knowledge17

May 7–11, 2017 • Orange County Convention Center • Orlando, FL

Lab Guide

Password Reset Administration

Helmut Pfeiler & Tolga Tutel

Login / Password

admin / Knowledge17

Lab Sponsored by Amazon Web Services



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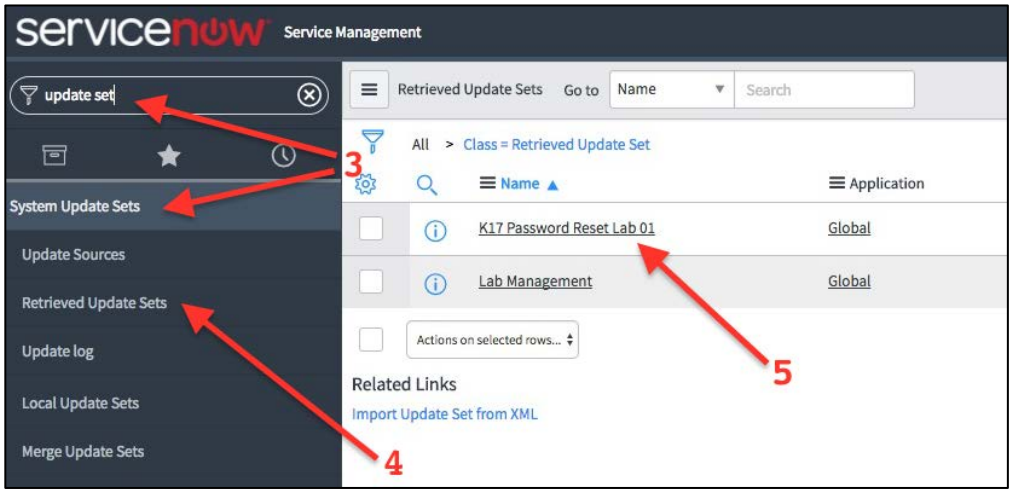
Lab Goal

The intention of this lab is to prepare the ServiceNow instance for the lab.

Lab 0
Lab
Preparation

Load Configuration Data

1. Open a browser and enter the ServiceNow instance URL provided.
2. On the login screen, type **admin** in the user name field and **Knowledge17** in the password field. Then click on **Login**.
3. Type **Update Set** in the left navigation pane search or click **System Update Sets** to expand the application.



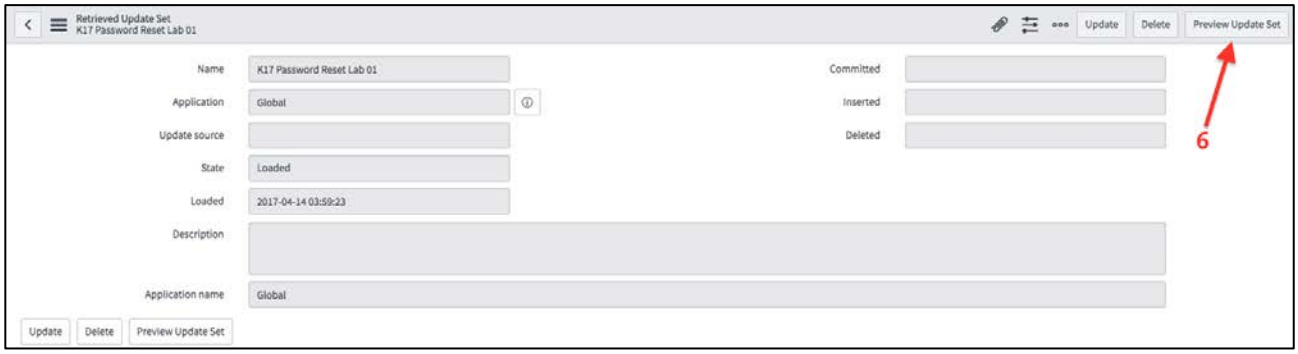
4. Click the **Retrieved Update Sets** module to display its content in the main pane of the browser.

   Note: In subsequent labs, these steps are abbreviated to **Application Name > Module Name** (e.g., **System Update Sets > Retrieved Update Sets**).

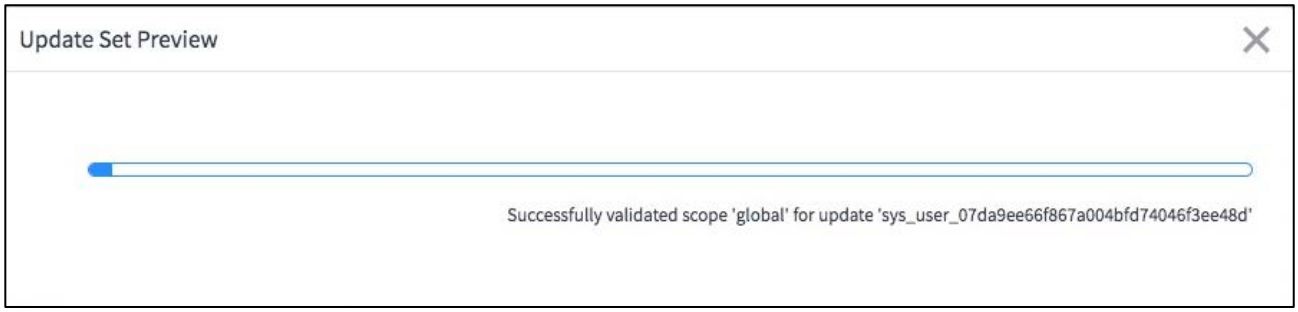
5. Open the record **K17 Password Reset Lab 01**.

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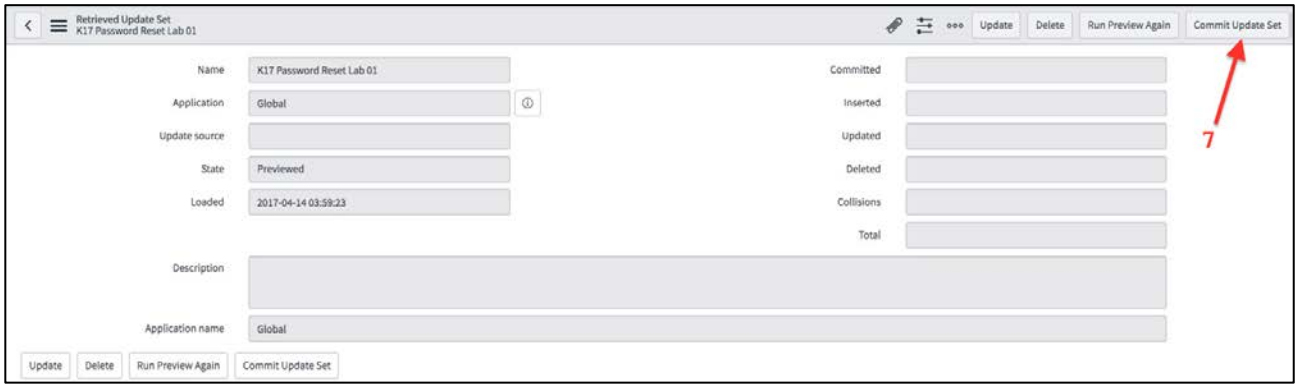
6. Click on **Preview Update Set**.



You will see a progress bar like this.



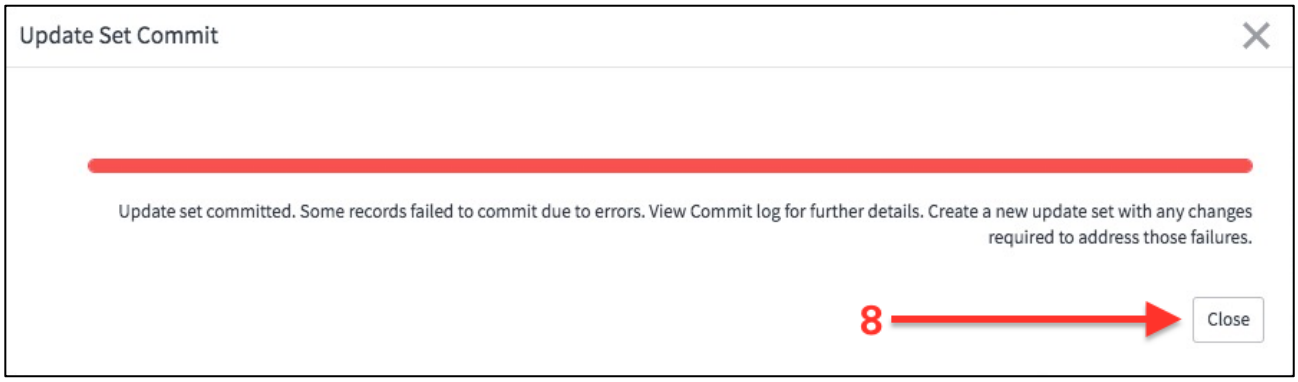
7. Then click on **Commit Update Set**.



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8. Click on **Close** when the commit is complete.

   Note: Ignore the error message.



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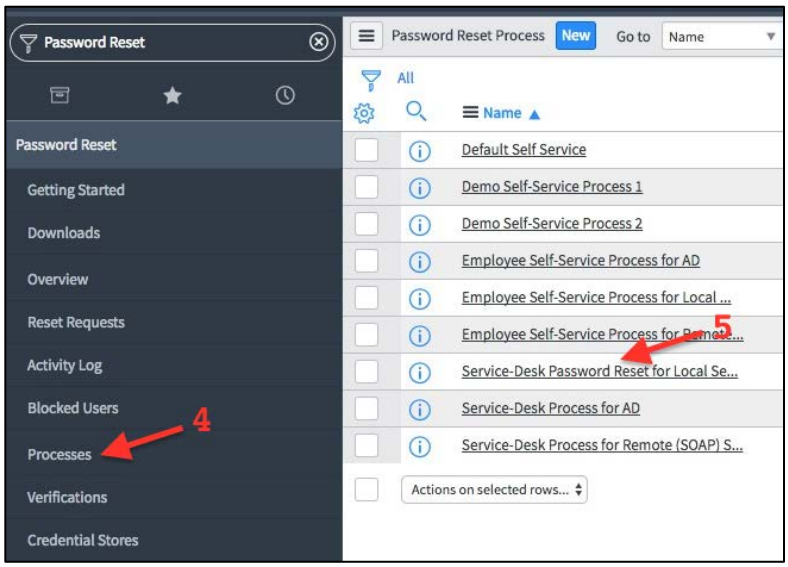
Lab Goal

A starting point for most companies in Password Reset is the ability for the Service Desk technicians to be able to cycle through the reset calls quickly. Self-service is usually the end goal, but an automated Service Desk Reset process is a useful stepping-stone to get there. This lab explains how to reset a password sitting on the Service Desk and answering a phone call.

Lab 1.0
Service Desk ServiceNow Password Reset

Mimic Resetting a Password from a Service Desk Point of View

1. Open a browser and enter the ServiceNow instance URL provided.
2. On the login screen, type **admin** in the User name field and **Knowledge17** in the Password field. Then click on **Login**.
3. Type **Password Reset** in the left navigation pane search or click **Password Reset** to expand the application.
4. Click the **Processes** module to display its content in the main pane of the browser.

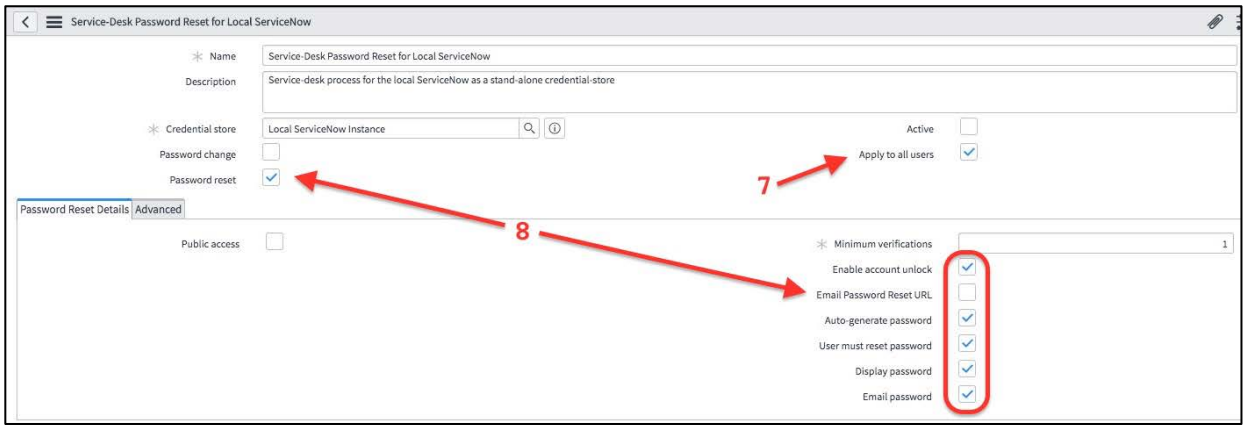


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5. Click the **Service Desk – Password Reset for Local ServiceNow** process to open the record.

6. Leave **Local ServiceNow Instance** as default Credential Store. (We'll cover this later.)

7. Confirm **Apply to all users** is checked.

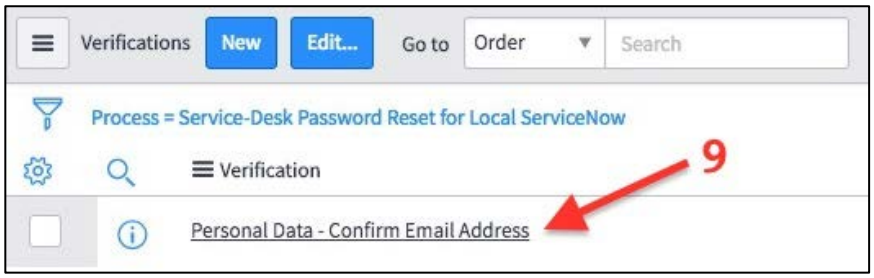


8. Ensure the following fields are checked:

- **Enable account unlock**
- **Auto-generate password**
  - Auto-generate password is useful for Service Desk users so they can provide the new password to the user over the phone.
- **User must reset password**
  - User must reset password ensures that the user will reset the password to something unique only they know on their next login.
- **Display password**
  - Display password is also recommended for Service Desk resets, so Service Desk users can read the new password to the user on the phone.
- **Email password**
  - Email password sends the new password to the primary email configured for the user being reset in the system.

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9. Scroll to the **Verifications** related list and confirm it displays the Verification **Personal Data – Confirm Email Address** as shown in the example.



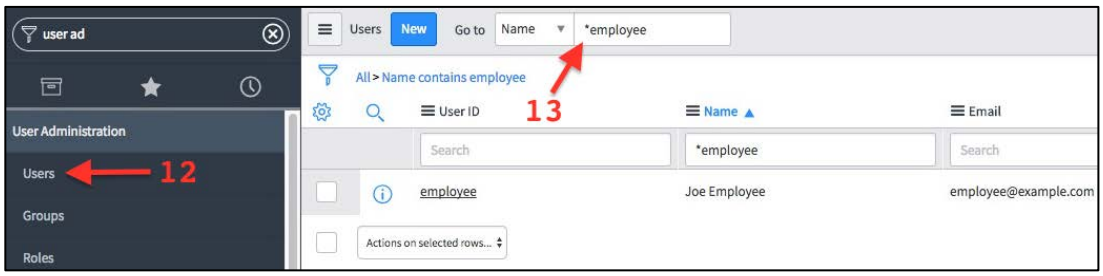
10. Check the **Active** box to enable the process. Click **Update**.



