



password reset

for the Mainframe (E-Helpdesk)

Accelerates password reset

Verify password history

User ID field assignment

Secure user reset

Ease to use VTAM panels

Debugging tools

E-Helpdesk automates the basic processes that normally require a call to a security support or helpdesk facility. Many calls to your helpdesk can be eliminated when users have the ability, in a controlled manner, to reset a password that has been forgotten.

Through the use of VTAM panels, users are able to resume a RACF userid or unsuspend an ACF2 or Top Secret logonid/ACID. E-Helpdesk also synchronises new passwords across all RACF, Top Secret and ACF2 nodes, even in a mixed environment.

Working with E-Helpdesk:

- Secure manner to alleviate a large number of phone calls to a helpdesk
- Fully automates the process of resetting a password
- Resumes a userid revoked or unsuspends a Logonid/ACID suspended due to password violations
- VTAM panels for ease-of-use
- Synchronises new passwords across all RACF, Top Secret and ACF2 nodes, even in a mixed environment
- Uses the same event logging as standard ACF2 and RACF, and TSS facilities
- Uses RACF userdata and TSS FDT with administrative panels
- Scoped for RACF Group-Special Users
- Additional debugging tools

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What is E-Helpdesk?

E-Helpdesk speeds up the turn around of password resets by allowing the end user to reset their own passwords.

If all pieces of information entered by the user are correct, E-Helpdesk will prompt the user to enter a new password. That new password is then synchronised across all E-Helpdesk nodes.

E-Helpdesk will verify any of the last four passwords currently being stored. An additional site definable key piece of information from the user record, such as Social Security Number, birth date, mother's maiden name, or employee ID number is also used as verification.

“E-Helpdesk is accountable. All sign-on and password change activity is logged to SMF. E-Helpdesk propagates and synchronises the new password on all connected nodes, regardless of the residential security system.”

Features Overview

Password Reset Function: E-Helpdesk is used when a user forgets his current password. E-Helpdesk is a VTAM application that will verify any of the last four passwords currently being stored by E-Helpdesk.

Installation Exit: An installation exit can be used to further customise the verification process in E-Helpdesk. Additional checking can be added such as retinal and palm scanners, and voice recognition. Additional RSS checks can also be performed in this exit.

Password Synchronisation: At Logon using E-Helpdesk or another logon entry point, E-Helpdesk will synchronise your password change to all other nodes known to E-Helpdesk.

SAF Call: For those who wish to limit use of E-Helpdesk, a SAF Call can be used to ask the RSS if the user is allowed to reset a password using E-Helpdesk.

TSS FDT Userdata and Administrative Panels:

TSS FDT Userdata is used for the site definable piece of security information. Administrative panels aid administrators through the implementation process to propagate this information into E-Helpdesk.

Compromise Bit: A specification can be made to identify an old password that has been compromised. If this option is chosen, the password will be marked in the user record so that it cannot be used to reset the password with E-Helpdesk.

RACF Userdata and Administrative Panels:

RACF Userdata is used for the site definable piece of security information. Administrative panels aid administrators through the implementation process to propagate this information into E-Helpdesk.

E-Helpdesk Benefits:

- Alleviates large number of phone calls to Help Desk
- Uses standard CA-ACF2 and RACF password history
- Fully automates the process of resetting a password
- Resumes a userid revoked due to password violations
- VTAM panels for ease-of-use
- Synchronises new passwords across all mainframe systems
- Uses the same event logging as standard CA-ACF2 and RACF facilities
- Windows based user interface for password resets.

Supported Environments:

- IBM RACF Release 2.2 +
- CA-ACF2 Release 6.0 +
- CA-Top Secret Release 5.0 +
- IBM OS/390 2.7 +



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