



HDU

(Help Desk Utility)

User Guide

This Guide

Welcome to HDU, a utility that provides an intuitive interface for Help Desk Operators (HDOs). It allows you to manage user accounts and perform the most common tasks like change a forgotten password or unlock an account. With HDU you finally have a utility that provides quick and easy access to user objects, it keeps you away from the complexities and stress of more powerful tools like ConsoleOne, NetWare Administrator or iManage.

How HDU Works

There are two components to HDU: the HDU Configuration Utility (**hduconfig.exe**) and the HDU executable (**hdu.exe**). Your network administrator will set up HDU by running the HDU Configuration Utility on a workstation to create the **hdu.ini** file that contains the task collections (security settings and functions that you will be able to use). Different HDOs can have different **hdu.ini** files and it is possible that you will not have some of the tasks enabled that are described in this guide. The **hdu.ini** and **hdureg.dat** files need to be copied to the directory from which HDU.exe is run, by default HDU is installed to c:\Program Files\Omni\HDU.

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

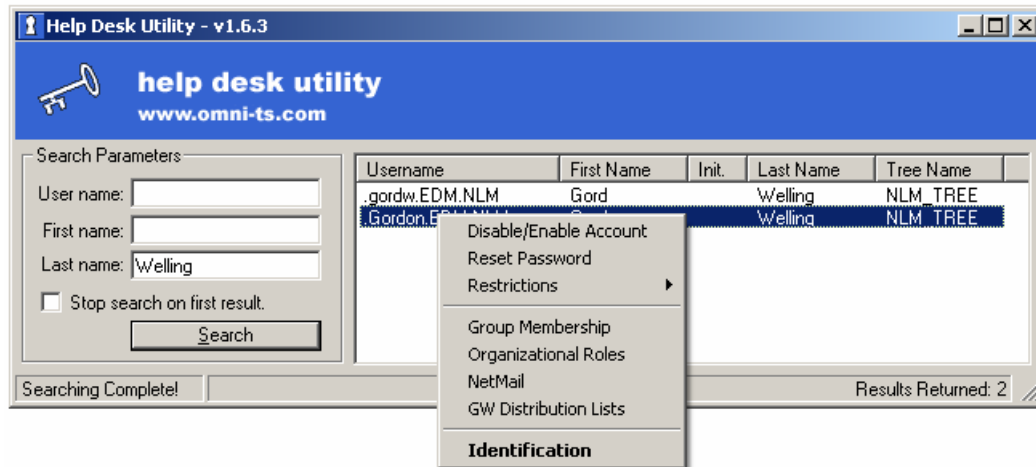


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Installing HDU

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-install.exe** installation files to a temporary directory.
2. On the HDUs Microsoft Windows computer, run **hdu-install.exe** to install a copy of HDU to the default directory of c:\Program Files\Omni\HDU.
3. Place a copy of the **hdureg.dat** licence file and the **hdu.ini** configuration file into the HDU installation directory (your administrator can name the HDU configuration file to something other than hdu.ini, e.g. **hdusales.ini**).
4. (Optional) Rename the HDU configuration file to be named **hdu.ini**.

Use HDU to Manage Users

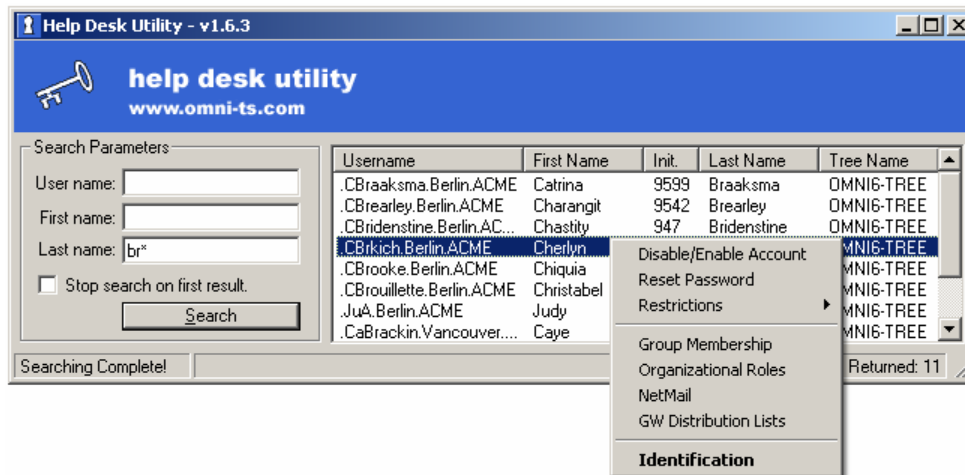
Task Collections

HDU provides you with the ability to search for user accounts and manage user accounts using the following task collections:

- Disable or enable user accounts
- Reset user passwords
- Configure various account restrictions
- Add or remove group memberships
- Add or remove organizational roles
- Configure NetMail
- Configure GroupWise Distribution Lists
- Modify Account Identification

Search for Users

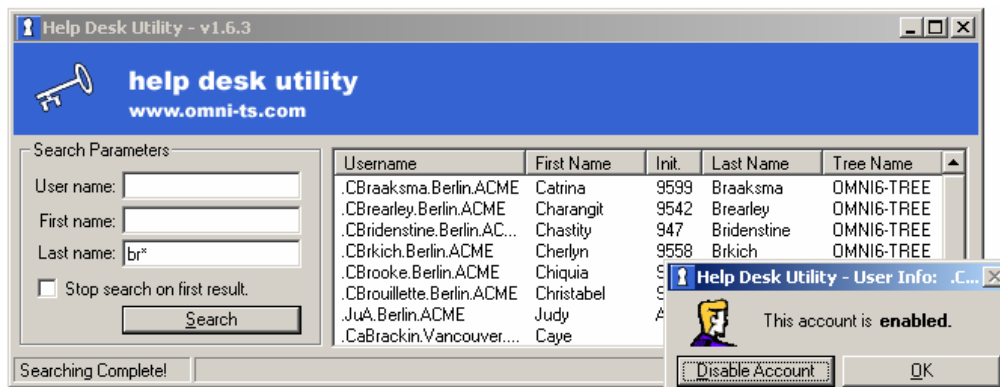
HDU will be configured by your network administrator to enable search and management of users within the entire NDS/eDirectory tree or for one or more specific OU containers in the NDS/eDirectory tree. You can search for users by first name, last name or account name. You are permitted to perform wildcard searches, e.g. **br*** in the first name will find all users whose first name starts with the letters "br". Searches are case insensitive.



Once HDU displays the list of users, you can right-click any user to display a drop-down menu of tasks which you can perform. The list of tasks enabled in the hdu.ini file is referred to as a “task collection”.

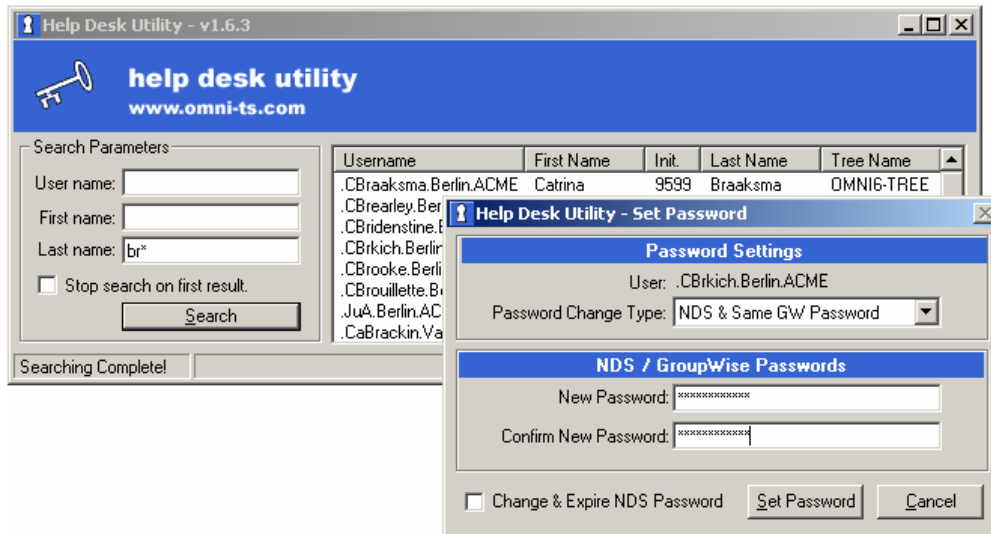
Disable or Enable User Accounts

Right-click a user account and choose the **Disable/Enable Account** task and you will be provided a window that displays the account status. If the account is enabled you will see a **Disable Account** button which you can click, or click **OK** to cancel the task and leave the account enabled. If the account is disabled you will see an **Enable Account** button and an **OK** button.



