



Quest Central™ for Microsoft®

Quick Start Guide

Version 2.0

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About This Guide

This document has been prepared to assist you in becoming familiar with Quest Central for Microsoft. The Quick Start Guide contains the information required to install and use Quest Central for Microsoft. It is intended for network administrators, consultants, analysts, and any other IT professionals using the product.

Conventions

In order to help you get the most out of this guide, we have used specific formatting conventions. These conventions apply to procedures, icons, keystrokes and cross-references.

| ELEMENT | CONVENTION |
|---|---|
| Select | This word refers to actions such as choosing or highlighting various interface elements, such as files and radio buttons. |
| Bolded text | Interface elements that appear in Quest products, such as menus and commands. |
| <i>Italic text</i> | Used for comments. |
| <i>Bold Italic text</i> | Used for emphasis. |
| Blue text | Indicates a cross-reference. When viewed in Adobe® Reader®, this format can be used as a hyperlink. |
|  | Used to highlight additional information pertinent to the process being described. |
|  | Used to provide Best Practice information. A best practice details the recommended course of action for the best result. |
|  | Used to highlight processes that should be performed with care. |
| + | A plus sign between two keystrokes means that you must press them at the same time. |
| ▶ | A greater than sign between elements means that you must select the elements in that particular sequence. |

About Quest Software

Quest Software, Inc. (NASDAQ: QSFT) is a leading provider of application management solutions. Quest provides customers with Application ConfidenceSM by delivering reliable software products to develop, deploy, manage, and maintain enterprise applications without expensive downtime or business interruption. Targeting high availability, monitoring, database management, and Microsoft infrastructure management, Quest products increase the performance and uptime of business-critical applications and enable IT professionals to achieve more with fewer resources. Headquartered in Irvine, California, Quest Software has offices around the globe and more than 18,000 global customers, including 75% of the Fortune 500. For more information on Quest Software, visit www.quest.com.

Contacting Quest Software

| | |
|----------|---|
| Phone | 949.754.8000 (United States and Canada) |
| Email | info@quest.com |
| Mail | Quest Software, Inc. World Headquarters 8001 Irvine Center Drive Irvine, CA 92618 USA |
| Web site | www.quest.com |

Please refer to our Web site for regional and international office information.

Contacting Customer Support

Quest Software's world-class support team is dedicated to ensuring successful product installation and use for all Quest Software solutions.

| | |
|-------------|--|
| SupportLink | www.quest.com/support |
| Email at | support@quest.com |

You can use [SupportLink](#) to do the following:

- Create, update, or view support requests
- Search the knowledge base
- Access FAQs
- Download patches

Product Overview

Quest Central™ for Microsoft® is a unified administrative console that enables the fast, scalable management of standard Windows NT, Active Directory and Exchange objects from within a single application. The solution leverages the familiar look and feel of the network browser view and built-in administrative tools, with features and functionality not available natively or in other solutions. This unique combination enables administrators to perform the most common day-to-day tasks more efficiently.

In future, other best-in-class Quest Microsoft Solutions will plug-in to Quest Central for Microsoft, enabling one-stop management of even more advanced operations such as the deployment of native delegation, simplifying the mirroring of GPO's (Group Policy Objects) across multiple domains, security auditing, and message tracking and usage analysis.

Key Features

The goal of Quest Central for Microsoft today is to provide robust and feature-rich functionality to help create efficient administrative workflows. This is achieved through the use of a combination of key features and functionality:

- An easy-to-use intuitive Graphical User Interface (GUI) that leverages a multi-pane approach.
- Windows and Exchange management including the ability to manage Windows NT or Active Directory users, groups, computers, printers and services, or manage Exchange 5.5, 2000 and 2003 objects such as servers, mailboxes, message stores, organizations, sites, and event protocols, all from within the same application.
- Management of computers by IP subnet in addition to the classic network browser view.
- Tools to monitor remote computer file systems and registry activity.
- Shortcuts to provide quick links to frequently accessed collections of objects for faster administration.
- A search engine that enables administrators to take action against results.
- An MMC node that enables administrators to launch their favorite consoles when appropriate.
- A technical information portal that provides quick access to the latest security patches, technical articles, white papers, discussion groups, best practice information, even RSS (Rich Site Summary) feeds.
- Integration points for Quest's award-winning Spotlight diagnostic tools that help pinpoint the root cause of system problems. These tools contain a built-in expert knowledge base that assists administrators in taking the appropriate corrective action.
- A Custom Tools feature that enables you to create links to frequently used external applications, tools, and command line utilities.
- An integrated solution that allows you to quickly backup and recover your Windows systems.

