

ManageEngine ADManager Plus

Solution Document

Contents

1. Introduction	1
2. ADManager Plus: Under the hood	2
2.1 Modules	3
2.2 Access to product's features	4
3. Management – Active Directory & MS Exchange	5
3.2 Highlights of management module	6
4. Reporting – Active Directory and MS Exchange	7
4.2 Highlights of reporting module	8
5. Active Directory Workflow	9
6. Active Directory Delegation	10
7. Active Directory Automation	12
8. Mobile (iPhone & Android) Apps	13
9. ADManager Plus Support	14

ADManager Plus Solution Document

1. Introduction

ManageEngine ADManager Plus is a web-based Active Directory management and reporting software. It is simple-to-use and user friendly. Besides its ability to manage both Active Directory and Exchange environments from the same console, it also offers:

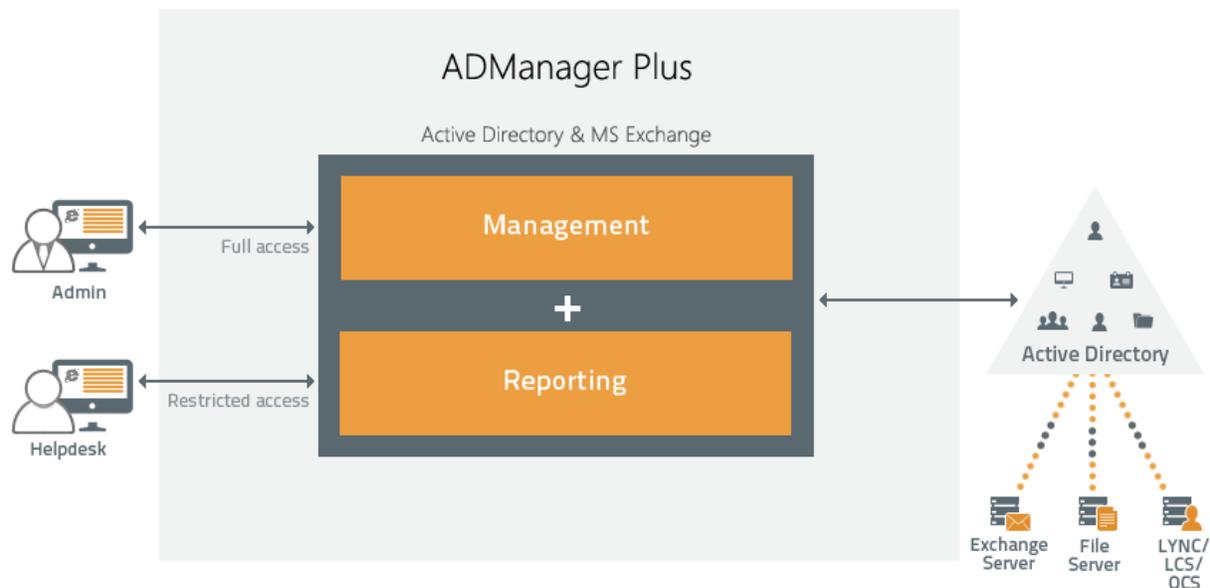
- The ability to manage multiple accounts at one go
- Template and CSV-based provisioning, re-provisioning of accounts
- Built-in reporting module with 150+ pre-defined schedulable reports
- Safe and smooth delegation of even complex Active Directory tasks to non-technical users
- Automation of Active Directory management and reporting tasks
- Dashboard that displays all the vital statistics of each domain (number of users, number of locked out users, etc.) in graphical format

This document provides:

- A simple diagrammatical representation of the anatomy of ADManager Plus.
- A short explanation about its working, without diving deep into the underlying implementation details.
- An introduction to each module of ADManager Plus along with its features and highlights.

2. ADManager Plus: Under the hood

ADManager Plus is an off-the-shelf web-based Active Directory management and reporting solution. It is based on the web application server-client framework and also includes a built-in database.



ADManager Plus Overview

Installing ADManager Plus is quite simple. You have to just download the product's EXE from the website, run it and follow the instructions in the install shield. Based on your need, you can run ADManager Plus as a console application or as a service.

