

# ADHQ™

## Getting Started Guide

## Table of Contents

General Information.....	3
What is ADHQ?.....	3
Minimum System Requirements.....	4
Installing ADHQ.....	5
Part 1: ADHQ Server & Admin Console.....	5
Part 2: ADHQ User Client.....	6
Applying your permanent license.....	6
Profiles.....	7
What are profiles?.....	7
User Interface Types.....	8
Simple View.....	8
Advanced View.....	9
Built-in Profiles.....	11
Updating ADHQ.....	12
Configuring automatic updates.....	12

## General Information

For those of you familiar with our product ADtoolkit, you'll already have a good idea of what ADHQ can do. Feel free to skip ahead to the next section. But if it's been a while since you've used our tools, or if you're brand new to the Javelina family, welcome! We've got lots to tell you about the product and the new features we've added recently. So pull up a chair, sit back, and get reading. You'll be up and running in no time!

### What is ADHQ?

ADHQ eases the day-to-day management of time-consuming Active Directory tasks. It includes a set of tools for rapid management of Users, Groups, Contacts, Computers, and OUs and provides additional tools to locate and repair common security issues. With the ability to completely customize tools, you can ensure total consistency across your network, no longer having to deal with incorrect information or outdated naming formats cluttering your once spotless directory.

And to help clean up those old inconsistencies, ADHQ boasts extensive reporting capabilities that will eliminate time spent manually digging through AD. After quickly scanning the output from one of our hundreds of built-in reports, you can take immediate action on any problems by importing the report back into one of our tools. Or, better yet, take advantage of our flexible Search and Replace engine to see if the same issues exist on other unknown accounts, and fix them all with the press of a single button.

Forget about manually creating new accounts, or spending all day cleaning up the old user data of another employee that found a new opportunity elsewhere. It's 2017 - that's what automation is for! Import your data file into ADHQ, create a scheduled task, and automate away all of those mind-numbingly boring tasks. Changing group membership, creating or removing Exchange mailboxes, or even managing home folders? No problem! Are your company's naming conventions so complex that you'll have to consult a manual when you add your next "John Smith" to the domain? Our powerful template fields can satisfy even the most absurd naming standards established by your predecessor. Just import your data file, let ADHQ know which columns map to which AD attributes, and use our template editor to tell ADHQ exactly how you want your names formatted. Combining these powerful template fields with ADHQ Scheduled Tasks allows you to automatically make complex changes on whatever schedule you desire.

### *But what good is all this power if I still have to do everything by myself?*

Glad you asked! That's why ADHQ provides highly-configurable profiles to ease the delegation of these management tasks to lower-level administrators. Whether you want to restrict a help desk technician to resetting user passwords, or allow a manager to modify the properties of his direct reports, ADHQ's profiles will suit your needs precisely, giving you the peace of mind to take some serious time off and ensuring that you won't have a mess to deal with when you get back.

## Minimum System Requirements

The following requirements must be met in order to install and run ADHQ.

- A PC running MS Server 2008/2012/2016, Windows 7, Windows 8, or Windows 10.
- Connection to a 2008, 2012, or 2016 Active Directory network.
- 115MB of disk storage for the software.
- Network user account with domain administrative rights and administrator privileges on the local machine
- To send email via Exchange the user must have an Exchange mailbox and be a member of the local Administrator's group
- To report on Exchange attributes the user must have an Exchange mailbox, be a member of the local Administrator's group, and have Exchange Admin privileges
- To modify or report on Office 365 users or licenses the user must have an Office 365 account with Global Administrator privileges. The account information must be entered into the Office 365 tab of the Options dialog. The account must not have multi-factor authentication enabled.
- To report on Exchange 2016 mailboxes the user must have an Exchange mailbox on an Exchange 2016 server and have Exchange Administrator privileges.
- Office 365 and/or Exchange 2016 require the following items to be installed:
  - .NET Framework Version 4.5 (Office 365 only and Exchange 2016)
  - Windows Management Framework Version 3.0 (Office 365 and Exchange 2016)
  - AzureAD PowerShell Module Version 1.0 (Office 365 only)

## Installing ADHQ

ADHQ has two main parts: a service and its admin console, as well as a user client. The admin console is used to manage the ADHQ service and to configure profiles. The user client is used by your technicians to log in to ADHQ and access whatever functionality is granted to them via their profiles (running reports, making changes to Active Directory objects, etc.).

