

Quest Central™ for Microsoft®

User Guide

Version 2.0

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About This Guide

- Overview
- Conventions
- About Quest Software, Inc.
- Contacting Quest Software
- Contacting Customer Support

Overview

This document has been prepared to assist you in becoming familiar with Quest Central for Microsoft. The user 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.
	An arrow between elements means that you must select the elements in that particular sequence.

About Quest Software, Inc.

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.

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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

Introducing Quest Central for Microsoft

- Product Overview
- Key Features
- Quest Central for Microsoft Console
- Viewing Objects in a New Window
- Keyboard Shortcuts

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 Central 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 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 fast backup and recovery of 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, and 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 side of the console window. It provides, via a list of actions, an alternate method of viewing and executing the available actions 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 that were performed 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 details of the error 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.



For more information on using the Windows management features, see ["Managing Active Directory and Windows NT Objects" on page 37.](#)

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 differentiations 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.



For more information on using the Exchange management features, see [“About Microsoft Exchange” on page 61](#).

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.



For more information on using the file system monitoring tool, see [“Monitoring the File System” on page 135](#). For more information on using the registry system monitoring tool, see [“Monitoring the Registry” on page 144](#).

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 associated subfolders can be created, viewed, moved, deleted, reordered and renamed.



For more information on using the shortcuts, see [“Editing a Custom Tool” on page 155](#).

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.



For more information on using the search engine, see [“Searching” on page 134](#).

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. Using Quest Central for Microsoft, you can access the MMC node in the treeview, under Tools, to add and launch your favorite MMC tools.



For more information on using the MMC consoles, see [“MMC Management” on page 133](#).

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 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 up-to-date 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 Spotlight products within Quest Central for Microsoft:

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

Spotlight on Windows

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. This enables administrators to quickly identify congested areas and take the appropriate corrective action.

You can launch Spotlight on Windows from the Quest Central for Microsoft console.

Launching Spotlight on Windows

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

Spotlight on Active Directory

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

You can launch Spotlight on Active Directory from the Quest Central for Microsoft console.

Launching Spotlight on Active Directory

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

Spotlight on Exchange

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

You can launch Spotlight on Exchange from the Quest Central for Microsoft console.

Launching Spotlight on Exchange

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



For more information on using the diagnostic tool, see [“Quest Diagnostic Software” on page 126](#).

Quest Central for Microsoft offers true multi-NOS, multi-Exchange environment management from within a single administration console. This unique functionality helps accomplish common day-to-day tasks in an efficient and user-friendly environment.

Custom Tools

Quest Central for Microsoft allows you to create links to frequently used external applications, tools, and command line utilities. These links are added in the Quest Central for Microsoft tree under the Custom Tools node.

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



For more information on using custom tools, see [“Custom Tools” on page 152](#).

Backup and Recovery of your Windows Systems

Quest Central for Microsoft provides an integrated solution for obtaining fast backup and recovery of your Windows systems through the use of the ERDisk product.



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

ERDisk simplifies and automates the process of preparing for and recovering from system failures caused by configuration-related problems. ERDisk provides the following features and benefits:

- Comprehensive system recovery options
- Centralized remote administration
- Intelligent selective backup
- Scheduling capabilities
- Scalability and performance
- Extremely rapid economic justification



For more information on using ERDisk, see [“ERDisk” on page 156](#).

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 logout and login 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 Central update program in three ways:

- Use the Quest Central 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.



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

Quest Central for Microsoft Console

The central interface component of Quest Central for Microsoft is its easy-to-use unified administrative console that simplifies the management of your Windows system, and Exchange configuration and deployment.

The Quest Central for Microsoft console consolidates core, day-to-day Windows and Exchange administration, diagnostics, and registry and file system activity monitoring tools into a single interface.

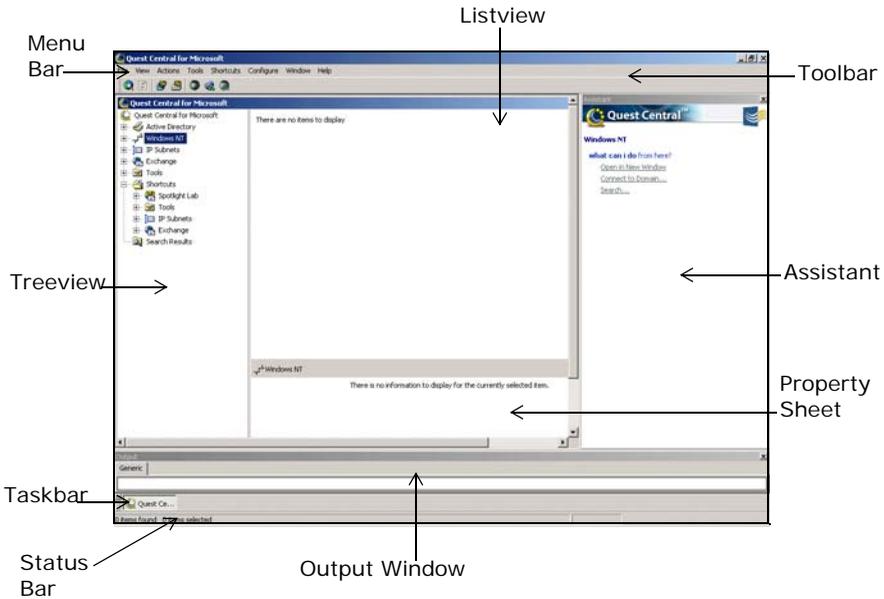


Figure 1: Quest Central for Microsoft Console

Console Components

The Quest Central console consists of various components that allow you to access and manage specific objects, computers and servers for administrative purposes.

Use the following console components to perform and view the results of various management tasks:

- treeview
- listview

- property sheet
- assistant
- menu bar
- toolbar
- taskbar
- status bar
- output window

Treeview

The Quest Central for Microsoft treeview displays Windows and Exchange objects and nodes in a hierarchical view including their dependant objects. As nodes in the treeview are selected, two additional panes appear to the right of the treeview, the listview and the Assistant.

The treeview includes nodes for Active Directory, Windows NT, IP Subnets, Exchange, Tools, Shortcuts, Search Results and MMC Management.

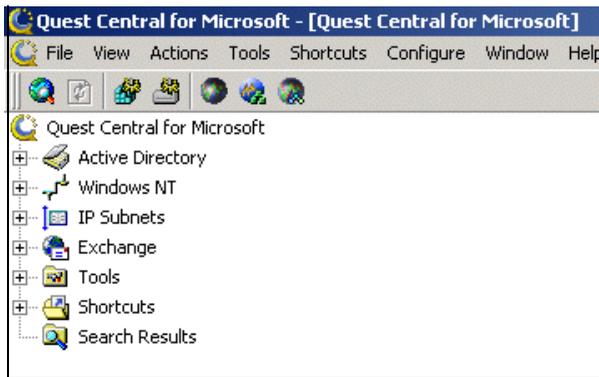


Figure 2: Treeview

Listview

The listview provides you with a view of the directory structure under the selected node in the treeview.

The following is an example of selecting Monitor under the Tools node in the treeview. This results in File System and Registry being displayed in the listview.

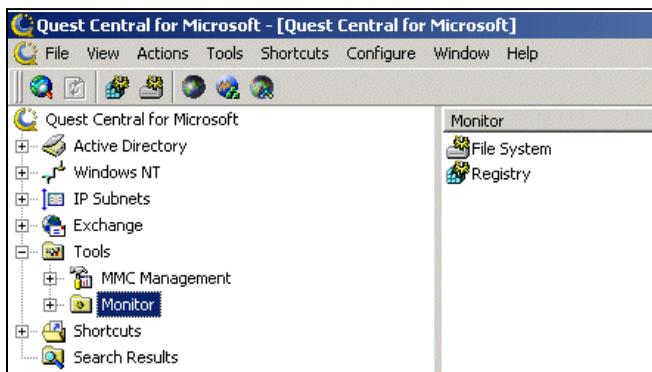


Figure 3: Listview

Property Sheet

The property sheet contains details of the object you selected and is displayed in the pane directly below the listview. The property sheet becomes the working space, allowing you to choose from multiple object tabs to view or take action against an object in the expanded view.

This important feature allows you to always have a view of the network which is continually displayed in the treeview.

Use the View menu to show or hide the property sheet.

To show or hide the property sheet

- Select **View ▸ Property Sheet**.

Assistant

The Assistant is a dockable window with dynamic contents that can be positioned anywhere on the client window. It provides an alternate method of viewing and executing the available actions for an object.

When you select a node or object in either the treeview or listview, the Assistant displays the range of tasks you can perform on that object as hyperlinks. You can click the hyperlink to execute the action you want to perform.

Depending on the current active view (treeview or listview), the Assistant displays the range of actions associated with that specific view.

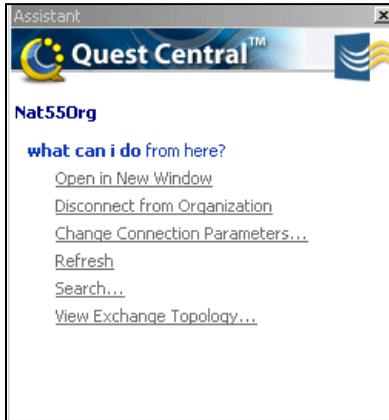


Figure 4: Assistant

Use the View menu to show or hide the Assistant.

To show or hide the Assistant

- Select **View Assistant**.

Menu Bar

The menu bar contains items you can select to perform specific actions on objects and nodes and is located at the top of the Quest Central for Microsoft console. Quest Central for Microsoft contains two types of menus identified as Standard and Shortcut menus.

Standard menus. These menus are accessed from the menu bar on the Quest Central for Microsoft console. Most standard menus also have an access key. To open a menu using the access key, press and hold down the ALT key and then press the underlined letter in the name of the menu. For example, to display the File menu, click on File in the menu bar or press ALT+F.

The Standard menus common to all Quest Central products are:

- File
- View
- Actions
- Tools
- Shortcuts
- Configure
- Window
- Help

Shortcut menus. These menus are displayed when you right-click an object in the Quest Central for Microsoft console.

You can access shortcut menus by right-clicking an item in the Quest Central for Microsoft window. Shortcut menus contain a list of commands that are relevant to the area of the window in which the cursor is currently positioned. For example, if you select and right-click a server, server-specific commands are displayed.

The following table identifies the standard menu bar items and provides a description of each:



The items identified in the following table refer to the Quest Central menu bar. Not all of these menu items are applicable to Quest Central for Microsoft, and as such, any non-applicable items appear dimmed on the menu bar, and are therefore unavailable.

MENU	DESCRIPTION
File	Performs standard file-related operations including open, close and exit.
View	Controls the appearance of the console by allowing the enabling or disabling of various console components.
Actions	Performs actions on a selected object including open in a new window, connect to a domain and search.
Tools	Invokes and controls product monitoring and product launching tools.
Shortcuts	Performs specific shortcut actions including viewing, renaming and adding to shortcuts.
Configure	Contains actions for managing and configuring the console including saving and setting console preferences.
Window	Contains actions for managing and organizing windows including cascading and tiling horizontally and vertically.
Help	Contains actions for accessing online help, release notes, support, product registration, feedback, checking for QC updates, licensing, and product information.

Toolbar

The Quest Central for Microsoft toolbar provides quick access to commonly used commands and actions.

You can click a button on the toolbar to carry out a required action. If a button appears dimmed, it is unavailable. To see a description of each button, rest the pointer over the button.

The toolbar is dockable, allowing it to be positioned at any location in the window.



The last saved window and toolbar size and position are automatically restored when you reopen Quest Central for Microsoft.

Use the View menu to show or hide the toolbar.

To show or hide the toolbar

- Select **View ▸ Toolbars**.

The following table identifies the various toolbar buttons and provides a description of each:

BUTTON	DESCRIPTION
Jump to Monitor Registry	Jumps to the registry monitoring activity in the Tools node.
Jump to Monitor File System	Jumps to the file system monitoring activity in the Tools node.
Search	Accesses a search engine.
Refresh	Refreshes the current window including the treeview and listview to ensure that the browsing information is current.
 Launch Spotlight	Launches the Spotlight product you currently have installed.
 Launch Spotlight on Active Directory Topology Viewer	Launches Spotlight on Active Directory if it is currently installed.
 Launch Spotlight on Exchange Topology Viewer	Launches Spotlight on Exchange if it is currently installed.

Taskbar

The taskbar lists all active windows, each with a window icon and title, and is located directly below the treeview in the Quest Central for Microsoft console.



Figure 5: Taskbar

The active windows listed on the taskbar are displayed in the order in which they were opened. The current window is represented on the taskbar as the only button in the down position. Click the buttons that appear on the taskbar to switch between the active windows.

Use the View menu to show or hide the taskbar.

To show or hide the taskbar

- Select **View ▶ Taskbar**.

Status Bar

The status bar displays the number of object types that were found that correspond to a selected object, and the number of objects selected in the listview. It is located at the bottom of the Quest Central for Microsoft console.



Figure 6: Status Bar

Output Window

The output window is dockable and displays success or failure messages as a result of actions that were performed by the user. The output window uses various text colors that help provide an immediate visual indication that an error has occurred.

The following is an example of the output window.



Figure 7: Output Window

The output window is located directly above the Quest Central for Microsoft console taskbar.

Use the View menu to show or hide the output window.

To show or hide the output window

- Select **View ▸ Output Window**.

Saving the Look of the Console

You can save the current console configuration including window and toolbar size and position, and currently opened windows. The console configuration will be automatically restored when you reopen Quest Central for Microsoft.

To save the look of the console

- Select **View ▸ Console ▸ Save Console**.

Refreshing Nodes and Properties

Use the Refresh feature to display the current information about a particular node, its properties and children.

To refresh nodes and properties

1. Select the node whose properties you want to refresh from the treeview or listview.
2. Right-click the node and select **Refresh**.

– OR –

Select the node and click the **Refresh**  button on the toolbar.

– OR –

Select **View ▸ Refresh**.

– OR –

Press F5.

cont'd..



When you perform actions on a node, its associated items in the listview and property sheet are automatically refreshed.

Viewing Objects in a New Window

You may want to isolate the current branch of the tree to view only that branch in a new window. Quest Central for Microsoft allows you to perform this action by using the Open in New Window command.

To view an object in a new browser window

1. Select the object you want to open in the treeview or listview.
2. Right-click the object and select **Open in New Window**.

Keyboard Shortcuts

Quest Central for Microsoft contains various keyboard shortcuts to help you navigate and perform tasks more efficiently in the console.

Keyboard shortcuts include the following:

- General shortcuts
- Navigation shortcuts
- Editing shortcuts

General Shortcuts

The following table identifies the general shortcut actions and their associated keys:

ACTION	KEY
Help	F1
Next Window	Ctrl+Tab
Previous Window	Ctrl+Shift+Tab
View Taskbar	Ctrl+T
View Assistant	Ctrl+Alt+A

ACTION	KEY
View Property Sheet	Ctrl+R
Refresh	F5

Navigation Shortcuts

The following table identifies the navigation shortcut actions and their associated keys:

ACTION	KEY
Move the cursor to the beginning of the line	Home
Move the cursor to the end of the line	End
Move the cursor to the next word	Ctrl+Right arrow
Move the cursor to the previous word	Ctrl+Left arrow
Move the cursor to the bottom of the window	Page Down
Move the cursor to the top of the window	Page Up
Go to the top of the file	Home
Go to the bottom of the file	End



These shortcuts are only applicable to navigation in the Quest Central for Microsoft console.

Editing Shortcuts

The following table identifies the editing shortcut actions and their associated keys:

ACTION	KEY
Cut	Ctrl+X
Copy the selected text to the clipboard	Ctrl+C
Paste the text from the clipboard	Ctrl+V

cont'd..

Quest Central for Microsoft

ACTION	KEY
Select all	Ctrl+A

Introducing the Quest Central for Microsoft Menus

- Quest Central for Microsoft Menu Overview
- File Menu
- View Menu
- Actions Menu
- Tools Menu
- Shortcuts Menu
- Configure Menu
- Window Menu
- Help Menu

Quest Central for Microsoft Menu Overview

You can use the Quest Central for Microsoft console for the day-to-day management of your Windows system, and Exchange configuration and deployment using a single unified interface.

The following eight menus are located on the console window and assist you in using Quest Central for Microsoft:

- File
- View
- Actions
- Tools
- Shortcuts
- Configure
- Window
- Help



Some of the Quest Central console menu items are not applicable to Quest Central for Microsoft functionality. Any non-applicable command items appear dimmed, and are therefore unavailable.

File Menu

The File menu contains three command items:

ITEM	FUNCTION
Open	This item opens the selected object in a new window.
Close	This item closes the window that you are currently viewing.
Exit	This item closes Quest Central for Microsoft.

