

# *AT GlobalSoft Lockout for Active Directory*

*User Guide*

## Contents

Contents .....	2
Introduction .....	3
Licensing .....	3
System Requirements .....	8
Prerequisites .....	8
Installation.....	9
Using the Product.....	13
Supported Active Directory Objects.....	13
Domain Selection.....	14
General Information .....	15
Search tool.....	16
Product Performance.....	17
Product Registration.....	17
Contacting AT GlobalSoft Company.....	19

## Introduction

*AT GlobalSoft Lockout Manager for Active Directory is an easy-to-use application that helps administrators and helpdesk personnel to resolve account lockout incidents. This reduces downtime caused by user inability to log in as well as administrative overhead.*

## Licensing

**IMPORTANT! READ CAREFULLY: THIS IS A LEGAL AGREEMENT. BY DOWNLOADING, INSTALLING, COPYING, SAVING ON YOUR COMPUTER, OR OTHERWISE USING AT GLOBALSOFT SOFTWARE, YOU (LICENSEE, AS DEFINED BELOW) ARE BECOMING A PARTY TO THIS AGREEMENT AND YOU ARE CONSENTING TO BE BOUND BY ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, YOU SHOULD NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE.**

*This End User License Agreement ("Agreement") is a legally binding agreement between you, on behalf of yourself and the legal entity for whom you are downloading and installing the software, or that has given you the authorization to use the software, whether explicit or implied ("Licensee", "You") and AT GlobalSoft Ltd, the developer and the owner of the software ("Licensor", " AT GlobalSoft").*

### 1. DEFINITIONS

*1.1 "Product" means software and documentation delivered to end-users by AT GlobalSoft under a single trade name.*

*1.2 "Maintenance Expiration Date" means the end of the maintenance period, as set forth in this Agreement.*

*1.3 "License Key" means electronic file(s) that have been delivered to Licensee as a consequence of this Agreement, and that provide technical means for running the Product and that contain detailed information about the type of license and license options.*

1.4 "Authorized Person" means either (a) solely you, the Licensee, if Licensee is an individual; (b) if Licensee is a legal entity, any employee, independent contractor and other temporary worker authorized by Licensee to use the Software while performing duties within the scope of their employment or assignment.

## 2. GRANT OF LICENSE

Provided that You agree and fully comply with this Agreement, subject to the terms and conditions set forth in this Agreement, AT GlobalSoft grants You a non-exclusive, non-transferable (with a single exception set forth in paragraph 14), limited license to use the Product as follows:

2.1. You may:

2.1.1. Install and use on multiple computers, operating systems and accounts any version of the Product released prior to the Maintenance Expiration Date, subject to the limitations of the License Key;

2.1.2 Make backup copies of the Product and the License Key.

2.2 You may not:

2.2.1 Sell, redistribute (except for redistributing among Authorized Persons), encumber, give, lend, rent, lease, sublicense, or otherwise transfer the Product, or any portions of the Product, to anyone without prior written consent of the Licensor;

2.2.2 Decompile, disassemble, reverse engineer, modify, or translate the Software or otherwise attempt to discover the source code. You are given notice that any and all information obtained during such lawful reverse engineering and/or decompiling activities, including, but not limited to, the organization, logic, algorithms, and processes of the Product, is and shall remain the confidential and proprietary information of AT GlobalSoft or its licensors;

2.2.3 Modify the Product, create derivative works based on the Product, attempt to modify the Software, or attempt to create derivative works based on the Product.

### 3. SUPPORT AND MAINTENANCE

3.1 AT GlobalSoft provides You with maintenance period of one year, starting at the moment the license is purchased by You. Maintenance renewals can be purchased separately.

3.2 During maintenance period the Licensee is entitled to support services according to the type of license acquired, as described on AT GlobalSoft website.

3.3 Any supplemental software code or related materials that AT GlobalSoft provides to you as a part of the support services, in upgrades to the Product or otherwise, is to be considered part of the Product and is subject to the terms and conditions of this Agreement, unless it is delivered with a separate end-user license agreement.