### Part 1: ADHQ Server & Admin Console

The Server Component of ADHQ contains two pieces: a service that controls logon requests from the User Client, and an Admin Console that is used to configure profiles and manage the service.

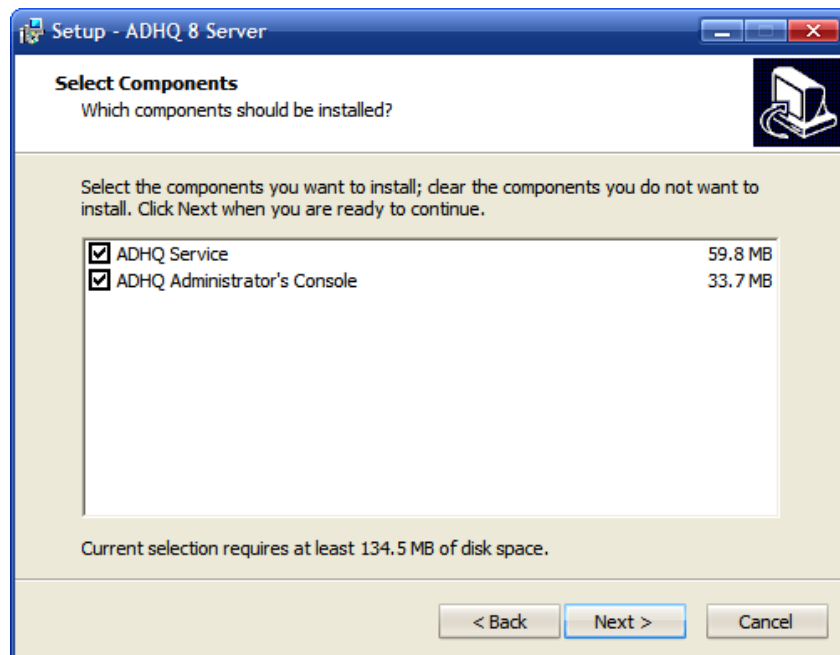


Figure 1: ADHQ Server Install Component Selection

Use the default options for the initial installation, making sure to choose to install both pieces on the Select Components page, as shown above.

## Part 2: ADHQ User Client

The second piece of ADHQ is the user client. Install this program to the same machine with the default settings, and to any other machines you want to use to manage Active Directory. The User Client will connect to the ADHQ Service and allow users to modify AD objects and run reports according to the security rights of their account, and the profile rights configured within the ADHQ Admin Console.

### Applying your permanent license

The first thing you'll want to do after installing ADHQ is to apply your permanent license key. Open the Admin Console and click the "Register License" button in the ribbon. Enter your license info exactly as it appears in the email you received (including the 0s in the expiration date), and click OK to save your changes. Assuming you entered the information correctly, you'll notice the Current License Settings block in the middle of the Home tab update to reflect the new settings.

## Profiles

In order to ensure that technicians execute only the actions they are allowed to, users must be assigned to ADHQ profiles before they can use the software. By default, the ADHQ Admin Group (which contains the Domain Admins group and the user that installed the service) is added to the membership list for the built-in profiles and any newly-created profiles.

### What are profiles?

An ADHQ profile is a collection of settings that defines how the members of the profiles can use the ADHQ User Client. Profiles can be used to limit which areas of the directory are visible, which tools can be executed on objects within those areas, or even show/hide entire tabs of the ADHQ User Client.

Additionally, profiles may contain reports, collections, and custom tools. These profile-level resources are accessible to any user assigned to that profile, making profiles a great way to share tools/reports that multiple users require access to.

