

## SysOp Tools Learning Guide:

### Troubleshooting Password Reminder PRO Not Sending Reminders to Users

After installing Password Reminder PRO, you may experience one of the following issues.

1. Manually doing a Test Send using the Test Console works fine and appears to finish properly, but does not find any users to receive a reminder and the Daily Admin Summary Report does not contain much data.
2. In both Test mode and Live mode, you do not receive the reminder emails and you do not receive the Daily Admin Summary Report email.
3. The expiration reminders are out of sync with your domain password expiration policy- e.g. a user receives a 5-day expiration email reminder but they really have 10 days left until expiration.
4. Password Reminder PRO works fine when doing a manual Test send or Live send via the Test Console, but does not send the reminders automatically at the “Hour to Send” that I have set.

**Note:** Realize, every domain infrastructure is slightly different and you may need to make some adjustments to allow Password Reminder PRO to operate properly. On the following pages we'll go over some steps you can use to troubleshoot operational issues.

*Before you proceed, make sure you have thoroughly read the following two documents located on our main [Support](#) web page:*

1. **Quick-Start Setup Guide**
2. **Features and Settings Guide**

**First off**, check your mail server for any anti-spam filtering of the user email reminders and the daily admin summary. We've seen some anti-spam filters strip data from the email summary and block Password Reminder PRO from sending the individual email reminders and daily summary. There should be some type of activity logging if you use anti-spam software, and you should ensure that the computer running Password Reminder PRO is 'whitelisted' in the anti-spam software. Similarly, check that your mail server is set to allow SMTP mail protocol traffic from the IP of the computer running Password Reminder PRO.

**Second**, ensure that Windows Firewall and any enterprise Antivirus software (Norton, McAfee, etc. which has the anti-mail worm feature) has an exclusion set for the Password Reminder PRO executables. Password Reminder PRO sends SMTP email on port 25 to your mail server, and you do not want your Antivirus software thinking this is some mail worm and block it. Fairly common issue. We recommend disabling the Windows Firewall on your LAN network connection.

**Third**, make sure the setting “Max Password Age” in Password Reminder PRO matches your domain's password policy 'Max Password Age' setting. These number values should be exactly the same, or you'll have date inaccuracies with sending the expiration reminders.

**Fourth**, check the logon credentials of the Password Reminder PRO service account (Start > Run > Services.msc > Enter). The service account is what automatically sends the reminders to your users based on the 'Hour to Check' setting. You must run the service with a domain\user account that has local admin rights on the computer running Password Reminder PRO, and has rights to 'log on as a service' on a domain member server. By default the service is installed running under 'Local System' which will not work to send the automated reminders to users.

**Lastly**, always install Password Reminder PRO on the same LAN subnet as your FSMO role-holder DCs (2003), or your PDC emulator (2000). Password Reminder PRO needs current data from your LDAP and will not work properly if run against a branch-office DC on a remote WAN link.

### **Still not working? Let's go through some steps to test domain data and look for configuration issues in Password Reminder PRO:**

1. Open Password Reminder PRO, change mode in the drop-down box to 'Test', and change the Admin Mailbox to your personal email address. Click 'Save changes' after making changes.
2. Ensure that the setting "Max Password Age" matches your current AD password expiration policy's Max Password Age setting. *Important!*
3. Open the Test Console from within Password Reminder PRO and run some of our debugging options (reference table below with **highlighted** commands we'll be discussing).
4. **TEST 1** First type "U" to ensure our software is talking to your AD. Note the results on the screen, you should see your oldest password-expiring user object displayed with correct data.
5. **TEST 2** Type "?" to see all commands - Go to the logging sub-menu and set logging level to 3. Read the reference info below about logging.
6. **TEST 3** Type "D" to do a test send visual debug run. Look for any LDAP or SMTP communication errors, particularly any 5.x.x mail server error codes which can indicate blocking from your mail relay server. Save the log file that has been created from step 2 as you may need to send it to our Support Team for review.
  - a. If you are seeing errors - Look on your mail relay server and enterprise anti-spam software to see if any SMTP activity was received / logged from the computer running Password Reminder PRO. If you are getting 5.x.x errors, you need to set up an allowance on your mail server to allow relay of email from the computer running Password Reminder PRO. Whitelist all mail from Password Reminder PRO in your anti-spam software— No need to scan it for spam.
7. **TEST 4** Type "E" to do a debug export of all found users in AD to ensure our software is seeing all of your AD user objects. Save the .xml log file. You can view the .xml file with our free .xml viewer utility located on our main Support webpage. If this report is blank, you have a problem communicating with AD from our software. Make sure that the Windows Firewall is turned off and no antivirus software is preventing Password Reminder PRO from running.
8. **TEST 5** Look in the NT event log on the computer running Password Reminder PRO for any application, security or system errors relating to Password Reminder PRO.
9. **TEST 6** If you have originally been testing our software from a workstation, install Password Reminder PRO on a domain member server and see if you experience the same issue(s). This will rule out the XP workstation itself as a possible cause. Make sure your mail server has a relay allowance for the member server so our software can send mail.

