



HDU

(Help Desk Utility)

Setup and Admin Guide

This Guide

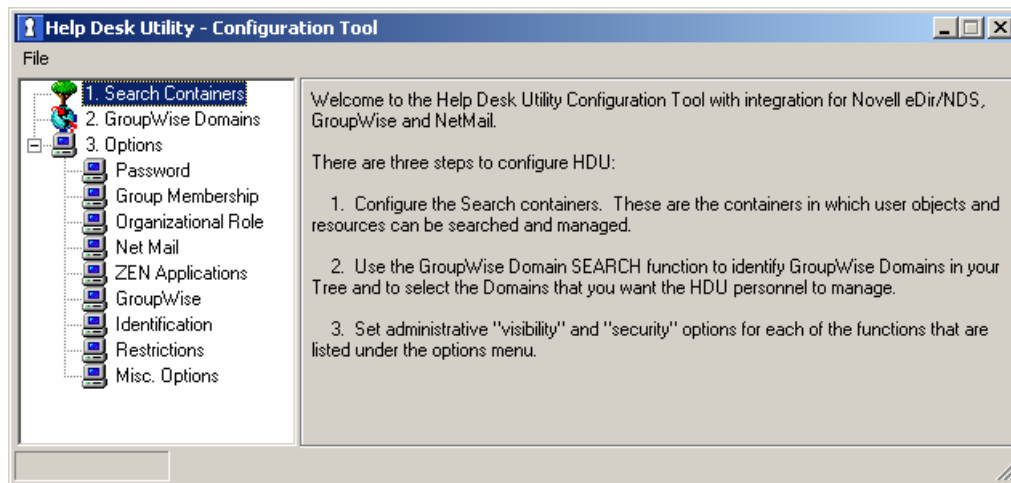
Welcome to HDU, a utility that provides a restricted, intuitive interface for Help Desk Operators (HDOs). It allows you to control the interface and options that are available to HDOs when they work with user accounts. Restrictions include allowing local administrators to enable/disable accounts, change NDS and GroupWise passwords, NetMail 3.x values, Group Membership, and GroupWise Distribution Lists and much more from a simplified interface.

This Guide includes the following information:

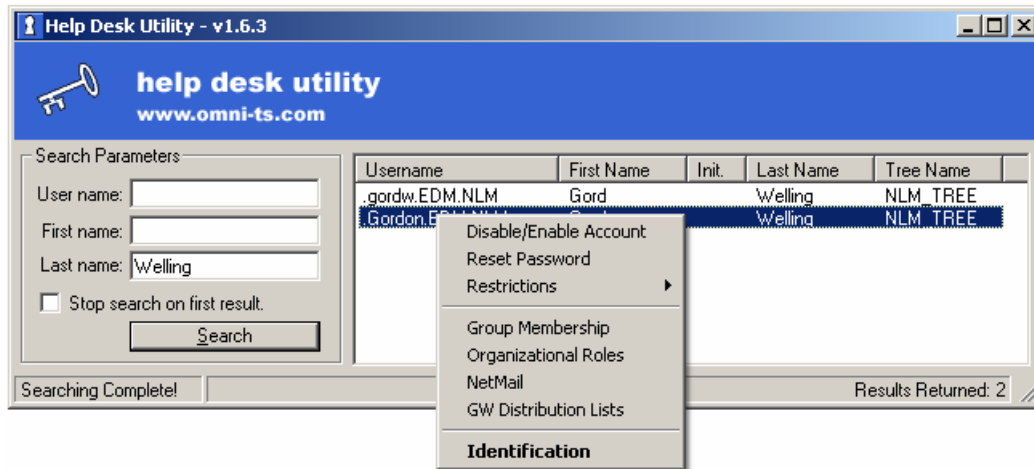
- How HDU works 1
- Installing HDU 2
- Building the configuration files 3
- Run HDU in an enterprise environment 9
- Uninstalling HDU 9
- Support for HDU 9

How HDU Works

There are two components to HDU: the HDU Configuration Utility (**hduconfig.exe**) and the HDU executable (**hdu.exe**). To set up HDU, run the HDU Configuration Utility on a workstation. This will create the HDU.INI file that contains the security settings and functions that you want to be used by your Help Desk Operators. Different HDOs can have different HDU.INI files. The INI file contains the restrictions you have set including the NDS Search Contexts and visibility and security options. The INI file needs to be copied to the directory from which HDU.exe is run. HDU is licensed on a tree or NDS context basis.