Multi-pane Console View

Administrators are presented with a standard set of objects in the treeview pane on the left side of the console. As nodes in the treeview are selected, two additional panes appear to the immediate right, located one above the other.

- The upper right pane (listview) provides administrators with a view of the directory structure under the selected node.

- The lower right pane (property sheet) becomes the working space, allowing administrators to choose from multiple object tabs to view or take action against an object in the expanded view. This important feature allows the administrator to always have a view of the network which is continually displayed in the treeview.

Two other panes are also present, the Assistant and the Output Window:

- The Assistant pane runs the length of the console on the far right of the console window. It provides a running list of possible tasks that can be done, or actions that can be taken at any given time depending on the object selected. As administrators select other objects such as users, groups and computers, the task list changes. Using the Assistant might be the preferred approach for administrators who prefer to take a task-based approach to completing their work.

To enable or disable the viewing of the Assistant select **View**, then **Assistant** on the menu bar.

- The Output Window displays success or failure messages as a result of actions taken by the administrator. The use of various text colors, for example red text, helps provide an immediate visual indication that an error has occurred. This prompts the administrator to further investigate the error details to locate the source of the problem.

To enable or disable the viewing of the Output Window select **View**, then **Output Window** on the menu bar.

Windows and Exchange Management

Administrators are presented with separate nodes in the treeview to facilitate the management of Active Directory, Windows NT and Exchange objects.

Active Directory/Windows NT Task Support

Windows administrators are able to perform common administrative tasks against Windows NT and Active Directory objects including:

- Create new user accounts, reset passwords, unlock accounts, delete accounts and view account properties.
- Create new groups, view groups and group memberships, add users to groups and remove users from groups.
- View computer properties, launch remote command prompts, view and manage printers, start and stop multiple services at the same time, view and manage sessions and open files including disconnecting from them, and disable guest accounts.
- Reset the local Administrator's password on multiple computers simultaneously.
- Manage registry entries on multiple computers simultaneously.
- Check for unregistered DNS records on multiple computers simultaneously.
- Run a script on a remote computer.

Exchange Task Support

Administrators can perform the following Exchange related management tasks with Quest Central for Microsoft:

- Manage multiple versions of Exchange from within the same window; functionality that is not available natively.

- Manage Exchange servers, stores and mailboxes, create mailboxes, create a user and a mailbox, move and delete mailboxes, start an Exchange offline store defragmentation and mount and dismount an Exchange store.
- Manage Exchange protocols, start, stop, pause or resume virtual servers, delete Exchange messages from queues with or without sending an NDR (non-delivery report), freeze and unfreeze Exchange queues and messages and force retry messages in a queue.
- View Exchange public folders.

Manage Computers by IP Subnet

The ability to manage computers by creating virtual groups based on IP subnet provides an alternative method of computer management that may suit some administrative work styles, particularly when computer management duties are divided among team members.

Using a wizard-driven creation process, administrators can quickly create an IP subnet that encompasses, for example, "all computers on the 11th floor", while at the same time filtering off unwanted devices such as routers and hubs.

Monitoring Tools

Quest Central for Microsoft contains built-in tools that monitor and display file system activity and registry settings on local or remote computers and servers. These tools contain advanced filtering capabilities that enable administrators to search for and detect problems in the file system and registry system that could lead to end-user downtime.

Shortcuts

Shortcuts allow administrators to store frequently accessed objects or groups of objects in folders they create under the shortcuts node. Accessing objects using shortcuts can often be faster than performing new searches or expanding and browsing the tree for specific objects.

Any object available in the treeview can be added to a folder under the shortcut node. Shortcut folders and their associate subfolders can be created, viewed, moved, deleted, reordered and renamed.

