

ADSelfService Plus Client Software Installation Guide

(Installation through ADSelfService Plus web portal and
Manual Installation)

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Introduction:

ADSelfService Plus is a secure, web-based, end-user password reset management program. With ADSelfService Plus, end-users can:

- ✓ Self-service Reset Password
- ✓ Self-service Unlock Account
- ✓ Receive Password/Account Expiry Notification
- ✓ Self-service Update directory information
- ✓ Search Corporate/Employee directory
- ✓ Winlogon (Ctrl+Alt+Del) Password Reset

It helps administrators to delegate the task of password reset and account unlock to end-users, while minimizing the cost and effort involved with help desk calls.

ADSelfService Plus Client software:

With web-based self-service softwares, the end-users need not rely on helpdesk personnel for reset password/account unlock operations anymore. But, there is still a small element of dependency involved: the user, who has forgotten the password and therefore no access to his/her machine, either needs a neighbor's machine or a dedicated kiosk to carry out the required self-service operations.

ADSelfService Plus eliminates such dependencies and offers complete password self-service capabilities to a user with the help of its client software.

ADSelfService Plus client software is an extension of the standard GINA/CP from Microsoft, which adds a button labeled 'Reset Password/Unlock Account' to native Windows log-on prompt. It allows end-users to Reset Password/Unlock Account right at the windows log-on prompt of their computers, without depending on other users' machines to access the self-service portal.

This installation guide will provide you with all the information required to deploy, configure and troubleshoot the ADSelfService Plus Client Software.

System Requirements:

- Disk Space – Minimum 4MB
- Operating Systems –
 - Windows XP
 - Windows Vista
 - Windows 7
 - Windows Server 2003
 - Windows Server 2008
 - Windows Server 2008 R2

Client Software Installation:

There are four ways through which the ADSelfService Plus client software can be installed:

1. [ADSelfService Plus Web Portal](#)
2. [Manual Installation](#)
3. [GPOs](#) (Group Policy Objects)
4. [SCCM](#) (System Center Configuration Manager)

In this document, we will discuss the first two methods of installation - ADSelfService Plus Web Portal and Manual Installation. Installation via GPOs and SCCM will be discussed separately.

Through ADSelfService Plus Web Portal:

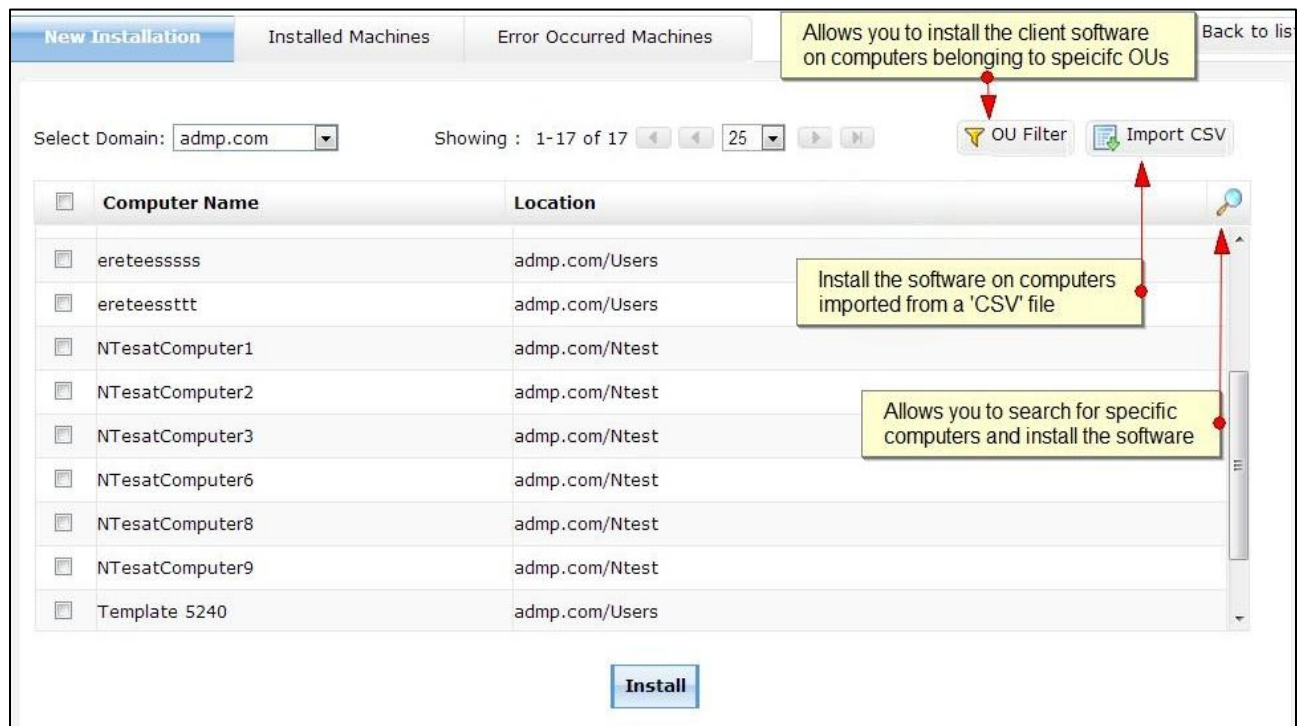
Using ADSelfService Plus web portal is a simple and effective approach to install the client software.