When the HDO runs HDU, the utility will load and enable the features defined in the **hdu.ini** file.



Organizations will appreciate the benefits HDU will provide:

- HDU greatly reduces the risks involved with giving tier-one staff access to powerful tools like ConsoleOne, NetWare Administrator, or Novell WebAccess.
- HDU provides a simple and user-friendly interface that reduces stress and completion time of common user management tasks.
- HDU can be learned in less than 10 minutes and greatly reduces training time and costs.
- Network administrators can configure HDU to provide only the functionality desired by a given group of users, for example HDU can be configured for password management only and then installed on secretary desktops. Now user management tasks can be distributed to normal staff enabling reassignment of technical staff to more pressing and complicated technical issues.

When you download HDU, you can create and download a 30-day trial licence for HDU. Or, you can use the unlicensed version by creating an NDS/eDir user and GroupWise user called SAMPLEUSER (both the first name and last name must be SAMPLEUSER). This is the only user that can be fully managed with the trial version of HDU - all other users will be in Read Only mode. After purchasing HDU, you will receive a license file to be copied into the installation directory. This licence file unlocks HDU for the registered context or NDS tree.

Installing HDU

Requirements:

- A Windows 98/NT4/2000 Professional or Windows XP Professional desktop, with current NetWare Client
- A user account with appropriate rights to NDS/eDirectory and GroupWise user accounts
- HDU licence file.

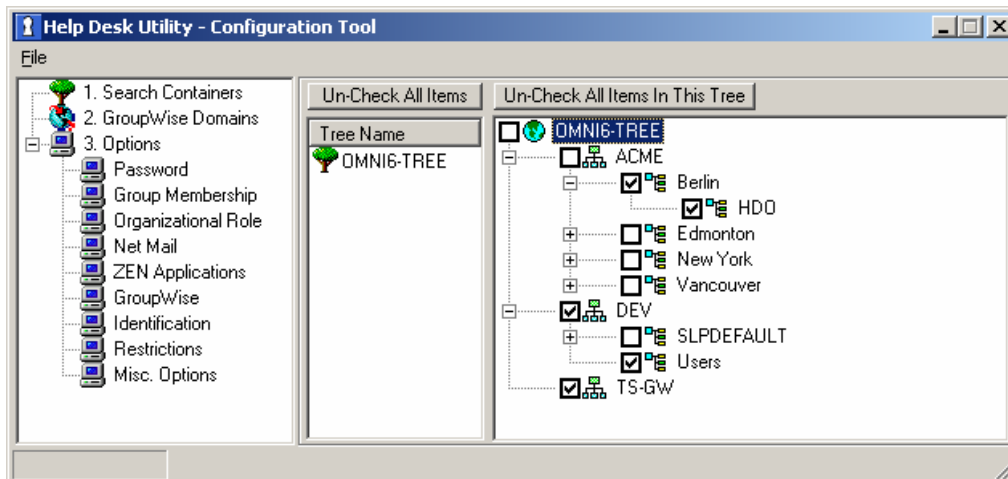
Installation steps:

1. Download and save **hdu-config.exe** and **hdu-install.exe** installation files to a temporary directory.
2. On the administrator's Microsoft Windows computer, run **hdu-config.exe** to install HDU Configuration Tool. On the same computer run **hdu-install.exe** to install a copy of HDU.
3. If you have a licence file available, place a copy of the **hdureg.dat** file into the HDU installation directory (c:\Program Files\Omni\HDU by default).
4. Use the HDU Configuration Tool to create one or more suitable hdu.ini files for use in your environment.
5. On HDO computers, run **hdu-install.exe** to install a copy of HDU and place a copy of the **hdureg.dat** licence file and a copy of an **hdu.ini** configuration file in the HDU installation directory. (You can use ZENworks NAL to distribute HDU with the correct licence and hdu.ini configuration file to each HDO.)

