AD Self-Service Portal
Reliable Self-Service for Active Directory

Single Management Ecosystem for On-Premises Active Directories

Manage multiple Active Directories from a single console.
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Effective Active Directory Management

Need for Self-Service

Performing repetitive and mundane tasks like password resets is usually a norm for Active Directory administrators. They often go to great lengths to service their users. Every time a user forgets his password or locks himself out, the IT department is called in for rescue. They even get called in when a user needs to update his personal profile. These monotonous routines often end up eroding into the department's productive time. Not to mention a large Active Directory with hundreds of users and workstations. The only solution to this problem is self-service but do Active Directories come accompanied by any self-service tools? By design, the Microsoft Active Directory is not built for self-service, and this presents a huge problem.

Unified Management

The on-premises Active Directory does not come accompanied by native self-service tools and the ones available for its management demand way deeper knowledge of the complex AD management processes. So, what to do? This is where the AD Self-Service Portal comes in. It not only provides self-service to the users but also enables administrators to effectively manage multiple Active Directories.

But there are many third-party management tools out there so what is so unique about the AD Self-Service Portal? Most of the commercial tools available on the market allow administrators to manage only one Active Directory. This, however, is not the case with the AD Self-Service Portal. It allows unified management of multiple Active Directories. These Active Directories can be local ADs, discoverable in the network of the central management portal or they can be remote ADs, lying hundreds or even thousands of miles geographically apart from the central portal.

Why ADSS Portal?

Maintaining a vast Active Directory poses challenges for IT help desks. Time consuming tasks like password resets and account unlocks normally divert focus from critical issues. Delicate ecosystems consisting of multiple Active Directories make management tasks more daunting. Lack of visibility into ever changing landscapes impedes the productivity of admins. All these overheads not only inhibit the productivity of IT help desks but also erode into the productive time of AD users. ADSS Portal offers a remedy, granting users autonomy in managing their accounts. Administrators can enforce password policies, create AD objects, and streamline the management of multiple directories from one central location.

Benefits

- ✓ Address Active Directory administration gaps left by PowerShell and other native tools.

- ✓ Avoid installing a separate portal in each Active Directory. Just install one portal to manage all.

- ✓ Access the central management portal from anywhere, even from the comfort of your home.

- ✓ Manage not only one Active Directory but multiple Active Directories, both local and remote.

- ✓ Keep the AD objects segregated through Organizational Units (OUs) and UPN suffixes.

- ✓ Offload administration tasks to lower-level admins. Enjoy role-based delegation of authority.

System Requirements

Control Server

This server will host ADSS Portal. The control server can be installed on a standalone machine or on one of the Domain Controllers. If the control server is being installed on a standalone machine, the machine should be part of the network of the hosted entity.

The following set of software is required on the control server:

- ❖ .NET Runtime 7.0 Hosting Bundle.
- ❖ IIS Web Server.
- ❖ Active Directory Domain Services.
- ❖ URL Rewrite.
- ❖ MSSQL Server 2014 or above.

Meditation Agent Server

The ADSS Agent can either be installed on a standalone server or on one of the Domain Controllers of the private entity. If the mediation server is being installed on a standalone machine, the machine should be part of the network of the private entity.

The following set of software is required on the mediation server:

- ❖ .NET Desktop Runtime 7 or above.

Features

✓ **Web Based Tool**

Users can access the central portal anytime through a web browser.

✓ **Multiple Active Directories**

Multiple local and remote Active Directories can be managed at once.

✓ **Central Management**

Administrators can control all Active Directories from one central location.

✓ **Role Based Delegation**

Multiple user roles based on Active Directory security groups can access the solution to perform administrative tasks.

✓ **Multi-Factor Authentication**

Users can use multiple different authentication factors to identify themselves.

✓ **Segregated Solution**

AD objects can be segregated through Organizational Units (OUs).

✓ **Highly Available**

The central portal can remain highly available by automatically switching to an available node.

✓ **Security Questions**

Users can enroll for self-service by selecting one or more security questions.

✓ **Password Self Service**

AD users can reset their passwords without the involvement of IT administrators.

✓ **Profile Update**

Users can update their AD profiles, without the involvement of the help desk.

✓ **Account Unlock**

Users can unlock their own domain accounts if locked out.

