



SystemTools Software Inc.

Hyena Installation Guide

SystemTools Software, Inc. has created this document to cover all requirements to install and fully use all of the features of SystemTools Hyena.

Additional information on Hyena and other SystemTools Software products can be found on our website:

<http://www.systemtools.com/>

Additional support information can be found on our Support Options page:

<http://www.systemtools.com/support.htm>



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Hardware and Software Requirements

Hyena must be installed on a Windows-based computer running Windows XP, Vista, Windows 7, Windows 8/8.1 or Windows 10 client operating system, or Windows 2000, 2003, 2008, 2012 or 2016 server. The computer can be configured as a workstation, server, or domain controller.

It is highly recommended that anyone using Hyena have Domain Administrator privileges, as many of the functions that Hyena uses require full administrative rights. Without administrator access, some of Hyena's functions may fail due to security restrictions.

Managing Active Directory

Managing Active Directory requires installation of the Microsoft Active Directory Administration Tools:

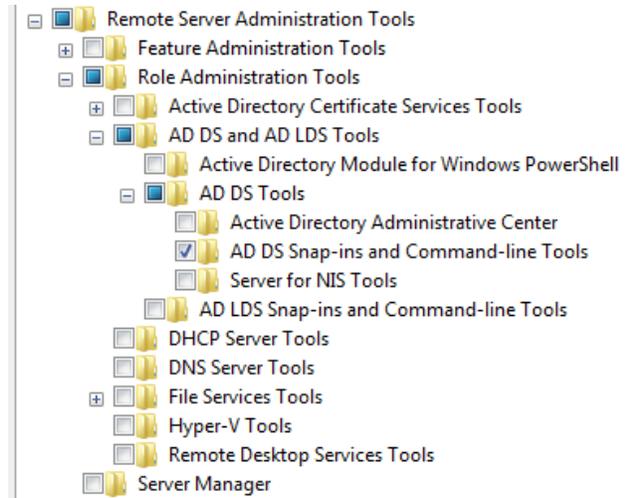
- **Windows 10:** Install the Remote Server Administration Tools (RSAT) found on Microsoft's website:
<https://www.microsoft.com/en-us/download/details.aspx?id=45520>
- **Windows 8.1:** Install the Remote Server Administration Tools (RSAT) found on Microsoft's website:
<https://www.microsoft.com/en-us/download/details.aspx?id=39296>
- **Windows 8:** Install the Remote Server Administration Tools (RSAT) found on Microsoft's website:
<http://www.microsoft.com/en-us/download/details.aspx?id=28972>
- **Windows 7, Vista, 2008:** Install the Remote Server Administration Tools (RSAT) found on Microsoft's website:
<http://www.microsoft.com/download/en/details.aspx?id=7887>
- **Windows XP and Windows 2003:** Install the Windows Server 2003 Administration Tools Pack (adminpak.msi) found on Microsoft's website:
<http://www.microsoft.com/download/en/details.aspx?id=16770>



Hyena will report an error if the Administration Tools are not installed. When RSAT has been installed onto a Windows computer and Hyena still reports an error about missing AdminPak, the following setting should be enabled:

Open **Control Panel > Programs > Turn Windows features on and off**, navigate to "Remote Server Administration Tools" and enable the "AD DS Snap-ins and Command-line Tools" option:

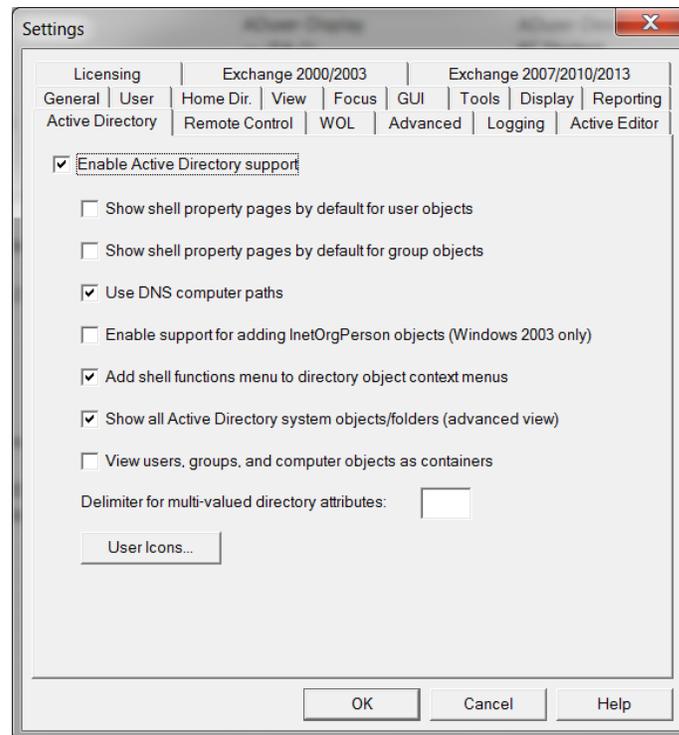
Click OK and Windows will install the Tools necessary for Active Directory management.



Two additional settings in Hyena may need to be verified.

