

# OpenText™ Directory and Resource Administrator

Get started

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# 1. Get started

Before you install and configure all of the components of Directory and Resource Administrator™ (DRA) you should understand the basic tenets of what DRA will do for your enterprise and the role of DRA components in the product architecture.

- [What is Directory and Resource Administrator](#)
- [Understanding Directory and Administrator Components](#)

# 1.1. What is OpenText Directory and Resource Administrator

Directory and Resource Administrator delivers secure and efficient privileged-identity administration of Microsoft Active Directory (AD). DRA performs granular delegation of “least privilege” so that administrators and users receive just the permissions needed to complete their specific responsibilities. DRA also enforces adherence to policy, provides detailed-activity auditing and reporting, and simplifies repetitive task completion with IT process automation. Each of these capabilities contributes to protecting your customers’ AD and Exchange environments from the risk of privilege escalation, errors, malicious activity, and regulatory non-compliance, while reducing administrator burden by granting self-service capabilities to users, business managers and Help Desk personnel.

DRA also extends the powerful features of Microsoft Exchange to provide seamless management of Exchange objects. Through a single, common user interface, DRA delivers policy-based administration for the management of mailboxes, public folders, and distribution lists across your Microsoft Exchange environment.

DRA provides the solutions you need to control and manage your Microsoft Active Directory, Windows, Exchange, and Microsoft Entra ID environments.

- **Support for Entra ID and on-premises Active Directory, Exchange, and Skype for Business:** Delivers administrative management of Entra ID and on-premises Active Directory, on-premises Exchange Server, on-premises Skype for Business, and Exchange Online.
- **Granular user and administrative privilege-access controls:** Patented ActiveView technology delegates just the privileges needed to complete specific responsibilities and protect against privilege escalation.
- **Customizable web console:** Intuitive approach enables non-technical personnel to perform administrative tasks easily and safely through limited (and assigned) capabilities and access.
- **In-depth activity auditing and reporting:** Provides a comprehensive audit record of all activity performed with the product. Securely stores long-term data and demonstrates to auditors (e.g., PCI DSS, FISMA, HIPAA and NERC CIP) that processes are in place for controlling access to AD.
- **IT Process Automation:** Automates workflows for a variety of tasks, like provisioning and deprovisioning, user and mailbox actions, policy enforcement, and controlled self-service tasks; increases business efficiencies, and reduces manual and repetitive administrative efforts.
- **Operational integrity:** Prevents malicious or incorrect changes that affect the performance and availability of systems and services by providing granular access control for administrators and managing access to systems and resources.

- **Process enforcement:** Maintains the integrity of key change management processes that help you improve productivity, reduce errors, save time, and increase administration efficiency.
- **Integration with Change Guardian:** Enhances auditing for events generated in Active Directory outside of DRA and workflow automation

## 1.2. Understanding OpenText Directory and Resource Administrator components

The components of DRA that you will consistently use to manage privileged access include primary and secondary servers, administrator consoles, reporting components, and the Workflow Automation Engine to automate workflow processes.

The following table identifies the typical user interfaces and Administration servers used by each type of DRA user:

Type of DRA User	User Interfaces	Administration Server
DRA Administrator (The person who will maintain the product configuration)	Delegation and Configuration Console	Primary server
Advanced Administrator	DRA Reporting Center Setup (NRC) PowerShell <i>(optional)</i> CLI <i>(optional)</i> DRA ADSI Provider <i>(optional)</i>	Any DRA server
Help Desk Occasional Administrator	Web Console	Any DRA server

## 1.2.1. DRA Administration Server

The DRA Administration server stores configuration data (environmental, delegated access, and policy), executes operator and automation tasks, and audits system-wide activity. While supporting several console and API level clients, the server is designed to provide high availability for both redundancy and geographic isolation through a Multi-Master Set (MMS) scale-out model. In this model, every DRA environment will require one primary DRA Administration server that will synchronize with additional secondary DRA Administration servers.

We strongly recommend that you do not install Administration servers on Active Directory domain controllers. For each domain that DRA manages, ensure there is at least one domain controller in the same site as the Administration server. By default, the Administration server accesses the closest domain controller for all read and write operations; when performing site-specific tasks, such as password resets, you can specify a site-specific domain controller to process the operation. As a best practice, consider dedicating a secondary Administration server for your reporting, batch processing, and automated workloads.

## 1.2.2. Delegation and Configuration Console

The Delegation and Configuration console is an installable user interface that provides system administrators access to DRA configuration and administration functions.

- **Delegation Management:** Enables you to granularly specify and assign access to managed resources and tasks to assistant administrators.
- **Policy and Automation Management:** Enables you to define and enforce policy to ensure compliance with the standards and conventions of the environment.
- **Configuration Management:** Enables you to update DRA system settings and options, add customizations, and configure managed services (Active Directory, Exchange, Microsoft Entra ID, etc.).
- **Account and Resource Management:** Enables DRA assistant administrators to view and manage delegated objects of connected domains and services from the Delegation and Configuration Console.