View Menu

The View menu contains nine command items:

ITEM	FUNCTION
Task Bar	This is a selectable item used to display or remove the task bar from the console view.
Output Window	This is a selectable item used to display or remove the output window from the console view.
Toolbars	This item contains a selectable submenu item used to display or remove the main console toolbar.
Assistant	This is a selectable item used to display or remove the Assistant from the console view.
Shortcuts	This is a selectable item that opens a shortcuts folder in a new window.
Property Sheet	This is a selectable item used to display or remove the property sheet from the console view.
Go To	This item allows you to move to a different location in the treeview. Depending on your position in the treeview, you can choose either Up One Level, Top Level, or Expand from the item submenu.
Collapse	This item allows you to collapse or close the node in which you are currently located. Depending on your position in the treeview, you can choose either Children, Parent, or All from the item submenu.
Refresh	This item displays the latest available information concerning the Quest Central for Microsoft console.

Actions Menu

The Actions menu is dynamic and changes to reflect the object or node on which you are performing specific actions. The Actions menu contains the identical command items as the right-click menu items for a selected object.



The items in the following table depict the Organizations node as selected in the treeview.

ITEM	FUNCTION
Open in New Window	This item opens the Organizations node in a new separate window.
Connect to Exchange 5.5 Organization	This item opens the Exchange 5.5 Organization dialog box where you can enter the appropriate Exchange 5.5 organization connection information.
Connect to Exchange 2000/2003 Organization	This item opens the Exchange 2000/2003 Organization dialog box where you can enter the appropriate Exchange 2000 or Exchange 2003 organization connection information.
Refresh	This displays the current information for the selected item.
Search	This item opens the Search dialog box.

Tools Menu

The Tools menu contains five command items:

ITEM	FUNCTION
Launch Spotlight	This item launches the Spotlight product that you currently have installed.
Launch Spotlight on Active Directory Topology Viewer	This item launches Spotlight on Active Directory Topology Viewer.
Launch Spotlight on Exchange Topology Viewer	This item launches Spotlight on Exchange Topology Viewer.
Jump to Monitor Registry	This item allows you to jump to the registry monitoring activity in the Tools node.
Jump to Monitor File System	This item allows you to jump to the file system monitoring activity in the Tools node.
Launch ERDisk	This item launches ERDisk if you currently have it installed.

Shortcuts Menu

The Shortcuts menu contains four command items:

ITEM	FUNCTION
Add to Shortcuts	This item adds the selected item to the shortcuts folder.
View Shortcuts	This item opens the shortcuts folder in a new window.
New Folder	This item allows you to create a subfolder in the current shortcuts folder.
Rename Shortcut	This item allows you to rename your shortcuts and shortcuts folder.

Configure Menu

The Configure menu contains one command item consisting of two submenu items:

ITEM	SUBMENU ITEM	FUNCTION
Console	Save Console	This item saves the current console configuration.
	Preferences	This item opens the Console Preferences dialog box which allows you to select specific console properties.

Window Menu

The Window menu contains five command items:

ITEM	FUNCTION
Cascade	This item arranges the window in a cascade format.
Tile Horizontally	This item arranges the windows horizontally.
Tile Vertically	This item arranges the windows vertically.

cont'd..

ITEM	FUNCTION
Minimize All	This item minimizes all the windows.
Arrange All	This item arranges all windows.

Help Menu

The Help menu contains eight command items:

ITEM	FUNCTION
Contents	This item accesses the Quest Central for Microsoft help file.
Release Notes	This item accesses the Quest Central for Microsoft release notes.
Support	This item accesses the Quest Software SupportLink home page.
Product Registration	This item accesses the Quest Software Product Registration form.
Feedback	This item accesses the Quest Software feedback email address.
Check for Updates	This item checks for any current updates for Quest Central.
Licensing	This item allows you to enter your product license.
About	This item displays the current Quest Central product information.

Managing Active Directory and Windows NT Objects

- Overview
- Adding a Domain to the Console
- Setting Logon Credentials
- Managing Computers
- Managing Printers
- Adding and Validating IP Subnets

Overview

This chapter provides information on the following:

- Adding domains to the Quest Central for Microsoft console
- Setting logon credentials
- Managing computers
- Managing printers
- Adding IP subnets to the console

Adding a Domain to the Console

You can add 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.

You can manage the following domain features:

- Add the domains that you want to manage
- Connect to a domain controller
- Search for objects in a domain
- View the properties of a domain

To add a Windows NT domain or Active Directory domain

1. Right-click **Active Directory** or **Windows NT**, then select **Connect To Domain**.

2. Enter a domain name.

If you are adding an Active Directory domain, enter the DNS name.

– OR –

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

3. Click **OK**.

Viewing Domain Properties

You can view the properties for a domain in either Windows NT or Active Directory.

Active Directory Domain Properties

You can view and change the following Active Directory domain properties:

- General information
- User account information for users that can manage the domain
- Security information on who can access the domain

Windows NT Domain Properties

You can view and change the following Windows NT domain properties:

- Password restrictions including password age, password length, and password uniqueness.
- Account lockout information including the number of attempts to log on before locking out the account, and the duration of the account lockout.

To view the properties of a domain

1. Expand **Windows NT** or **Active Directory**.

– OR –

Expand **IP Subnets**, then select a subnet.
2. Right-click a domain, then select **Properties**.

Creating Objects in Active Directory

Using Quest Central for Microsoft, you can create the same objects that you can using native Active Directory tools.

To create an object

1. Right-click the Active Directory domain, then select **New**.
2. Select one of the following:

MENU OPTION	STEPS
Computer	Enter the computer information, then click OK .
Contact	Enter contact information, then click OK .
Container	Enter the name for the container, then click OK .
Group	Enter the group information, then click OK .
Organizational Unit	Enter a name for the OU, then click OK .
Printer	Enter the network path, then click OK .
User	Enter the user account information. Walk through the wizard, then click Finish .
Shared Folder	Enter a name and a network path for the shared folder, then click OK . Enter the network path using the following format: \\server\shared folder name.

Setting Logon Credentials

You can set logon security credentials for computers that you access through Quest Central for Microsoft. Computer credentials apply to any action that is taken that requires access to resources on the computer. Computer credentials do not apply to actions that are taken on properties of the computer that reside in Active Directory.

When setting credentials ensure the following effective security policies on the local computer are in place:

- The account you are specifying requires the 'Log on locally' effective security setting.
- The account that is running Quest Central for Microsoft requires the 'Act as part of the operating system' security setting.

Inheriting Credentials from a Domain

You can set credentials at either the domain level or computer level. When credentials are set at the domain level, all computers in the domain inherit the settings.

When set at the computer level, the credentials override those set at the domain level.

Saving a List of Credentials

You can choose to set the credentials to persist between sessions of Quest Central for Microsoft or you can set the credentials for the current session only.



On the Properties tab for a computer, note the following: Specified Credentials displays the logon credentials that were set for that computer. If there are no alternate credentials set, then Not specified is displayed.

Current Credentials displays the logon credentials that are being used for that computer.

Specified Credentials and Current Credentials are different only if the specified credentials cannot be used.

To set the credentials

1. Expand **Active Directory** or **Windows NT**.
2. Right-click a domain, then select **Computer Credentials** ▶ **Set**.

– OR –

Right-click a computer in the listview, then select **Credentials** ▶ **Set**.

You can also select a computer in an IP subnet.

3. Type the user name and password.
*You must type the account information using the following format:
domain\user name.*
4. Select the check box if you want to save the credentials for the next time that you run Quest Central for Microsoft.
5. Click **OK**.

To manage credentials

1. Expand **Active Directory** or **Windows NT**.
2. Right-click a domain, then select **Computer Credentials** ▶ **Set**.

– OR –

Right-click a computer, then select **Credentials** ▶ **Set**.

You can also select a computer in an IP subnet.

3. Click the **Manage Credentials** button.
4. You can choose from the following options:

OPTION	DESCRIPTION
Add	Add a new account.
Remove	Remove the user name from the list of available logon accounts.
Edit	Change the user name or password for the account.

5. After you change the information, click **OK** to close the Credentials Editor dialog box.
6. Click **OK** again to close the Enter Credentials dialog box.

Managing Computers

You can manage the following computer properties:

- List the active user sessions or Terminal Services sessions
- Start, stop, and configure services
- Open a Command Prompt
- Copy and run scripts to remote computers at the same time
- Manage print queues
- Disable guest accounts on remote computers
- Reset the local administrator password on one or more computers at the same time
- Validate registry entries
- View the properties for a computer

Resetting Local Administrator Passwords

You can reset the local administrator password on remote computers. If the computer is a Domain Controller, the domain Administrator's password is reset.

To change the local administrator password

1. Expand **Windows NT** or **Active Directory**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Right-click a computer in the listview, then select **Tasks ▶ Reset Local Admin Password**.

You can select more than one computer.

3. Click **Next**.

All computer check boxes are selected by default. Clear the check box if you do not want to reset the password on that computer.

4. Click **Next**.
5. Enter the password information, then click **Next**.
6. Click **Next**.

cont'd..

7. Click **Finish** after you review the summary page that includes a list of the computers that you selected and if the password change succeeded or failed.

Managing Registry Entries

You can search computers for specific registry keys, values, and data.

You can set the values remotely, through the wizard, on the computers where the entries do not match what you are searching for.

To manage registry keys or values

1. Expand **Active Directory** or **Windows NT**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Right-click a computer in the listview, then select **Tasks ▶ Manage Registry Entries**.

You can select more than one computer.

3. Click **Next**.

All computer check boxes are selected by default. Clear the check box if you do not want to validate entries on that computer.



By default, the first computer in the list is the default source computer for registry keys. This computer provides the list of registry keys and values that you can choose from in step 5. You can select another computer, then click **Set**.

4. Click **Next**.
5. Select one of the following options:
 - a) Select **Select individual registry keys and values (DWORD or String values)**, then click **Next**.
 - b) Click **Add**.
 - c) Select a type: Key, Value (DWORD), or Value (String).
 - d) Click **Browse** to select the registry path.
 - e) If you are searching for a DWORD or String, enter the name of the registry entry in the Value field.
 - f) Select an action: **Test Existence** or **Test Data**.

g) Click **OK**.

– OR –

a) Select **Specify a registry file (file extension.reg)**, then click **Next**.

b) Click **Browse** to find the registry file.

6. After the registry settings are selected click **Next**.

7. Click **Next**.

8. Click **Next** to view the list of computers where there are invalid or missing registry entries.

*Select a computer and click **View Results** to view which registry entries are invalid or missing. This is optional.*

9. Click **Next**.

The following page on the wizard is only displayed when registry entries are invalid or missing.

10. If you want to update registry entries, then select the **Modify registries** check box and click **Next**.

11. Click **Next** again after the entries are updated.

12. Review the results on the summary page, then click **Finish**.

Configuring Services

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.

To configure a service

1. Expand **Windows NT** or **Active Directory**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

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, or Properties.

cont'd..

If there is more than one service selected, you can choose from the following options: Start, Stop, Pause, Resume, Restart, and Refresh.

To view the properties for a service

1. Expand **Windows NT** or **Active Directory**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Select a computer in the listview.
3. Click the **Services** tab.
4. Right-click the service and select **Properties**.

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. Recovery applies only to Active Directory.
Dependencies	Displays the services on which the selected service is dependent.

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

Running a Script on a Remote Computer

You can run Windows Script Host (WSH) scripts using Quest Central for Microsoft which supports both the Windows-based version (wscript.exe) and the command line version (cscript.exe).

You can run the following types of scripts: Visual Basic Scripting Edition (VBScript) or JScript.

To a run a script on a remote computer

1. Expand **Windows NT** or **Active Directory**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Select the computers on which you want to run the scripts.
You can run scripts on multiple servers. The script is copied to the server.
3. Right-click and select **Remote Script**.
4. Select the script you want to run.

Verifying DNS Records

Using Quest Central for Microsoft, you can verify that Host (A) records and Service Location (SRV) records are registered with the designated DNS server.

When you choose to update the unregistered DNS records, the Check DNS wizard restarts the Net Logon service on each computer where DNS records are missing. The Net Logon service can only be restarted on computers that have the Windows Management Instrumentation (WMI) service installed. Restarting this service simulates a computer restart and may not replace all of your missing DNS records.

The account running the Check DNS Records wizard must be a member of the DnsAdmins group and have access to the file system on the remote computers.

To verify DNS records

1. Expand **Active Directory**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Right-click a computer in the listview, then select **Tasks** ▶ **Check DNS records**.
You can select more than one computer.
3. Click **Next**.

cont'd..

All computer check boxes are selected by default. Clear the check box if you do not want to search for unregistered DNS records on that computer.

4. Click **Next**.
5. Click **Next** to start searching for unregistered DNS records.

When the search is complete, the wizard displays a list of computers with unregistered DNS records and computers on which the search could not run.

If there are no computers displayed, then all records are registered. Go to step 8.

6. Click **Next**.
7. Select the check box if you want to register the records, then click **Next**.
8. Click **Next** after the records are registered.

The summary page displays the results, including the computers queried, if the query was successful, and the records that were registered (if you selected this option).

9. Click **Finish** after you review the summary.

Managing Terminal Service Sessions

You can close and reset Terminal Services user sessions in the Quest Central for Microsoft console.



Notify all connected users that you are resetting sessions.

To manage terminal service sessions

1. Expand **Active Directory**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Select a computer in the listview.

The Terminal Sessions tab is not displayed if Terminal Services is not installed on the computer.

3. Click the **Terminal Sessions** tab.

4. Right-click a session and select one of the following:

OPTION	DESCRIPTION
Close	Disconnects the session. When the user reconnects, all of their running processes are intact.
Send Message	Sends a message to the client computer.
Reset Session	Disconnects the session and ends all running processes.
Refresh	Enumerates the Terminal Services sessions and displays the sessions that are open.

*You can disconnect all open sessions. Right-click in the property sheet (without selecting a session), then select **Close All Sessions**.*

Managing Shared Resources

Use Quest Central for Microsoft to view and close user sessions and open files.

Viewing and Closing User Sessions

You can close and disconnect user sessions in the Quest Central for Microsoft console.



Notify all connected users that you are closing sessions.

To view and close user sessions

1. Expand **Active Directory** or **Windows NT**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Select a computer in the listview.
3. Click the **Sessions** tab.
4. Right-click a session and select **Close Session**.

cont'd..

*You can disconnect all open sessions. Right-click in the property sheet (without selecting a session), then select **Disconnect All Sessions**.*

*If you are managing sessions on a remote computer, your session is not disconnected when you select **Disconnect All Sessions**. If you are managing sessions on the computer you are logged on to, all sessions are disconnected.*

Viewing and Closing Open Files

You can close files in the Quest Central for Microsoft console, including files on local and remote computers.



Notify all connected users that you are closing files.

To view and close files

1. Expand **Active Directory** or **Windows NT**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Select a computer in the listview.
3. Click the **Open Files** tab.
4. Right-click a file and select **Close Open File**.

*You can close all opens files. Right-click in the property sheet (without selecting a file), then select **Disconnect All Open Files**.*

Disabling a Guest Account

You can disable the guest account on many computers using the Disable Guest Account wizard. If the computer is a Domain Controller, the domain's Guest account is disabled.

To disable a Guest account

1. Expand **Windows NT** or **Active Directory**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Right-click a computer and select **Tasks** ► **Disable Guest Account**.
You can select more than one computer.
3. Click **Next**.
All computer check boxes are selected by default. Clear the check box if you do not want to disable the Guest account on that computer.
4. Click **Next**.
5. Click **Next** to disable the accounts.
6. Click **Next**.
The summary page displays the results, including a list of the computers that you selected and whether the accounts were successfully disabled.
7. Click **Finish**.

Running Command Prompt

You can open a Command Prompt window on a remote computer using the Quest Central for Microsoft console.

You must have access to the admin\$ share on the remote computer to run a remote Command Prompt.

To open a Command Prompt window

1. Expand **Windows NT** or **Active Directory**, then select a domain.
– OR –
Expand **IP Subnets**, then select a subnet.
2. Right-click a computer in the listview, then select **Remote Command Prompt**.

Managing Printers

You can manage the following printer features:

- View print jobs on a printer
- Cancel print jobs
- Pause and resume print jobs

cont'd..

- Printer properties



Ensure the permissions to manage printers are in place.

To view the print jobs on a printer

1. Expand **Active Directory** or **Windows NT**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Select the computer in the listview where the printer is located.
3. Click the **Printers** tab.
4. Right-click a printer in the list, then select **Open**.

From here, you can cancel and resume any print jobs.

You can also set printer preferences such as paper size and orientation.

To view the properties for a printer

1. Expand **Active Directory** or **Windows NT**, then select a domain.

– OR –

Expand **IP Subnets**, then select a subnet.

2. Select the computer in the listview where the printer is located.
3. Click the **Printers** tab.
4. Right-click a printer in the list, then select **Properties**.

Adding and Validating IP Subnets

An IP subnet references objects by IP address rather than by name. An IP subnet is a convenient way of labeling and organizing your network topology.

