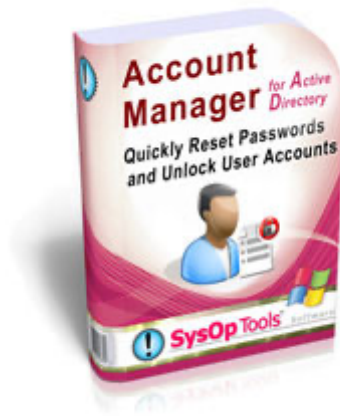


## Account Manager for Active Directory

### Version 2.2.x Summary Guide

Revision 7 – Updated 10/20/2011

“The fastest, most secure way to handle user requests for password reset and account unlock”  
*Secure Help Desk User Password & Account Management for Active Directory Domain Users*



### What's New in Version 2.2:

- Supports new Active Directory 2008 / 2008R2 Password Policy Objects (PSO's) on user accounts
  - Can be used as a fast method of resetting a user's enrolled self service profile for our [Password Reset PRO web based self service software](#)
  - Can be used by multiple logon users in Citrix / Terminal Server environments
  - Allows searched user data to be exported to a saved file for further distribution
  - Allows data compare of a searched user's data among multiple DCs in the Forest or Domain
  - Real-time display fields of a user's password expiration / status, and account logon expiration / status
  - Supports use of OS large font settings in the main user interface screen
  - Allows password reset, account unlock and disable / enable against a specific DC in domain
  - Memory optimization- Uses roughly 100mb of RAM per 50k user account records in AD
  - Ability to administratively hide buttons for Enable / Disable account in the main UI (v2.1.21 or later)
  - Complete logging of all activities performed within Account Manager is written to local Windows Application event log, or, can be sent over the network to central Syslog servers
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- For detailed information on what's new to each specific release, please see the "What's New" text file included with the Account Manager software download file.

## About Account Manager v2.2

The Account Manager password reset and account management tool for Active Directory is an easy to use Active Directory management application that runs locally on a Windows-based workstation or server under the credentials of the logged-on user. No installation is required. The user interface is very simple, but the logic and operational features within the software are very powerful.

Account Manager allows IT staff to quickly:

- Change or reset a user domain password, including option to set flag for "must change on next login"
- Unlock a locked domain user account
- Disable / enable a user account
- Verify user identity during a help desk call prior to performing actions
- Export searched user data for further distribution

The primary purpose of this tool is to allow your help desk staff to quickly and securely handle common daily user account and password related tasks without having to provide access to an Active Directory MMC console and maintain a level of activity logging for audit purposes. Account Manager also provides help desk staff the ability to verify identity of a call-in user requests by showing data from up to four AD fields for the user account. Account Manager works in any 2000, 2003, 2008, 2008R2 domain and can be used on a specific OU, group, or the entire domain. Account Manager version 2.1 now supports 2008 Active Directory password policy objects, displays the exact status of the searched user's password and account, and provides an export path to save captured search data to file. Accessing multiple domains and/or multiple specific OUs within the application is supported, and has been verified functional in domains of 100,000+ user objects.

Rights to perform specific actions within Account Manager are controlled by the user's logon and your standard AD group policies / delegations as appropriate for your environment. Using typical delegated rights, you can allow your IT staff to perform some or all of the available actions in Account Manager. All activities performed by the Account Manager tool are logged to the local computer's event log for auditing, or the output can be redirected to a central Syslog server.

If you use our Password Reset PRO Self Service portal software, there is also an included feature to quickly reset a user's self service enrollment profile.

If you use our Password Reminder PRO notification software, you can automatically manage a user in Account Manager by right clicking any user in the Reminder PRO Report Console (Account Manager must be accessible from same computer).

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## Account Manager - Main Activity Screen

**Fast, Dynamic Searching:** Account Manager builds a dynamic list in memory of all user account objects in the domain when the main activity screen is launched. If you have a large domain (50k or more users), the initial launch could take up to 2 minutes. Once the list of user accounts is loaded, searching for users is dynamic and very fast. A domain with 50k users would consume around 100mb of RAM by Account Manager during a build of the dynamic search list.

**Strong Security:** Account Manager automatically filters out "sensitive" user accounts from search results such as those missing UPNs or having a "SystemAccount" userAccountControl attribute in AD (Domain\Administrator, Domain\Guest, Krbtgt., IWAM, IUSR, System Accounts, Interdomain Forest Trust Accounts, \$). **This is for security purposes.** Essentially, only your SAMnormal enabled or disabled user accounts in AD are available for searching with Account Manager.

