



# NetWrix

# Inactive Users Tracker

Version 3.0

## Administrator Guide

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# 1. Introduction

Many corporate security policies and compliance regulations require that all Active Directory users and computers must be disabled after a certain period of inactivity. This is a good practice; doing so keeps Active Directory secure and clean. For example, someone can create a user account, leave it untouched for many days, and then use it to perform malicious activity against an organization. Another example is employee retirement: user accounts must be disabled when an employee quits an organization. In practice however, IT departments are usually the last to know when somebody leaves. Also, most HR databases only keep information about the "primary" user account and have no information about additional user accounts.

The Inactive Users Tracker automates the management of Active Directory inactive user and computer accounts. The program periodically checks all users and computers in Active Directory or specified Organizational Units and reports all accounts that are inactive for more than a specified number of days. Once the Inactive Users Tracker is installed and enabled, you will not face the numerous problems and security issues which usually come with improperly recycled accounts.

The Inactive Users Tracker delivers the following basic functionality:

- Entire organizational user accounts management performed based on requirements such as GLBA, SOX, HIPAA, and PCI through consistent auditing and reporting.

## 1.1 Key Features

The Inactive Users Tracker helps carry out the following account auditing, reporting and management tasks:

- Checks all user accounts and reports those that have been inactive for a specified number of days;
- Automatically deactivates inactive user accounts either by disabling, or setting a random password, moving them to a specific organizational unit or finally deleting such accounts (\*);
- Detects and reports on inactive computer accounts and applies the same set of deactivation actions applied to user accounts (\*);
- Sends notifications to managers about their inactive accounts (\*);
- E-mail notification templates can be customized according to specific requirements (\*).

\* Features marked with (\*) are only available in the Standard and Enterprise Editions of the product.

## 1.2 Licensing

The Inactive Users Tracker comes in three editions: Freeware, Standard and Enterprise. The table below outlines the differences between them:

Feature	Freeware	Standard Edition	Enterprise Edition
Notification and reporting on inactive user accounts	Yes	Yes	Yes
Actions	No	<ul style="list-style-type: none"> <li>• Notify manager(s);</li> <li>• Set random account password;</li> <li>• Disable accounts;</li> <li>• Move accounts to a specific organizational unit;</li> <li>• Delete accounts.</li> </ul>	<ul style="list-style-type: none"> <li>• Notify manager(s);</li> <li>• Set random account password;</li> <li>• Disable accounts;</li> <li>• Move accounts to a specific organizational unit;</li> <li>• Delete accounts.</li> </ul>
Process computer accounts	No	Yes	Yes
Filtering capabilities	No	<ul style="list-style-type: none"> <li>• By account name;</li> <li>• By Active Directory organizational unit</li> </ul>	<ul style="list-style-type: none"> <li>• By account name;</li> <li>• By Active Directory organizational unit.</li> </ul>
Customize e-mail templates	No	Yes	Yes
Technical support	<a href="#">Support forum</a>	Phone, e-mail	Phone, e-mail
Licensing	Free of charge	Per managed AD domain or site license, please <a href="#">request a quote</a>	Per managed AD domain or site license, please <a href="#">request a quote</a>
A single installation handles numerous managed objects (domains, multiple domains)	No	No	Yes
Integrated interface for all NetWrix products which provides centralized configuration and settings management	No	No	Yes

The Freeware Edition can be used by companies and individuals for an **unlimited** time, at no charge. The Standard and Enterprise Editions can be evaluated free of charge for **20** days.

## 1.3 How It Works

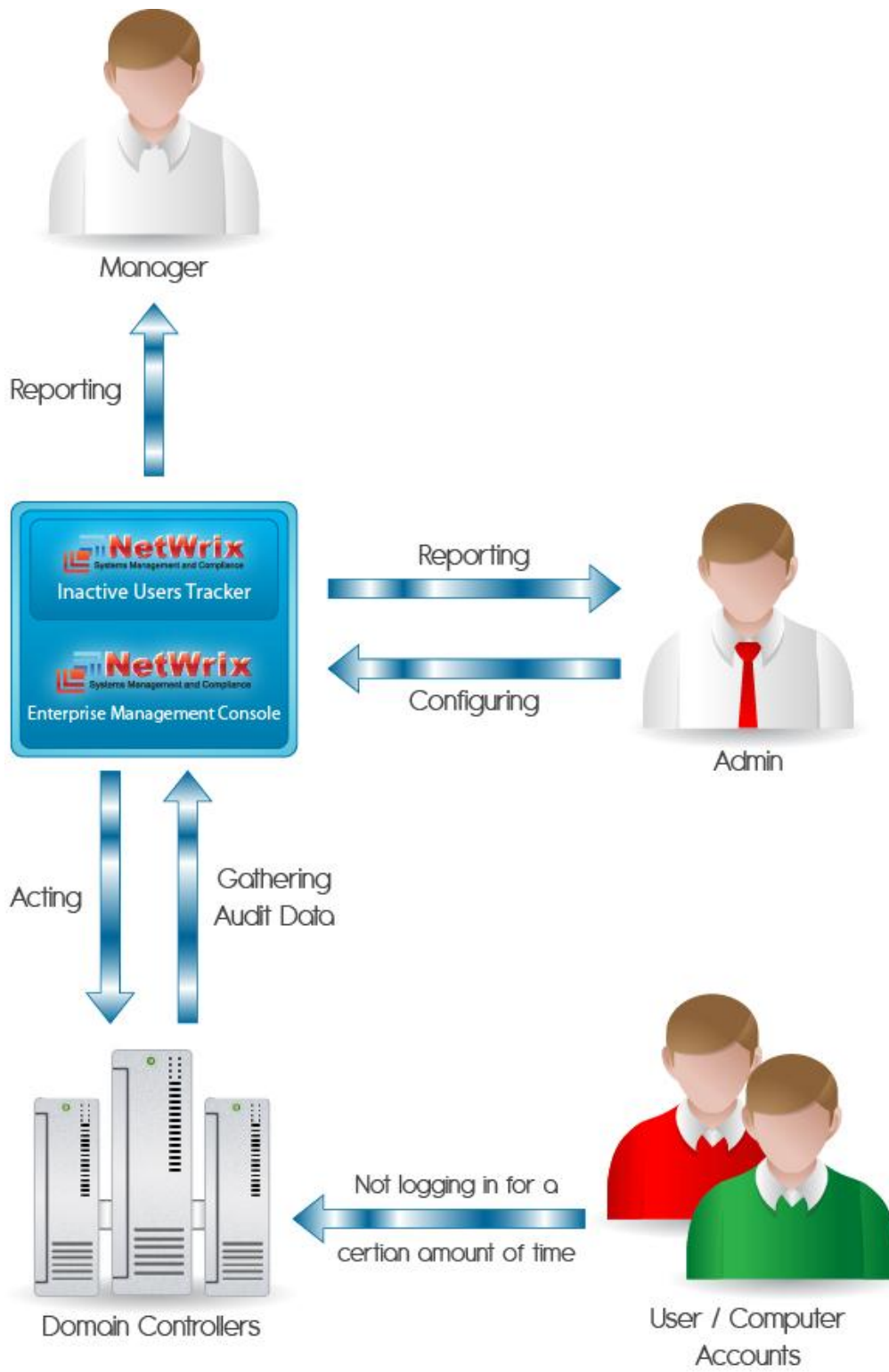


Figure 1: Product architecture and data flow

The NetWrix Inactive Users Tracker gathering, reporting and action workflow is as follows:

1. A user launches the **Configurator** and sets the parameters for automated data gathering, reporting and actions (\*).
2. The *NetWrix Management Console - Inactive Users Tracker - <your managed object name>* (where <your managed object name> is the name of your managed object) scheduled task is launched periodically (typically, every night, at 3 AM by default; it can also be launched manually when needed). This task polls all domain controllers and looks for accounts to be reported or acted upon. After doing so, it performs management actions (\*) over accounts which require password reset, deactivation, isolation, etc...
3. E-mails reports on user activities and account management actions are sent to the specified e-mail address.
4. A user launches a mail client to view the reports sent by e-mail.

\* Features marked with (\*) are only available in the Standard and Enterprise Editions of the product.

## 2. Getting Started

This section describes the necessary prerequisites for the Inactive Users Tracker installation.

### 2.1 System Requirements

#### Supported Operating Systems:

- Windows XP Service Pack 2 (32-bit or 64-bit) or later.

#### Computer Hardware Requirements:

##### **Memory:**

- 1 GB of RAM if you have up to 2000 users;
- 2 GB of RAM if you have more than 2000 users.

##### **Hard disk space:**

- 10 MB free disk space.

##### **Additional software:**

- .Net Framework 2.0 or later;
- Windows Installer 3.1 or later;
- Microsoft Management Console 3.0 or later (\*).

You can install the program on any computer that is a member of the domain you want to manage. It is not necessary to install it on a domain controller.

**Important:** Before you install Inactive Users Tracker on a computer running Windows Server 2008, please turn off User Account Control (UAC). Otherwise, the product installation fails.

##### **Required rights and permissions**

The account which the Inactive Users Tracker service will use for data processing and report generation requires domain administrator rights for tracking a domain controller.

(\*) – The requirement applies to commercial version only.

## 2.2 Installation

To install the Inactive Users Tracker, run the setup program on any computer in the domain where the managed user accounts and computers are located.

**Important:** If a target computer is running Windows Server 2008, make sure User Account Control (UAC) is turned off.

Follow the steps of the wizard. When prompted, accept the license agreement, then specify the installation folder and click **Next** to proceed with the installation.

On the last step of the installation wizard, the following dialog box appears:



Figure 2: The Inactive Users Tracker Setup configuration utility selection dialog box

To launch the basic or full featured configuration utility after the installation, select the corresponding option. Click Finish to complete the setup.

To learn how to configure and use the Inactive Users Tracker (the basic and full featured configuration utilities), please refer to the corresponding sections of this guide:

- [Basic configuration utility](#) – is used in Freeware and Standard Editions;
- [Full featured configuration utility](#) – is used in Enterprise Edition.



## 3. Working with the Standard or Freeware Editions

The Standard and Freeware Editions allow you to use the basic configuration utility – it is recommended to novice users. Several features however are unavailable with the Freeware license – they are marked with an (\*) in the configuration description below.