IP Subnet Masks

The subnet mask allows the application to determine how many possible IP addresses are available within an IP subnet. The subnet mask is a 32-bit number

that distinguishes the network and computer section of an IP address and determines if the host is local or remote.

For example, the subnet mask may be 255.255.255.0 and the IP Subnet 10.0.0.0. This means that valid IP addresses for that subnet are 10.0.0.1 to 10.0.0.254. Only 254 computers can be connected to that subnet at one time.

To add an IP subnet

1. Right-click **IP Subnets** ▶ **Add Subnet**.
2. Click **Next**.
3. Enter a name and description for the IP subnet, then click **Next**.
4. Enter a network ID and subnet mask.
5. Click **Next**.
6. Click **Add** to enter a range of IP addresses to exclude from this IP subnet, then click **OK**.

Excluding ranges allows you to block out a portion of the IP subnet range. For example, if a range (10.0.0.20—10.0.0.30) is reserved for dial-up connections, you might want to exclude this block.

7. Click **Next**.
8. Click **Finish**.

The IP addresses must be validated before you can manage them.

9. Click **Yes** to validate the IP addresses.

*You can validate IP addresses later if you want. Right-click IP Subnets, then select **Validate All**. To validate a single IP address, right-click the IP address, then select **Validate**.*

Managing Groups and Users

- Managing Groups
- Managing User Accounts

Managing Groups

Using the Quest Central for Microsoft console, you can manage the same group information as is provided with Microsoft Management Console (MMC) Active Directory Users and Computers snap-in.

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 the Groups container, 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**.

Managing Groups Remotely

You can delete groups using Quest Central for Microsoft.

To delete a group

1. Expand **Active Directory** or **Windows NT**, then select a domain.
2. Browse the directory to find the group.
3. Right-click the group and select **Delete**.

Viewing Group Properties

You can view and change the properties for a Windows NT or Active Directory group.

When viewing the properties on Active Directory objects, the Properties tabs available are the same as provided through the MMC Active Directory Users and Computers snap-in.

To view and manage group properties

1. Expand **Active Directory** or **Windows NT**, then select a domain.
2. Browse the groups.
3. Right-click the group name, then select **Properties**.
You can only select one group at a time.
4. Select the tabs on the Properties dialog box and change the information as required.
5. Click **OK**.

Managing Local Groups

You can manage local groups 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 property sheet.
4. Right-click a group and select from the following:

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

Managing User Accounts

You can manage the same user account information as is provided with the MMC Active Directory Users and Computers snap-in.

Creating Users

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

To create a user

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

Managing User Accounts Remotely

You can remotely manage the following tasks on user accounts:

- Reset a password
- Unlock an account
- Disable or enable an account
- Delete an account

To change the settings for a user account

1. Expand **Window NT** or **Active Directory**, then select a domain.
2. Browse the domain to find the user account.
You can select more than one user account at a time.
3. Right-click the user account name and select one of the following options:

OPTION	DESCRIPTION
Disable Account	Disables the user account.
Reset password	Provides a new user account password. Select the check box if you want the user to change the password the next time they log on.

OPTION	DESCRIPTION
Unlock Account	<p>Unlocks an account.</p> <p>A user account is locked out when there are failed attempts to log on, either using an incorrect user name or password.</p>
Enable Account	Enables the user account.
Delete	<p>Deletes the user account.</p> <p>When a user account is deleted, it is also removed from any groups of which it was a member.</p>

Viewing User Properties

You can view and change the properties for a Windows NT or Active Directory user account.

When viewing the properties on Active Directory objects, the Properties tabs available are the same as provided through the MMC Active Directory Users and Computers snap-in.

To view and manage user or group properties

1. Expand **Active Directory** or **Windows NT**, then select a domain.
2. Browse the users.
3. Right-click the user account name, then select **Properties**.
You can only select one user account at a time.
4. Select the tabs on the Properties dialog box and change the information as required.
5. Click **OK**.

Managing Local Accounts

You can manage local user accounts 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 property 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 the account.
Rename	Rename the user account.
Properties	Manage the following user account properties: user name and password, group membership, account profile, dial-in settings.



You can right-click in the list when a user is not selected and choose to add a new user.

About Microsoft Exchange

- Exchange Overview
- Organizations Node
- Organization Node
- Viewing Exchange Objects

Exchange Overview

Quest Central for Microsoft supports the management of Microsoft Exchange organizations. You can connect to a specific Exchange organization for browsing and administering purposes. This includes the following types of organizations:

- Exchange 2000 or 2003 native mode
- Exchange 2000 or 2003 mixed mode
- Exchange 5.5

Organizations Node

The Quest Central for Microsoft organizations node contains a list of connected organizations. Use the organizations node to connect to an Exchange organization:

- Using current user credentials
- Using alternate user credentials



LDAP (Lightweight Directory Access Protocol) must be enabled on the server specified for connecting to an organization.

To connect to an Exchange 2000 or 2003 native mode organization



If your computer is part of a forest that has an Exchange 2000 or 2003 organization, Quest Central for Microsoft connects to it the first time that it is run.

1. Expand **Exchange** in the treeview.
2. Right-click **Organizations** 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 in order to have a domain controller selected by Quest Central for Microsoft.
4. Click **OK**.



For more information on managing an Exchange 2000 or 2003 organization, see ["About Microsoft Exchange" on page 61](#).

To connect to an Exchange 2000 or 2003 mixed mode organization



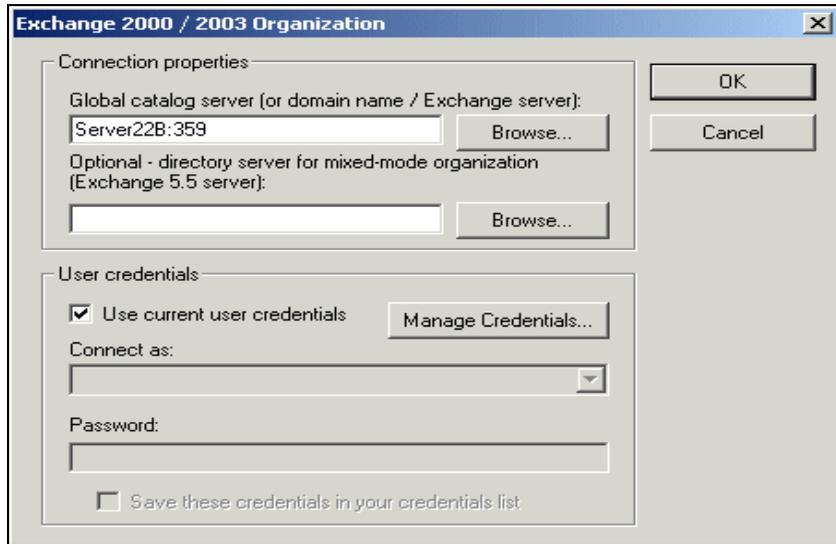
If your computer is part of a forest that has an Exchange 2000 or 2003 organization, Quest Central for Microsoft connects to it the first time that it is run.

1. Expand **Exchange** in the treeview.
2. Right-click **Organizations** and select **Connect to Exchange 2000/2003 Organization**.
3. Enter a global catalog name in the Global Catalog server box.
4. Click **OK**.

Quest Central for Microsoft retains the list of connected organizations. Once an organization has been connected you do not have to reconnect to that organization each time you run Quest Central for Microsoft.

5. Enter the name of the directory server to which you want to connect in the Directory server text box (optional).
Any Exchange 5.5 server can be used as the directory server. By default, Exchange 5.5 directory servers listen on port 389 for LDAP requests. However, Quest Central for Microsoft allows you to specify the port to connect to in the event that the port has been changed.
6. Specify the port to which you want to connect by entering the server name followed by the port number in the Directory server (Exchange 5.5 server) box. For example, use the following format:

cont'd..

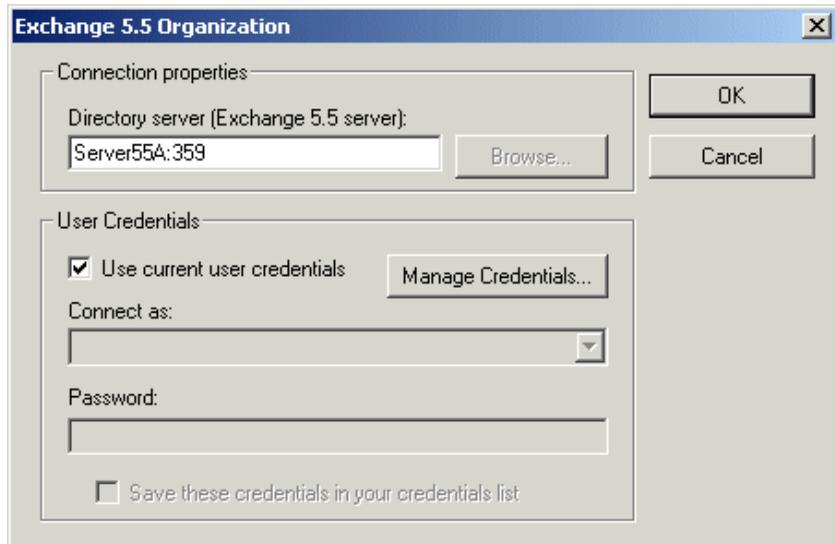


If you want to change or use alternate user credentials see ["Connecting to an Exchange Organization Using Alternate User Credentials"](#) on page 65.

7. Click **OK**.

To connect to an Exchange 5.5 organization

1. Expand **Exchange** in the treeview.
2. Right-click **Organizations** and select **Connect to Exchange 5.5 Organization**.
3. Enter a directory server name in the Directory server box.
Any Exchange 5.5 server can be used as the directory server. By default, Exchange 5.5 directory servers listen on port 389 for LDAP requests. However, Quest Central for Microsoft allows you to specify which port to connect to in the event that the port has been changed.
4. Specify the port to which you want to connect by entering the server name and port number in the Directory server (Exchange 5.5 server) box. For example, use the following format:



If you want to change or use alternate user credentials see [“Connecting to an Exchange Organization Using Alternate User Credentials”](#) on page 65.

5. Click **OK**.



For more information on managing an Exchange 5.5 organization, see [“Exchange 5.5 Organization”](#) on page 109.

Connecting to an Exchange Organization Using Alternate User Credentials

You may need to administer multiple Exchange organizations and therefore need to use different user credentials in order to connect to them.

You can use Quest Central for Microsoft to connect to an Exchange 5.5 or Exchange 2000 or 2003 organization using alternate user credentials.

To connect using alternate user credentials

1. Enter the name of the selected Exchange 5.5, Exchange 2000, or Exchange 2003 server in the Domain controller box.

cont'd..

2. Clear the **Use current user credentials** check box to make the User name and Password boxes active.



To use alternate user credentials you must add your current logged-on account to the Local Security policy to "act as part of the operating system" under the User Rights Assignments. If you installed Quest Central for Microsoft on a domain controller you must add the same identifier "act as part of the operating system" under the Domain Controller Security policy. You must log off and then log on for this new policy to take effect.

3. Enter the required user credentials information on the User name and Password boxes.

– OR –

Click the **Manage Credentials** button to access a list of existing users on the Credentials Editor dialog box.

4. Select the **Save these credentials in your credentials list** check box to retain these user credentials.
5. Click **OK**.



Quest Central for Microsoft retains the list of connected organizations. Once an organization has been connected, you do not have to reconnect to that organization each time you run Quest Central for Microsoft.

Managing User Credentials

You can also select from a list of existing users to use their credentials if you want to connect to an Exchange organization.

Use the Manage Credentials button on the Exchange 2000/2003 Organization dialog box to Add, Edit or Remove user credentials.

To add user credentials

1. Right-click the organization whose user credentials you want to change and select **Change Connection Parameters**.
2. Click **Manage Credentials**, and click **Add** on the Credentials Editor dialog box.
3. Enter a User Name and Password on the Edit Credentials dialog box.

– OR –

Click the **Browse** button to search for an existing user.

4. Click **OK**.

To edit user credentials

1. Select a user name on the Credentials Editor dialog box and click **Edit**.
2. Make the necessary changes to the selected User Name and Password on the Edit Credentials dialog box and click **OK**.

To remove user credentials

- Select a user name in the Credentials Editor dialog box and click **Remove**.

Organization Node

The Quest Central for Microsoft organization nodes include the following types of Exchange organizations:

- Exchange 2000 or 2003 native mode
- Exchange 2000 or 2003 mixed mode
- Exchange 5.5

Use these organization nodes to perform the following tasks:

- Disconnect from an Exchange organization
- Change Exchange organization connection parameters

Disconnecting from an Exchange Organization

You can use Quest Central for Microsoft to disconnect from a selected Exchange organization, or from multiple organizations.

To disconnect from an Exchange organization

1. Expand **Exchange** and **Organizations** in the treeview.
2. Right-click the specific exchange organization from which you want to disconnect, and select **Disconnect from Organization**.

To disconnect from multiple Exchange organizations

1. Expand **Exchange** and **Organizations** in the treeview.
2. Multi-select and right-click the organizations from which you want to disconnect in the listview, and select **Disconnect from Organization**.

Changing Exchange Organization Connection Parameters

You can use Quest Central for Microsoft to change the connection parameters for a specific Exchange organization.

You can change the connection parameters for any of the following types of Exchange organizations:

- Exchange 2000 or 2003 native mode
- Exchange 2000 or 2003 mixed mode
- Exchange 5.5

To change Exchange 2000 or 2003 native mode organization connection parameters.



You can change an Exchange 2000 or 2003 organization connection by changing the domain controller parameters or the user credential parameters.

1. Expand **Exchange** and **Organizations** in the treeview.
2. Right-click the specific Exchange 2000 or 2003 organization whose organization connection parameters you want to change.
3. Select **Change Connection Parameters**.



Changing connection parameters could include one or more of the following actions. Select the appropriate actions as required from the following list of steps.

4. Enter the name of the selected Exchange 2000 or 2003 server or global catalog that you want to change in the Global catalog box.
5. Clear the **Use current user credentials** check box to make the User name and Password boxes active.
6. Change the user credentials by entering the necessary information on the User name and Password boxes.
7. Select the **Save these credentials in your credentials list** check box to retain these user credentials.
8. Click **OK**.

To change Exchange 2000 or 2003 mixed mode organization connection parameters



You can change an Exchange 2000 or 2003 organization connection by changing the domain controller parameters, and/or the user credential parameters.

1. Right-click the specific Exchange 2000 or 2003 mixed mode organization whose organization connection parameters you want to change.
2. Select **Change Connection Parameters**.



Changing connection parameters could include one or more of the following actions. Select the appropriate actions as required from the following list of steps.

3. Enter the name of the selected Exchange 2000 or 2003 mixed mode server or global catalog that you want to change on the Global catalog or Exchange server box.
4. Clear the **Use current user credentials** check box to make the User name and Password boxes active.
5. Change the user credentials by entering the necessary information on the User name and Password boxes.
6. Select **Save these credentials in your credentials list** check box to retain these user credentials.
7. Click **OK**.

To change Exchange 5.5 organization connection parameters



You can change an Exchange 5.5 organization connection by changing the target directory server parameters or the user credential parameters.

1. Right-click the specific Exchange 5.5 organization whose organization connection parameters you want to change.
2. Select **Change Connection Parameters**.
3. Enter the name of the directory server on the Directory server box in the Exchange 5.5 Organization dialog box.

cont'd..

Any Exchange 5.5 server can be used as a directory server.



To use alternate user credentials, see [“Connecting to an Exchange Organization Using Alternate User Credentials”](#) on page 65.

4. Clear the **Use current user credentials** check box to make the User name and Password boxes active.
5. Select the **Save these credentials in your credentials list** check box to retain these user credentials.
6. Click **OK**.

Viewing Exchange Objects

Quest Central for Microsoft contains three separate views that allow you to access, administer, and browse your Exchange objects. These views are identified as follows:

- All Servers view
- Administrative view
- Routing view

The descriptions of the views in the following paragraphs identify an Exchange 2000 organization and its associated items.



Although Exchange 5.5 and Exchange 2000 or 2003 mixed organizations also contain these views, their associated objects and items differ within each organization.

All Servers View

The All Servers view displays all the Exchange servers that are part of that connected Exchange organization. This view allows you to easily access a list of all the servers in a particular organization to perform required actions on the objects associated with those servers.

When you select the All Servers view in an Exchange organization, the associated servers are displayed in the listview.

To access the All Servers view

- Expand **Exchange ▶ Organizations ▶ Organization ▶ All Servers View** in the treeview.

Administrative View

The Administrative view displays all the Exchange servers that are part of that connected organization arranged according to administrative groups. This view allows you to manage associated objects according to their administrative rights.



The Administrative view is arranged similarly to the Microsoft native administrative tools.

When you select the Administrative view in an Exchange organization, the associated servers are displayed in the listview.

To access the Administrative view

- Expand **Exchange ▶ Organizations ▶ Organization ▶ Administrative View** in the treeview.

Routing View

The Routing view displays all the Exchange servers that are part of the connected Exchange organization in the context of server connectivity.