You can install ADManager Plus on any Windows machine that has a P4 – 1 GHz processor, 1GB RAM, 2 GB disk space and turn it into an ADManager Plus server. You can then access this server and its services via web-browsers. For optimum efficiency, we recommend that you install it on Windows 2000/ 2003/ 2008/ 2008 R2/ 2012/ 7/ 8.

By default, ADManager Plus is installed as a console application. It runs with user's privileges when you install it as an application. When installed as a service, ADManager Plus runs with the privileges of the system account.

ADManager Plus's Modules

ADManager Plus server offers several predefined functions and routines that solve your day-to-day Active Directory challenges. Based on their functionalities, these routines are grouped into four major modules namely:

Management: Provisions, re-provisions and de-provisions Active Directory objects in bulk; also offers template and CSV-based Active Directory account management.

Reporting: Consists of 150+ preconfigured, schedulable reports; many reports also come with the ability to re-provision/manage accounts.

Delegation: Foolproof delegation system that allows you to delegate even crucial tasks like account provisioning to non-technical users.

Automation: A scheduler exclusively for Active Directory tasks; allows you to schedule and execute Active Directory management tasks.

Further, ADManager Plus also offers a flexible [workflow](#) that introduces checkpoints to prevent unauthorized/harmful changes in Active Directory.

To perform any change/update in Active Directory, ADManager Plus must be provided with the relevant permissions. So, you have to supply it with an all-inclusive account to provide the privileges required to perform any management action.

When a user logs on to ADManager Plus server to perform any task, it first verifies the user's credentials; it also checks if the user has the appropriate privileges in ADManager Plus to perform that task. Then, based on the task type, the appropriate module performs the required actions and completes the task. For example, if the task is user creation, the management module will create the user in Active Directory through its user creation features.

Communication Method

When you interact with the ADManager Plus server from a web-browser (or a smartphone / mobile device) the communication happens via HTTP protocol. For enhanced security, there is also an option to enable HTTPS protocol.

All communication/interaction between ADManager Plus server and Active Directory happens via LDAP protocol.

Access to ADManager Plus's Features

The product and its features can be accessed using two types of accounts – the default ADManager Plus accounts and the technician accounts (imported from Active Directory).

1. ADManager Plus's built-in accounts: an admin, a helpdesk technician and a HR associate.

- *Admin account:* This is a super account which has unrestricted access to all the product's modules and features including product configuration and administration.
- *Helpdesk technician:* This default helpdesk account comes with 'reset password' privilege/role. If needed, you can delegate more roles to this technician account.
- *HR Associate:* This account has the privilege to create new user accounts in Active Directory. This account can also be enriched as needed, by delegating more roles.

