

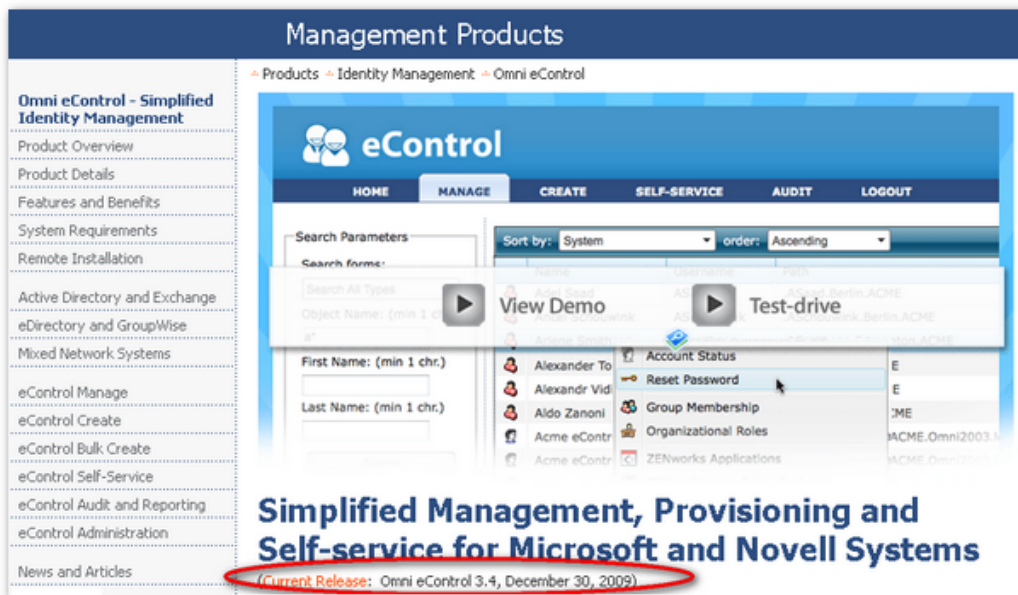
Delegated User Account Management – “ZERO-Rights” Required, Fully Audited



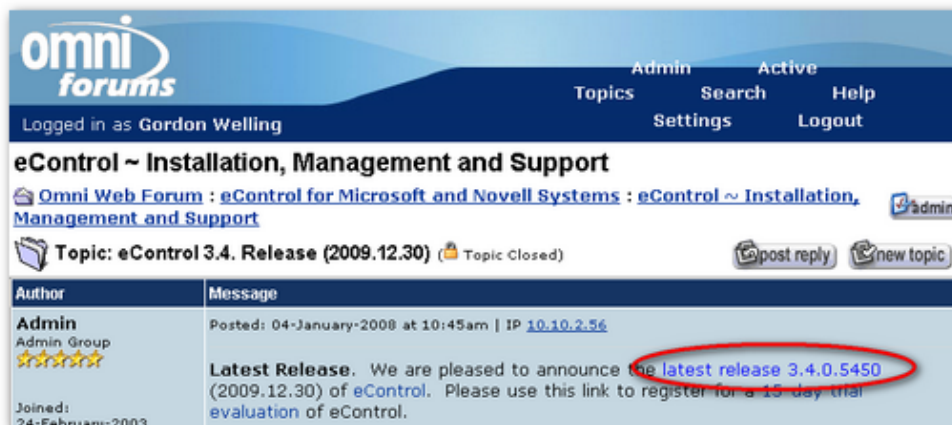
How to Update eControl 3.x for Active Directory & Exchange

Verifying the installed release number

eControl does not have an online method for checking if there is an online update to a new release. The latest release information is always available at the eControl webpage at <http://www.omni-ts.com/web-management/>:



The “**Current Release**” link will take you to the latest release notice published in the eControl support forum:



To confirm the release of eControl that is installed, go to the eControl website login page and verify the release number in the footer of the page:



The eControl latest release notice forum article also contains a list of what is included in the latest release so an informed decision can be made about updating the currently installed eControl service.