11. Time to test it! First verify the caller's email address to confirm.

12. Navigate to **User Administration > Users**.

13. In the table filter, type ***employee** to filter to Joe Employee, the test user for this case.



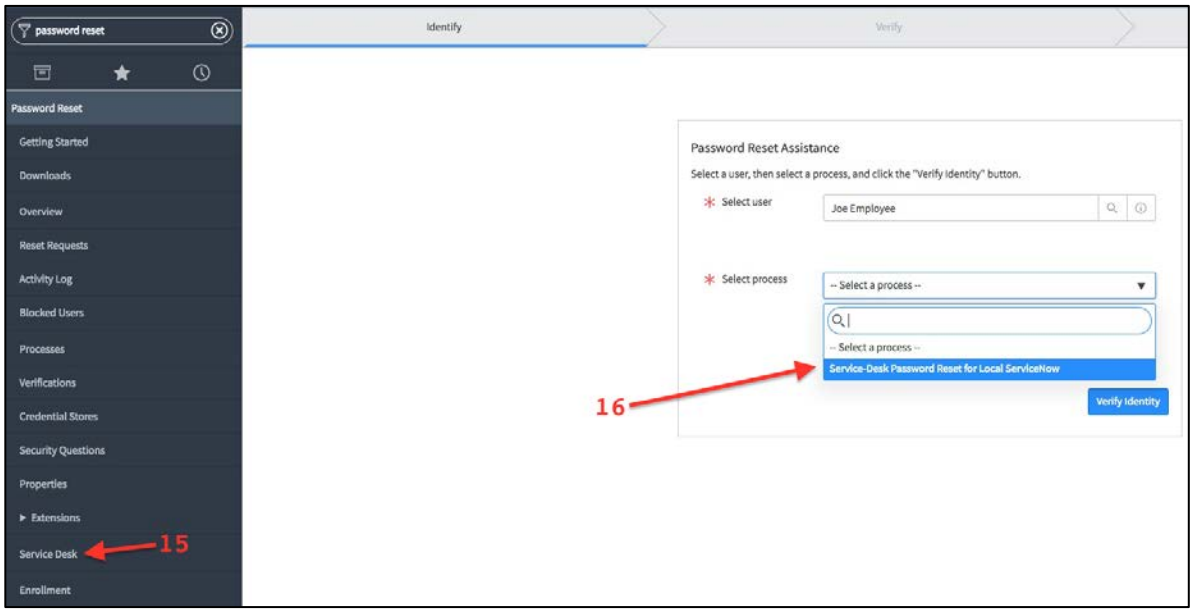
14. Either from the list view or Joe's user record, copy or make note of the sample email address **employee@example.com** for verification use during the reset process.

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15. Navigate to **Password Reset > Service Desk**.

16. Select user: **Joe Employee**
    Select process: **Service Desk Password Reset for Local ServiceNow**
    Click **Verify Identity**

    Note: This is the process followed earlier in this section.



17. Confirm that the email displayed is the same as the email communicated by Joe Employee via phone. **Accept** the answer and click **Next**.

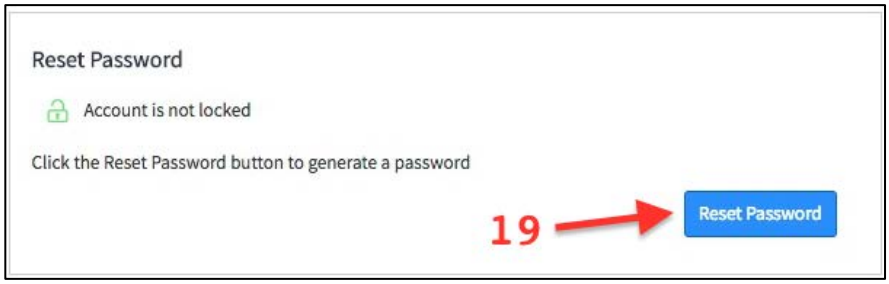
    Note: This is the Verification method defined in the **Personal Data – Confirm Email Address** process. Adjust these to verify any field data that is defined in the User profile (e.g., user ID, phone number, a custom field unique to your company, employee ID).



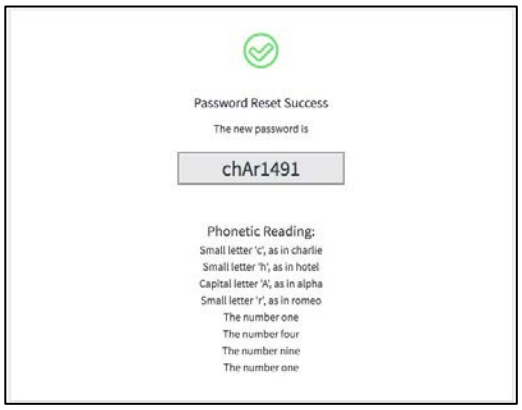
18. The previous step displays a verification to ensure that the email and user identity is correct.

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19. Click **Reset Password**.



20. The password appears in the browser after a few seconds because you chose to auto-generate and display the password as part of the initial process setup. **Copy** the new generated **password** or note it down.



Note: In the real world, this would provide the Service Desk technician the ability to read the password back to Joe over the phone.

Note: This new password is emailed to the user. The user must change this password at the first login because of settings in the initial process setup.

21. Log out or use another browser to test the new password with Joe Emplyoee's user ID (**employee**) and login. The new password must be at least 8 characters long and contain a digit, an uppercase letter, and a lowercase letter.

22. Log out as Joe Employee and login as **admin**.

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Lab Goal

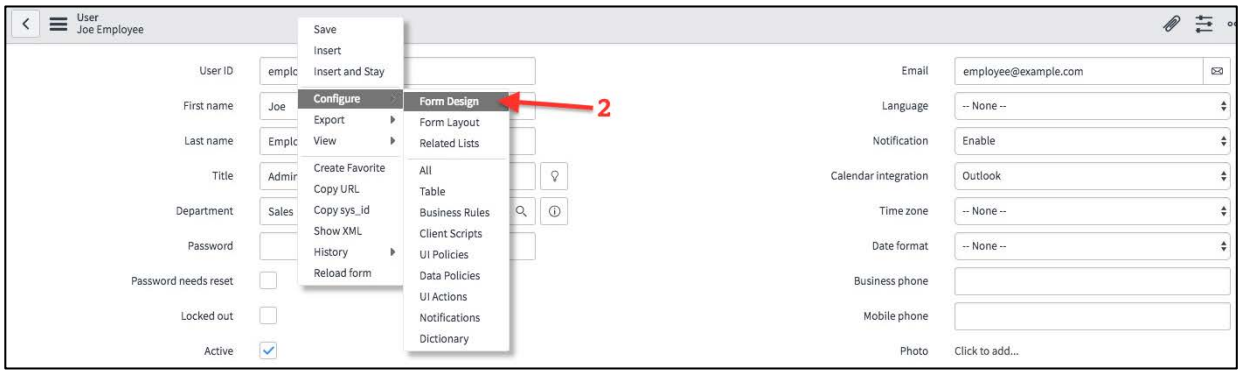
This lab explains how users can reset their ServiceNow passwords using a public URL. The lab also explains how to create a new verification type, expose an employee number field in the user profile, and use this field to verify the identity of the individual resetting the password.

Lab 2.0 Self-Service ServiceNow Password Reset

Reset a ServiceNow Password in Self-Service Fashion

1. Navigate to **User Administration** > **Users,** search for ***employee** and open the **Joe Employee** user record.

2. **Right-click** the top menu bar in the record and select **Configure > Form Design**.



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3. Move **Employee number** from the **Fields** section to the **Form** below **Email**.

   Note: This adds the field to the User Profile form.



4. Click **Save** and close the browser tab to return to the Joe Employee user record. **Reload** the browser page to reload the user form to see the new added field.

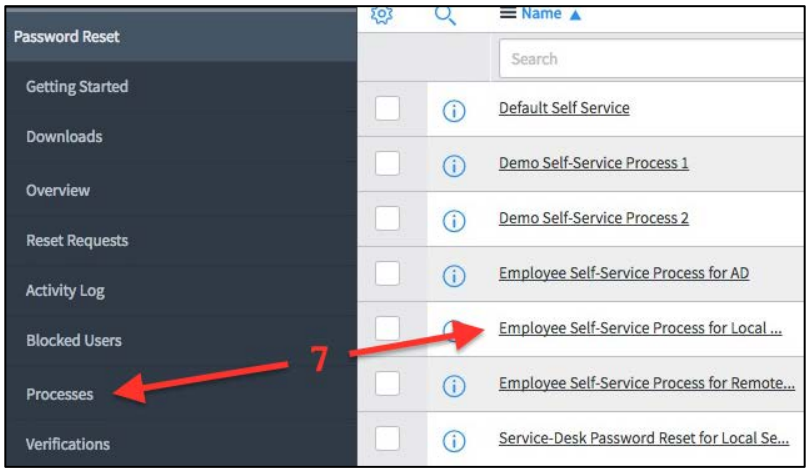
5. Enter **12345** into the **Employee number** field.



6. **Update** the Joe Employee user record and note the Employee number **12345** (to be used later).

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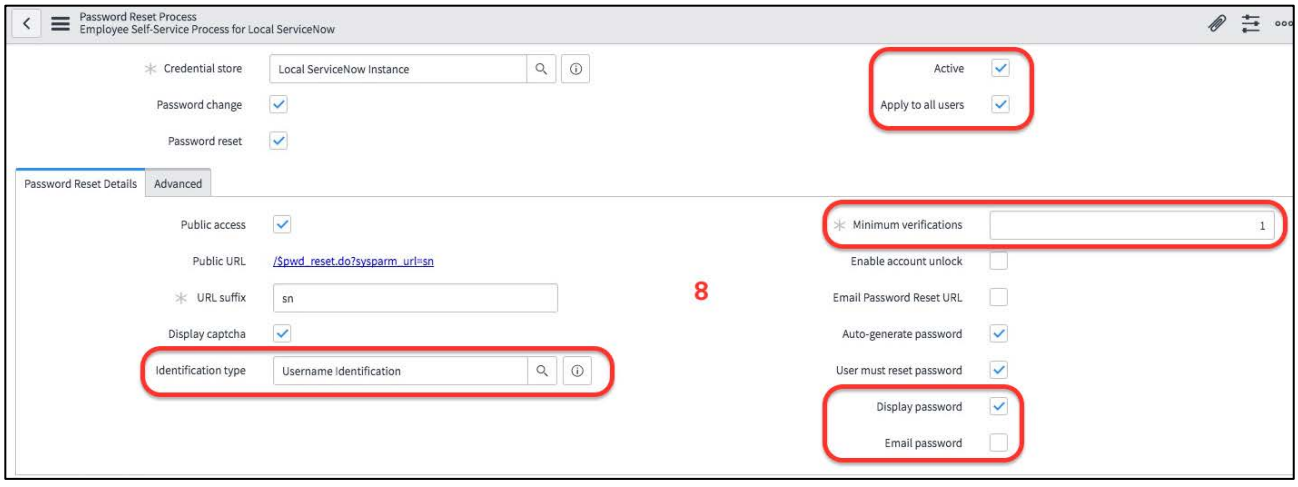
7. Navigate to **Password Reset > Processes** and click **Employee Self-Service Process for Local ServiceNow**.



8. Please validate that you really opened the correct process -> **Employee Self-Service Process for Local ServiceNow**.

   Update the process settings to match the screenshot in the example.

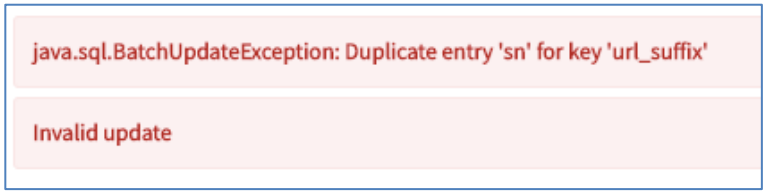
   Active: **Enable**
   Apply to all users: **Enable**
   Identification type: **Username Identification**
   Minimum verifications: **1**
   Display password: **Enable**
   Email password: **Disable**



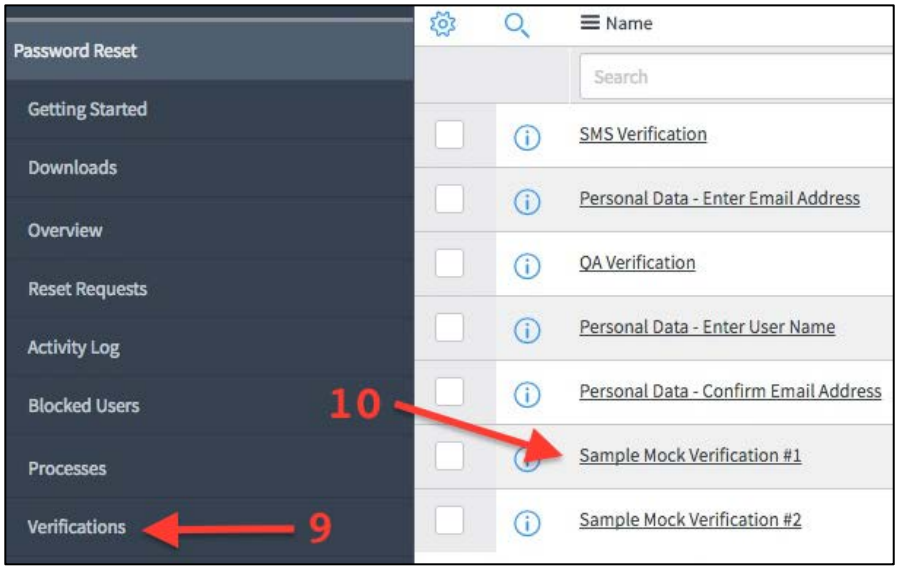
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Click **Update**.

Note: If you see the error message below, you did not select the correct process.



9. To create a new verification based on the Employee number, navigate to **Password Reset > Verifications**.



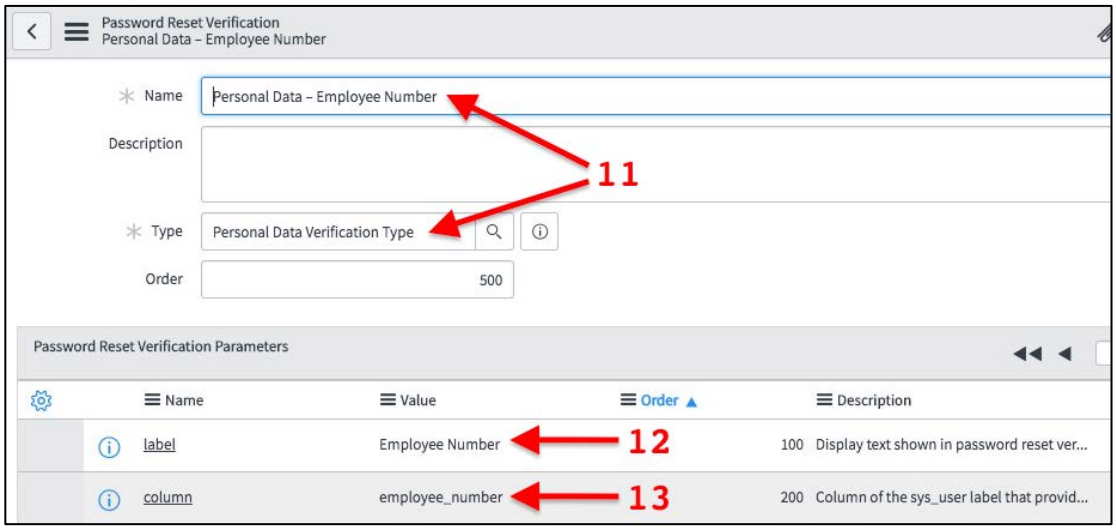
10. A few sample verification types are provided out of the box. This lab uses one that verifies based on personal data. Click **Sample Mock Verification #1**.

11. Change the name to **Personal Data – Employee Number** and type to **Personal Data Verification Type**. **Don't** save the record!

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12. Add a new parameter under **Password Reset Verification Parameters**:

    Name: **label**
    Value: **Employee Number**
    Order: **100**
    Description: **Display text shown in password reset verification step**



    Note: If the Password Reset Verification Parameters table contains already two values, update those values.