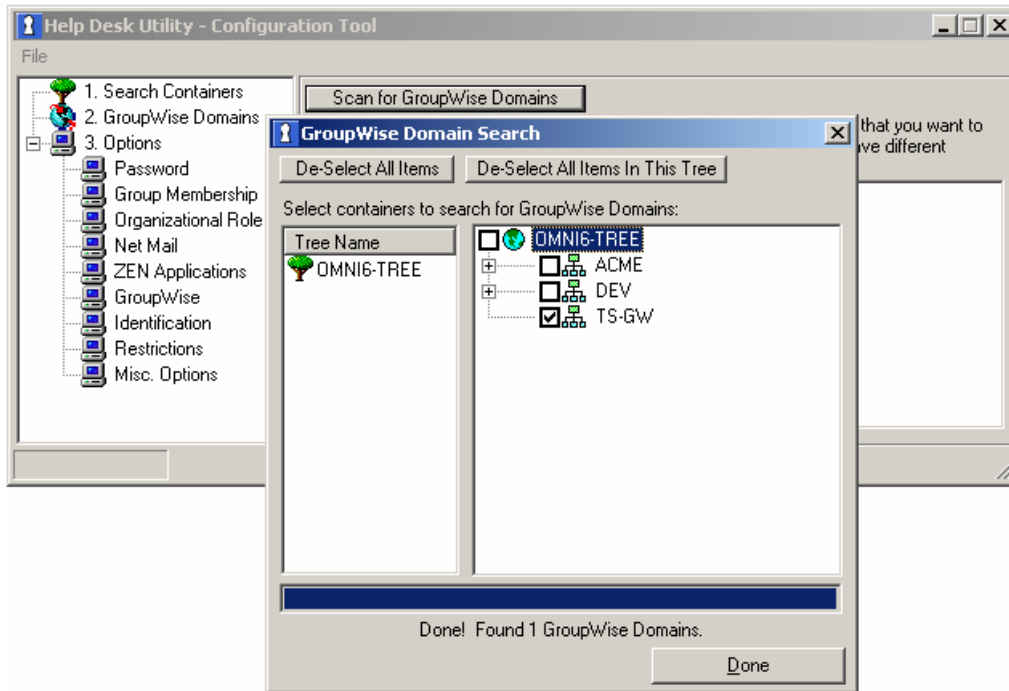
Building Configuration Files

Administrators will run HDU Configuration Tool (**hduconfig.exe**) to create the necessary .ini files for the HDOs in their environment:

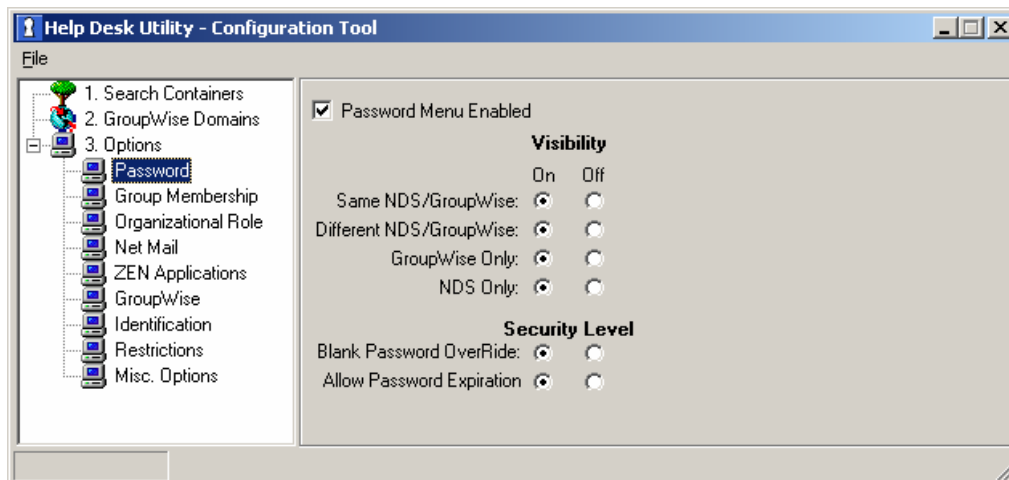
1. Select **File** and **Open** and browse to an existing .ini file if you wish to modify an existing configuration options .ini file.
2. Click on **1. Search Containers** and click the NDS/eDirectory tree that appears to define which containers in the tree to search for user and resource objects. You can select the check box beside the tree name, or select specific child containers. If you select specific containers, the HDO will be limited to managing the user objects in those containers using HDU.



