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Technical/Security

## JDE Self Service Password Reset

By John Gersic

**E1 Editor's Note:** *Here is a tip that's long been on our requested list. If you're a JDE® administrator, chances are you've been diverted more than once (a day) from whatever you're working on to reset a password. The more frequent the requests, the more time consuming it becomes for both you and your users—and we know you both have much more important things to do.*

*Surely, there's a way to allow users to reset their own passwords. Yes, but stop calling me Shirley. In this article, John Gersic details just such a solution, source code included. Can we all say "Hooray!"*

### Business Case

As JDE EnterpriseOne is delivered, there are no tools or means in which a user may reset their own password – i.e., there is no self service tool to provide this functionality. While JDE does provide a couple of different methods in which to integrate JDE with an LDAP server such as Active Directory, their solution can both be complex and add administrative overhead. From my past experience and conversations with other clients, it appears as though a majority of EnterpriseOne clients use JDE as delivered without LDAP integration.

One of the most frustrating experiences for a user of any automated system is to either forget their password or to lock themselves out of the system due to a number of invalid attempts. In EnterpriseOne, once an account is locked out, the user must contact a member of the administrative team to unlock the account and often reset their password. Depending on the organization structure of the company, the user may have to wait a period of time before their request is completed, preventing them from completing their required activities on the system. Also, what appears to be a minor nuisance to the administrative team can quickly become very time consuming if the user pool is very large and the time spent fulfilling these requests prevents the administrative team from performing their other required duties.

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Providing a self-service tool to perform a password reset allows the user to immediately reset their account so that they have minimal time lost using the system as well as relieving the administrative team the burden of processing the requests.

This article will explain how I went about creating this solution and provide the majority of the source code for the objects that I created. While this article will probably not provide a “copy and paste” solution, it should provide enough information for developers to architect a similar solution



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at your company. The article is written with the assumption that the audience will have an understanding of the web/server process flow as well as basic java and JDE development.

### EnterpriseOne and Websphere Versions

The solution that is described in this paper is applicable to EnterpriseOne version 8.9 and higher on Tools Release (service pack) version 8.96 or higher. This solution uses the dynamic java connector functionality which is not available on Xe and its applicable service packs such as SP23. I have tested this tool against EnterpriseOne toolsets of 8.96.2.1 and 8.98.3.1. I believe that as long as the toolsets do not vary dramatically this tool should be applicable with only a recompile of the code being required. Support of Java in JDE XE through the toolset is vastly different than the 8.11 counterpart - I am currently developing a solution which will be applicable for Xe/SP23 and will have it completed in the near future.

I have installed and tested the web portion of this solution against WebSphere 6.0 and 6.1 as well as Tomcat 6. It should be noted that whenever a different version of WebSphere or Tomcat is used, the JVM version may have changed and a recompile of the java code will be required.

All of the EnterpriseOne screenshots were taken using 8.11SP1 on tools release 8.96.2.1. All JDE development of the NER was completed with the native JDE toolset while the web pages and servlet were developed with freely available Eclipse.

### Brief Description

The purpose of this solution is to provide a means for a user to reset their own password on the web without the need to call the helpdesk or technical team. This solution is composed of three parts:

- The web page that displays the password reset form and displays any errors received from the function call.
- A java servlet that uses the JDE “dynamic java connector” to call a JDE business function, which in turn resets the password for the user. The function returns any errors received from the JDE business function call back to the user and/or the log files. For detailed information on the dynamic java connector, please refer to Oracle publication JD Edwards EnterpriseOne Tools 8.98 Connectors Guide dated September 2008.
- Custom JDE business function wrapper. This wrapper performs validation/lookup of the user’s email address and passes the required information to the native password reset function and/or returns errors to the calling servlet.

If there is an error during processing, code(s) sent back to the servlet on the web server and written to an error log. The error is also displayed to the user explaining the issue and provides a link for the user to click on to send email to support to address.

### Assumptions

In order for this solution to work, we will assume the following:

- The user will have an address book entry assigned to him or her and the address book entry will have a corresponding email address in the chosen environment.
- The JDE server is configured to send email.
- The account used for pwreset business function call has been set up and is active. The account used to call the business function is contained in the pwreset.properties file.
- The web application will be installed onto the “server1” application server which is created by default during Websphere installation.

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