

Active Directory Unlock User

Unlocking locked out user accounts from Active
Directory

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This document will give a brief introduction the Active Directory Unlock Users application. How to use the features in the application and how to import and export credentials to end-user ADUU versions. General features and others will be described.

Table of Contents

Active Directory Unlock Users	3
Trial Version	3
Using the application for the first time	4
Setting the Default Domain controller	4
Setting user credentials	5
Exporting user credentials.....	5
Importing user credentials from other computers	6
Unlocking an Account.....	7
Locked out notification.....	7
Finding locked out accounts.....	7
Error loading the Active Directory Unlock Users application	8
About Active Directory Unlock Users	8

Active Directory Unlock Users

Is a small application receding in the Tray Bar and is able to notify Administrators or end-users about locked out user accounts from the Active Directory. Users can at the notification time then choose to unlock the account – this usually even before the end-users who's account have been locked out, even notice it.

Active Directory Unlock Users is a good way to delegate unlocking of user accounts to non IT personnel, key staff at remote offices, IT Support staff who don't need access to the full Active Directory management console, or simply staff who need an easy access to unlock user accounts.

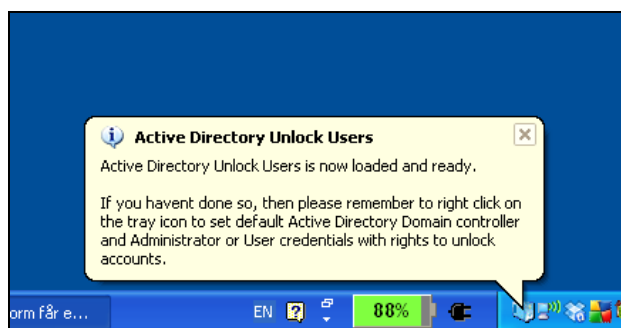
The application can be downloaded from www.nicetool.net



Trial Version

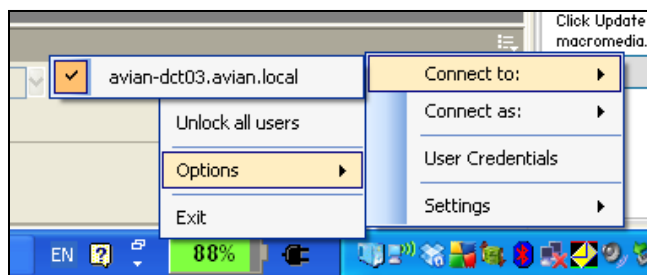
To use a Trial version, you must have connection to the license server. For this you need internet connectivity while you register the trail and register the application after a purchase of a license.

After the application has been registered commercially, then the application will not need internet connection any more.



Using the application for the first time

For users who have used Active Directory Unlock User for the first time, have to go through a few small steps before it can be used fully.

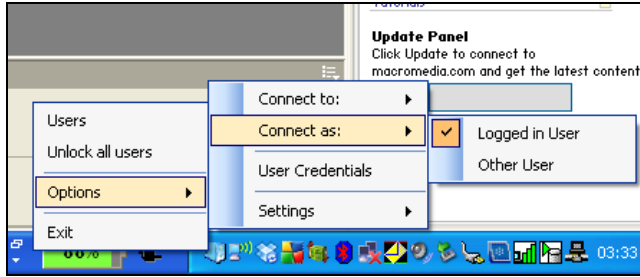


Setting the Default Domain controller

Set your default Domain Controller. This should normally be the one that is located nearest to the computer you are using, preferable on the same physical location. For companies with multiple locations and Domain Controllers, this is essential, for the application to function without any delays.

Do notice that if an account is locked out on another location, then the notification can take a short while before this is replicated to the server that Active Directory Unlock Users are connected to. Unlocking the account can also take a few seconds, before the information is being replicated across to the other Domain Controllers.