- In this Release.** This is a enhancement release that includes:
- **eControl Website Changes:**
 - Ability to "theme" the eControl website to re-brand it.
 - The Context Selector Control in the browse windows will cache the most used contexts and display them in a drop down to save the user from having to continuously browse for the same object.
 - Added "Show Recently Managed" button to Manage page.
 - Added a Login Page editor in the administration panel.
 - Simplified the Add search context window.
 - Added ability for administrator to specify max field length while creating the form template.
 - Added "Welcome, <username>" of logged in user to eControl banner.
 - Enabled "Autocomplete" for other types of fields besides "text" type.
 - Improved reporting for connection failures.
 - **Active Directory / Exchange Changes:**
 - Added Exchange Delivery Options task when managing AD users.
 - Added "Hide from Exchange address lists" to "Exchange Features" task when managing AD users.
 - Added ability to recover, undelete, restore or re-animate deleted AD objects.
 - Added "Set Primary Group" task when managing AD users.
 - Reduce requirement for Powershell Scripting to support Exchange 2007/2010 only.
 - Added Terminal Services task when managing AD users.
 - Added "Exchange Storage Limits" task to managing AD users.
 - **eDirectory / GroupWise Changes:**
 - Added ability to edit user login scripts and assign users to a "Profile" object when managing eDirectory users.
 - **M+ Changes:**
 - Added M+ Allow/Block Lists when managing M+ eDirectory users.
 - Added M+ Manage Assigned Policies when managing M+ eDirectory users.
 - Added M+ Alias task when managing M+ eDirectory users.
 - Added M+ Archive task when managing M+ eDirectory users.
 - Added connection wizard and options form for M+ Archive connection in Riva interface.
 - Added more granular permissions to M+ Guardian Policies task.

Download eControl

Download the latest release of eControl from <http://downloads.omni-ts.com/latest>. The recommended location to save and extract the .zip file is:

C:\Download-Omni\eControl

Confirm the Omni Connection Agent Service Configuration

It is important to determine where the Omni Connection Agent service is installed. This can be done by confirming the **Remote Agent** settings of the Active Directory domain connection. On the eControl host server, open **Configure Connections** (Start > Programs > Omni > eControl > Configure Connections). Under **Setup**, double-click the AD domain connection to open the edit window. Under the **Remote Agent** tab, confirm how the remote agent setting is configured:

- If the **eControl IP** or the **Host** is configured with **127.0.0.1** or **localhost** then the Omni Connection Agent service is installed on the eControl host server.

To enable MS Exchange 2003/2007 support, the Remote Agent connection has to be configured.

eControl Server IP	<input type="text" value="127.0.0.1"/>
Host	<input type="text"/>

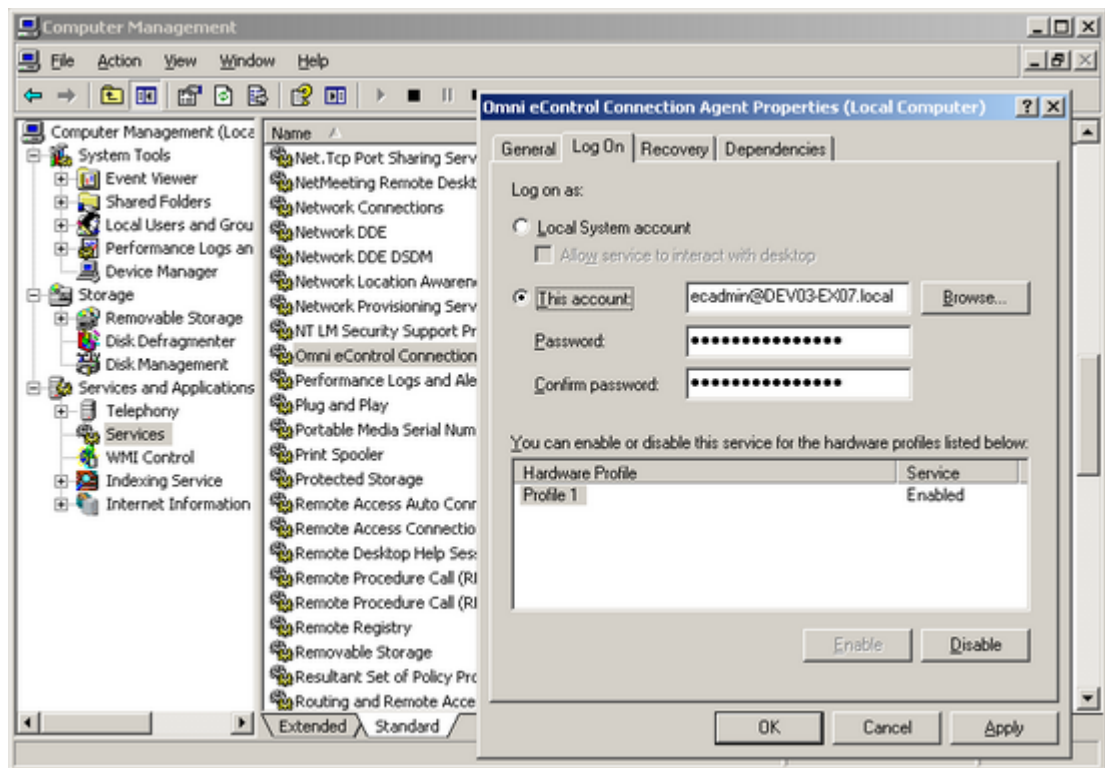
- If the **Host** is configured with an IP address other than 127.0.0.1 or with a domain name other than the eControl host server, e.g. mail.mydomain.com, then the Omni Connection Agent service is installed on a remote agent server.