The Standard Edition is limited to managing a single managed domain only; if you need to manage more than one managed domain, you have to use the Enterprise Edition (requires Enterprise license).

## 3.1 Configuration

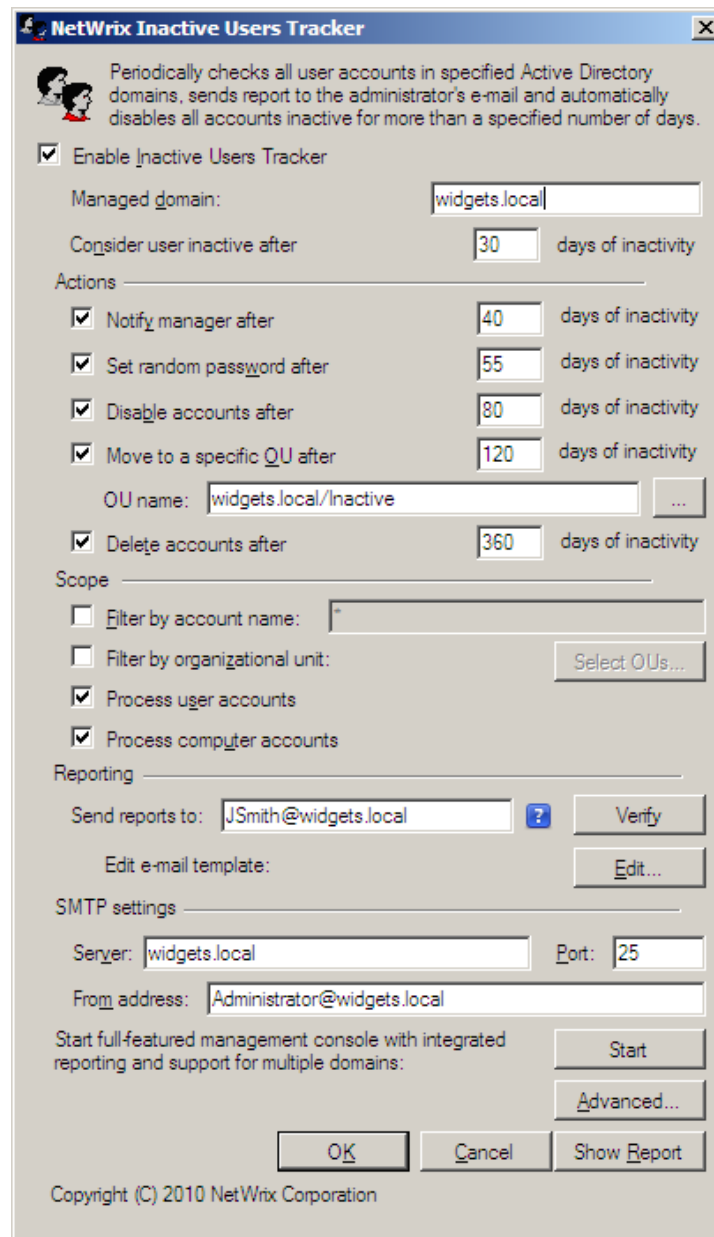


Figure 3: The Inactive Users Tracker Freeware and Standard Editions configuration utility window

The following configuration settings are available in this dialog box:

1. The **Enable Inactive Users Tracker** checkbox enables the product.
2. The name of the managed domain in the NetBIOS (for example, “widgets”) or FQDN (for example, “widgets.local”) format (IP addresses are not supported).
3. The **Consider users inactive after** threshold after which all accounts which are not online for more than the specified period of time will be considered inactive and reported to the administrator. Make sure you specify a reasonable inactivity period (not less than 30 days); otherwise you may get wrong users reported,

deactivated or deleted.

4. Select the **Notify manager after** option (\*) to notify an account manager that the account is considered inactive. By default, the account manager will receive a message similar to the one shown in figure 4.

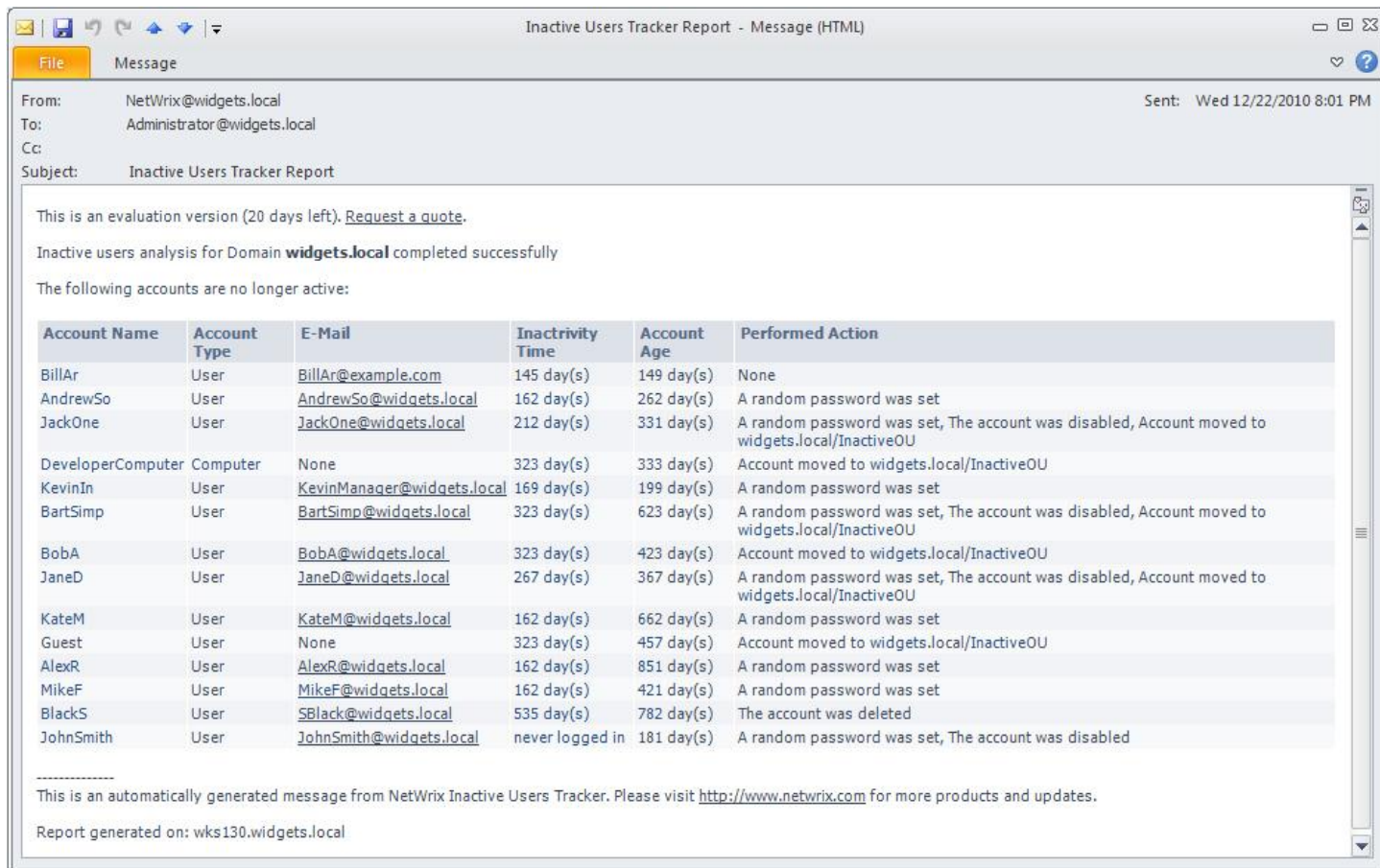


Figure 4: Product email report example

5. The **Set random password after** option (\*) can be useful if you do not want to disable accounts, but still want to make them inaccessible for logon.
  6. The **Disable accounts after** option (\*) disables accounts after a period of inactivity specified.
  7. The **Move to a specific OU after** option (\*) moves inactive accounts to a specific Organizational Unit.
  8. The **Delete accounts after** option deletes inactive accounts after a specified period of time (\*).
  9. The **Filter by account name** and **Filter by organizational unit** options allow limiting the scope to accounts or organizational units which names match a certain filter.
  10. The **Process user accounts** option (\*) is used to include stale user accounts in the processing.
  11. The **Process computer accounts** option (\*) is used to include stale computer accounts in the processing.
- The Inactive Users Tracker skips all automated actions when one of the domain controllers is not available. It is also possible to manually specify which domain controllers are to be excluded from processing. For further details, please refer to the [configuration files description](#) section.
12. The **Send reports to** field must include a comma-separated list of report recipients.
  13. The **Verify** button checks if the addresses are valid.

14. Supply the SMTP server settings (SMTP server name, port and from address).
15. The default schedule for this task is set to 3 AM daily, but you can change the schedule by clicking the **Advanced** button and then **Change**. You can also run the scheduled task manually.

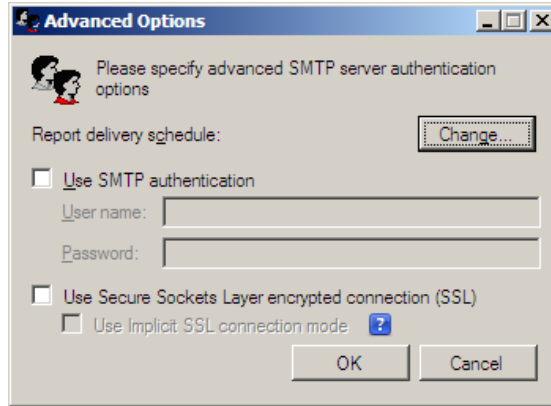


Figure 4a: Advanced Options dialog box.

16. The **SMTP authentication**, if required, can also be set up in the **Advanced Options** dialog box.
17. The **SSL encrypted connection** (as well as its **Implicit mode**) are also available in the **Advanced Options** dialog box.
18. The **Show Report** button will generate and show a report based on the current situation, but no actions will be applied to the suspected accounts.
19. To launch the full-featured management console with integrated reporting and support for multiple managed objects, click **Start**. (\*\*)
20. To finish with the configuration settings, click **Apply**.

