

1. What if we delete an admin user? Will all the passwords be deleted that were added by that admin?

No. You will not be able to delete the admin users if they own any resources/passwords. You will have to transfer the ownership of the resources/passwords to another admin before deleting the resources. More information on transfer ownership is available here: https://www.manageengine.com/privileged-access-management/help/transferring_ownership.html

2. I would like to see how to do a LDAP resource discover, but specify only specific LDAP resources during the import, that way I can import only certain servers in my AD.

At the moment, we don't support resource discovery using LDAP. If you would like to discover a particular resource from AD, then you can use AD import instead of LDAP. Navigate to **Resource -> Discover Resource -> Windows**, and supply the required credentials and resource name to import the resource.

3. How can I change service account passwords?

Please refer to this link for services account password reset: https://www.manageengine.com/privileged-access-management/help/windows_service_account_reset.html

4. Does transfer ownership reset the permissions for the resource under that user?

Transfer ownership will not automatically reset the passwords accessed by the users. Instead, before transferring the ownership, please navigate to **Users -> User Action-> Reset Passwords** accessed by this user. This will reset the passwords, post which you can transfer the ownership.

5. You discussed local accounts quite a bit, but could you review Domain User Accounts

Yes. PAM360 can manage the passwords of domain accounts as well. Here, we only handle commonly managed domain accounts and not the accounts associated with the users. More info is available in the link below - https://www.manageengine.com/privileged-access-management/help/remote_password_reset.html#windowsdom

6. If a Linux resource was added from polling AD and is tied into the AD account that did the discovery, does it need to be deleted and manually readded to allow connections with the root account instead of the AD account mentioned?

If the Linux resource is polled from AD, then it will be added as a Windows

resource in PAM360. So, you have either change the resource type to Linux and add the root accounts, or delete the entire resource and add it manually, or discover using the Linux resource discovery option.

7. How can I make sure from Password Manager Pro if Service account passwords were reset?

You can check the Resource Audit logs in Password Manager Pro, which will provide the password reset status of the service accounts, and if the services associated with that account are properly restarted.

8. Would there be a reason your service accounts password aren't discovered during the initial resource discovery process? I discovered my resources but I'm not able to discover the accounts.

If the below pre-requisites are not met then the service account discovery will not work:

- PAM360 service should be run using a domain admin account
- Microsoft .NET framework
- Visual C++ Redistributable for Visual Studio 2015 and above (for account discovery and password reset features)

9. What is the difference between a Privileged Administrator user and a super administrator user?

Privileged Administrator is user management role. Whereas Super Admin is an access scope, which can be provided to any user with an Admin role.

More information on Super Administrator users is available here - <https://www.manageengine.com/privileged-access-management/help/super-administrator.html>

10. How can I rotate website account passwords via Password Manager Pro?

Password Manager Pro does not support password reset for website accounts. However, you can use RESTful Password reset plugin to manage the passwords. For more info, please refer:

RESTful API - <https://www.manageengine.com/products/passwordmanagerpro/help/restapi.html>

Password Reset Plugin - <https://www.manageengine.com/products/passwordmanagerpro/help/password-reset-plugin.html>

11. Does PAM360 have Enterprise app in Azure?

No, PAM360 will not be listed as Enterprise App by default. You should manually add it as an Enterprise App during registration.

12. Can PAM rotate/update credentials in an Azure key vault?

Yes. Password Reset for Microsoft Azure accounts is possible using Powershell. This works only if you use Powershell 2.0 and above. Also, the MSOnline module of Powershell needs to be installed. Please click here for more info:

https://www.manageengine.com/privileged-access-management/help/remote_password_reset.html#azure

13. Do you currently support discovery of Azure resources?

No, we don't support discovery of Azure resources yet, but we this is one of our action items on the roadmap.

14. Do you have a roadmap on what's coming in near future?

To get a quick view of what we are currently building, please click here:

<https://www.manageengine.com/privileged-access-management/roadmap.html>

15. Once I delete an account in AD, it does not get deleted in Password Manager Pro, any reason this would happen?

For security reasons, we do not perform delete operation in Password Manager Pro. Because, if the users own any resource and if that user is automatically deleted, then all the resources owned and shared by him will be orphaned.

16. Is there an easy migration path from Password Manager Pro to PAM with all settings, permissions and resources.

Yes, we do provide a seamless migration from Password Manager Pro to PAM360. Please refer to the below link to learn more about the migration process:

<https://www.manageengine.com/privileged-access-management/migrationpack.html>