When you select the Routing view in an Exchange organization, the associated servers are displayed in the listview.

To access the Routing view

- Expand **Exchange ▶ Organizations ▶ Organization ▶ Routing View** in the treeview.

6

Exchange 2000 or 2003 Native Mode Organization

- Overview
- Introducing Protocols
- Managing Server Protocols
- Managing Mailbox and Public Folder Stores
- Managing Connectors
- Managing Public Folders

Overview

An Exchange native mode organization is one that contains only Exchange 2000 Server or later. New Exchange Server 5.5 computers cannot be introduced into the organization.

Quest Central for Microsoft and its administrative console allows you to connect to an Exchange 2000 or 2003 native mode organization where you can perform various Exchange-related tasks on your servers.

These tasks include the following:

- Managing server protocols
- Managing stores
- Managing connectors
- Managing public folders



Although the following procedures are performed using the Administrative view, they can also be performed using the All Servers or Routing views.

Introducing Protocols

A protocol refers to a set of rules governing the way in which computers communicate, either with one another or with attached devices.

Exchange 2000 or 2003 protocols contain virtual servers that appear as physical servers to the user, and share computer resources with other virtual servers on a single computer. Virtual servers are found in the Protocols node in the Exchange 2000 or 2003 treeview.

Quest Central for Microsoft contains the following types of Exchange 2000 or 2003 protocols:

- HTTP
- IMAP4
- NNTP
- POP3
- SMTP
- X.400

HTTP (Hypertext Transfer Protocol) - an Internet protocol that transfers HTML documents over the Internet.

IMAP4 (Internet Messaging Access Protocol) - the protocol used to access email messages stored on a remote server.

NNTP (Network News Transfer Protocol) - a protocol designed to support the posting and distribution of USENET news and group discussions on the Internet.

POP3 (Post Office Protocol) - an Internet messaging protocol used to access email from a remote location or on a computer with limited hardware capability.

SMTP (Simple Mail Transfer Protocol) - (1) a protocol in the TCP/IP suite used to transfer email over the Internet, and (2) the native mail transport in Exchange 2000.

X.400 - a set of recommendations that covers the format at the ISO/OSI application level for email transmitted over various transports including Ethernet and TCP/IP.

Protocol Categories

There are two categories of protocols:

- client-to-server
- server-to-server

Client-to-server protocols are used to connect to an Exchange server. These include HTTP, IMAP, NNTP, POP3 and SMTP protocols.

Server-to-server protocols transfer messages between servers. These include SMTP, and X.400 protocols.

Virtual Server Icons and Overlays

Quest Central for Microsoft provides icons and overlays to indicate the current state of a specific Exchange 2000 or 2003 virtual server.

Icons

Icons are located adjacent to each virtual server. The following table identifies the protocol and its associated virtual server icon:

PROTOCOL	VIRTUAL SERVER ICON
HTTP	
IMAP4	
NNTP	
POP3	
SMTP	
X.400	This protocol does not contain virtual servers.

Overlays

The virtual server icons contain visible overlays that indicate the current state of that virtual server. Use these overlays to quickly view your virtual server status.

- A green triangle located at the bottom left of the virtual server icon indicates that this virtual server has been started and is currently running.
- A black square located at the bottom left of the virtual server icon indicates that this virtual server has been stopped and is not currently running.
- Two black lines located at the bottom left of the virtual server icon indicates that this virtual server has been paused.

Virtual Server Properties

Virtual servers contain properties that provide specific information about that virtual server. This information is located in the property sheet and indicates the status of that virtual server.

The virtual server status can be either of the following:

- Start
- Stop
- Pause

Managing Server Protocols

You can use Quest Central for Microsoft to perform the following protocol and queue management tasks:

- Starting and stopping a virtual server
- Pausing and resuming a virtual server
- Deleting all queue messages with or without sending an NDR
- Deleting a message with or without sending an NDR
- Forcing a queue retry
- Freezing and unfreezing a queue
- Freezing and unfreezing a message

Starting and Stopping a Virtual Server

You can use Quest Central for Microsoft to start and stop a virtual server in an Exchange organization. Virtual servers are found in an Exchange organization under the Protocols node.

To start a virtual server

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and select the server containing the virtual server you want to start.
3. Expand **Protocols** and select the protocol containing the virtual server you want to start.
4. Right-click the virtual server and select **Start**.

To stop a virtual server

1. Expand your Exchange 2000 or 2003 organization and select the server containing the virtual server you want to stop.
2. Expand **Protocols** and select the protocol containing the virtual server you want to stop.
3. Right-click the virtual server and select **Stop**.

cont'd..



Stopping a virtual server prevents all client connections to that server.

Pausing and Resuming a Virtual Server

Use Quest Central for Microsoft to pause or resume a virtual server in an Exchange organization.

To pause a virtual server

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and select the server containing the virtual server you want to pause.
3. Expand **Protocols** and select the protocol containing the virtual server you want to pause.
4. Right-click the virtual server and select **Pause**.



Pausing prevents new client connections, but it allows the virtual server to continue to process existing client connections and deliver queued messages.

To resume a virtual server

1. Expand your Exchange 2000 or 2003 organization and select the server containing the virtual server you want to resume.
2. Expand **Protocols** and select the protocol containing the virtual server you want to resume.
3. Right-click the virtual server and select **Resume**.

Deleting All Queue Messages

You can use Quest Central for Microsoft to delete all messages in a specific Exchange queue. If you decide to delete these messages, you can choose to:

- Send a non-delivery report (NDR) to the originator of the messages, or
- Not send an NDR

To delete all queue messages and send an NDR

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and select the server containing the queue messages you want to delete.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue messages you want to delete.
4. Expand **Queues**, right-click the queue containing the messages and select **Delete All Messages (send NDR)**.



New messages can enter the queue between the time the Queue node was last refreshed and the time that the delete action is executed. As a result, these new messages are also deleted. Similarly, messages you want to delete could leave the queue and be delivered before the delete action takes effect. It is therefore recommended that you first freeze the queue. Freezing the queue prevents the messages from leaving that queue before the delete action takes place.

To delete all queue messages without sending an NDR

1. Expand your Exchange 2000 or 2003 organization and select the server containing the queue messages you want to delete.
2. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue messages you want to delete.
3. Expand **Queues**, right-click the queue containing the messages and select **Delete All Messages (no NDR)**.

Deleting a Message

You can use Quest Central for Microsoft to delete a message (or messages) in a specific Exchange queue. If you decide to delete this message, you can choose to:

- Send an NDR to the originator of the message, or
- Not send an NDR

To delete a message and send an NDR

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and select the server containing the message you want to delete.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the message or messages you want to delete.

cont'd..

4. Expand **Queues** and select the queue containing the message you want to delete.
5. Right-click the message in the listview and select **Delete (send NDR)**.

– OR –

Select **Delete All Messages (send NDR)** if you want to delete all of the messages in the queue.



Messages you want to delete could leave the queue and be delivered before the delete action takes place. It is therefore recommended that you first freeze the messages you want to delete. Freezing these messages prevents them from leaving the queue before the delete action takes place.

To delete a message without sending an NDR

1. Expand your Exchange 2000 or 2003 organization and select the server containing the message you want to delete.
2. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the message or messages you want to delete.
3. Expand **Queues** and select the queue containing the message you want to delete.
4. Right-click the message in the listview and select **Delete (no NDR)**.

– OR –

Select **Delete All Messages (no NDR)** if you want to delete all of the messages in the queue.



New messages can enter the queue between the time the Queue node was last refreshed and the time that the delete action is executed. As a result, these new messages are also deleted. Similarly, messages you want to delete could leave the queue and be delivered before the delete action takes effect. It is therefore recommended that you first freeze the queue. Freezing the queue prevents the messages from leaving that queue before the delete action takes place.

Forcing a Queue Retry

You can use Quest Central for Microsoft and its force retry feature to make selected Exchange queues active. When you force retry on a specific queue, that queue immediately attempts to connect and process all the messages that it currently contains.

To force retry a queue

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and select the server containing the message you want to retrieve.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue you want to retrieve.
4. Expand **Queues**, right-click the queue and select **Force Retry All Messages**.

Freezing and Unfreezing a Queue

You can stop or restart the processing of all the messages contained in a specific Exchange queue by using the Quest Central for Microsoft freeze and unfreeze features.



When you freeze an entire queue, all the messages contained in that queue are not processed. However, frozen queues continue to accept messages. The state of the messages contained in a frozen queue does not change.

To freeze a queue

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and select the server containing the queue you want to freeze.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue you want to freeze.
4. Expand **Queues**, right-click the queue and select **Freeze**.

To unfreeze a queue

1. Expand your Exchange 2000 or 2003 organization and select the server containing the queue you want to unfreeze.
2. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue you want to unfreeze.
3. Expand **Queues**, right-click the queue and select **Unfreeze**.



When you unfreeze an entire queue, all the messages currently contained in that queue are available for delivery.

Freezing and Unfreezing a Message

You can stop or restart the processing of selected messages contained in a specific Exchange queue by using the Quest Central for Microsoft freeze and unfreeze features.



When you freeze a message, that message remains in its queue and is not processed until it is unfrozen.

To freeze a message in a queue

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and select the server containing the message you want to freeze.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the message you want to freeze.
4. Expand **Queues** and select the queue containing the message.
5. Right-click the message in the listview and select **Freeze**.

To unfreeze a message in a queue

1. Expand your Exchange 2000 or 2003 organization and select the server containing the message you want to unfreeze.
2. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the message you want to unfreeze.
3. Expand **Queues** and select the queue containing the message.
4. Right-click the message in the listview and select **Unfreeze**.

Managing Mailbox and Public Folder Stores

Microsoft Exchange server mailbox stores act as storage databases that hold a user's mailboxes. These mailboxes contain all of the user's messages, attachments, documents, and other files.

Mailbox and Public Folder Store Properties

Mailbox and public folder stores contain properties that provide specific information about that mailbox or public folder store.

This information is located in the property sheet and includes the following:

- State
- Database free space (MB)

- Property database size (MB)
- Property database drive free space (MB)
- Property database last backup time
- Property database path
- Streaming database size (MB)
- Streaming database drive free space (MB)
- Streaming database last backup time
- Streaming database path
- Last defrag time

Mailbox and Public Folder Stores

You can use Quest Central for Microsoft to perform the following mailbox and public folder store management tasks on the Exchange server to which you are connected:

- Mounting and dismounting a store
- Performing an offline defragmentation on a store
- Creating a new user and mailbox
- Creating a mailbox for an existing user
- Editing user and mailbox properties
- Deleting a mailbox
- Moving a mailbox

Mounting and Dismounting a Store

You can use Quest Central for Microsoft to mount or dismount an Exchange mailbox store.

To mount an information or public folder store

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and select the server containing the information or public folder store you want to mount.
3. Expand **Storage Groups** and select the storage group containing the information or public folder store you want to mount.

cont'd..

4. Right-click the information or public folder store and select **Mount Store**.



You can mount multiple information or public folder stores if they are located in the same storage group.

To dismount an information or public folder store



A store and its contents are not available when that store is dismounted.

1. Expand your Exchange 2000 or 2003 organization and select the server containing the information or public folder store you want to dismount.
2. Expand **Storage Groups** and select the storage group containing the information or public folder store you want to dismount.
3. Right-click the information or public folder store and select **Dismount Store**.

Information stores can be dismounted for administrative purposes such as maintenance actions including defragmenting, restoring, or repairing.

Performing an Offline Defragmentation on a Store

Offline information store defragmentation (defrag) is the process of compacting the storage database. This process reduces database size and helps increase access and retrieval speed. Quest Central for Microsoft allows you to defragment selected Exchange information stores.

An online defragmentation is normally sufficient for daily maintenance; however this has the limitation that the store database size is not reduced.

An offline defragmentation requires that the store be dismounted and its contents become unavailable while the defragment action is performed.

To perform an offline defragmentation on a store

1. Expand your Exchange 2000 or 2003 organization and select the server containing the mailbox or public folder store for which you want to start an offline defragmentation.

2. Expand **Storage Groups** and select the storage group containing the mailbox or public folder store for which you want to start an offline defragmentation.

3. Right-click the mailbox or public folder store and select **Offline Defrag**.

A message prompts you to confirm that you want to continue with the offline defragmentation.

4. Click **Yes** to continue with the offline defragmentation.



It is not recommended that you defragment a store that is in use. Doing so will disrupt service to users.

Creating a New User and Mailbox

You can use Quest Central for Microsoft to create a new user and mailbox on an Exchange server.

To create a new user and mailbox

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and expand the server in which you want to create a new user and mailbox.
3. Expand **Storage Groups** and select the storage group and store in which you want to create a new user and mailbox.
4. Right-click **Mailboxes** and select **Create User and Mailbox**.
5. Enter the required information on the New Object - User dialog box and click **Next**.
6. Enter the required password on the New Object - User dialog box and click **Next**.
7. Confirm that the Alias information is correct on the New Object - User dialog box.



The user logon name is restricted to a maximum of 20 characters.

8. Review and confirm the object information on the New Object - User dialog box and click **Finish**.

Creating a Mailbox for an Existing User

You can use Quest Central for Microsoft to create an mailbox for an existing user on an Exchange server.

To create a mailbox for an existing user.

1. Expand your Exchange 2000 or 2003 organization and expand the server in which you want to create a mailbox for an existing user.
2. Expand **Storage Groups** and select the storage group and store in which you want to create a mailbox for an existing user.
3. Right-click **Mailboxes** and select **Create Mailbox**.
4. Select the user or multiple users from the list of existing users on the Create Mailbox for User dialog box and click **OK**.

Editing User and Mailbox Properties

You can use Quest Central for Microsoft to view and edit the properties of previously created Exchange users and associated mailboxes.

To edit user and mailbox properties

1. Right-click the applicable mailbox in the listview and select **Edit Properties**.
2. Change the user and mailbox information in the applicable information fields on the Properties dialog box and click **Apply**.
3. Click **OK**.

Deleting a Mailbox

You can use Quest Central for Microsoft to delete a mailbox on an Exchange server.

To delete a mailbox

1. Expand your Exchange 2000 or 2003 organization and the server containing the mailbox you want to delete.
2. Expand **Storage Groups** and select the storage group containing the mailbox you want to delete.
3. Expand the store containing the mailbox and open the **Mailboxes** folder.
4. Right-click the mailbox or multiple mailboxes in the listview and select **Delete Mailbox**.

A message prompts you to confirm that you want to continue with the delete mailbox action.

5. Click **Yes**.

Moving a Mailbox

You might want to move a mailbox to adjust server workload as the number of Exchange users in your organization fluctuates, or when you migrate users.

Quest Central for Microsoft allows you to move an individual Exchange mailbox or selected multiple mailboxes from one store to another using the drag-and-drop method.

You can perform the following mailbox moving procedures on an Exchange server to which you are connected:

- Move mailboxes from one store to another on the same server
- Move mailboxes from one store to another on another server within the same admin group
- Move mailboxes from one store to another on another server in a different admin group in the same organization



Quest Central for Microsoft uses Exmerge to move some mailboxes. When using Exmerge to move a mailbox and the operation fails, the resultant log file is saved in order to help diagnose the problem. This log file is stored in the Quest Central for Microsoft installation directory in the `Plugins\QCM\Exchange\Temp` subdirectory.

To move a mailbox from one store to another on the same server

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 organization and the server containing the mailbox you want to move.
3. Expand **Storage Groups** and select the storage group and store containing the mailbox you want to move.
You can move one or more mailboxes simultaneously.
4. Expand the destination store.
5. From the listview, select the mailbox, hold down the left mouse button, and drag the selected mailbox to the destination store in the treeview.
6. Release the left mouse button to complete the drag-and-drop operation.

A message prompts you to confirm that you want to move the selected mailbox.

cont'd..

7. Click **Yes**.



If the destination store or mailbox is busy, the mouse pointer displays the cannot drop  icon.

To move a mailbox from one store to another on another server within the same admin group

1. Expand your Exchange 2000 or 2003 organization and the server containing the mailbox you want to move.
2. Expand **Storage Groups** and select the storage group and store containing the mailbox you want to move.
You can move one or more mailboxes simultaneously.
3. Expand the server containing the destination store, then expand the store.
4. From the listview, select the mailbox, hold down the left mouse button, and drag the selected mailbox to the destination store in the treeview.
5. Release the left mouse button to complete the drag-and-drop operation.

A message prompts you to confirm that you want to move the selected mailbox.

6. Click **Yes**.



If the destination store or mailbox is busy, the mouse pointer displays the cannot drop  icon.

To move a mailbox from one store to another on another server in a different admin group in the same organization

1. Expand your Exchange 2000 or 2003 organization and the server containing the mailbox you want to move.
2. Expand **Storage Groups** and select the storage group and store containing the mailbox you want to move.
You can move one or more mailboxes simultaneously.
3. Select another admin group in the same organization and double-click the server containing the destination store.
4. Expand the destination store.