Profiles are modified from the Admin Console after connecting to an ADHQ service. Click the Profiles tab in the ribbon, and then select a built-in profile from the list on the left to see its settings, which are divided amongst the following tabs:

<b>General</b>	Configure the users that are assigned to the profile, as well as the areas of Active Directory that users of the profile can manage. Use the Managed Objects checkboxes to quickly limit the types of objects that can be modified.
<b>User Interface</b>	Choose to use the Simple View or the Advanced View. For more information about this choice, and the extra settings available to the Advanced View, see the following section of this document.
<b>Options</b>	Some of the settings in the User Client's Options dialog can be overridden at the profile level. Use the settings on this page to set default values for Password Generation, Add Digits Settings, Tool Output Options, and Report Output Options.
<b>Default Tools</b>	For granular control over the specific tools that can be run by members of the profile, add, remove or edit tools from this list. <b>Note:</b> This page works in conjunction with the Managed Objects checkboxes on the General tab. Even if the Add User tool is present here, profile users will not be able to run it if the "Users" checkbox on the General tab is unchecked.
<b>Collections</b>	Modify the list of collections available to users of the profile.
<b>Reports</b>	Modify the list of reports available to users of the profile.
<b>Custom Tools</b>	Modify the list of custom tools available to users of the profile. This tab also provides the ability to modify the Profile Custom Tools menu, which is accessible on the Home and Collection tabs.

One profile, the Global profile, is different than the others. The Global profile does not have a user list, but rather applies to all users of ADHQ. It does not have a list of managed locations, and cannot be used to login to the ADHQ service. It is simply used to control the Default Tools, Collections, Reports, and Custom Tools that are available to users of all profiles (unless the profile has specifically blocked access to the Global resources).

## User Interface Types

ADHQ allows administrators to choose from 2 different styles of user interface when designing a profile.

### Simple View

The Simple View option allows administrators to create profiles that give technicians access to only a specific set of tools, without the extra complexity of the full UI. There are no collections, reports, security tools, scheduled tasks, or custom tool views.

