

SysOp Tools Active Directory Management Software - Send Expiring Password Reminders to Domain Users and Stay Ahead of Help Desk Calls



Password Reminder PRO v1.x **Quick-Start Setup Guide**

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Get Started Quickly in 12 Easy Steps!

This guide is meant to help you get your initial installation of Password Reminder PRO set up quickly. Please review the "Features and Settings Guide" document for configuration of the many advanced features which are accessible via the registry. Should you run into any issues, you will find answers to common setup problems in our Online Knowledgebase located on our [Support](#) page.

This setup guide assumes presence of at least one password-expiring user object in your domain to test with. If you do NOT currently have any password-expiring user objects please **read the important note at the end of this guide!** - It's not a problem, we just want you to know what to expect when running our software in a domain that does not yet have any password expiring users.

Password Reminder PRO is also a great pre-planning tool to help you prepare for implementing a change password policy, and will allow you to easily keep your AD user objects organized.

Get Started:

1. Prepare to Install Password Reminder PRO

Before installing you must be logged on to the computer with an administrator-level domain account that has full local admin rights on the computer. You must have an available internal mail relay server that will accept SMTP email from Password Reminder PRO.

2. Choose Server for Installation: Install Password Reminder PRO on any server in the domain. You must also have a trial key for the domain (foo.com or users.foo.com or foo.local).

The installation server should be on the same subnet as your PDC (NT4/2K) or Operations Master FSMO Role Holder DC (2003 / 2008). **Your primary DC's contain all of your user accounts and current data. Branch DC's often do not contain a complete data set.**

3. Run Software setup.exe: Run the setup wizard and follow instructions. It is perfectly safe to install Password Reminder PRO in your production domain for testing, as no changes are made to your environment by our software. Password Reminder PRO runs completely self-contained in "Test Mode" by default. You will never disturb your users during testing!

>> More than 1000 users, make sure the server has RAM installed of 1.5gb or more.

>> More than 5000 users, use a server with at least 2gb of RAM installed.

!! Installing on a Domain Controller is not required or recommended

!! We do not recommend installing on an Exchange server unless absolutely necessary

4. Enter trial key: After install has finished open password Reminder PRO > File > Register and paste your license key into key box. Click Save. Your proper key status will now show in the software. **If you did not use the correct domain name when creating your trial key, or you did not paste the entire key correctly, you will receiver software errors.** Contact us if you need a new key.

5. SMTP Relay Settings - Enter mail host relay FQDN or IP.

Type in the "mailserver.domain.com" name or IP address of your mail server that accepts SMTP mail relay on port 25. Make absolutely sure that your mail server allows relay traffic from the IP of the host computer running Password Reminder PRO. Most mail servers only allow SMTP relay from specific IPs as configured by the Administrator.

If you are unable to connect to the mail host relay, our software will give you an "unable to connect" error message after you try to leave the SMTP Relay setting field.

This setting must be configured successfully in order to proceed with the remaining steps.

6. Set "Max Password Age" setting to match your domain's password policy Max Password Age. Open Password Reminder PRO, go to the "**Max Password Age**" field, and type in the exact number of days that your domain policy is set to require password changes (30, 45, 60, 90, etc, which is in the Max Password Age setting of your domain's password policy). ***This MUST be accurate or you will get incorrect results from our software!*** Click 'Save Changes' after editing the "Max Password Age" field.

7. Enter domain service account credentials for Password Reminder PRO service. Open your computer Services snap-in (Start > Run > Services.msc > Enter). Open properties for "Password Reminder PRO Service" and go to "Log On" tab. Change Log On from 'local system' to use a **domain\user** account that is a member of the Domain Admins AD group. Save changes, start-service. Service should remain started. The service handles automatic sending of reminder emails to users based on the "Hour to Send" setting in the Admin Console, and **must** use an admin-level domain\user account. **If you do not complete this step your automated reminders will not function- Although, you can still send reminders manually through the Test Console.**

8. Set Admin Mailbox name and Admin Mailbox Address. This is the 'Reply-to' address used for the password expiration emails sent to your users in LIVE MODE. This address is also the 'recipient' address for generated user email reminders when the program is set to "TEST MODE". The Daily Admin Summary Report will be sent to this address when in "LIVE MODE" or "TEST MODE".

TIP: You can have the Daily Admin Summary sent to a different email address if you wish, please read the "Features and Settings Guide" document for instruction on setting this up in the Advanced Features. <http://www.sysoptools.com/support.aspx>

Click "Save Changes" to save your settings and continue with testing!

