

# Enhancing your IT management framework with ADManager Plus



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## Introduction

Help desk technicians work round the clock resolving a variety of tickets to ensure that the end users' needs are met. Using ServiceDesk Plus enables the technicians to ensure that this fire-fighting process is as smooth and efficient as possible. However, when it comes to dealing with service requests, like creating or onboarding users, resetting passwords, or adding users to groups, these processes are often manually done using native AD tools or PowerShell scripts. Such manual processes are laborious, time-consuming, and mundane. This is where ADManager Plus comes in.

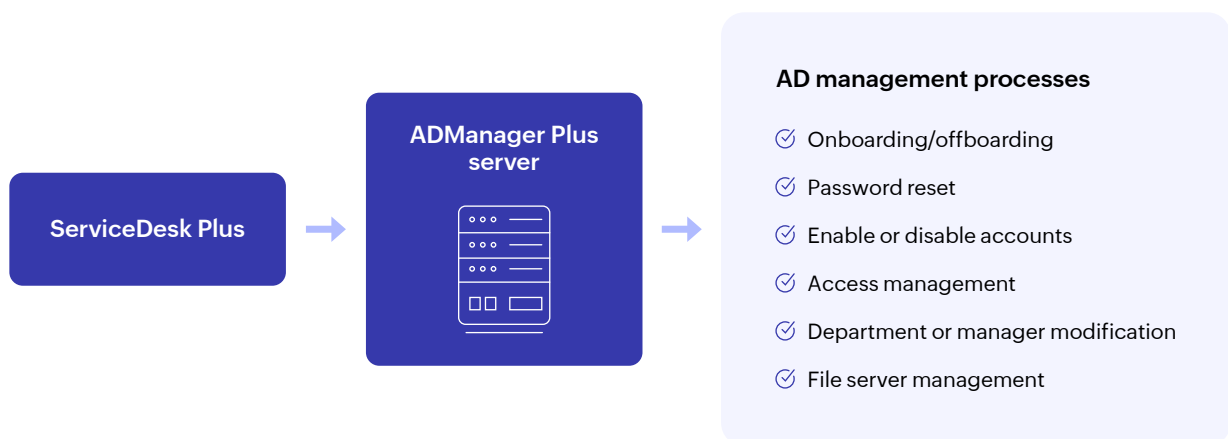


## What is ADManager Plus?

ADManager Plus is a powerful AD management solution which helps technicians to manage AD objects easily. The solution comes with functionalities such as 360° user provisioning, AD bulk user management, file server permissions management, and many more that make simplifies the process of managing an AD network.

## How does ServiceDesk Plus ADManager Plus integrate with ServiceDesk Plus?

With the ADManager Plus' seamless integration with ServiceDesk Plus, day to day AD management functionalities are populated within the ServiceDesk Plus console, so that help desk teams can take their fire-fighting to the next level without needing to juggle between more than one solution. The teams can take care of tasks such as creating, deleting, or disabling AD users, unlocking user accounts or resetting their passwords, and more.





## What can I do with the ADManager Plus integration?

Once the integration is successful, a helpdesk administrator can perform several workflows through the ServiceDesk Plus console. For example, let's say that a help desk administrator gets a request to onboard a set of new users. The process requires the administrator to create new user accounts, add the accounts to a group specified, and then give the group permission to access a specific folder to get things started. The ADManager Plus integration makes this process much simpler without needing to switch solutions. Within the ServiceDesk Plus console, the administrator begins the process by going to:

ADManager Plus → Active Directory User Management → Create User in AD

If a user creation template has been created in ADManager Plus for the particular user to be onboarded, the process becomes even simpler as this template will be available right in the ServiceDesk Plus console, so the administrator doesn't have to manually enter all the attributes necessary for every single user.

Once the user accounts have been created, the administrator can then add the newly created account to the necessary group by going to:

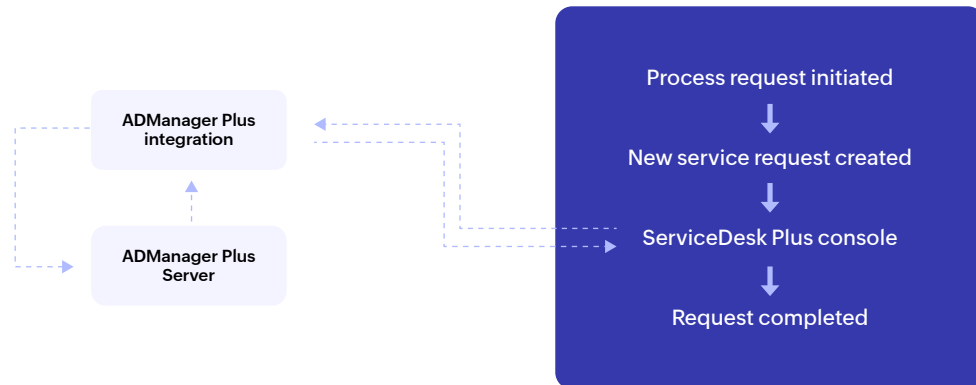
ADManager Plus → Active Directory User Management → Add to Group

Under this section, the administrator can add all the newly created user accounts to a group specified. Following this process, the users in the group can then be given permission to the necessary folder by going to:

ADManager Plus → File Server Management → Set Folder permissions

Under this section, the administrator can choose the folder to which permissions should be modified, select the group where the users are present, and even select the permission applied only to the mentioned folder or its subfolders and files too.