Privileges Required:

To install the client software via ADSelfService Plus web portal, a user must possess the domain administrator credential used in configuring a domain with ADSelfService Plus. Additionally, the user must also have the 'Local Administrator' rights to the machines.

By default, members of the 'Domain Admins' group enjoy the Local Administrator rights for each domain computer.

Installation:



Please follow the steps below for installing the agent:

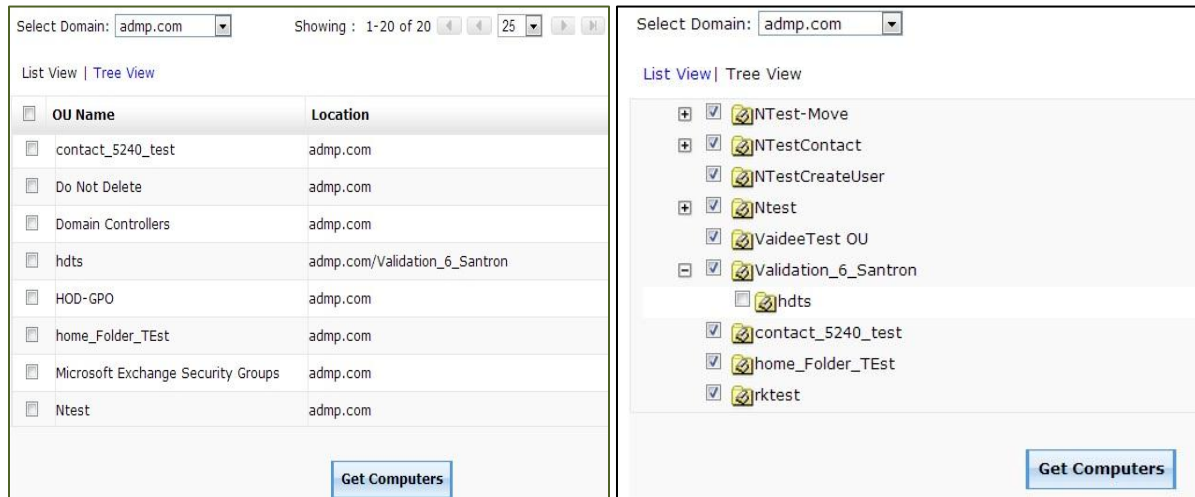
- 1) In ADSelfService Plus web portal, go to **Configuration → Administrative Tools → GINA (Ctrl+Alt+Del) → GINA/CP installation**
- 2) Click **New Installation**
- 3) Select a domain, and then the computers (on which you want to install the client software)
- 4) Click **Install**

OU Filter

ADSelfService Plus allows you to install the client software on machines belonging to specific Organizational Units (OUs). Please follow the steps below:

- 1) In ADSelfService Plus web portal, go to **Configuration → Administrative Tools → GINA (Ctrl+Alt+Del) → GINA/CP installation**
- 2) Click **OU Filter**
- 3) Select a domain and the type of view to display the OUs:
List View: Displays all the OUs in that domain as list items including child OUs

Tree View: Displays the OUs in hierarchical structure. You must expand the parent OUs to view and select the child OUs



OU List View

OU Tree View

- 4) Select the desired OUs and click **Get Computers**
- 5) Select the desired computers and Click **Install**

Import CSV

You can also install the client software on computers imported from a 'CSV' file by following the steps below:

- 1) In ADSelfService Plus web portal, go to **Configuration → Administrative Tools → GINA (Ctrl+Alt+Del) → GINA/CP installation**
- 2) Click **New Installation → Import CSV → Choose file**
- 3) Choose the CSV file containing the names (or dnsHostNames) of the computers
([Click here](#) to view sample CSV content)
- 4) Select the computers in which you want to install the client software
- 5) Click **Install**

Search: Use **Search** to search for a specific computer and install the client software

Customization:

ADSelfService Plus client software can be customized to suit your organization's requirements. The following components of the client software can be customized:

- ✓ Frame Text
- ✓ Button Text
- ✓ Icon
- ✓ Server name
- ✓ Port number

Note: Frame text is supported only in Windows XP and Windows Server 2003

Follow the steps given below to customize the client software:

- 1) In ADSelfService Plus web portal, go to **Configuration → Administrative Tools → GINA (Ctrl+Alt+Del) → GINA/CP Customization**
- 2) Enter the desired text in '**Frame Text**' and '**Button Text**' textbox field
- 3) To edit the icon, click '**Choose file**' and select the desired icon
- 4) Enter the Server Name and Port Number on which ADSelfService Plus is running
- 5) Click **Save**

Note:

- 1) Choose only '**.bmp**' file for icon. The image should be of **48x48 pixels**.
- 2) **Port Number** - Give only HTTP port number, even if SSL (https) is enabled

Automation:

You can automate the process of installation and customization of the client software by using the scheduler option available in the application.

To automate installation and customization of the client software:

- 1) In ADSelfService Plus web portal, go to **Configuration → Administrative Tools → GINA (Ctrl+Alt+Del) → GINA/CP Schedulers**
- 2) Enable the desired Scheduler

Available Options:

GINA/CP Installation Scheduler (for automating GINA/CP installation)

GINA/CP Customization Scheduler (for automating GINA/CP Customization)

- 3) In case of re-scheduling, click on the **'Edit' [🖋️] icon**
- 4) **Select the domains** in which the scheduler will be active
- 5) **Set the frequency** (daily, weekly or monthly) to run the scheduler
- 6) Click **Save**

Note:

- 1) Click **Add OUs** when selecting a domain, to run the scheduler only on certain OUs of that domain
- 2) Clicking on the 'Save' button will automatically enable the scheduler. To disable the scheduler, click on the green [✅] icon under 'Actions' column.

Audit Trail:

ADSelfService Plus makes it easier for you – the administrator - to keep track of all the machines in which the client software has been successfully installed, and where the installation has failed.

To view this report:

- 1) In ADSelfService Plus web portal, go to **Configuration → Administrative Tools → GINA (Ctrl+Alt+Del) → GINA/CP installation**
- 2) Click **Installed Machines** - to view the machines in which the client software has been successfully installed
- 3) Click **Error Occurred Machines** - to view the machines in which the client software installation has failed

Manual Installation:

Using MSI package:

To install the client software manually, you must run the MSI package of the client software provided with ADSelfService Plus on each user's machine.

The MSI package can be found in the installation directory (by default: "C:\Program Files\ManageEngine\ADSelfService Plus\bin"). The name of the installer is "ADSelfServicePlusClientSoftware.msi".

To install the client software manually, follow the steps given below:

- 1) Copy the installer file (**ADSelfServicePlusClientSoftware.msi**) to the target machine (where you want to install the ADSelfService Plus client software)
- 2) Run the installer by double-clicking the MSI file
- 3) Follow the steps provided in the wizard and finish the installation process
- 4) Restart the machine

Using Command Prompt:

When the client software is installed manually by double-clicking the MSI package on computers running Windows Vista and later Operating Systems with UAC (User Account Control) enabled, it may not function properly.

In such cases, you can install the client software manually through the command prompt as shown below:

- 1) Open command prompt as an administrator and point it to the folder containing installer file
- 2) Now, run the following command

```
msiexec.exe /i ADSelfServicePlusClientSoftware.msi  
SERVERNAME="SERVER_NAME" PORTNO="8888" /qn
```

Note 1: To customize the client software during installation, use the following command:

```
msiexec.exe /i ADSelfServicePlusClientSoftware.msi  
SERVERNAME="SERVER_NAME" PORTNO="8888" FRAMETEXT="Can't log on?  
Click the Reset Password / Unlock button to reset your password or unlock  
your account with ADSelfService Plus" BUTTONTEXT="Reset Password /  
Unlock" PROD_TITLE="ManageEngine - ADSelfService Plus" /qn
```