Action-Enabled Search Engine

Most administrators search for network objects in order to take action against them. The ability to take action directly from the search results, (for example, add users to a group and enable accounts), streamlines workflows and improves administrative efficiencies.

The Quest Central for Microsoft search engine supports the ability to take action directly from the search results.

Access to MMC

There may be an occasion when administrators want to perform administration tasks by launching personal or built-in tools available from MMC. This again is possible through Quest Central for Microsoft. Use the MMC node in the treeview to launch your favorite MMC tools.

Technical Portal

Quest Central for Microsoft contains a technical portal that provides the latest product release information. This includes security patches, articles of interest, access to best practice information, links

to discussion groups of interest, white papers, and tips and tricks that help you optimize your products and toolsets.

The goal of the Quest Central for Microsoft portal is to provide a one-link access for all your technical information needs.

- Use links on the specialized Windows and Exchange pages to find current content to assist you with daily tasks or project-based needs.
- Use the archive page that hosts older links that can provide valuable reference material.
- Use the portal interface to gain access to the Internet from within the Quest Central for Microsoft console.
- Use the portal links to provide instant feature enhancements and feature requests, and to contact Quest Central Software Support, or sales.

Integrated Agentless Diagnostic Tools

Quest Central for Microsoft contains integration points for Quest's award-winning Spotlight diagnostic solutions. These agentless tools help pinpoint the root cause of problems, then assist administrators in taking the appropriate corrective action by using its built-in expert knowledge base. The faster that the cause of a problem can be determined, the faster it can be corrected, reducing downtime and the loss of user productivity.



In order for the Spotlight products to launch, they must be installed on the computer. If the Spotlight product has not been installed, a dialog box appears notifying the administrator and providing a link for downloading a free trial version of Spotlight.

There are three possible integration points for Spotlights within Quest Central for Microsoft:

- Spotlight on Windows
- Spotlight on Active Directory
- Spotlight on Exchange

Launching Spotlight on Windows

- Right-click a computer and select **Diagnose**.

Spotlight on Windows graphically displays, in real time, the actual flow of data in your operating system including I/O subsystem and cache/kernel information, enabling administrators to quickly identify congested areas and take the appropriate corrective action.

Spotlight on Windows contains the following features:

- Provides a visual representation of the operating system and its components, allowing you to observe actual I/O traffic in real time.
- Identifies bottlenecks using flows, graphs and icons.
- Displays the details of problem areas, including front-end directors, cache, disk I/O and transaction statistics helping you quickly resolve performance issues.
- Provides audio and visual alerts when problems occur.

Launching Spotlight on Active Directory

- Right-click a domain controller and select **Diagnose**.

Spotlight on Active Directory graphically displays, in real time, the actual flow of data in your Active Directory domain controller, enabling administrators to quickly identify congested areas and replication issues and take the appropriate corrective action.

Spotlight on Active Directory contains the following features:

- Provides a visual representation of Active Directory replication topology and response times.
- Identifies resource bottlenecks using flow charts, graphs and icons.
- Provides an Active Directory topology viewer that enables administrators to view the entire Active Directory forest at a glance.
- Allows further diagnosis of problem areas, including LDAP bind times, inbound and outbound replication, Active Directory database size, Global Catalog response time and traffic authentication.
- Displays all replication partners for a domain controller, informing the administrator whether proper replication partners have been created and ensuring replication is successful between replication partners.

Launching Spotlight on Exchange

- Right-click an Exchange server and select **Diagnose**.

Spotlight on Exchange graphically displays, in real time, the actual flow of data in your Exchange server, enabling administrators to quickly identify congested areas and take the appropriate corrective action.

Spotlight on Exchange contains the following features:

- Uses a visual representation of the message system processes and components allowing administrators to observe Exchange activity in real time.
- Displays details of problem areas including connections by protocols, MTA and IMS queues, store and directory information, memory consumption, disk I/O and user statistics.
- Uses a topology view that allows administrators to quickly view an entire organization including Exchange 5.5, 2000 and 2003 servers. This includes the ability to view the entire organization's status, for example, Perfmon, Queues, Services, and Server availability, in the topology view.
- Provides notifications via pager and email when specific thresholds are exceeded.
- Provides diagnostic tests that allow users to:
 - Test and measure end-to-end mail delivery times between any server(s) in your Exchange organization.
 - Test mailbox responsiveness.
 - Test store responsiveness.
- Provides a built-in knowledge base with more than 1000 context-sensitive articles that contain expert help, best practices and links to other knowledge bases.