Tools > Settings > Active Directory: Enable Active Directory Support.

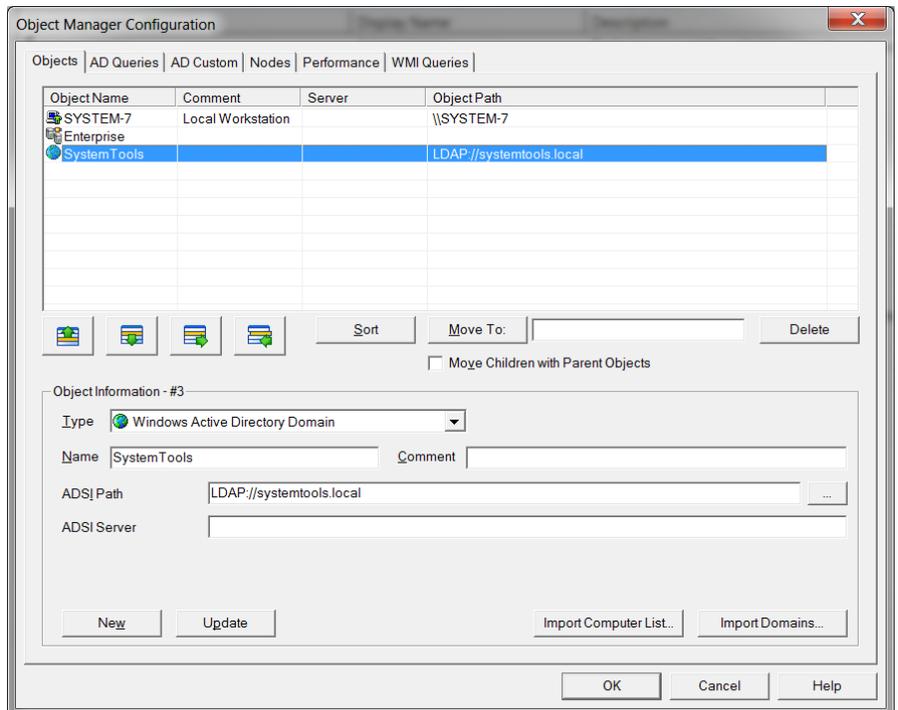
This setting should be enabled by default.





File > Manage Object View > Objects and set Type to Windows Active Directory Domain. The ADSI Path should be in Fully Qualified Domain Name (FQDN) format, such as:

LDAP://systemtools.local



Managing additional domains or adding objects to Hyena's view.

The Objects tab in Object Manager is used for adding objects to Hyena's left window, such as additional domains, Container/OU shortcuts, Object Groupings, etc. The full list of supported object types can be seen by clicking the Type drop-down.

To create a new entry, first click the **New** button, select an object type, complete the appropriate fields for the type of object being added, then click on the **Add** button.



Microsoft Exchange Server 2000/2003

Note: Exchange Server management is a feature of the Enterprise Edition of Hyena.

When using Hyena to manage Microsoft Exchange 2000/2003, installation of the Microsoft Exchange System Management Tools is required. The functions needed by Hyena are included in the Exchange System Management Tools which can be found on the Exchange Server 2003 CD-ROM.

Microsoft's installation information and requirements page can be found here:

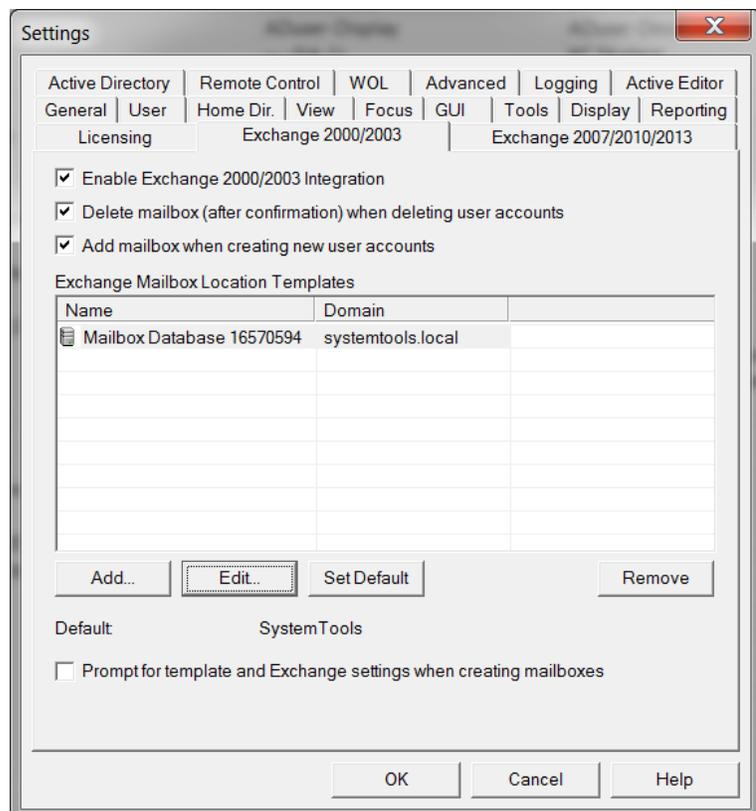
[http://technet.microsoft.com/en-us/library/bb123850\(v=exchg.65\).aspx](http://technet.microsoft.com/en-us/library/bb123850(v=exchg.65).aspx)

Once the Exchange System Management Tools are installed, the next step will be to configure Exchange settings in Hyena.