## 1.2.3. Web Console

The Web Console is a web-based user interface that provides quick and easy access to assistant administrators to view and manage delegated objects of connected domains and services. Administrators can customize the look and use of the Web Console to include customized enterprise branding and customized object properties.

## 1.2.4. Reporting Components

DRA Reporting provides built-in, customizable templates for DRA management and details of DRA managed domains and systems:

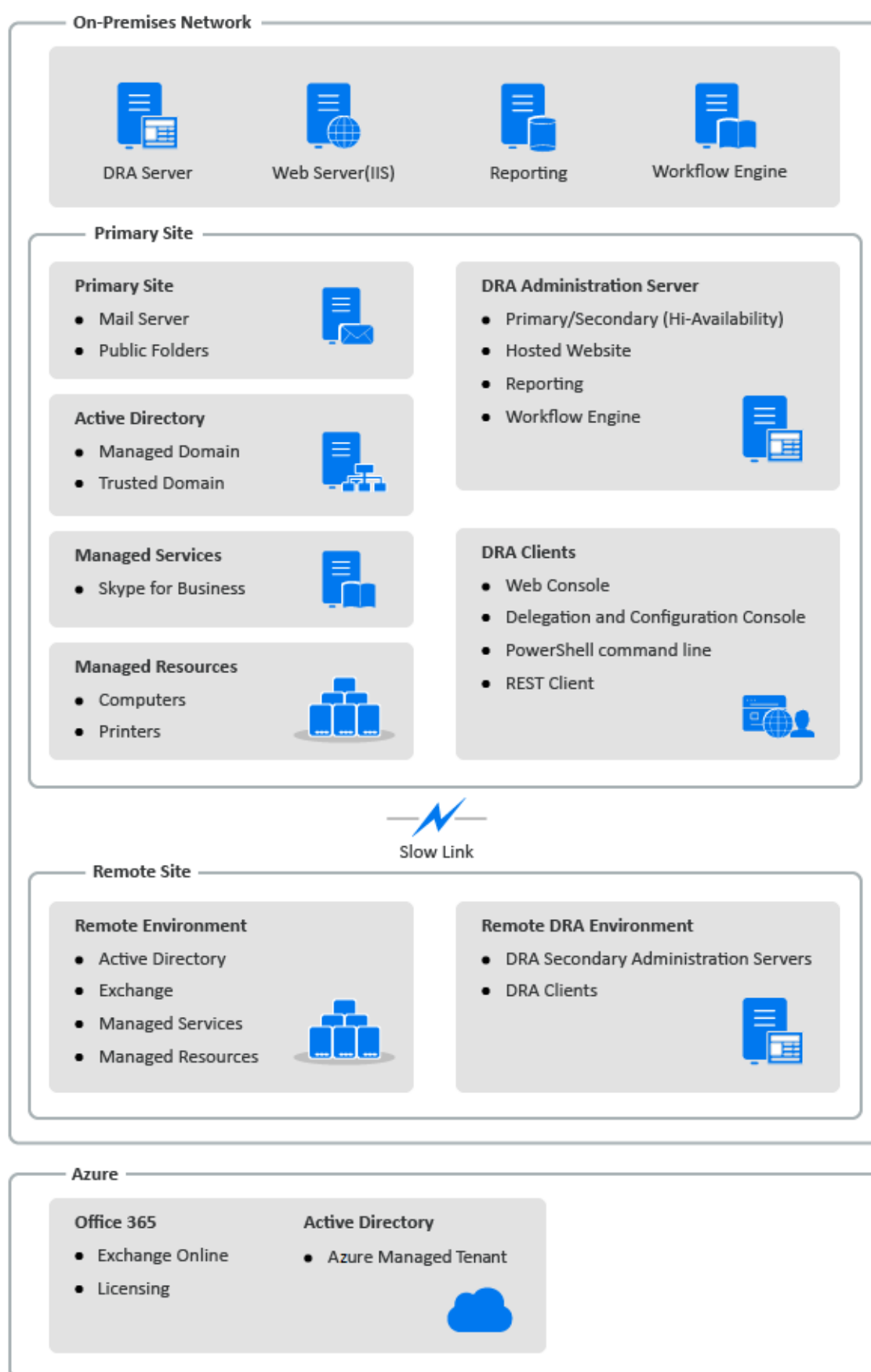
- Resources reports for Active Directory objects
- Active Directory object data reports
- Active Directory summary reports
- DRA configuration reports
- Exchange configuration reports
- Office 365 Exchange Online reports
- Detailed activity trends reports (By month, domain, and peak)
- Summarized DRA activity reports

DRA reports can be scheduled and published through SQL Server Reporting Services for convenient distribution to stakeholders.

## 1.2.5. Workflow Automation Engine

DRA integrates with the Workflow Automation Engine to automate workflow tasks via the Web Console where assistant administrators can configure the Workflow Server and execute customized workflow automation forms, and then view the status of those workflows. For more information about the Workflow Automation Engine, see the [DRA Documentation site](#).

## 1.2.6. Product architecture



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