This way, what was a mundane and time-consuming process is made more efficient and faster thanks to the integration.



Here are all the functionalities that administrators can perform without leaving the ServiceDesk Plus console:

## Active Directory User Management



### Enable, disable, or delete user(s):

Similar to creating a new user, administrators can enable or disable existing user accounts, or even delete user accounts in case of an offboarding process.



### Unlock user accounts and Reset user passwords:

Administrators can instantly unlock user accounts that have been locked out. They can also respond to password reset tickets that users have submitted and perform password resets.



**Modify the department or manager attribute of users:** If there are instances where the manager of a department needs to be changed or the department attributes need to be changed, it can be efficiently done within the console.



**Add or remove users from groups:** Similar to adding users to groups mentioned in the above use case, users can also be removed from groups, say, during an offboarding process for a user.

## File Server Management



### Set or remove folder permissions:

Permissions to access a folder and the files or folder within it can also be revoked using a similar process as giving permissions to a folder.

# How do I integrate with ADManager Plus?

## Prerequisites

Before beginning the integration process, you must ensure that the following conditions are met:

1. You need to have ADManager Plus installed in your network.
2. Ensure that the ADManager Plus and ServiceDesk Plus servers are up and running.
3. Ensure that the domain configured in ADManager Plus is also configured in ServiceDesk Plus.
4. For this:
  - a. Logon to ServiceDesk Plus using administrator credentials.
  - b. Navigate to the Admin tab and search for Windows Domain Scan.
  - c. Click on Add new domain.
  - d. Enter the domain name, domain controller name, and the credentials with which the ServiceDesk Plus technician should log on to the domain controller.
    - a. Click on Save and Scan, select the OU tree of the domain and let the scan begin.

Once the prerequisites have been met, you can go ahead with integrating ADManager Plus with ServiceDesk Plus.

## Configuring in the ServiceDesk Plus console

1. Login to ServiceDesk Plus using administrator credentials.
2. Navigate to the Admin tab, scroll down to the Integrations section and click on ADManager Plus.
3. Enter the name of the server where ADManager Plus is installed.
4. Enter the port number for ADManager Plus.
5. Select HTTPS or HTTP as configured in ADManager Plus.
6. Click on Test connection and save.


## Configuring in the ADManager Plus console

1. Login to ADManager Plus.
2. Navigate to the Admin tab and click on the Integrations section. Click on the ServiceDesk Plus icon.
3. Enter the name of the server where ServiceDesk Plus is installed.
4. Enter the port number for ServiceDesk Plus.
5. Select HTTPS or HTTP depending on whether you've enabled SSL for ServiceDesk Plus.  
If HTTPS is configured in ServiceDesk Plus, then follow the steps [given on this page](#).
6. Select the Enable tight integration between ADManager Plus and ServiceDesk Plus option.
7. Click on Test connection and save.

Once this process is complete, you can assign roles to help desk technicians to start performing AD management roles within ServiceDesk Plus. To do that, you can follow the steps [given on this page](#).

# How much does the ADManager Plus integration cost?

Integrating ADManager Plus with ServiceDesk Plus requires an ADManager Plus license. You can get a customized quote of ADManager Plus for your organization by clicking the link below:

 [Get a customized quote for ADManager Plus integration](#)

You can also get the ADmanager Plus plug-in for ServiceDesk Plus, which has limited functionalities compared to the full integration. There are two types of licenses for the plug-in:

## 1. AD service desk technician:

This license allows technicians to perform only user creation, password reset or account unlock operations in AD.

## 2. Privileged AD technician:

This license allows technicians to perform in-depth management and reporting operations.

These technicians will have complete access ADManager Plus and all its features to execute their AD operations easily.

### Note:

- ☑ Each technician can perform the specified user management actions in only one AD domain using the plug-in. To enable a technician to manage more than one domain, customers must procure the license for the desired number of domains.
- ☑ To delegate additional AD management capabilities, besides the user creation, password reset and account unlock, to help desk technicians, customers must purchase the privileged AD help desk technician license.
- ☑ The AD management plug-in can be used by both new and existing ADManager Plus customers.
- ☑ Customers can purchase the license for as many AD service desk technicians and privileged AD technicians as required.

To know more details about the plug-in and its cost, you can [reach out to us](#).

## Where can I get more information?

You can get a quote of ADManager Plus customized for your organization, or you can even take a look at how the ADManager Plus integration works with your organization's requirements by taking a personalized demo.

[Get your customized quote here](#) | [Test-drive ADManager Plus integration in your environment](#)

Reach out to us to get more information about ADManager Plus and its integration with ServiceDesk Plus:



Call us: +1-408-916-9393



Email us: [support@admanagerplus.com](mailto:support@admanagerplus.com)

## ManageEngine ADManager Plus

ADManager Plus is a web-based solution for all your AD, Exchange, Skype for Business, G Suite, and Microsoft 365 management needs. It simplifies several routine tasks such as provisioning users, cleaning up dormant accounts, and managing NTFS and share permissions. ADManager Plus also offers more than 150 prepackaged reports, including reports on inactive or locked-out AD user accounts, Office 365 licenses, and users' last logon times; you can perform management actions right from these reports. You can also build a custom workflow structure to handle ticketing and compliance, as well as automate routine AD tasks such as user provisioning and de-provisioning. Download a free trial today to explore all these features.

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