To do this, select **Tools > Settings > Exchange 2000/2003** in Hyena and configure the settings similar to the following.

Hyena will need to be restarted after making this change.

Hyena's help file has additional information on configuring Exchange mailbox templates, etc.





Microsoft Exchange Server 2007

***Note:** Exchange Server management is a feature of the Enterprise Edition of Hyena.*

Hyena supports the management of Exchange Server 2007 user properties, but not mailbox creation or removal. Exchange Server 2007 lacks the capability for Remote PowerShell (see Microsoft Exchange Server 2010/2013 below), thereby preventing mailbox creation and removal.

To enable the option to update Exchange Server 2007 mailbox properties, select **Tools > Settings > Exchange 2007/2010/2013** and enable the 'Enable Exchange 2007/2010/2013 Integration' option. The 'Mailbox Properties' option will then be available as a submenu on any Active Directory user context menu.

Installation of the Exchange 2007 Management Console or any Microsoft Exchange administration software is **NOT** required.

Microsoft Exchange Server 2010/2013/2016

***Note:** Exchange Server management is a feature of the Enterprise Edition of Hyena.*

***Note:** Although not required by Hyena, it may be useful to install the Exchange Server 201x Management Tools. This will ensure that the appropriate components needed by Hyena will be in place. For more information on the Exchange Server 201x Management Tools, visit:*

<http://technet.microsoft.com/en-us/library/bb232090.aspx>

Microsoft Exchange 201x uses Windows PowerShell for adding and disabling Exchange 201x mailboxes. PowerShell 2.0 or later contains a feature named 'Remote PowerShell' (RPS) which allows a client to remotely execute PowerShell commands on another computer. Hyena uses an intermediary component named the 'SystemTools PowerShell Interface', which is contained in the file named SystemTools_PSI.dll. This component is essentially an engine that communicates to Microsoft Exchange 201x using the remote capabilities of PowerShell.

PowerShell 2.0 or later must be installed for Hyena to manage (ie add or disable) Exchange 201x mailboxes. PowerShell is also needed to access any of the 'Find' buttons in Hyena for Exchange 201x settings or templates. PowerShell is NOT needed to modify or view any mailbox properties, since these interfaces access and modify Active Directory attributes.



To determine the PowerShell version, the following steps can be performed:

Click the Windows Start button and choose **All Programs > Accessories > Windows PowerShell > Windows PowerShell**. At the PowerShell prompt type in the '\$host' command. The 'Version' should be 2.0 or later as seen below:

```
Windows PowerShell
PS C:\> $host

Name           : ConsoleHost
Version        : 2.0
InstanceId     : 39f7b4ec-47db-4e50-8e08-4550ccdf51dc
UI             : System.Management.Automation.Internal.Host.InternalHostUserInterface
CurrentCulture : en-US
CurrentUICulture : en-US
PrivateData    : Microsoft.PowerShell.ConsoleHost+ConsoleColorProxy
IsRunspacePushed : False
Runspace      : System.Management.Automation.Runspaces.LocalRunspace

PS C:\>
```

Type exit to close the PowerShell window.

If PowerShell needs to be updated, more information can be found on Microsoft's site:

<http://technet.microsoft.com/en-us/library/hh847837.aspx>

The SystemTools PowerShell Interface (SystemTools_PSI.dll) requires the installation of the Microsoft .NET Framework. The installation of PowerShell with RPS will ensure that all required components are installed, including Microsoft .NET.

There are three (3) basic steps to enable the Exchange 2010/2013 management options in Hyena:

1. Enable Exchange 2010/2013/2016 Integration

Select **Tools > Settings > Exchange 2007 and Later** and enable the 'Enable Exchange Integration (2007 and later versions)' option.



2. Set the Exchange Server

NOTE: In cases where Hyena is being executed directly on the Exchange server, for example, through a remote RDP session or other remote product, then this step can be skipped. In cases where Hyena does not know which server to use for a remote Exchange function, the local computer will be used. If Hyena is being executed on a typical client computer or any computer that is not acting as an actual Exchange server, then this step must be performed.

Hyena uses the remote capabilities in Windows PowerShell for Exchange administration. One advantage to this is that it is not necessary to install the Exchange administration tools on the local computer. One disadvantage is that the local computer does not know anything about Exchange. Remote PowerShell (RPS) requires that all functions be executed on a remote computer, and since Exchange functions must be carried out by an Exchange server, the remote computer in this case must be an Exchange server.

To provide flexibility and eliminate any assumptions, Hyena provides a way to assign an Exchange server to a given domain. The domain in this case is any domain whose users have associated Exchange mailboxes. Use the 'Add', 'Edit', and 'Remove' buttons under the 'Exchange Server Domain Assignments' list to manage these assignments.