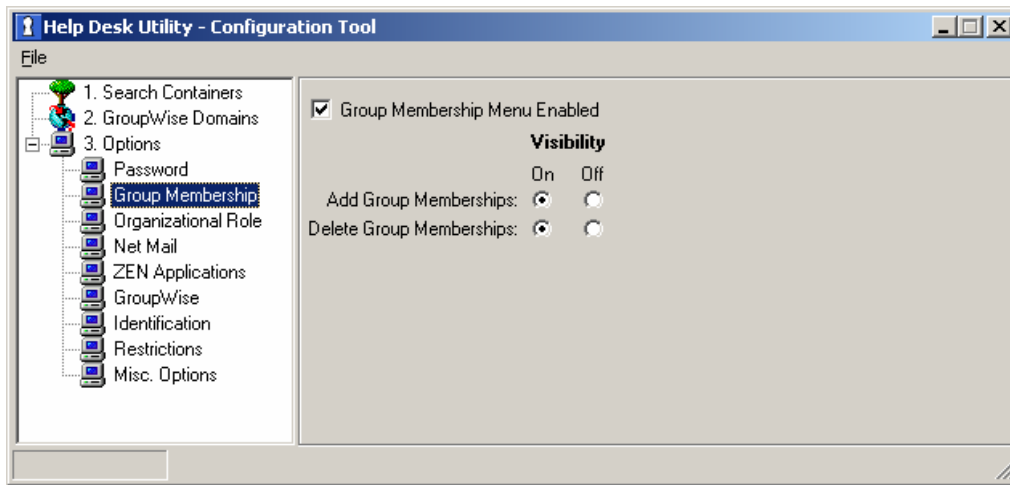
- Click on **2. GroupWise Domains** to search and define which GroupWise Domains and Post Offices. Click the **Scan for GroupWise Domains** button. You can select the check box beside each GroupWise Domain or select specific Post Offices. If you select specific Post Offices, the HDU will be limited to managing the GroupWise accounts in those Domains/Post Offices. Click the **Search** button and **Done**.



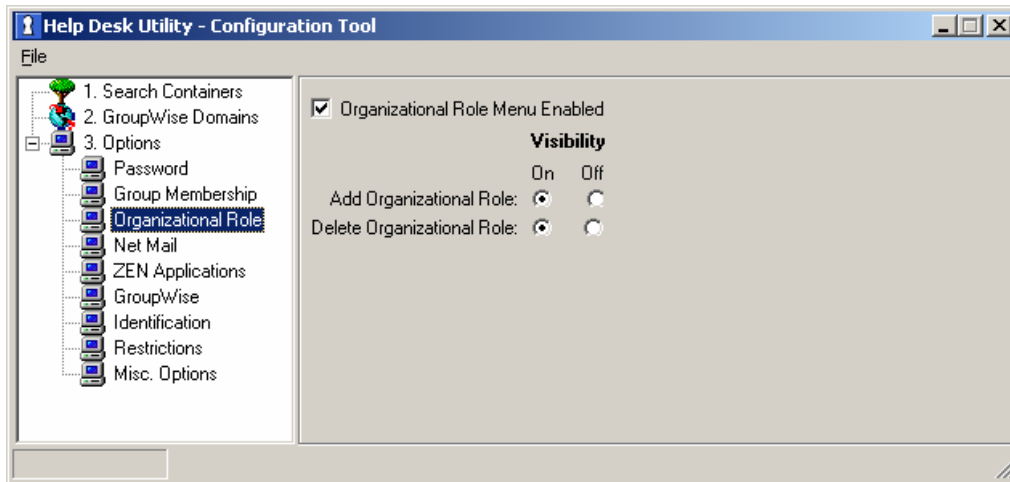
- Click on **3. Options** to work through the eight option screens. In the **Password** screen, enable **Password Menu Enabled** and set password visibility and security level features will be enabled.