5. From the listview, select the mailbox, hold down the left mouse button, and drag the selected mailbox to the destination store in the treeview.
6. Release the left mouse button to complete the drag-and-drop operation.
A message prompts you to confirm that you want to move the selected mailbox.
7. Click **Yes**.



If the destination store or mailbox is busy, the mouse pointer displays the cannot drop  icon.

Managing Connectors

An Exchange server connector is a component that routes messages between Exchange server routing groups, or from a routing group to a non-Exchange server email system.

A connector allows the Exchange server system to interact seamlessly with a foreign email system as though its users were part of your Exchange system.

Connector Properties

Exchange connectors contain properties that provide specific information about that connector.

This information is located on the property sheet and can include some or all of the following properties:

- Type
- Target site
- Cost

Viewing Connectors

You can use Quest Central for Microsoft to view specific Exchange connectors.

To view a connector

1. Expand **Exchange** ► **Organizations**, then expand your Exchange 2000 or 2003 organization in the treeview.

cont'd..

2. Browse to a selected routing group, and expand the routing group containing the connector you want to view.
3. Expand **Connectors** and double-click the connector.

Managing Public Folders

The Exchange public folder store is a database that stores public folders, indexes their contents, and assists in the replication of the folders between other Exchange servers.

As the name implies, a public folder is accessible to more than one user. Administrators can define the specific security restrictions on a public folder to limit the types of users who have access to it.

Public Folder Properties

Exchange public folders contain properties that provide specific information about that public folder.

This information is located on the property sheet and includes the following properties:

- Path
- Size (KB)
- Total number of items

Viewing Public Folders

You can use Quest Central for Microsoft to view the contents of specific Exchange public folders.

To view a public folder

1. Expand **Exchange** ► **Organizations**, then expand your Exchange 2000 or 2003 organization in the treeview.
2. Browse to a public folder, and expand the selected public folder to view its contents.

Exchange 2000 or 2003 Mixed Mode Organization

- Overview
- Protocols
- Managing Server Protocols
- Managing Mailbox and Public Folder Stores
- Managing Connectors
- Managing Public Folders

Overview

An organization that is running in mixed mode can accommodate all versions of Exchange Server. Mixed mode exists to maintain backward compatibility. However, mixed mode limits the system to the constraints that are imposed by earlier software releases.

Quest Central for Microsoft and its administrative console allows you to connect to an Exchange 2000 or 2003 mixed mode organization where you can perform various Exchange-related tasks on your servers.

These tasks include the following:

- Managing server protocols
- Managing stores
- Managing connectors
- Managing public folders

Protocols

A protocol refers to a set of rules governing the way in which computers communicate, either with one another or with attached devices.



For more information about Exchange protocols, see [“Introducing Protocols” on page 74](#).

Managing Server Protocols

You can use Quest Central for Microsoft to perform the following protocol and queue management tasks:

- Starting and stopping a virtual server
- Pausing and resuming a virtual server
- Changing protocols site defaults to start or stop
- Deleting all queue messages with or without sending an NDR
- Deleting a message with or without sending an NDR
- Forcing a queue retry
- Freezing and unfreezing a queue

- Freezing and unfreezing a message

Starting and Stopping a Virtual Server

You can use Quest Central for Microsoft to start and stop a virtual server in an Exchange organization. Virtual servers are found in an Exchange organization under the Protocols node.

To start a virtual server

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the virtual server you want to start.
3. Expand **Protocols** and select the protocol containing the virtual server you want to start.
4. Right-click the virtual server and select **Start**.

To stop a virtual server

1. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the virtual server you want to stop.
2. Expand **Protocols** and select the protocol containing the virtual server you want to stop.
3. Right-click the virtual server and select **Stop**.



Stopping a virtual server prevents all client connections to that server.

Pausing and Resuming a Virtual Server

Use Quest Central for Microsoft to pause or resume a virtual server in an Exchange organization.

To pause a virtual server

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the virtual server you want to pause.
3. Expand **Protocols** and select the protocol containing the virtual server you want to pause.
4. Right-click the virtual server and select **Pause**.

cont'd..



Pausing prevents new client connections, but it allows the virtual server to continue to process existing client connections and deliver queued messages.

To resume a virtual server

1. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the virtual server you want to resume.
2. Expand **Protocols** and select the protocol containing the virtual server you want to resume.
3. Right-click the virtual server and select **Resume**.

Changing Protocols Site Defaults to Start or Stop

Exchange organizations contain protocols site defaults which are the default parameters for an individual protocol that belong to all the Exchange 5.5 servers in that site.

You can use Quest Central for Microsoft to change Exchange protocols site defaults to start or stop.

To change protocols site defaults to start

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the site for which you want to change the protocol defaults setting to start.
3. Expand **Protocols Defaults**, then right-click the protocols site defaults and select **Start**.

To change protocols site defaults to stop

1. Expand your Exchange 2000 or 2003 mixed mode organization and select the site for which you want to change the protocol defaults setting to stop.
2. Expand **Protocols Defaults**, then right-click the protocols site defaults and select **Stop**.

Deleting All Queue Messages

You can use Quest Central for Microsoft to delete all messages in a specific Exchange queue. If you decide to delete these messages, you can choose to:

- Send a non-delivery report (NDR) to the originator of the message, or
- Not send an NDR

To delete all queue messages and send an NDR

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the queue messages you want to delete.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue messages you want to delete.
4. Expand **Queues**, right-click the queue containing the messages, and select **Delete All Messages (send NDR)**.

To delete all queue messages without sending an NDR

1. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the queue messages you want to delete.
2. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue messages you want to delete.
3. Expand **Queues**, right-click the queue containing the messages, and select **Delete All Messages (no NDR)**.



New messages can enter the queue between the time the Queue node was last refreshed and the time that the delete action is executed. As a result, these new messages are also deleted. Similarly, messages you want to delete could leave the queue and be delivered before the delete action takes effect. It is therefore recommended that you first freeze the queue. Freezing the queue prevents the messages from leaving that queue before the delete action takes place.

Queue Properties

Exchange message queues contain properties that provide specific information about that queue. This information is located on the property sheet and includes the following:

- Number of messages

Deleting a Message

You can use Quest Central for Microsoft to delete a message (or messages) in a specific Exchange queue. If you decide to delete this message, you can choose to:

- Send an NDR to the originator of the message, or
- Not send an NDR

To delete a message and send an NDR

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the message you want delete.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the message or messages you want to delete.
4. Expand **Queues** and select the queue containing the message you want to delete.
5. Right-click the message in the listview and select **Delete (send NDR)**.

– OR –

Select **Delete All Messages (send NDR)** if you want to delete all the messages in the queue.



Messages you want to delete could leave the queue and be delivered before the delete action takes place. It is therefore recommended that you first freeze the messages you want to delete. Freezing these messages prevents them from leaving the queue before the delete action takes place.

To delete a message without sending an NDR

1. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the message you want to delete.
2. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the message or messages you want to delete.
3. Expand **Queues** and select the queue containing the message you want to delete.
4. Right-click the message in the listview and select **Delete (no NDR)**.

– OR –

Select **Delete All Messages (no NDR)** if you want to delete all the messages in the queue.



New messages can enter the queue between the time the Queue node was last refreshed and the time that the delete action is executed. As a result, these new messages are also deleted. Similarly, messages you want to delete could leave the queue and be delivered before the delete action takes effect. It is therefore recommended that you first freeze the queue. Freezing the queue prevents the messages from leaving that queue before the delete action takes place.

Forcing a Queue Retry

You can use Quest Central for Microsoft and its force retry feature to make selected Exchange queues active. When you force retry on a specific queue, that queue immediately attempts to connect and process all the messages that it currently contains.

To force retry a queue

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the message you want to retrieve.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue you want to retrieve.
4. Expand **Queues**, right-click the queue and select **Force Retry All Messages**.

Freezing and Unfreezing a Queue

You can stop or restart the processing of all the messages contained in a specific Exchange queue by using the Quest Central for Microsoft freeze and unfreeze features.



When you freeze an entire queue, all the messages contained in that queue are not processed. However, frozen queues continue to accept messages. The state of the messages contained in a frozen queue does not change.

To freeze a queue

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the queue you want to freeze.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue you want to freeze.
4. Expand **Queues**, right-click the queue and select **Freeze**.

To unfreeze a queue

1. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the queue you want to unfreeze.
2. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the queue you want to unfreeze.

cont'd..

3. Expand **Queues**, right-click the queue and select **Unfreeze**.



When you unfreeze an entire queue, all the messages currently contained in that queue are available for delivery.

Freezing and Unfreezing a Message

You can stop or restart the processing of selected messages contained in a specific Exchange queue by using the Quest Central for Microsoft freeze and unfreeze features.



When you freeze a message, that message remains in its queue and is not processed until it is unfrozen.

To freeze a message in a queue

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the message you want to freeze.
3. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the message you want to freeze.
4. Expand **Queues** and select the queue containing the message you want to freeze.
5. Right-click the message in the listview and select **Freeze**.

To unfreeze a message in a queue

1. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the message you want to unfreeze.
2. Expand **Protocols** and select either the **SMTP** or **X.400** protocol containing the message you want to unfreeze.
3. Expand **Queues** and select the queue containing the message you want to unfreeze.
4. Right-click the message in the listview and select **Unfreeze**.

Managing Mailbox and Public Folder Stores

Microsoft Exchange server mailbox and public folder stores act as storage databases that hold a user's mailboxes. These mailboxes contain all of the user's messages, attachments, documents, and other files.

Mailbox and Public Folder Store Properties

Mailbox and public folder stores contain properties that provide specific information about that mailbox or public folder store.

This information is located in the property sheet and includes the following:

- State
- Database free space (MB)
- Property database size (MB)
- Property database drive free space (MB)
- Property database last backup time
- Property database path
- Streaming database size (MB)
- Streaming database drive free space (MB)
- Streaming database last backup time
- Streaming database path
- Last defrag time

Mailbox and Public Folder Stores

You can use Quest Central for Microsoft to perform the following mailbox and public folder store management tasks on the Exchange server to which you are connected:

- Mounting and dismounting a store
- Performing an offline defragmentation on a store
- Creating a new user and mailbox
- Creating a mailbox for an existing user
- Editing user and mailbox properties
- Deleting a mailbox
- Moving a mailbox

Mounting and Dismounting a Store

You can use Quest Central for Microsoft to mount or dismount an Exchange mailbox store.

Information stores can be dismounted for administrative purposes such as maintenance actions including defragmenting, restoring, or repairing.

To mount an information or public folder store

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the information or public folder store you want to mount.
3. Expand **Storage Groups** and select the storage group containing the mailbox or public folder store you want to mount.
4. Right-click the mailbox or public folder store and select **Mount Store**.



You can mount multiple information or public folder stores if they are located in the same storage group.

To dismount an information or public folder store



A store and its contents are not available when that store is dismounted.

1. Expand your Exchange 2000 or 2003 organization and select the server containing the information or public folder store you want to dismount.
2. Expand **Storage Groups** and select the storage group containing the mailbox or public folder store you want to dismount.
3. Right-click the mailbox or public folder store and select **Dismount Store**.



You can dismount multiple information or public folder stores if they are located in the same storage group.

Performing an Offline Defragmentation on a Store

Offline information store defragmentation (defrag) is the process of compacting the storage database. This process reduces database size and helps increase access and retrieval speed. Quest Central for Microsoft allows you to defragment selected Exchange 2000 or 2003 mixed mode information stores.

An online defragmentation is normally sufficient for daily maintenance; however, this has the limitation that the store database size is not reduced.

An offline defragmentation requires that the store be dismounted and its contents become unavailable while the defragment action is performed.

To perform an offline defragmentation on a store

1. Expand your Exchange 2000 or 2003 mixed mode organization and select the server containing the mailbox or public folder store for which you want to start an offline defragmentation.
2. Expand **Storage Groups** and select the storage group containing the mailbox or public folder store for which you want to start an offline defragmentation.
3. Right-click the mailbox or public folder store and select **Offline Defrag**.

A message prompts you to confirm that you want to continue with the offline defragmentation.

4. Click **Yes** to continue with the offline defragmentation.



It is not recommended that you defragment a store that is in use. Doing so will disrupt service to users.

Creating a New User and Mailbox

You can use Quest Central for Microsoft to create a new user and mailbox on an Exchange server.

To create a new user and mailbox

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and expand the server in which you want to create a new user and mailbox.

cont'd..

3. Expand **Storage Groups** and select the storage group and store in which you want to create a new user and mailbox.
4. Right-click **Mailboxes** and select **Create User and Mailbox**.
5. Enter the required information on the New Object - User dialog box and click **Next**.



The user logon name is restricted to a maximum of 20 characters.

6. Enter the required password on the New Object - User dialog box and click **Next**.
7. Confirm that the Alias information is correct on the New Object - User dialog box.
8. Review and confirm the object information on the New Object - User dialog box and click **Finish**.

Creating a Mailbox for an Existing User

You can use Quest Central for Microsoft to create a mailbox for an existing user on an Exchange server.

To create a mailbox for an existing user

1. Expand your Exchange 2000 or 2003 mixed mode organization and expand the server in which you want to create a mailbox for an existing user.
2. Expand **Storage Groups** and select the storage group and store in which you want to create a mailbox for an existing user.
3. Right-click **Mailboxes** and select **Create Mailbox**.
4. Select the user or multiple users from the list of existing users on the Create Mailbox for User dialog box and click **OK**.

Editing User and Mailbox Properties

You can use Quest Central for Microsoft to view and edit the properties of previously created Exchange users and associated mailboxes.

To edit user and mailbox properties

1. Right-click the applicable mailbox in the listview and select **Edit Properties**.
2. Change the user and mailbox information on the Properties dialog box and click **Apply**.

3. Click **OK**.

Deleting a Mailbox

You can use Quest Central for Microsoft to delete a mailbox on an Exchange server.

To delete a mailbox

1. Expand your Exchange 2000 or 2003 mixed mode organization and the server containing the mailbox you want to delete.
2. Expand **Storage Groups** and select the storage group containing the mailbox you want to delete.
3. Expand the store containing the mailbox and open the **Mailboxes** folder.
4. Right-click the mailbox or multiple mailboxes in the listview and select **Delete Mailbox**.

A message prompts you to confirm that you want to continue with the delete action.

5. Click **Yes**.

Moving a Mailbox

You might want to move a mailbox to adjust server workload as the number of Exchange users in your organization fluctuates, or when you migrate users.

Quest Central for Microsoft allows you to move an individual Exchange mailbox or selected multiple mailboxes from one store to another using the drag-and-drop method.

You can perform the following mailbox moving procedures on an Exchange server to which you are connected:

- Move mailboxes from one store to another on the same server
- Move mailboxes from one store to another on another server within the same admin group
- Move mailboxes from one store to another on another server in a different admin group in the same organization



Quest Central for Microsoft uses Exmerge to move some mailboxes. When using Exmerge to move a mailbox and the operation fails, the resultant log file is saved in order to help diagnose the problem. This log is stored in the Quest Central for Microsoft installation directory in the `Plugins\QCM\Exchange\Temp` subdirectory.

To move a mailbox from one store to another on the same server

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 2000 or 2003 mixed mode organization and the server containing the mailbox you want to move.
3. Expand **Storage Groups** and select the storage group and store containing the mailbox you want to move.

You can move one or more mailboxes simultaneously.

4. Expand the destination store.
5. From the listview, select the mailbox, hold down the left mouse button, and drag the selected mailbox to the destination store in the treeview.
6. Release the left mouse button to complete the drag-and-drop operation.

A message prompts you to confirm that you want to move the selected mailbox.

7. Click **Yes**.



If the destination store or mailbox is busy, the mouse pointer displays the cannot drop  icon.

To move a mailbox from one store to another on another server within the same admin group

1. Expand your Exchange 2000 or 2003 mixed mode organization and the server containing the mailbox you want to move.
2. Expand **Storage Groups** and select the storage group and store containing the mailbox you want to move.
You can move one or more mailboxes simultaneously.
3. Expand the server containing the destination store, then expand the store.

4. From the listview, select the mailbox, hold down the left mouse button, and drag the selected mailbox to the destination store in the treeview.
5. Release the left mouse button to complete the drag-and-drop operation.
A message prompts you to confirm that you want to move the selected mailbox.
6. Click **Yes**.



If the destination store or mailbox is busy, the mouse pointer displays the cannot drop  icon.

To move a mailbox from one store to another on another server in a different admin group in the same organization

1. Expand your Exchange 2000 or 2003 organization and the server containing the mailbox you want to move.
2. Expand **Storage Groups** and select the storage group and store containing the mailbox you want to move.
You can move one or more mailboxes simultaneously.
3. Select another admin group in the same organization and double-click the server containing the destination store.
4. Expand the destination store.
5. From the listview, select the mailbox, hold down the left mouse button, and drag the selected mailbox to the destination store in the treeview.
6. Release the left mouse button to complete the drag-and-drop operation.
A message prompts you to confirm that you want to move the selected mailbox.
7. Click **Yes**.