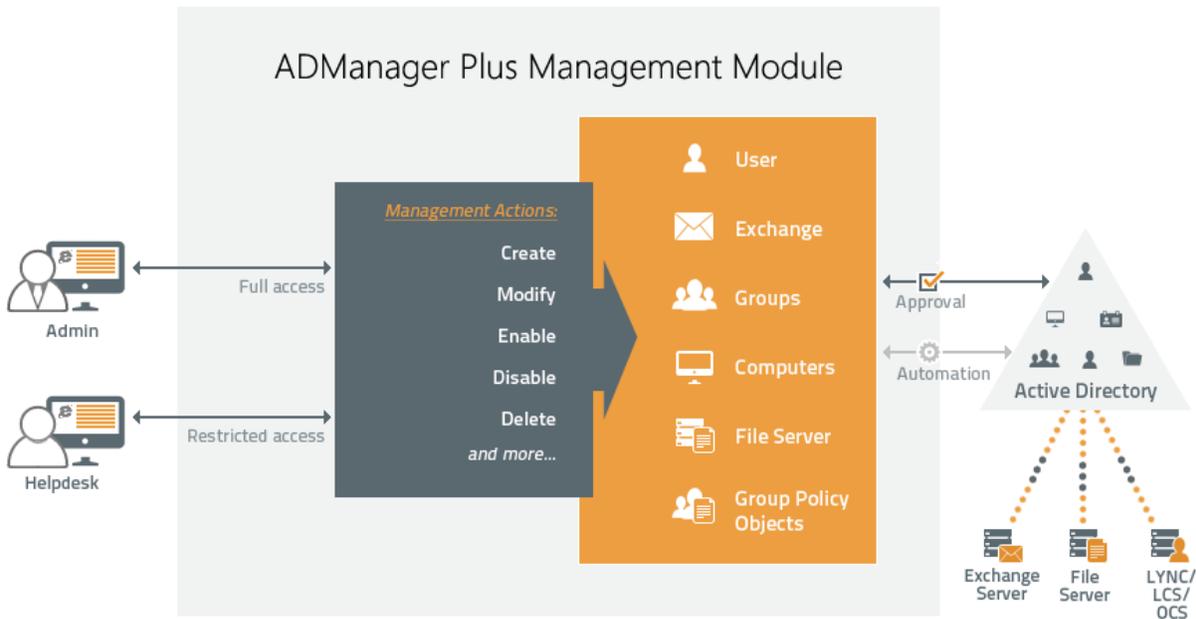
2. Technician Accounts: These are user accounts that you import into ADManager Plus from your Active Directory. Their access to the product's modules and features can only be as wide and deep as you want them to be. By delegating the appropriate roles to them you can allow these accounts to perform only specific actions/tasks as required.

When technicians access ADManager Plus, they will be able to view/access only those modules and features delegated to them by the administrator.

Irrespective of the account type, the permissions associated with all these accounts are totally product-specific. That is, all the permissions assigned to them have effect only in ADManager Plus and have no effect in Active Directory. The actual rights of users in Active Directory remain untouched.

3. Management Module – Active Directory and MS Exchange

ADManager Plus’s management module offers the ability to manage Active Directory and also multiple versions of Exchange Servers from just one single web-based console.



ADManager Plus Active Directory and Exchange Management

The management module contains the most frequently performed tasks like user creation, password reset, Exchange mailboxes creation, etc. as pre-defined actions. To perform any task, you will have to just click on the required task and specify the accounts/objects that you wish to manage.

Moreover, ADManager Plus also helps you to manage multiple accounts in a single step through its bulk management actions. It also offers template and CSV-based management.

For all management actions, ADManager Plus makes the required changes/updates in the Active Directory. It then updates in its database the objects or accounts for which the management actions were performed, the changes/actions that were performed and also the new or updated values to keep track of the actions performed.

3.1 Highlights

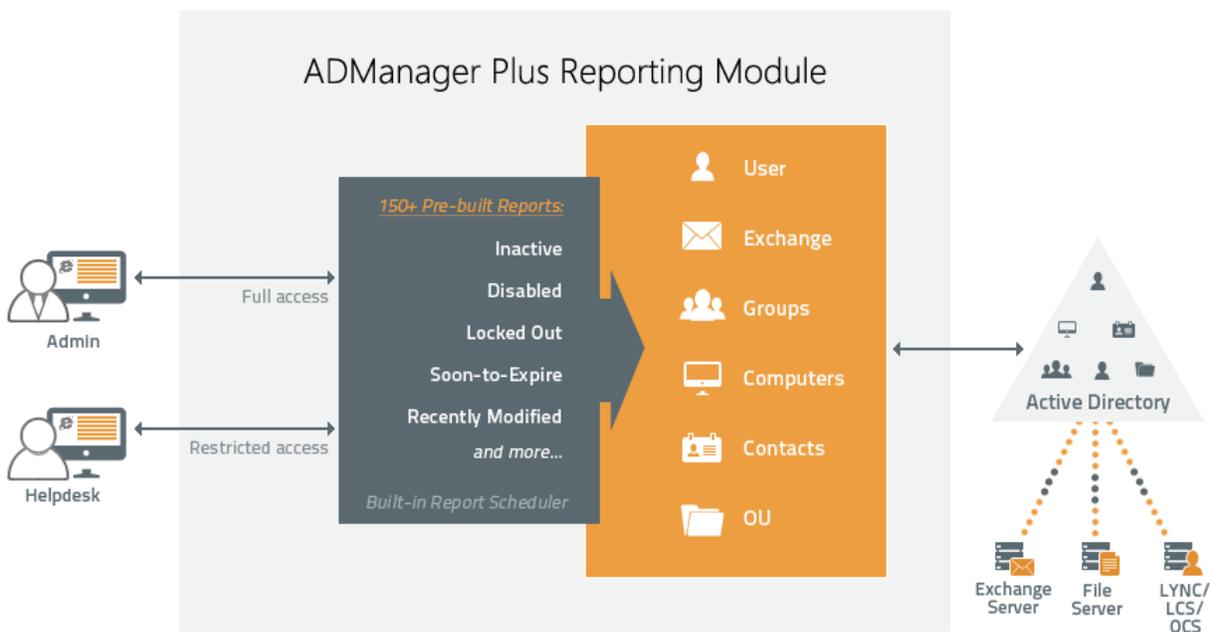
Some of the salient features of ADManager Plus:

- *One-step provisioning of user accounts* with all the required settings including
 - Exchange mailboxes, Lync/LCS/ OCS settings, and also
 - Appropriate group memberships and privileges.
- *All-inclusive user provisioning and re-provisioning templates* - to fine tune and standardize the account management process as per the organizational policies.
- *Bulk management actions* – manage multiple users, groups, computers and contacts objects at one go, via CSV import.
- *MS Exchange Server Management*: Create, modify, migrate, delete Exchange Mailboxes for users, configure the Exchange limits, enable/disable OWA, OMA, Active Sync, etc. for multiple users at one go.
- *File Server Permissions Management*: Grant, modify, revoke NTFS and Share permissions of users and groups, in bulk.
- *Automated AD management* to auto-execute tasks/processes like user creation, user modification, AD cleanup, etc.

4. Active Directory Reporting

ADManager Plus's reporting module offers 150+ 'out-of-the-box' reports that fetch important information like inactive users, locked out users, distribution group members, compliance reports (SOX/HIPAA), etc. instantly.

These reports are organized into multiple categories like user reports, password-based reports, group reports, Exchange reports, etc. for easy retrieval of the required data.



Active Directory Reports

ADManager Plus reports also have built-in management options that enable you to execute management tasks right from the reports. For example, to unlock users, you can just generate the list of locked out users and unlock them using the unlock option located within the report.

Moreover, the 'report scheduler' makes it easy to schedule the generation of required reports. You can also configure this scheduler to email the reports to multiple users.

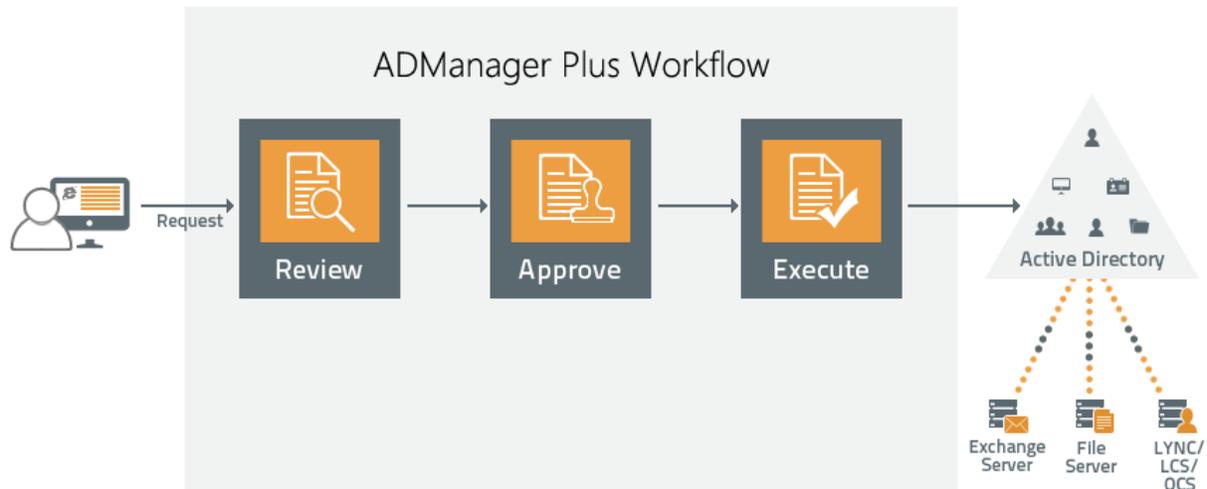
Whenever a report has to be generated, ADManager Plus fetches the relevant data from all the specified OUs in Active Directory and updates it in its database. It then displays this data to you in a format that is simple and easy to read and understand.