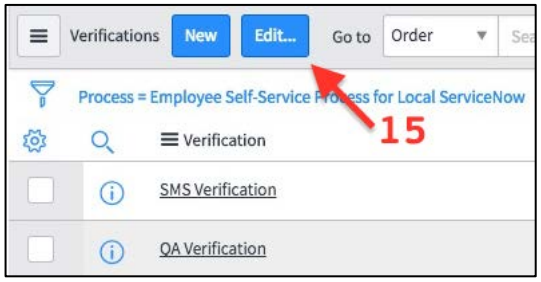
13. Add another parameter to determine which data is checked against the user input:

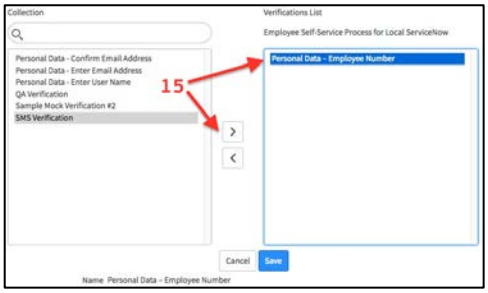
    Name: **column**
    Value: **employee_number**
    Order: **200**
    Description: **Column of the sys_user label that provides the answer**

14. Click **Update** and return to the **Employee Self-Service Process for Local ServiceNow** record under **Password Reset > Processes**.

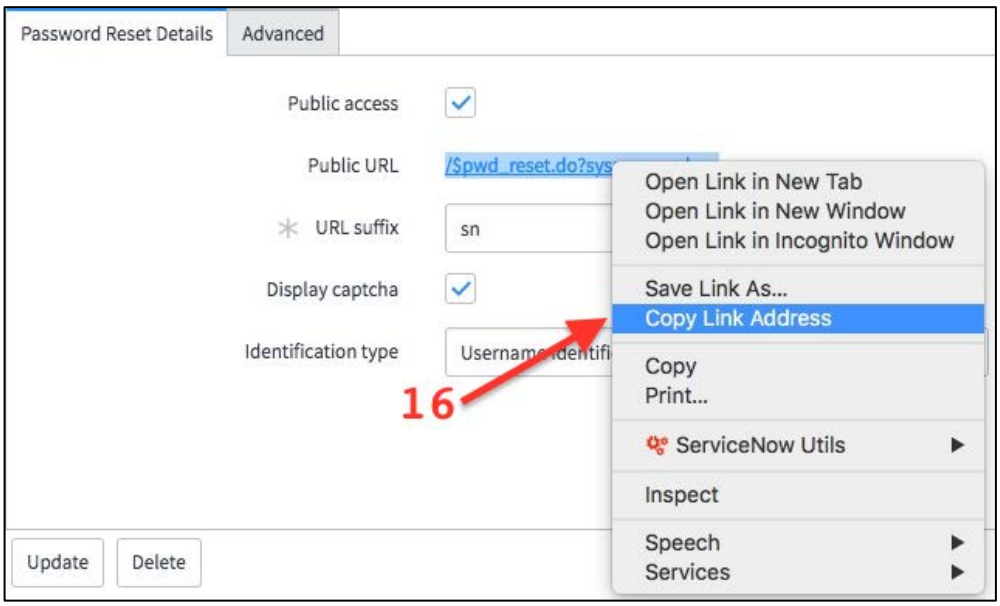
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15. **Edit** the Verifications related list in the **Employee Self-Service Process for Local ServiceNow** process and add the new Verification **Personal Data – Employee Number**. Also, remove **QA Verification** and **SMS Verification** from the selected list. Click **Save**.





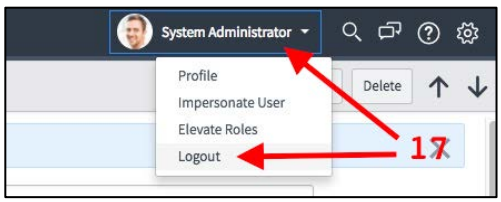
16. Right-click **Public URL** in the Process record and select **Copy Link Address**.



Note: If your browser does not have that option, open the link in a new tab or new window and manually copy the URL from the address bar.

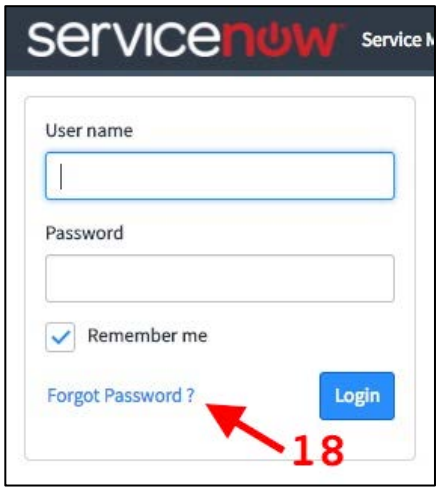
Note: You can now embed this reset process on any page within your organization.

17. **Logout** from the ServiceNow instance.



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18. Starting with the Istanbul release, the **Forgot Password?** link is out-of-the-box available on the login screen. Click on that link to test the Self-Service Reset process.



19. Enter the following information:

    Username: **employee**
    Select **I'm not a robot** checkbox. Complete the CAPTCHA verification process.

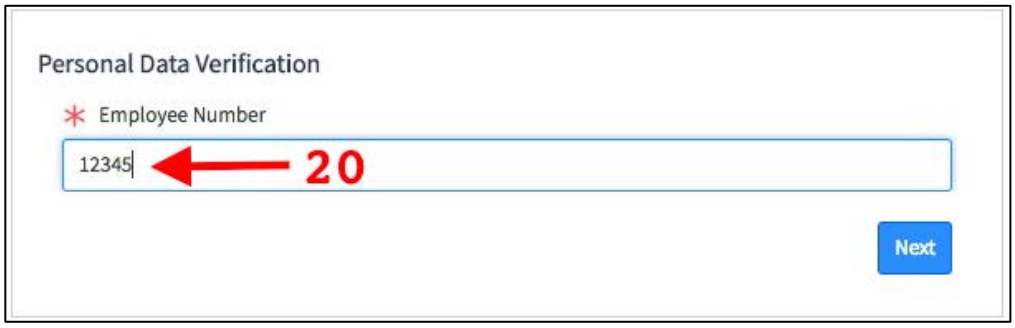


    Click **Next**.

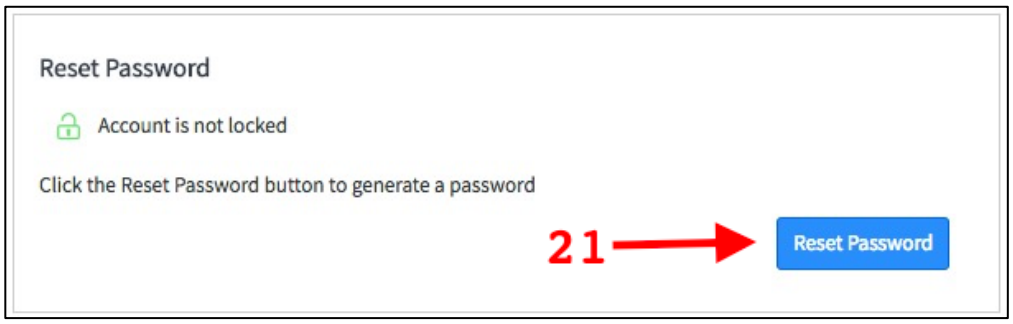
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20. Notice that the new Verification process asks the user to verify their identity using their unique Employee Number.

    Enter **12345** (as defined earlier) and click **Next**.

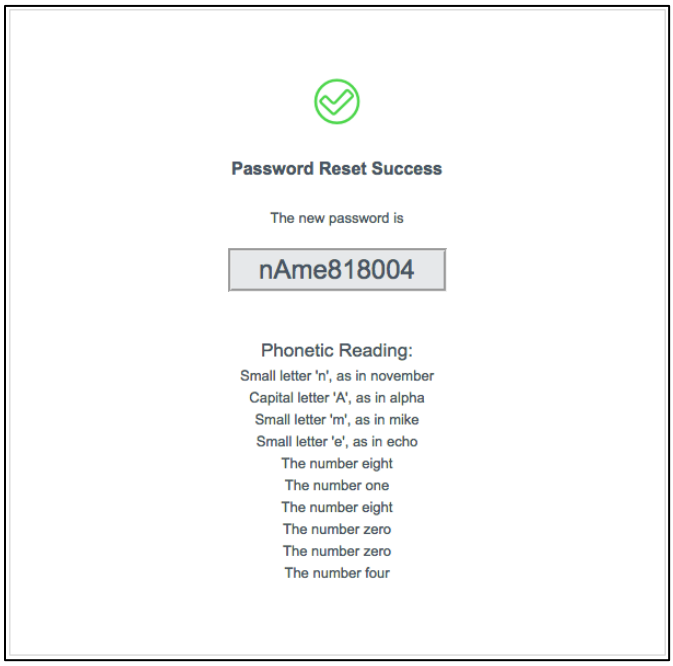


21. A screen displays confirming successful verification of the user identity. After successful verification, click **Reset Password**.



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22. The options selected in the process definition allow the password to display on the screen for use in the next login session. Your screen appears like the example. **Copy or note the new password**.



23. Navigate back to the **login page** of your ServiceNow instance by clicking on the ServiceNow logo.

24. **Login** and test the new password with Joe Employee's (**employee**) user ID.

25. **Log out** as Joe Employee and login as **admin**.

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Lab Goal

Many customers have their ServiceNow instance integrated with Active Directory. They want to use ServiceNow to let their employees reset their Active Directory passwords via self-service. This lab explains how to define a password reset process that requires the end user to answer a few security questions and enter a verification code sent via SMS text message.

Lab 3.0 Self-Service AD Password Reset

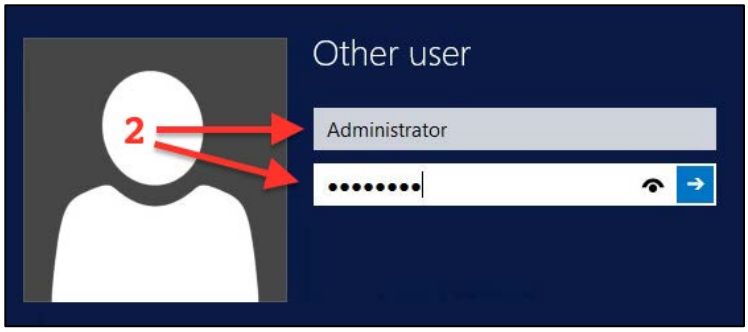
Install a MID server

First install a MID server which is used to connect to the Active Directory server.

1. From your Instance Reservation Page copy the **IP** of the Windows server, which contains "**mid**" in the hostname.

2. Log on to the Windows system using **Remote Desktop Connection** (On Windows clients, open Remote Desktop Connection by clicking the **Start** button. In the search box, type **Remote Desktop Connection**, and then, in the list of results, click **Remote Desktop Connection**).

   Use **Administrator** as user name and **Knowledge17** as password.

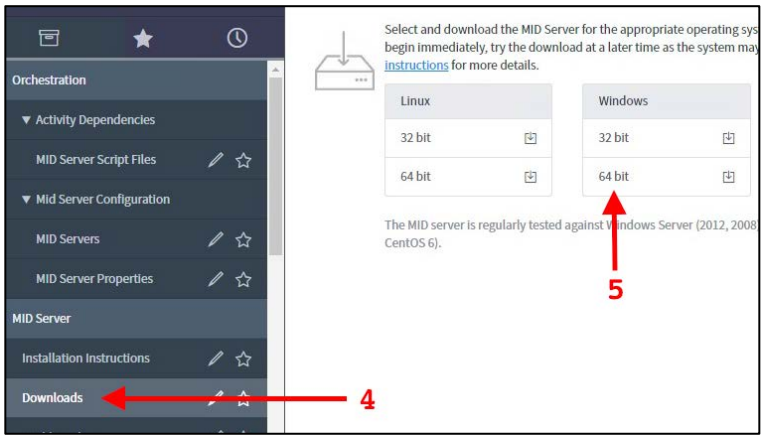
   Note: If you are on Mac, use Microsoft Remote Desktop (free download from the Apple App Store) or use Cord (http://cord.sourceforge.net/) to connect to the Windows VM.

3. After logging in, open Google Chrome on your remote desktop. Enter the URL of your ServiceNow instance and log in as **admin** with **Knowledge17** as password into your ServiceNow instance.

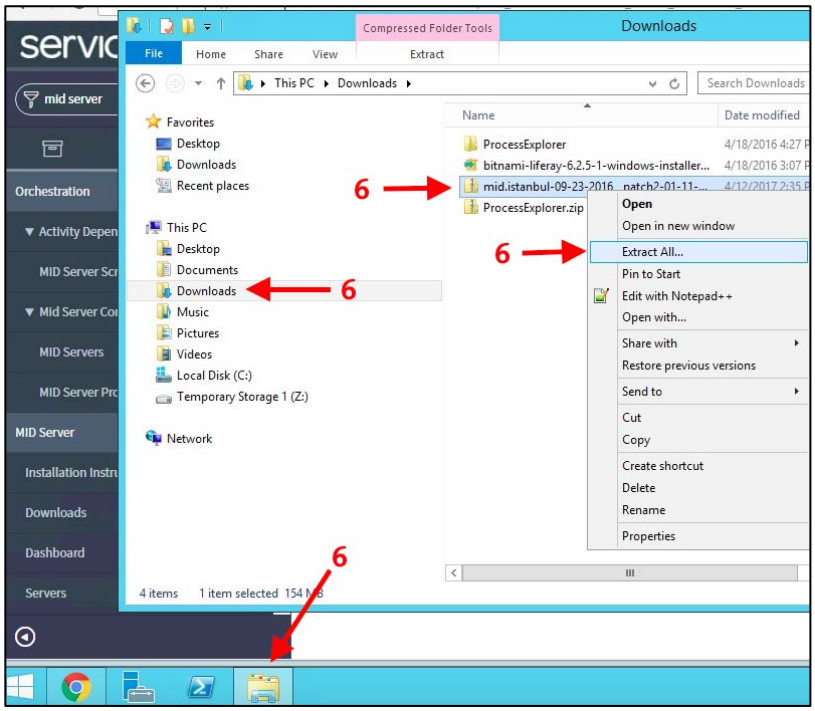
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4. Navigate to **MID Server > Downloads**

5. Download the **Windows > 64 bit** MID server installation file.

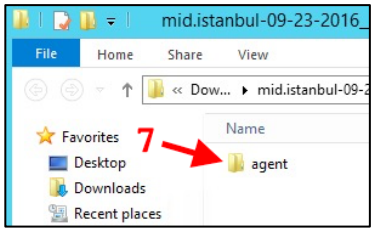


6. Open the **File Explorer**, click on the **Downloads** folder, right-click on **mid.istanbul-09-23-2016_patch2-01-11-2017_01-29-2017_2025.windows.x86-64.zip**. Then select **Extract All…** and click on **Extract**.



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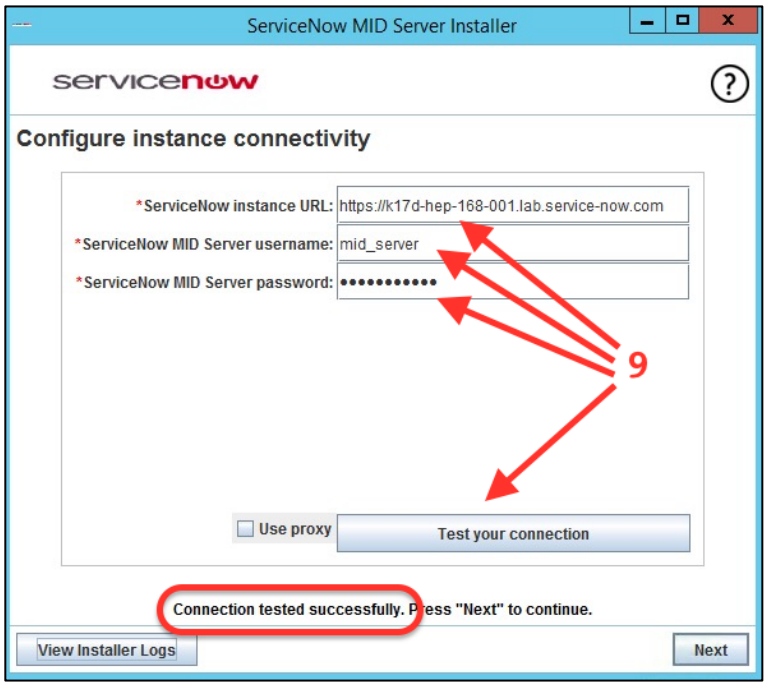
7. Double-click on the **agent** folder.



