

KACE Privilege Manager for Windows 4.3

User Guide



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Legend

 **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**

 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Privilege Manager for Windows User Guide

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About this guide

Welcome to the KACE Privilege Manager for Windows User Guide. This guide provides you with instructions on using the Privilege Manager software that has been installed on your computer.

This document is structured as follows:

- [What is Privilege Manager?](#): An introduction to Privilege Manager for Windows software.
- [Displaying the client icon](#): Instructions on how to display the client icon.
- [Using self-service elevation](#): Instructions on how to use a Self-Service Elevation Request Form or Prompt to request permission to launch applications.
- [Using instant elevation](#): Instructions on how to use instant elevation to automatically launch applications.
- [Viewing rules](#): Instructions on how to view rules that are deployed to your computer or user account.
- [Viewing the status of advanced features](#): Instructions on how to view the status of the advanced features that are deployed on your computer or user account.

System administrators can refer to these additional resources:

- **Privilege Manager Quick Start Guide**: Learn how to set up Privilege Manager.
- **Privilege Manager Administrator Guide**: Learn how to use Privilege Manager.

What is Privilege Manager?

Privilege Manager is a software program that lets you update your own computer without calling your system administrator. Some applications require full administrative privileges to run or to be installed. In most cases, you will not have administrative privileges that allow you to update everything. However, you can use Privilege Manager to request elevated privileges for specific applications, using features of the program called self-service and instant elevation. For more information, see [Using self-service elevation](#) and [Using instant elevation](#).

Displaying the client icon

If you see the icon below, in the notification area of the task bar at the bottom of your computer screen, your system administrator has installed Privilege Manager for Windows client software on your computer.



If you do not see the client icon on your task bar even though Privilege Manager for Windows has been installed, follow these steps to display it:

1. Click the small triangle (the **Show hidden icons** button) in the Windows system tray on the task bar to the left of your date/time display, and select the **Customize...** link. The Notification Area Icons dialog will display.
2. Scroll down the list of programs and locate the Privilege Manager for Windows icon in the list. Select **Show icon and notifications** from the Behaviors drop-down list.

Using self-service elevation

Using the Self-Service Elevation Request Prompt

Using the Elevate! button and Self-Service Elevation Request Form

If your system administrator has set up self-service elevation features for your computer, you will be able to use a Self-Service Elevation Request Prompt or Form to request permission to launch applications.

A Self-Service Elevation Request Prompt or Form may display when you try to launch an application without entering the administrator **User Name** and **Password** when prompted.

For more information about your permissions, contact your system administrator.

Using the Self-Service Elevation Request Prompt

i Note: Using the prompt is the only way to ask for permission to download an ActiveX control through Privilege Manager for Windows. An ActiveX control is a small program or add-on that you can download from your web browser.

To request permission to launch an application that requires administrative rights:

1. Visit the site from which you want to download the application and click the installation button. For example, to download the Adobe Shockwave Player, visit <http://get.adobe.com/shockwave/> and click the **Download now** button.
2. Enter the administrator **User name** and **Password** if you are prompted.
3. If you do not know the administrator **User name** and **Password**, click the **No** button.
4. A Self-Service Elevation Request Prompt will open, allowing you to request permission to launch the application.

Privilege Manager has detected an attempt to launch a privileged application

Would you like to have permissions to run this application?

C:\Users\test\Desktop\dotnetfx35.exe

Please say why in the box below and your administrator will review your request:*

Please provide an email address to where your administrator can respond:*

In the future, don't show me this when I try to run applications that need approval

Submit Cancel

- a. If the prompt does not display for an ActiveX installation, ensure that the **Self-Service Elevation Request (ActiveX installations)** feature is enabled in the [Viewing the status of advanced features](#) window.
 - b. If the prompt does not display for an application that is not an ActiveX installation, ensure that the **Self-Service Elevation Request** feature is enabled in the [Viewing the status of advanced features](#) window.
 - c. Contact your administrator if neither features are enabled.
5. Enter the reason you need the application along with an email address (if this feature is enabled) where the system administrator can respond to your request.
 6. If it displays, check the **In the future, don't show me this when I try to run applications that need approval** checkbox if you don't want the Self-Service Elevation Request Prompt to display automatically every time you don't know the administrator User name and Password. To set the prompt to display again, follow the instructions for [Displaying the Self-Service Elevation Request Prompt](#).
 7. Click **Submit** to send your request to the system administrator.
 - a. The system administrator will review your request and send you the final decision.
 - b. If the system administrator confirms your request, a new privilege elevation rule will be created that allows you to launch the application when you re-login into your computer. For more information, see [Viewing rules](#) on page 15.