If the destination store or mailbox is busy, the mouse pointer displays the cannot drop  icon.

Managing Connectors

An Exchange server connector is a component that routes messages between Exchange server routing groups, or from a routing group to a non-Exchange server email system.

A connector allows the Exchange server system to interact seamlessly with a foreign email system as though its users were part of your Exchange system.

Connector Properties

Exchange connectors contain properties that provide specific information about that connector.

This information is located in the property sheet and can include some or all of the following properties:

- Type
- Target site
- Cost

Viewing Connectors

You can use Quest Central for Microsoft to view specific Exchange connectors.

To view a connector

1. Expand **Exchange** ► **Organizations**, then expand your Exchange 2000 or 2003 mixed mode organization in the treeview.
2. Browse to a selected routing group, and expand the routing group containing the connector you want to view.
3. Expand **Connectors** and double-click the connector.

Managing Public Folders

The Exchange public folder store is a database that stores public folders, indexes their contents, and assists in the replication of the folders between other Exchange servers.

As the name implies, a public folder is accessible to more than one user. Administrators can define the specific security restrictions on a public folder to limit the types of users who have access to it.

Public Folder Properties

Exchange public folders contain properties that provide specific information about that public folder.

This information is located on the property sheet and includes the following property:

- Path
- Size (KB)
- Total number of items

Viewing Public Folders

You can use Quest Central for Microsoft to view the contents of specific Exchange public folders.

To view a public folder

1. Expand **Exchange ► Organizations**, then expand your Exchange 2000 or 2003 mixed mode organization in the treeview.
2. Browse to a public folder, and expand the selected public folder to view its contents.

Exchange 5.5 Organization

- Overview
- Introducing Protocols
- Managing Server Protocols
- Managing Information Stores
- Managing Connectors
- Managing Public Folders

Overview

Quest Central for Microsoft and its administrative console allows you to connect to an Exchange 5.5 organization where you can perform various Exchange related tasks on your servers.

These tasks include the following:

- Managing protocols
- Managing information stores
- Managing connectors
- Managing public folders

Introducing Protocols

A protocol refers to a set of rules governing the way in which computers communicate, either with one another or with attached devices.

Quest Central for Microsoft contains the following types of Exchange 5.5 protocols:

- IMAP4
- Internet Mail Service
- LDAP
- Message Transfer Agent
- NNTP
- POP3

IMAP4 (Internet Messaging Access Protocol) - the protocol used to access email messages stored on a remote server.

Internet Mail Service (IMS) - a Microsoft Windows service that is installed on computers running Exchange Server. This service provides the ability to send and receive mail from computers that support the Simple Mail Transfer Protocol (SMTP). TCP/IP must also be installed and configured on the computer running Exchange Server to use the IMS.

LDAP (Lightweight Directory Access Protocol) - a network access protocol based on X.500 standards that is designed to work on TCP/IP stacks and that provides

for extracting information, such as user names or email addresses, from a hierarchical directory.



If you stop the LDAP protocol on the server you are connected to, all nodes in the organization will be unable to be refreshed.

Message Transfer Agent (MTA) - the Exchange component responsible for routing messages. Depending on the destination, the MTA routes messages to other MTAs, to the destination store, to Exchange connectors, and to third-party gateways.

NNTP (Network News Transfer Protocol) - a protocol designed to support the posting and distribution of USENET news and group discussions on the Internet.

POP3 (Post Office Protocol) - an Internet messaging protocol used to access email from a remote location or on a computer with limited hardware capability.

Protocol Categories

There are two categories of protocols:

- client-to-server
- server-to-server

Client-to-server protocols are used to connect to an Exchange server. These include IMAP4, LDAP, NNTP and POP3 protocols.

Server-to-server protocols transfer messages between servers. These include MTA and IMS protocols.

Protocol Icons and Overlays

Quest Central for Microsoft provides icons and overlays to indicate the current state of a specific Exchange 5.5 protocol.

Icons

Icons are located adjacent to each protocol to identify them as either client-to-server or server-to-server protocols.

ICON	DESCRIPTION
	This depicts a client-to-server protocol.
	This depicts a server-to-server protocol.

Overlays

The protocol icons contain visible overlays that indicate the current state of that protocol. Use these overlays to quickly view your protocol status.

- A green triangle located at the bottom left of the protocol icon indicates that this protocol has been started and is currently running.
- A black square located at the bottom left of the protocol icon indicates that this protocol has been stopped and is not currently running.

Protocol Properties

Protocols contain properties that provide specific information about that protocol. This information is located on the property sheet and includes the protocol type, state and whether or not site defaults are currently being used.

The following table lists the various Exchange 5.5 protocols and their available property information:

PROTOCOL	TYPE	STATE (START OR STOP)	USE SITE DEFAULT (YES OR NO)
IMAP4	X	X	X
Internet Mail Service	X		
LDAP	X	X	X
Message Transfer Agent	X		
NNTP	X	X	X
POP3	X	X	X

Managing Server Protocols

You can use Quest Central for Microsoft to perform the following protocol and queue management tasks:

- Starting and stopping a protocol
- Setting protocols to use site defaults
- Changing site defaults to start or stop
- Deleting a message and sending an NDR
- Deleting all queue messages and sending an NDR

Starting and Stopping a Protocol

Quest Central for Microsoft displays protocols that supply you with more ways to access information, and to send and receive messages from various platforms. You can use Quest Central for Microsoft to start and stop an Exchange protocol as required.

To start a protocol

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 5.5 organization and select the server containing the protocol you want to start.
3. Expand the selected server, then expand **Protocols**.
4. Right-click the protocol and select **Start**.

To stop a protocol

1. Expand your Exchange 5.5 organization and select the server containing the protocol you want to stop.
2. Expand the selected server, then expand **Protocols**.
3. Right-click the protocol and select **Stop**.

Protocols Site Defaults Properties

Protocols site defaults contain properties that provide specific information about that site default. This information is located on the property sheet and includes the following:

- State (start or stop)
- Type

Setting Protocols to Use Site Defaults

Exchange 5.5 contains protocol site defaults which are the default parameters for an individual protocol that belong to all the servers in that site. Each protocol can be set to use custom parameters or the site defaults.

To set protocols to use site defaults

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 5.5 organization and select the site whose site default you want to use.
3. Expand the **Servers** node and select the server whose site defaults you want to use.
4. Expand the selected server, then expand **Protocols**.
5. Right-click the protocol settings and select **Use Site Defaults**.

Changing Protocols Site Defaults to Start or Stop

You can use Quest Central for Microsoft to change Exchange 5.5 protocols site defaults to start or stop.

To change protocols site defaults to start

1. Expand your Exchange 5.5 organization and select the site whose protocol site defaults you want to change to start.
2. Expand **Protocols Defaults**, right-click the protocol site defaults that you want to change and select **Start**.

To change protocols site defaults to stop

1. Expand your Exchange 5.5 organization and select the site whose protocol site defaults you want to change to stop.
2. Expand **Protocols Defaults**, right-click the protocol site defaults that you want to change and select **Stop**.

Deleting a Message and Sending an NDR

You can use Quest Central for Microsoft to delete a message in a specific Exchange queue. If you decide to delete this message, you can choose to send a non-delivery report (NDR) to the originator of the message.

To delete a message and send an NDR

1. Expand your Exchange 5.5 organization and select the server containing the message you want to delete.

2. Expand **Protocols** and select the protocol containing the message you want to delete.
3. Select the virtual server containing the message you want to delete and expand **Queues**.
4. Select the queue containing the message you want to delete.
5. Right-click the message in the listview and select **Delete (send NDR)**.

Deleting all Queue Messages and Sending an NDR

Quest Central for Microsoft uses the Internet Mail Service (IMS) protocol to delete all messages in a specific Exchange queue.

The IMS protocol contains the following message queues:

- Conversion-In (on Disk) - the number of messages received from other SMTP hosts destined for MS Exchange Server.
- Conversion-Out (on Disk) - is the number of messages awaiting conversion to SMTP format and delivery to other SMTP hosts.
- Delivery-In (in Store) - is the number of messages converted to native Exchange format, awaiting final delivery to the Exchange organization.
- Delivery-Out (in Store) - is the number of messages from the Exchange Server that are queued to be delivered to other SMTP hosts.

If you decide to delete all the messages in a queue, you can choose to send an NDR to the originator of the messages.

To delete all messages in a queue and send an NDR

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 5.5 organization and select the server containing the queue messages you want to delete.
3. Expand the selected server, expand **Protocols**, and select **Internet Mail Service**.
4. Expand **Queues**, right-click the queue and select **Delete All Messages (send NDR)**.

Queue Properties

Exchange message queues contain properties that provide specific information about that queue. This information is located in the property sheet and includes the following:

- Number of messages

Managing Information Stores

Exchange information stores are database files that are designed to hold all of the messages and documents shared and exchanged by users.

Quest Central for Microsoft contains two types of Exchange 5.5 information stores:

- Private
- Public

Information Store Properties

Information stores contain properties that provide specific information about that information store.

This information is located on the property sheet and includes the following:

- Database free space (MB)
- Database size (MB)
- Database drive free space (MB)
- Last backup time
- Database path
- Last defrag time

Private Information Stores

Exchange private information stores contain all of the mailboxes for specific users. As the name implies, private information stores are not available to all users.

You can use Quest Central for Microsoft to perform Exchange private information store management tasks on the Exchange server to which you are connected.

These tasks include the following:

- Creating a mailbox for an existing user
- Creating a new user and mailbox
- Editing mailbox and user properties
- Deleting a mailbox
- Moving a mailbox
- Starting an offline store defragmentation

Mailbox Properties

Exchange mailboxes contain properties that provide specific information about that mailbox.

This information is located in the property sheet and includes the following properties:

- Size (KB)
- Total number of items
- State

Creating a Mailbox for an Existing User

Mailboxes are the storage location on a server where a user's email is delivered. Use Quest Central for Microsoft to create a mailbox for an existing user or users on an Exchange server to which you are connected.



Although the following procedure reflects the Administrative view, this feature is available on a store regardless of its location within the tree.

To create a mailbox for an existing user

1. Expand **Exchange** and **Organizations** in the treeview.
2. Expand your Exchange 5.5 organization and expand the site in which you want to create a mailbox for an existing user.
3. Expand **Servers** and select the server and private information store in which you want to create a mailbox for an existing user.
4. Right-click **Mailboxes** and select **Create Mailbox**.
5. Select the user from the list of existing users on the Create Mailbox for User dialog box and click **OK**.



You can select multiple users from the list of existing users to create multiple mailboxes.

Creating a New User and Mailbox

You can use Quest Central for Microsoft to create a new user and mailbox on an Exchange server to which you are connected.

To create a new user and mailbox

1. Expand your Exchange 5.5 organization and expand the site in which you want to create a user and mailbox.
2. Expand **Servers** to select the server and private information store in which you want to create a user and mailbox.
3. Right-click **Mailboxes** and select **Create User and Mailbox**.
4. Click **Next** on the NT Object Properties Wizard - New User dialog box.
5. Enter the required information on the General Attributes dialog box and click **Next**.
6. On the Group Membership Assignment dialog box, click **Add** to select the group in which you want the user to belong.
7. Enter the name of the group in which you want the user to belong.

– OR –

Select a group from the list of group names on the Select Groups dialog box and click **OK**.

8. Confirm that the selected group on the Group Membership Assignment dialog box is the group in which you want the user to belong and click **Next**.
9. Enter the required information on the User Profile Information dialog box and click **Next**.



The user logon name is restricted to a maximum of 20 characters.

10. Click the **Logon Hours** button on the General Account Information dialog box to select the day and time at which you want the user to log on.
11. Click the **Log On To** button on the General Account Information dialog box to identify the computer or computers onto which you want the user to log on.
12. Enter the account expiration information by clicking either the **Never** or **End of** option button on the General Account Information dialog box and click **Next**.
13. Enter the required user dial-in information on the Dial In Properties dialog box and click **Next**.
14. Confirm the NT User Property Settings on the Dial In dialog box and click **Finish**.

Editing Mailbox and User Properties

You can use Quest Central for Microsoft to view and edit the properties of a previously created mailbox and associated user on an Exchange server to which you are connected.

To edit mailbox properties

1. Right-click a mailbox in the listview and select **Edit Mailbox Properties (Exchange 5.5)**.
2. Change the mailbox properties by entering the applicable information into the associated tabs and information fields on the Properties dialog box and click **Apply**.
3. Click **OK**.

To edit user properties

1. Right-click a mailbox in the listview and select **Edit User Properties (Active Directory)**.
2. Change the user properties by entering the applicable information into the associated tabs and information fields on the Properties dialog box and click **Apply**.
3. Click **OK**.

Deleting a Mailbox

You can use Quest Central for Microsoft to delete a mailbox on an Exchange server to which you are connected.

To delete a mailbox

1. Expand your Exchange 5.5 organization and browse to the site and server containing the mailbox you want to delete.
2. Expand the store containing the mailbox you want to delete and double-click **Mailboxes** to view the list of mailboxes.
3. Right-click the mailbox in the listview and select **Delete Mailbox**.
A message prompts you to confirm that you want to continue with the delete mailbox action.
4. Click **Yes**.

Moving a Mailbox

You might want to move a mailbox to adjust server workload as the number of Exchange server users in your organization fluctuates, or if you are migrating users.

Quest Central for Microsoft allows you to move an individual Exchange server mailbox or selected multiple mailboxes from one store to another using the drag-and-drop method.

You can perform the following mailbox moving procedure on an Exchange server to which you are connected:

- Move mailboxes from one store to another on another server in a different site in the same organization



Quest Central for Microsoft uses Exmerge to move some mailboxes. When using Exmerge to move a mailbox and the operation fails, the resultant log file is saved in order to help diagnose the problem. This log is stored in the Quest Central for Microsoft installation directory in the Plugins\QCM\Exchange\Temp subdirectory.

To move a mailbox from one store to another on another server in a different site in the same organization

1. Expand your Exchange 5.5 organization and select the site, server and store containing the mailbox you want to move.
2. *You can move one or more mailboxes simultaneously.*
3. Expand the destination store located in a different site in the same organization.
4. From the listview select the mailbox that you want to move.
5. When you have selected the mailbox, hold down the mouse button and drag the selected mailbox to the destination store.
6. Release the left mouse button to complete the drag-and-drop action. *A message prompts you to confirm that you want to move the selected mailbox.*
7. Click **Yes**.



If the destination store or mailbox is busy, the mouse pointer displays the cannot drop  icon.

Performing an Offline Defragmentation on a Store

Information store defragmentation (defrag) is the process of compacting the storage database. This process reduces database size and helps increase access and retrieval speed.



The offline store defragmentation procedure can be performed on both private and public information stores.

An online defragmentation is normally sufficient for daily maintenance; however this has the limitation that the store database size is not reduced.

An offline defragmentation requires that the store be dismounted and its contents become unavailable while the defragment action is performed.

You can use Quest Central for Microsoft to defragment selected information stores on an Exchange server.

To perform an offline defragmentation on a store

1. Expand your Exchange 5.5 organization and select the site and server containing the information store for which you want to start an offline defragmentation.
2. Right-click the information store and select **Offline Defrag**.
A message prompts you to confirm that you want to continue with the offline defragmentation.
3. Click **Yes** to continue with the offline defragmentation.



It is not recommended that you defragment a store that is in use. Doing so will disrupt service to users.

Public Information Stores

An Exchange public information store is a database on an Exchange server where public folders are stored. As the name implies, public information stores are accessible to more than one user.

Viewing Folders in a Public Information Store

You can use Quest Central for Microsoft to browse and view the public folders on the Exchange server to which you are connected.

To view a folder in a public information store

1. Expand **Exchange** ▶ **Organizations**, then expand your Exchange 5.5 organization in the treeview.
2. Select the site, server and public information store containing the folder you want to view.
3. Select the public information store folder whose contents you want to view.

Managing Connectors

An Exchange server connector is a component that routes messages between Exchange server routing groups, or from a routing group to a non-Exchange server email system.

A connector allows the Exchange server system to interact seamlessly with a foreign email system as though its users were part of your Exchange system.

Connector Properties

Exchange connectors contain properties that provide specific information about that connector. This information is located in the property sheet and can include some or all of the following properties:

- Type
- Target site
- Cost
- Local bridgehead

Viewing Connectors

You can use Quest Central for Microsoft to view connectors and their associated properties on a specific Exchange server.

To view a connector

1. Expand **Exchange** ▶ **Organizations**, then expand your Exchange 5.5 organization in the treeview.
2. Browse to a selected site, and expand the site containing the connector you want to view.
3. Expand **Connectors** and double-click the connector.

Managing Public Folders

The Exchange public folder store is a database that stores public folders, indexes their contents, and assists in the replication of the folders between other Exchange servers.

As the name implies, a public folder is accessible to more than one user. Administrators can define the specific security restrictions on a public folder to limit the types of users who have access to it.

