

Admin By Request

Local Admin, on a string



Grant instant, time limited Local Admin rights for every day trusted tasks

Why you need Admin By Request

We understand how disruptive it is for I.T. to be routinely dealing with annoying Local Admin type tickets from non-privileged users, day & night, particularly if your I.T. team is under stress working on higher priority, time critical projects. 'Admin By Request' is a new product from the developers of FastTrack Automation Studio (the award winning system admin automation toolkit) that finally tackles the headache of managing Local Admin rights across your entire organisation. Whether your staff are working from head office, remote offices, or from home, Admin By Request give IT centralised control to dynamically grant and revoke your users time limited local admin rights, as and when they are required.

KEY FEATURES & BENEFITS

- Greatly reduce the ability of malware and ransomware to propagate.
- Allow or block local admin rights for specific applications.
- Elevate unprivileged domain user accounts to local admin - useful for contractors working on servers.
- Works both online or offline via PIN code token.
- Configurations for Cloud, Hybrid or On Premises.
- Ships with a fully integrated & comprehensive auditing, geographic asset tracking solution.

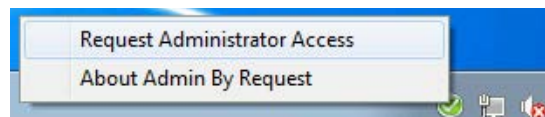
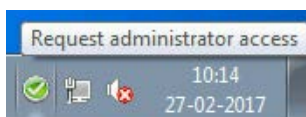
SYSTEM REQUIREMENTS & SPECIFICATIONS

- Operating System:** Microsoft Windows 7 and upwards for Desktop, Windows 2008 for Server.
- Installation methods:** Manual install or via Group Policy.
- Deployment options:** Cloud only, Local AD Policies & Cloud, Local (hybrid), Local AD Policies only (on premises).
- Elevation modes:** On demand (self-service) or on request (requires manual approval or PIN).
- Supported infrastructure topologies:** Windows Active Directory based networks, Windows 'workgroup' (non AD) networks, standalone Windows Desktops & Servers.
- Helpdesk integration options:** Please call.
- Free trial & instant download available:** Yes.
- Pricing:** From £44 per month (50 users).

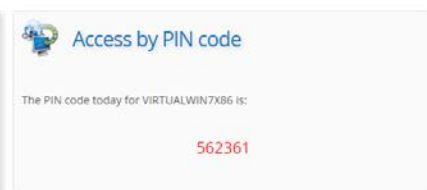
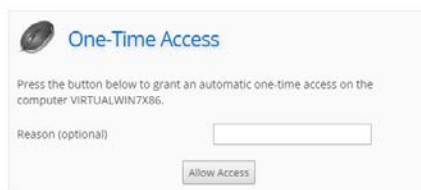
Using Admin By Request: The Solution For Local Admin Rights Management

The user will see an icon in the system tray, which is green, when the user is not administrator.

If the user needs to be administrator, the user would have to right-click and request permission.

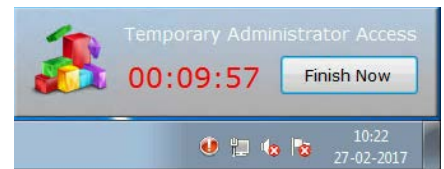


You will see an inventory of your computers. If a user has a legitimate need to be administrator, you locate the users' computer and click the "Admin Audit" tab, where you use the left-side window to approve one-time access:



Using Admin By Request. Continued...

Once you have approved access, the user can request access one time before the end of the day. Under "My Account", you can configure how much time the user is administrator and you can also decide to auto-approve, in which case you will only audit. Once the user right-clicks and requests an administrator time window, the user will clearly see they are administrator and must be careful:



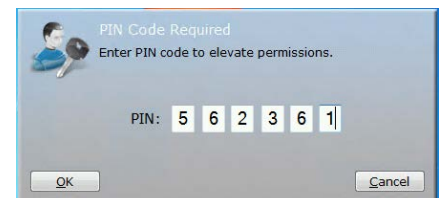
Once the user either stops the timer or the time runs out, the information will be uploaded to this website, so you can see when the window was started and stopped. You can also see which software was installed during the window. You can see a complete list of administrator usage on any given computer and you can also export the data to Excel, PDF file or a CSV file.

Legacy applications

Some legacy applications require local administrator rights, simply because they were written back in the day, when everything was open and using the same folder for application files and data was the norm. You can make a white-list of applications that will elevate automatically. Refer to the policies page for more information.

Offline Computers

The user might need to be administrator offline (meaning without internet connection). In this case, the cloud server cannot be contacted and the user will be presented with a PIN code window instead. If you look at the screenshot further up, you can see that there is a PIN code on the right side. This is a PIN code that is unique for this computer on this day. Once the correct PIN code is entered, the window starts.



Policy Keys

Settings of the application can be set under "My Account". These settings can be overruled by local policy settings, which can be preferred in complex environments or if company policy forbids having data in the cloud. Offline mode will disable all interaction with this cloud service, including "My Account" configuration. Policies are set under the registry key HKEY_LOCAL_MACHINE\Software\FastTrack Software\Admin By Request\Policies and must be set using the Group Policy editor. KeyPath must be "Software\FastTrack Software\Admin By Request\Policies".