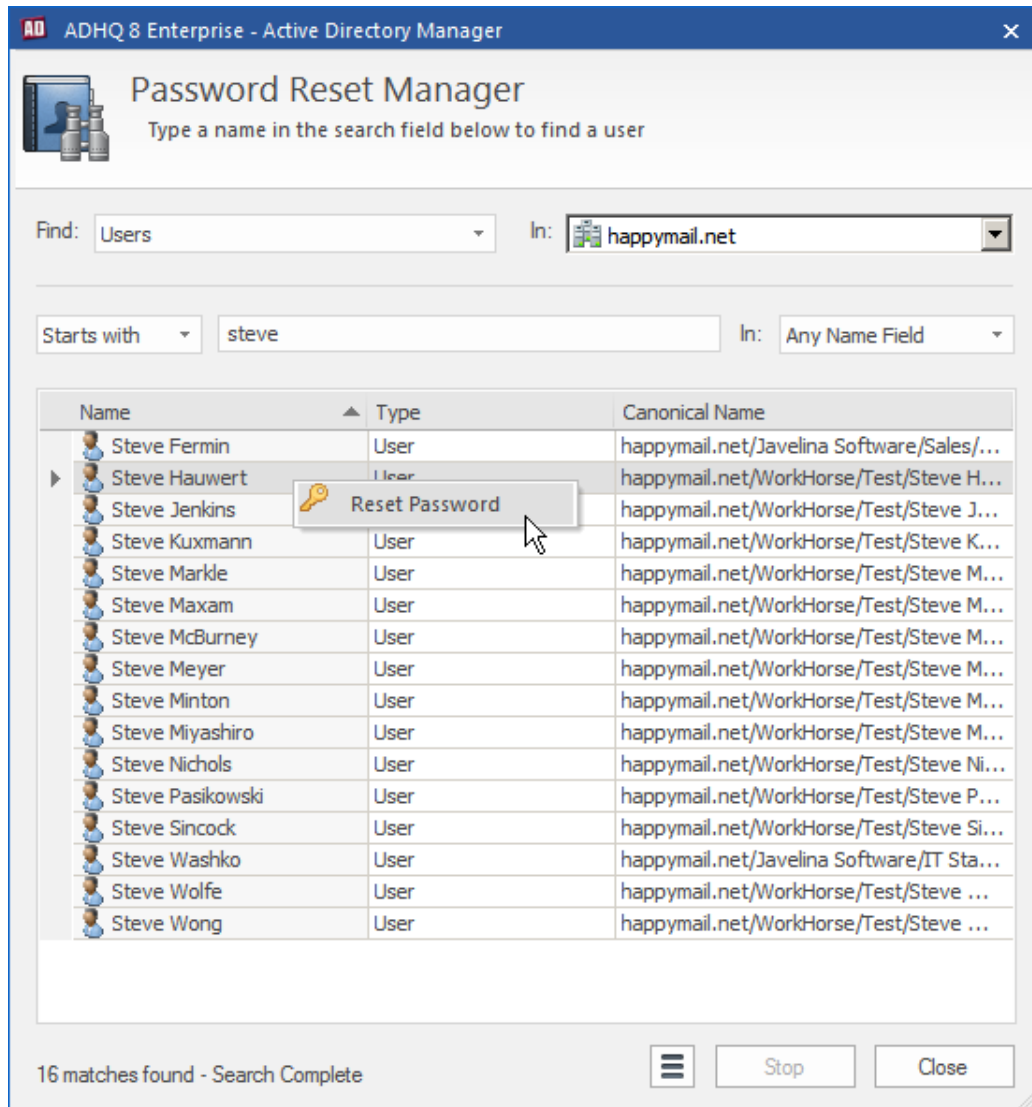


Figure 2: Example of a Simple View profile, the Reset Password Admin

The Simple View is composed of a single dialog, which contains a search field and a results list. Technicians can search for the object they wish to modify by typing the first few characters of the object name in the search field, and then run a tool by right-clicking on any object that appears in the results list below. The screenshot above shows the Reset Password Admin profile, which uses a Simple View and restricts technicians to running only the Reset Password tool.



## Advanced View

The Advanced View, on the other hand, contains access to all of ADHQ's functionality. It has separate views for running bulk tools, generating reports on Active Directory objects, generating security reports, managing scheduled tasks, and creating/running custom tools.

