



Knowledge Article

What is the purpose of the Best1_User account created by the BMC Performance Assurance installation?

Knowledge Article ID: KA286699

Version: 5.0

Available To: External

Status: Published

Published date: 01/29/2014

Updated: 01/29/2014

Problem

What is the purpose of the Best1_User account created by the BMC Performance Assurance installation?

What product functionality will be lost if this account is not available (or disabled) on the machine?

NOTE: This document was originally published as Solution SLN0000025752.

BMC Performance Assurance for Virtual Servers **9.5, 9.0, 7.5.10, 7.5.00, 7.4.10, 7.4.00, 7.3.00**

BMC Performance Assurance for Servers **9.5, 9.0, 7.5.10, 7.5.00, 7.4.10, 7.4.00, 7.3.00**

Windows

Solution

Best1_User Account Overview

The 'Best1_User' account created by the Perform Installation is used for sending MAPI mail messages and when running Investigate script actions on Microsoft Windows machines. If this user account is removed or disabled then the collector will no longer be able to send MAPI mail or run script actions only. Outside of those two features being unavailable the BMC Performance Assurance (BPA) agent itself will continue to run properly on the machine.

By default, The BPA installer automatically sets the 'Account is disabled' flag on the account during the creation process. This means that, by default, the account cannot be used until it is manually re-enabled or if during the BPA installation the "Disable BMC Perform Agent User Account" checkbox is de-selected.

When the Best1_User account has the 'Account is disabled' flag set, the BPA Investigate features that require this account (sending MAPI email and running Investigate script actions) will not work. The execution of Investigate Script Actions is disabled by default after the BPA installation and must be enabled by updating the ENABLE_SCRIPT_ACTION parameter in the %BEST1_COLLECT_HOME%\local\setup\Agent.cfg file. Configuring the BPA Agent to send e-mails via the Messaging Application Program Interface (MAPI) rather than Simple Mail Transfer Protocol (SMTP) is a very uncommon configuration. Even if the Best1_User account is created and does not have the 'Account is disabled' flag set it does not have any administrative privileges and is not a member of the Administrator group. It is not added to any user group on the system, not even the Users group (so it has no 'Member Of' assignments).

If the system administrator changes the account password from the default to something else, the Best1_User account can no longer be used by the BPA agent for sending MAPI e-mail and the Investigate script action features will not function (it would be similar to the behavior if the Best1_User account did not exist)

Recommended Configuration

For the typical environment where neither MAPI e-mails will be configured nor Investigate Script Action execution on Windows will be enabled select the 'do not create' option in the "Configure BMC Perform Agent User Account" screen during the installation. If these features will not be enabled there is no technical reason for the account to exist in the environment.

For environments where either MAPI e-mail may be configured at some point in the future or Investigate Script Actions execution may be enabled at some point in the future select either the 'on the local computer' or 'on the domain controller' option (if running the BPA Installer via a domain admin account) and either leave the account disabled until the BPA agent features need to be used or choose to leave the account enabled.

It is strongly recommended that the Best1_User account not be added to any user groups and in particular not be added to the Administrator group particularly if the ability to execute Investigate Script Actions has been enabled.