4.1 Highlights

- *150+ pre-built reports* in multiple categories like User Reports, Password Reports, Group Reports, Computer Reports, Contact Reports, Exchange Reports, GPO Reports, Compliance Reports, OU Reports, etc.
- *Management from reports* - perform vital account management actions like enable, disable, move, delete, etc. right from the reports.
- *Report Scheduler* to auto-generate all the required reports for all the required OUs / Domains, at the exact times specified.
- *Export / email reports* – Export or even deliver the reports to multiple users as email attachments in different formats like Excel, PDF, HTML, CSV, etc.
- *Report customization* to get the exact information that you need by having only those attributes that you need.

5. Active Directory Workflow

ADManager Plus's workflow offers multiple levels (request, review, approve and execute) which can be customized as per your needs. The review-approve model standardizes the process of executing management tasks and prevent unauthorized/harmful changes. Workflow also allows you to write 'assignment rules' to expedite the execution of tasks by automatically assign them to appropriate technicians based on their expertise.



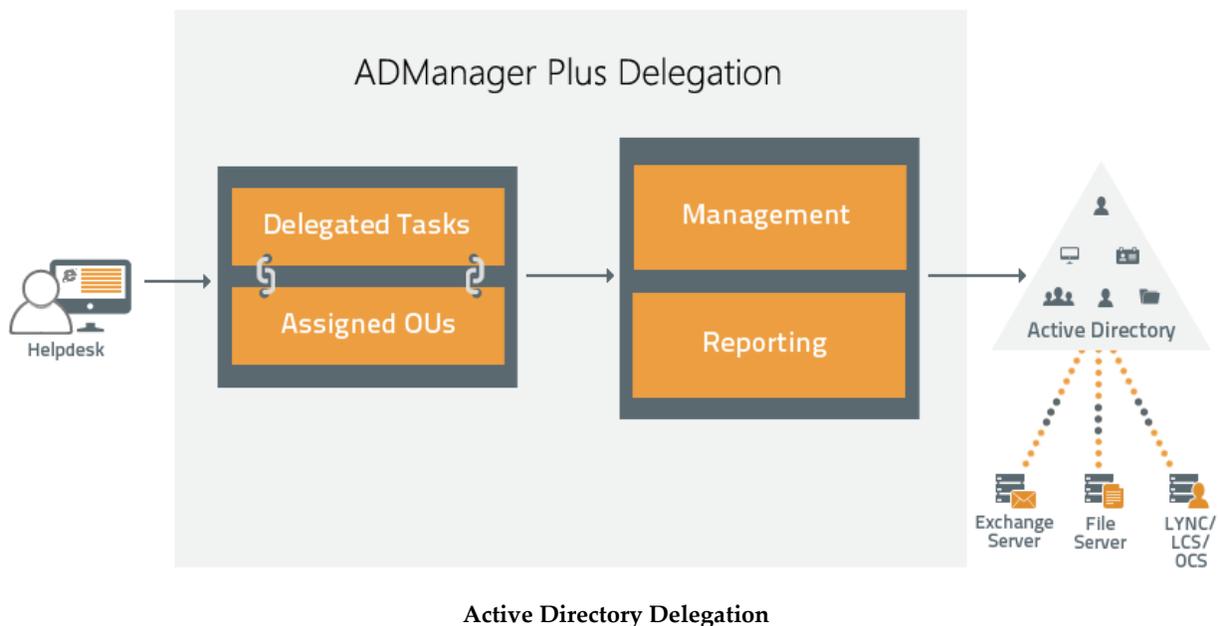
Active Directory Workflow

5.1 Highlights

- *Customizable workflow* to specify the execution flow or path for every task; ensure adherence to the required IT compliance standards and also organizational policies.
- *Assignment rules* help you to automatically assign requests to the appropriate technicians who are best suited for the tasks.
- *Notification rules* to auto-update all the stake holders via email, about the status of tasks as they progress along each stage of the workflow.
- *Customizable requester roles* to specify the tasks for which a requester or a user can create a request.