8. **Execute** the **installer.bat** file and click on **Run**.

9. Add your ServiceNow instance URL (e.g., **https://YOUR_INSTANCE_NAME.lab.service-now.com**). Then add the ServiceNow MID Server username **mid_server** and **Knowledge17** as ServiceNow MID Server password.

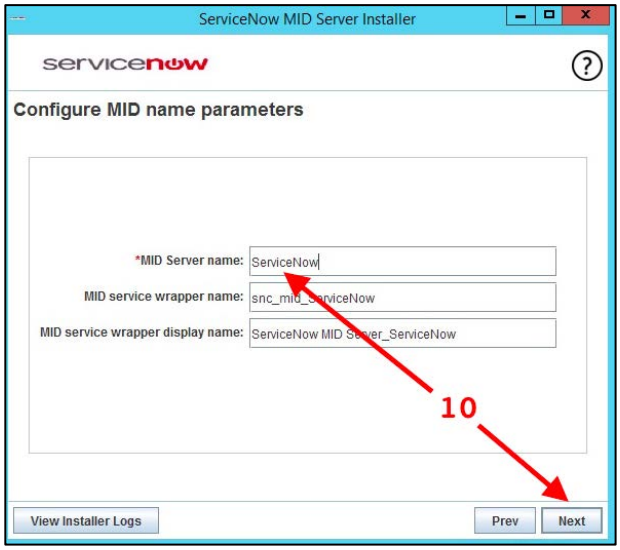
   Then click on **Test your connection**. If the **Connection tested successfully**, click the **Next** button.



Note: The MID server user (mid_server) was already preconfigured on your instance. Normally, you need to create and configure this user.

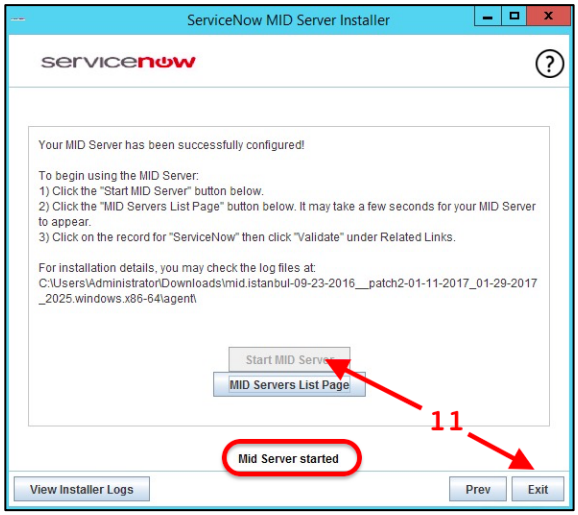
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10. Enter **ServiceNow** into the MID Server name field and click on the **Next** button.



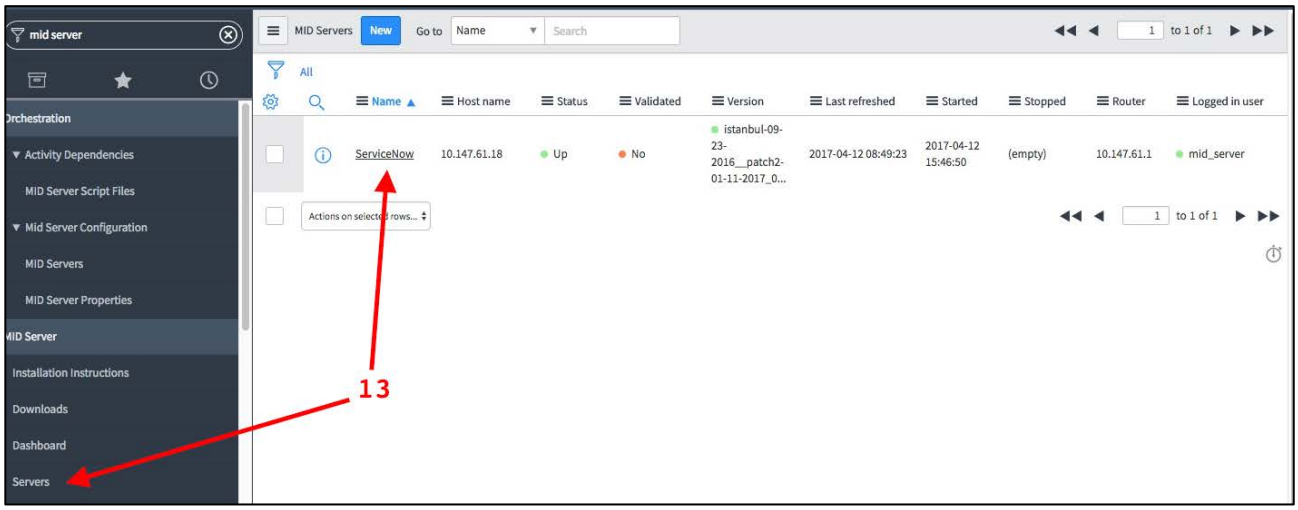
11. Click **Next** on the Configuration summary page.

12. Click on **Start MID Server**. After you receive the message **Mid Server started**, click **Exit**.



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13. Return to your ServiceNow instance and go to **MID Server > Servers**. You can now see the new installed MID Server. Open the **ServiceNow** MID Server record.

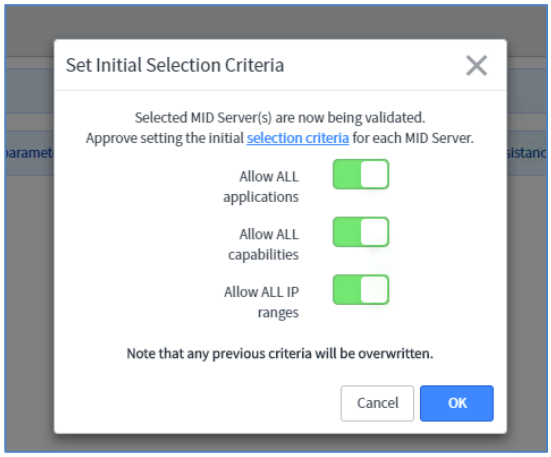


Note: To ensure that only validated MID Servers are able to communicate with the ServiceNow instance, we now need to validate the MID Server.

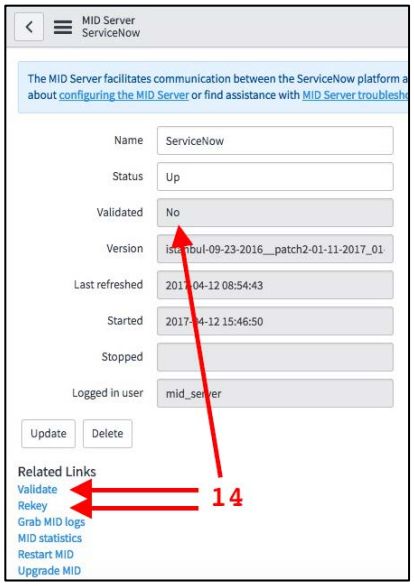
Note: If you receive the following error message "*Logged in user 'mid_server' does not match configured user ' '. Check the MID Server user configuration.*" after opening the MID server record, ignore this message.

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14. Click on the Related Link **Validate** and then **OK**.

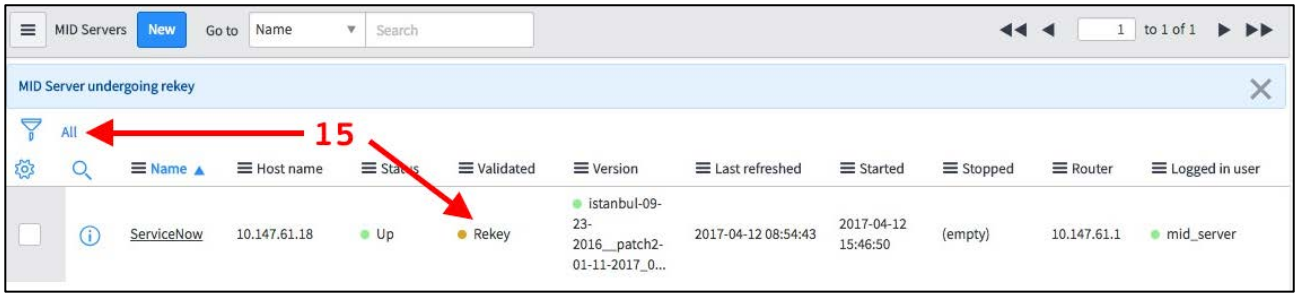


If the Validated field does not change to **Yes** or the screen above is not presented, click the Related Link **Rekey**.



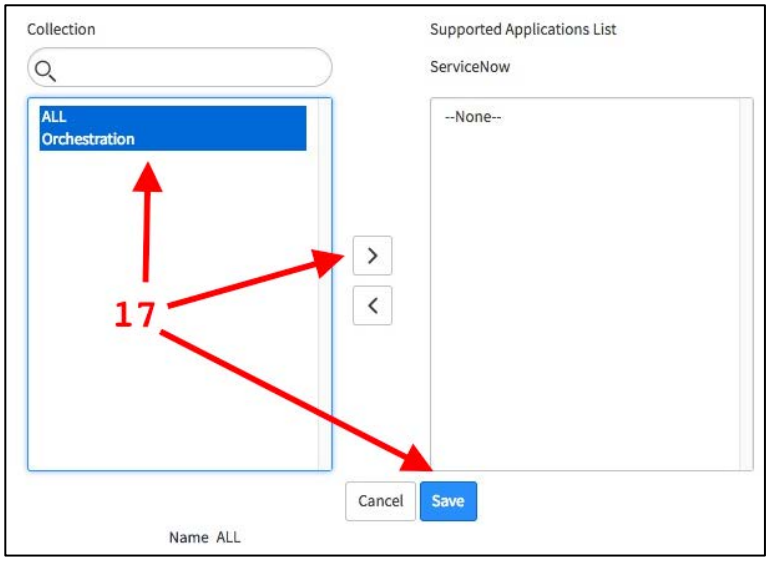
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15. Rekeying the MID sever might take up to two minutes. In the MID Servers list, click on **All** to refresh the screen until the Validated column shows **Yes**. Then open the **ServiceNow** MID server record.



16. Scroll down to the Related Lists and click on the **Supported Applications** list. Then click on **Edit**.

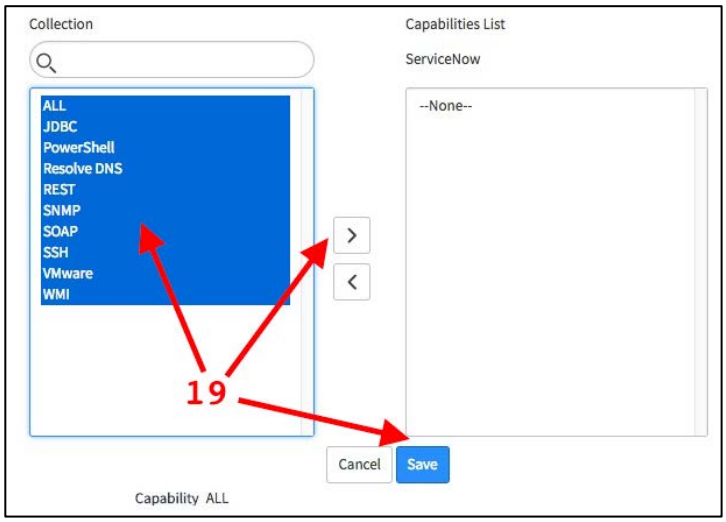
17. **Mark all values** in the left area and click on the **>** button (even if ALL is already in the right list). Then **Save** the record.



18. Click on the Related List **Capabilities** and click **Edit**.

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19. **Mark all values** in the left area and click on the **>** button (even if ALL is already in the right list). Then **Save** the record.



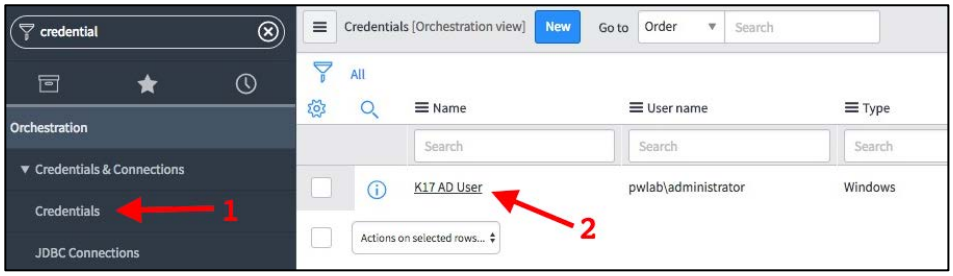
Note: The MID Server facilitates communication and movement of data between the ServiceNow platform and external applications, data sources, and services. MID Server capabilities define the specific functions of a MID Server. You will use this MID Server to establish communication to the Active Directory Server in the next steps.

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Configure the Password Reset Process for Active Directory

1. Navigate to **Orchestration > Credentials & Connections > Credentials**.

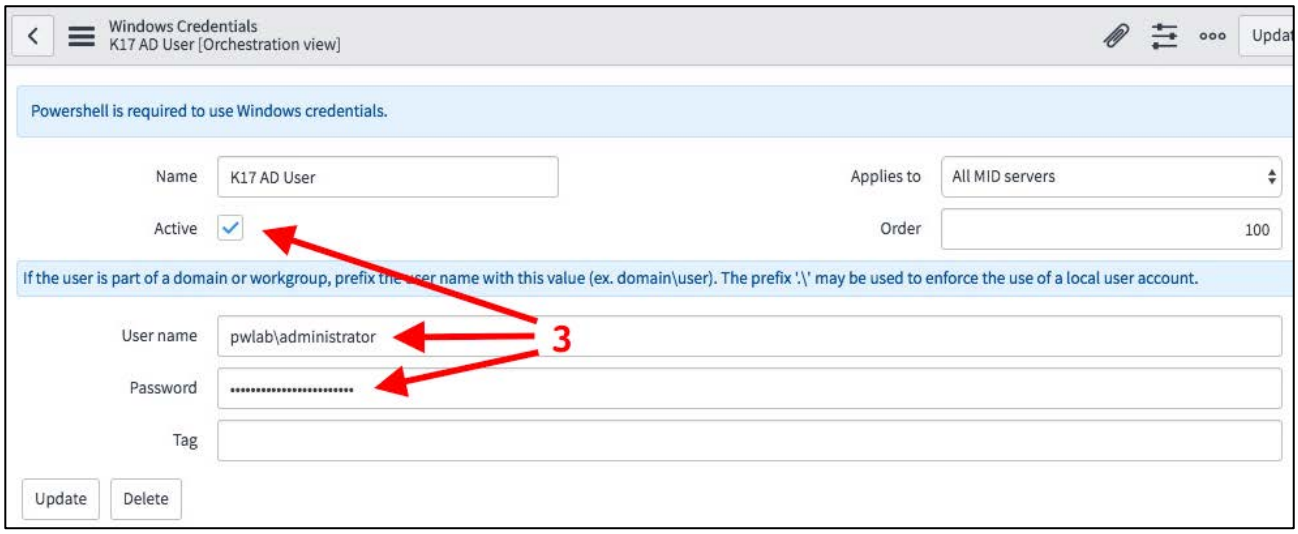
2. Open the **K17 AD User** record.



3. Verify that **Active** is set to true. In addition, ensure the **User name** is set with the domain prefix and the **Password** field is also filled.

   Note: For this lab, **do not change any values** here. (If you did, ask a ServiceNow Lab Guru for help!)

   Note: For more information on the required user permissions to be able to perform the password reset, please see the ServiceNow documentation.