### 4. OWNERSHIP

The Product is the property of the Licensor. The Product is licensed, not sold or otherwise transferred. You acknowledge and agree that:

4.1 The Product is protected under International and U.S. copyright laws;

4.2 AT GlobalSoft and its licensors retain all copyrights and other intellectual property rights in the Product;

4.3 There are no implied licenses under this Agreement, and any rights not expressly granted to you hereunder are reserved by AT GlobalSoft;

4.4 You acquire no ownership or other interest (other than your license rights) in or to the Product, including, but not limited to, any rights or interest in or to any trademark, service mark, logo or trade name of AT GlobalSoft or its licensors.

### 5. DELIVERY

The Product is delivered electronically. Licensee downloads the software and documentation from Licensor's web site. License Keys are delivered to Licensee by electronic mail within 48 hours after payment confirmation. AT GlobalSoft is not to be held responsible for any delay in delivering the license key to you that may arise due to the nature of electronic mail and the Internet.

## 6. NO WARRANTY. LIMITATION OF LIABILITY

*THE PRODUCT IS PROVIDED "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED TO THE EXTENT NOT PROHIBITED BY LAW. IN NO EVENT SHALL THE AT GLOBALSOFT OR ITS LICENSORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.*

## 7. TERMINATION

*This Agreement is effective until terminated. You may terminate this Agreement at any time by destroying License Keys. This Agreement will terminate immediately without notice from AT GlobalSoft if you fail to comply with any provision of this Agreement.*

*You must stop using the Product once the License Agreement is terminated.*

## 8. TRANSFER

*You may perform one full transfer of all rights granted by this Agreement to any other party, provided you meet the following conditions:*

*8.1 You destroy electronic license key on your computers and discontinue using the Product;*

*8.2 You send us a written notice about the transfer, including information about the transfer beneficiary and the number of licenses transferred, so that we can issue new electronic license keys for the beneficiary;*

*8.3 You will indemnify, defend and hold AT GlobalSoft and its licensors and suppliers and each of their respective employees, officers, directors and affiliates, harmless from and against any claims or liabilities arising out of Product transfer by you or third parties that have received the product from you.*

8.4 You may not redistribute electronic license key. The new Product Licensee will have to acquire his own license key.

## 9. THIRD-PARTY SOFTWARE

The Product may include the software or other files provided by a third party vendor, which may be subject to additional license restrictions. You agree to abide by the corresponding third-party agreements, which may be found in "license" directory within the Product distribution, or on the third-party vendor's websites.

## 10. MARKETING

You agree to be identified as a customer of AT GlobalSoft and that AT GlobalSoft may refer to You by name, trade name and trademark, if applicable, and may briefly describe Your business in AT GlobalSoft marketing materials and on AT GlobalSoft web sites.

--

If you have any questions about this Agreement, please contact AT GlobalSoft Ltd at [info@atglobalsoft.com](mailto:info@atglobalsoft.com).

## **Installation**

### **System Requirements**

*The product works on the following systems:*

- *Windows 2000*
- *Windows 2003*
- *Windows XP*
- *Windows Vista*
- *Windows 2008.*