Reset User Passwords

Right-click a user account and choose **Reset Password** which will open a Set Password window. Under **Password Settings** you should confirm the user account name and choose the password change type. HDU can only change NDS/eDirectory and GroupWise passwords. Under **NDS / GroupWise Passwords** enter the new password twice, select **Change & Expire NDS Password** if desired, and click **Set Password** to force the password change, or click **Cancel**.

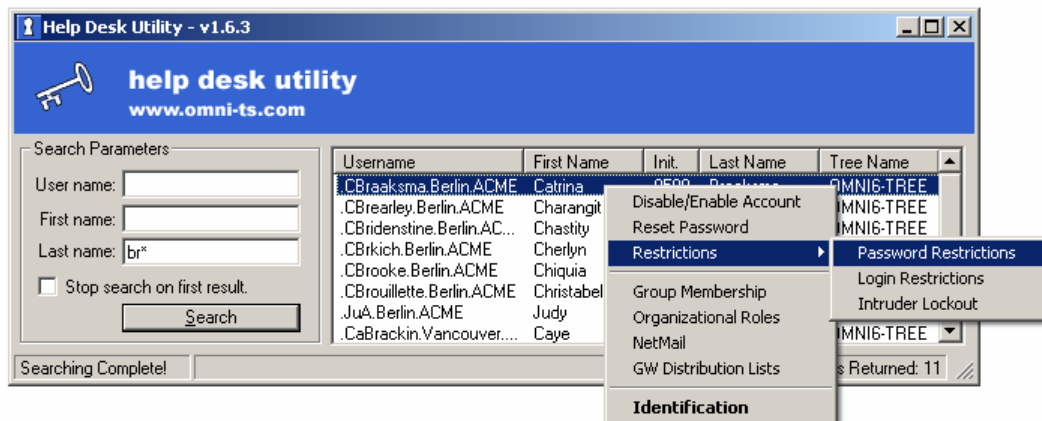


Depending on how your task collection is configured, you may be provided any of the following password change types:

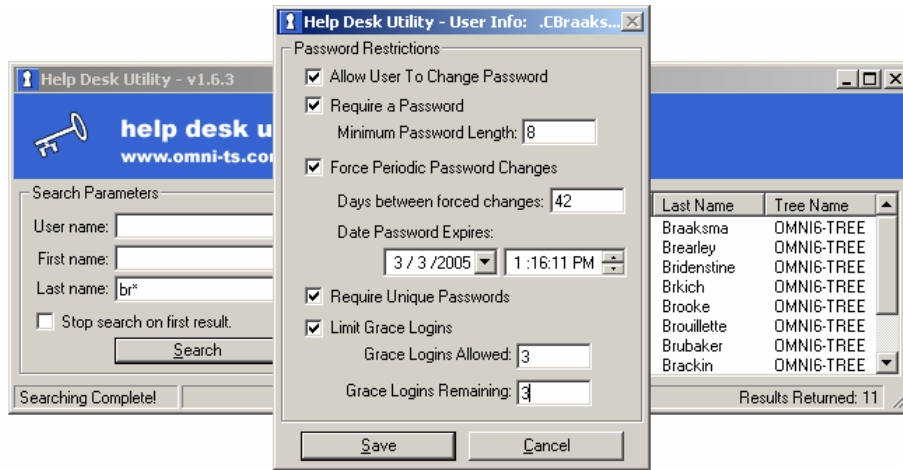
- NDS Password only
- NDS & Same GW Password
- NDS & Different GW Password
- GW Password only

Configure Account Restrictions

Right-click a user account and choose **Restrictions**. With HDU you can set account restrictions, login restrictions and clear (unlock) intruder lockout.