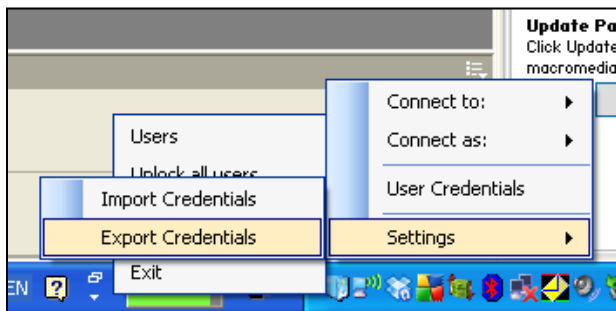
The Domain Controller should not be a Read Only Domain Controller



Setting user credentials

You have to choose whether you should use the credentials you logged in as, or use some alternative credentials for unlocking a user account.

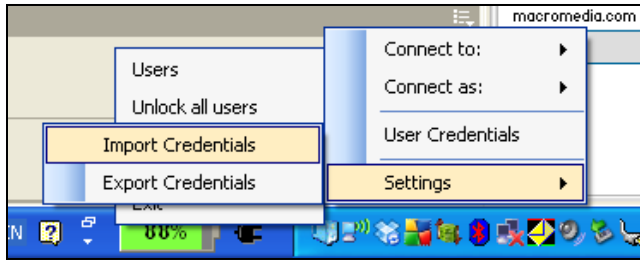
If the locked on user account does not have Domain Administrative rights, or the account does not have delegated rights to unlocking accounts, then you need to set an alternative account. This is done by selecting "Other User".



Exporting user credentials

In case you need to Export your credentials to other computer, then select "Export Credentials" and you will be able to select a location to export the file to. This file is encrypted with an 128bit key and will contain the settings from your account – this is user account settings and domain controller selection.

You can then send the file to another user who needs to use this application, but does not have Administrative Rights – this could for example be the local office admin, or receptionist who is located in another time zone, or just another office location. With this, it is possible to delegate the mundane task as unlocking user accounts.



Importing user credentials from other computers

When you need to Import credentials from other computers, simply select “Import Credentials” and locate the file where it is stored.

The key will then be unlocked and the settings will now be saved, and used instead of the old credentials. For older versions of Active Directory Unlock Users you might need to close and open the application before the rights are in place.

Unlocking an Account

An account has been locked out and you want to unlock the account again.

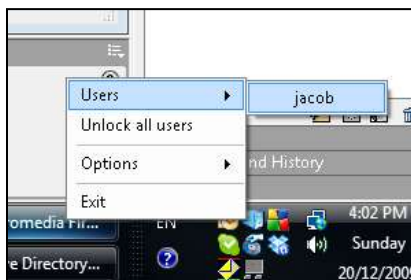


Locked out notification

If you have received a notification that an account have been locked out, then click on the Balloon text to unlock the account again.



You will be asked to confirm if you want to enable or unlock the account again. If you want to, then select the "Yes" button and the account is unlocked, and the user is able to work, or lock onto his computer again.



Finding locked out accounts

If you didn't see the notification, or didn't click on the notification before it faded away, then you will be able to see all to lock out accounts. Simply select the username you wish to unlock again and the account is ready for use.

Alternatively, if there are many accounts who need to be unlocked, then just select the "Unlock all users" and all accounts there are found will be unlocked in a few seconds.



Error loading the Active Directory Unlock Users application

In case you get an error, that is it not possible to see domain controllers, then there might be an network connection issue, DNS issue – your DNS settings might not point to the DNS servers that list the domain controllers or other network related issues.

This error can also happen, in case the Domain Controller maintaining the Global Catalog is not available, or the Active Directory has not been cleaned properly after a Domain Controller loss.

About Active Directory Unlock Users

Active Directory Unlock Users was made by Avian Group Pte Ltd, and is both sold on the annual subscription program and as an independent application.

To read more about pricing and licensing please visit www.nicetool.net or contact sales@avian.sg

For IT integrators who might be interested in the reseller program please contact us on sales@avian.sg as well.