ADSS Portal Installation

The ADSS Portal can be installed on a standalone server or a domain-member machine. This machine will serve as the control server for the solution. The control server can either be a physical or a virtual machine.

ADSS Agent Installation

The ADSS Agent can be installed on a mediation server (standalone server) in the network of a private entity or on one of the domain controllers of the private entity.

Security

Two-Factor Authentication

Two-factor authentication (2FA) or multi-factor authentication (MFA) as it's sometimes called, is an additional layer of security for your login. Against the backdrop of an ever-changing security situation, securing login only through passwords is not enough. With 2FA users provide two different authentication factors to verify themselves. Besides the first typical factor i.e. the password, users can provide a second factor such as a one-time-password (OTP) to login to AD Self-Service Portal. 2FA makes user accounts more secure and minimizes the chances of cyber-attacks.

System Auth Settings

AD Self-Service Portal provides a secure web Interface to be accessed by the Portal Admin, Entity Admin, and OU Admin. The Portal Admins and Entity Admins will be authenticated from the portal Active Directory. This is the same Active Directory, the setting for which is taken during the installation of the ADSS Portal. Portal Admins and Entity Admins will be created as security groups in this portal Active Directory and members of these groups can log in to ADSS Portal with their credentials.

✓ **Object Provisioning**

Objects including users, groups, and contacts can be provisioned directly into the AD.

✓ **User Policies**

Administrators can define various policies for Active Directories and apply them to OUs.

✓ **Comprehensive Reports**

The performance of Active Directories can be monitored through intuitive reports.

✓ **Audit Logs**

Various CRUD operations performed by administrators can be logged.

✓ **Login History**

Information about different admins and AD users who access the system can be recorded.

Delegation of Authority

One of the most vital features of the ADSS Portal is the delegation of authority. ADSS Portal allows the top-level administrator to delegate authority to lower-level administrators simply giving them the right to perform tasks autonomously.This not only reduces the burden on the top administration but also empowers the lower levels to exercise initiatives independently, saving valuable time in the process.
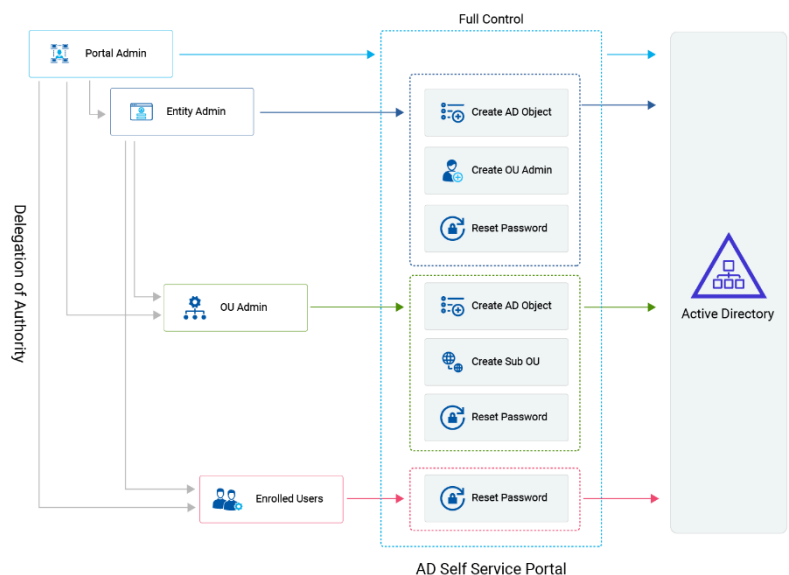
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Founded in 1999 and a pioneer in Windows Hosting Automation, Hosting Controller is a hybrid multi-cloud control panel for enterprises, government organizations and service providers. Hosting Controller transforms your data center into a private cloud, letting your data stay where it is. Hosting Controller's robust and unified control panel offers cross platform support, N-tier user architecture and self-service portals. It has built-in integrations for Microsoft Enterprise Applications MS Exchange, SharePoint, Skype for Business, Active Directory and MS 365 and a full automation solution for IaaS offering virtualized partitions on both Windows and Linux based servers through Hyper-V and VMware. Hosting Controller Inc. is based in Ontario, Canada and has customers in 125 countries worldwide.

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