You will be prompted for the credentials to run the scheduled task of data gathering and report generation.

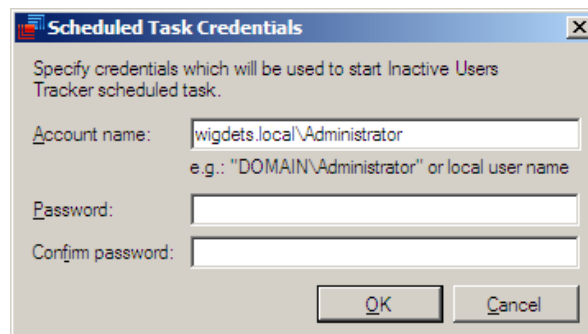


Figure 5: Scheduled Task Credentials dialog box

Specify the account under which the scheduled task (named *NetWrix Management Console - Inactive Users Tracker - <your managed object name>*, where *<your managed object name>* is the name of the managed domain or organizational unit you have specified) will poll the managed domain or organizational unit, perform justified account management actions and e-mail the reports to the specified recipients. The account must have sufficient rights to read your Active Directory domain, as stated in the [System Requirements](#) section.

(\*) – Features marked are not available in the Freeware Edition of the product.

(\*\*) – Only available in Enterprise Edition.

## 3.2 Data Gathering, Reporting and Action

This section describes how you can perform data gathering, reporting and actions using the Inactive Users Tracker Freeware and Standard Editions.

### Running a Data Gathering Task

When needed, you can manually launch the task named *NetWrix Management Console - Inactive Users Tracker - <your managed object name>*, where *<your managed object name>* is the name of the managed domain or organizational unit you have specified, using Task Scheduler (by default, this task is launched automatically at 3.00 AM every day). Also, you can use Task Scheduler to modify the task properties (for example, schedule, account, etc.)

When you run the task, it polls the domain controllers and looks for users to be reported or acted upon. After doing so, it performs management actions over accounts which require password reset, deactivation, isolation, etc.

The **Show Report** button available from the product configuration dialog box only gathers data and shows a report based on it. No actions are applied to suspected accounts during this operation.

## 4. Working with the Enterprise Edition

If you are using an Enterprise license, the Full Featured configuration utility mode is available to you. It features the NetWrix Management Console (implemented as an MMC snap-in) that provides flexible configuration and management capabilities. With the NetWrix Management Console, you can:

- Define the management scope for the NetWrix product you are using (these can be domains for the Active Directory Change Reporter and the Inactive Users Tracker, Exchange servers for the Exchange Change Reporter, file servers for the File Server Change Reporter, and so on);
- Enable management features for selected objects in bulk (for example, specify report generation frequency and recipients);
- Handle numerous managed objects (managed domains and organizational units) with a single installation and have individual options for each managed object;
- Manage all NetWrix products configuration and settings via an integrated interface.

Start the Management Console by selecting **NetWrix | Inactive Users Tracker | Configurator (Full Featured Mode)** from the **Start** menu.

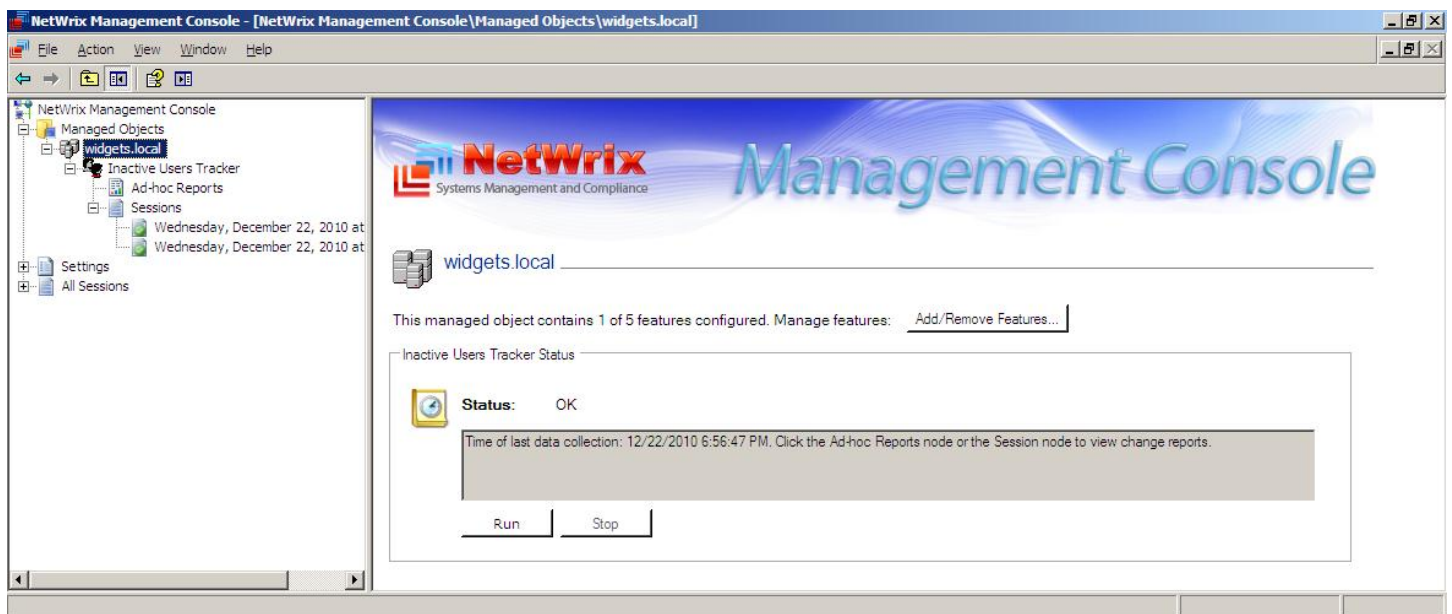


Figure 6: NetWrix Management Console

## 4.1 Getting Started

When you start the NetWrix Management Console for the first time, no managed objects exist. You can create a new managed object and perform its initial configuration, as described below.

### Step 1: Specify Object Type

1. In the NetWrix Management Console main window, navigate to the **Managed Objects** tree node, select it with the left-click and then right-click on it and select **New Managed Object**. Alternatively, you can click **Create New Managed Object** in the Task pad on the right.
2. The **New Managed Object** wizard starts. On the Select Managed Object Type step, select **Domain** to create a new managed domain or **Organizational Unit** to create a new managed organizational unit. The object created will be configured for data gathering and reporting.

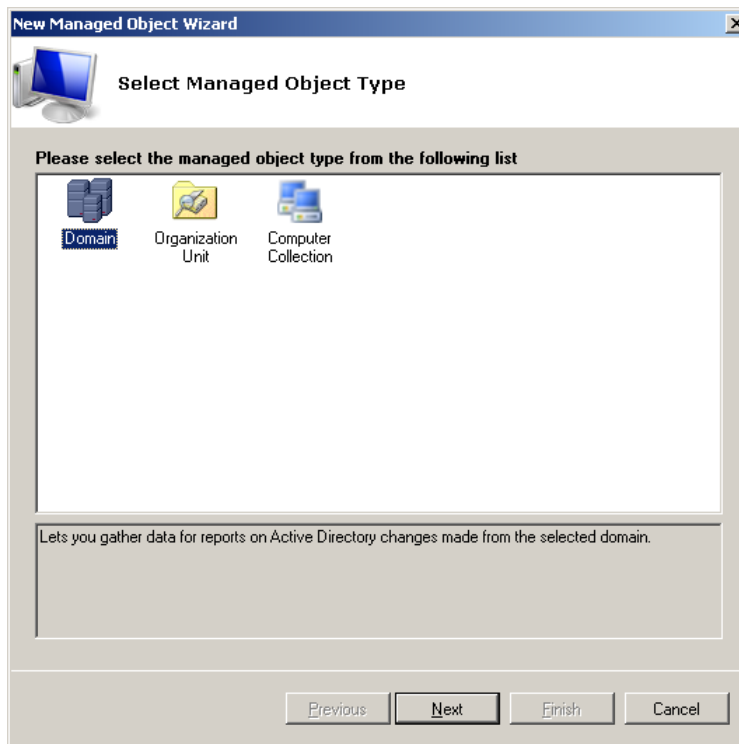


Figure 7: New Managed Object Wizard – Select Managed Object Type dialog box

## Step 2: Supply Default Data Processing Account

Next, you should select a user account that will be used by the Inactive Users Tracker service as the default account for scheduled data processing and report generation.

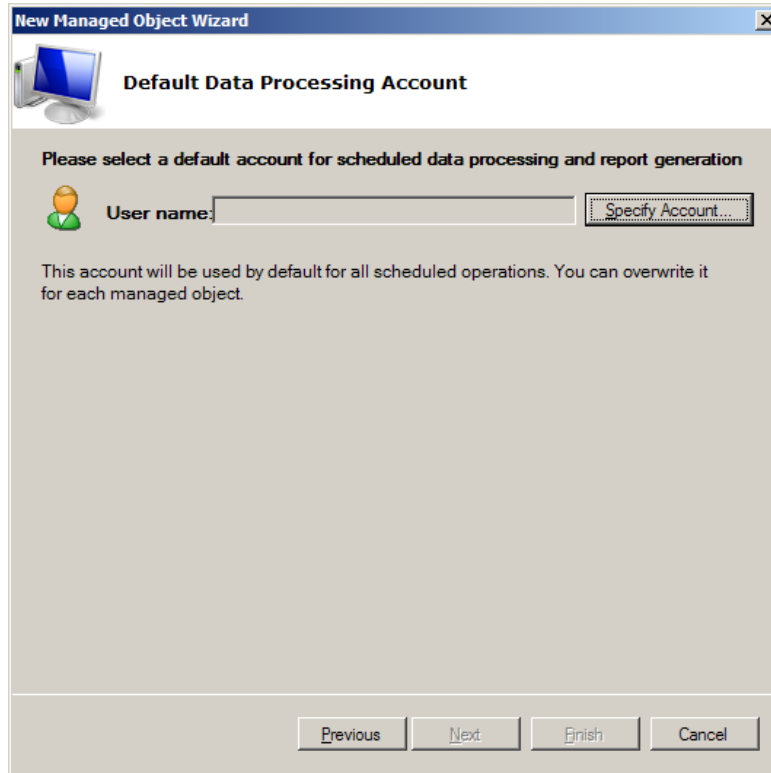


Figure 8: New Managed Object Wizard – Data Processing Account setup dialog box

Click **Specify Account**; when selecting the account, consider that it should be granted the necessary access rights (see the [System Requirements](#) section above).