Public Folder Properties

Public folders contain information that can be shared by multiple users. Depending on the permissions assigned to it, a public folder can be made accessible to only a specific group of users, or to all users who can access the Exchange organization.

Exchange public folders contain properties that provide specific information about that public folder. This information is located in the property sheet and includes the following properties:

- Path
- Size (KB)
- Total number of items

Viewing a Public Folder

You can use Quest Central for Microsoft to browse and view the contents, information or properties of a specific public folder on the Exchange server to which you are connected.

To view a public folder

1. Expand **Exchange** ► **Organizations**, then expand your Exchange 5.5 organization in the treeview.
2. Expand **Folders** and **Public Folders**, then expand the selected public folder to view its contents.

Using Tools

- Tools Overview
- Quest Diagnostic Software
- MMC Management
- Searching
- Monitoring the File System
- Monitoring the Registry
- Custom Tools
- ERDisk
- Using Shortcuts

Tools Overview

In addition to providing Windows system and Exchange configuration and deployment management capabilities, Quest Central for Microsoft also contains various tools and features that allow you to enhance these capabilities.

The following tools are accessed from the administrative console:

- Diagnostics - an integrated solution that allows you to diagnose your servers and alerts you to the presence of any bottlenecks in your system.
- MMC Management - allows you to create a category to organize and manage your MMC consoles.
- Searching - allows you to search for and find specific objects.
- Monitoring - allows you to monitor file system and registry system changes on local and remote computers.
- Custom Tools - allows you to create links to frequently used external applications or tools, and command line utilities.
- ERDisk - an integrated solution that allows you to obtain fast backup and recovery of your Windows systems.
- Shortcuts - allows you to manage the objects that you frequently work with and co-locate them in an organized folder.

Quest Diagnostic Software

Quest Central for Microsoft allows you to launch specific Quest Software Spotlight products to diagnose your servers and nodes. This is especially helpful if you want to quickly view the status of your various servers and computers in real-time.

You can use the following Spotlight products (if they are currently installed) to diagnose specific servers and nodes:

- 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

Spotlight products are launched from corresponding objects and nodes displayed in the treeview. For example, you can right-click an Exchange server to launch Spotlight on Exchange.

You can also use the Spotlight icons that are located on the toolbar to launch specific Spotlight products. The following table lists the Spotlight icons and their description:

ICON	DESCRIPTION
	Use this icon to launch any Spotlight product you currently have installed.
	Use this icon to launch Spotlight on Active Directory Topology Viewer.
	Use this icon to launch Spotlight on Exchange Topology Viewer.

The following table lists the node type and identifies its associated Spotlight product:

NODE TYPE	SPOTLIGHT PRODUCT
Active Directory Domain Controller	Spotlight on Active Directory
Active Directory Domain	Spotlight on Active Directory Topology Viewer
Active Directory Computer	Spotlight on Windows
Exchange 2000 or 2003 Server	Spotlight on Exchange 2000 or 2003
Exchange 5.5 Server	Spotlight on Exchange 5.5
Exchange Organization	Spotlight on Exchange Topology Viewer

Launching Spotlight on Active Directory

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 to 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.

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.

– OR –

Click the **Launch Spotlight**  button on the Quest Central for Microsoft toolbar to launch the Spotlight product that you currently have installed.

– OR –

Select **Launch Spotlight** from the Tools button on the menu bar.



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



Launching Spotlight on Active Directory Topology Viewer

The Spotlight on Active Directory Topology Viewer displays your entire Active Directory forest at a glance regardless of whether it exists in a single building or spans the globe. The Spotlight on Active Directory Topology Viewer contains diagnostic reports that can alert you to problems with replication, replication latency, GPO (Group Policy Object) latency, and time synchronization.

To launch Spotlight on Active Directory Topology Viewer

1. Expand **Active Directory** ▶ **Domain** in the treeview.
2. Select the domain you want to view.
3. Right-click the domain and select **View Active Directory Topology**.

– OR –

Click the **Launch Spotlight on Active Directory Topology Viewer**



button on the Quest Central for Microsoft toolbar to launch Spotlight on Active Directory Topology Viewer.

– OR –

Select **Launch Spotlight on Active Directory Topology Viewer** from the Tools button on the menu bar.



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



Launching Spotlight on Windows

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. This enables 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.

To launch Spotlight on Windows

1. Expand **Active Directory** ▶ **Domain** in the treeview.
2. Select the computer that you want to diagnose from the computers displayed in the listview.
3. Right-click the computer and select **Diagnose**.

– OR –

Click the **Launch Spotlight**  button on the Quest Central for Microsoft toolbar to launch the Spotlight product that you currently have installed.

– OR –

Select **Launch Spotlight** from the Tools button on the menu bar.



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



Launching Spotlight on Exchange

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.

To launch Spotlight on Exchange

1. Expand **Exchange** ► **Organizations**, then expand your Exchange 5.5, 2000, or 2003 organization in the treeview.
2. Expand **Servers** and select the server you want to diagnose.
3. Right-click the server and select **Diagnose**.

– OR –

Click the **Launch Spotlight**  button on the Quest Central for

cont'd..

Microsoft toolbar to launch the Spotlight product that you currently have installed.

– OR –

Select **Launch Spotlight** from the Tools button on the menu bar.



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



Launching Spotlight on Exchange Topology Viewer

The Spotlight on Exchange Topology Viewer shows your entire Exchange server organization at a glance regardless of whether it exists in a single building or spans the globe. The Spotlight on Exchange Topology Viewer Console is where the layout of your Exchange server organization is displayed, diagnostic tests are performed, data collection is configured, and Exchange server data is viewed.

To launch Spotlight on Exchange Topology Viewer

1. Expand **Exchange Organizations** in the treeview.
2. Select either your Exchange 5.5, 2000, or 2003 organization you want to view in the topology viewer.
3. Right-click the organization and select **View Exchange Topology**.

– OR –

Click the **Launch Spotlight on Exchange Topology Viewer**  button on the Quest Central for Microsoft toolbar to launch Spotlight on Exchange Topology Viewer.

– OR –

Select **Launch Spotlight on Exchange Topology Viewer** from the Tools button on the menu bar.



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



MMC Management

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

- Create categories to organize MMC consoles
- Manage MMC consoles

Creating a Category

Using Quest Central for Microsoft, you can create a category to organize your MMC consoles.

To create a category

1. Expand **Tools**, 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.

Managing MMC Consoles

Quest Central for Microsoft can be your central repository for accessing 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. Expand **Tools**, 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.

Searching

Quest Central for Microsoft contains a search engine feature that allows you to search both your Windows domains and your Exchange organizations for specific objects.

Use this feature to perform the following search actions:

- Search for an object
- Change a search parameter
- Remove a search parameter

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.
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**.

Changing a Search Parameter

Use Quest Central for Microsoft to modify or change a search parameter for an object or item by changing the filter criteria.

To change a search parameter

1. Select the Filter Criteria you want to change on the Search dialog box, and click **Edit**.
2. Make the necessary changes to the Property name, operator Condition, and property Value and click **OK**.

Removing a Search Parameter

Use Quest Central for Microsoft to remove a search parameter for an object or item by deleting the filter criteria.

To remove a search parameter

- Select the Filter Criteria you want to remove in the Search dialog box, and click **Delete**.

Monitoring the File System

Quest Central for Microsoft contains a monitoring utility that monitors and displays file system activity on local or remote computers and servers. This utility contains advanced filtering capabilities that makes it a powerful tool in detecting and searching for problems in the file system.



Use the Jump to Monitor File System  button on the Quest Central for Microsoft toolbar, or the Jump to Monitor File System item located on the Tools button on the menu bar, to access the file system monitoring tool.

You can perform the following file system monitoring tasks using Quest Central for Microsoft:

From the File System Node

- Connecting to a Computer
- Stopping all Monitoring
- Pausing all Monitoring
- Resuming all Monitoring
- Opening an Existing History File

From the Computer Node

- Stopping Selected Computer Monitoring
- Pausing Selected Computer Monitoring
- Resuming Selected Computer Monitoring
- Saving Data
- Clearing all Entries from the Listview
- Filtering Listview Data
- Enabling and Disabling Autoscroll in the Listview
- Monitoring a Selected Drive
- Searching for an Item

From the Listview

- Including a Process to be Monitored
- Excluding a Process from being Monitored
- Including a Path to be Monitored
- Excluding a Path from being Monitored
- Deleting Items
- Copying Items



All right-click actions performed from the file system node, computer node, and listview are equally accessible from the Actions menu item and from the Assistant on the Quest Central for Microsoft console.

Connecting to a Computer

Use Quest Central for Microsoft to connect to a computer whose file system you want to monitor. You can either browse to a specific computer or manually enter the computer name.

To connect to a computer

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.

Stopping all Monitoring

You can stop the monitoring of all computers in the file system node at once.

To stop all computer monitoring

- Right-click **File System** and select **Disconnect All**.



This procedure removes all computers from the file system node.

Pausing all Monitoring

You can pause the gathering of file system data from all computers you are currently monitoring.

To pause all computer monitoring

- Right-click **File System** and select **Pause All Monitoring**.

The data gathering status is displayed as Stopped in the listview for all computers in the file system node.

Resuming all Monitoring

You can resume the gathering of file system data from all computers on which monitoring was previously stopped.

To resume all computer monitoring

- Right-click **File System** and select **Resume All Monitoring**.

Data gathering is restarted on all computers in the file system node and their status is displayed as Started in the listview.

Opening an Existing History File

You can open a history file that contains existing file system data that was previously saved using Quest Central for Microsoft.

To open an existing history file

1. Right-click **File System** and select **Open Existing History File**.
2. Enter a filename.

– OR –

Browse to the selected history file you want to open using the Monitor Output dialog box and click **Open**.

Stopping Selected Computer Monitoring

You can stop the monitoring of a selected computer in the file system node.

To stop the monitoring of a selected computer

- Right-click the computer on which you want to stop monitoring and select **Disconnect**.

Pausing Selected Computer Monitoring

You can pause the gathering of file system data from a selected computer you are currently monitoring.

To pause the monitoring of a selected computer

- Right-click the computer on which you want to pause monitoring and select **Pause Monitoring**.

The data gathering status of that selected computer is displayed as Stopped in the listview in the file system node.

Resuming Selected Computer Monitoring

You can resume the gathering of file system data from a selected computer on which monitoring was previously stopped.

To resume the monitoring of a selected computer

- Right-click the computer on which you want to resume monitoring and select **Resume Monitoring**.

Data gathering is restarted on the selected computer in the file system node and its status is displayed as Started in the listview.

Saving Data

You can save current file system data to a file using the following methods:

- Save History - saves the current file system data to a file.
- Save History As - prompts you for a filename and saves the current file system data to that file.

To save file system data using Save History

1. Right-click the computer you want and select **Save History**.



If this is the first time Save has been selected you are prompted for a filename. Subsequent saves automatically overwrite this file.

2. Enter a filename in which to save your file.

– OR –

Browse to a selected file using the Monitor Output dialog box.

3. Click **Save**.

To save file system data using Save History As

1. Right-click the computer you want and select **Save History As**.
2. Enter a filename in which to save your file.

– OR –

Browse to a selected file using the Monitor Output dialog box.

3. Click **Save**.

Clearing all Entries from the Listview

You can clear all file system entries from the listview.

To clear all entries from the listview

- Right-click the computer you want and select **Clear History**.

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A message prompts you to confirm that you want to clear all the file system entries from the listview.

Filtering Listview Data

You can filter file system data in order to select what data is displayed in the listview.

To filter listview data

1. Right-click the computer whose data you want and select **Options**.



Data that is already displayed in the listview is not filtered. Only new data that is added after the original filter parameters are set, is filtered.

2. Use the File Monitor Settings dialog box to enter the information required to filter the data that you want to display in the listview.



Only matches shown in the include filter, that are not excluded with the exclude filter, are displayed.

The File Monitor Settings dialog box also allows you to specify the maximum number of log entries you want to display in the listview by entering the required number in the history depth field. Log entries can be set to unlimited by selecting the Unlimited check box.



Use a * as a wildcard, and ; to separate two or more strings in the same filter.

3. Click **OK**.
All columns are checked for the data that you have specified for filtering.

Enabling and Disabling Autoscroll in the Listview

You can allow the listview to automatically scroll when new file system events are added.

To enable autoscroll in the listview

- Right-click the computer on which you want to enable autoscroll and select **Enable Autoscroll**.

To disable autoscroll in the listview

- Right-click the computer on which you want to disable autoscroll and select **Disable Autoscroll**.

Monitoring a Selected Drive

You can select the drives whose file systems you want to monitor. These drives appear as selectable items.

To monitor a selected drive

1. Right-click the computer whose drive you want to monitor and select **Volumes**.
2. Select the drive that you want to monitor from the Volumes submenu.



The presence of a check mark adjacent to a drive indicates that the drive has been selected for monitoring. The absence of a check mark adjacent to a drive indicates that the drive is not selected for monitoring.

Including a Process to be Monitored

You can use Quest Central for Microsoft to specify the file system processes that you want to monitor.



Only matches shown in the include filter, but that are not excluded with the exclude filter, are displayed.

To include a process to be monitored

1. Select the computer containing the process you want to include to be monitored.
2. Right-click the item in the listview and select **Include Process**.

The process that you selected to include in data gathering appears in the Include section of the File Monitor Settings dialog box. Access this dialog box from the options item in the shortcut menu.

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Only the processes you selected to include in data gathering are displayed in the listview.

Excluding a Process from being Monitored

You can use Quest Central for Microsoft to specify file system processes that you do not want to monitor.



Only matches shown in the include filter, but that are not excluded with the exclude filter, are displayed.

To exclude a process from being monitored

1. Select the computer containing the process you want to exclude from being monitored.
2. Right-click the item in the listview and select **Exclude Process**.

The process that you selected to exclude from data gathering appears in the Exclude section of the File Monitor Settings dialog box. Access this dialog box from the options item in the shortcut menu.

Including a Path to be Monitored

You can use Quest Central for Microsoft to specify the file system paths that you want to monitor.



Only matches shown in the include filter, but that are not excluded with the exclude filter, are displayed.

To include a path to be monitored

1. Select the computer containing the path you want to be monitored.
2. Right-click the item in the listview and select **Include Path**.

The path that you selected to include in data gathering appears in the Include section of the File Monitor Settings dialog box. Access this dialog box from the options item in the shortcut menu.



Only the paths you have selected to include in data gathering are displayed in the listview.

Excluding a Path from being Monitored

You can specify the file system paths that you want to exclude from being monitored.



Only matches shown in the include filter, but that are not excluded with the exclude filter, are displayed.

To exclude a path from being monitored

1. Select the computer containing the path you want to exclude from being monitored.
2. Right-click the item in the listview and select **Exclude Path**.

The path that you selected to exclude from data gathering appears in the Exclude section of the File Monitor Settings dialog box. Access this dialog box from the options item in the shortcut menu.

Deleting Items

You can delete a single file system item, or multiple items from the listview.

To delete an item

1. Select the computer containing the item you want to delete.
2. Right-click the item and select **Delete Items**.

– OR –

Multi-select the items you want in the listview and select **Delete Items**.

Copying Items

You can copy a single file system item or multiple items. The selected item is copied to the clipboard as a tab-delimited string.

To copy an item

1. Select the computer containing the item you want to copy.
2. Right-click the item in the listview and select **Copy Items**.

– OR –

Multi-select the items you want in the listview and select **Copy Items**.

Searching for an Item

You can search for a file system item in the listview.

To search for an item

- Right-click the computer you want to search and select **Find**.

Monitoring the Registry

Quest Central for Microsoft contains a monitoring utility that monitors and displays registry activity on local or remote computers and servers. This utility contains advanced filtering capabilities that makes it a powerful tool in detecting and searching for problems in the registry.



Use the Jump to Monitor Registry  button on the Quest Central for Microsoft toolbar, or the Jump to Monitor Registry item located on the Tools button on the menu bar, to access the registry monitoring tool.

You can perform the following registry monitoring tasks using Quest Central for Microsoft:

From the Registry Node

- Connecting to a Computer
- Stopping all Monitoring
- Pausing all Monitoring
- Resuming all Monitoring
- Opening an Existing History File

From the Computer Node

- Stopping Selected Computer Monitoring
- Pausing Selected Computer Monitoring
- Resuming Selected Computer Monitoring
- Saving Data
- Clearing all Entries from the Listview
- Filtering Listview Data
- Enabling and Disabling Autoscroll in the Listview
- Searching for an Item

From the Listview

- Including a Process to be Monitored
- Excluding a Process from being Monitored
- Including a Path to be Monitored
- Excluding a Path from being Monitored
- Deleting Items
- Copying Items

Connecting to a Computer

Use Quest Central for Microsoft to connect to a computer whose registry you want to monitor. You can either browse to a specific computer or manually enter the computer name.

To connect to a computer

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 on the Select Computer dialog box.

– OR –

Manually enter a computer name.

Stopping all Monitoring

You can stop the monitoring of all computers in the registry node at once.

To stop all computer monitoring

- Right-click **Registry** and select **Disconnect All**.



