

## SysOp Tools Learning Guide:

### Using Password Reminder PRO in a Hosted / Dedicated Exchange Environment

Created March 8, 2007

Many companies are leveraging the quick setup time, lower TCO and ease of management provided by outsourcing Exchange email services (and Windows domain / Active Directory services as well) to a dedicated external hosting provider or ASP.

Password Reminder PRO can be used on or with your dedicated remote-hosted servers in a variety of scenarios to send expiring password reminders to your Windows Active Directory users, eliminating user-frustrating expired passwords and lowering number of trouble calls to your IT support staff.

Follow our Hosting scenario guide below or contact our [Sales Team](#) today to schedule a personal consultation on use of Password Reminder PRO within your particular environment.

Installation, Setup and use with your remote hosted servers is relatively simple:

#### **Get Password Reminder PRO Software**

- Sign up to download Password Reminder PRO on our website [www.sysoptools.com](http://www.sysoptools.com)
- After completing the registration and email verification, log in to our site and create your trial key, then download Password Reminder PRO
- *For Hosting Scenario1* below: Make sure you use the domain name of your hosted Exchange server for trial key creation! If you are not sure, look in the AD Management MMC at the root domain name of the hosted server. (usually the Exchange server is also a domain controller)
- *For Hosting Scenario2* below: Use the domain name of your internal company domain that holds your password-expiring user accounts for trial key creation, not the hosted Exchange server's domain

**Hosting Scenario1: Hosted Exchange server is also your hosted Active Directory / Domain Controller and holds your user's password-expiring domain accounts** NOTE: You must have full access to the Exchange server and be able to log in as Admin / install software on the server. You must have full access to the domain controller that holds the user accounts for your Exchange server (usually on same server), and you are able to set up the domain's change-password policy.

1. Term-serve to your dedicated remote Exchange / DC server
2. Copy Password Reminder PRO installer to the dedicated remote server, run software setup as logged-in domain admin
3. Follow our Password reminder PRO quick-setup guide located on our support page: <http://www.sysoptools.com/support.html>
4. For your mail relay setting in Password Reminder PRO, simply put 127.0.0.1 or localhost
5. If you do not have a change-password policy established in the Active Directory root for the remote Exchange server's domain, now is a good time to set that up.
6. If you already have the domain change-password policy set up, make sure you note the number of days that a password change is required by the policy and use that same setting in Password Reminder PRO's "PW Expiration (Days)" setting. For example, if your domain change-password policy is set to 60 days, place 60 in the PW Expiration (Days) setting.
7. Use a domain admin account to run the Password Reminder PRO service, or a dedicated account that has right in the domain to log on as a service and run as a service.
8. Run some tests using the Password Reminder PRO Test Console. Make sure you receive the test emails to the configured Admin mailbox in Password Reminder PRO
9. Enjoy the benefits!

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**Hosting Scenario2: Hosted Exchange server is only used to provide mail services and user mailboxes for your internal company domain. Domain Controllers and Active Directory password-expiring user accounts are located inside your company LAN** NOTE: You must have full access to your internal company domain controller that holds your password-expiring user accounts, and you must be able to access / set up your internal company domain's change-password policy.

1. Term-serve to your dedicated Exchange server
2. Copy Password Reminder PRO installer to dedicated local server in your company's domain, run setup as logged-in domain admin
3. The local server that Password Reminder PRO will be installed on must be able to send SMTP mail to your remote Exchange server on port 25 (or if necessary any other port, contact our support team for instructions)
4. Make sure you have created a license key for Password Reminder PRO using your internal domain name that holds your password expiring user objects
5. Follow our Password Reminder PRO quick-setup guide located on our support page: <http://www.sysoptools.com/support.html>
6. For your mail relay setting in Password Reminder PRO, put the name of your internal mail relay or the FQDN of the remote exchange server. If what you input does not work (can't reach mail server), our software will tell you.
7. If you do not have a change-password policy established in your local Active Directory root for the domain hosting your user account objects, now is a good time to set that up.
8. If you already have the domain change-password policy set up, make sure you note the number of days that a password change is required by the policy and use that same setting in Password Reminder PRO's "PW Expiration (Days)" setting. For example, if your domain change-password policy is set to 60 days, place 60 in the PW Expiration (Days) setting.
9. Use a domain admin account to run the installed Password Reminder PRO service component, or a dedicated account that has rights in the domain to log on as a service and run as a service.
10. Run some tests using the Password Reminder PRO Test Console. Make sure you receive the test emails to the configured Admin mailbox in Password Reminder PRO
11. Enjoy the benefits!

Our dedicated support team is always available to assist you with setup, installation and deployment of our software during your trial period. Your success is our success!

Provided by:

Enterprise Support Team

**SysOp Tools, Inc**

[www.sysoptools.com](http://www.sysoptools.com)

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