Custom Tools

You can use Quest Central for Microsoft to create links to frequently used external applications, tools, and command line utilities. These links are found under the Custom Tools node in the Quest Central for Microsoft tree.

You can perform the following custom tool actions:

- Add a custom tools category
- Edit a custom tools category
- Remove a custom tools category
- Add a custom tool
- Edit a custom tool
- Launch a custom tool
- Remove a custom tool

ERDisk

Quest Central for Microsoft provides an integrated solution for the fast backup and recovery of your Windows systems by using ERDisk.

ERDisk creates system state backups for collections of Windows NT, 2000, XP and Server 2003 computers remotely and across an entire network. It also provides a complete range of fast recovery options for Windows servers and workstations, including the remote repair of failed systems and the recovery of unbootable computers.

Using Alternate Credentials

Quest Central for Microsoft allows you to use alternate credentials if you want to connect to different domains, computers, and Exchange organizations.

In order to use the alternate credentials, the operating system requires that certain permissions be enabled.

The logged-on user requires the following permissions:

- Membership in the local administrators group
- Privileges in local security settings, including:
 - Act as part of the operating system
 - Restore files and directories
 - Increase quotas (not applicable on Windows XP and Windows Server 2003)
 - Replace a process-level token



Changes to the local security settings do not take effect until you log off and log on again.

The alternate credentials require the following permissions:

- Membership in the local administrators group



If you are using credentials defined in a domain which is different from that of the local computer, there must be a two-way trust between the domain in which the local computer is located, and the domain in which the alternate credentials are defined.

Updating Quest Central

Download and install the latest Quest Central patch by using the Quest Central update feature.



When using the Quest Central update feature, it is necessary to close Quest Central for Microsoft. The updated patch automatically updates Quest Central.


You can launch the Quest update program in three ways:

- Use the Quest Update icon located in the system tray
- Use the Start menu button
- Use the Check for Updates menu item on the Help menu



You can also configure automatic updates using the Settings dialog box.

To update Quest Central using the Quest Central update icon

1. Click the **Quest Central Update**  icon located in the system tray.
2. Select the update that you want to download and install, then click **Download**.

To update Quest Central using the Start menu button

- Select **Start ▶ Programs ▶ Quest Software ▶ Quest Central ▶ Check for Updates**.


To update Quest Central using the Help menu

- Select **Help ▶ Check for Updates** on the menu bar.

Configuring Automatic Updates

You can configure Quest Central to provide notification of any updates by using the Settings dialog box.

To configure automatic updates

1. Right-click the **Quest Central Update**  icon located in the system tray and select **Settings**.
2. In the Settings dialog box, indicate where you want the downloads to be located and select the **Automatically check for updates** check box to be notified of current updates.

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Clearing the **Automatically check for updates** check box stops the update check from occurring on startup.

Minimum System Requirements

Before installing the Quest Central for Microsoft console, ensure that your system meets the following minimum hardware and software requirements.

Hardware Requirements

| TYPE | MINIMUM |
|-------------------|---|
| Processor | • Pentium III or greater, running at a minimum speed of 800 MHz |
| RAM | • 512 MB |
| Disk | • 60 MB of free disk space |
| Monitor | • Video card and monitor - minimum resolution 800 x 600, 256 colors |
| Network Connector | • Network Interface Card (NIC) |
| Peripheral Device | • Pointing Device |