Additional Details

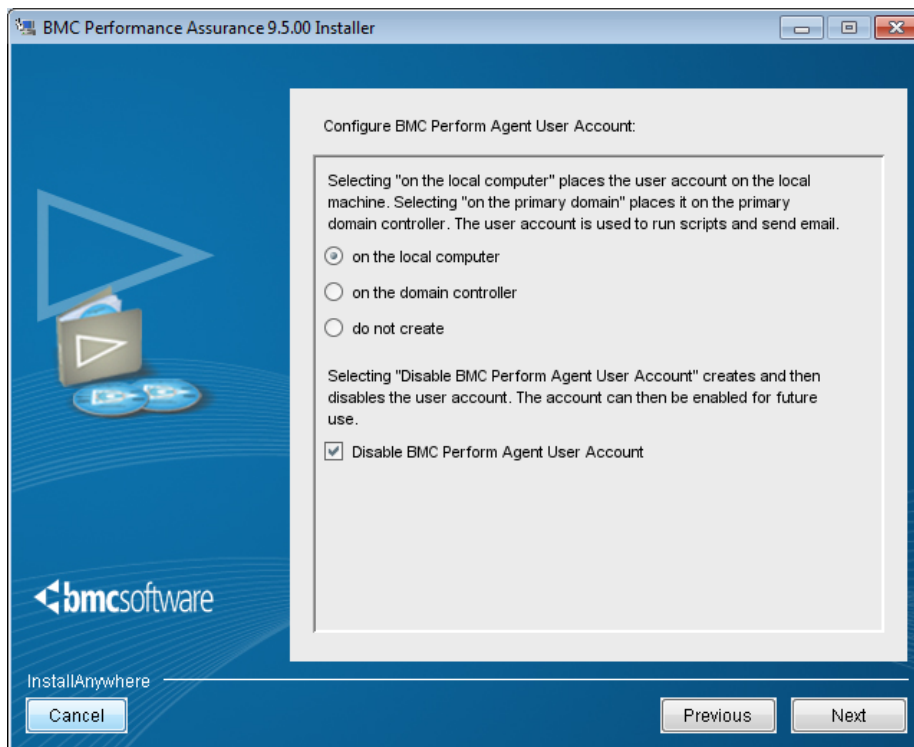
The purpose of the account is to provide the BPA Agent a secure context when sending MAPI e-mail or running Investigate script actions. In general, the BPA agent runs as the SYSTEM user which has elevated authority on the machine. Therefore, running a script action without changing to a less privileged user could be a security concern. The BPA Agent thus switches its security context to the unprivileged Best1_User account both to send MAPI e-mails and to execute Investigate script actions on the machine rather than using the SYSTEM user account. The Best1_User account is not a member of any group (not even the 'Users' group) and therefore can't be used to login to the system. The only privilege that the account is granted is the ability to run as a batch job.

BPA Technical Support does not have the password to this account and this password has not been released by BPA Development. Knowing the password to the account should not be necessary as you cannot log into the machine using this account. The password is known internally and used internally by the BPA agent to locally assume the identity of the Best1_User account.

There are three account creation options available in the BMC Performance Assurance installation. These are to Create the BMC Perform Agent User Account:

- on the local computer
- on the primary domain
- do not create the account

Also, there is a choice to initially disable the user account. When this is selected the account will be created, and then disabled. The account can then be manually re-enabled at some point in the future to allow MAPI e-mail and script actions to function.



The current default is for the account to be created "on the local computer" and disabled since running script actions are disabled by default via the %BEST1_COLLECT_HOME%\local\setupAgent.cfg file and MAPI e-mail is almost never used (if the BPA agent will be configured to be able to send e-mail alerts it is typical to configure then to be sent via SMTP). The Perform User Account only needs to be enabled if a machine will be sending MAPI e-mails or running Investigate script actions from the remote node. Otherwise the account isn't used for anything. If the machines will not be configured to use either of these features the account can be left disabled or the "do not create" option can be selected. If the remote agent will be asked to do either of those things then it would need to be enabled.

Uninstall

During an uninstall of the Perform product the Best1_User account will also be removed. The uninstall log should show something similar to the following:

```
[11:22:47] _RemoveDirectives:Removed uninstall entries for ["C:\Program Files\BMC Software\common\pitools\pbadmin.exe" -t
DeleteUserAccount] [prfuacc].
[11:22:47] install_RunScript:Attempting to run script "C:\Program Files\BMC Software\common\pitools\pbadmin.exe" -t
DeleteUserAccount
[11:22:47] RedirectSTDinoutAndCreateProcess:Created Process [C:\Program Files\BMC Software\common\pitools\pbadmin.exe]
[11:22:47] ExecuteScriptNT:external process output = The Best1_User account was deleted successfully.
[11:22:47] ExecuteScriptNT:external process output = advapi module obtained
[11:22:47] ExecuteScriptNT:external process output = netapi module obtained
[11:22:47] ExecuteScriptNT:external process output = User successfully deleted.
[11:22:48] install_RunScript:Successfully ran script [C:\Program Files\BMC Software\common\pitools\pbadmin.exe]
[11:22:48] _RemoveDirectives:Ran uninstall script ["C:\Program Files\BMC Software\common\pitools\pbadmin.exe" -t
DeleteUserAccount] for [prfuacc]
```

Internal Notes

Created From SPRTIssue_OBJID : SR220349524900Slim4gtYPxMAeV0H_END b1 perform Best1_User account 25752
SLN000015063490 15063490 20000852

Legacy ID

15063490 SLN15063490 SLN000015063490 20000852

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