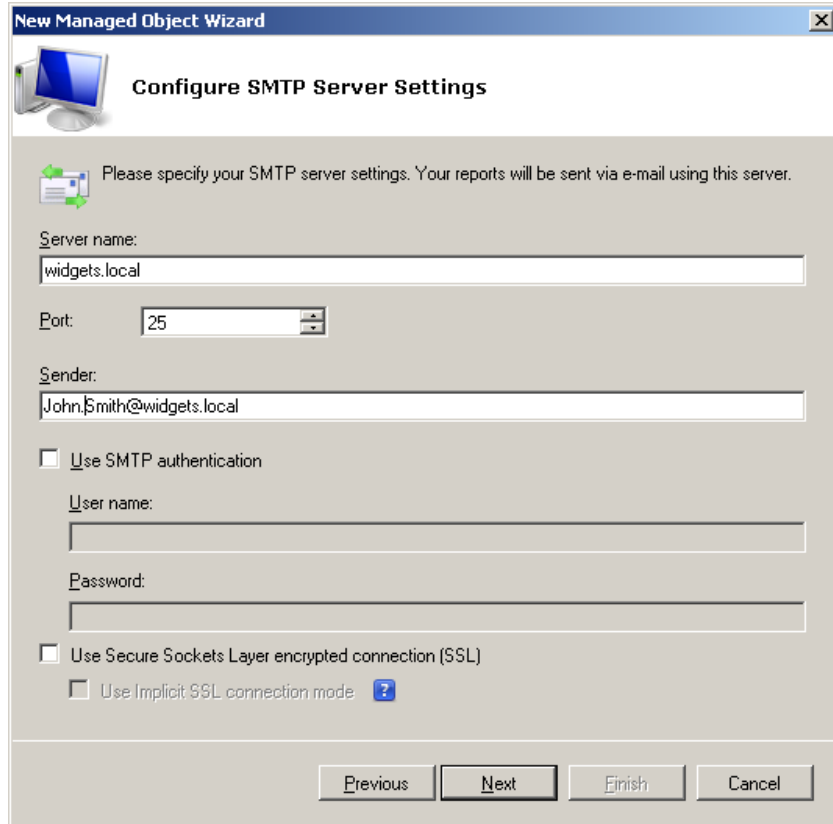
At the next console launch, you can specify different accounts for object processing (as described later in this document).

**Note:** You will be presented with this step only if the **Data Processing Account** settings were not yet supplied via the **Settings** -> **Schedule** NetWrix Management Console submenu.



### Step 3: Specify SMTP Settings

Next, specify the settings for the SMTP server that will be used to e-mail the reports. Supply the SMTP server name, port and From address.



**New Managed Object Wizard**

**Configure SMTP Server Settings**

Please specify your SMTP server settings. Your reports will be sent via e-mail using this server.

Server name: widgets.local

Port: 25

Sender: John.Smith@widgets.local

Use SMTP authentication

User name:

Password:

Use Secure Sockets Layer encrypted connection (SSL)

Use Implicit SSL connection mode ?

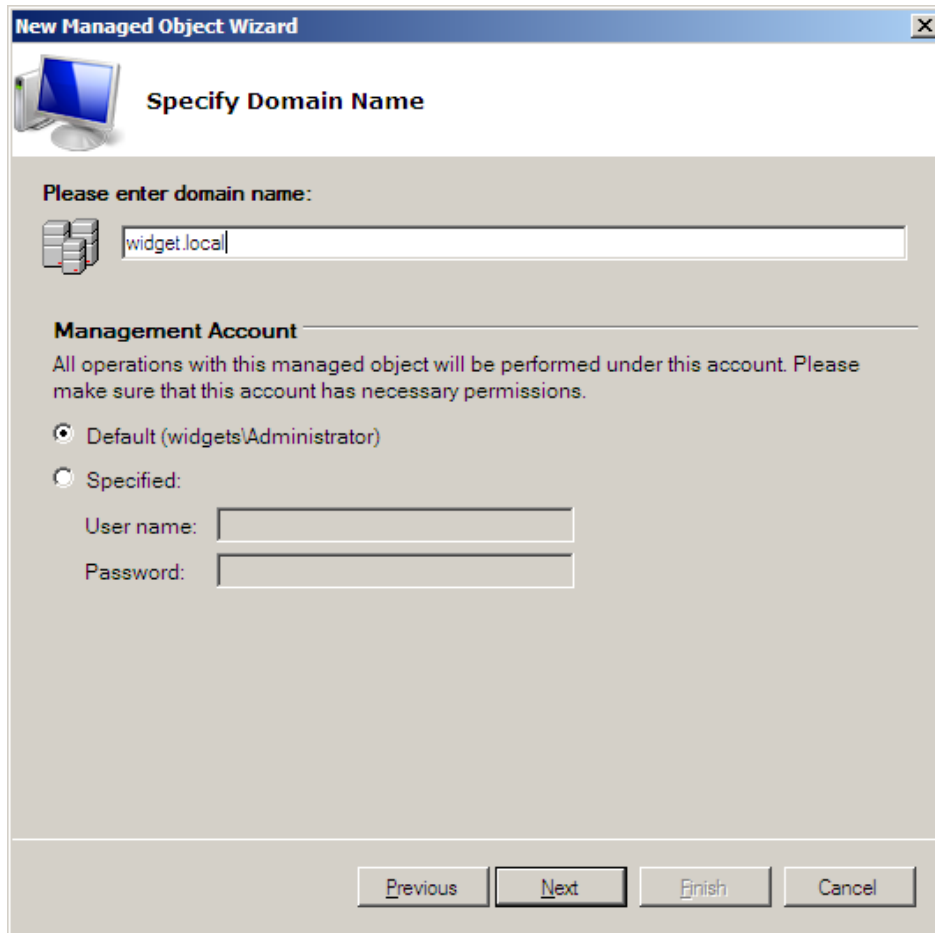
Previous Next Finish Cancel

Figure 9: New Managed Object Wizard – Configure SMTP Server Settings dialog box

**Note:** You will be presented with this step only if the SMTP settings were not yet supplied via the **Settings -> E-mail Settings** NetWrix Management Console submenu.

#### Step 4: Specify New Managed Object Name

Then you should enter the name of the managed object (domain or organizational unit) you are creating:



The screenshot shows a Windows-style dialog box titled "New Managed Object Wizard" with a close button in the top right corner. The main title of the dialog is "Specify Domain Name". Below the title is a small icon of a computer monitor. The text "Please enter domain name:" is followed by a text input field containing "widget.local". To the left of the input field is a small icon of a server rack. Below this is the "Management Account" section, which includes the instruction: "All operations with this managed object will be performed under this account. Please make sure that this account has necessary permissions." There are two radio button options: "Default (widgets\Administrator)" which is selected, and "Specified:". Under "Specified:" are two empty text input fields labeled "User name:" and "Password:". At the bottom of the dialog are four buttons: "Previous", "Next", "Finish", and "Cancel".

Figure 10: New Managed Object Wizard – New Managed Object Name setup dialog box

Enter the managed object name, e.g., “*widgets.local*”. If you want to use a specific account to process objects from this domain, enter the user name and password in this step. Alternatively, you can leave the **Default** account here (the one you supplied on Step 2 will be used).

**Important:** Make sure the processing account is granted the necessary rights and permissions (see [2.1. System Requirements](#) section above).

## Step 5: Enable Features

Then specify what management features that will be applied to the managed object; that is, what NetWrix products will be involved in processing data from these managed objects. Select the necessary items from the list of Installed Features (here the Inactive Users Tracker is selected):

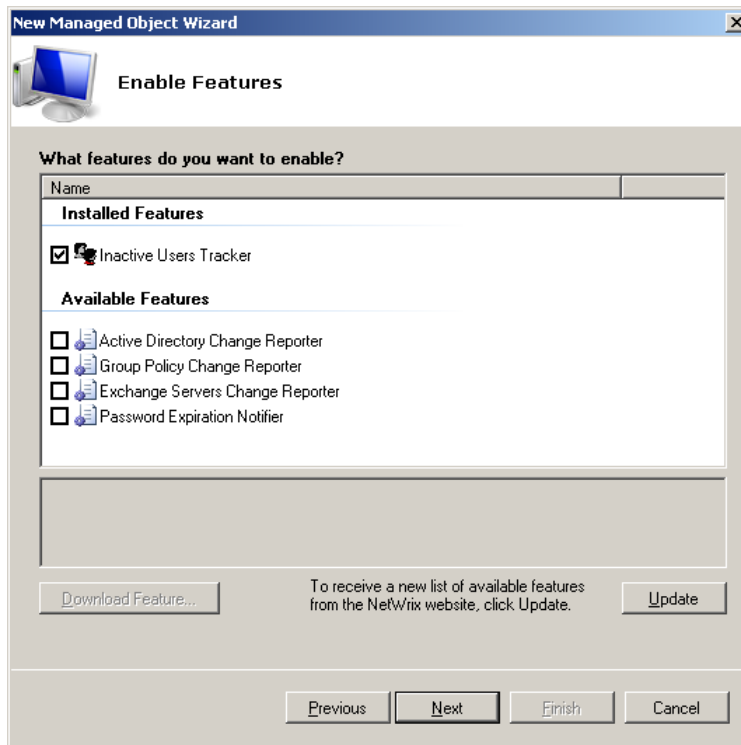


Figure 11: New Managed Object Wizard – Enable Features dialog box

In this step, you can also download other features if you wish. For that, select an item from the **Available Features** list. You can then read the product description and click **Download Feature** – this will start your Internet browser and open the selected product page on the NetWrix web site. There you can download the product you have chosen.

You can click **Update** to receive a new list of available features from the web site – to decide on installation later on.