Displaying the Self-Service Elevation Request Prompt

A Self-Service Elevation Request Prompt may display when you try to launch an application without entering the administrator **User Name** and **Password** when prompted.

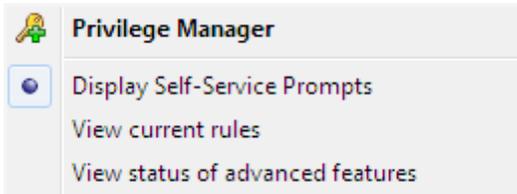
If the prompt does not display, you may be able to reset it to display so that you can request permission to launch the application.

To reset the Self-Service Elevation Request Prompt to display:

1. Right-click the client icon in the notification area of the taskbar at the bottom of your computer screen.



2. Select **Display Self-Service Prompts** on the pop-up menu.



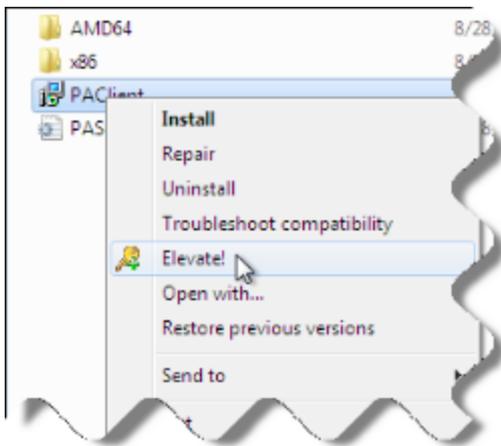
Using the Elevate! button and Self-Service Elevation Request Form

If you do not have administrative rights to launch an application, you can use the  **Elevate!** button to open the Self-Service Elevation Request Form and request permission from your system administrator.

You can use the **Elevate!** button if the filename extension, the suffix after the dot in the filename, for the application you need to install is .bat, .cmd, .exe, .js, .lnk, .msc, .msi, .msp, .pl, .ps1 or .vbs.

To request permission to launch an application that requires administrative rights:

1. On your list of files in Windows Explorer, right-click on the name of the application that you cannot start because you do not have sufficient privileges.
2. Select **Elevate!** on the pop-up menu that will display.



3. A Self-Service Elevation Request Form will open, allowing you to request permission to launch the application.

Privilege Manager: Self-Service elevation request form

Would you like to have permissions to run this application?

C:\Users\test\Desktop\dotnetfx35.exe

Please say why in the box below and your administrator will review your request: *

Please provide an email address to where your administrator can respond: *

Submit Cancel

If the form does not display, ensure that the **Self-Service Elevation Request (Elevate! context menu button)** feature is enabled in the [Viewing the status of advanced features](#) window.

4. Enter the reason you need the application along with an email address (if this feature is enabled) where the system administrator can respond to your request.
5. Click **Submit** to send your request to the system administrator.
 - a. The system administrator will review your request and send you the final decision.
 - b. If the system administrator confirms your request, a new privilege elevation rule will be created that allows you to launch the application when you re-login into your computer. For more information, see [Viewing rules](#) on page 15.

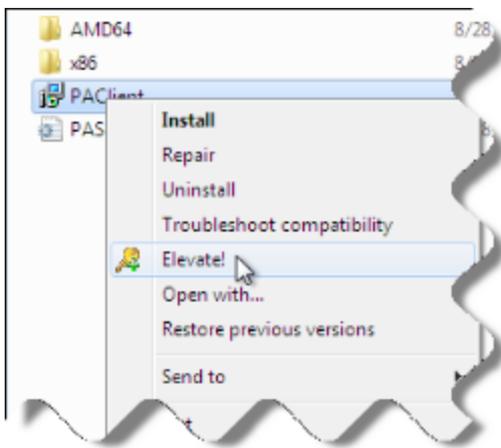
Using instant elevation

You may be able to use the  **Elevate!** button to automatically launch programs, if your system administrator has set up the instant elevation feature for your computer. For more information about your permissions, contact your system administrator.

You can use the **Elevate!** button if the filename extension, the suffix after the dot in the filename, for the application you need to install is .bat, .cmd, .exe, .js, .lnk, .msc, .msi, .msp, .pl, .ps1 or .vbs.

To automatically launch a program using instant elevation:

1. On your list of files in Windows Explorer, right-click on the name of the application that you cannot start because you do not have sufficient privileges.
2. Select **Elevate!** on the pop-up menu that will display.