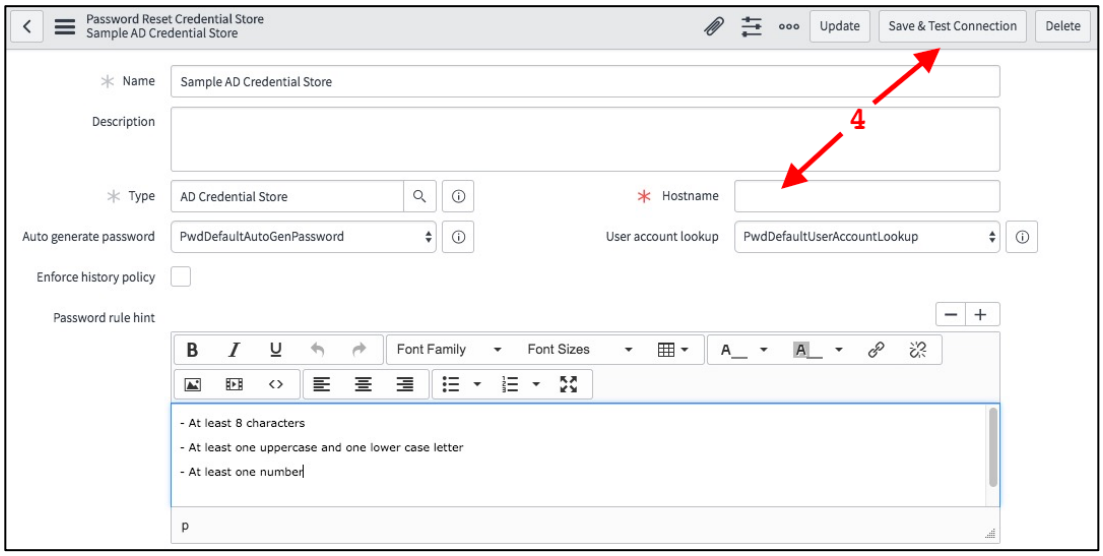


4. Navigate to **Password Reset > Credential Stores**.

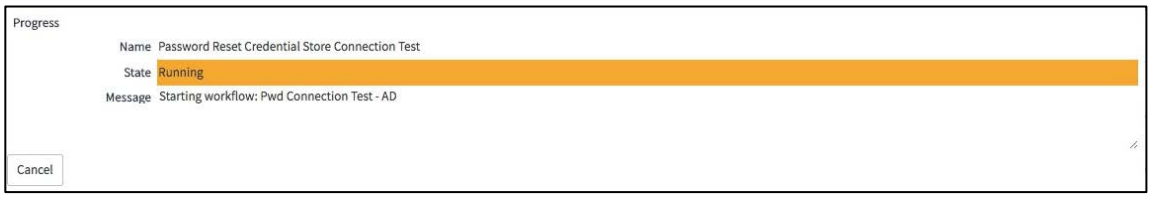
5. Open the record for **Sample AD Credential Store**.

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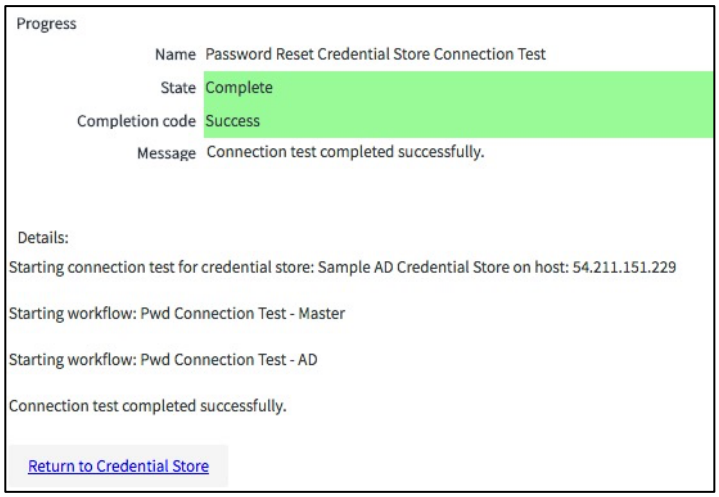
6. You will get the IP address for the Active Directory server from the **ServiceNow Lab Gurus** during the lab. Then, enter the IP address in the **Hostname** field. Click **Save & Test Connection**.



7. The system is now testing the credential we validated before on the defined credential store. Please note that this action can take a few minutes to complete.



8. The screen should look like the example below after successful validation.



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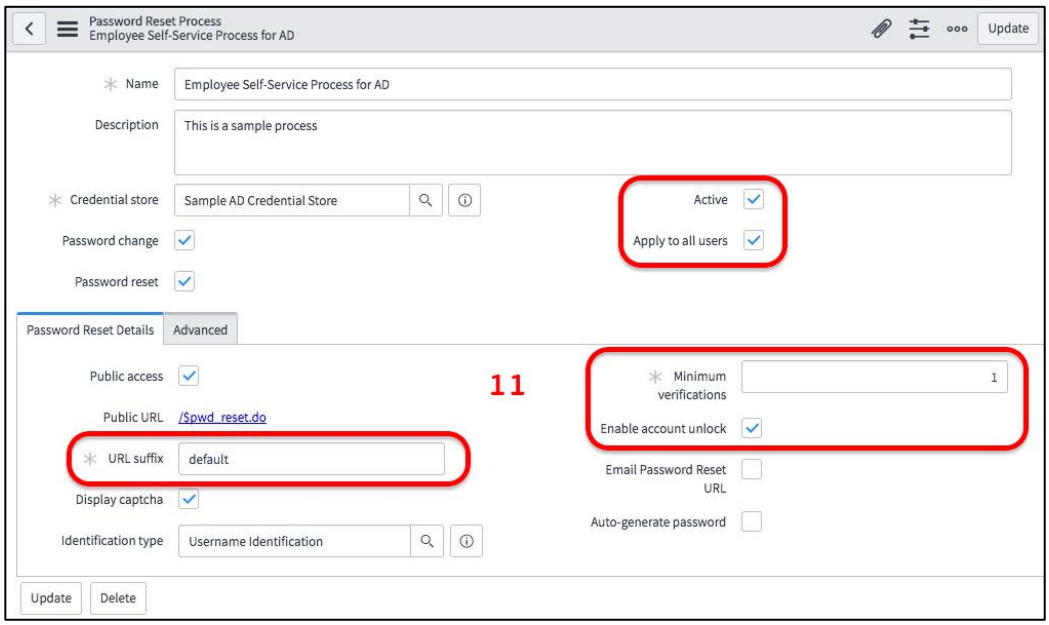
9. Navigate to **Password Reset > Processes**.

10. Open the record for **Employee Self-Service Process for AD**.

11. Update the process settings to match the screenshot in the example.

    Active: **Enable**
    Apply to all users: **Enable** (Note: by enabling this field, the Related List Groups gets hidden. If you uncheck Apply to all users, you can assign specific Groups in the corresponding list for this process)
    URL suffix: **default**
    Minimum verifications: **1**
    Enable account unlock: **Enable**

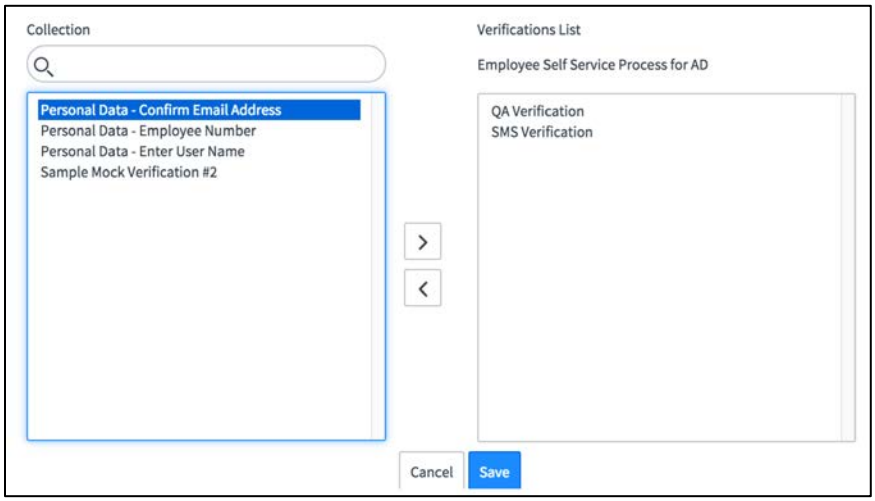
    Now **Save** the record.



12. For the same process record, go to the **Verifications** related list and click **Edit**.

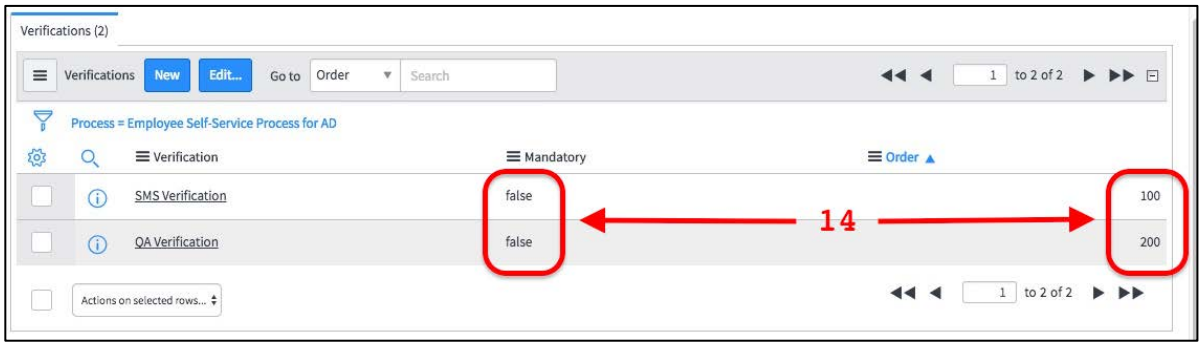
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13. Ensure QA Verification and SMS Verification are selected. Click **Save**.

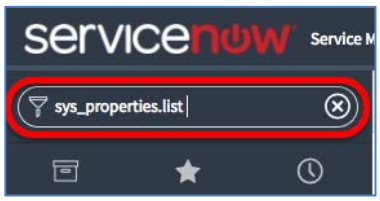


14. Set **Mandatory = false** for both **SMS Verification** and **QA Verification**. This makes the enrollments for either verifications to be optional and then the user can choose to enroll in one of them.

    Additionally, set the Order to **100** for the **SMS Verification** record and Order **200** for the **QA Verification** record.

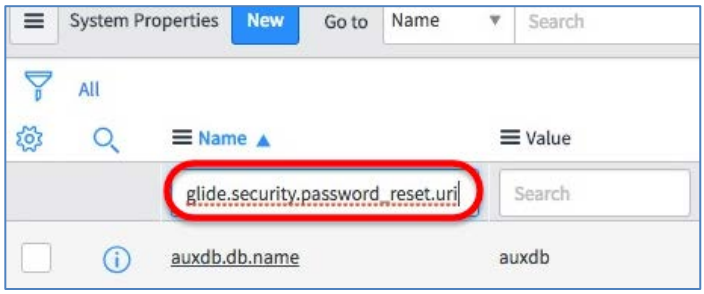


15. In the left Navigation Pane search field, type in **sys_properties.list** and press **Enter**.



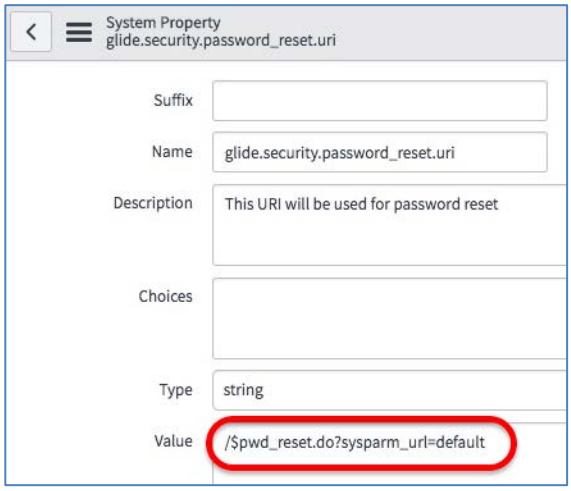
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16. Then enter **glide.security.password_reset.uri** in the Name column search field and press **Enter**.



17. **Open** the returned record.

18. Change the Value field to **/$pwd_reset.do?sysparm_url=default** and click on **Update.**



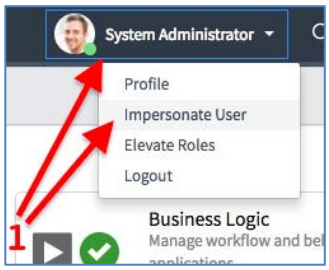
Note: This changes the default Password Reset process which is used for the **Forgot Password?** link on the login page of ServiceNow.



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Enroll Test User for the AD Process

1. Impersonate **Test User<your-instance-number>**.



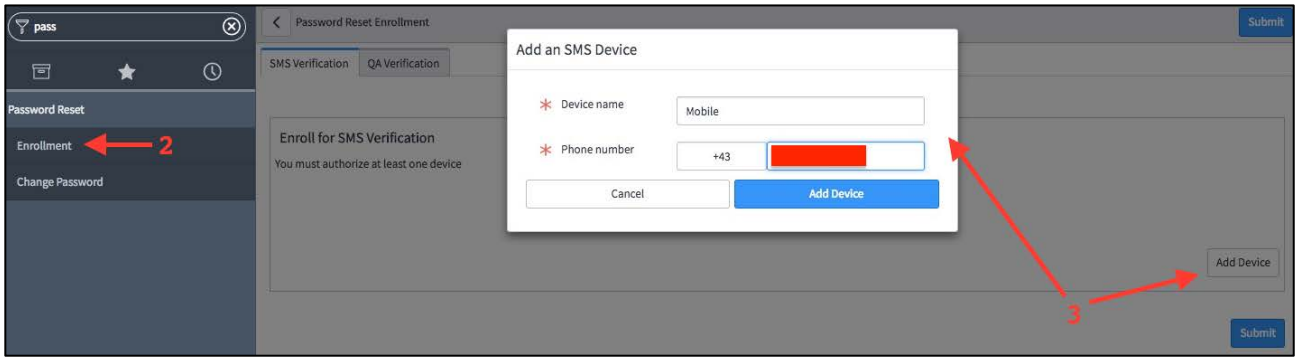
Note: Use the instance number without any preceding "0", so in the example below **Test User1**



2. Navigate to **Password Reset > Enrollment**.

3. Click on the **Add Device** button. Then enter a **Device name**, select your mobile phone **country** code, add your **phone number** and click on **Add Device**.

Note: In case you do not have a mobile phone number you can use, or there are issues with sending the SMS verification code, just skip the SMS Verification section and continue with the QA Verifications.



4. Now click on **Verify** to verify your phone number.



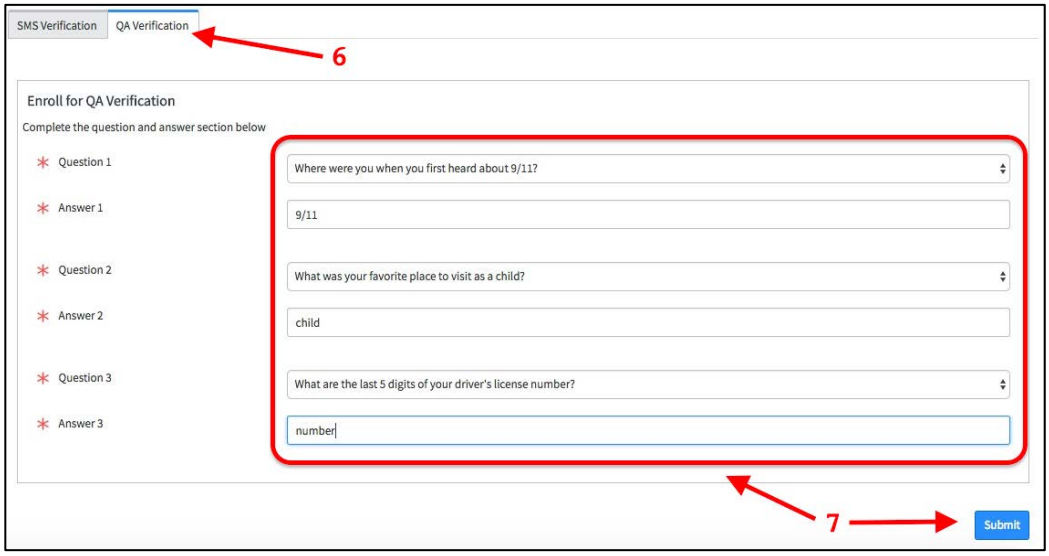
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5. You should receive a text message on the registered device with the enrollment code. Enter the code and click **Verify Device**. The enrollment code is randomly generated by the system.