Software Requirements

| TYPE | MINIMUM |
|---------------------|---|
| Operating System(s) | <ul style="list-style-type: none">• Microsoft® Windows® 2000 SP4– OR –• Microsoft® Windows® XP SP1– OR –• Microsoft® Windows® Server 2003 (Standard or Enterprise Edition) |
| Email Client | <ul style="list-style-type: none">• Microsoft® Outlook® 2000– OR –• Microsoft® Outlook® 2002 SP1 (Note: This software must also be configured)– OR –• Microsoft® Outlook® 2003 (Note: This software must also be configured) |

| TYPE | MINIMUM |
|-------|---|
| Other | <ul style="list-style-type: none"> • Microsoft® Windows® 2000 System Administration Tools Pack, or Microsoft® Windows® 2003 System Administration Tools Pack • Microsoft® Windows® 2003 System Administration Tools Pack must be installed on Microsoft® Windows® XP computers • Microsoft® Exchange 2000 System Manager Tool SP3, or Microsoft® Exchange 2003 System Manager Tool (optional, for Exchange 2000 or 2003 functionality only) • Microsoft® Exchange 5.5 Administrator SP4 (optional, for Exchange 5.5 functionality only) |

Supported Environments and Best Practices

The following table describes the environments supported by Quest Central for Microsoft:

| TYPE OF ENVIRONMENT | SUPPORTED ENVIRONMENT |
|----------------------------|---|
| Application Platform | <ul style="list-style-type: none"> • Microsoft® Windows® 2000 Server SP4 • Microsoft® Windows® 2000 Professional SP4 • Microsoft® Windows® XP Professional SP1 • Microsoft® Windows® Server 2003 (Standard or Enterprise Edition) <p>Note: Quest Central for Microsoft also supports installation on French and German client computers.</p> |
| Client Browser(s) | <ul style="list-style-type: none"> • Internet Explorer 6.0 SP1 |
| Microsoft Exchange Version | <ul style="list-style-type: none"> • Exchange 2000 or 2003 native mode • Exchange 2000 or 2003 mixed mode • Exchange 5.5 |

Getting Started with Quest Central for Microsoft

The following sections contain information that is designed to help you start using Quest Central for Microsoft. This includes the directions and procedures to perform the following tasks:

- Downloading Quest Central for Microsoft
- Installing Quest Central for Microsoft
- Registering with Quest Software
- Reinstalling or repairing Quest Central for Microsoft
- Removing Quest Central for Microsoft
- Running Quest Central for Microsoft

Downloading Quest Central for Microsoft

If you do not already have Quest Central for Microsoft installed, you can download it from the Quest Software web site.

To download Quest Central for Microsoft

1. Go to the Quest web site at <http://www.quest.com>.
2. Click the **Download** link located on the left pane of the Quest Software web page, and select **Free Trials**.
3. Browse to **Quest Central for Microsoft** on the product download list, and select **Freeware** from the Freeware column.
4. Fill out the registration form and click **Submit**.
5. Click **Download Now**.
6. When the download windows appears, select **Save this file to disk**.
7. Save the file to a common directory (c:\temp, for example).

Installing Quest Central for Microsoft

To install Quest Central for Microsoft

1. Once you have finished downloading Quest Central for Microsoft, use WinZip to unpack the zip file that was downloaded.
2. Unzip the files to a common directory (c:\temp, for example).
3. Double-click the **Quest Central for Microsoft 1.0 Setup.exe** file.
4. Click **Next** on the Welcome to Quest Central Setup Program.
5. Read the license agreement and click **I Agree**.



You must accept the license agreement to activate the next button.

6. Click **Next**.
7. Select the destination folder where you want the program to be installed or accept the default path and click **Next**.

8. Select the **Start Menu Group** to which you want the program to be added or accept the default Start Menu Group and click **Next**.
A dialog containing a list of components which are about to install is displayed.
9. Click **Next**.
The Place shortcut on desktop check box is selected by default in the Start Installation dialog.
10. Click **Next**.
11. Click **Finish** in the Quest Central Setup Completed dialog box.

User Registration

Once the product has been installed, and on your first run of Quest Central for Microsoft, the register utility program provides you with an option to register with Quest Software. Registered users are eligible to receive product update information, special offers, and other valuable information related to this product.

Reinstalling or Repairing Quest Central for Microsoft

If for any reason Quest Central for Microsoft needs to be reinstalled or repaired, perform the following steps:

To reinstall or repair Quest Central for Microsoft

1. Double-click the **Quest Central for Microsoft Setup.exe** file.
2. Click **Next** on the Welcome to the Quest Central Setup Program.
3. Click **Next**.
4. On the Reinstall/Repair dialog click **Next**.
The Place shortcut on desktop check box is selected by default in the Start Installation dialog.
5. Click **Next**.
6. Click **Finish** in the Quest Central Setup Completed dialog box.