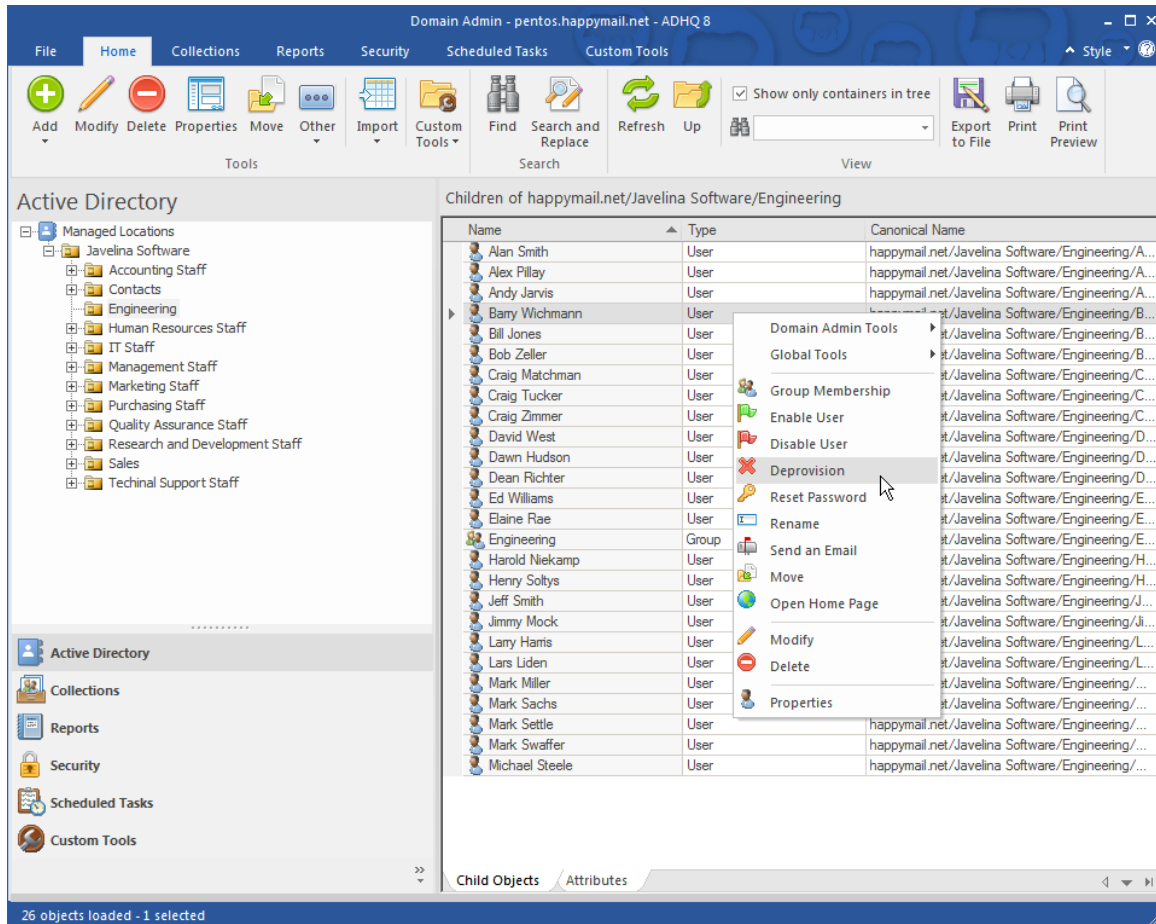


Figure 3: Advanced View

A brief overview of these views follows:

### Home Tab

Browse and modify Active Directory by navigating through the tree and running ADHQ tools on selected items. The Home View will be your primary working view for every-day ADHQ usage. Users that have used Microsoft's Active Directory Users and Computers will feel right at home in the Home View Interface. Settings available for this tab include:

- Show/hide the Home Tab
- Show/hide the attributes view
- Show/hide the Search & Replace tool

### Collections Tab

Create custom sets of Active Directory objects for bulk manipulation. The contents of a collection can be specified directly, or be defined by a filter. This makes collections especially useful for managing sets of

---

objects that change over time, or exist across several OUs. ADHQ Tools can be run on a collection of objects by opening the collection and selecting a tool from the tool menus in the ribbon. Settings available for this tab include:

- Show/hide the Collections Tab
- Toggle the ability to manage local collections, profile collections, or global collections

### Reports Tab

Create and run reports on Active directory objects. A report in ADHQ contains header and footer information, page layout settings, column options, a report scope, and output settings. Reports are sorted by object type into categories, which are accessed via ribbon buttons. Settings available for this tab include:

- Show/hide the Reports Tab
- Toggle the ability to manage local reports, profile reports, or global reports
- Show/hide any category of reports: User, Contact, Computer, Group, Printer, OU, Share, GPO, GPO Link, or GPO Delegation

### Security Tab

Create and run security reports to get information about Active Directory and file ACLs. Also provides Search & Replace and Analyze & Clean tools for modifying ACLs on your network. Settings available for this tab include:

- Show/hide the Security Tab
- Toggle the ability to manage local security reports, profile security reports, or global security reports
- Show/hide any category of security reports: AD, File, Mailbox, or Printer
- Show/hide any of the following security tools: Analyze & Clean AD ACLs, Analyze & Clean File ACLs, Search & Replace AD ACLs, Search & Replace File ACLs

### Scheduled Tasks Tab

Create or modify ADHQ tasks that run automatically on a schedule. Tasks can perform many kinds of actions including: running ADHQ tools or reports, executing external programs, sending emails, running PowerShell scripts, etc. Settings available for this tab include:

- Toggle the ability to create and manage scheduled tasks

### Custom Tools Tab

Create custom tools to modify Active Directory objects. This tab also provides the ability to modify the Custom Tools menu, which can be accessed from the Home tab and the Collections tab. Settings available for this tab include:

- Show/hide the Custom Tools Tab
- Toggle the ability to manage local custom tools, profile custom tools, or global custom tools

## Built-in Profiles

ADHQ ships with several general-purpose profiles included. Although not fully fleshed-out, the built-in profiles can be used immediately in many environments to accomplish basic delegation. The following paragraphs contain descriptions of these built-in profiles:

### *User Manager*

This profile allows users to modify user accounts within the profile user's domain. Users can also run tools to perform bulk modifications to user objects, and run user reports.