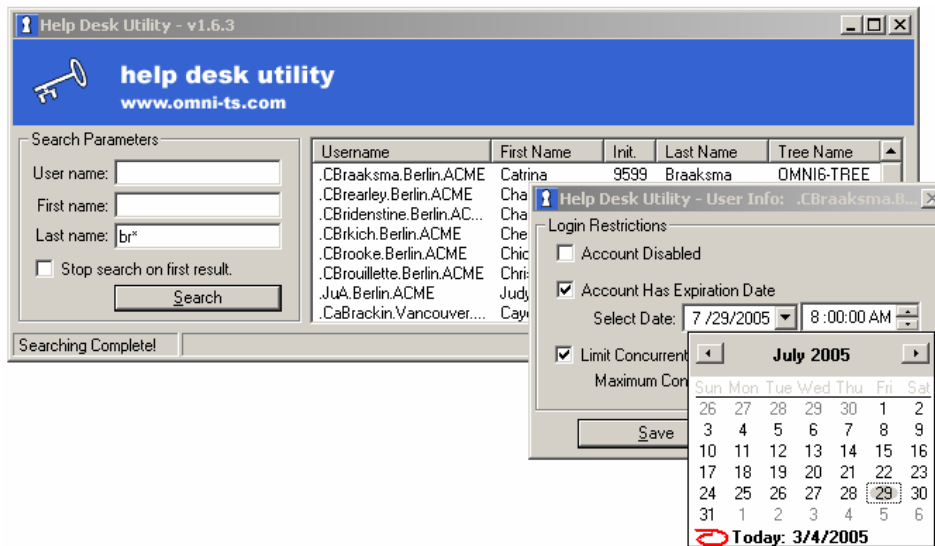
Select **Password Restrictions** to open the configuration window.



You can:

- Allow or deny the user the ability to change their own password
- Require a password and set the minimum length (minimum of 8 characters is recommended)
- Force periodic password changes and set the next password expiration date/time
- Require unique passwords (by default eDirectory will remember the previous 10 passwords)
- Limit grace logins

Select **Login Restrictions** to open the configuration window.

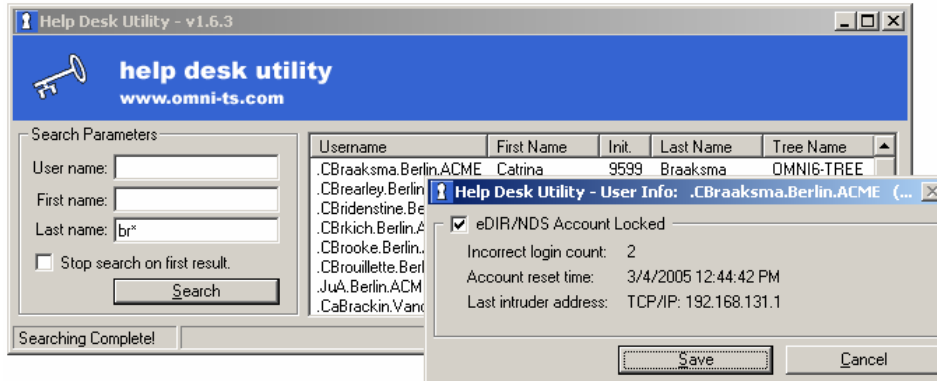


You can:

- Disable the account
- Set an expiration date and time when the account will automatically disable itself