Removing Quest Central for Microsoft

There are two different ways to remove Quest Central for Microsoft:

- using the Quest Central Uninstall Wizard
- using the Add/Remove Program facility on the Control Panel

Using the Quest Central Uninstall Wizard

Perform the following steps if you want to remove Quest Central for Microsoft using the Quest Central Uninstall Wizard:

1. Select **Start ► Programs ► Quest Software ► Quest Central ► Uninstall Quest Central for Microsoft**.
2. Click **Next** on the Welcome to the Quest Central Uninstall Wizard.
3. Click **Next** on the Start Uninstallation dialog box.
4. Click **Finish** on the Quest Central Uninstallation Completed dialog box.

Using the Add/Remove Program

1. Select **Start ► Settings ► Control Panel**.
2. Double-click **Add/Remove Programs** on the Control Panel.
3. Select **Quest Central** and click **Remove**.
4. Click **Yes**.

Running Quest Central for Microsoft

To run Quest Central for Microsoft

1. Select **Start ► Programs ► Quest Software ► Quest Central**.
2. From the list, select **Quest Central**.

You are now ready to use Quest Central for Microsoft.

– OR –

Double-click the **Quest Central** shortcut icon on your desktop.

Using Quest Central for Microsoft

Quest Central for Microsoft allows you to perform various management tasks and actions on your computers that include the following:

- Connecting to a domain
- Configuring services
- Creating Windows user groups
- Creating Windows users
- Managing local accounts
- Managing local groups
- Managing MMC consoles
- Connecting to an Exchange organization
- Diagnosing a server
- Searching for an object
- Monitoring file system activity
- Monitoring registry system activity
- Adding a custom tools category
- Adding a custom tool
- Launching ERDisk
- Managing shortcuts

Adding a Domain to the Console

You can add Microsoft® Windows NT® domains and Active Directory® domains to the console view. You can then manage the objects and containers within the domain.



You can only connect to Active Directory domains that are in the same forest as the local computer's domain.

To add a Windows NT domain or Active Directory domain

1. Right-click **Active Directory** or **Windows NT**, and select **Connect To Domain**.
2. Enter a domain name.

– OR –

Click **Browse** and select a domain from the list of all available domains.

3. Click **OK**.

Configuring Services

From the Quest Central for Microsoft console you can view, start, stop, and configure services.

You can use the Manage Services Wizard to start, stop, and restart more than one service on more than one computer and set the logon account information for the services.



Although the following procedure reflects how to configure a service, other computer management tasks you can perform with Quest Central for Microsoft include configuring printers, Terminal Services, user sessions, open files, user accounts and groups.

To configure a service

1. Expand **Windows NT** or **Active Directory**, then select a domain.
2. Select a computer in the listview.
3. Click the **Services** tab.
4. Right-click the service and select the appropriate action: Start, Stop, Pause, Resume, Restart, Refresh, and Properties.

To view the properties for a service

1. Expand **Windows NT** or **Active Directory**, then select a domain.
2. Select a computer in the listview.
3. Click the **Services** tab.
4. Right-click the service and select **Properties**.

cont'd..

| TAB | DESCRIPTION |
|--------------|---|
| General | Displays general information about the service including: name, description, startup type, location on the local computer, and status. You can change the information if required. |
| Log On | Displays whether the service is running as a system account or a user account. |
| Recovery | Displays options that you can set in response to the failure of the service. |
| Dependencies | Displays the services that the selected service is dependent on. |

5. Click **OK** to close the Properties dialog box.

Creating Groups

You can create groups in Active Directory or Windows NT domains using the create group wizard.

To create a group in Active Directory

1. Expand **Active Directory**, then select a domain.
2. Right-click the domain, then select **New ► Group**.
3. Enter the group name.
4. Select a group scope: **Domain local**, **Global**, or **Universal**.
5. Select a group type: **Security** or **Distribution**.
6. Click **OK**.