Note 2: If you are already using a third party GINA/CP extension, use the following command to install the ADSelfService Plus client software for seamless integration with the third party GINA/CP extension:

```
msiexec.exe /i ADSelfServicePlusClientSoftware.msi  
SERVERNAME="SERVER_NAME" PORTNO="8888"  
WrappingProvider="{CA161BBE-D405-458e-B5C4-EEE681C19514}" /qn
```

Where,

SERVER_NAME = hostname of the ADSelfService Plus server

PORTNO = http port no of ADSelfService Plus (even if SSL is enabled)

FRAMETEXT = description text

BUTTONTEXT = text that appears on the client software button

PROD_TITLE = title of the client software window

WrappingProvider = GUID of your third party GINA/CP extension

Troubleshooting Tips:

User Credential Specific Issues:

If proper administrator privileges are not used for installing the client software, then the 'Reset Password/Account Unlock' link or tile may not appear in the windows logon prompt. To solve this problem:

- Uninstall the client software and reinstall it with administrator privileges
- Administrator Privileges - The user must possess the domain administrator credentials used in configuring a domain with ADSelfService Plus. Additionally, the user must also have the 'Local Administrator' rights to the machines.

Network Related Issues:

1. I receive the error message "Initiating Connection to Remote Service . . . Failed".

Why?

- Ensure if such a computer really exists. If so, ensure that it is well connected to the network
- To check for connectivity, ping this computer from the server where ADSelfService Plus has been installed

2. I receive the error message "Network path not found/Invalid Credential". Why?

- Ensure if such a computer really exists. If so, ensure that it is well connected to the network
- To check for connectivity, ping this computer from the server where ADSelfService Plus has been installed

3. Couldn't copy the MSI file "ADSelfServicePlusClientSoftware.msi" to the client machine. Why?

- Insufficient privilege to access the client machine

- Update the credential provided under the "Domain Settings" of ADSelfService Plus, if Self-service product is running in 'Console mode'
- When ADSelfService Plus is running as service: Open Run → type Services.msc and press OK → Right-click the ManageEngine ADSelfService Plus service and Select Properties. Update the service account's credential in the "Logon" Tab

4. Couldn't connect to the Client Machine, ADMIN\$.Access is denied

- Admin share might not be enabled
- Enable Admin Share permissions for the client machine. Configure Domain Settings(when run as 'Console')/Logon Tab(when run as 'Service') with Administrative Credentials


5. Logon Failure: The target account name is incorrect.

- This error message can occur if two computers have the same computer name. One computer is located in the child domain; the other computer is located in the parent domain.

6. Logon failure: unknown user name or bad password

- Admin share might not be enabled
- Configure Domain Settings(When Run As Console) / Logon Tab(When Run As Service) with Administrative Credentials

7. Invalid User. Application has not been installed properly.

- Domain objects may not have been updated yet
- Click "Domain Settings" link on the top right-hand side corner of the web portal
- Click "Update Domain Objects" icon ; select all check-box and click OK button
- Re-install the client software

8. Another installation is already in progress.

- Try to install after few minutes

Anti-virus Specific Issues:

Certain Anti-virus softwares may hinder the proper installation of the client software. In such cases:

- Configure your anti-virus software to trust and allow RemComSvc.exe and ADSelfServicePlusClientSoftware.msi files.
- RemoComSvc.exe file is a third party API, integral to the installation of the client software.

Firewall specific Issues:

In some cases, the Windows firewall may block the installation of the client software. To solve this problem, enable File and Printer sharing:

- To enable File and Printer sharing, go to “Control Panel\Network and Sharing Center\Advanced sharing settings”. Now, select “Turn on File and Printer sharing” and click ‘Save changes’.
- Enable Admin Share permissions for the client machine.

Frequently Asked Questions:

1. What precautions do I have to take regarding the client software, when migrating ADSelfService Plus from one server to another?

You have to change the Server Name and Port Number in ADSelfService Plus with that of the new server. Follow the steps given below:

- In ADSelfService Plus web portal, go to **Configuration → Administrative Tools → GINA (Ctrl+Alt+Del) → GINA/CP Customization**
- Replace ‘Server Name’ and ‘Port Number’ of the old server with the new server in which ADSelfService Plus is running currently

- Now, re-install the client software on all machines for the changes to take effect

2. I get an empty page (or a page with four empty square-like icons) when I click on the Reset Password/Unlock Account link at Windows logon prompt.