9. Pre Test Check: Antivirus and Anti-spam settings. Make absolutely sure that no antivirus or application-blocking software is running that may inhibit operation of Password Reminder PRO from running or sending emails to your mail server. Windows Firewall should have allowances set if running. MacAfee Enterprise or other AV software may see the mail sender portion of our software as a "mail-worm" and block our software from sending emails. Set exclusions in MacAfee Enterprise (or other AV) console for all executables and .dll files in the "\\Program Files\SysOp Tools>Password Reminder PRO\" directory. You may also need to set an exclusion for the installation server's IP address. If using an anti-spam mail gateway, you should set our software to relay directly to your mail server's SMTP and not through the mail gateway. If you need to use a non-standard SMTP port, read the Features and Settings document to set Password Reminder PRO to use a different port number for SMTP- It's easy.

10. Run your first manual test of the Reminders!

Open Password Reminder PRO Settings. In the middle drop-down box select "Test Console". In the Test Console, type "?" to see list of commands available. Make sure the cursor says "input<test>:" to signify Test Mode.

TEST MODE REMINDERS DO NOT GO TO YOUR USERS, IT IS SAFE!

Type "D" to kick off a test reminder run. A Test-Mode reminder run will begin, and Password Reminder PRO will look for users to send an expiration reminder to based on your three "Reminder (Days)" settings. By default they are set to 15, 7 and 1. Which means, a user will receive an expiration reminder email if they have 15, 7 or 1 day remaining until expiration. If Password Reminder PRO finds a user record to send a reminder to, it will show you the action and then ask you "Y/N/A" (Yes - No - All) to continue. Type "A" then enter to continue with the run. After the reminder run is complete you should receive all of the user expiration reminders and the Daily Report to the Admin Mailbox Address.

THESE REMINDERS DO NOT GO TO YOUR USERS, IT IS SAFE!

If you did not receive any emails at the Admin Mailbox Address, look for any error messages in the Test Console during the "D" run. This will show you communication between our software, your mail server, and your AD. It is also possible that any anti-spam plugins in your email client have blocked the test mode emails.

11. Run your first automated test!

Make sure step 7 and 10 have been completed with no errors. Open Password Reminder PRO. Note the setting in the 'Mode' drop down at bottom of console is set to 'TEST' (default setting), which means "Test Mode". Set the 'Hour to check' to the next hour interval and click 'Save Settings'.

At the next hour, Password Reminder PRO will kick off a full password expiration reminder run in Test Mode. All user reminder emails and the Admin Summary report will go to the Admin Mailbox Address only for your review. **This DOES NOT go to your users, it is safe!**

When you are satisfied with testing and the results provided by Password Reminder PRO, switch to Live Mode to have the reminders delivered to users directly, that's it!

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12. (Optional) Edit your email reminder templates.

The three reminder emails can be edited to convey your choice of wording / message to your user community. View the User Reminder Templates (for password expiring users) and the Org Manager Notification templates (notify Org Manager of direct report expiring accounts) under

"C:\Program Files\SysOp Tools>Password Reminder PRO".

User Reminder Templates: template1.html, template2.html, template3.html

Manager Templates: Mgr_template1.html, Mgr_template2.html, Mgr_template3.html

You may use the templates as-is, or you may customize them with your own message and hyperlinks. Each template can be edited and worded differently.

User Reminder Templates are sent to users with an expiring password. Manager Templates are sent to the Org Manager of logon-date-expiring user accounts, notifying the manager that one of their direct report user accounts will expire the logon soon.

!!!!!!! Do not use MS Word or Front Page for HTML editing of templates !!!!!!! Doing so will break the templates. Use Notepad or a standard HTML editor like Dreamweaver, or free standardized tools like [Notepad ++](#) and [CoffeeCup HTML Editor](#).

Do you need to edit the reminder templates in multiple languages? No problem! Read our guide on how to edit the reminder templates in multiple languages, located on our support page: <http://www.sysoptools.com/support.aspx>

Testing Edits to the Email Templates: After you edit the templates, open the Test Console and type "O". Type in your domain account name, select which reminder to send. The edited reminder will be emailed to you for quick review. You can use the Test Console application at any time to QA the reminder message edits without disturbing your users. When satisfied with edits simply place Password Reminder PRO back into "Live Mode".

NOTE: Planning to deploy a change password policy? You can use Password Reminder PRO's Reporting Console as a valuable time-saving tool to help you pre-plan for implementing a change-password policy. Visit our [Support page Technical Documents section](#) to grab our how-to guide on implementing a change-password policy in an existing domain, and see how our software will save you a lot of time and headache.

Important Note: In order to use Password Reminder PRO's password expiration reminder feature and send expiring password reminders to users, you will need to have enabled your Active Directory password expiration policy in the domain's root-level policy, and have at least one password-expiring user object with an SMTP address available to test with.

Need help or want to talk tech? [Contact our Support Team](#) today!

[Go to Main Support Page](#)