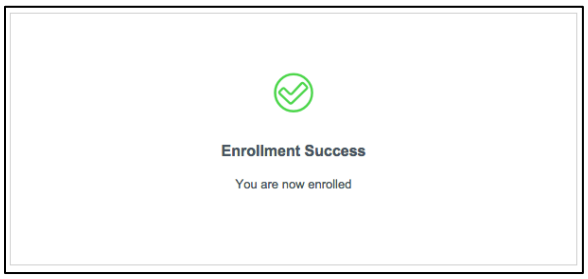


6. Now click on the tab **QA Verifications**.

7. Select three **questions** and provide **answers**. When completed, click **Submit**.



8. A successful enrollment dialog appears.



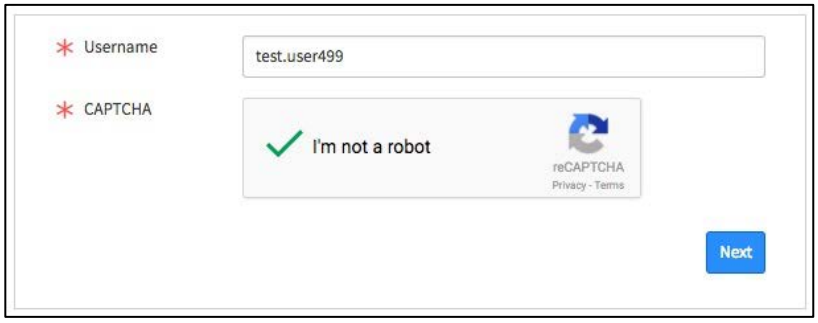
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Reset User Password Using AD Process

1. **Log out** of your instance and make sure you are back on the logon page.
2. Click on the **Forgot Password?** link.

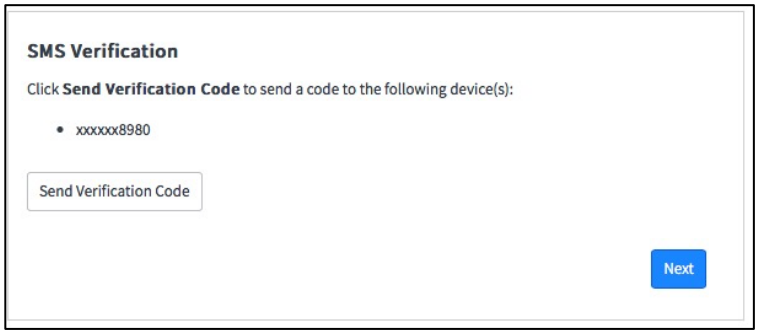


3. Enter the test username: **test.user<instance-number>**, click on **I'm not a robot** and click **Next**.



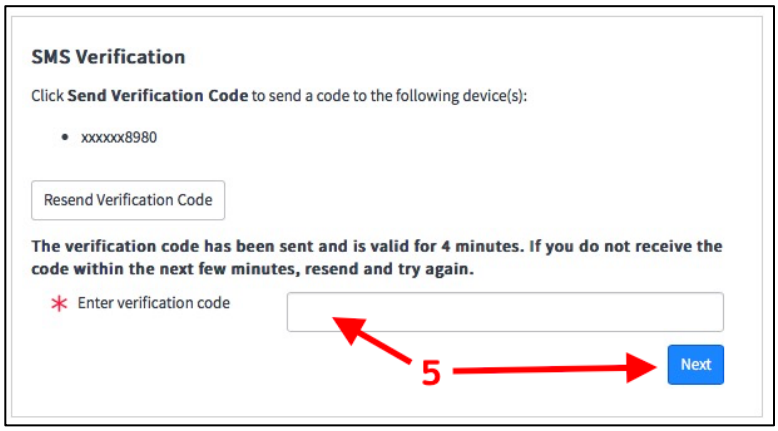
4. You enrolled into both QA and SMS optional verifications. However, only SMS verification is displayed during reset because the Minimum verifications on the process was configured to 1 and SMS Verification had the lower execution order.

   Click **Send Verification Code**.

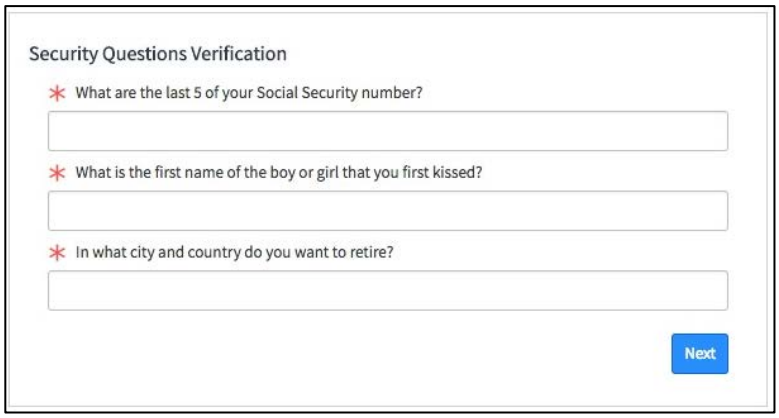


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5. Enter the **verification code** from the SMS text message sent to the registered mobile device. Then click on **Next**.

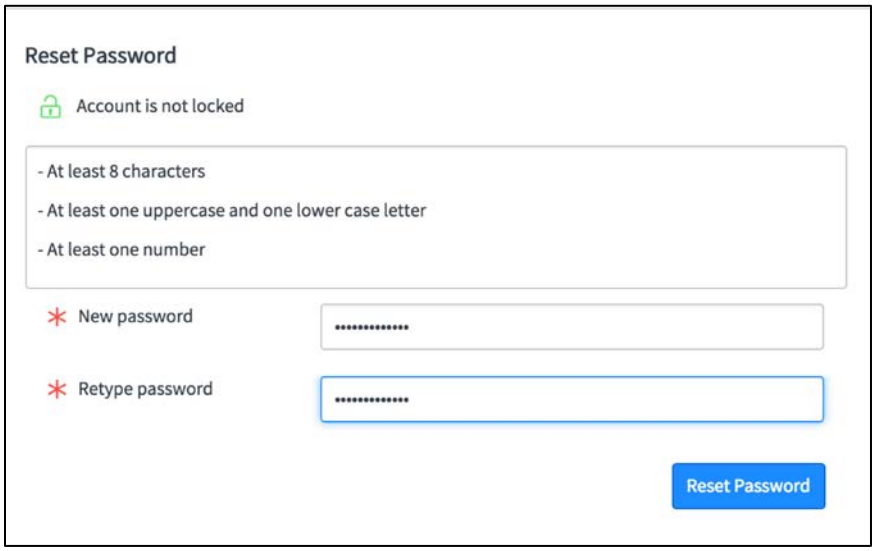


Note: In case you did not register your mobile phone number or you experienced an issue with sending the SMS verification code, you will see the following screen to answer the **Security Questions**, instead of the **SMS Verification**.

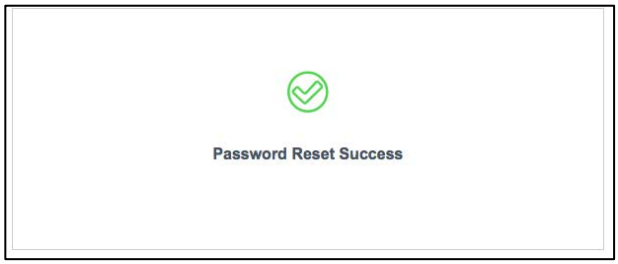


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6. Enter **New Password** and **Retype password**. Click **Reset password** when finished.



7. Wait until the **Password Reset Success** screen appears.



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Lab Goal

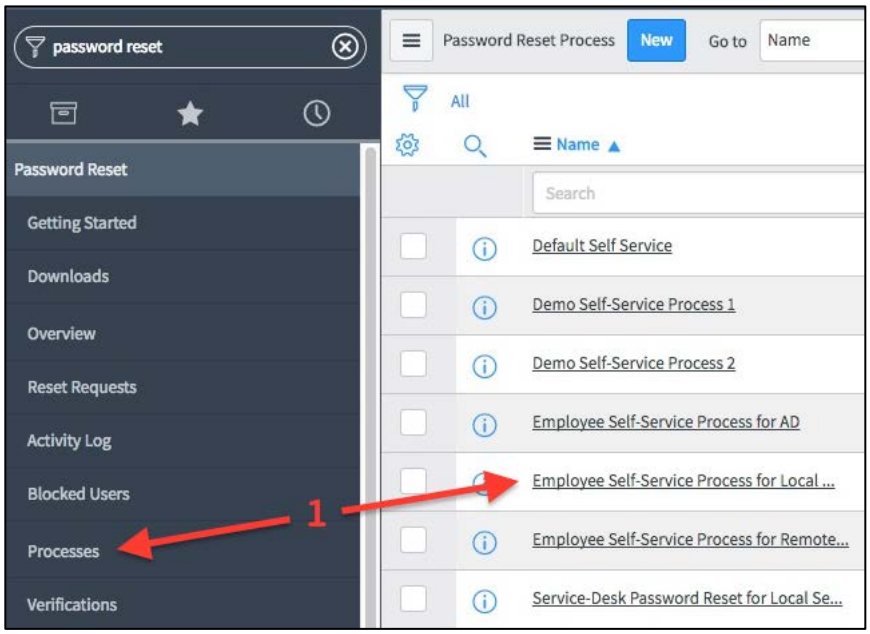
This lab explains how users can change their password for various environments in a central place.

Lab 4.0 Password Change

Enable Password Change

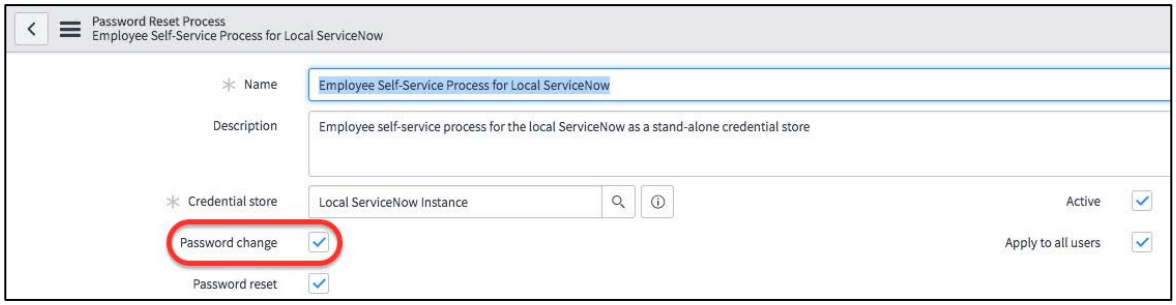
For each process, users can change their passwords when required.

1. As the **admin** user, go to **Password Reset > Processes** and open the process **Employee Self-Service Process for Local ServiceNow**.



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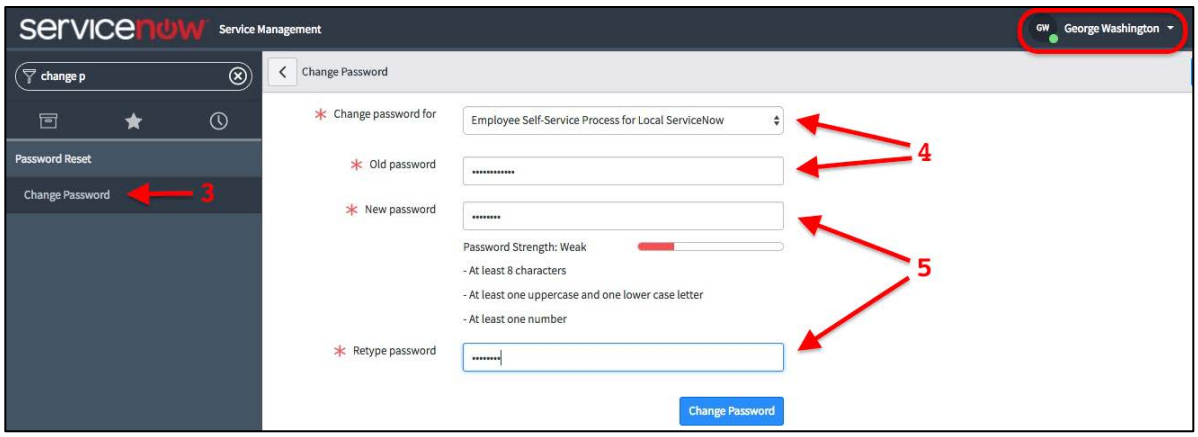
2. Make sure **Password change** is enabled, and click **Update** to save the changes.



3. **Impersonate** as user **George Washington** (or logout/login – User name: **george.washington** / Password: **Password1234**) and click **Password Reset** > **Change Password**.

4. Select **Employee Self-Service Process for Local ServiceNow**. Enter **Password1234** for Old password.

5. Enter **New password** and **Retype password** and click **Change Password**.



6. Wait until the **Change Password Success** screen appears.



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Lab Goal

Many customers have their ServiceNow instance integrated with Active Directory. Users who are locked out from their computer should have the ability to reset their password after they answer a few security questions and enter a verification code sent via SMS text message.

This lab explains how to set up the system to allow a user to reset the password after being locked out from the computer.

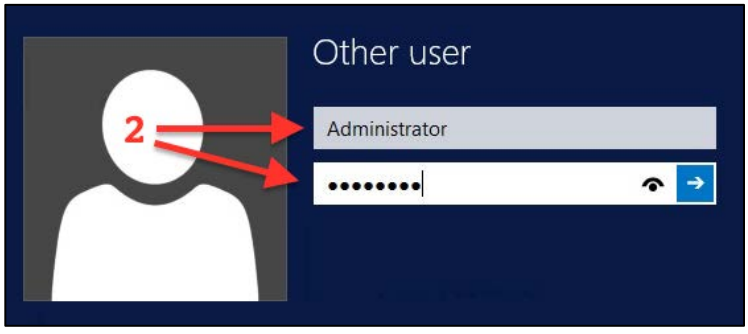
Lab 5.0 Password Reset Windows Application

Password Reset Windows Application

In this lab, we will install the Password Reset Windows Application on the MID server. In production, you would install it on the user's client (Windows 7, 8.1, or 10). The Password Reset Windows Application allows the user to connect to ServiceNow **Password Reset** functionality from the Windows logon page.

1. From your Instance Reservation Page copy the **IP** of the Windows server, which contains "**mid**" in the hostname.

2. Log on to the Windows system using Remote Desktop Connection. Type **Administrator** as the user name and **Knowledge17** as the password.

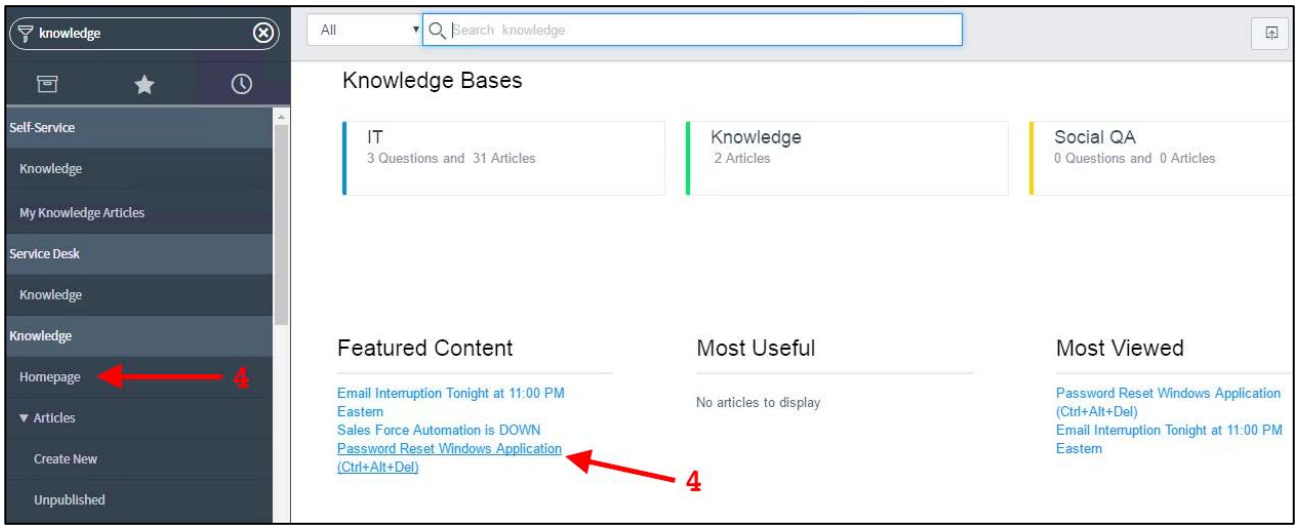


Note: If you are on Mac, use Microsoft Remote Desktop (free download from the Apple App Store) or use Cord (http://cord.sourceforge.net/) to connect to the Windows VM.

