

ORACLE ENTERPRISE SINGLE SIGN-ON PASSWORD RESET

KEY FEATURES AND BENEFITS

- Eliminates costly downtime and aggravation when valuable employees are inadvertently locked out of their desktop.
- Frees up helpdesk staff for more important, forward-looking projects.
- Simple, flexible, personalized, and secure.
- A powerful complement to strong authentication.
- Very high ROI through direct and indirect cost savings

It happens all the time. A user tries to log into a corporate network but can't remember his or her Windows password and is locked out of everything. Lock outs cost money because the user can't work and has to call the company's helpdesk to reset the password. As much as 30 percent of all helpdesk calls are password-reset requests, on average taking 20 minutes to resolve, according to market research firm Gartner.

Eliminates User Downtime While Freeing Up Helpdesk Resources

Oracle Enterprise Single Sign-on Password Reset (eSSO PR) eliminates those costs for the most frequently forgotten password – the Windows password. Users easily and securely reset their own passwords with no downtime and no helpdesk intervention, right from their Windows login prompt. Oracle eSSO PR integrates seamlessly with Oracle eSSO Logon Manager, completing the circle of eliminating password headaches.

In-the-Flow™ Password Reset Operates Directly from the Desktop

Many competing solutions require users to learn and follow a new process, and locate another logged-on computer user to reset their passwords – which often causes them to call the helpdesk anyway. Users of Oracle eSSO PR have to do neither. Our In-The-Flow technology seamlessly and securely integrates the enrollment and password-reset process into the Windows logon flow, providing the reset process where users expect it – at the Windows logon prompt on their own computer.

Confidence-Based Identity Verification Eliminates False Negatives

Oracle eSSO Password Reset uses a question-and-answer process to initiate a reset. When your employees enroll, they answer a set of questions that are meaningful and specific to them. When they need to reset their password, they are presented a Reset Quiz, where they have to supply these answers again. Oracle eSSO PR's Confidence-Based Verification solves one of the major problems with the typical “one strike and you're out” approach to self-service reset – lots of false negatives from users who forgot an answer or typed it incorrectly. With eSSO PR, users can recover from a minor mistake and still successfully reset their password. For administrators, this means the security of sound password policy without unnecessary helpdesk calls.

Copyright 2006, Oracle. All Rights Reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners. 1

**ORACLE IDENTITY
MANAGEMENT PRODUCTS****Oracle Access Manager**

delivers critical functionality for access control, single sign-on, and user profile management in the heterogeneous application environment.

Oracle Identity Manager

is a powerful and flexible enterprise identity provisioning and compliance monitoring solution that automates the creation, updating, and removal of users from enterprise systems such as directories, email, databases, and ERP.

Oracle Identity Federation

enables cross-domain single sign-on with the industry's only identity federation server that is completely self-contained and ready to run out-of-the box.

Oracle Internet Directory

is a robust and scalable LDAP V3-compliant directory service that leverages the high availability capabilities of the Oracle 10g Database platform.

Oracle Virtual Directory

provides Internet and industry standard LDAP and XML views of existing enterprise identity information, without synchronizing or moving data from its native locations.

**Oracle Web Services
Manager**

is a comprehensive solution for adding policy-driven security and management capabilities to existing or new Web services.

A Natural Complement to Strong Authentication

Many companies are evaluating or implementing strong authentication technologies, such as smart cards or biometrics. When deployed with the Oracle eSSO suite, those technologies secure access to all network resources, including logon to Windows. But when the authenticator is not available, for example due to a misplaced smart card, Oracle eSSO Password Reset provides the fallback to keep them operating and productive.

User Authentication Features:

- Configurable question-and-answer process supports administrative control over questions, group-specific challenge questions, and offers the ability to control response expectations, such as format, answer length, and case sensitivity.
- Unique and highly flexible scoring model provides high security while reducing false negatives. Weights for both correct and incorrect answers can be independently configured for each question, and different user classes can be given separate thresholds for success. In addition, answers can be validated against one or more external data sources

Administration Features:

- Simple Web-based interface and MMC plug-in support
- Configurable user interface
- Scoring-model based control reduces or eliminates false negatives
- External Validation API
- Reports for Active Users, Enrolled Users, Enrollment Score, Password Resets completed/cancelled/or failed with score, log of IP addresses where Resets or attempts occurred, User Enrollment Status
- Best practices guides and quick-start documentation that assist administrator to securely set up and manage user authentication

Additional Supported Systems for Reset:

Besides the Windows desktop, Oracle Enterprise Single Sign-on Password Reset also offers password reset for any authenticator relying on the Microsoft Windows GINA, such as Terminal Services, Citrix MetaFrame® software and Citrix MetaFrame Password Manager.