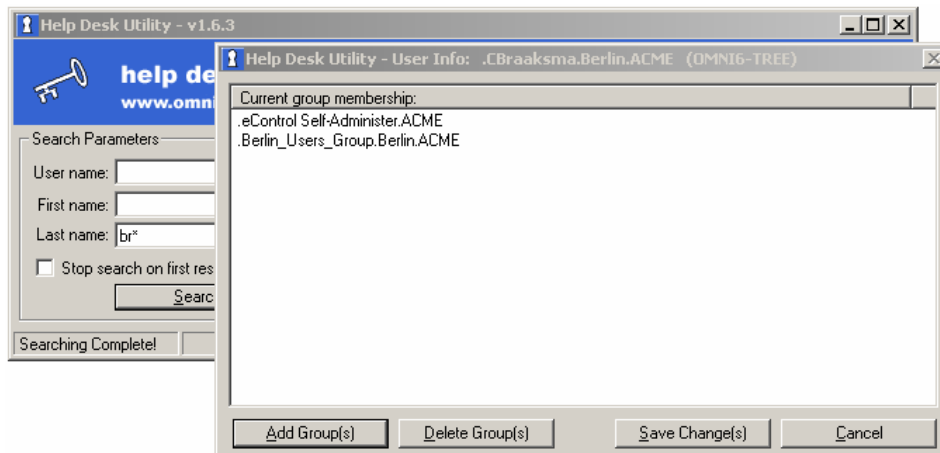
- Limit the number of concurrent connections (maximum of 2 recommended)

Select **Intruder Lockout** to remove or lift the lockout status enforced by the intruder detection settings of the users NDS/eDirectory OU container.

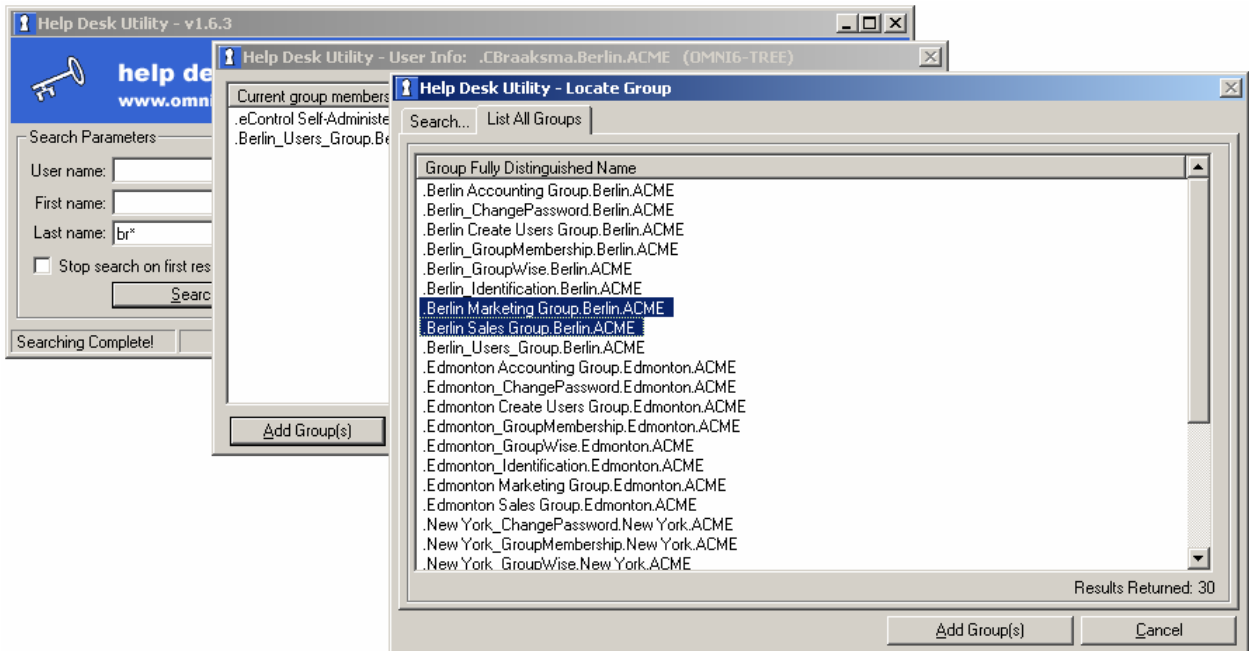


Add/Remove Group Memberships

Right-click the user account and select **Group Memberships** to view, add or remove group memberships.