If the Elevate! button does not appear when you try to launch a program:

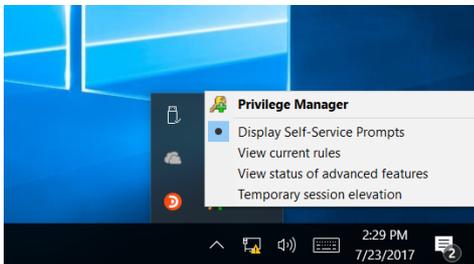
1. Ensure that the **Instant Elevation** feature is enabled in the [Viewing the status of advanced features](#) window.
2. Ensure that the filename extension for the application is .bat, .cmd, .exe, .js, .lnk, .msc, .msi, .msp, .pl, .ps1 or .vbs.

3. Contact your system administrator to confirm that your account has permission to elevate privileges on your computer.

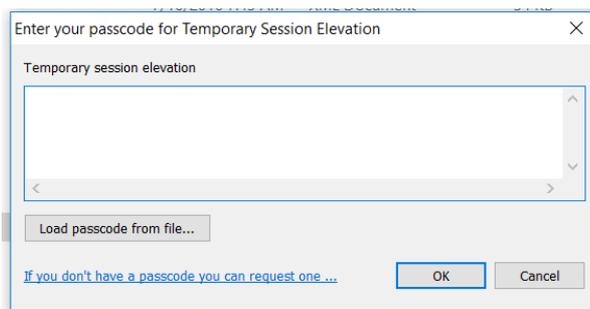
Using temporary session elevation

If your system administrator has provided you with a TSE (Temporary Session Elevation) passcode for your computer, you will be able to temporarily use the **Elevate!** button to automatically launch programs that require elevated privileges.

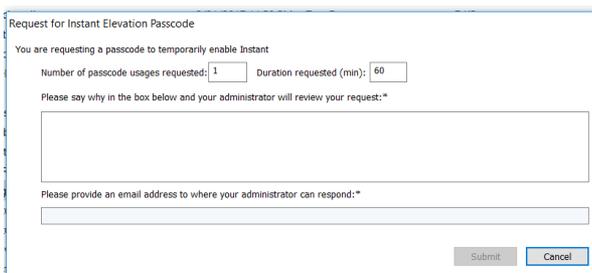
1. From the System Tray, right-click the Privilege Manager client and select **Temporary session elevation**.



2. The TSE Client Request dialog will be displayed.



3. If your Administrator has already supplied you with a passcode, **Load passcode from file** can be selected. If you do not have a passcode click on **If you don't have a passcode you can request one...** The request for elevation passcode dialog will be displayed.



4. Complete the request form and click **Submit**.
5. Once the passcode is entered, a notification will appear showing how much time before the elevation expires. A notification will appear when the passcode expires. If the passcode has already been used the maximum number of times you will receive a notification.

Once a passcode is active, you can use the right-click **Elevate!** button if the filename extension, the suffix after the dot in the filename, for your application you need to install is .bat, .cmd, .exe, .js, .lnk, .msc, .msi, msp, .pl, .ps1 or .vbs.

To automatically launch a program while a passcode is active:

1. On your list of files in Windows Explorer, right-click on the name of the application that you cannot start because you do not have sufficient privileges.
2. Select the Elevate! button on the pop-up menu that displays.

If the Elevate! button does not appear when you try to launch a program:

1. Ensure that the Temporary Session Elevation feature is enabled.
2. Ensure that the filename extension for the application is one of the following: .bat, .cmd, .exe, .js, .lnk, .msc, .msi, msp, .pl, .ps1 or .vbs.
3. Contact your system administrator to confirm that your account has permission to elevate privileges on your computer.

Viewing rules

Once the Privilege Manager for Windows client software is installed on your computer, the settings that your system administrator has selected will be applied to your account and/or computer. These settings are called rules.

You may be able to view the list of rules that apply to you, if your system administrator has set up this feature.

