

NetWrix Password Manager

Self-service password reset solution for Active Directory

Product Overview

Password management is a common IT support issue that brings the highest number of helpdesk calls in many organizations. Password complexity and expiration policy requirements lead to frequently forgotten passwords and account lockouts, both of which increase the overall administrative burden.

NetWrix Password Manager is a simple and cost-effective solution that allows users to reset forgotten passwords and unlock their locked accounts manually, through integration with the standard Windows logon procedure and a convenient, web-based, self-service portal.

Key Benefits

- **High return on investment**

Password management automation brings the most obvious returns on your IT investment. Each support call costs time and money, both in terms of IT helpdesk and end users. The product gives you an immediate advantage by eliminating most of password-related issues.

- **Compliance**

The usage of the product in your IT environment is a big step towards compliance with regulations like Sarbanes-Oxley, GLBA, FISMA, HIPAA and others. All of them implicitly or explicitly require restriction of privileged access to computer systems, and NetWrix Password Manager helps with this.

- **Reduced helpdesk workload and costs**

Users can reset their own passwords and unlock accounts, and no administrator or IT helpdesk is needed. No more expensive support calls and dedicated help desk teams.

- **Increased user productivity**

No more frustrated users having their accounts locked out, waiting for the IT helpdesk team to fix it. Password Manager unlocks accounts and resets passwords within a few seconds, directly from a logon prompt or a web browser.

- **Enhanced security**

NetWrix Password Manager enforces secure password policies by providing a centralized system in which all password management takes place. This eliminates help desk errors, ensures unified password policies, protects passwords, and decreases the possibility of password guessing attacks.

- **Proactive management**

Optional integrated add-on [NetWrix Password Expiration Notifier](#) and [Inactive Users Tracker](#) tools notify users about password expirations in advance to reduce password related incidents and also tracks and can automatically disable inactive users.

netwrix.com

FORRESTER

Forrester named configuration auditing the #1 security technology for next 5 years:
netwrix.com/configuration-auditing

Simple

“NetWrix Password Manager met the features we needed and it greatly reduced our administrative load.”

*CJ Rainer, Network Support Specialist,
Doster Construction Company*

Efficient

“We have reduced the volume of helpdesk calls for password resets and unlocks by 80%. This has freed up staff to perform more critical functions while empowering our users.”

*Murray Harris, Senior Enterprise
Systems Administrator,
APN News & Media*

Affordable

“We were looking for a product to allow users to manage their own Active Directory (AD) accounts and minimize the time IT spends on that particular task. NetWrix Password Manager provided a simple, easy to use product that did what we needed at a reasonable price.”

*Donald Congleton,
IT Manager, DAK Americas*

Awards



All Awards:
netwrix.com/awards

Key Features

- **Uses secure “Question -and-Answer” system**

The product authenticates users through a series of private questions, known only to the user, such as a mother’s maiden name or the name of favorite sports team. This prevents unauthorized use by anyone who can possibly gain access to corporate systems. You can leverage your existing HR database to pre-populate the QA pairs to further maximize the effectiveness and save on implementation costs.

- **Resets passwords and unlocks accounts**

When users forget passwords or lock their accounts, they click the “Logon Assistance” button right from the standard Windows logon prompt and take care of themselves.

- **Seamless integration with standard Windows logon prompt**

The product extends the standard Windows logon dialog box (GINA) with the new button to assist users at exactly the point where they usually have the logon problems. This eliminates the need for public kiosks and phone-based systems, and enhances user experience.

- **Prevents unauthorized use**

To protect your environment, NetWrix Password Manager prevents answer guessing attacks by limiting the number of failed attempts.

- **Enforced enrollment**

The product makes sure that users enroll and use the system to resolve their password-related issues without calling the helpdesk, guaranteeing your return on investment. To further reduce costs, automatic pre-enrollment based on your existing HR database is also supported.

- **Ease of deployment**

Password Manager uses your existing AD infrastructure and can be installed automatically on client machines using standard software distribution mechanisms (Group Policy, SMS). Deployment on client machines is optional, but recommended. No Active Directory schema modifications are made everything is kept in the local secure database. Enforced enrollment can be done without any client deployment (only Group Policy settings).

Free Trial

Download a free trial of NetWrix Password Manager today:

netwrix.com/password-manager



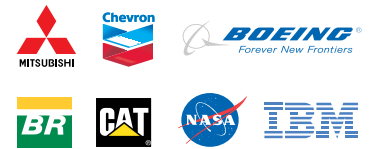
The Challenge

High number of IT help desk calls related to passwords and lack of secure verification of password resets.

The Solution

Self-service password management eliminates password-related helpdesk calls, hardens network security and eases implementation of strong password policies.

Customers



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netwrix.com/customers

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