- *Request repository* that lists all requests that a requester or a technician has created; you can also list all the requests that have been assigned to the technician.

6. Help Desk Delegation

ADManager Plus delegation helps administrators offload excessive burden off their back by empowering non-administrative users, non-technical/business users (HR, department heads, etc.) to perform repetitive tasks.



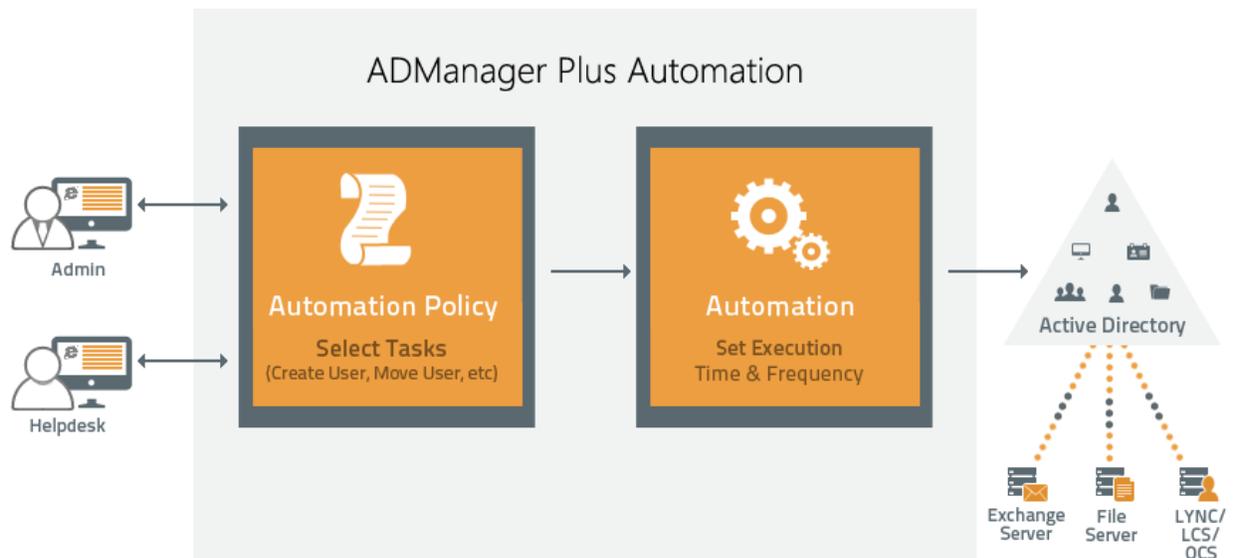
You can select any user from your Active Directory and make a help desk technician out of that user. For example, you can select a user from the HR department and assign 'create and modify user accounts' role to them. This will enable that HR executive to create new user accounts whenever new employees join their organization or modify the user accounts whenever promotions, transfers or role changes occur in the organization. They no longer have to depend on or for the IT department to help them out.

6.1 Highlights

- *Secure and non-invasive delegation model*: The rights/privileges assigned technicians are purely at the product level and their actual privileges in Active Directory remain untouched.
- *Customized roles*: A variety of roles can be created to give technicians the ability to perform different tasks (example: reset passwords, move users, generate group reports, etc.).
- *Role-based/profile based delegation* of tasks to help desk technicians; only those modules/features assigned to technicians will be visible to them.
- *OU-specific administration* enables technicians to perform different set of tasks in different OUs. For example, a technician can create and modify users in OU1, create computers in OU2, create and modify groups in OU3, etc.
- *Cross-domain/multi-domain delegation* allows technicians to perform the designated tasks in multiple domains.
- *Audit reports* to get the trail of all the actions that a helpdesk technician has performed.

