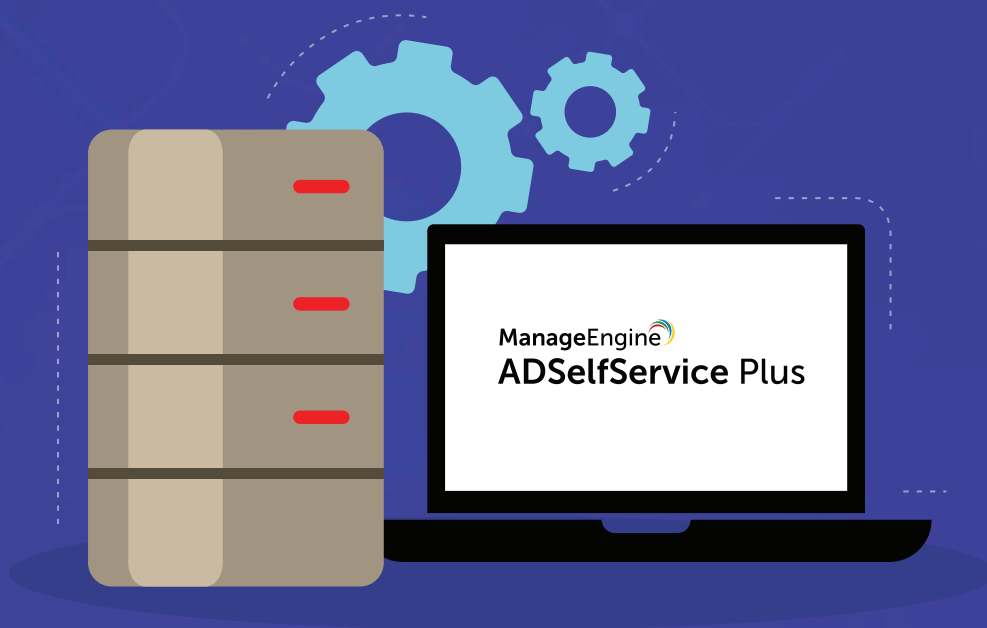


# Client Software Installation Guide

Installation through ADSelfService Plus  
web portal and Manual Installation



# Table of Contents

Introduction .....	1
• ADSelfService Plus Client software .....	1
• System Requirements .....	2
• Client Software Installation .....	2
Through ADSelfService Plus Web Portal .....	2
• Privileges Required .....	2
• Installation .....	2
• Sample CSV content .....	5
• Customization .....	5
• Automation .....	6
• Audit Trail .....	7
Manual Installation .....	7
Troubleshooting Tips .....	8
• Network Related Issues .....	8
• User Credential Specific Issues .....	8

# Introduction

ADSelfService Plus is a secure, web-based, end-user password-reset management program. With ADSelfService Plus, end-users can:

- Self-service Reset Password
- Self-service Unlock Account
- Receive Password/Account Expiry Notification
- Self-service Update directory information
- Password Synchronizer
- Search Corporate/Employee directory
- Mail Group Subscription
- Logon Password-reset Agent

It helps administrators to delegate the task of password-reset and account-unlock to endusers, which minimizes the cost and effort involved with help desk calls. Accounts of users across different platforms can be automatically linked, if the user has the same user name across all applications or linked manually by the end-user, if they differ from one application to another.

## ADSelfService Plus Client software

With web-based self-service softwares, end-users need not rely on helpdesk personnel for password-reset/account-unlock operations anymore. But, there is still a small element of dependency involved: the user, who has forgotten the password and therefore no access to his/her machine, either needs a neighbour's machine or a dedicated kiosk to carry out the required self-service operations.

ADSelfService Plus eliminates such dependencies and offers complete password self-service capabilities to a user with the help of its client software.

ADSelfService Plus client software is an extension of the standard macOS logon screen, which adds a button labelled 'Reset Password/Unlock Account' to native macOS log-on prompt. It allows end-users to Reset Password/Unlock Account right at the macOS log-on prompt of their computers, without depending on other users' machines to access the self-service portal.

This installation guide will provide you with all the information required to deploy, configure and troubleshoot the ADSelfService Plus Client Software.