To create a group in Windows NT

1. Expand **Windows NT**.
2. Right-click a domain, then select **New ► Group**.
3. Click **Next**.
4. Provide a group name and description.
5. Select a group scope: **Domain local** or **Global**.
6. Click **Next**.
7. Add users to the group, then click **Next**.
8. Click **Finish**.

You can also delete a group using Quest Central for Microsoft.

Creating Users

You can create users in Active Directory or Windows NT domains using the create user wizard.

To create a user

1. Expand **Windows NT** or **Active Directory**.
2. Right-click a domain and select **New ► User**.
3. Walk through the wizard to create the user account.
4. Click **Finish**.

After a user has been created you can now manage this user account to reset a password, unlock an account, enable or disable an account, or to delete an account.

Managing Local Accounts

You can manage local accounts in Active Directory or Windows NT using Quest Central for Microsoft.

To manage a local user account

1. Expand **Windows NT** or **Active Directory**, then select a domain.
2. Select a computer in the listview.
3. Click the **Users** tab in the properties sheet.
4. Right-click a user account and select from the following options: .

| OPTION | DESCRIPTION |
|--------------|--|
| Set Password | Change the password for the account |
| Enable | Enable a disabled account. |
| Disable | Disable an account. |
| Delete | Delete an account. |
| Rename | Rename the user account. |
| Properties | Manage the following user account properties: user name and password, group membership, account profile, dial-in settings. |

Managing Local Groups

You can manage local groups in Active Directory or Windows NT using Quest Central for Microsoft.

To manage a local group

1. Expand **Windows NT** or **Active Directory**, then select a domain.
2. Select a computer in the listview.
3. Click the **Groups** tab in the properties sheet.
4. Right-click a group and select from the following:

cont'd..

| OPTION | DESCRIPTION |
|--------------|-------------------------------|
| Add to Group | Add members to the group. |
| Delete | Delete the group. |
| Rename | Rename the group. |
| Properties | Add and remove group members. |

MMC Management

Use Quest Central for Microsoft to perform the following MMC Management tasks:

- Create categories to organize MMC console
- Manage MMC console

To create a category

1. Right-click **MMC Management**, then select **Create New Category**.
2. Type a name and description, then click **OK**.

After you create a category, you can add MMC consoles.

You can also change the name and description for the category.

Use Quest Central for Microsoft to access saved MMC consoles. For example you can open the MMC Active Directory Users and Computers saved console (dsa.msc).

To add and run an MMC console

1. Right-click **MMC Management**, then select **Add ► MMC console**.
2. Select the MMC console that you want to add to the listview.

You can only select one MMC console at a time.

3. Right-click an MMC console in the listview, then select **Launch**.

You can select more than one MMC console. A new console opens for every MMC console that you select.

Connecting to an Exchange Organization

You can use Quest Central for Microsoft to connect to an Exchange organization.

To connect to an Exchange 2000 or 2003 native mode organization

1. Expand the **Exchange** node in the treeview.
2. Right-click the **Organizations** node and select **Connect to Exchange 2000/2003 Organization**.

3. Enter a global catalog name in the Global catalog server box.

You can alternately enter a domain name, or server name to have a global catalog selected by Quest Central for Microsoft.

4. Click **OK**.

You can also connect to an Exchange 5.5 or Exchange 2000 or 2003 mixed mode organization using Quest Central for Microsoft.

Diagnosing your Servers and Nodes

You can launch a specific Spotlight product using Quest Central for Microsoft in order to diagnose your servers and nodes.

You can launch the following Spotlight products:

- Spotlight on Active Directory Diagnostic Console
- Spotlight on Active Directory Topology Viewer
- Spotlight on Windows Diagnostic Console
- Spotlight on Exchange Diagnostic Console
- Spotlight on Exchange Topology Viewer

The following procedure identifies the steps to launch Spotlight on Active Directory Diagnostic Console:

To launch Spotlight on Active Directory

1. Expand **Active Directory** ► **Domain** ► **Domain Controllers** in the treeview.
2. Select the domain controller from the list of domain controllers displayed in the listview.
3. Right-click the domain controller you want and select **Diagnose**.