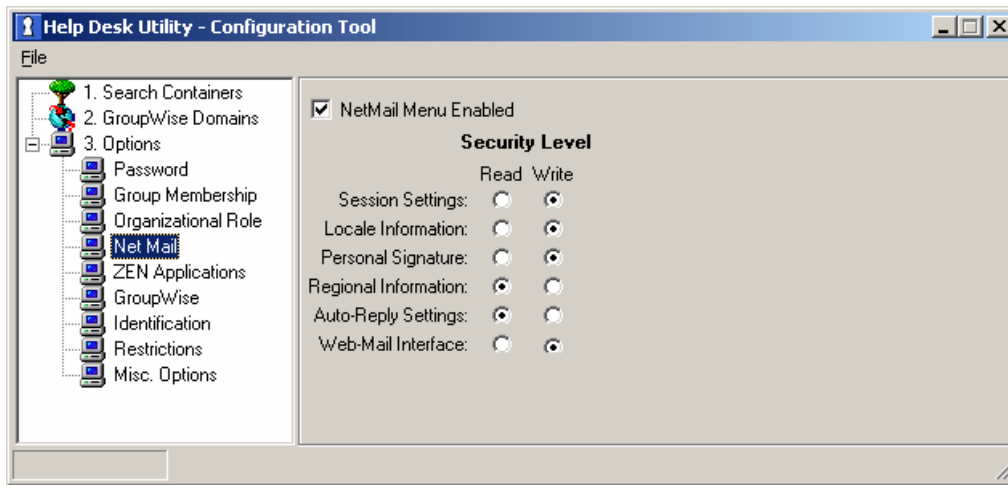
- In the **Group Membership** screen select **Group Membership Menu Enabled** and set the visibility for the Add and Delete group memberships.



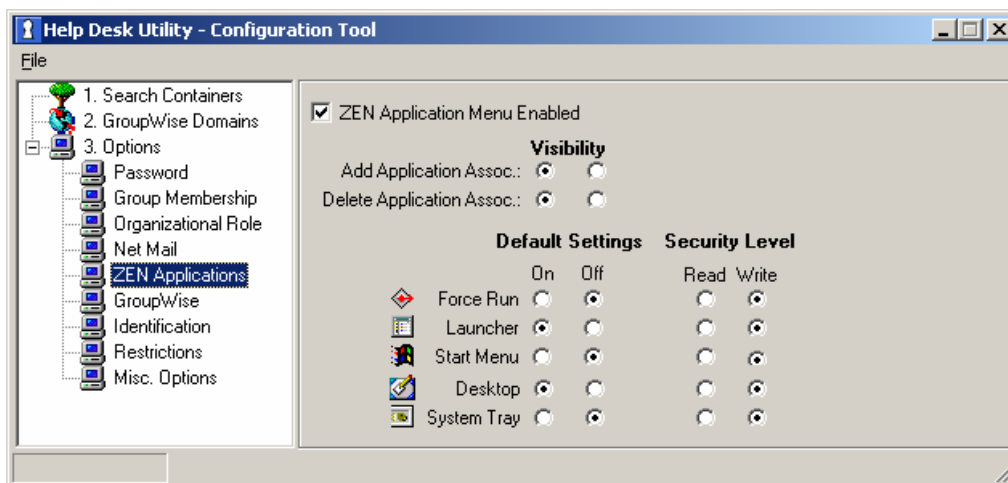
- In the **Organizational Role** screen select **Organizational Role Menu Enabled** and set the visibility for the Add and Delete organizational roles



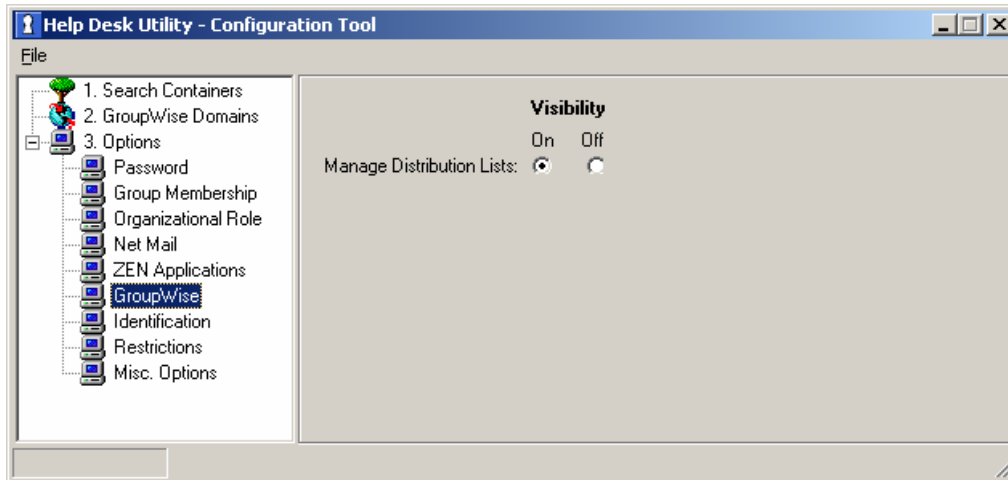
- In the **NetMail** screen select **NetMail Menu Enabled** (only if required) and set the **Read** or **Write** visibility for the NetMail features.