7. Active Directory Automation

ADManager Plus's automation ensures error-free execution of frequently performed tasks (reset password, unlock accounts, etc.). Automation offers administrators more freedom, peace-of-mind and time to focus on the truly important and mission critical tasks.



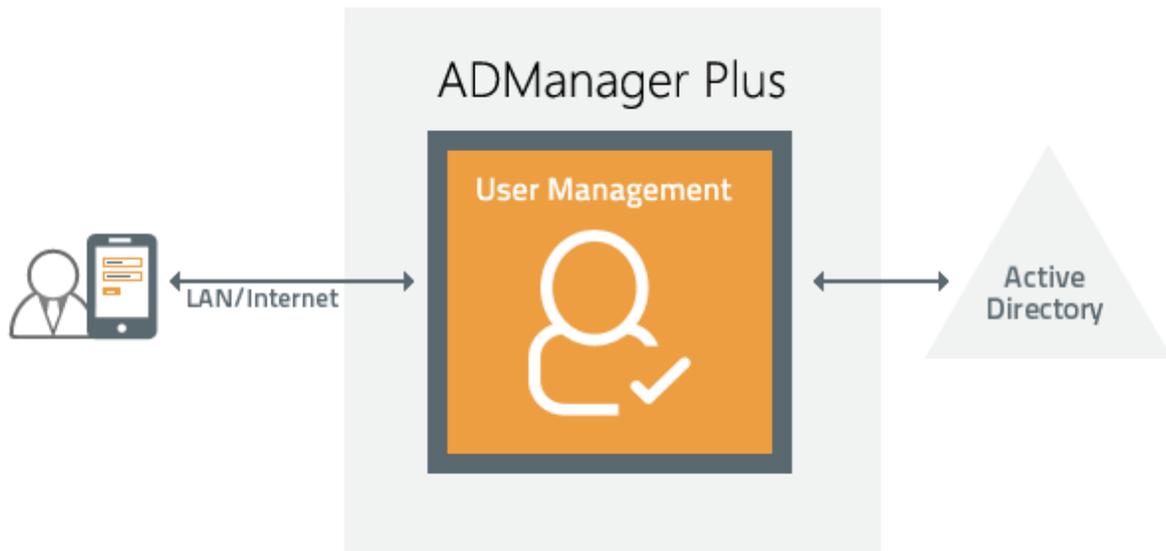
Active Directory Automation

7.1 Highlights

- *Automation Policy*: helps automate any often repeated or critical Active Directory management task; also allows you to set up a series of follow up tasks along with their execution sequence.
- *Automation*: helps specify the time of execution for the tasks that have to be automatically executed, set the frequency at which these tasks have to be performed and also specify the appropriate input for these tasks.
- *Controlled Automation*: built-in option to make the task execution follow the review process specified in the workflow.

8. ADManager Plus Mobile Apps

The native iPhone and Android apps of ADManager Plus puts you in control of all your user accounts, even when you are 'on-the-move'. Using these mobile apps you can connect to your ADManager Plus server and manage all the user accounts right from your mobile devices.



Currently ADManager Plus mobile apps allow you to:

- Reset users' passwords
- Unlock user accounts
- Delete user accounts
- Enable/disable user accounts
- Add/remove users from groups
- Set primary group

9. ADManager Plus Support

You can get a firsthand experience of managing your Active Directory via ADManager Plus using the [30-day free trial](#).

For a *personalized demo* of ADManager Plus, or any further information, you can contact our support team 24*5 via email: support@admanagerplus.com or Phone: [+1 925 924 9500](tel:+19259249500) (Toll Free) or [+1 408 916 9393](tel:+14089169393) (Direct)

Visit www.admanagerplus.com for in-depth information about all the features available in this Active Directory management and reporting solution.