



Security Software
E-HelpDesk Version 1, Release 1, Modification 1
General Availability
January 2001

E-HelpDesk automates the basic processes that normally require a call to a Security Support or Help Desk facility. Many calls to your Help Desk Center can be eliminated when users have the ability, in a controlled manner, to reset a password that has been forgotten.

- ◆ Secure manner to alleviate a large number of phone calls to a Security Support or Help Desk facility
- ◆ 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
- ◆ Synchronizes 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 in this Release

Features

- ◆ **Password Reset Function** - E-Help Desk 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. An additional site definable key piece of information from the user record, such as a Social Security number, birth date, mother's maiden name, or employee ID number, is also used as verification. If all pieces of information entered by the user are correct, E-HelpDesk will prompt the user to enter a new password. That password is also synchronized across all E-HelpDesk nodes.

All sign-on and password change activity is logged to SMF using standard TSS, ACF2 and RACF facilities. Or you can track TSS loggings to the Audit/Tracking File. There is no need for further logging.

- **Password Synchronization** - At Logon using E-HelpDesk or another logon entry point, E-HelpDesk will synchronize 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.
- **Installation Exit** - An installation exit can be used to further customize 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.

(more)

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- **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.
- **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.

Environment

- IBM RACF Release 2.2 and above *and/or*
- CA-ACF2 Release 6.0 and above *and/or*
- CA-Top Secret Release 5.0 and above *and*

- IBM OS/390 2.7 and above

Perpetual Software License

E-Help Desk can be acquired on a perpetual software license. Multiple site and Enterprise Licensing also available.

Software Maintenance

The annual maintenance fee is 20% of the then current Software License price. Extended maintenance term pricing option is available.

Education

Training is available for all EKC products, as well as for CA-ACF2, CA-Top Secret, IBM RACF, and MVS. On-site classes and hands-on training may be scheduled.

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