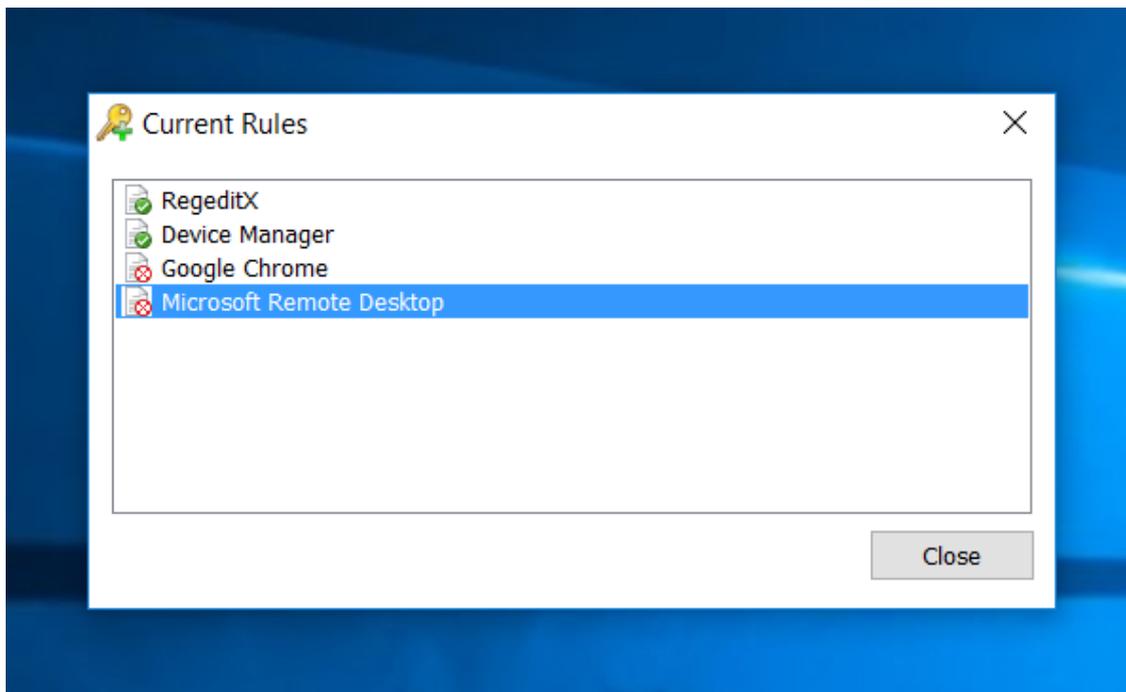
In addition, a notification from Privilege Manager for Windows may pop up on your desktop to inform you when a new rule has been added to, or removed from, your computer or user account.

To view the rules on your computer or user account:

1. Right-click the client icon in the notification area of the taskbar at the bottom of your computer screen.



2. Select **View current rules** on the pop-up menu.



3. The **Current Rules** window will display the titles of the rules that are deployed on your computer and user account.

For more information, contact your system administrator.

Viewing the status of advanced features

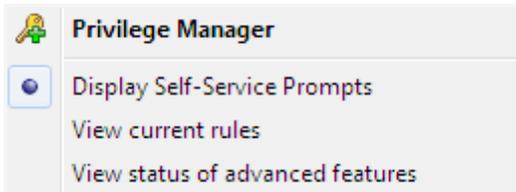
You may be able to view the status of the advanced features that are deployed on your computer or user account, if your system administrator has set up this feature. Advanced features include client data collection, privileged application discovery, self-service elevation requests (with and without ActiveX installations and/or the Elevate! button), and instant elevation.

To view the status of advanced features:

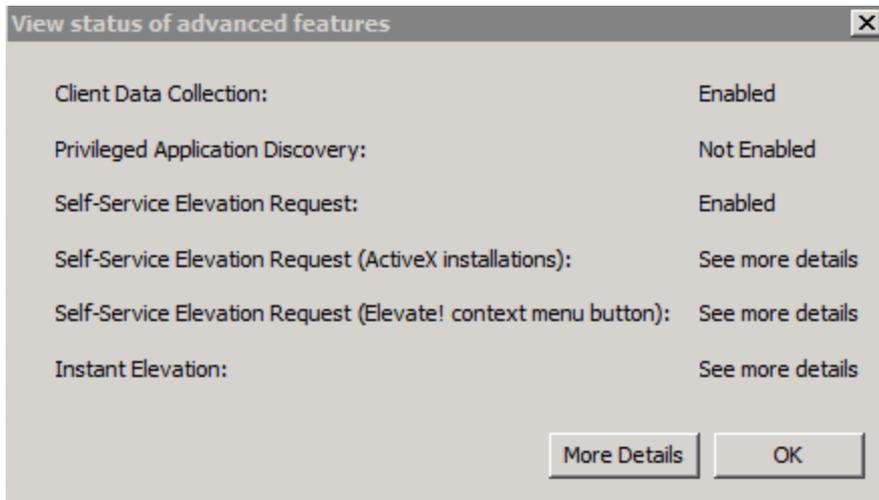
1. Right-click the client icon in the notification area of the taskbar at the bottom of your computer screen.



2. Select **View status of advanced features** on the pop-up menu.



3. The **View status of advanced features** window will display the status of the advanced features that are deployed on your computer and user account.



4. Click the **More Details** button to display a notepad with more information about the status of a feature.

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Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product