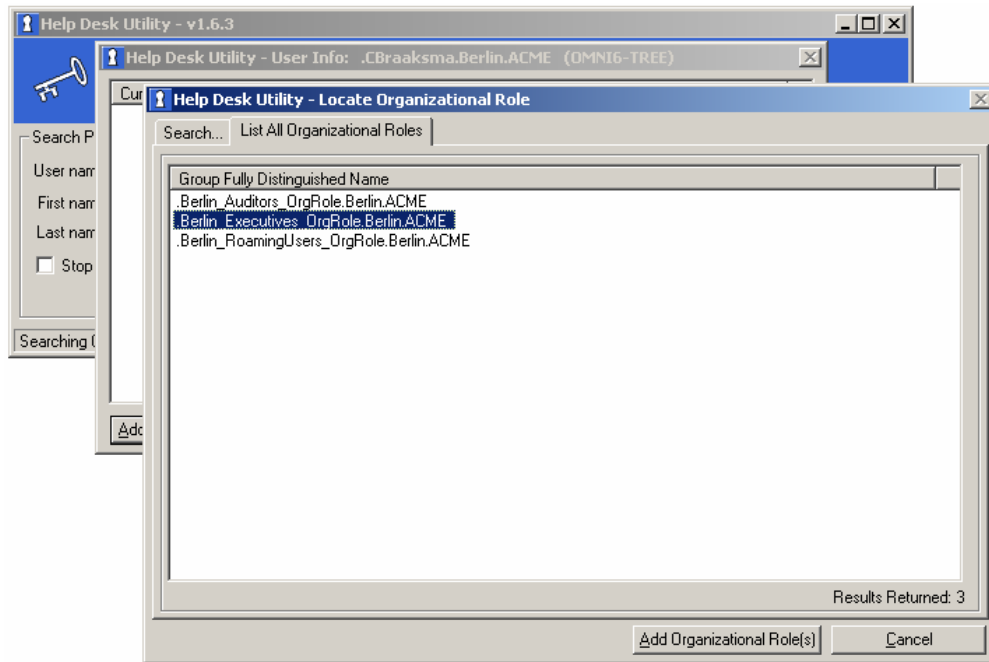
To add one or more groups, click the **Add Group(s)** button and then select the **List All Groups** to see the master list.



Select the desired groups to make the user a member of and click the **Add Group(s)** button followed by the **Save Change(s)** button.

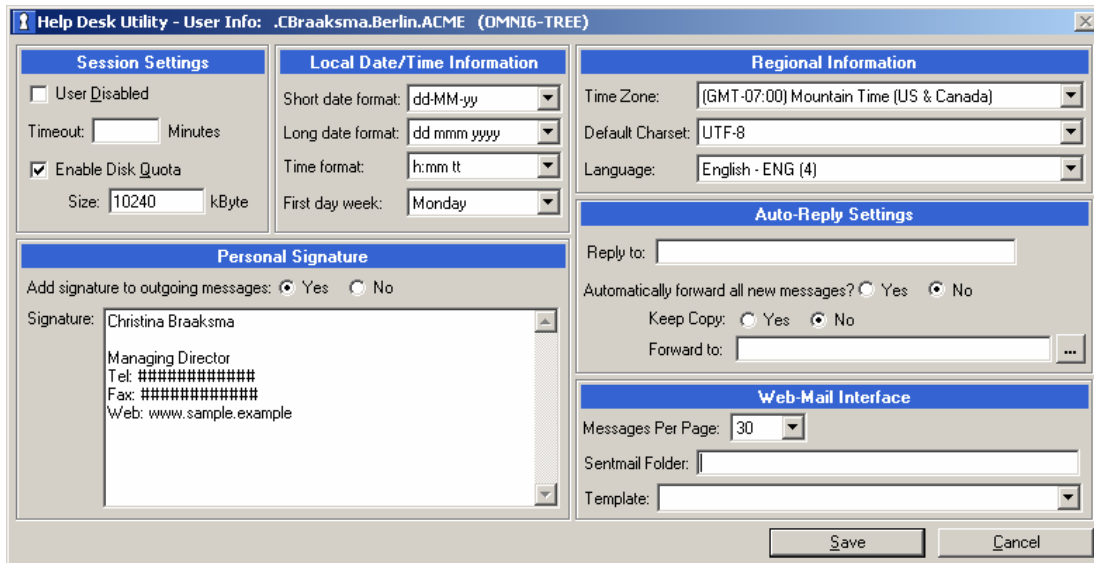
Add/Remove Organizational Roles

Right-click the user account and select **Organizational Roles**. Adding organizational roles is similar to adding groups described above. Click the **Add Organizational Role(s)** button. Highlight the desired organizational role(s), click the **Add Organizational Role(s)** button and click the **Save Change(s)** button.



