



Installation Guide
Password Self Help
3.005



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Installing Password Self Help

These instructions describe how to install Password Self Help.

Before You Begin

Read this section before you install Password Self Help.

- Ensure that the system value QALWOBJRST has a value of *ALL i.e. CHGSYSVAL SYSVAL (QALWOBJRST) VALUE(*ALL').
- We recommend that you ensure that the system value QFRCCVNRST is set to two i.e. CHGSYSVAL SYSVAL(QFRCCVNRST) VALUE('2'). This ensures that any program conversion is performed when the objects are restored.
- Password Self Help Version 3.002 and higher is compatible with IBM i Version 7 Release 1 (V7R1) and above. Please ensure that your IBM i system is at the right release level before continuing.
- The QSECOFR security profile will be used during the installation process so make sure that you have access to the QSECOFR security officer profile. Do not use any other profile to load the software.

System Requirements

Password Self Help requires the following:

- IBM i (i5/OS, OS/400) version V7R1M0 or higher
- 30 MB of disk space
- Current IBM-supported PTF level

Compatibility with HelpSystems Insite

To use HelpSystems Insite to access your products through a web browser, you must meet the following browser and/or operating system requirements.

Hardware Type	Minimum Browser and/or OS Requirements
Desktop/Laptop	Firefox 11 or higher Chrome 21 or higher Internet Explorer 11 Safari 6.1 or higher Microsoft Edge

Hardware Type	Minimum Browser and/or OS Requirements
Mobile Device	iOS: Browsers on iOS 8 or higher Android: OS 4.4 or higher using Chrome Windows: OS 10 using Edge
IBM i	V7R1 or higher operating system

For more details, see [Insite System Requirements](#).

Compatibility with DetectIT

If you are using DetectIT's User Profile Manager module, before you install Password Self Help, you will need to be on a compatible version of DetectIT.

- The minimum is DetectIT version 14.4.2, with the addition of the following PTFs:
 - R881090823 Reduce number of file opens and close for Pre-Filter
 - R881090826 Convert Remote Command Requests
- If you are on DetectIT 14.4.3, you need the addition of the following PTF:
 - R881090826 Convert Remote Command Requests

DetectIT version 14.4.4 and higher is compatible without special PTFs.

When integrating Password Self Help with DetectIT, passwords must be upper case and can be up to 10 characters long.

Installing Password Self Help

Ensure the following servers are available and running prior to installation:

- FTP Server
- Remote Command Server

If FTP is not available, you must install the product manually. See [Manual Installation of Powertech IBM i Products](#).

Do the following to perform the installation or update:

1. Download the Password Self Help installer (**setupPasswordSelfHelp3.exe**) to your PC. To do so, go to the [HelpSystems website](#) and click **My Account**. (The "Trial" download is the full product, which can be unlocked with a valid License Key).

2. On the Choose Components panel, select which components you want to install. You can choose to install the Manuals and the Software for IBM i. Click **Next**.
3. If you're only installing the Manuals, the process completes and the installer closes. The Manuals have been installed. You can skip the rest of these steps.
Note: The manuals are installed to the following location:
C:\Program Files\PowerTech\Password Self Help>manuals
4. On the IBM i Details panel:
 - a. Select or enter the IBM i where you want to load Password Self Help.
 - b. Enter a user profile and password that's a member of the user class *SECOFR and has at least the following special authorities: *ALLOBJ, *SECADM, *JOBCTL, *IOSYSCFG, and *AUDIT. The user profile should have Limit capabilities set to *NO.
 - c. (Optional) In the Advanced Settings section:
 - Enter a port number or use the arrows if you want to change the FTP port number to something other than the default of 21.
 - Select **Secure File Transfer** if you want to use FTPS (FTP over SSL) during the file transfer. The default FTPS secure port is 990, but it can be changed to the required secure port for your environment.
 - In the **Timeout (seconds)** field, enter the number of seconds the session should be kept active during an FTP transfer. You can choose anywhere between 25 and 1800 seconds (30 minutes).
Note: If the transfer takes longer than the amount of time specified, the session will expire.
 - d. Click **Next**.
5. You have two options on the Product Load Options panel:
 - a. Click **Immediate Load** if you'd like to load the product on the IBM i now.
Note: If you're doing an update, this ends Password Self Help until the product load completes. After you are done, we'll restart the product.
 - b. Click **Staged Load** if you'd like to transfer the objects now and load them on the IBM i at a later time.
Note: See "Loading Staged Objects on the IBM i" (below) for instructions on how to load the staged objects on your selected IBM i system.
6. The Product Load Progress panel for Password Self Help launches.
If the Product Load Progress panel ends with an overall Failed message, the product upload could not complete properly. To find the reason the upload failed, click **View Logs** and review your logs. You can also use **Download** at the top of the logs to save the information for future review.
When the processing is complete, you have two choices:
 - If this is the only installation or update of Password Self Help that you're doing, click **Finish**.
 - If you have installs or updates to do on other IBM i systems, click **Restart**. Then, return to step 4.

Loading Staged Objects on the IBM i

If you chose to stage your objects during step 5b of the installation or update process, do the following to manually load them on the IBM i you identified above.

1. On the IBM i, execute the following command to display the Work with Loads panel:
HSLOADMGR/HSWRKLOAD
2. Enter option **1**, Load, next to the Load Name for Password Self Help and press Enter.
The installation program installs Password Self Help, including the required user profiles and libraries (see table below for details).

The installation process displays the job log name, user, and job log number. Use the WRKSPLF command to display the job log for complete information on the Password Self Help install.

After You Are Done

Congratulations! Password Self Help is now installed. Read the following for additional information and next steps.

Password Self Help Profiles

Two profiles are installed during the Password Self Help installation procedure:

- ALERTSH - DetectIT Self Help Administrator
- SELFHELP - DetectIT Self Help User

Important: New users: The ALERTSH password is set to Expired. You will be prompted to change it when you first sign on. Upgrading users: Change the ALERTSH password using the CHGPWD (Change Password) command. If you do not change this password your systems will be vulnerable to unauthorized access.

For proper functioning of the system, please do not delete these profiles.

Error Logs

If errors occur which cannot be transmitted to the operator, the system will dump the error to the output queue (QEZDEBUG) on the system on which it has occurred.

Reports

Reports will be sent to the output queue 'SHOUTQ' that can be found in library @MSSH. This is a protected queue. Only authorized personnel can access this queue.

Contacting Us

For additional resources, or to contact Technical Support, visit the [HelpSystems Community Portal](#).

NOTE: The Password Self Help User Guide is available at [Powertech Product Manuals](#).