Auditing and Inventory included

Know who has which computer, where it is in the world, who has what installed, who is low on disk and TeamViewer ID of all computers for remote assistance.

Installed Software Tab:

A list of every software package installed on the system, the version, install date, size and bit architecture.

Hardware Overview:

A visual breakdown of hardware manufactures, type (desktop or portable), operating system and architecture.

Software Overview:

A complete list of the number of installed instances of all software in your organisation.

Inventory	Installed software	Admin Audit
Inventory for ACMEPC0001		
Computer information		
Name	ACMEPC0001	
Domain	AcmeCorp	
Org. Unit	N/A	
Type	Portable	
TeamViewer ID	Not installed	
Remote Control	Remote Desktop connect	
User information		
Name	Smith, Jacob	
Domain	AcmeCorp	
Org. Unit	N/A	
Account	JSM	
Email	N/A	
Phone No	N/A	
System information		
Install date	08-07-2016	
Inventory date	01-04-2017 11:11:17	
Manufacturer	Hewlett-Packard	
Model	HP EliteBook 8440p	
Service tag	N/A	
FSH Version	7,0	
Hardware		
CPU	Intel Core i7 CPU Q 740 @ 1.73GHz	
CPU Speed	1730 mhz	
Cores	1	
Disk size	110GB	
Disk free	30GB	
Disk status	OK	
Memory	1024MB	
Geographical location		
City	Milwaukee	
Region	Wisconsin	
Operating System		
Name	Windows 7 Professional	
Type	N/A	

FAQ's

Q: How do I get started?

Step 1: Purchase a license or download a free trial here www.adminbyrequest.com/trial.

Deploy the installer to your computers - or email a link to your users, and you're live. It's that simple.

Step2: Log on and access your personal inventory web pages. You have a full hardware and software inventory along with geographical tracking. You will get a personal trial Admin By Request web inventory login and Admin By Request client to install on your test computer.

This set up will be fully functional for 7 days.

Q: What happens to the local administrators group, when I install the client?

If the computer is in a domain, Domain Users will be removed from the local administrators group right away. That is all that happens initially. When a user then logs on, the user will be removed from the local administrators group, if the user is an explicit member (not through a domain group). The reason all users are not just removed right away is to only remove accounts that are actually interactive accounts.

Q: How can we keep some domain users as local administrators?

Domain groups other than Domain Users are not removed from the local administrators group. This means that if a domain user logs on and is member of domain group that is in local administrators group, the user is always administrator.

Q: Do I need to approve each and every time a user wants administrator access?

No. You can use a setting under "My Account" to allow elevation without approval. In this case, you still get the benefits of auditing who elevated when and you still have a log of installed software.

Q: I have legacy applications that prevent us from removing users from the local admins group. How to handle that?

You can distribute a policy key for each application that needs to run as administrator and thereby void the need for users to be permanent administrators. If this policy is set for the exe file, elevation happens automatically for this application only, regardless of other settings.

Q: What if I need more complex group/OU rules?

You can overrule settings using Group Policy Objects, which would allow you to have different policies for different users or computers.

Q: What if my company does not allow any data in the cloud?

You can disable the cloud service (this web site) entirely and control everything by Group Policy Objects. Using an "Offline Mode" policy disables inventory and configuration and then all configuration must be done using policies. Anything you can do under "My Account", you can do with policies.

Q: Is an internet connection required?

Yes and no. If the client has internet, the client can check, if you have approved the administrator request. If the client does not have an internet connection, you need to give the PIN code to the user for offline elevation. A PIN code is good for the current day and will change daily. Once the client gets internet, auditing data will be uploaded. If autoapproval is set by policies, an internet connection is never required.

Q: Does it consume internet connection bandwidth?

Yes, but only marginal. Elevation request are very small. Inventory data will consume about 25 kilobytes of internet bandwidth per month. Or said another way - 1000 computers will upload only 25 megabytes of data per month. This low consumption is possible because data is sent only once a day and only when there are changes. If there was no software installed or removed from the previous day for example, no software data is uploaded. In addition, the data is compressed.

Q: Can a third party get my inventory data?

No. data is encrypted and compressed. It can only happen, if you give your logon credentials to someone else.

Q: Should I be concerned about performance impact on my machines?

No. When you do not use the application, it does not consume any resources at all.

Q: How can you possibly know where my computers are?

When data is sent to the server, it happens over HTTPS. The IP address of the sender's NAT router is part of the protocol and this information is cross-referenced to internet service provider (ISP) registration data. The expected accuracy is at a city level.

Q: Can it help me with stolen computers?

Yes. You get the public IP address of the thief's router. The client does not require anyone to log on to a computer to upload data, so when the thief turns on the computer, the inventory data is sent transparently. You can now see the public IP address and upload time in your client view and give to the police. The police can then get the name and address of the IP address owner from the thief's internet service provider (ISP).

Q: What happens when I delete a computer?

The collected data associated with the computer is deleted. If the computer then turns out to be alive after all, the computer will show up again next time it uploads inventory data.