Account Manager for Active Directory

File Save User Info

Select Domain to Search:  
sysoptools.net

Username: tuser1 Domain Controller List: SYSOPDC1

Account Status: Never Expires Total Users Found: 50010  
Password Status: Expires in 176 Days Refresh

Full Name: Test User1 Disable  
Title: Official Test User Enable  
Department: Corporate IT Unlock  
Manager: Remote User1

Reset User Password: [ ] Reset  
 User must change password at next logon

accountExpires: 12/31/1600 4:00:00 PM  
employeeID: 123456  
pwdLastSet: 4/5/2011 10:27:51 AM  
lastLogonTimestamp: 2/18/2011 8:51:08 AM

Reset Password Reset PRO Enrollment

SysOp Tools Software

Next Page - Configuration Screen >>

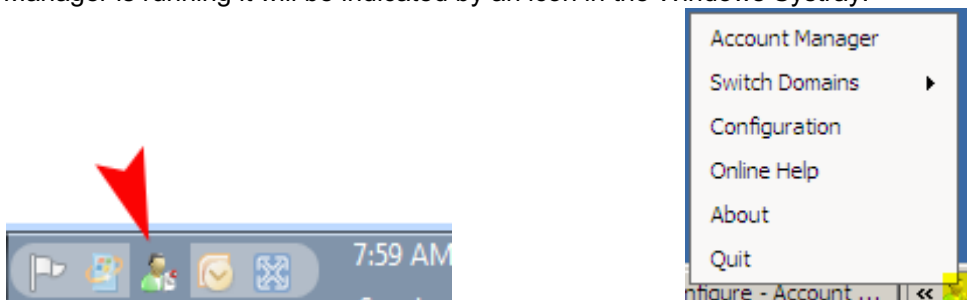
## Account Manager - Configuration Screen

Configurations and license keys are stored locally for Account Manager in the registry under "HKLM\Software\SysOpTools\AccountManager". This makes it easy to export the AccountManager reg key for distribution to multiple help desk staff or admin staff once you have configured your first running instance. Import your saved reg key to your target workstations, and run the Account Manager executable, that's it. Our Support Team can create specific OU license keys for you if necessary, as shown in the example below:

Licensed Domain / OU	License Expiration	Remove
sysoptools.net	8/20/2010 8:37:29 PM	X
sysoptools.com	8/22/2010 6:58:35 AM	X
mydomain.local/OU=VPN Users,DC=mydomain,...	8/22/2010 6:58:35 AM	X
mydomain.local/OU=Contractors,DC=mydomain,...	8/22/2010 6:58:35 AM	X
test.altemate.com	8/22/2010 6:58:35 AM	X

## Operation

To run Account Manager, launch the AccountManager.exe executable "as Administrator" and open the Configuration screen. Insert license key and settings, save. Launch Main activity screen, wait for load to complete and then type a user's NT Account name in the "username" field. No installation is required and Account Manager can be run from a UNC path or Citrix / Terminal Server. You only need to run "as Administrator" when making changes to settings. When Account Manager is running it will be indicated by an icon in the Windows Systray:



If you close the Account Manager main screen you can reopen it by double-clicking the Systray icon or right-clicking the Systray icon and selecting "Account Manager"

**Next Page - Rights and Use Requirements >>**

## Software Requirements and Necessary Rights for Using Account Manager

1. Software must run on a domain member server or workstation (2000, 2003, 2008, 2008R2, XP, Vista, Windows 7)
2. Environment must have a functional Active Directory 2000, 2003, 2008, 2008R2
3. User accounts with no UPN (userPrincipalName) configured under the user properties **cannot be searched** with Account Manager (such as domain\administrator, domain\guest, krbtgt, \$, IWAM). This is for security purposes.
4. User accounts identified by the userAccountControl AD attribute as System Accounts or Domain Forest Trust Accounts **cannot be searched** with Account Manager. This is for security purposes.
5. Runs automatically as x86 on 32-bit OS and x64 on 64-bit OS. A 50k user domain will use 100mb of memory.
6. Microsoft .NET Framework 2.0 with latest service packs must be installed on the computer. .NET 2.0 is different than .NET 3.5 or .NET 1.1 and all versions can be installed on the same computer at the same time.
7. Account Manager runs under the logged on rights of the user on the machine and uses the logged on user's domain credentials and assigned domain rights to perform password resets, account unlocks, etc.
  - a. **User must have local administrator rights on the computer to configure the software.** On UAC-enabled operating systems, Account Manager must be run "As Administrator" to access configuration settings.
    1. For users who are not local administrators on their computer, the software settings can be configured by an administrator by doing a "run as", save, quit. All standard users can then fully use Account Manager without ability to modify settings.
  - b. Logged on users using Account Manager must have appropriate delegated rights in domain to perform some or all available Account Manager functions. By default, the built-in Active Directory group "Domain Admins" has all necessary rights to use all features available in Account Manager.
8. Granular Rights Delegation (optional) - Use the Active Directory rights delegation wizard to restrict specific Account Manager activities to your IT staff members as appropriate. For example, you may not want your IT staff to disable / enable user accounts, but you do want them to be able to reset domain passwords and unlock domain user accounts. See end of this guide for more information on domain rights and delegation settings.
9. Account Manager is installed "Per Machine" and stores its configuration settings under HKey\_Local\_Machine in the registry. All user logon profiles on the computer will use the same configuration settings.

**Review the Account Manager User Guide for detailed information on specific rights required by Account Manager, example of using delegated rights, and further operational details of software / screenshots.**

The user guide is located at <http://www.sysoptools.com/support.aspx>. Please contact our support team for further assistance via our contact page or phone number listed on website, we're always happy to help.

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