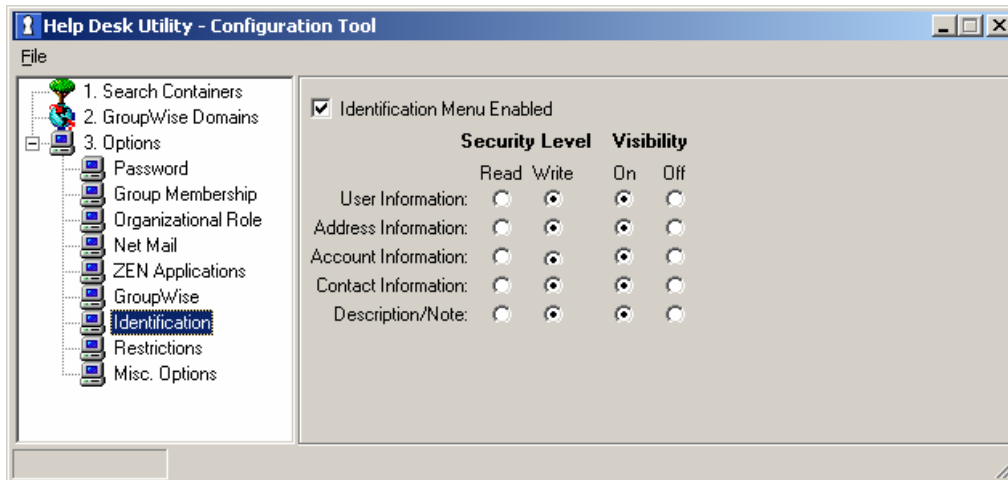
- In the **ZEN Applications** screen select **ZEN Applications Menu Enabled** (you must have ZEN Workstation Manager and Application Launcher installed as part of the Novell Client). Set the visibility for add or delete application association and set the default settings and security level settings for application control features.



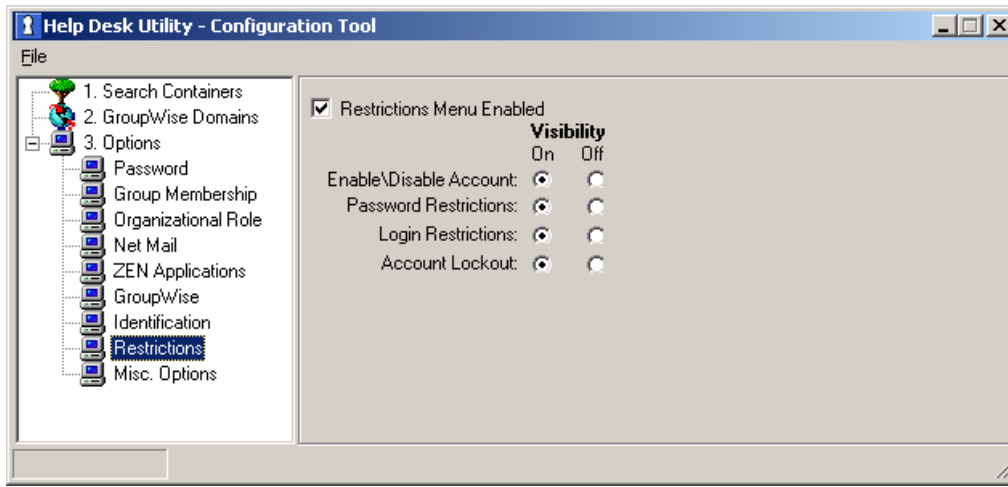
- In the **GroupWise** screen set the visibility to manage distribution lists.