Manage NetMail Account Preferences

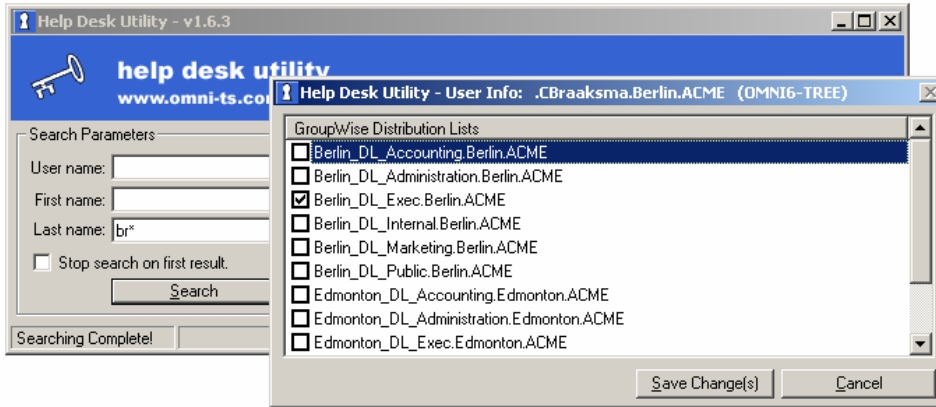
HDU provides you with many configuration options to manage NetMail account preferences. Right-click the user account and choose **NetMail**.



You can either add settings or choose from various drop-down selection boxes. To add a signature block, create it in a text editor and then cut and paste it into the text box for the personal signature.

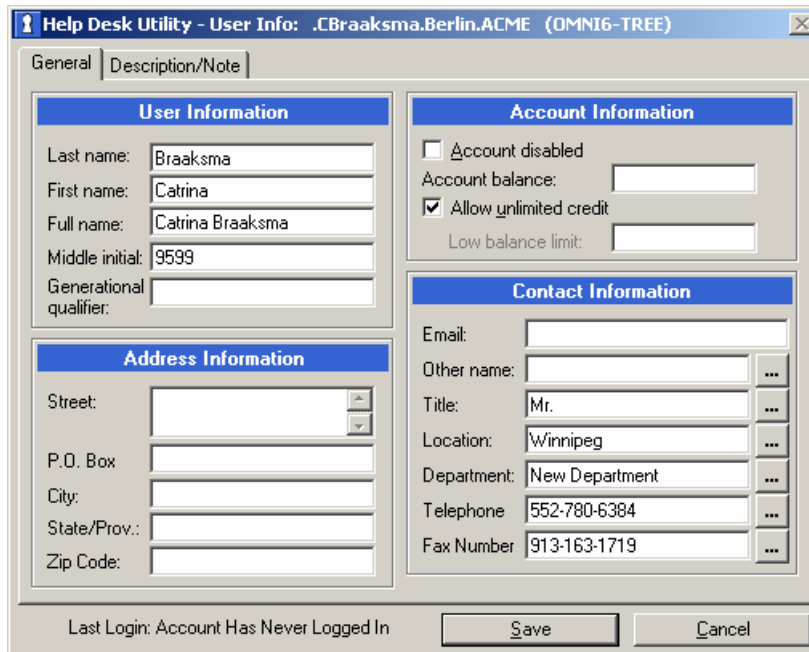
Manage GroupWise Distribution Lists

To select which GroupWise distribution list(s) to add the user to, right-click the user account and choose **GW Distributon Lists**. Select the desired lists and click the **Save Change(s)** button.



Modify Account Identification Information

HDU will be configured by your network administrator to enable search and management of users within the entire NDS/eDirectory tree or for one or more specific OU containers in the NDS/eDirectory tree. You can search for users by first name, last name or account name. You are permitted to perform wildcard searches, e.g. **go*** in the first name will find all users whose first name starts with the letters "go". Searches are case insensitive.



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.