

1. Is there a notification/alert that will let the user know whether the PMP agent is running and if it is in sync with PMP or not?

The PMP agent will be running as a service so if you have any monitoring tool, that can be used to monitor the status of PMP Agent service.

We do have a dedicated 'Out of Sync' report in the canned reports section using which you can schedule and receive notifications on whether the passwords stored in PMP are in sync with the respective target resources.

2. Should this option "Apply Change password for Remote server" be selected for both local and domain accounts? Will it work if I don't have AD integration?

You have to select this option by default for all the accounts if you want to manage the passwords remotely. If your resource is not part of AD, then you can select the local admin account under the 'configure remote password reset' section so that PMP will make use of it and manage the passwords remotely.

3. In addition to running Password Manager Pro with a Domain Service account, is it required to run the same on the local machines as well?

No, you only need to run Password Manager Pro with a service account. It is not required on the local machines.

4. Are there any settings on the local machines that are needed to do a password reset from direct connection (agentless mode) as well as with the agent?

For the agent to work, you should be able to access the PMP web console on the local machine. For agentless mode, except for the configuring the ports, there is no other special setting required.

5. What does the presenter mean by "direct connectivity"? Does that mean the PMP svc credentials can't be nested in a security group?

We are referring to the native WMI and Windows SDK's as direct connectivity, so the WMI ports should be opened. Please refer to the answer for question no.13 for more information on ports.

6. What ports need to be opened for agents to communicate with the PMP server, on both the server and desktop side?

We are using one-way agents in PMP. Only the agent machine will contact the PMP application. So, the communication works on the web server port (7272 or 443). You can check the communication simply by accessing the PMP web console on the local machine.

7. Is there an option for scheduling the reset on a quarterly basis (every 3 months) ?

We only have the options of scheduling the reset monthly or for a set number of days. If you want reset to be scheduled ever quarter, then you can choose days as the option and schedule it for every 90 days.

8. When resetting an MS SQL account, how do you find the specific SQL account name that is to be changed on a specific SQL server?

You have to add the SQL server as a resource and all the SQL accounts under it. Once it is added, you can search for the account and then change its password by clicking on the account settings next to it.

9. Is TLS 1.2 an option instead of SSL?

We use the native Windows API for the connection and the connection can be encrypted by enabling SSL. So, the server which initiates the encrypted connection should specify the protocol, whether it is SSLv3 or TLSv1.2 etc and it should have the supported ciphers enabled along with it. You can refer to the below link for information on enabling TLS v1.2.

<https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-a-default-secure-protocols-in>

10. Do you have an SCCM installer package for the agent?

No, we don't have an SCCM installer in the product. However, if you have any patch management or SCCM tool then you can use it for deploying agents remotely.

11. Is it possible to adopt the AD current password policy as our password policy, or do we have to recreate our domain policy? Can PMP read the custom dictionary we use?

The domain policy can only be created manually in PMP as we don't have an option to read the custom dictionary from domain.

12. When we attempt to change password the first time the change always fails on all of our Windows standalone servers, however the second attempt, without changing anything, works correctly. Thoughts as to why?

Please write to our support team's email id passwordmanagerpro-support@manageengine.com for us to help you better with this issue.

13. What are the specific ports are required if the resources/accounts are managed without agent / What are the ports required for a Windows resource?

PMP uses WMI and RPC for communicating with the other Windows machines and to perform AD Import/Reset/Verify functions. The Default ports for WMI are 135,139 and 445. By default, RPC uses ports in the ephemeral port range of 1024-5000 if you are using windows server 2000,XP or windows 2003 server, but it is customizable.

If you are using the latest Windows server OS like version 2008 and above, Microsoft has updated the port range to 49152 - 65535. Please refer to the below document for more information.

<https://support.microsoft.com/en-in/help/832017/service-overview-and-network-port-requirements-for-windows>

If you use the steps mentioned in the below Microsoft document, you can configure the RPC ports to be ranged from 5001 to 5021. This way, you will only have to open 20 ports.

<http://support.microsoft.com/kb/908472> . So, make sure that firewall ports are opened between the PMP server and the target machine.

For other resources, please refer to the below table:

Description	Port	Traffic on port	Additional Info
Web Client Port - HTTPS	7272	Inbound	Used for connecting PMP web interface
Database	2345	Outbound	Primary and Secondary installation database will communicate using this port for the HA feature.

PMP Agent	-	N/A	Communication is always one way - that is, the agent alone will contact the server. The PMP server will not communicate with the agent. So, there is no need to keep any port open in the host where the agent has been installed.
SSH(for local and landing server)	22	Outbound	Used for remote password reset using SSH. Applicable for resource types such as all UNIX-based OSs, Network Devices, Solaris etc.,
Telnet	23	Outbound	Used for remote password reset using SSH. Applicable for resource types such as all UNIX-based OSs, Network Devices, Solaris etc., - need to check
LDAP without SSL	389	Outbound	Import and authenticate users from LDAP
LDAP with SSL	636	Outbound	Import and authenticate users from LDAP
SMTP	25	Outbound	Used to send emails from Password Manager Pro application
MS SQL	1433	Outbound	Used to reset the sa / administrator password of MS SQL
My SQL	3306	Outbound	Used to reset the root password of My SQL
Oracle	1521	Outbound	Used to reset the Oracle sysdba password
Sybase ASE	5000	Outbound	Used to reset the Sysbase sa password
PMP API	7070	Inbound	Used in Application-to-Application password management

Password reset & Verification	135, 139, 445	Outbound	Windows netuse API. Using WMI. SMB access to the remote machine.
SSH CLI PORT	5522	Inbound	SSHD server port.
Auto Logon Sparview Gateway	7273	Outbound	From Version 6500 onwards. To launch remote terminal sessions from their browser that are tunneled through the PMP server. The remote terminal sessions are emulated in the browser screen itself and hence there is no need for installing any plug-in or agent in any endpoints. The only requirement is the browser should be HTML 5 compatible (For example IE 9 or above, FF 3.5 or above, Safari 4 or above, Chrome).

14. Where do I write in if I have any more questions?

Please write to the support email id: passwordmanagerpro-support@manageengine.com.