If Spotlight on Active Directory is not installed locally, the following message is displayed:




Searching for an Object

Use Quest Central for Microsoft to search for a specific object.

To search for an object

1. Select the node in the treeview under which you want to search.
2. Right-click the node and select **Search**.

– OR –

Click the **search**  button on the Quest Central for Microsoft toolbar to access the Search dialog box.

3. Click the **Look-in** drop-down list box and select the scope for the search.

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4. Click the **Search for** drop-down list box and select the object type for which you want to search.
5. Click **Add**.
6. Select the objects for which you want to search in the Property, Condition and Value fields on the Filter Parameter dialog box and click **OK**.
7. Identify the objects you want to find by selecting either the **Meet all the criteria** or **Meet one or more of the criteria** option buttons on the Search dialog box.
8. Click **Search Now**.

Monitoring File System Activity

You can connect to a computer whose file system activity you want to monitor.


To connect to a computer for file system activity monitoring

1. Expand **Tools ► Monitor** in the treeview.
2. Right-click **File System** and select **Connect To Computer**.
3. Browse to a computer to which you want to connect using the network trees on the Select Computer dialog box.

– OR –

Manually enter a computer name.



You can use the Jump to Monitor File System  button on the Quest Central for Microsoft toolbar to access the file system monitoring tool.

Monitoring Registry System Activity

You can connect to a computer whose registry system activity you want to monitor.


To connect to a computer for registry system activity monitoring

1. Expand **Tools ► Monitor** in the treeview.
2. Right-click **Registry** and select **Connect To Computer**.
3. Browse to a computer to which you want to connect using the network trees in the Select Computer dialog box.

– OR –

Manually enter a computer name.



You can use the Jump to Monitor Registry  button on the Quest Central for Microsoft toolbar to access the registry monitoring tool.

Adding a Custom Tools Category

A custom tools category is an organizational item that is used to group custom tools. You can add a custom tools category under the Custom Tools node.

To add a custom tools category

1. Right-click **Custom Tools** and select **Add Category**.
– OR –
Select **Custom Tools** and click **Add Category** from the Actions menu.
2. Enter the category name and description (optional) and click **OK**.



When you restart Quest Central for Microsoft any added custom tools categories are displayed under the Custom Tools node.

Adding a Custom Tool

You can create links to applications and tools that you frequently use by adding a custom tool under the Custom Tools node.

To add a custom tool

1. Right-click a custom tools category and select **Add Tool**.
– OR –
Select a custom tools category and click **Add Tool** from the Actions menu.
2. Enter the tool name, location, or command line arguments (optional) and click **OK**.
– OR –
Select **Browse** to search for the tool target file path then enter the command line arguments and click **OK**.



When you restart Quest Central for Microsoft any added custom tools are displayed under the Custom Tools node.

Launching ERDisk

You can use ERDisk if you need to quickly backup and recover your Windows systems.



ERDisk functionality only appears in the Quest Central for Microsoft console when ERDisk v6.7 or later is installed.


Quest Central for Microsoft allows you to launch ERDisk in the following ways:

- From the ERDisk node in the Quest Central for Microsoft treeview.
- From the ERDisk icon on the Quest Central for Microsoft toolbar.
- From the Quest Central for Microsoft Tools menu.

To launch ERDisk from the treeview

- Right-click **ERDisk** in the treeview and select **Launch**.

To launch ERDisk from the toolbar

- Select **ERDisk** in the treeview and click the **Launch ERDisk**  icon on the toolbar.

To launch ERDisk from the Tools menu

- Select **ERDisk** in the treeview and select **Tools ▶ Launch ERDisk**.

Managing Shortcuts

You can create shortcut folders to organize the nodes and items that you use and work with on a frequent basis.

To create a shortcuts folder

1. Select the **Shortcuts** node in the treeview.
2. Right-click and select **New Folder**.
3. Enter a name for the new folder on the Folder name dialog box and click **OK**.

Shortcuts folders can also be viewed, renamed, ordered, or deleted.



You can create a new folder in which to place the object by selecting the New Folder button on the Add Shortcut dialog box, or you can add the object directly to the Shortcuts Folder.