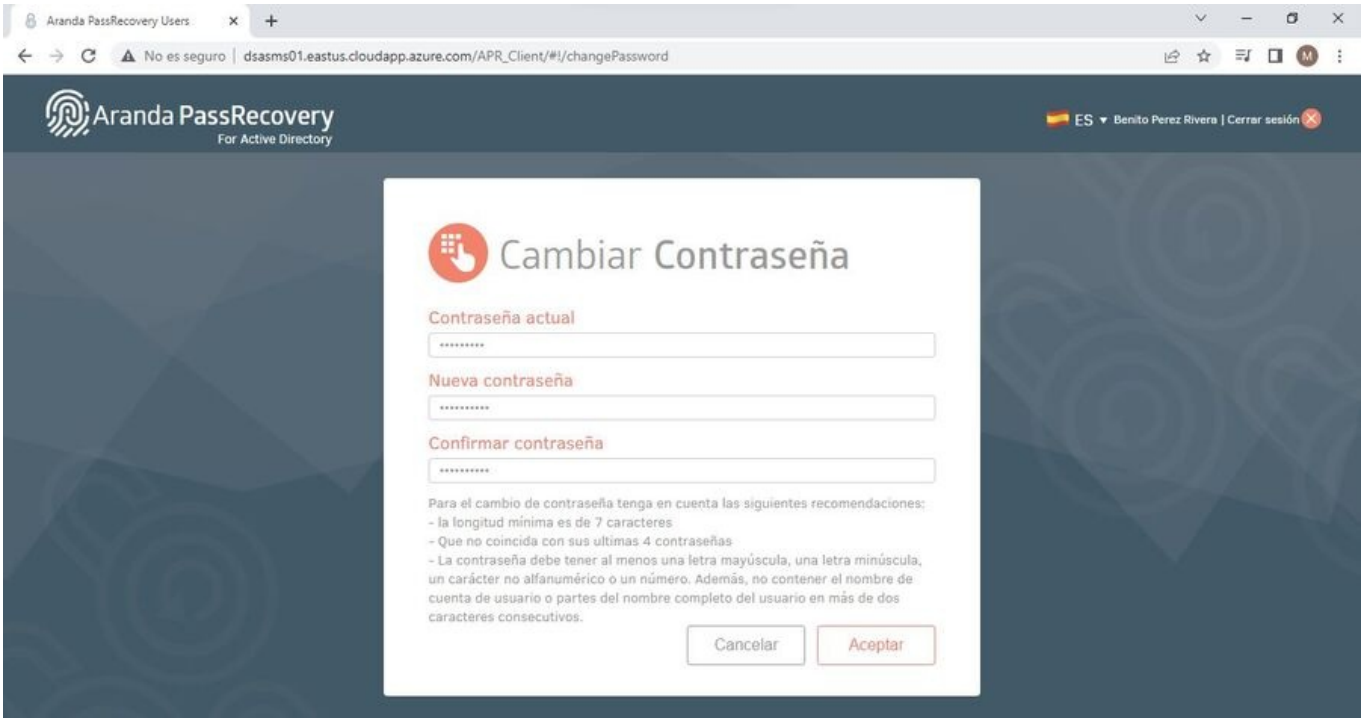
- The console will ask you to answer the security questions, which were previously configured.



- Once the answers have been filled in and the (Accept) button has been clicked, the console will validate if they are correct and will allow the User to enter.
- The “Change Password” option will be displayed, click on the title to make the change.



- The console will prompt the User to enter the (Current Password) and (New Password) with their confirmation.
 - ▮ Note: At the bottom you will see the password policies that the “Active Directory” has, please take them into account.



- Once you have updated the information and clicked the (OK) button, the console will update this information in the “Active Directory”.