

MyID PIV Version 12.13

Password Change Tool

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Conventions used in this document

- Lists:
 - Numbered lists are used to show the steps involved in completing a task when the order is important.
 - Bulleted lists are used when the order is unimportant or to show alternatives.
- **Bold** is used for menu items and for labels.

For example:

- Record a valid email address in 'From' email address.
- Select Save from the File menu.
- *Italic* is used for emphasis:

For example:

- Copy the file *before* starting the installation.
- Do not remove the files before you have backed them up.
- Bold and italic hyperlinks are used to identify the titles of other documents.

For example: "See the *Release Notes* for further information."

Unless otherwise explicitly stated, all referenced documentation is available on the product installation media.

- A fixed width font is used where the identification of spaces is important, including filenames, example SQL queries and any entries made directly into configuration files or the database.
- **Notes** are used to provide further information, including any prerequisites or configuration additional to the standard specifications.

For example:

Note: This issue only occurs if updating from a previous version.

• Warnings are used to indicate where failure to follow a particular instruction may result in either loss of data or the need to manually configure elements of the system.

For example:

Warning: You must take a backup of your database before making any changes to it.



Contents

Password Change Tool	1
Copyright	2
Conventions used in this document	6
Contents	7
1 Introduction	8
1.1 Installing the utility	8
2 Usage	9
2.1 Working with Active Directory accounts	12
2.2 Working with SQL accounts	13
3 Command-line arguments	
4 Troubleshooting	
4.1 Known issues	



1 Introduction

This document contains information on the MyID Password Change Tool (PCT).

The Password Change Tool (PCT) is a support tool for automating the changing of passwords used by MyID. You are recommended to use it if MyID is already installed and you are required to change passwords regularly by your security policy, or if a security breach has occurred.

For each user specified, it will:

- Change the password of all affected MyID Windows services.
- Change the password of all affected MyID COM+ Applications in Component Services.
- Change the password of all affected MyID IIS app pools.
- Change the password of all affected MyID IIS sites using anonymous authentication.
- Change the password of Active Directory service users (optional).
- Change the password for SQL secure authentication (optional).
- Display a color-coded summary.
- Generate a log file.

Note: The PCT is not responsible for validating that the new passwords supplied are secure.

1.1 Installing the utility

The utility is provided in the Support Tools\Password Change Tool\ folder in the MyID release. See the readme provided with the release for details of installing the utility.



2 Usage

To start PCT, hold the Shift key and right-click the PasswordChangeTool.exe file and select **Run as different user**. Enter domain administrator credentials to start the tool. If you do not intend to change Active Directory passwords, you can select **Run as administrator** and enter local administrator credentials instead.

If you are changing the MyID COM+ user, you must run the PCT as a user who has the ability to set permissions for SQL Server users on the MyID database.

Note: Tool-tips are available on the form.

By default, the PCT log file is saved in the same directory as the executable; however, you can update the Log.config file in the tool folder to give it a different file path.

To change the log file path, edit the value of the ${\tt file}$ parameter:

<file value="PasswordChangeTool.log" />

The recommended and fastest method of updating all MyID passwords using the PCT is as follows:

On the MyID application server:

- 1. Start PCT.
- 2. Carry out section 2.1, *Working with Active Directory accounts* to simulate and perform setting the AD password and MyID password for the MyID COM+ user.
- 3. Carry out section *2.1*, *Working with Active Directory accounts* to simulate and perform setting the AD password and MyID password for the IIS user.
- 4. Carry out section *2.1*, *Working with Active Directory accounts* to simulate and perform setting the AD password and MyID password for the Web Services user.
- 5. If you are using SQL authentication, carry out section *2.2*, *Working with SQL accounts* to simulate and perform setting the SQL password for the SQL secure authentication user.
- 6. Exit PCT.

Important: If you are changing the password for the Web Services user, you must make the change on the application server *before* you make the change on the web server or web services server.

If your system has multiple web servers, or if the web services are installed on a separate server to the website, you must update all web servers and web services servers.

On the MyID web server or web services server:

- 1. Start PCT.
- 2. Carry out section 2.1, *Working with Active Directory accounts* to simulate and perform setting the MyID password for the IIS user.
- 3. Carry out section 2.1, *Working with Active Directory accounts* to simulate and perform setting the MyID password for the Web Services user.
- 4. Exit PCT.