**Note:** Before starting any new NetWrix product installation, please close the NetWrix Management Console.

## Step 6: Configure the Inactive User Tracker Settings

Next, configure the settings for the feature/product that will process this managed object (domain or organizational unit). The Inactive Users Tracker settings are described below:

Figure 12: New Managed Object Wizard – Configure the Inactive Users Tracker Settings dialog box

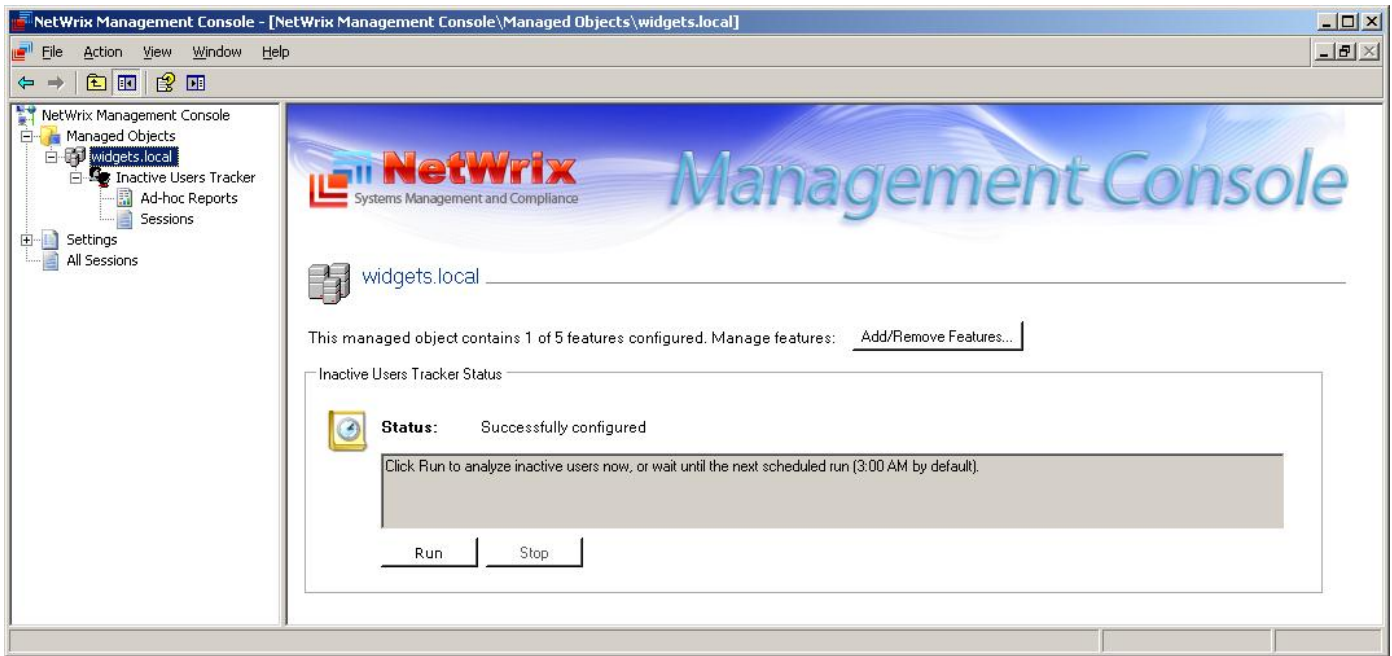
1. **Enable the Inactive Users Tracker** by selecting the corresponding checkbox.
2. Specify the number of days of inactivity required to consider a user inactive.
3. Choose whether you would like the Inactive Users Tracker to perform the following user inactivity responses and what period of time:
  - a) Notify manager – a notification is sent on the specified e-mail address (see the bottom of this form);
  - b) Set a random password – renders the inactive user account unusable for those who use the old password;
  - c) Disable accounts after – simply disables the account;
  - d) Move to a specific OU – dumps the inactive accounts into the specified OU (use the OU name entry field below this checkbox);
  - e) Delete accounts – irreversibly delete the inactive accounts;
  - f) Process user accounts – enable user account processing. The Inactive Users Tracker will track user accounts activity;

- g) Process computer accounts – same as above except for tracking computer accounts instead of user accounts.
- 4. Enter the e-mail addresses of reports recipients separated by commas. The action/status reports will be sent to these recipients.

**Step 7: Review the Settings**

Then you can review the settings you have configured for the new managed object and **Finish** the Wizard.

When created, the new object (domain or organizational unit) is displayed in the NetWrix Management Console under the **Managed Objects** node:



*Figure 13: NetWrix Management Console – Managed Objects window*

Here you can click **Add/Remove Features** to specify the products you want to use for processing data from the currently selected managed object.

You can **Run** an event processing task that will be performed by the feature/product configured or **Stop** the task execution (in this case, no report will be available).

## 4.2 Modifying Managed Object Settings

This section describes how to change the settings of an existing managed object (domain or organizational unit).

Under the managed object (domain or organizational unit) you selected, click the feature/product that was assigned to process data from Active Directory or Organizational Units included in the managed object (in this case, **Inactive Users Tracker**).

Configuration settings for the feature will be displayed in the right pane. The settings and their meanings match with settings available in the [basic configuration utility](#).

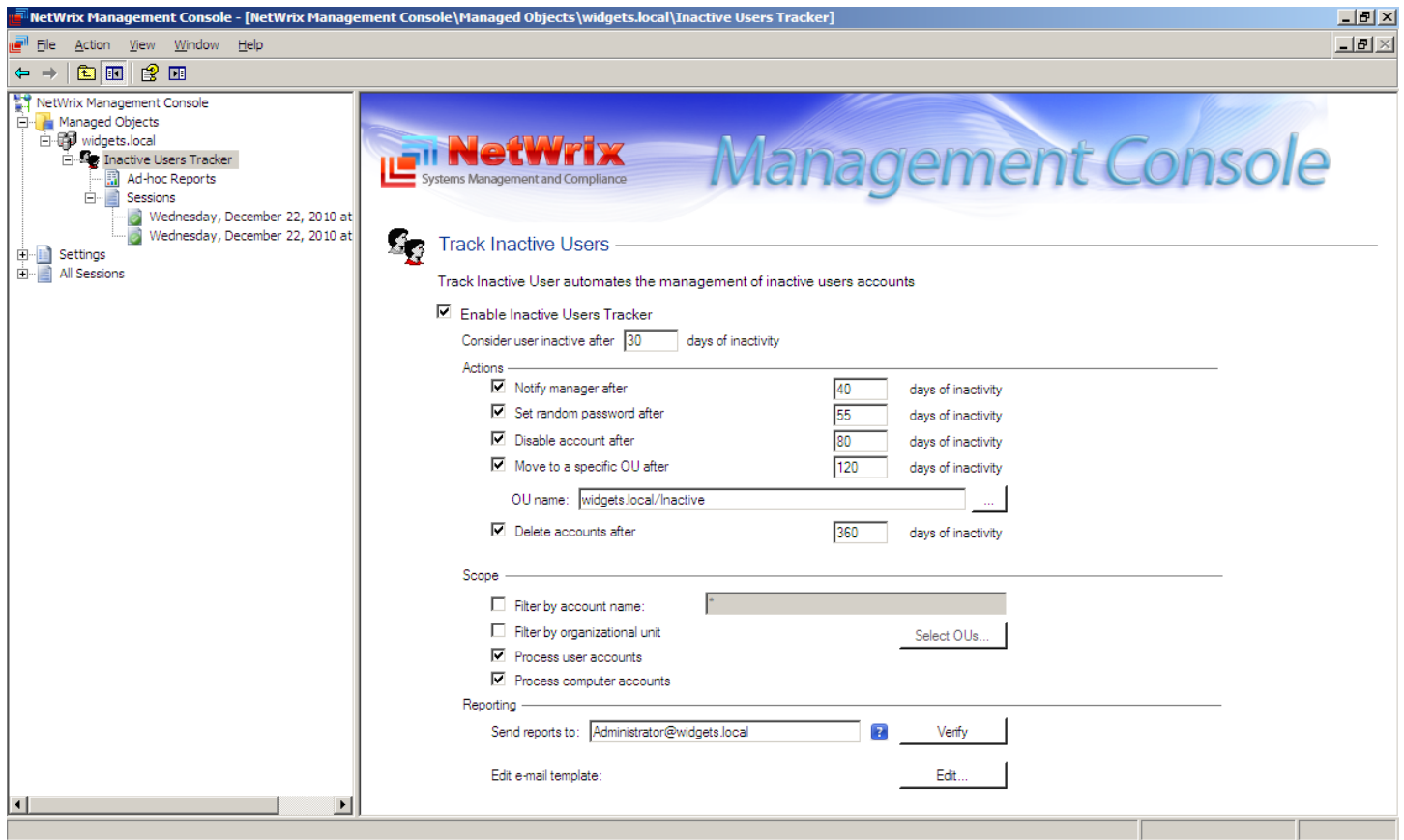


Figure 14: NetWrix Management Console – the Inactive Users Tracker feature configuration

## 4.3 Settings

**Important:** These settings are global; they will be applied to all the enabled features that process data from all the managed objects. For separate configuration of each scheduled task, use the methods described in the *Editing Scheduled Task Directly* section below in this document.

