

ManageEngine ADSelfService Plus Training

Course Description:

The ManageEngine ADSelfService Plus Training is designed to provide IT administrators and support staff with comprehensive knowledge and skills to effectively deploy, configure, and manage ADSelfService Plus within their organization. This training covers all aspects of ADSelfService Plus, from installation and configuration to advanced security features and user management. Participants will learn how to enhance user self-service capabilities, secure password reset processes, integrate with various IT systems and cloud applications, and maintain the system effectively.

Audience Profile:

This course is ideal for IT administrators, support staff, and system managers responsible for managing Active Directory and implementing self-service capabilities within their organizations. Participants should have a basic understanding of Active Directory and IT security practices.

Prerequisites:

Participants should have a fundamental understanding of Active Directory (AD) and IT infrastructure. Familiarity with authentication methods, password management, and basic network security concepts will be beneficial.

Course Objectives:

By the end of this training, participants will be able to:

- Install and configure ADSelfService Plus.
- Set up and manage self-service policies for users.
- Secure password reset and account unlock processes using multi-factor authentication.
- Integrate ADSelfService Plus with various cloud applications and on-premises servers.
- Manage password expiration notifications and granular password policies.
- Customize self-service features and manage user enrollments.
- Utilize the mobile app for self-service access and configuration.
- Implement Active Directory-based single sign-on (SSO) for cloud applications.
- Manage licenses, generate reports, and maintain the system effectively.

Table of Contents (TOC):

1. Introduction to ADSelfService Plus

- Overview of ADSelfService Plus
- System requirements
- Free ports for ADSelfService Plus to use

2. Installing and Configuring ADSelfService Plus

- Installation procedure
- Starting ADSelfService Plus as a Windows service
- Domain settings and permissions required for self-service actions

3. Self-Service Policy Configuration

- Enabling self-service features for end users
- OU/group-based configuration of self-service features
- Advanced settings in self-service policy

4. Securing Password Reset and Account Unlock Processes

- Implementing multi-factor authentication (MFA)
- Duo Security, RSA SecurID, RADIUS, and Google Authentication
- Email and SMS-based verification codes
- Security questions and answers

5. User Enrollment for Self-Service Password Reset and Account Unlock

- Enrolling users manually and automatically
- Importing enrollment data from CSV files or HR systems
- Sending enrollment reminders via email and push notifications
- Forcing enrollment using logon scripts

6. Password Reset and Account Unlock from Logon Screen

- Installing and customizing the logon client software
- Automating installation and customization on new computers
- Resetting cached credentials over VPN for remote users

7. Password Expiration Notification Management

- Sending password and account expiration notifications

- Increasing notification frequency as expiration date nears
- Sending notification summary reports to administrators and managers

8. Granular Password Policies

- Using self-service policies for OU and group-based password policies
- Customizing password policy rules and messages

9. Password Synchronization Across Systems

- Synchronizing passwords between AD and other IT systems/cloud apps
- Configuring the password sync agent for real-time sync and change notifications

10. Mobile Apps

- Accessing self-service features via the mobile app
- Customizing mobile app features
- Configuring the mobile app with ADSelfService Plus server settings
- Automatically deploying mobile apps to users' devices

11. Self-Directory Update and Employee Search

- Configuring self-directory updates and mail group subscriptions
- Setting up modification rules and search criteria
- Enabling organization chart and advanced search settings
- Embedding employee search in websites

12. Active Directory-Based Single Sign-On (SSO)

- Configuring SSO for cloud applications
- Logon settings and customization
- Enabling NTLMv2 SSO and two-factor authentication
- Rebranding and personalizing ADSelfService Plus

13. License Management

- Managing licenses and restricting inactive or expired accounts
- Setting up schedulers to automate user restrictions
- Tracking license usage and expiration

14. Reports

- Tracking user activities, enrollment status, and security details

- Generating and scheduling customizable reports
- Exporting reports and analyzing system performance

15. Miscellaneous Settings and Integrations

- Defining users as technicians and delegating administration
- Synchronizing with AD and setting up site-based DCs
- Accessing ADSelfService Plus from OWA, SharePoint, and Citrix
- Integrating with ADManager Plus, ServiceDesk Plus, and AD360

16. Maintenance

- Applying service pack updates and automatic backup/restoration
- Migrating databases and implementing SSL
- Managing license expiration and support processes