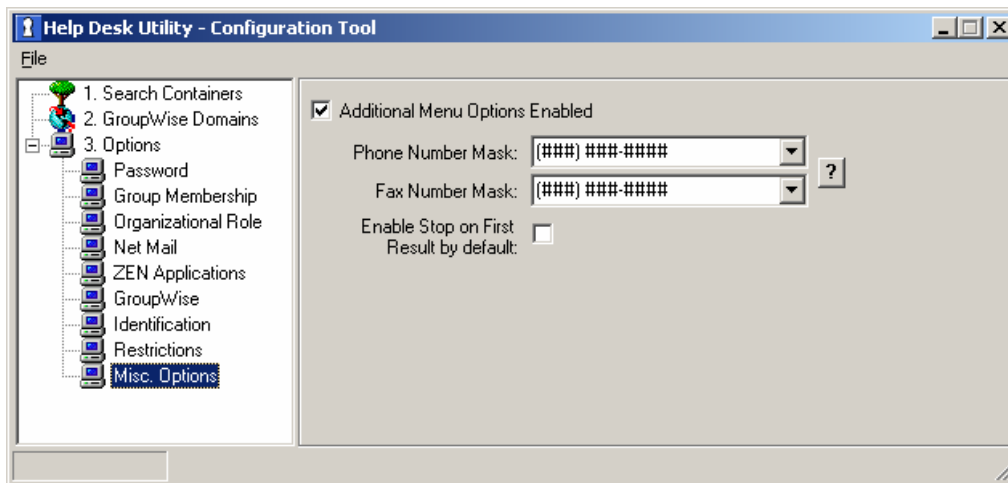
- In the **Identification** screen select **Identification Menu Enabled** and set the security and visibility for the various identification features.



- In the **Restrictions** screen select **Restrictions Menu Enabled** and set the visibility for the various account restriction features.



- In the **Misc. Options** screen select **Additional Menu Options Enabled** and set the phone and fax number mask to use from the drop-down lists.



- Select **File** and **Save** to save the configuration options to an **hdu.ini** file in the Help Desk Configuration Tool folder, or select **File** and **Save As** to save the configuration options to a file name and location of your choice.

Run HDU in an Enterprise Environment

When you download HDU, you can create and download a 30-day trial licence for HDU. Or, you can use the unlicensed version by creating an NDS/eDirectory user and a GroupWise user called SAMPLEUSER (both the first name and last name must be SAMPLEUSER). This is the only user that can be fully managed with the trial version of HDU - all other users will be in Read Only mode. After purchasing HDU, you will receive an **hdureg.dat** licence file to be copied into the installation directory. This licence file unlocks HDU for the registered context or NDS/eDirectory tree.

Please refer to the “HDU User Guide” for instructions on how to use HDU.

Uninstalling HDU

Use Windows **Add/Remove Programs** to uninstall HDU and HDU Configuration Tool.

Support for HDU

Most problems result from either an improperly formatted input data file, or from corrupted licence files. Please record any error message that may appear and refer to the online web forum for HDU before contacting Omni technical support.

Support and Maintenance Agreements

Full email and telephone support is available Monday to Friday between 8:30 a.m. and 6:00 p.m. Mountain Time (UTC -7) for customers who have a valid support and maintenance agreement. Limited email support may be available during extended hours. Email and telephone support is also available to customers who are evaluating GW-CPU. If required, support will be provided to resellers, then customers with valid support and maintenance agreements, and finally to customers evaluating products.

Contacting Support

You can contact support using any of the following methods (please make sure you provide as many details as possible so we can better help you):

Technical Support Email: support@omni-ts.com
License Support Email: licensing@omni-ts.com

Phone: 1-780-423-4200
Fax: 1-780-423-4711

Online Resources

Online resources for HDU include:

- **Product Documentation:** Go to www.omni-ts.com, select **Support** and follow the link for **Documentation** and select **Management Documentation**
- **HDU Flash Tutorials:** Go to www.omni-ts.com/quicktours and choose from:
 - “Create HDU Control Files” (6 mins)
 - “Use HDU to Manage Users” (8 mins)

- Product FAQ: Go to www.omni-ts.com, select Products and choose Management. Choose **Help Desk Utility** and select **Frequently Asked Questions**.
- Support Forum: www.omni-ts.com/Forum and select **Help Desk Utility (HDU)** forum

Free Help

Free support is available for customers who purchase licences without support and maintenance agreements and for customers using a freeware product distributed by Omni. Free support is limited to information available from the product documentation in .pdf format that is available for public download, online documentation, and the online web forum. Telephone and email support can be provided on a fee per incident or fee per hour basis, whichever is greater.