### Modifying Task Schedule

To access the scheduling settings, please go to **NetWrix Management Console | Settings | Schedule:**

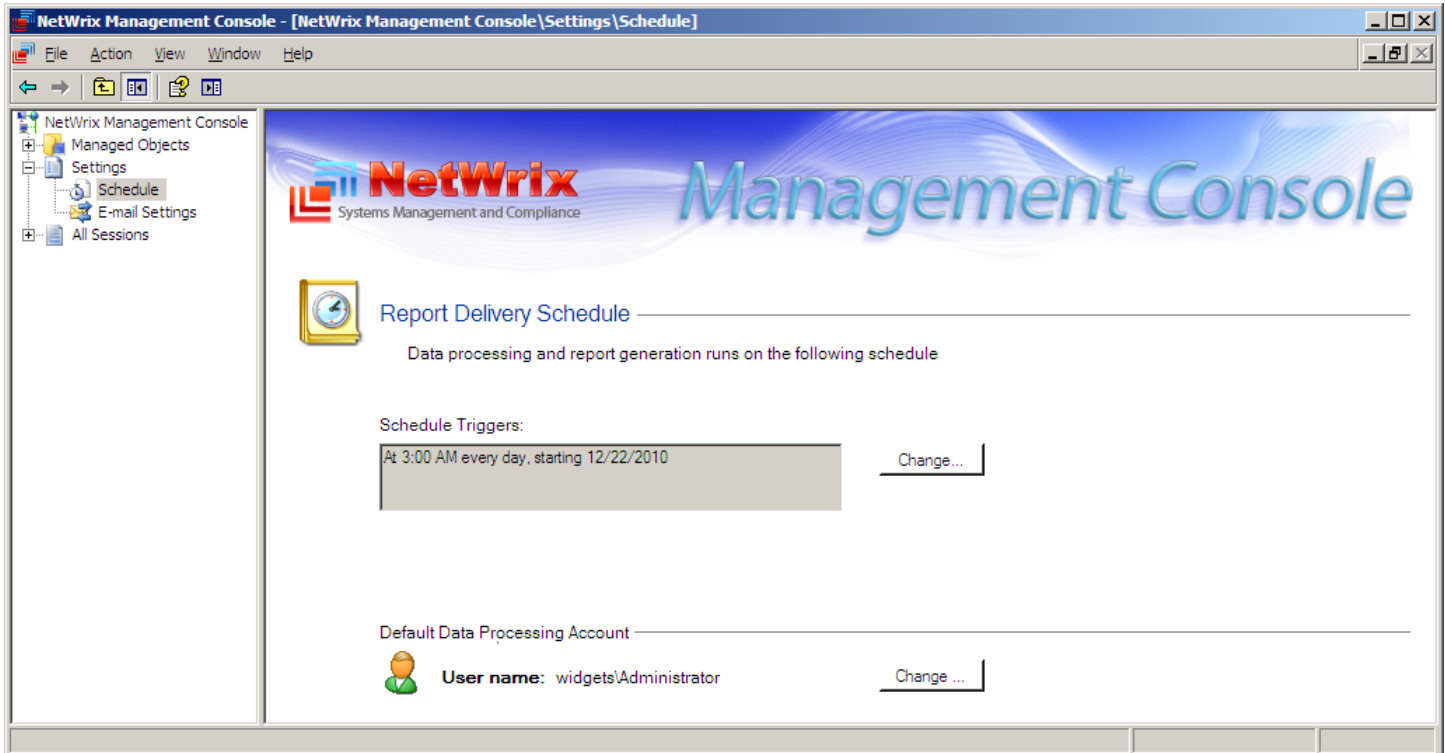


Figure 15: NetWrix Management Console Settings – Report Delivery Schedule window

By default, data processing and report delivery is scheduled to run daily at 3:00 am.

To enter a new schedule (for all product tasks) click **Change....** If you want the task to run from a specified account, modify the **Default Processing Account** by clicking the corresponding **Change...** button.

## Configuring E-mail Settings

To enable the email reports delivery, effective SMTP server parameters must be configured first. To access the SMTP settings window, please go to **NetWrix Management Console | Settings | E-mail Settings**:

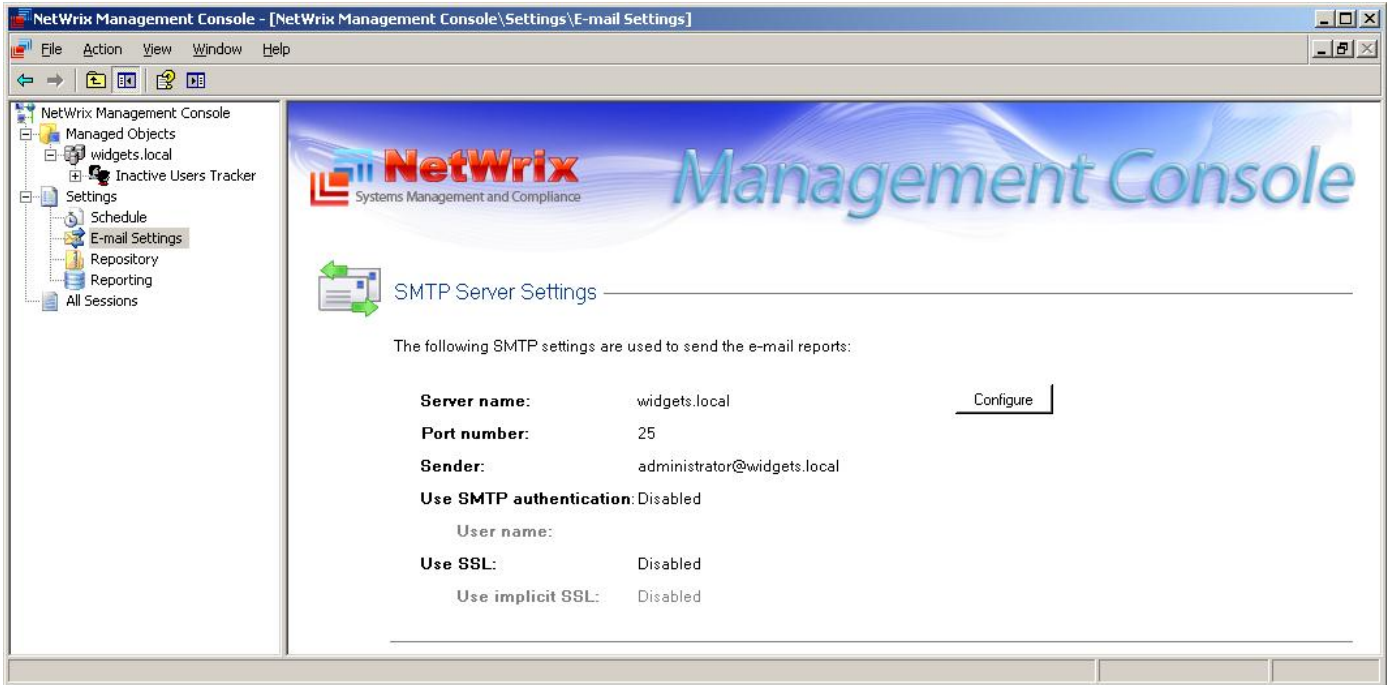


Figure 16: NetWrix Management Console Settings – E-mail Settings box

Click **Configure...** to open the **Configure SMTP Settings** dialog window:

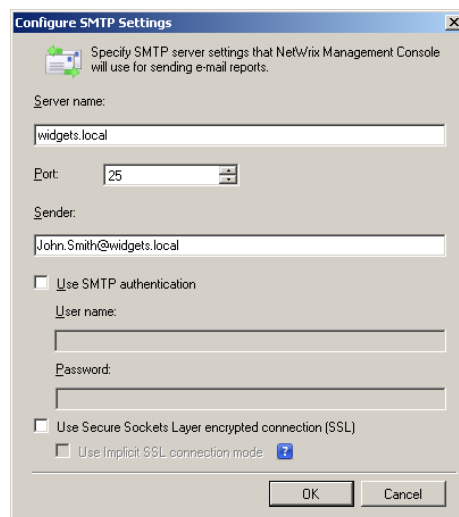


Figure 17: Configure SMTP Settings dialog box

Fill in the fields with the effective settings for your network. If your SMTP server needs authentication, then check **Use SMTP authentication** and enter the **username** and **password**. Also, if your SMTP server requires an SSL-encrypted connection, please check the corresponding option.



## 4.4 Accounts Data Analysis, Actions and Reporting

This section outlines how to perform accounts data analysis and setup account actions using the NetWrix Management Console.

### Running the Inactive User Tracking Task

To run the data analysis, select a managed object (which you want to be analyzed, acted upon and reported on) from the tree in the NetWrix Management Console and click the **Run** button in the right pane.

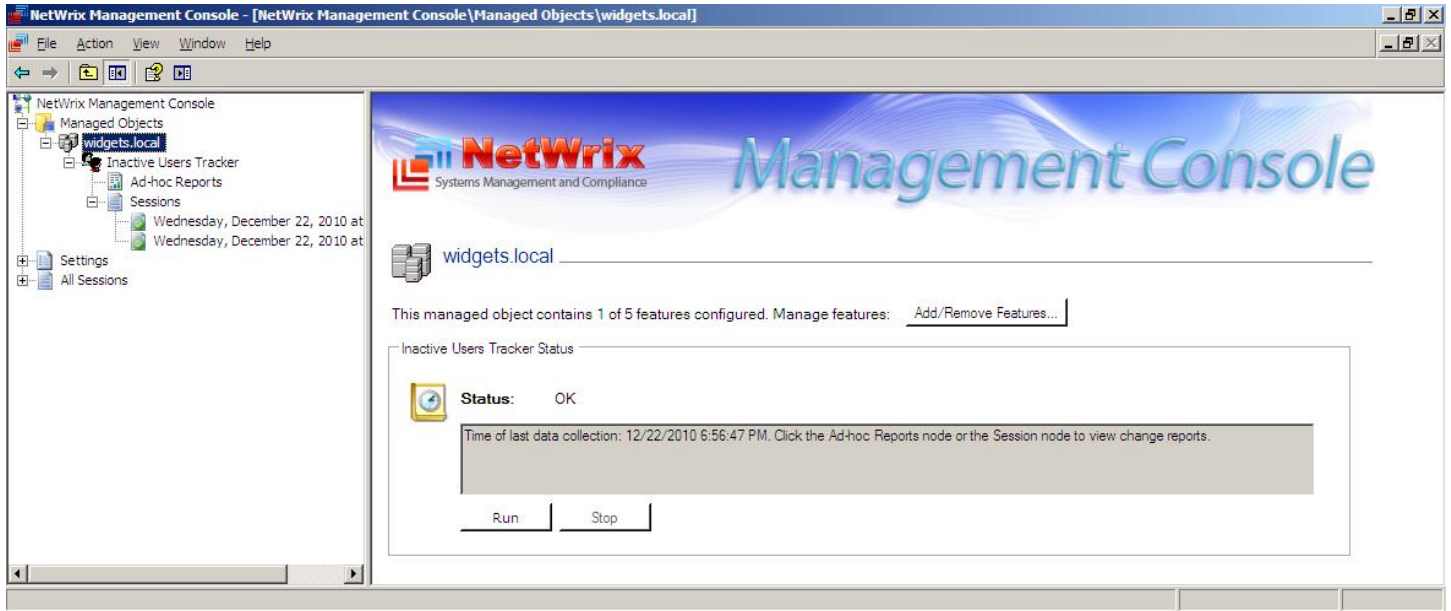


Figure 18: NetWrix Management Console – Running Data Gathering Task window

Managed accounts information will be collected, corresponding account actions will be performed and specified reports will be e-mailed to the selected recipients. Task session information can be examined using the NetWrix Management Console, as described below.