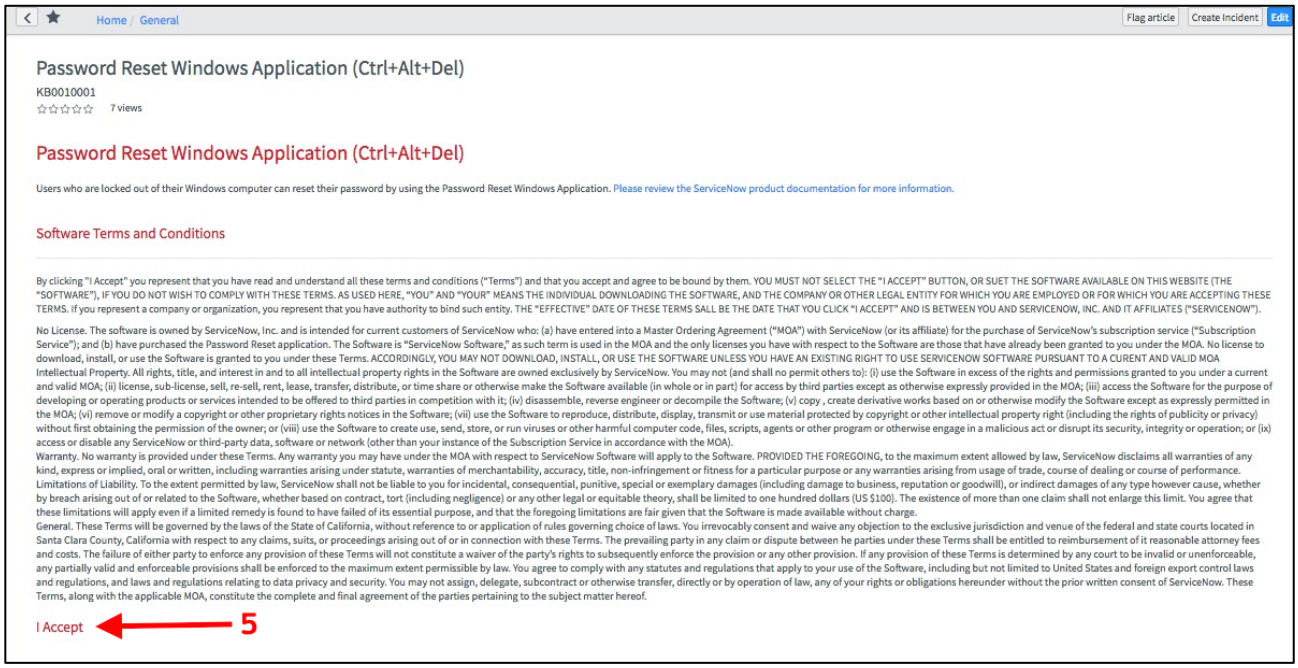
3. After logging in, open Google Chrome (on the remote desktop), enter the URL of your ServiceNow instance and log as **admin** with **Knowledge17** as the password into your ServiceNow instance.

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4. Navigate to **Knowledge > Homepage** and click on the article **Password Reset Windows Application (Ctrl+Alt+Del)**.

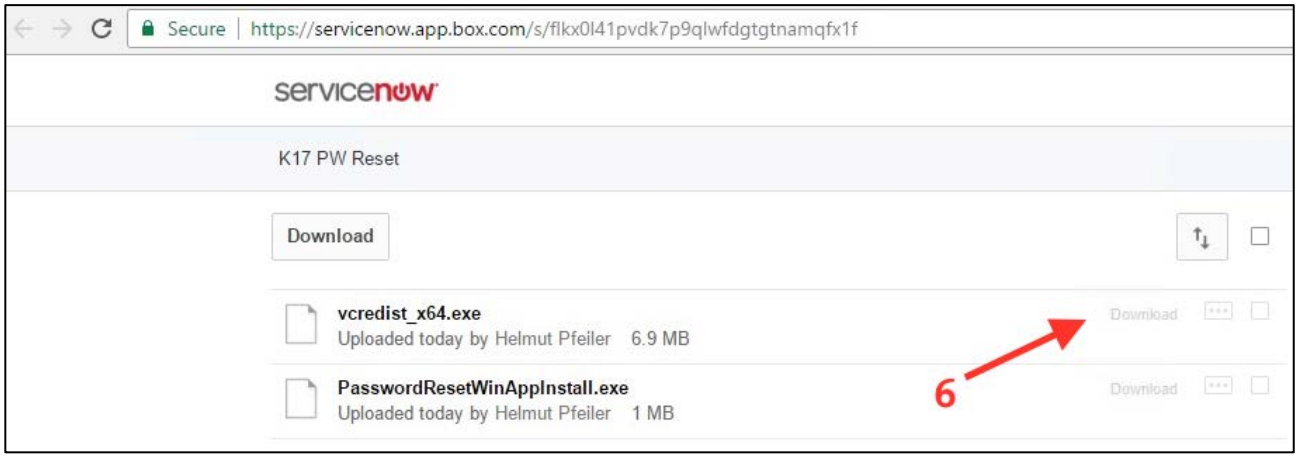


5. Scroll to the bottom of the article and click **I Accept**.

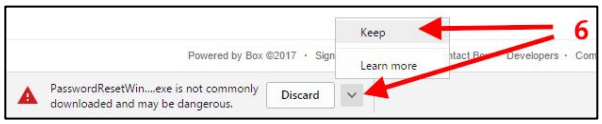


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6. Start downloading the file vcredist_x64.exe by clicking on the **Download** button.



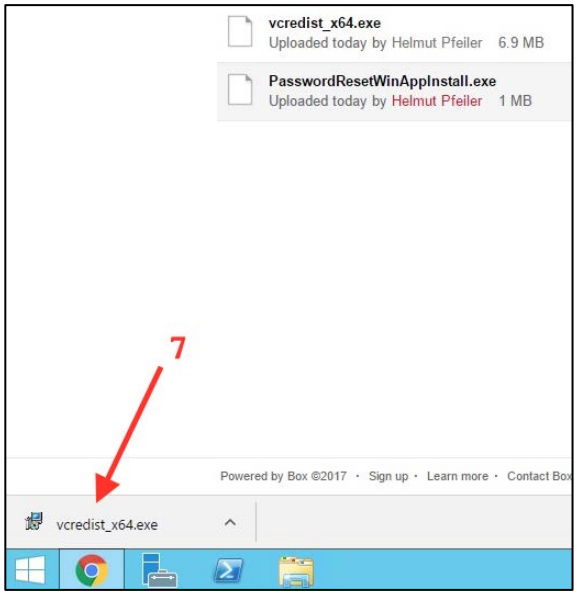
If you get a security warning, click on the **arrow down sign** and select **Keep**.

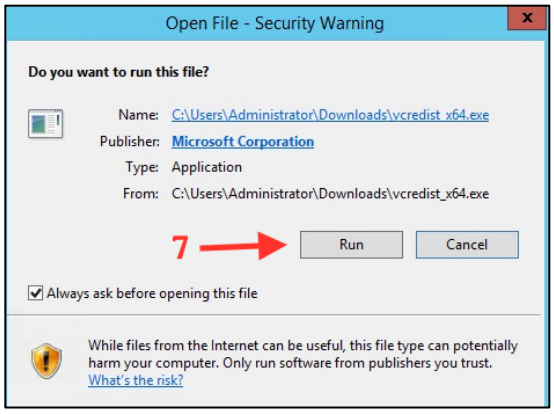


Note: This file (Microsoft Visual C++ 2013 Redistributable) is normally already installed on client systems – so this step should not be required in production.

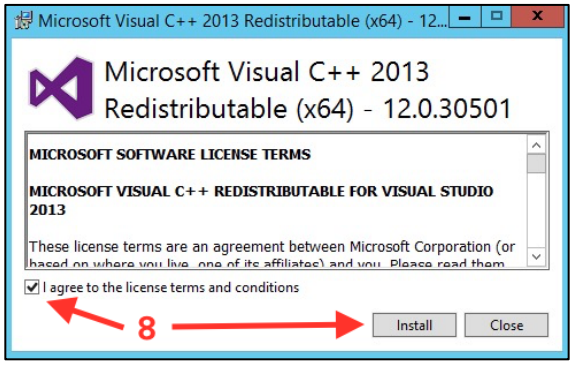
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7. Click on the downloaded file **vcredist_x64.exe**, then click **Run.**



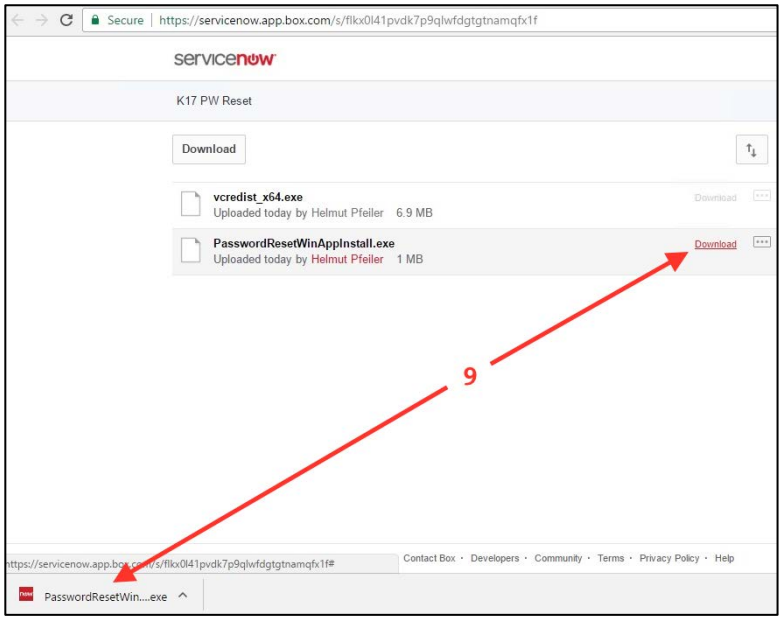


8. Click **I agree to the license terms and conditions** and then **Install**.

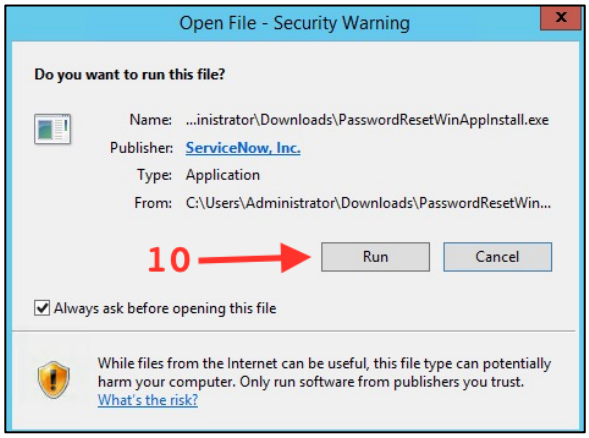


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9. After successful installation, click **Close**. Then navigate to the Box folder to download the Password Reset Windows by clicking **Download**. Afterwards, just click on the **PasswordResetWinAppInstall.exe** file to execute it.

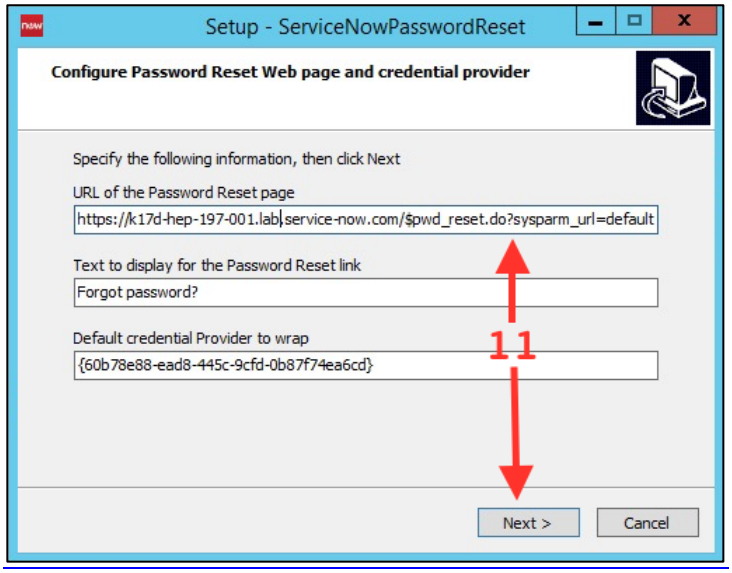


10. Click **Run**.

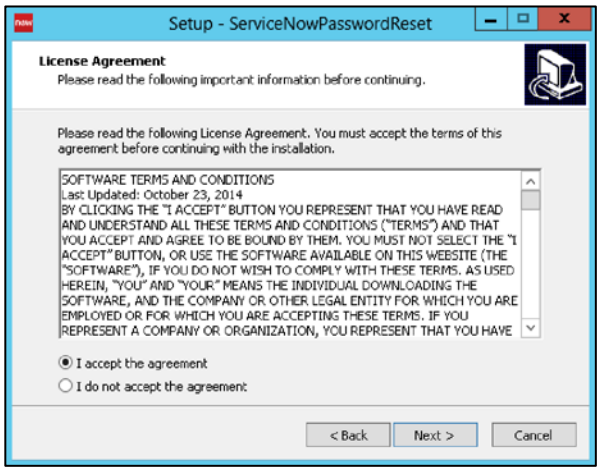


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11. Enter the public URL to the Employee Self-Service Process for AD (e.g., **https://YOUR_INSTANCE_NAME.lab.service-now.com/$pwd_reset.do?sysparm_url=default**) and click **Next.**

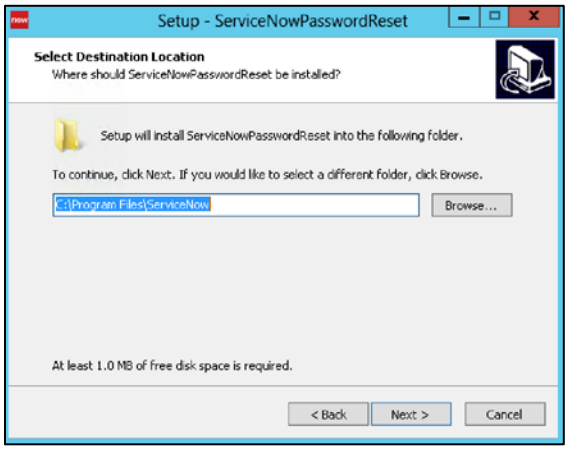


12. Click **I accept the agreement** and click **Next**.

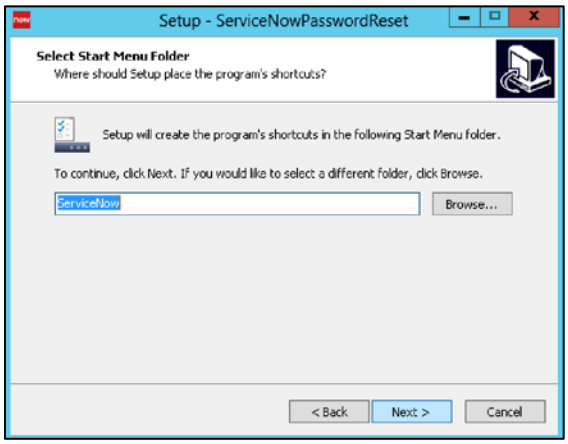


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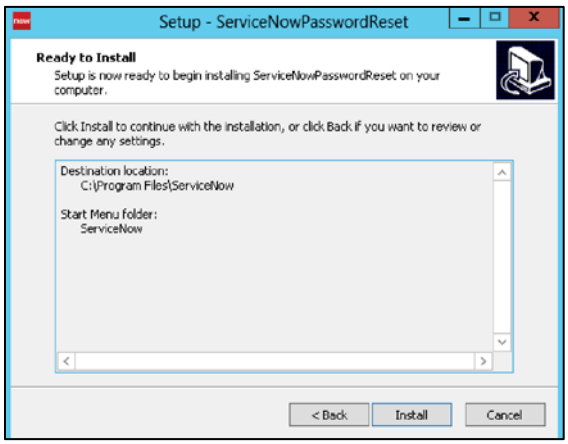
13. Keep the **Destination Location** and click **Next**.