*The product works with Active Directory running on:*

- *Windows 2000 Server*
- *Windows 2003 Server*
- *Windows 2008 Server.*

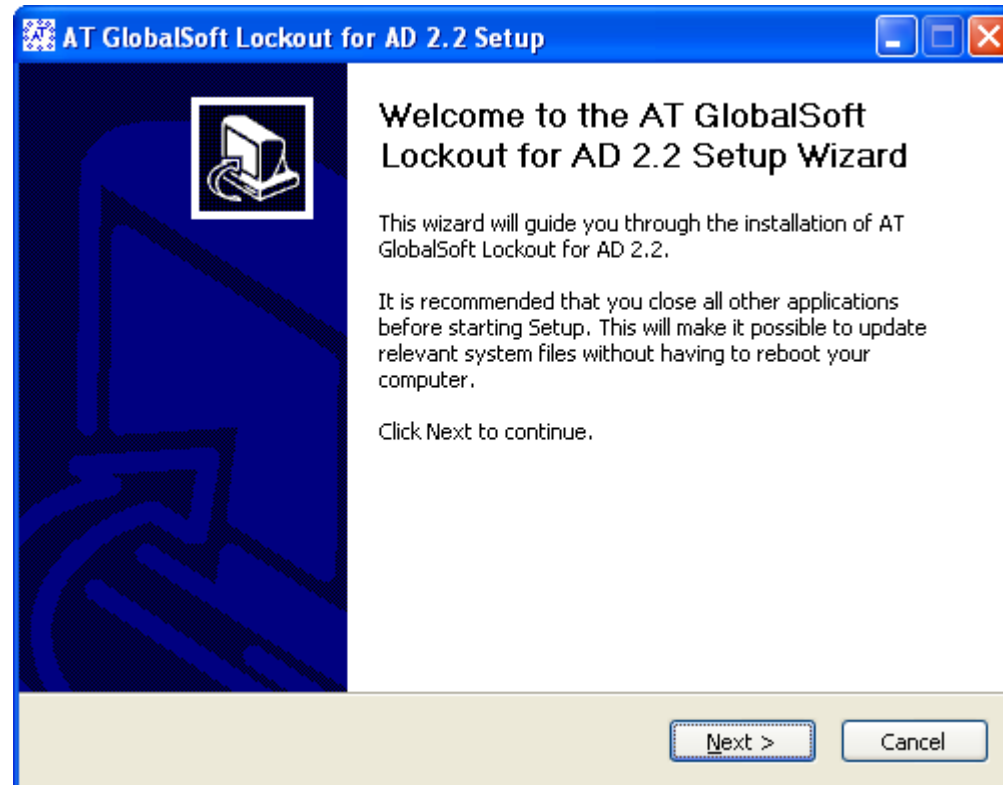
### **Prerequisites**

*AT GlobalSoft Lockout for Active Directory requires Microsoft .NET Framework 2.0 or higher to work. If the required version of .NET framework is not found, during the setup process you will be prompted to download and install the latest version from the Microsoft website.*