## Viewing Task Session Results

All task operation information is shown in the NetWrix Management Console. Expand the node of the feature (product) you need (for example, the **Inactive Users Tracker**) and select **Sessions**. Then select the data gathering session you need to examine and review the information shown in the right pane:

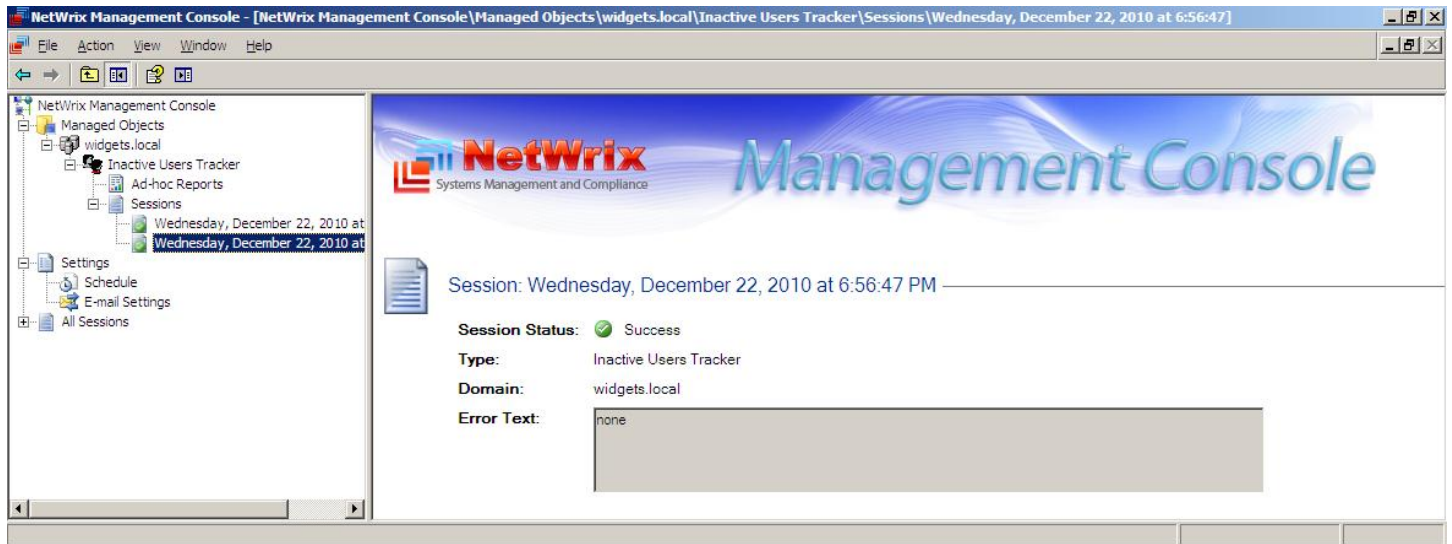


Figure 19: NetWrix Management Console – Task Session Results window

For each selected session, you can review the following information:

- **Session status** – Success, Warning, Error, or Fatal Error (meaning that data gathering failed to start due to an incorrect account, remote computer powered off, or other reason specified in the Details below);
- **Type** – the product that processed the data during the selected session;
- **Domain** – the managed object (domain) processed during the session;
- **Error text** – the details of the error indicated (if any).

## Viewing Scheduled Reports

After the Inactive User Tracking scheduled task finishes and all appropriate account actions are performed, the information is assembled into a report and e-mailed to the administrator. After that, you can launch the scheduled task again and check the mailbox for the new report. The information should be reported in the same format as Figure 20.

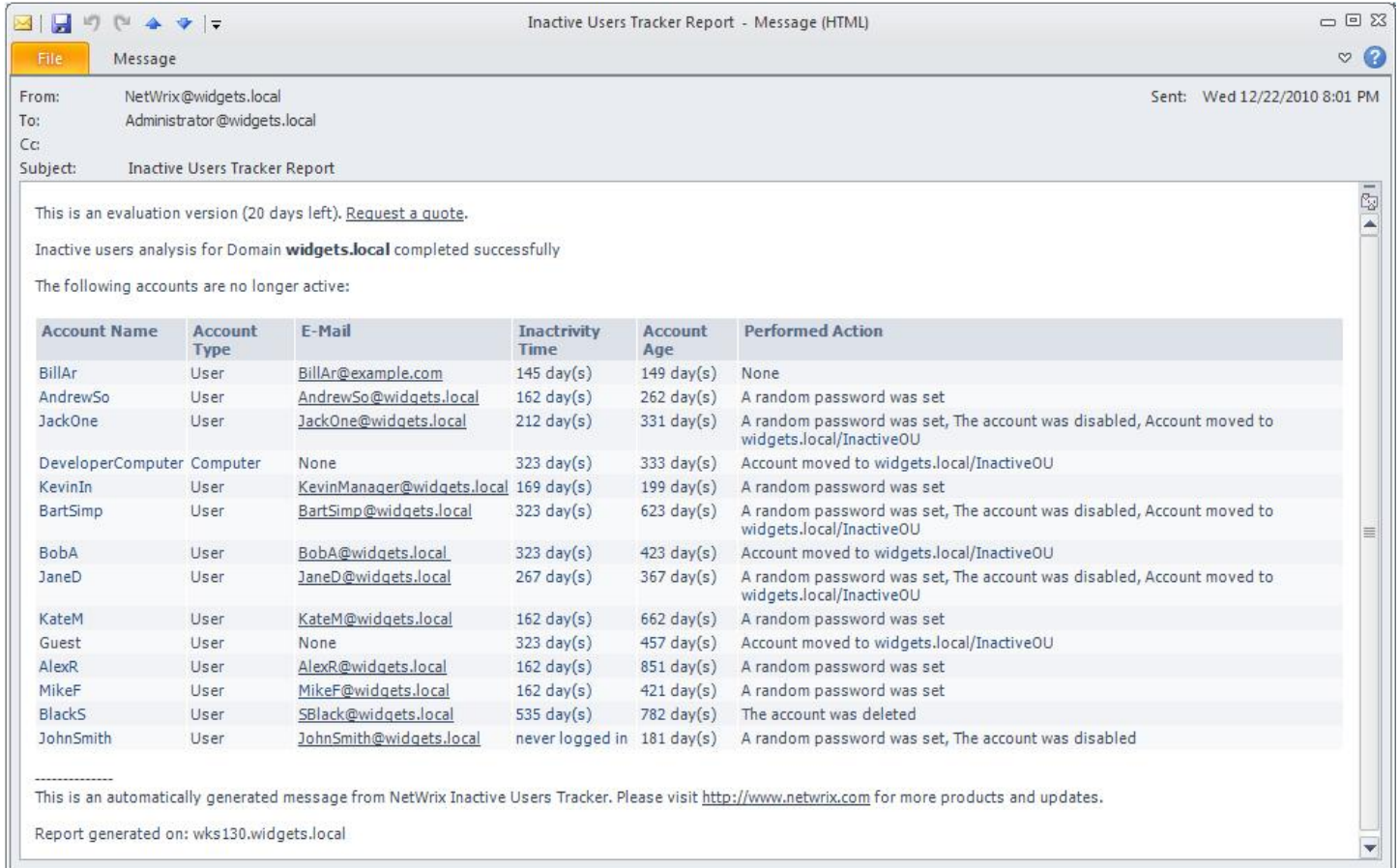


Figure 20: Scheduled Reports email example

## Running an On-Demand Report

To quickly attain a report on changes between certain days, go to **NetWrix Management Console | Managed Objects | <domain\_or\_OU\_name> | Ad-hoc Reports** and select the report you need. On the right pane, click **Run**. This will generate a report in HTML format and open it in the web browser.

**Note:** To cancel the report generation process, click **Stop**.

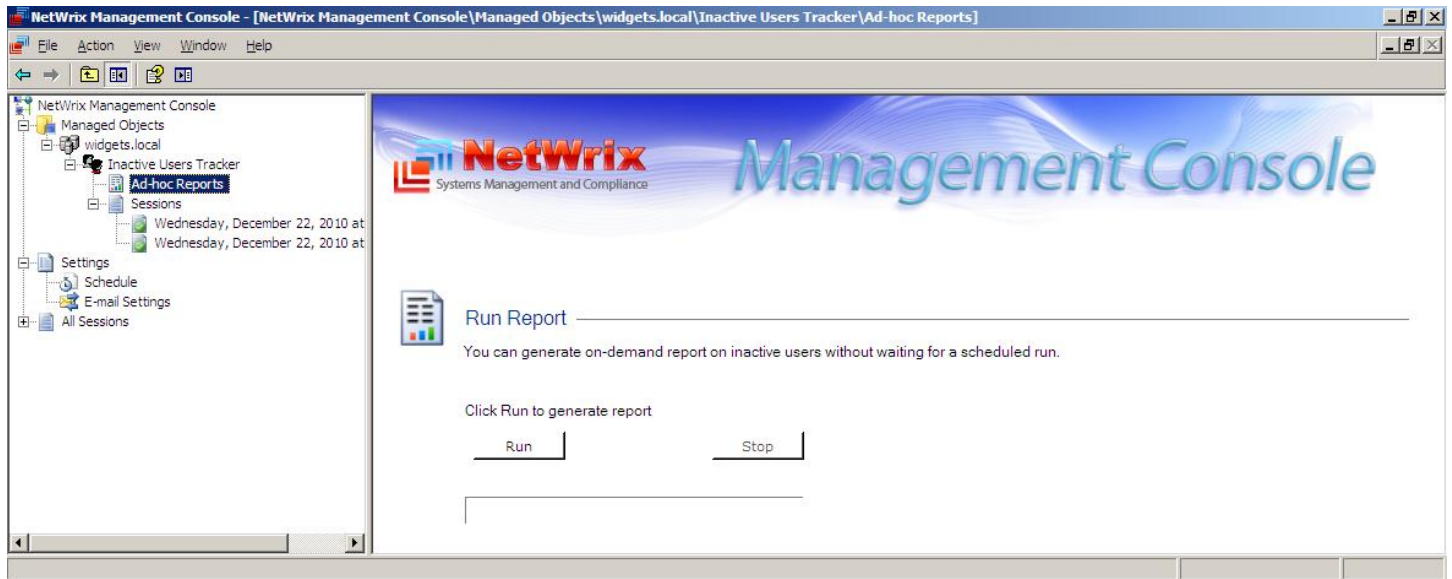


Figure 21: NetWrix Management Console – Ad-Hoc Reports window

## 5. Additional Configuration

This section describes additional configuration options.

