

General

1. What is ADManager Plus?

ManageEngine AdManager Plus is a 100% web-based product that provides centralized administration and management of Windows Active Directory. You can use ADManager Plus to perform the following:

- Create bulk user accounts in the Active Directory with the flexibility to import properties from a csv file.
- Modify the existing user account properties including Exchange Mailbox and Terminal Services properties.
- Generate and view granular reports of users, computers, groups like Inactive Users, Disabled Users, Users in Nested Groups, Distribution Groups, Security Groups, Inactive Computers, etc.
- Create and delegate security roles for granting/revoking permissions to security principals.
- Search ACEs and Active Directory objects.

[Questions](#)

2. What operating systems are supported by ADManager Plus?

ADManager Plus support the following Windows operating systems:

- Windows 2000.
- Windows XP.
- Windows 2003.
- Windows Vista.

[Questions](#)

3. What is the difference between Free and Professional Editions?

The free edition of ADManager Plus can be used to manage up to 100 objects in a single domain and cannot have more than one domain configured.

The professional edition can be used to manage the number of domains and objects for which it is licensed for.

The free edition can be upgraded to professional edition at any point of time by obtaining a valid license from AdventNet.

[Questions](#)

4. ADManager Plus runs in a web browser. Does that mean I can access it from anywhere?

Yes, you can connect to the ADManager Plus from any machine on the network through a Web browser.

[Questions](#)

5. How is ADManager Plus licensed?

ADManager Plus is licensed on annual subscription based on the number of Domains t would manage.

[Questions](#)

6. Do I need any prerequisite software to be installed before using ADManager Plus ?

No, ADManager Plus do not require any prerequisite software to be installed.

[Questions](#)

7. Can ADManager Plus work if DCOM is disabled on remote systems?

Yes, ADManager Plus does not use the DCOM service to perform the tasks.

[Questions](#)

8. Does ADManager Plus support other than English ?

No. The support for languages other than English is yet to be added.

[Questions](#)

Advanced

1. I want to stop running ADManager Plus during machine boot up, what to do?

To make ADManager Plus not to start during system bootup,

1. Click the **Personalize** link from the top right of the ADManager Plus client.
2. Clear the option "Start the product automatically on machine bootup"
3. Click **Save Changes**.

[Questions](#)

2. Can I add Multiple Domains?

During startup, ADManager Plus adds all the domains that it could resolve. You can also add Domains manually by clicking the Domain Settings link from the client.

[Questions](#)

3. Can I add domains of different forests?

Yes, you can add domains belonging to different forests.

[Questions](#)

4. How do i configure child domain details?

The procedure for adding child domains is no different from adding other domains. Click the Domain Settings link can add the domains.

[Questions](#)

5. What does the term default domain mean?

Default domain is a term used to represent the domain for which the delegation of security roles can be made. If you want to delegate the roles to the security principals of a different domain, you have to make it as default domain and then delegate.

[Questions](#)

6. How do I change the password of the admin account?

To change the password,

1. Click the **Personalize** link from the top right of the ADManager Plus client.
2. Specify the old and new password.
3. Click **Save Changes**.

[Questions](#)

7. What is the advantages of Bulk User Management compared to Active Directory tools?

The following are the advantages over Active Directory tools:

1. Can create multiple users simultaneously.
2. Can modify all the properties including Exchange and Terminal Services properties for multiple users.
3. Web-based management.

[Questions](#)

8. What is a User Template? What is the advantage of using a Template in Bulk User Creation?

A user template contains the values of the user attributes defined in it. When you want to create user accounts with similar privileges and permissions, you can create a template with the common attributes and just change the values that differ, say the logon name, display name, etc. This save your time and avoid any possible errors.

[Questions](#)

9. What are standards of csv file used for bulk user creation?

The first line in the csv file should contain the attribute names as defined in the Active Directory. Enter the attribute values for each user in separate lines in the same order. If you do not wish to specify the value for an attribute, just put a comma and proceed. [Sample CSV file](#).

[Questions](#)

10. What are the types of Reports available in ADManager Plus?

There are 100+ different reports about the Active Directory infrastructure components grouped under User, Computer, Groups, and Security Reports. For more details refer to [Active Directory Reports](#).

[Questions](#)

11. What is the difference between account disabled users and account locked out users?

The user accounts that are disabled by the administrator is termed as account disabled users. The account locked out users are those accounts that are locked by the Active Directory based on a policy, for example, three continuous failed login attempts would disable login for certain period. This is a temporary period during which the user will not be able to logon.

[Questions](#)

12. What is the difference between account disabled users and inactive users?

The user accounts that are disabled by the administrator is termed as account disabled users. They do not have login permissions in the domain. Inactive users are those who have login permissions in the domain, but have not logged on to the domain for the specified period.

[Questions](#)

13. What is the difference between account expired users and password expired users?

The account expired users are those whose user account has become invalid. This may happen in cases where a temporary account is created for a specific period beyond which the account expires.

The Password expired users are those who are not able to use their account as the password has expired. As a security policy, the users might require to change the password within a specified period after which they may not be able to login using their old password. The password has to be reset for the user to login again.

[Questions](#)

14. Is there any customized reports?

Yes, you can customize the reports based on the criteria available for all the reports. For example, to view the inactive users for a specified period, you can specify the period and generate. Also, you can customize the columns in the report.

[Questions](#)

15. What is a Security Role?

Security roles are those you define for granting/revoking specific permissions. For example, you can define a role to grant permissions for creating a user. This can then be delegated to the security principals for granting the permissions.

[Questions](#)

16. What are the advantages of Delegation through ADManager Plus?

The following are the advantages:

1. Minimises the error when granting/revoking same permissions for different users.
2. Modifying a security role automatically delegates the permissions for the previously delegated objects as well.
3. Can create as many roles as required and can be delegated as and when required.
4. Web-based.

[Questions](#)

17. What will happen if modify a delegated Security Role?

When you modify the delegated security role, it gets automatically delegated for the previously delegated objects.

[Questions](#)

18. Can I search the ACEs to see what permission is available for a user?

Yes, you can search the permissions granted to security principals, such as users, groups, and computers. You can even include the active directory object, security principal, and the permissions in the search criteria to confine your search.