### *Contact Manager*

This profile allows users to modify contacts within the profile user's domain. Users can also run tools to perform bulk modifications to contact objects, and run contact reports.

### *Group Manager*

This profile allows users to modify groups within the profile user's domain. Users can also run tools to perform bulk modifications to group objects, and run group reports.

### *Domain Admin*

This profile allows access to almost all of ADHQ's functionality. Users can modify any object within the profile user's domain, perform bulk modifications to AD, run reports and security reports, and create custom tools.

### *OU Admin*

This profile allows users to modify any object within the profile user's organizational unit. Users can also perform bulk modifications and run reports in the same scope.

### *Password Reset Admin*

This profile uses a Simple View and allows users to reset passwords for user accounts throughout the profile user's domain. Users have access to no other tools.

### *Report Admin*

This profile allows users to run/schedule reports on Active Directory objects within the profile user's domain. Users cannot make changes to Active Directory, only run reports.

### *Security Admin*

This profile allows users to run/schedule security reports and modify ACLs within the profile user's domain.

## Updating ADHQ

Updates to ADHQ are handled within the Admin Console. If you have a valid (non-expired) license, you are eligible to receive any minor updates to the software free of charge.

### Configuring automatic updates

By default, the ADHQ service will check for updates daily at midnight. After finding and downloading an update, it will be installed provided that no technicians are connected to the service via the User Client at that time. When the Admin Console and User Client are next launched, they will automatically receive the corresponding update. If these settings are acceptable to you, no changes need to be made. Otherwise, you can configure the update schedule and related settings by clicking the **Check for Service Updates** button in the ribbon of the Admin Console.

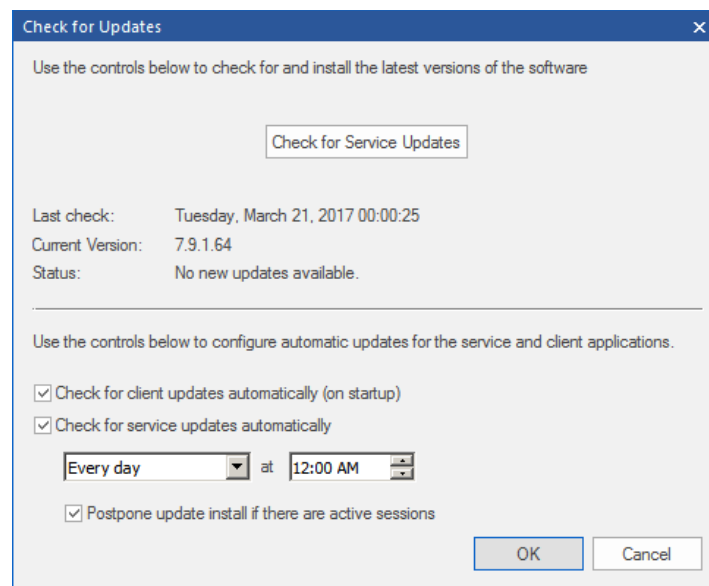


Figure 4: Check for Updates Dialog

The top of this dialog allows administrators to manually check for available updates to the service. If an update is detected, a new button will appear allowing the administrator to install the update. The bottom half of the dialog is used to configure automatic updates. The following table has a description of the controls and how they will affect ADHQ:

<b>Check for client updates</b>	Check this box to have the clients automatically install any updates available that the service has already downloaded and installed. Clear this box to have the clients ask whether or not to install the available update. <b>Note:</b> We recommend keeping this box checked to ensure that the client and service are running the same version.
<b>Check for service updates</b>	Check this box to have the ADHQ service download and install updates on the schedule specified by the day and time controls below. Clear the box to force administrators to manually check for updates using the button at the top of the dialog.
<b>Postpone update if there are active sessions</b>	Clear this box to have ADHQ install service updates even if users are currently using the User Client. This may result in the user losing data if they are using a tool or report at the time the service restarts.