The 'Assign Exchange 2010 Server' feature can be used to find Exchange servers, but will also require a server to execute the corresponding PowerShell 'Get-ExchangeServer' command on.

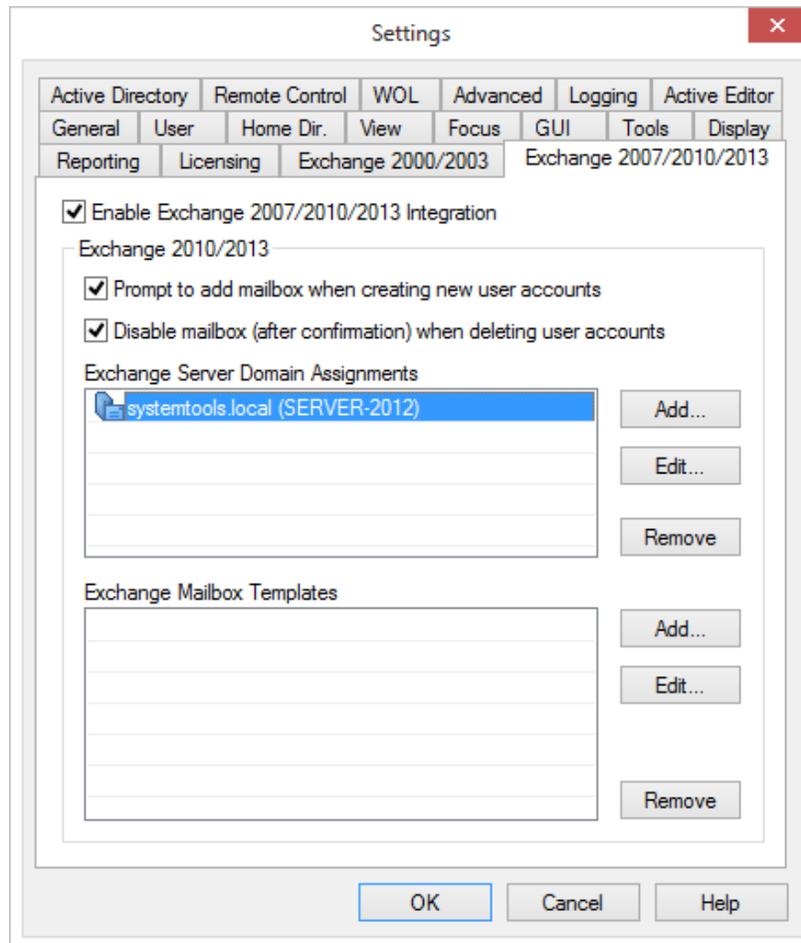
3. Configure Templates (optional)

To make it easier to create mailboxes on multiple Exchange databases, one or more templates can be optionally created. The purpose of the template is to simply store the mailbox database name.

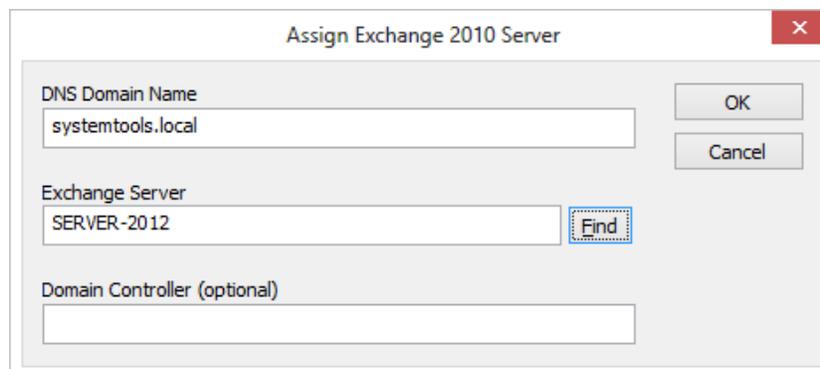
After enabling Exchange integration and clicking OK, Hyena will register the SystemTools_PSI.dll.



The Exchange 2010/2013 settings will look similar to the following:

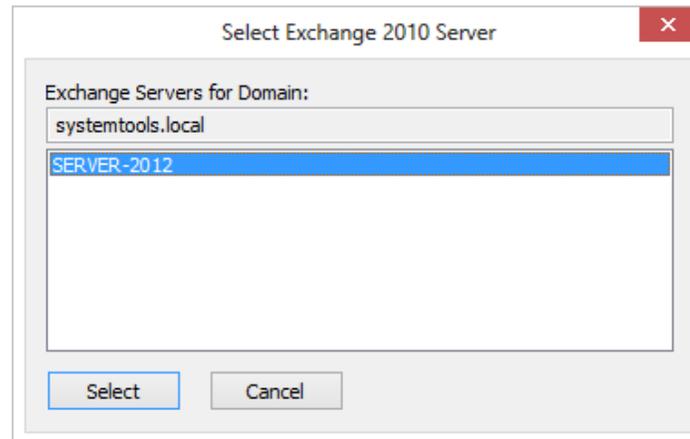


Click the Add button beside Exchange Server Domain Assignments and enter a DNS formatted Domain Name, as well as the name of an Exchange Server:

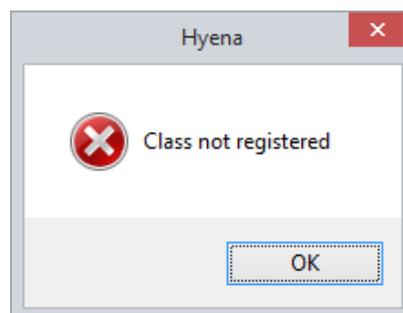




Click the Find button and if everything is properly configured the following dialog should appear:



Note: The error message "Class not registered" being displayed after using the 'Find' button to find an Exchange Server, or when creating an Exchange mailbox, is an indication that the SystemTools_PSI.dll could not be registered.



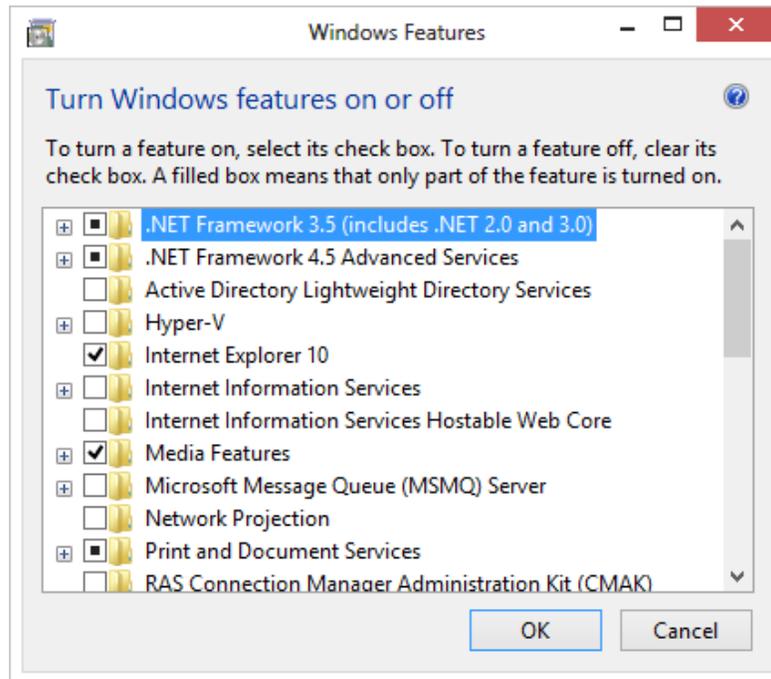
Hyena will automatically attempt to register the SystemTools_PSI.dll file when enabling the Exchange 2007/2010/2013 Integration. The registration process required by Windows for the SystemTools_psi.dll file uses a Microsoft utility named 'regasm.exe', which can be found on any system with the Microsoft .NET Framework installed.

Windows 8 and Server 2012 systems ship with Microsoft .NET Framework 4.5. Microsoft .NET Framework 3.5 will also need to be installed for Microsoft Exchange functionality in Hyena.

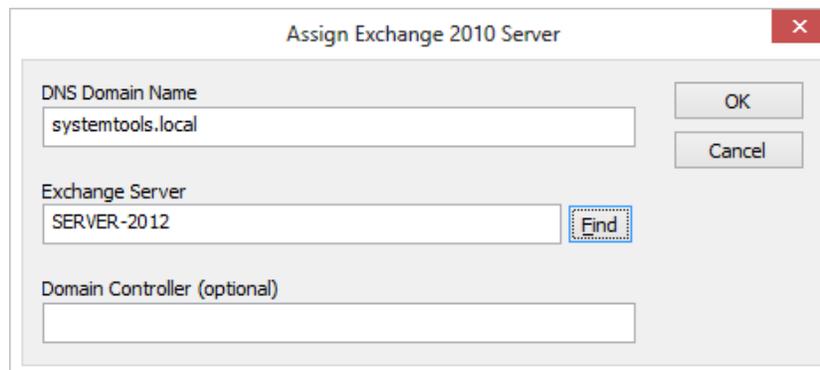


If Hyena is installed on a Windows 8 or Server 2012 system, the following needs to be added under **Control Panel > Programs > Turn Windows features on or off**:

.NET Framework 3.5 (includes .NET 2.0 and 3.0)



Start Hyena and enable Exchange 2007/2010/2013 again and Hyena should be able to register the SystemTools_PSI.dll. Test proper connectivity by clicking the Find button again on the Exchange Server Domain Assignment:



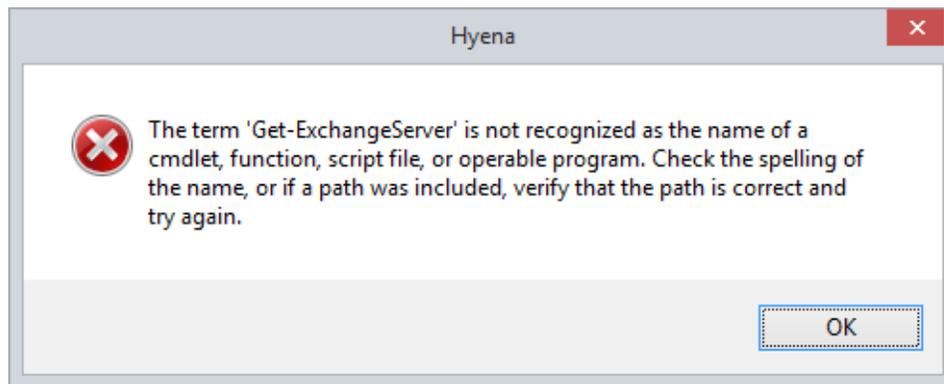


If this still fails with a Class Not Registered error, it is possible to manually register the .dll. From a Command Prompt search the C: drive to find the location of regasm.exe. Navigate to that directory and enter the following command:

```
Regasm.exe "c:\program files\hyena\systemtools_psi.dll"
```

That should load the SystemTools_psi.dll and allow for configuration and use of the Exchange Server 2010/2013/2016 functionality in Hyena.

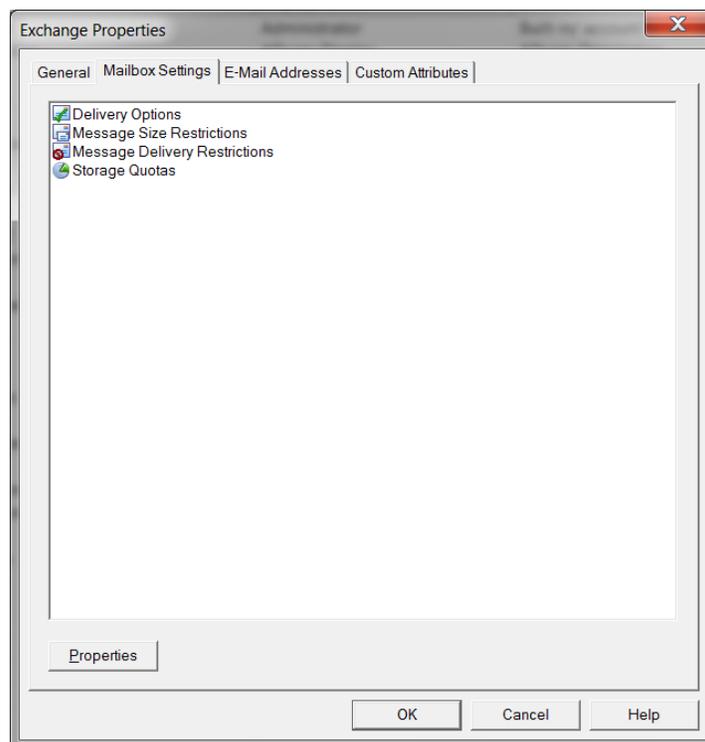
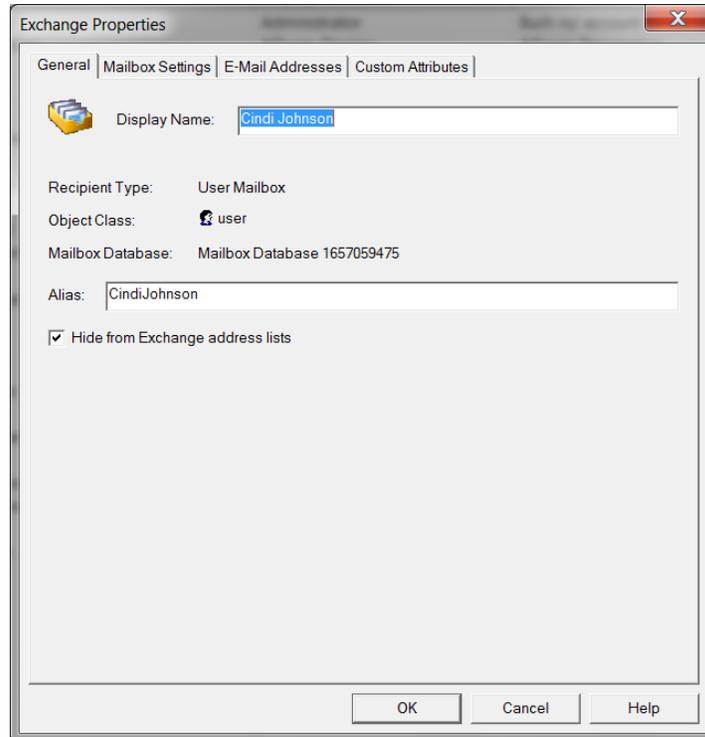
Note: Another common error when enabling Exchange 2007/2010/2013/2016 functionality is:



Running Remote PowerShell (RPS) commands on the Exchange Server requires the account running Hyena be a member of the Organization Management group in Active Directory. Adding this account to the Organization Management should correct the above error, as well as allow for remotely managing Exchange.



With Exchange 2010/2013/2016 Integration, right-click on an existing user and choose **Exchange 2007/2010 Functions > Mailbox Properties** to see the following Dialogs.