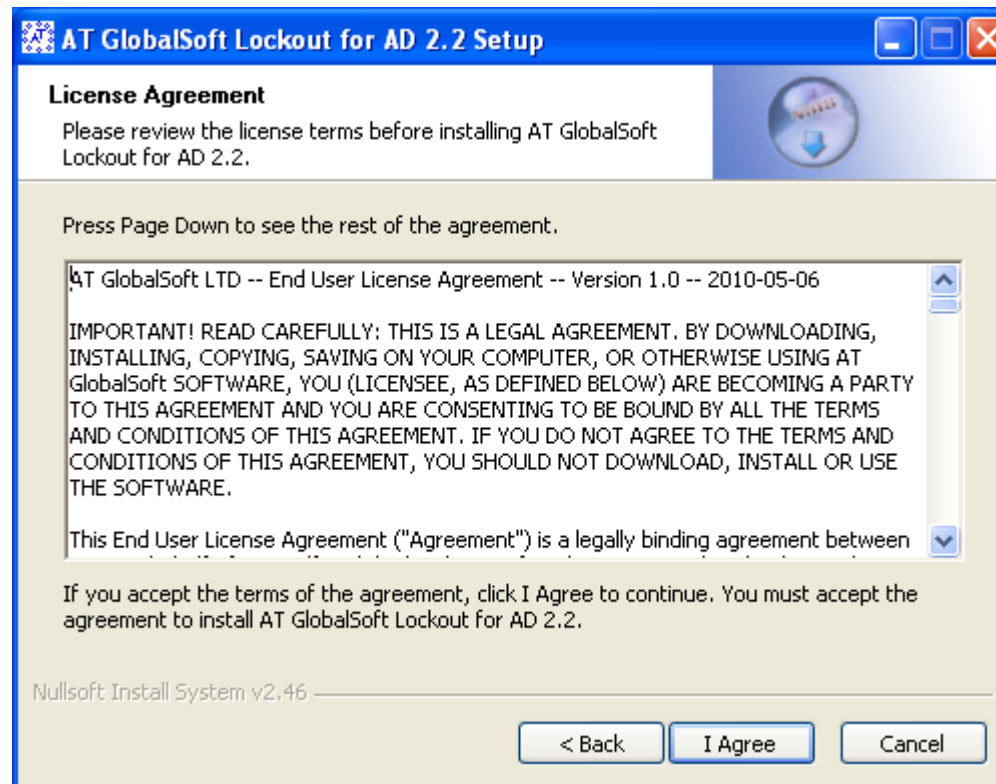


## Installation

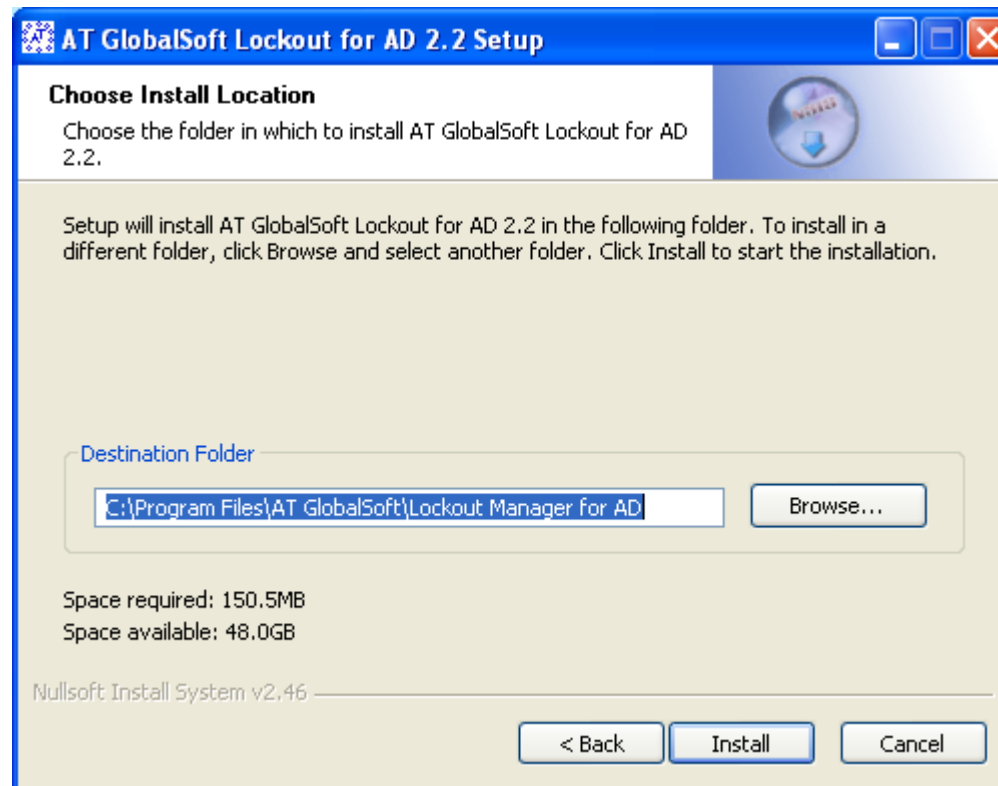
Run the AT GlobalSoft Lockout for AD Setup Wizard.