## System Requirements

- Disk Space – Minimum 4MB
- Operating Systems – macOS X 10.6 and above

## Client Software Installation

There are two ways through which the ADSelfService Plus client software can be installed on your macOS systems:

1. ADSelfService Plus Web Portal
2. Manual Installation

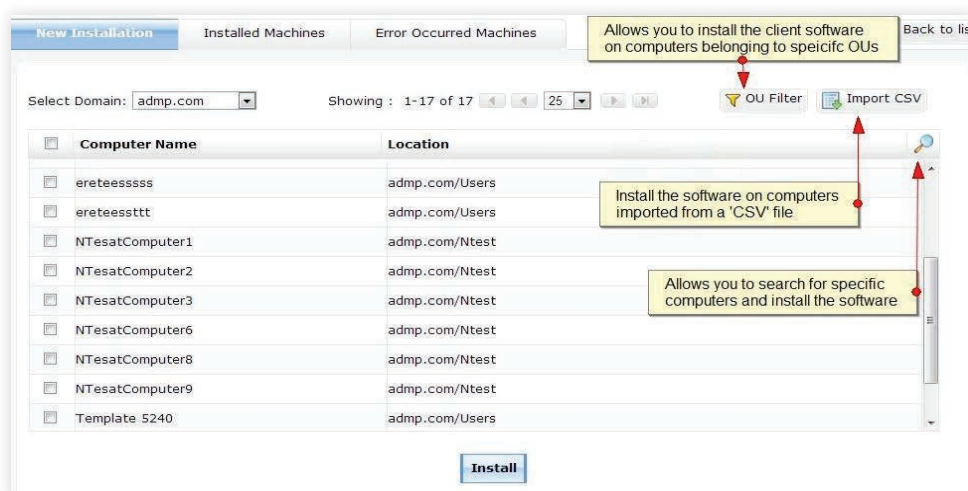
## Through ADSelfService Plus Web Portal

Using ADSelfService Plus web portal is a simple and effective approach to install the client software.

### Privileges Required

To install the client software via ADSelfService Plus web portal, a user must possess the domain administrator credential used in configuring a domain with ADSelfService Plus. Additionally, the user must also have the 'Local Administrator' rights to the machines. By default, members of the 'Domain Admins' group enjoy the Local Administrator rights for each domain computer.

### Installation



**Search:** Use Search to search for a specific computer and install the client software

Please follow the steps below for installing the agent:

1. In ADSelfService Plus web portal, go to Configuration -> Administrative Tools -> GINA/Mac (Ctrl+Alt+Del) -> GINA/Mac installation
2. Click New Installation
3. Select a domain, and then the computers (on which you want to install the client software)
4. Click Install

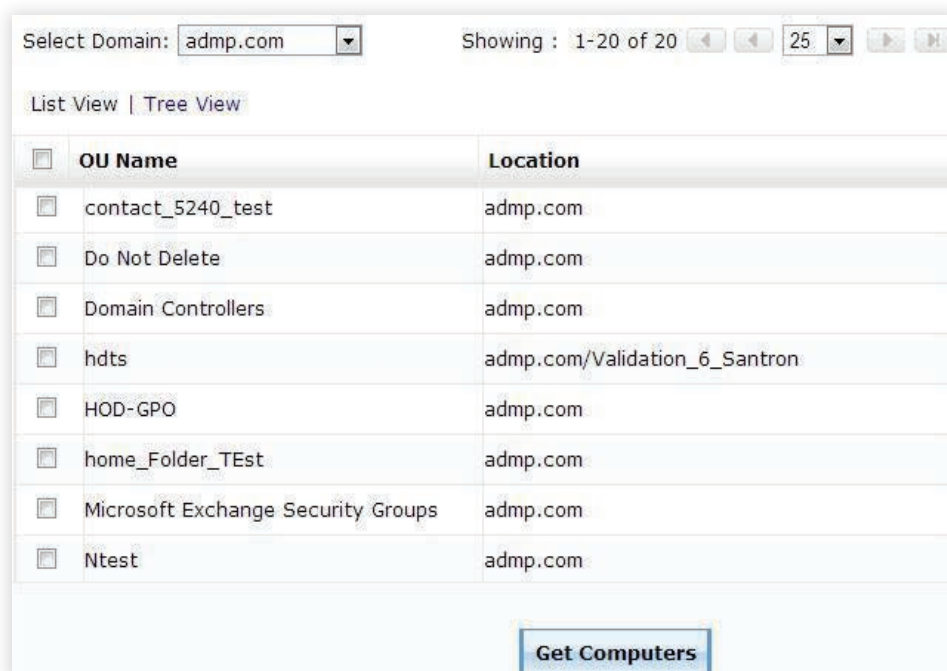
## OU Filter

ADSelfService Plus allows you to install the client software on machines belonging to specific Organizational Units (OUs). Please follow the steps below:

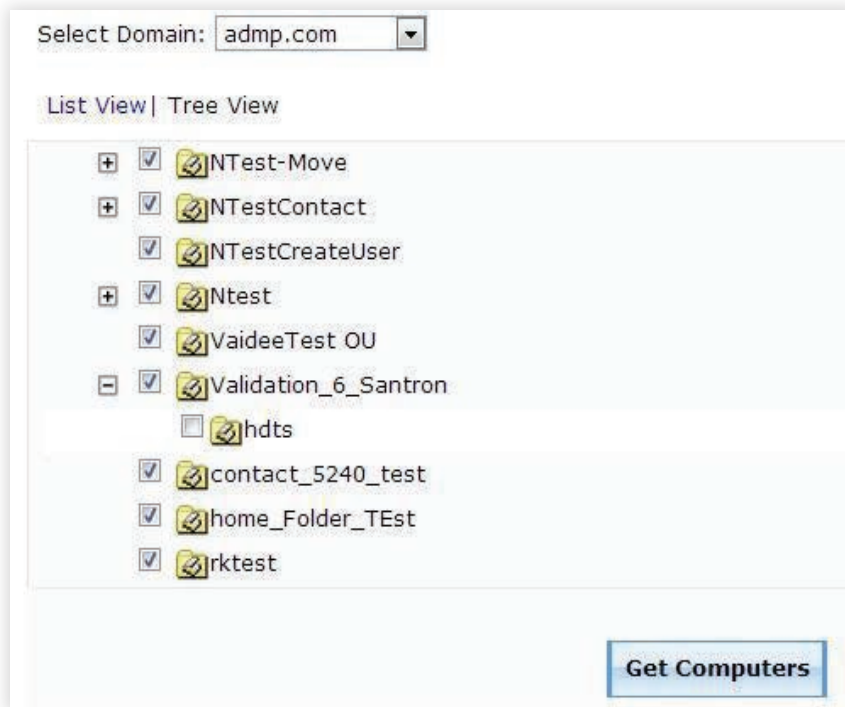
1. In ADSelfService Plus web portal, go to Configuration -> Administrative Tools -> GINA/Mac (Ctrl+Alt+Del) -> GINA/Mac installation
2. Click OU Filter
3. Select a domain and the type of view to display the OUs:

**List View:** Displays all the OUs in that domain as list items including child OUs

**Tree View:** Displays the OUs in hierarchical structure. You must expand the parent OUs to view and select the child OUs



OU List View



#### OU Tree View

4. Select the desired OUs and click Get Computers
5. Select the desired computers and Click Install

### Import CSV

You can also install the client software on computers imported from a 'CSV' file by following the steps below

1. In ADSelfService Plus web portal, go to Configuration -> Administrative Tools -> GINA/Mac (Ctrl+Alt+Del) -> GINA/Mac installation
2. Click New Installation -> Import CSV -> Choose file
3. Choose the CSV file containing the names (or dnsHostNames) of the computers (Click [here to view sample CSV content](#))
4. Select the computers in which you want to install the client software
5. Click Install

## Sample CSV content

Name

john

Simon

patterson

albert

bob

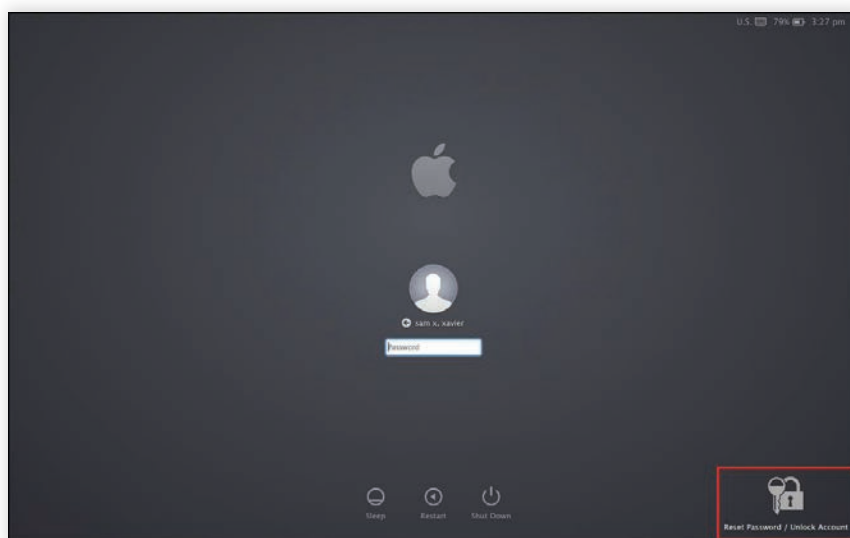
After the installation of the client software is complete, a variety of customization options are available to change the way ADSelfService Plus appears. Here are some of such options.