Please note that some of these options are not available in the Freeware Edition.

### 5.1 Editing the Scheduled Task Directly

The Inactive Users Tracker uses a standard Windows scheduled task called *NetWrix Management Console - Inactive Users Tracker - <your managed object name>* (where <your managed object name> is the name of the managed object domain or organizational unit containing the target managed accounts) to schedule its operation. You can modify the task schedule by clicking the **Advanced** button and then the **Change** button in the configuration utility main window (Basic Mode only):

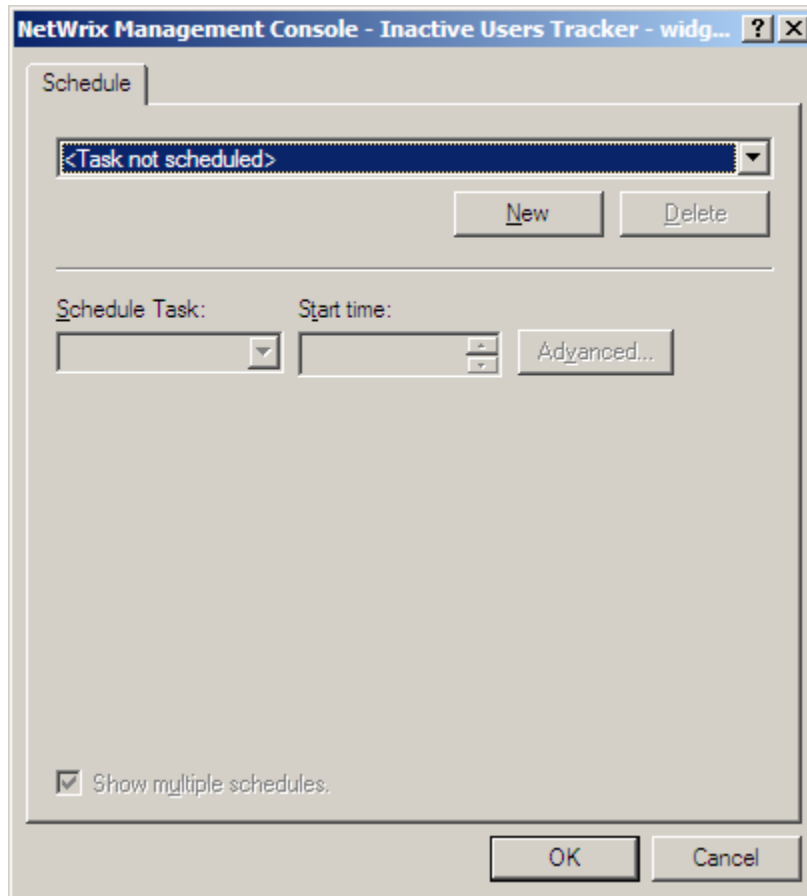


Figure 22: Task Scheduling dialog box

Alternatively, you can edit the schedule and other parameters of this task directly in its Properties.

**Important:** Use these methods to modify the scheduled task for this particular product. The settings available at **NetWrix Management Console | Settings | Schedule** are global – they will affect all NetWrix products that are configured. For separate configuration of each scheduled task, use the methods described in this section.

## 5.2 Excluding Domain Controllers and Users from Tracking and Reporting

It is possible to fine-tune data gathering and reporting by changing the following textual configuration files located in the product installation folder:

- **omitdclist.txt** – the domain controllers to be excluded from processing should be listed in this file, each name on a new line;
- **filter.txt** – the users to be excluded from processing should be listed in this file, each name on a new line. Wildcards are supported.

## 5.3 Grouping Managed Objects in Folders (only available in the Enterprise Edition)

It is possible to logically group existing managed objects into custom folders for your comfort. Placing objects into folders, does not change the configuration options. To create a folder, right-click on the **Managed Objects** node of the NetWrix Management Console and select **New Folder**.

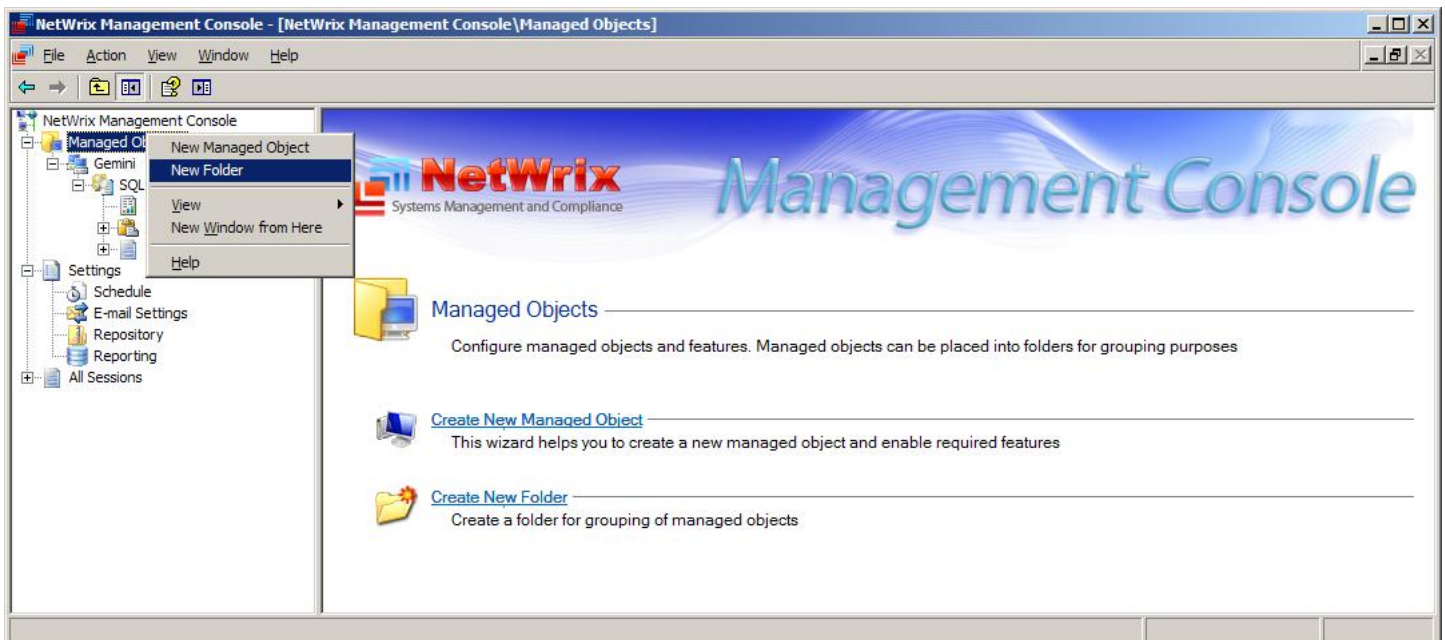


Figure 23: Creating a new folder

Newly created managed objects can then be placed in the folders to help you navigate the list.

## 6. About NetWrix Products

Solutions developed by NetWrix Corporation help organizations to meet compliance standards, simplify identity management, and reduce IT infrastructure costs. The product line includes solutions for change management, identity management, virtualization, and Active Directory troubleshooting.

**Enterprise Management Suite:** The NetWrix Enterprise Management Suite is a rich collection of all NetWrix products combined together into one integrated solution. The suite is well-maintained and regularly updated with new versions and completely new products that all customers are entitled to as long as their maintenance is up to date.

**Change Reporter Suite:** The Change Reporter Suite is an integrated solution for automated tracking and reporting of all critical changes in the entire IT infrastructure, including Active Directory, file servers, Microsoft Exchange, filer appliances (such as NetApp or EMC), virtual infrastructure, physical infrastructure and SQL Server databases. Everything is centrally audited, consolidated, and presented in easy to understand reports with before and after values of all “who, what, when and where” modifications.

**Identity Management Suite:** The NetWrix Identity Management Suite brings convenience, enhanced security, and sensible benefits to everyone within an organization. The solution resolves account lockouts, forgotten passwords and password expiration problems, while providing user account de-provisioning and privileged password management.

**Active Directory Change Reporter:** Full-featured Active Directory auditing and compliance solution with full coverage of AD, Group Policy, Exchange, and object-level rollback capabilities. Tracks who changed what, when, and where in Active Directory and related systems.

**USB Blocker:** USB Blocker enforces centralized access control to prevent unauthorized use of removable media that connects to computer USB ports—memory sticks, removable hard disks, iPods, and more.

**File Server Change Reporter:** File server and filer appliance auditing solution. Supports Windows servers, NetApp Filers and EMC appliances.

**SQL Change Reporter:** Auditing and reporting solution to monitor changes to SQL servers, instances, database schema, logins and roles, etc.

**Privileged Account Manager:** Shared access to privileged accounts with automatic password maintenance.

**Non-owner Mailbox Access Reporter:** Track users who access other user’s mailboxes and report unauthorized access to mailboxes of C and VP-level accounts.

**Password Manager:** Gives end users the ability to securely manage their passwords and resolve account lockout incidents in a self-service fashion without involvement of help desk personnel.

**Account Lockout Examiner:** Detects, diagnoses, and resolves account lockouts in real time to reduce administrative costs associated with manual resolution of account lockouts.

Full list of products: <http://www.netwrix.com/products.html>

For more information, please visit [www.netwrix.com](http://www.netwrix.com) or call our toll-free number: +1-888-638-9749.

## 7. Disclaimer

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