				SQL secure
	MyID COM+ User	IIS User	Web Service User	authentication user
Active Directory on Domain Controller	MyID COM+ User	IIS User	Web Service User	n/a
Windows services on	AMAGPACSConnector	n/a	n/a	n/a
Application	eCertificate Services Server			
Server	eJobServer			
	eKeyServer			
	eMessageServer			
	MyID Expiring Items: App			
	MyID Notifications			
	Service			
	MyID SNMP Agent			
Windows services on	n/a	MyID Expiring Items:Web	MyID Expiring Items:Mws	n/a
Web Services				
Server				
COM objects	APDUCardServer	n/a	n/a	n/a
on Application	EAudit			
Server	Edefice_BOL			
	Edefice_CS			
	Edefice_DAL			
	Entrust_Admin			
	ExpiringItems			
	ImportProcessor			
	MyID SNMP Agent			
	MyIDSCEPHandler			
	eCS			
	eEventLog			
	eExternalDataSourc			
	e			
	ePKIConfig			

This password change process changes the following:



	MyID COM+ User	IIS User	Web Service User	SQL secure authentication user
IIS application	n/a	MyIDPoolClassic	CredentialWebServicePo ol	n/a
pools on Web Server			DeviceManagementAPIPoo l	
			MyIDiOSOTAPool	
			MyIDWebService	
			SCEPPool	
IIS sites on	n/a	MyID	MyIDSCEP	n/a
Web Server		MyIDDataSource		
		MyIDProcessDrive		
		r		
		MyID/en		
		MyID/us		
		upimages		
SQL secure	n/a	n/a	n/a	Dal4Net
authenticatio				web.oauth2
n				web.oauth2.ex
				t
				InternalWS
				ExternalWS



2.1 Working with Active Directory accounts

1. Ensure **AD Account** is selected.

💀 Intercede Password Change Tool		_	×
AD Account O SQL Account	Usemame		
Change Account Password	New Password		
Update Password	Confirm Password		
Commit Changes		Simula	es
results will be snown here.			

2. If you want to change the password on the Active Directory at the same time, select the **Change Account Password** option.

Note: The user under which you are running the PCT must have the appropriate permissions for this to be successful.

If you have already changed the password on the Active Directory, and just want to update the MyID components and services to use the new password, make sure that **Change Account Password** is *not* selected.

3. Type the **Username** and the **New Password** for the user, then type the password again in the **Confirm Password** field.

For usernames, you can enter either the fully-qualified user name of the user in either the format domain\user, or user@domain – if you enter username on its own without specifying the domain, the domain of the currently logged on user is used.

- 4. Ensure the Commit Changes option is not selected.
- 5. Click Simulate Changes.

The PCT checks the user details with the Active Directory service. The PCT abandons the change at this point if either the **Username** cannot be found or the specified **Password** is incorrect. In any of these cases, the PCT makes no changes to your system.



6. Verify that no errors (shown in red) are displayed. All the actions that would have been performed are shown in green.

Note: Confirm that all of the proposed password changes are acceptable before continuing.

7. Select the **Commit Changes** option.

This changes the Simulate Changes button to Commit Changes.

Note: Log out of MyID on all clients before proceeding.

8. Click Commit Changes.

The PCT makes all the changes to your system.

Any Windows services are automatically restarted as part of the update and all affected IIS application pools will be recycled.

Note: If you have configured an IIS client certificate, the Password Change Tool does not update the stored password; you must set this manually. See the *Configuring IIS client certificates* section in the *Securing Websites and Web Services* guide for details.

- 9. Verify that there are no errors shown.
- 10. If you have changed the password for MyID COM+ account, restart the MyID COM+ running processes:
 - a. On the MyID application server, open the Component Services tool.
 - b. Expand Component Services > Computers > My Computer > Running Processes.
 - c. For each MyID component in the list, right-click and select **Shut down**.

The MyID components will restart when needed.

You can determine which components belong to MyID by viewing the **COM+ Applications** folder – the MyID components run under the MyID COM+ user account.

2.2 Working with SQL accounts

This option applies only if you selected the SQL authentication option when installing MyID. You must run the PCT on the MyID application server to update the SQL authentication account password.

Note: You must first change the SQL account password on the SQL Server. The PCT cannot change the password on the SQL Server – it just updates MyID to use the new password.

- 1. Make sure there are no active connections to the SQL Server using the account for which you are updating the password. Use the KILL statement to terminate any user sessions.
- 2. Log on as the MyID COM+ user and use **Run as administrator** to launch the Password Change Tool.

The user must have permissions to change the MyID Dal4Net.dll.config file, and the appsettings.json file for the following web services:

- web.oauth2
- web.oauth2.ext



- InternalWS (for mobile authentication)
- ExternalWS (for mobile authentication)
- 3. Ensure SQL Account is selected.