Press "Next" button =>

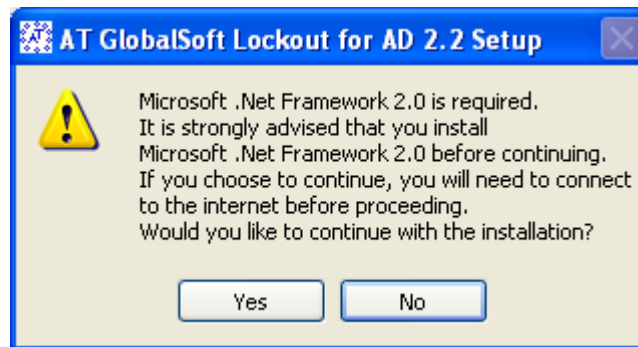


*Read the License Agreement and press "I Agree" button =>*

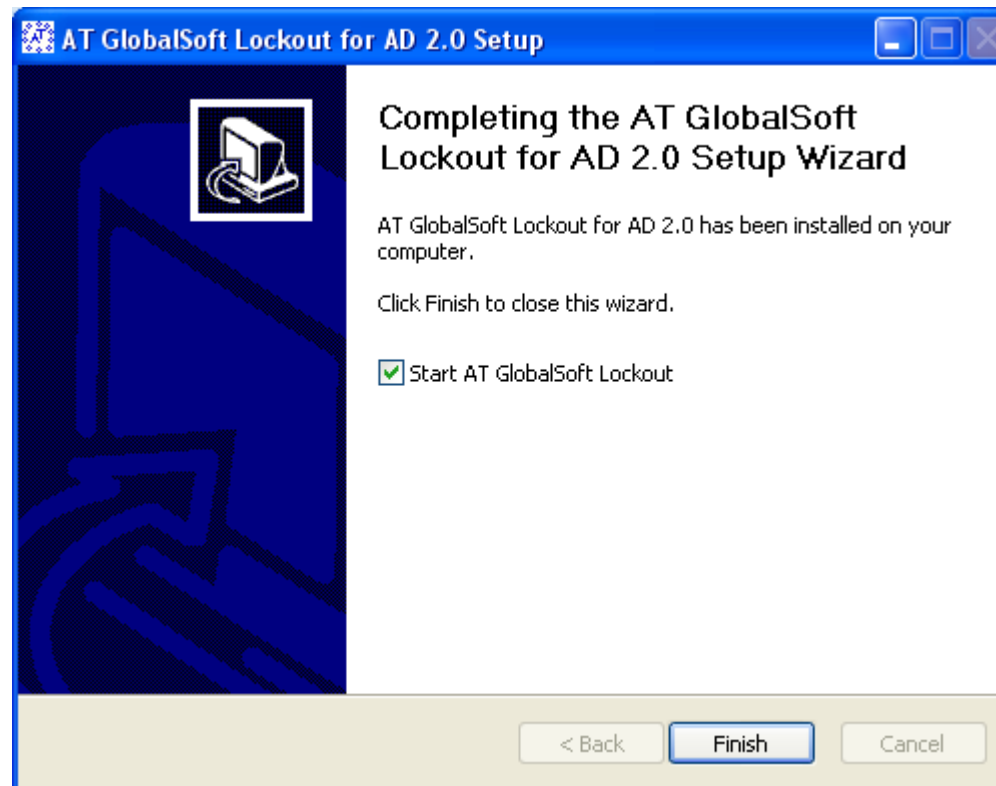


*If the default installation path is OK press "Install" button =>*

*Sometimes there is no Microsoft .NET Framework installed on your Windows machine, or the installed version is outdated. If this occurs, the following dialog will appear. If you don't have the .NET Framework 2.0 installation package on your hard drive, you can download it from the Internet: in this case please press "Yes" button. If you press "No" button, you will have to install Microsoft .NET Framework manually and then run the Setup Wizard again.*



*After successful installation you can start AT GlobalSoft Lockout Manager for AD.*



## *Using the Product*

### *Supported Active Directory Objects*

*The product can unlock the following Active Directory objects:*

- *Users*

## Domain Selection

By default you will see the current domain of your computer "DC: xxxxxx":

The screenshot shows the 'Lockout Manager for AD - AT GlobalSoft' application window. The title bar includes the application name and standard window controls. The menu bar contains 'File' and 'Help'. The toolbar features buttons for 'Unlock', 'Reset password', 'Disable', 'Enable', 'Clear Cache & Reload', 'Feedback', 'Search', and 'Clear'. Below the toolbar, there is a 'Show:' dropdown menu set to 'Disabled Accounts', a 'Select:' dropdown menu with options 'All', 'None', 'Locked', 'Disabled', and 'Expired', and a 'DC: xxxxxx' field with a 'Change' button. The main area contains a table with the following columns: Account, Last Name, First Name, OU, LockOut Time, Status, Action, and Password. The table lists three accounts: 'krbtgt', 'user', and 'test2'. The 'test2' account is selected with a checkmark. The status for all accounts is 'disabled'. The bottom status bar indicates '3 Accounts were found'.