## Customization

ADSelfService Plus client software can be customized to suit your organization's requirements. The following components of the client software can be customized:

- Frame Text
- Button Text
- Icon
- Server name
- Port number

**Note:** Frame text is applicable only in Windows XP and Windows Server 2003



The changes made to "Button Text" and "icon" will reflect in the area marked in the above illustration.

Follow the steps given below to customize the Button text and Icon in the client software:

1. In ADSelfService Plus web portal, go to **Configuration -> Administrative Tools -> GINA/Mac (Ctrl+Alt+Del) -> GINA/Mac Customization**
2. Enter the desired text in '**Button Text**' textbox field
3. To edit the icon, click '**Choose file**' and select the desired icon
4. Enter the Server Name and Port Number on which ADSelfService Plus is running
5. Click **Save**

**Note:**

1. Choose only '**.bmp**' file for icon. The image should be of 48x48 pixels.
2. **Port Number** – Specify the HTTP or HTTPS port number

## Automation

You can automate the process of installation and customization of the client software by using the scheduler option available in the application.

To automate installation and customization of the client software:

1. In ADSelfService Plus web portal, go to **Configuration -> Administrative Tools -> GINA/Mac (Ctrl+Alt+Del) -> GINA/Mac Schedulers**
2. Enable the desired Scheduler

**Available Options:**

- **GINA/Mac Installation Scheduler** (for automating GINA/Mac installation)
- **GINA/Mac Customization Scheduler** (for automating GINA/Mac Customization)

3. In case of re-scheduling, click on the '**Edit**' icon
4. **Select the domains** in which the scheduler will be active
5. **Set the frequency** (daily, weekly or monthly) to run the scheduler
6. Click **Save**

**Note:**

1. Click **Add OUs** when selecting a domain, to run the scheduler only on certain OUs of that domain
2. Clicking on the '**Save**' button will automatically enable the scheduler. To disable the scheduler, click on the green icon under '**Actions**' column.



## Audit Trail

ADSelfService Plus makes it easier for you – the administrator - to keep track of all the machines in which the client software has been successfully installed, and where the installation has failed.

To view this report

1. In ADSelfService Plus web portal, go to **Configuration -> Administrative Tools -> GINA/Mac (Ctrl+Alt+Del) -> GINA/Mac installation**
2. Click on **Installed Machines** to view the machines in which the client software has been successfully installed
3. Click on **Error Occurred Machines** to view the machines in which the client software installation has failed

## Manual Installation

1. Locate the macOS X login agent for password self-service in ADSelfService Plus installation folder. It can be found at <install\_dir>/bin/ADSelfServicePlusMacLoginAgent.pkg.
2. Copy the ADSelfServicePlusMacLoginAgent.pkg file to the macOS clients.
3. Double-click the ADSelfServicePlusMacLoginAgent.pkg file to begin the installation process.
4. In the Introduction window, click Continue
5. In the Installation Type window, click Install.
6. After you click the Install button you will be asked to enter your username and password.  
Please use the account information you used to log on to your macOS.
7. Enter the ADSelfService Plus server name and port number when prompted
8. In the Summary window, click Close to complete the installation.
9. Once the installation is complete, a Reset Password/Unlock Account button will appear on the login screen.

# Troubleshooting Tips

## Network Related Issues

1. Connection timed out
  - Computer name to IP resolution is working but the computer is not responding
  - Check if the computer is in ON state and whether it can be pinged from the server where ADSelfService Plus has been installed
2. Connection refused
  - Open up the macOS client. Go to "System Preferences" -> "Sharing" and check if Remote Login is enabled
  - Check if the user credentials provided under the "Domain Settings" is allowed access for "Remote Login"

## User Credential Specific Issues

3. Logon Failure: Unknown user name or bad password  
(Or)
4. Permission denied
  - Check if the user credentials provided under the "Domain Settings" has Administrative privileges over the macOS client
  - Open up the macOS client. Go to "System Preferences" -> "Users & Groups" -> "Login Options" -> "Edit" -> "Open Directory Utility"
  - Now double click on the "Service" by which the macOS client has been joined to Active Directory. Check if the user is listed under "Allow Administration by" list
  - Also Go to Directory Editor in the Directory Utility and check if the Active Directory node can be connected using the user credentials provided under "Domain Settings"