

Ivanti Password Director FAQ

Ivanti strives to provide its customers with high-quality, market-leading technology solutions. We are excited to announce the introduction of a new Ivanti-developed, self-service password reset solution. The new solution is named Ivanti® Password Director and is generally available as of September 18, 2018. This FAQ is intended to provide you with accurate information about this technology change and answer questions you may have about transitioning to or purchasing the new Ivanti Password Director solution.

The New Ivanti Password Director Solution

What is Ivanti Password Director?

Ivanti Password Director is based upon the self-service password reset functionality in Ivanti Identity Director (our identity and access management solution). This proven password reset technology has been deployed by many Ivanti Identity Director customers and we are making it available as a competitively-priced standalone solution in Ivanti Password Director.

What core features does Ivanti Password Director include?

The new Ivanti Password Director solution includes the following core features:

- End-user self-service password reset and account unlock via mobile app, web portal, and pre-login for Windows
- Reset across Active Directory, Office 365, Salesforce.com, and a growing list of additional reset sources
- Support for secondary email, security questions, and one-time PIN
- Service desk ticketing integration with Ivanti Service Manager, Ivanti Service Desk, and others
- Service desk analyst or end user's manager reset
- Support for a wide range of end user environments, including Windows, Mac, Linux, Unix, Mobile, and Virtual clients
- Reporting via Ivanti Xtraction

Because Ivanti owns the code for Ivanti Password Director, we will be in control to make enhancements to Ivanti Password Director and respond to customer feature requests going forward.

When will the new Ivanti Password Director solution be available?

Ivanti Password Director is generally available as of September 18, 2018.

I am a current Ivanti customer. How will this change impact me?

Current Ivanti customers can choose to make a smooth transition from Ivanti Password Central to the new Ivanti Password Director solution, for equivalent end-user license count, at no additional end-user license cost.

Integration points will be available for both Ivanti Service Desk and Ivanti Service Manager, as well as others.

Now that the new Ivanti Password Director solution is available, you can order new Ivanti Password Director migration licenses at no charge and transition to the new Ivanti Password Director solution.

Is there a technical migration path to transition to Ivanti Password Director?

No, there is no automatic technical migration path from prior password offerings to the new Ivanti-owned solution, Ivanti Password Director. Customers will need to implement the new Ivanti Password Director solution and their users will need to re-enroll. If you would like to engage Ivanti Professional Services to assist you in deploying and configuring Ivanti Password Director, please contact your Ivanti sales representative. It is estimated that a Professional Services engagement will require approximately three days.

Additional Questions?

If you have any additional questions, please contact your Ivanti sales representative or partner. Or contact Ivanti Sales at the general email address and phone number listed below.

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