This problem may arise if you have configured the SSL (https) port number for the client software. Changing the port number of the client software back to http will solve this problem. To change the port number:

- In ADSelfService Plus web portal, go to **Configuration → Administrative Tools → GINA (Ctrl+Alt+Del) → GINA/CP Customization**
- Edit the value of 'Port Number' to that of your http port
- Now, re-install the client software on all machines for the changes to take effect

3. After installing the ADSelfService Plus client software, the Windows logon screen appears blank. I can't log in to Windows now. What do I do?

You can try the following steps:

- Uninstall the client software using ADSelfService Plus web portal
- In case of Windows Vista and later - restart your machine in Safe Mode and remove registry key - "{B80B099C-62EA-43cd-9540-3DD26AF3B2B0}" found under **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Authentication\Credential Providers**
- In case of Windows XP, remove registry entry - "GinaDLL" found under **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon.**

4.a I am already using a third party CP. What precautions do I need to take during installation?

4.b After installing ADSelfService Plus Client Software, duplicate tiles (login icons) appear in the Windows logon screen.

This may happen if you are using a third party Credential Provider that is not compatible with ADSelfService Plus Client Software.

If you are already using a third party Credential Provider extension, follow the steps given below to seamlessly integrate ADSelfService Plus client software with your third party CP extension:

Create a registry entry – ‘WrappingProvider’ with the third party Credential Provider’s GUID as its value in the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\ZOHOO Corp\ADSelfService Plus Client Software

You can also try the below command:

- i) Get the unique GUID of the third party CP extension from the below registry key:
(HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Authentication\Credential Providers)
- ii) Use that GUID in the command below during installation:
**msiexec.exe /i ADSelfServicePlusClientSoftware.msi
SERVERNAME="SERVER_NAME" PORTNO="8888"
WrappingProvider="<GUID>" /qn**

5. I only want the ‘Reset Password/Unlock Account’ link at the logon prompt and not a separate tile. (Applies only to Windows Vista and later)

If you want to remove the ADSelfService Plus’s client software tile, set 'ShowADSSPTile' registry value as FALSE under

HKEY_LOCAL_MACHINE\SOFTWARE\ZOHOO Corp\ADSelfService Plus Client Software

6. Is it possible to push the client software using any other third party distribution software?

Yes, it is possible. Use the following command with your third party distribution software:

```
msiexec.exe /i ADSelfServicePlusClientSoftware.msi  
SERVERNAME="SERVER_NAME" PORTNO="8888" /qn
```

7. How to change the title of ADSelfService Plus client software window?

Follow any one of the steps below:

- Create a registry key - 'ProductTitle' - under
HKEY_LOCAL_MACHINE\SOFTWARE\ZOHOO Corp\ADSelfService Plus Client Software
- In ADSelfService Plus web portal, go to **Admin → Customize → Rebranding**. Replace the '**Browser Title**' text with the text of your choice.
- Use the following command:
msiexec.exe /i ADSelfServicePlusClientSoftware.msi
SERVERNAME="SERVER_NAME" PORTNO="8888" PROD_TITLE="<title>" /qn

8. How do I change the ManageEngine ADSelfService Plus logo in the client software window?

To change the logo in the client software window, you have to edit the '**ResetUnlock.html**' file by following the steps shown below:

- Take a backup of the 'ResetUnlock.html' file. It can be found at "C:\Program Files\ManageEngine\ADSelfService Plus\webapps\adssp\html".
- Edit 'ResetUnlock.html' and change the image (logo) at . Provide the full path to the location of your logo as the value for 'img src'.

9. I want users to have access only to the 'Reset Password' (or 'Unlock Account') functionality through the client software.

- Take a backup of the 'ResetUnlock.html' file. It can be found at "C:\Program Files\ManageEngine\ADSelfService Plus\webapps\adssp\html".
- Edit 'ResetUnlock.html'. Delete the portion of the code that points to 'Reset Password' or 'Unlock Account' as you desire.

10. How to customize the ADSelfService Plus client software icon when I have installed it manually or through 3rd party distribution software?

Make sure the icon is a '.bmp' file of 48x48 pixels. Rename the bmp file as 'reset_icon.bmp' and put it in the 'System32' (C:\Windows\System32\) folder of users' machines.

11. What should be the format of the CSV file used to import computers for installation?

The first line of the CSV file will be taken as the header.

- If the CSV file contains names of the computers, then the first line (header) should be - **Name**
- If the CSV file contains dnsHostNames of the computers, then the first line (header) should be - **dnsHostName**

Appendix:

Sample CSV content:

```
Name
john
Simon
patterson
albert
bob
```