😸 Intercede Password Change Tool		_	×
O AD Account SQL Account	Usemame		
Change Account Password	New Password		
✓ Update Password	Confirm Password		
Commit Changes		Simula	es
Results will be shown here.			

- 4. Type the **Username** and the **New Password** for the SQL account you are using, then type the password again in the **Confirm Password** field.
- 5. Ensure the **Commit Changes** option is not selected.
- 6. Click Simulate Changes.

The PCT checks the user details exist in the following configuration file:

C:\Program Files\Intercede\MyID\Components\Dal4Net\Dal4Net.dll.config

The PCT abandons the change at this point if the configuration file cannot be found, the system is configured to use Windows Authentication and not SQL Authentication, the **Username** cannot be found, or the specified **Password** is incorrect. In any of these cases, the PCT makes no changes to your system.

7. Verify that no errors (shown in red) are displayed. All the actions that would have been performed are shown in green.

Note: Confirm that all of the proposed password changes are acceptable before continuing.

8. Select the Commit Changes option.

This changes the Simulate Changes button to Commit Changes.

Note: Log out of MyID on all clients before proceeding.



9. Click Commit Changes.

The PCT makes all the changes to your system.

10. Verify that there are no errors shown.

Important: In previous versions of MyID, to change the password used for the web.oauth2 or web.oauth2 web services, you edited the appsettings.Production.json override file for each of the web services. The Password Change Tool does not change this override file, but updates the main appsettings.json file for the web services. You must check that you do not have a ConnectionStrings section in the appsettings.Production.json file; delete this section so that it does not override the password provided in the appsettings.json file. Alternatively, if you want to continue using the override file, you can use the Password Change Tool to update the appsettings.json file, then copy the updated PasswordDPAPI parameter value into the appsettings.Production.json file



3 Command-line arguments

You can run PCT from the Password Change Tool subfolder in various ways to suit your system, depending on command-line arguments supplied from an administrative command prompt or Windows shortcut.

Examples of the syntax are:

- · Interactively in a GUI window (default):
 - PasswordChangeTool.exe
- Interactively in a GUI window, with defaults:

```
PasswordChangeTool.exe /g /a=UpdateAdPassword /u="<Username>"
/p="<NewPassword>"
```

• Non-interactively in a console window:

PasswordChangeTool.exe /a=UpdateAdPassword /u="<Username>"
/p="<NewPassword>"

• Show help in a console window:

PasswordChangeTool.exe /?

The following table contains a list of the command-line arguments supported by PCT:

Argument	Purpose
/?	Show the command line arguments help.
/g	Show the GUI.
	Any other commands become the default values in the GUI, but the tool will not
	execute the specified action; instead, you must click Simulate Changes or Commit
	Changes.
/c	Commit Changes (if not specified, the tool will simulate changes only).
/a=Action(s)	Mandatory.
	Specify the action to perform.
	Valid actions are:
	ChangeAdAccountPassword – change the user password in Active Directory and update MyID to use the new password.
	UpdateAdPassword – update MyID to use the new password.
	UpdateSqlPassword – update MyID to use the new SQL account password.
	Note: If you specify ChangeAdAccountPassword, you do not need to select UpdateAdPassword – the PCT updates the password in MyID automatically ,



Argument	Purpose
/u="Username"	Mandatory.
	Specify the Username .
	You can use one of the following formats:
	user
	domain\user
	user@domain
	If no domain is specified, the tool uses the domain of the currently logged-on user.
/p="Password"	Mandatory.
	Specify in plain text the new password of the account being changed.
	You are recommended to surround long and complex passwords with quote characters to avoid the Windows error from a long command line:
	"The system cannot find the file specified."
	This means that the password cannot contain quote characters.
/ss="Password"	Required if you are changing the SQL Authentication password.
	Specify in plain text the password for the MyID Web Service User.
/sa="Password"	Required if you are changing the SQL Authentication password.
	Specify in plain text the password for the MyID Authentication User.



4 Troubleshooting

If you see a popup window asking for a smart card or virtual smart card, this is caused by entering user details that are invalid for the directory – Windows is attempting to find an alternative means of authentication. Cancel the popup window, enter the correct details for the user, and try again.

If the PCT returns an exception, unusual results, or fails to run:

- Ensure the operating system is supported.
- Ensure the PCT version is compatible with your MyID installation.
- Ensure the PCT is started with the correct credentials.
- Contact customer support, quoting reference SUP-261.

4.1 Known issues

• IKB-262 – Restarting Windows services

After you have used the Password Change Tool, you may need to restart some Windows services for the changes to take effect. The services affected are:

- MyID Notifications Service
- MyID SNMP Agent

These services run under the MyID COM+ account on the application server.