Exchange Properties

General | Mailbox Settings | E-Mail Addresses | Custom Attributes

Each e-mail address type has one default reply address. The default reply address is displayed in bold. To change the default reply address, select an entry in the list, then click 'Set As Reply'.

E-Mail Addresses:

SMTP
Cindi.Johnson@systemtools.local

Add... Edit... Set As Reply Remove

Automatically update e-mail addresses based on e-mail address policy

OK Cancel Help

Exchange Properties

General | Mailbox Settings | E-Mail Addresses | Custom Attributes

Custom Attributes

1	
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OK Cancel Help



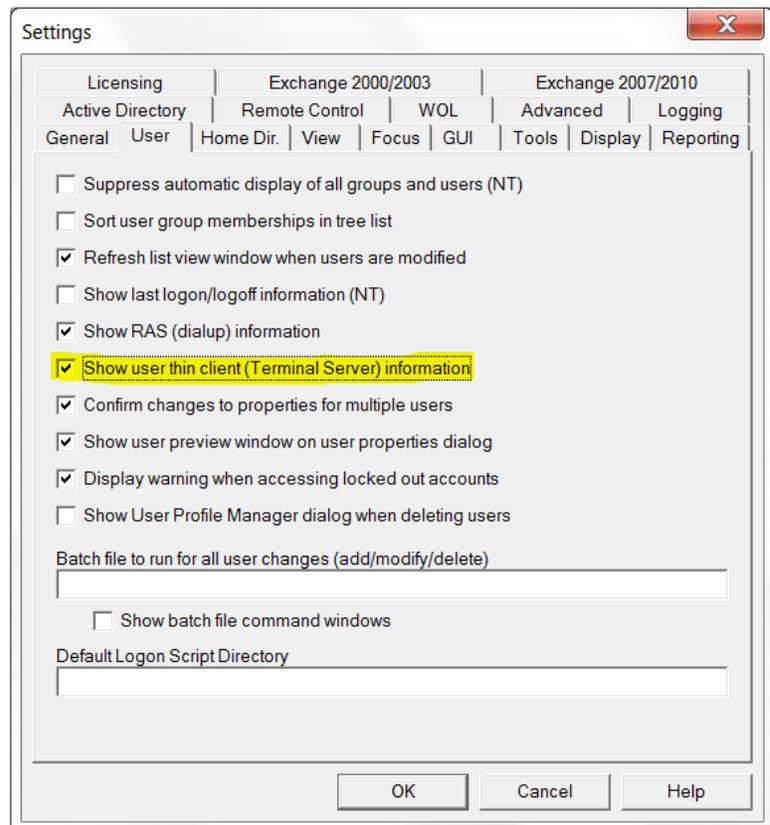
Terminal Server User Properties

NOTE: Terminal Server management is a feature of the Enterprise Edition of Hyena.

Hyena allows viewing and managing Terminal Server user properties such as profile, home directory, and session settings.

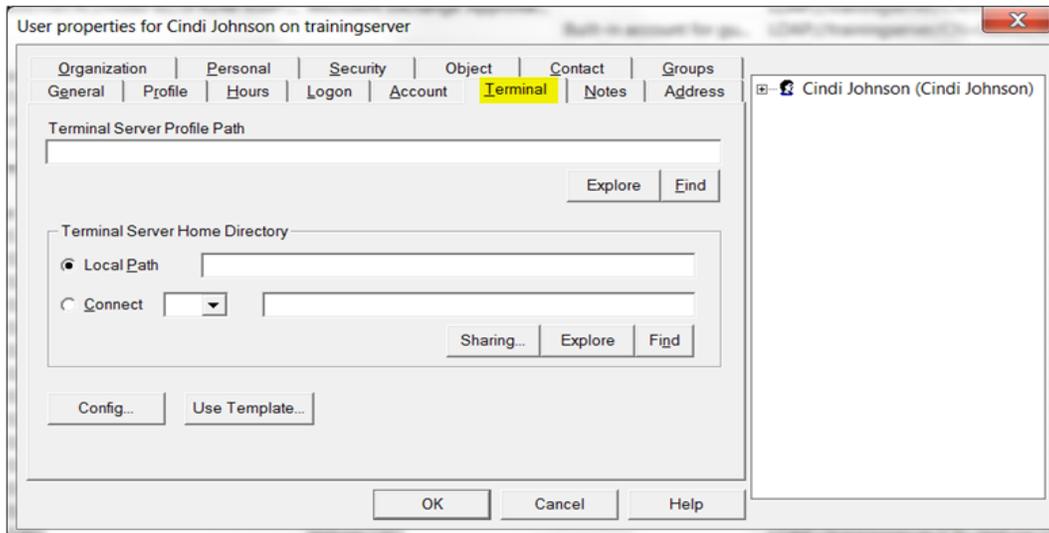
To enable Terminal Server functions in Hyena select **Tools > Settings > User** and enable the option to 'Show user thin client (Terminal Server) information'.

Restart Hyena after making this change.