14. Keep the Start menu folder and click **Next**.



15. In the Ready to Install dialog window, click **Install**.



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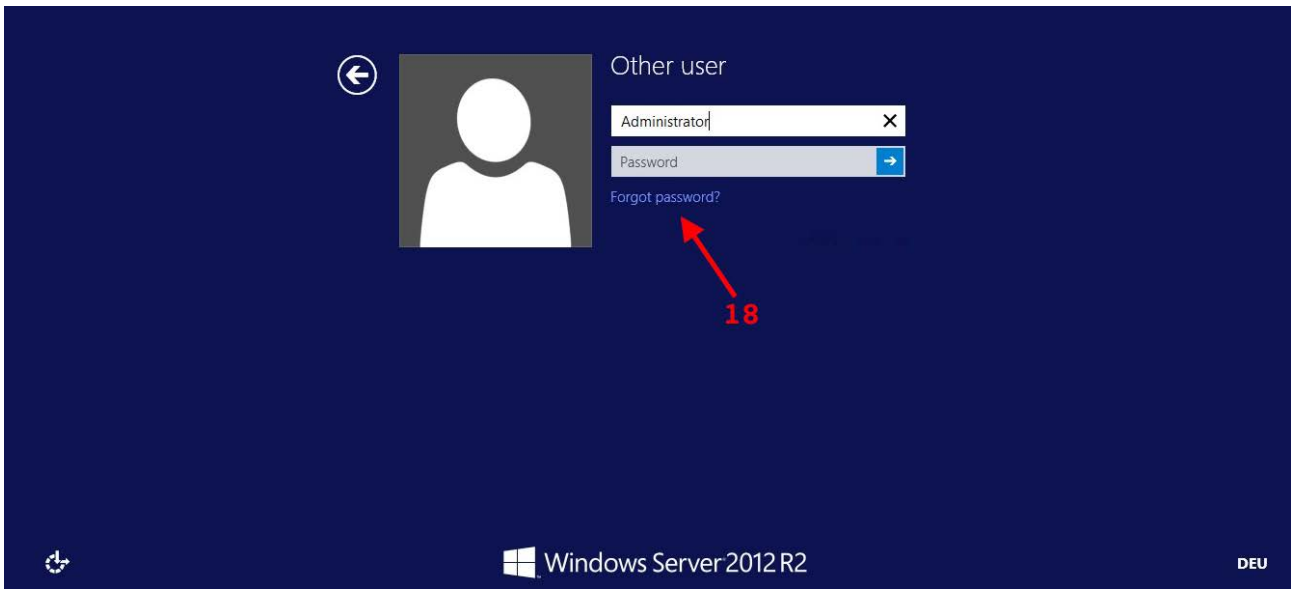
16. Select **Yes, restart the computer now** and click **Finish** to complete the installation.



17. Wait some time and try to reconnect to the MID server using Remote Desktop Connection or any other RDP client used before in this lab.

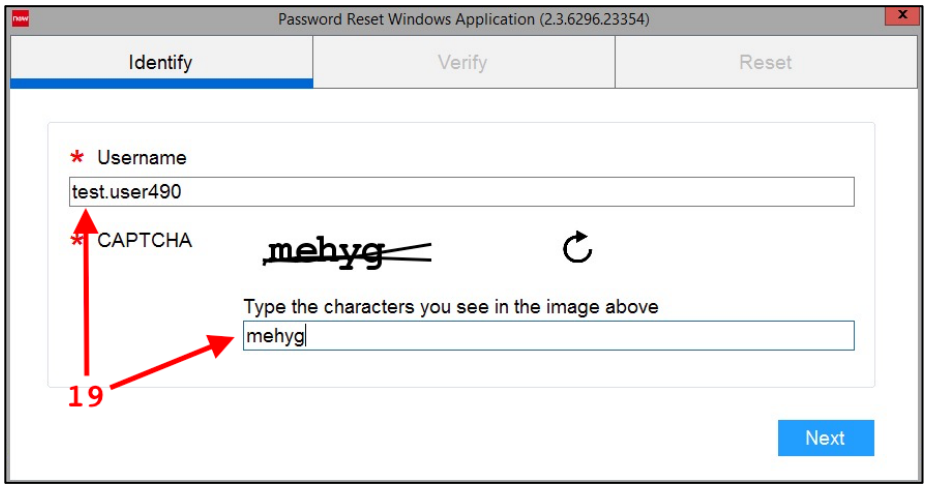
    Note: You might need to specify the user name **Administrator** in the Remote Desktop client before connecting to see the **Other user** screen via RDP.

18. You should see the **Forgot password?** link on the login screen. This step confirms Windows desktop installation was successful. Click on the **Forgot password?** link.



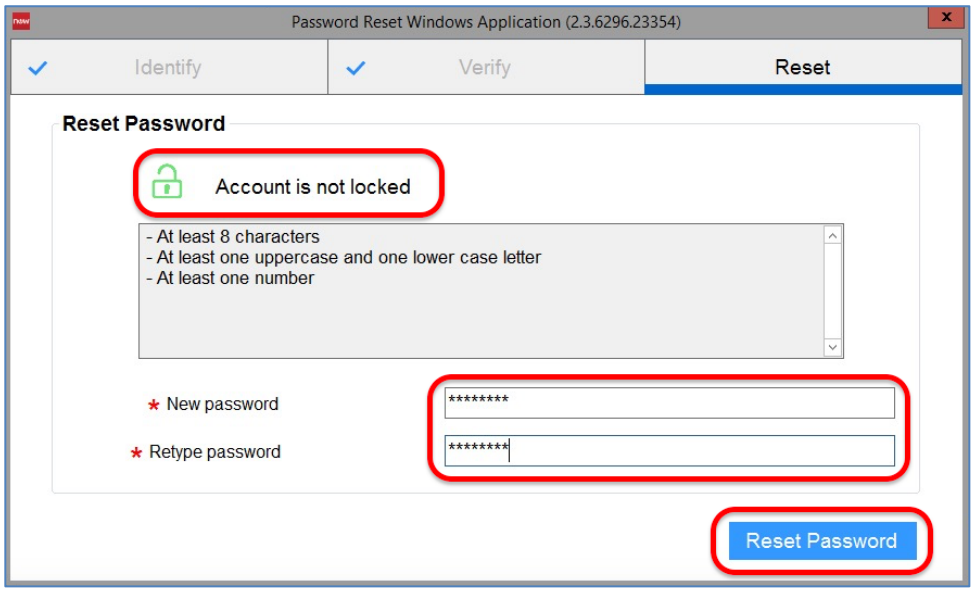
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19. Enter the test username: **test.user<instance-number>**, type the **characters** you see in the image on your screen and then click **Next**.



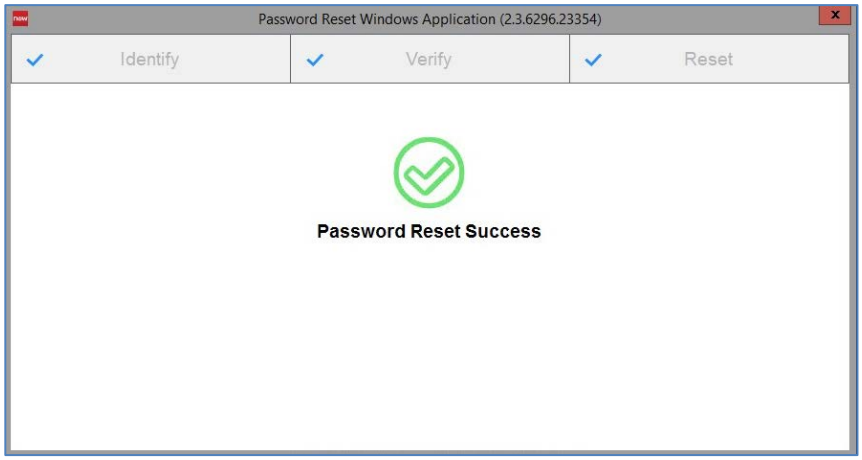
20. Follow the same steps as before to **Verify** the user.

21. In the **Reset** stage, you now can unlock your account and/or reset your password. Enter the fields **New password** and **Retype password**. Then click **Reset Password**.



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22. The password will be reset.



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Lab Goal

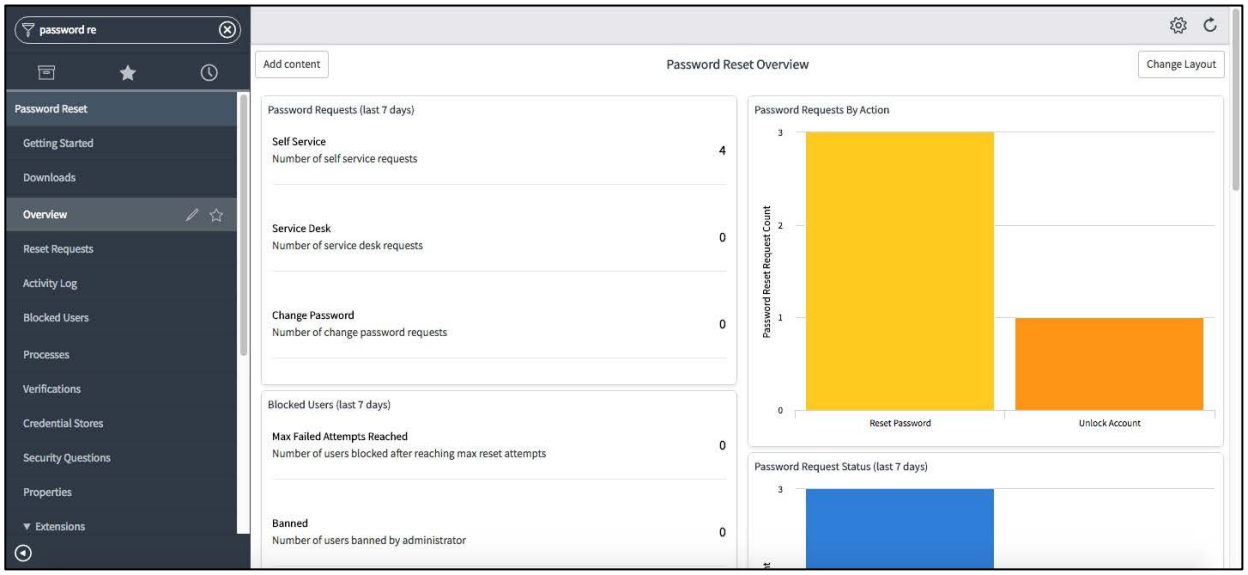
This lab gives an overview on the Password Reset process details (e.g., how many password resets were done, how many verifications failed, and details for every password reset request).

Lab 6.0 Password Reset Process Details

Password Reset Process Details

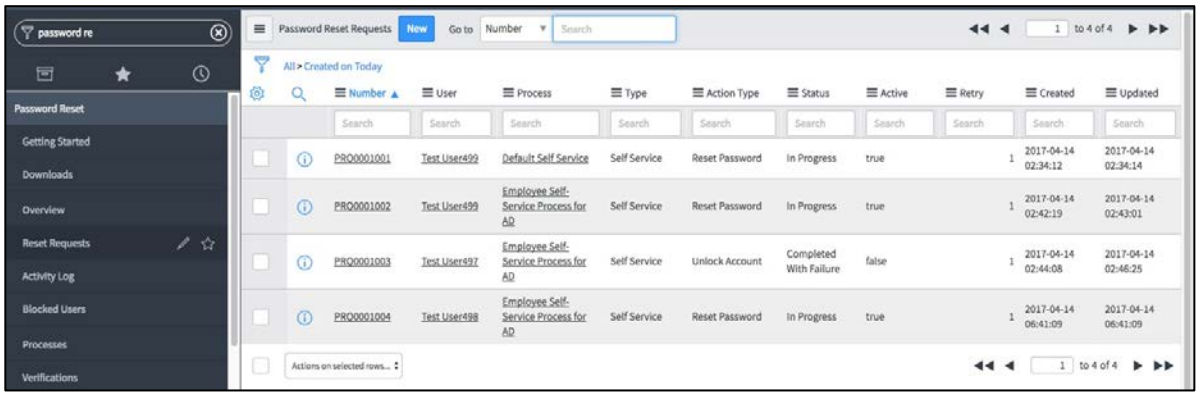
In this lab, we will look into Password Reset reports, KPIs, and process details.

1. Go back to your ServiceNow instance and log in as **admin**.
2. Navigate to **Password Reset > Overview** and have a look on all the predefined **KPIs and reports**.



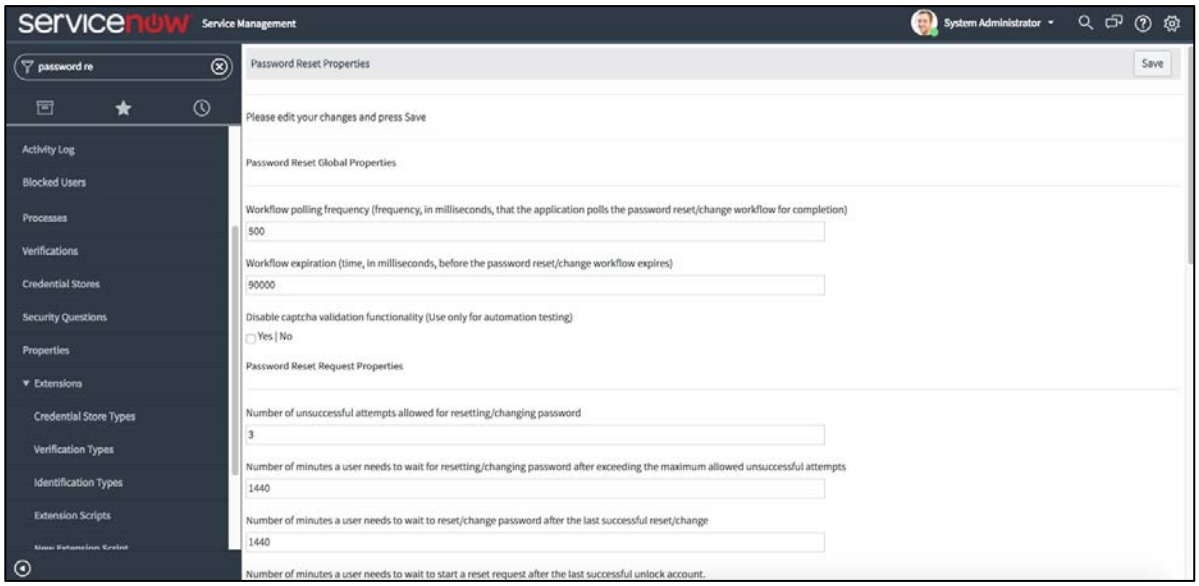
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3. Navigate to **Password Reset > Reset Requests** and open **any record**. Review the tracked information.



In addition, review the available information in **Password Reset > Activity Log**.

4. Finally, have a quick look at the Password Reset system properties at **Password Reset > Properties**.



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