### We're looking for a successful test:

A successful test would be, you run "S" in the Test Console followed by an "A", and you receive all of the user email reminders to the Admin Mailbox address (your email address) along with a daily admin summary showing data.

Note, if you do not receive email reminders for users during your first test run:

- a. You probably do not have any password-expiring users eligible to receive a password expiration reminder yet as their passwords are not yet soon to expire. If this is the case, during the test run you will not receive individual user email reminders and the Daily Admin Summary Report may be blank. Remember, a reminder email is only sent if the user falls on one of the three message reminder days (e.g. 15, 7 and 1 for the "Reminder (Days)" settings).
- b. You can "fool" our software into generating test email reminders by changing the "Max Password Age" number to a lower value than your domain policy. This will fool Password Reminder PRO to thinking your password expiration policy is a shorter duration and you'll eventually see users reported as expiring soon, which should result in email reminders being sent to you for purpose of testing. Always remember to click 'Save Changes' after changing "Max Password Age".
- c. Go back to the Test Console and do a "S" - If you have entered in a lower number for the "Max Password Age" setting in Password Reminder PRO that is lower than your domain policy, this should produce a number of user test email reminders for you to review.

The below table is an excerpt from our **Advanced Features and Settings** document which can be found on our <http://www.sysoptools.com/support.html> page. Refer to the highlighted areas for troubleshooting use.

Test Console Command	Description
Input <Test>:	Indicates that the Test Console is in Test Mode and will only send reminder emails to the Admin Mailbox address configured in Password Reminder PRO when entering "S" or "D".
Input <Live>:	Indicates that the Test Console is in Live Mode and will send reminder emails to the user mailboxes directly when entering "S" or "D". This is handy for doing a 'spot reminder' run if needed, or validating our software in a lab environment.
? (Help)	Shows all available command options

D (Send Test Mail + Debug)	<p>Same as "S", primarily used for troubleshooting SMTP and LDAP connectivity issues. Comprehensive visual feedback is displayed including all SMTP conversation strings and LDAP search results.</p> <p>"D" only functions in Test Mode.</p>
S (Send)	<p>Search AD and send password expiration reminder emails to users.</p> <ol style="list-style-type: none"> <li>1. When in &lt;Test&gt; mode, you will receive brief visual feedback, send one recipient reminder to the Admin mailbox, then have option to quit or send all remaining reminders to the Admin mailbox.</li> <li>2. When in &lt;Live&gt; mode, there is no visual feedback- All reminders are sent to all users immediately.</li> </ol>
E (Export Users)	<p>Collect and export the complete list of all AD user objects to an xml data file. Used for Troubleshooting purposes. View the xml file with our free xml reader available for download on our Support page.</p>
L (Licensing)	<p>View current license status for your installation of Password Reminder PRO</p>
M (Mode)	<p>Change between Live and Test mode</p>
U (User Debug)	<p>Display the first user object found in your Active Directory. This is primarily used to validate proper connectivity to your LDAP.</p>
G (Logging Sub-Menu)	<p>Entering the Logging Level sub-menu will allow you to set an appropriate level of software activity logging for troubleshooting purposes, or just to see what is going on behind the scenes.</p> <p>Level 0 = Log operational errors to the server's event log (default setting)</p> <p>Level 1 = Log informational events + errors to the server's event log</p> <p>Level 2 = Log all of above plus detailed user-based actions performed by software. Writes log file to the C:\Program Files\SysOp Tools&gt;Password Reminder PRO directory.</p> <p>Level 3 = Log everything (user actions, errors, events, smtp conversations, etc – Log file can become quite large and use a lot of server resources. Use sparingly) – Saves to log file located in the program installation directory (e.g. C:\Program Files\SysOp Tools&gt;Password Reminder PRO)</p> <p>NOTE: Log level settings remain until you manually change them, do not leave software in Level 2 or 3 for daily operations.</p>
X (Exit)	<p>Exit and close the Test Console</p>

### **Need further help?**

Our dedicated support team is always available to assist you with setup, installation and deployment of our software during your trial period. Contact info can be found on our About Us page.  
Your success is our success!

Provided by:  
Enterprise Support Team

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