

Self-service passwords

ManageEngine has announced the integration of its self-service password management solution, ADSelfService Plus, with its Active Directory management and reporting solution, ADManager Plus, and its help desk management solution, ServiceDesk Plus.

The integration between ADSelfService Plus and ADManager Plus is designed to allow enterprises to securely deploy self-service for end users while still maintaining control over users' self-service actions through a help desk approval process.

"This integration will allow users and help desk staff to collaborate on IT issues to expedite resolution in a secure manner," said Par-

thibanParamasivam, product manager at ManageEngine. "IT admins can now take control of users' self-service actions and ensure that they are consistent and in compliance with their organisation's norms."

ManageEngine also announced the integration of ADSelfService Plus with ServiceDesk Plus, its ITIL-based help desk management solution. With this integration, ADSelfService Plus users can have one-click access to the ITIL-based help desk solution through single sign-on.

Users can self-manage most of their routine IT issues like forgotten passwords and locked-out accounts.