Account	Last Name	First Name	OU	LockOut Time	Status	Action	Password
<input type="checkbox"/> krbtgt				n.a	disabled	<a href="#">enable</a>	<a href="#">reset</a>
<input type="checkbox"/> user	user surname	user		n.a	disabled	<a href="#">enable</a>	<a href="#">reset</a>
<input checked="" type="checkbox"/> test2	test2 surname	test2		n.a	disabled	<a href="#">enable</a>	<a href="#">reset</a>

You can change it in the following cases:

1. Your organization has more than one domain and you want to use another one. In this case you will be able to select it from a drop down list with all domains.
2. You want to use domains from another Domain Controller. In this case you will have to enter these domains manually.

To change the domain, click the “[Change](#)” link. You will be shown the following dialog:



After changing any information you want, press “Ok” button. Then you will be able to load the users from the different domain.

### General Information

Then you start an application all inactive AD accounts already have been loaded into the grid.

You can operate with one account or with group. If you want to select specific group you can use some active links onto toolbar:

- “All” – select all accounts;
- “None” – remove the selection from all accounts;
- “Locked” – select only locked accounts;
- “Disabled” – select only disabled accounts;
- “Expired” – select only expired accounts.

You can display only accounts you want. For this use the “Show” dropdown list. It contains “Inactive Accounts” (default), “All Accounts”, “Disabled Accounts”, “Locked Accounts”, “Expired Accounts”.

**WARNING!!! Group operations will be applied to all checked accounts, even if they are hidden. Example: a) check one locked account; b) make all locked accounts invisible – select expired; c) check one expired account; d) you can see only expired accounts and one of them is checked, apply group operation “Unlock” onto toolbar. After that the Lockout Manager will unlock TWO accounts NOT ONE! Be careful.**

### Search tool

You can find the search functionality at the top and right side of the application. Using this search tool you can find an account you need. Just enter some search phrase (account name, phone, etc.) and press “Search” button. The search will be applied to the accounts you can see (for example Disabled Accounts only are shown). If you want to clear the search result you have to press the “Clear” button.





## **Product Performance**

*Please note that if your domain has a lot of objects that the Lockout Manager needs to load, the process can take significant time. This time will be even more in case of a remote domain controller. If the domain controller is in the same building with the machine where the product is installed, the speed of the accounts loading will be significantly higher than in cases like when the domain controller is in Europe and you are in the US.*

*Technically, the product uses lazy fetch when working with Active Directory. The query for retrieving any objects from Active Directory will take milliseconds or seconds (only superficial information of AD objects), but expanding of all properties of object will need other queries to AD and this may take seconds or minutes.*

*For example, if your domain has about 100 000 accounts (or other AD objects), the time the product needs to load them will usually be from 2 to 10 minutes depending on several factors.*

*If you see the “User account loading...” or “N accounts loaded” text string in the status bar, this means that the product is fetching objects from Active Directory.*

*To reduce the load time an application has the chunk loading and caching mechanism. The first load will take*

## **Product Registration**

*You can register Lockout Manager for Active Directory when the trial period is expired or before this. To do this, please Click Help -> Register Product menu item. If you have purchased a registration key, enter it into the following dialog and press “Register” button. If you don’t have a key yet, you can purchase it via our online reseller, Plimus, at <https://www.plimus.com/jsp/buynow.jsp?contractId=2830198>*



### ***Contacting AT GlobalSoft Company***

*If you have any questions, comments, feature requests or other feedback about the product, please contact us at [support@atglobalsoft.com](mailto:support@atglobalsoft.com).*

*If you have any questions or assistance with the purchase process, please contact our sales team at [sales@atglobalsoft.com](mailto:sales@atglobalsoft.com).*