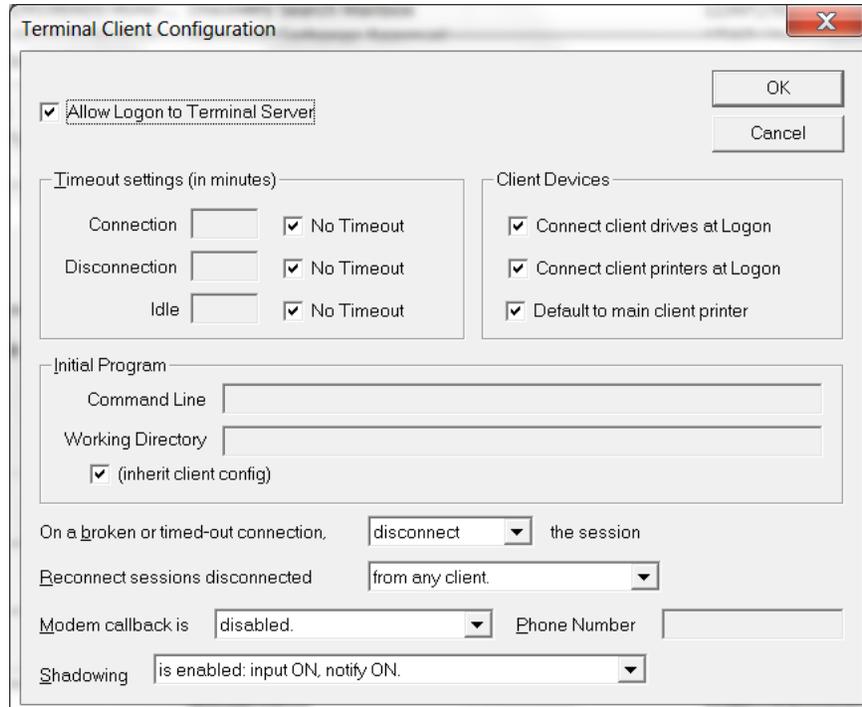




To view Terminal Server information, right-click on a user and select the **Properties** option. The User Properties dialog will have a 'Terminal' tab as shown below:

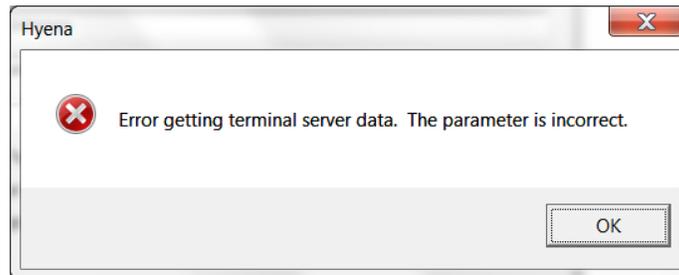


Click the Config button to view the Terminal Client Configuration dialog:



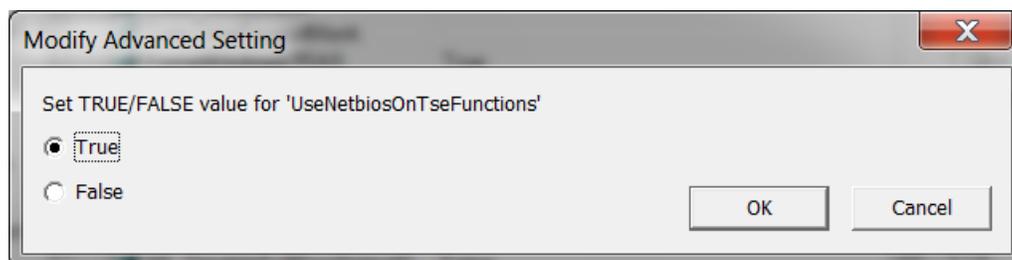


In some cases the following error message may be displayed when selecting **User Properties > Terminal**:



This error is displayed in some environments and is caused by the Microsoft Terminal Server functions not supporting DNS formatted paths, such as: systemtools.local.

An Advanced Setting was added to Hyena v10.5 'D' to use a Netbios formatted server name for Terminal Server functions. If experiencing this issue go to **Tools > Settings > Advanced** and change the UseNetbiosOnTseFunctions setting to True:





If using a version of Hyena prior to v10.5 'D', the workaround is to add an ADSI Server for the domain object in NetBios format, by selecting **File > Manage Object View > Objects**, then select the domain and enter an ADSI Server entry as shown below:

Object Information - #20

Type: Windows Active Directory Domain

Name: SystemTools Comment:

ADSI Path: LDAP://systemtools.local

ADSI Server: supportDC

Enter a full directory path for the ADSI Path for the domain, for example LDAP://domainname or LDAP://domainname.com. Optional: For faster performance, specify the name of a local domain controller for the ADSI Server. See online help for more information.

Buttons: New, Update, Import Computer List..., Import Domains..., OK, Cancel, Help

The ADSI Server entry will need to be in the format of NetBios format such as supportDC, rather than supportDC.systemtools.local. After entering the ADSI Server, click 'Update' to save the change and then click OK to close Object Manager.