To enable MS Exchange 2003/2007 support, the Remote Agent connection has to be configured.

eControl Server IP	<input type="text"/>
Host	<input type="text" value="10.10.2.174"/>

On the eControl host server and the remote agent server, confirm and record the "Logon" settings for the agent service (wherever it is installed):

1. Right-click "My Computer" and select "Manage".
2. Under "Services and Applications", locate the "Omni eControl Connection Agent" service under "Services" and confirm that it is "Started".
3. Open the "Properties" of the service.
4. Under the **Log On** tab, confirm the Log On as: settings.



If the "Local System account" is not selected, record the account being used as this will have to be reconfigured after the agent is reinstalled (see below).

Backup eControl Configuration Files (Critical)

On both the eControl host server and the remote agent server, use Windows Explorer to make backup copies of the following folders:

- C:\Program Files\Omni\Riva\Configuration folder
- C:\Program Files\Omni\Riva\Licenses folder

Uninstall the Omni eControl Connection Agent Service

Run the **UninstallAgent.bat** file on the eControl server and/or on the remote agent server where the Omni eControl Connection Agent is installed (*Note: the path will vary depending on the release of eControl currently installed*):

- C:\Program Files\Omni\eControl\Agents\Omni.Interop.Agent\ **OR**
- C:\Program Files\Omni\eControl\Agents\Omni.Services.Connection\ **OR**
- C:\Program Files\Omni\eControl\Agents\Omni.Services.Connection.Agent\

Uninstall eControl

This can be done in one of two ways:

- Use Windows Control Panel > Add or Remove Programs to remove "Omni eControl" **OR**
- Run the eControl setup.exe installer for the version of eControl currently installed and select "Remove Omni eControl"

Reinstall eControl

Run the Riva **setup.exe** file and install eControl in the same manner and in the same locations that it was previously installed.

- on the eControl host server first
- on the remote agent server

Reinstall eControl Agents

1. Run the **InstallAgent.bat** file on the eControl host server and/or on the remote agent server where the Omni Services Connection Agent was previously installed:
 - Run the
C:\Program Files\Omni\eControl\Agents\Omni.Services.Connection\InstallAgent.bat file
 - Answer **Y** to the question to start the service.
 - Right-click My Computer, select "Manage" and "Services". Configure the Log On properties of the Omni eControl Connection Agent service to match the settings recorded above and restart the agent service.
2. Run **iisreset /restart**

Confirm eControl

Login to the eControl web portal and confirm that it functions as expected. If eControl appears to not connect properly, or appears to be running in DEMO mode, or you cannot login as the eControl service account, perform the following corrective steps:

1. Run **iisreset /stop**
2. Right-click My Computer, select "Manage" and "Services". Stop the Omni eControl Connection Agent service. If the agent is not installed, open Windows Task Manager and look for a Omni.Connection.
3. Under "Processes", end the "Omni.Connection.Services.exe" process.
4. Restore the backup configuration files:
 - Copy the backup \Licenses folder to C:\Program Files\Omni\Riva\Licenses
 - Copy the backup \Configuration folder to C:\Program Files\Omni\Riva\Configuration
5. Open a browser and login into the eControl portal. A new **Omni.Services.Connection.exe** process should launch in Windows Task Manager.

Additional Information

You can refer to the following links for additional information about Riva:

- Flash Based Tutorials - <http://www.omni-ts.com/quicktours/>
- Home page for eControl Policies - <http://www.omni-ts.com/web-management/>
- eControl Documentation - <http://docs.omni-ts.com/eControl+3>
- eControl Tips (from the eControl support forum) - <http://www.omni-ts.com/forum/post--2124--page-1.html>