This procedure removes all computers from the registry node.

Pausing all Monitoring

You can pause the gathering of registry data from all computers that you are currently monitoring.

To pause all computer monitoring

- Right-click **Registry** and select **Pause Monitoring**.

The data gathering status is displayed as Stopped in the listview for all computers in the registry node.

Resuming all Monitoring

You can resume the gathering of registry data from all computers on which monitoring was previously stopped.

To resume all computer monitoring

- Right-click **Registry** and select **Resume All Monitoring**.

Data gathering is restarted on all computers in the registry node and their status is displayed as Started in the listview.

Opening an Existing History File

You can open a history file that contains existing registry data that was previously saved using Quest Central for Microsoft.

To open an existing history file

1. Right-click **Registry** and select **Open Existing History File**.
2. Enter a filename.

– OR –

Browse to the selected history file you want to open using the Monitor Output dialog box and click **Open**.

Stopping Selected Computer Monitoring

You can stop the monitoring of a selected computer in the registry node.

To stop the monitoring of a selected computer

- Right-click the computer on which you want to stop monitoring and select **Disconnect**.

Pausing Selected Computer Monitoring

You can pause the gathering of registry data from a selected computer you are currently monitoring.

To pause the monitoring of a selected computer

- Right-click the computer on which you want to pause monitoring and select **Pause Monitoring**.

The data gathering status of that selected computer is displayed as Stopped in the listview in the registry node.

Resuming Selected Computer Monitoring

You can resume the gathering of registry data from a selected computer on which monitoring was previously stopped.

To resume the monitoring of a selected computer

- Right-click the computer on which you want to resume monitoring and select **Resume Monitoring**.

Data gathering is restarted on the selected computer in the registry node and its status is displayed as Started in the listview.

Saving Data

You can save current registry data to a file using the following methods:

- Save History - saves the current registry data to a file
- Save History As - prompts you for a filename and saves the current registry data to that file

To save registry data using Save History

1. Right-click the computer you want and select **Save History**.



If this is the first time Save has been selected you are prompted for a filename. Subsequent saves automatically overwrite this file.

2. Enter a filename in which to save your file.

– OR –

Browse to a selected file using the Monitor Output dialog box.

3. Click **Save**.

To save registry data using Save History As

1. Right-click the computer you want and select **Save History As**.
2. Enter a filename in which to save your file.

– OR –

Browse to a selected file using the Monitor Output dialog box.

3. Click **Save**.

Clearing all Entries from the Listview

You can clear all registry entries from the listview.

To clear all entries from the listview

- Right-click the computer you want and select **Clear History**.
A message prompts you to confirm that you want to clear all the registry entries from the listview.

Filtering Listview Data

You can filter registry data in order to select what data is displayed in the listview.

To filter listview data

1. Right-click the computer whose data you want to filter and select **Options**.



Data that is already displayed in the listview is not filtered. Only new data that is added after the original filter parameters are set, is filtered.

2. Use the Registry Monitor Settings dialog box to enter the information required to filter the data that you want displayed in the listview.



Only matches shown in the include filter, that are not excluded with the exclude filter, are displayed.

The Registry Monitor Settings dialog box also allows you to specify the maximum number of log entries you want to display in the listview by entering the required number in the history depth field. Log entries can be set to Unlimited by selecting the Unlimited check box.



Use a * as a wildcard, and ; to separate two or more strings in the same filter.

3. Click **OK**.
All columns are checked for the data that you have specified for filtering

Enabling and Disabling Autoscroll in the Listview

You can allow the listview to automatically scroll when new registry events are added.

To enable autoscroll in the listview

- Right-click the computer on which you want to enable autoscroll and select **Enable Autoscroll**.

To disable autoscroll in the listview

- Right-click the computer on which you want to disable autoscroll and select **Disable Autoscroll**.

Including a Process to be Monitored

You can use Quest Central for Microsoft to specify the registry processes that you want to monitor.



Only matches shown in the include filter, but that are not excluded with the exclude filter, are displayed.

To include a process to be monitored

1. Select the computer containing the process you want to include to be monitored.
2. Right-click the item in the listview and select **Include Process**.
The process that you selected to include in data gathering appears in the Include section of the Registry Monitor Settings dialog box. Access this dialog box from the options item in the shortcut menu.



Only the processes you have selected to include in data gathering are displayed in the listview.

Excluding a Process from being Monitored

You can use Quest Central for Microsoft to exclude registry processes that you do not want to monitor.



Only matches shown in the include filter, but that are not excluded with the exclude filter, are displayed.

To exclude a process from being monitored

1. Select the computer containing the process you want to exclude from being monitored.
2. Right-click the item in the listview and select **Exclude Process**.
The process that you selected to exclude from data gathering appears in the Exclude section of the Registry Monitor Settings dialog box. Access this dialog box from the options item in the shortcut menu.

Including a Path to be Monitored

You can use Quest Central for Microsoft to specify the registry paths that you want to monitor.



Only matches shown in the include filter, but that are not excluded with the exclude filter, are displayed.

To include a path to be monitored

1. Select the computer containing the path you want to monitor.
2. Right-click the item in the listview and select **Include Path**.

The path that you selected to include in data gathering appears in the Include section of the Registry Monitor Settings dialog box. Access this dialog box from the options item in the shortcut menu.



Only the paths you have selected to include in data gathering are displayed in the listview.

Excluding a Path from being Monitored

You can use Quest Central for Microsoft to specify the registry paths that you do not want to monitor.



Only matches shown in the include filter, but that are not excluded with the exclude filter, are displayed.

To exclude a path from being monitored

1. Select the computer containing the path you want to exclude from data gathering.
2. Right-click the item in the listview and select **Exclude Path**.

The path that you selected to exclude from data gathering appears in the Exclude section of the Registry Monitor Settings dialog box. Access this dialog box from the options item in the shortcut menu.

Deleting Items

You can delete a single registry item, or multiple items from the listview.

To delete an item

1. Select the computer containing the item you want to delete.
2. Right-click the item in the listview and select **Delete Items**.

– OR –

Multi-select the items you want in the listview and select **Delete Items**.

Copying Items

You can copy a single registry item, or multiple items from the listview. The selected item is copied to the clipboard as a tab-delimited string.

To copy an item

1. Select the computer containing the item you want to copy.
2. Right-click the item in the listview and select **Copy Items**.

– OR –

Multi-select the items you want in the listview and select **Copy Items**.

Searching for an Item

You can search for a registry item in the listview.

To search for an item

- Right-click the computer you want to search and select **Find**.

Custom Tools

Quest Central for Microsoft allows you to create links to frequently used external applications, tools, and command line utilities. These links are added in the Quest Central for Microsoft tree under the Custom Tools node.

Use Quest Central for Microsoft to 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

Adding a Custom Tools Category

You may want to add custom tools categories as your list of tools grows so that you can easily access the tools you frequently use.

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.

Editing a Custom Tools Category

As your tools list grows you may find that the category names are no longer valid or adequate. You can therefore edit an existing custom tools category in the Custom Tools node as required.

To edit a custom tools category

1. Right-click a custom tools category and select **Edit Category**.

– OR –

cont'd..

Select a custom tools category and click **Edit Category** from the Actions menu.

2. Edit the category name and description (optional) as required and click **OK**.

Removing a Custom Tools Category

As you use specific tools and applications on a less frequent basis, you may no longer require the custom tools categories that were specifically created for them. You can therefore remove a custom tools category from the Custom Tools node.

To remove a custom tools category

1. Right-click a custom tools category and select **Remove Category**.

– OR –

Select a custom tools category and click **Remove Category** from the Actions menu.

2. Confirm that you want to remove the custom tools category and click **OK**.



You can multi-select to remove more than one custom tools category at once.

Adding a Custom Tool

Add a custom tool to the Custom Tools node in the treeview by creating links to frequently used external applications, tools, and command line utilities.

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.

Editing a Custom Tool

You can change the name, location, or command line arguments of an existing custom tool in the Custom Tools node.

To edit a custom tool

1. Right-click a custom tool and select **Edit Tool**.

– OR –

Select a custom tool and click **Edit Tool** from the Actions menu.

2. Edit the tool name, location, or command line arguments as required and click **OK**.

– OR –

Select **Browse** to search for the tool target file path then enter the command line arguments, and click **OK**.

Launching a Custom Tool

Use Quest Central for Microsoft to launch a custom tool from the Custom Tools node.

To launch a custom tool

- Right-click a custom tool and select **Launch**.

– OR –

Select a custom tool and click **Launch** from the Actions menu.

Removing a Custom Tool

You may want to remove a specific custom tool or application that you no longer use on a frequent basis. Use Quest Central for Microsoft to remove a custom tool from the Custom Tools node.

To remove a custom tool

- Right-click a custom tool and select **Remove Tool**.
- OR –

Select a custom tool and click **Remove Tool** from the Actions menu.



You can remove more than one custom tool using multi-select functionality.

ERDisk

Quest Central for Microsoft provides an integrated solution for users to backup and recover their Windows systems using the ERDisk product.



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

ERDisk minimizes the downtime caused by the corruption of important system configuration, supplies automated backup, and provides fast and remotely managed recovery of Windows enterprise systems.

ERDisk simplifies and automates the process of preparing for and recovering from system failures caused by configuration-related problems. It provides the following features and benefits:

- Comprehensive system recovery options
- Centralized remote administration
- Intelligent selective backup
- Scheduling capabilities
- Scalability and performance

- Extremely rapid economic justification



For additional in-depth information about ERDisk features and benefits, go to the following link: <http://wm.quest.com/products/erdisk>.

Launching ERDisk

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**.

Using Shortcuts

Quest Central for Microsoft allows you to organize the objects and items that you use and work with on a frequent basis by locating them in a shortcuts folder in the tree. You can add any object in the tree to a shortcuts folder.

You can view and work with only the objects that you want to by selectively adding them to a shortcuts folder that you have created.

Use Quest Central for Microsoft to perform the following shortcuts actions:

- View a shortcuts folder
- Create a shortcuts folder
- Rename a shortcuts folder
- Delete a shortcuts folder

cont'd..

- Order a shortcuts folder
- Create a shortcut
- Delete a shortcut
- Rename a shortcut

To view a shortcuts folder in the treeview

- Select the **Shortcuts** menu item, and click **View Shortcuts**.

– OR –

Select the **View** menu item and click **Shortcuts**.

– OR –

Expand the **Shortcuts** node in the treeview.

To create a shortcuts folder

1. Right-click the **Shortcuts** node in the treeview.
2. Select **Shortcuts ▸ New Folder**.

– OR –

Select the **Shortcuts** node in the treeview, then select **Shortcuts ▸ New Folder** on the menu bar.

– OR –

Select the **Shortcuts** node in the treeview, then select **Actions ▸ New Folder** on the menu bar.

3. Enter a name for the new folder on the Folder name dialog box and click **OK**.

To rename a shortcuts folder

1. Right-click the shortcuts folder you want to rename in the treeview or listview, and select **Rename Shortcut**.

– OR –

Select the shortcuts folder you want to rename in the treeview or listview, then select **Shortcuts ▸ Rename Shortcut** on the menu bar.

2. Enter a new folder name on the Folder name dialog box and click **OK**.

To delete a shortcuts folder

1. Right-click the shortcuts folder you want to delete in the treeview or listview, and select **Delete Shortcut**.

A message prompts you to confirm that you want to delete the selected shortcuts folder.

2. Click **Yes**.

– OR –

Select the shortcuts folder you want to delete in the treeview or listview, then select **File ▸ Delete Shortcut** on the menu bar.

– OR –

Select the shortcuts folder you want to delete in the treeview or listview, then select **Actions ▸ Delete Shortcut** on the menu bar.



The highest level Shortcuts folder in the tree cannot be deleted.

To order a shortcuts folder

1. Right-click the **Shortcuts** folder and select **Order Shortcuts**.

– OR –

Select **Actions ▸ Order Shortcuts** on the menu bar.

2. Select a shortcut from the list of shortcuts on the Shortcut Ordering dialog box.

3. Use the arrow up graphic  button or arrow down graphic  button to reposition the selected shortcut in the shortcuts list.

You can also Rename, Delete, Create a New Folder, or Sort Alphabetically using the Shortcut Ordering dialog box.

To sort the shortcuts alphabetically

- Select all the shortcuts in the shortcuts list and select **Sort Alphabetically**.

To create a shortcut

You can create a shortcut in two ways:

- Using the shortcuts menu item
- Using the drag-and-drop method

To create a shortcut using the shortcuts menu item

1. In the treeview or listview, select the object for which you want to create a shortcut.
2. On the menu bar click **Shortcuts ▸ Add to Shortcuts**.
3. On the Add Shortcuts dialog box select the folder to which you want the shortcut to be added and click **OK**.

To create a shortcut using the drag-and-drop method

1. In the treeview or listview, select the object for which you want to create a shortcut.
2. Drag-and-drop the selected object to the shortcuts folder to which you want it to be added.
3. On the Add Shortcuts dialog box select the folder to which you want the shortcut to be added and click **OK**.

To delete a shortcut

- Right-click the shortcut you want to delete in the treeview or listview, and select **Delete Shortcut**.

– OR –

Select the shortcut you want to delete in the treeview or listview, then select **File ▸ Delete Shortcut** on the menu bar.

– OR –

Select the shortcut you want to delete in the treeview or listview, then select **Actions ▸ Delete Shortcut** on the menu bar.

To rename a shortcut

- Right-click the shortcut you want to rename in the treeview or listview, and select **Rename Shortcut**.

– OR –

Select the shortcut you want to rename in the treeview or listview, then select **Shortcuts** ▶ **Rename Shortcut** on the menu bar.

– OR –

Select the shortcut you want to rename in the treeview or listview, then select **Actions** ▶ **Rename Shortcut** on the menu bar.

Glossary

A

Administrative View

A view that is located in the treeview and displays your Exchange organization arranged according to administrative groupings.

All Servers View

A view that is located in the treeview and displays all the Exchange servers that are part of that connected Exchange organization.

Assistant

A dockable window with dynamic contents that can be positioned anywhere on the client window. The Assistant provides an alternate method of viewing and executing the available actions for an object.

C

Connectors

An Exchange server connector is a component that routes messages between Exchange server routing groups, or from a routing group to a non-Exchange server email system.

Console

This is the Quest Central for Microsoft unified console. Use the console to perform specific Windows environment and Exchange management tasks.

Custom Tools

These are user created links to frequently used external applications or tools, and command line utilities.

Custom Tools Category

This is an organizational item that is used to group custom tools.

D

Domain

A logical collection of resources consisting of computers, printers, computer accounts, user accounts, and other related objects. The domain also has a system of logon authentication of user accounts, and computer accounts.

E

ERDisk

An integrated solution available within Quest Central for Microsoft to provide fast backup and recovery of your Windows systems.

F

File System Monitoring

A Quest Central for Microsoft feature that allows you to monitor and display your file system activity on local or remote computers.

I

Information Stores

Database files that are designed to hold all of the messages and documents that are shared and exchanged by users.

IP Subnets

An IP subnet references objects by IP address rather than by name. An IP subnet is a convenient way of labeling and organizing your network topology.

L

Listview

A location within the console where a node or child node's objects are displayed.

M

Mailbox Information Stores

Exchange 2000 mailbox information stores contain all of the mailboxes for specific users. As the name implies, private information stores are not available to all users.

Mixed Mode

An Exchange mixed mode organization is one that can accommodate all versions of Exchange Server. By default, Exchange 2000 is installed in mixed mode.

Monitoring Tools

The tools that monitor and display registry and file system activity on local or remote computers.

N

Native Mode

An Exchange native mode organization is one that can contain only Exchange 2000 Servers or later.

Non-Delivery Report (NDR)

A report that is generated when a message is not deliverable in Exchange Server. The NDR is returned to the originator of the message.

O

Offline Store Defragmentation

The process of compacting the storage database. This process reduces database size and helps increase access and retrieval speed.

Output Window

A dockable window that displays success or failure messages relating to the actions that were performed by the user.

P

Private Information Stores

Exchange 5.5 private information stores contain all of the mailboxes for specific users. As the name implies, private information stores are not available to all users.

Property Sheet

The property sheet is located directly below the listview in the Quest Central for Microsoft console and displays the details and properties of the object that has been selected.

Protocols

A set of rules governing the way in which computers communicate, either with one another or with attached devices. Protocols can be either client-to-server or server-to-server protocols.

Protocols Site Defaults

The default parameters for an individual protocol that belong to all the servers in that site.

Public Folder Store

The Exchange public folder store is a database that stores public folders, indexes their contents, and assists in the replication of the folders between other Exchange servers.

Public Information Stores

A database on an Exchange server where public folders are stored. As the name implies, public information stores are accessible to more than one user.

R

Registry Monitoring

A Quest Central for Microsoft feature that allows you to monitor and display your registry activity on local or remote computers.

Routing View

A view that is located in the treeview and displays all the Exchange sites that are part of that connected Exchange organization in the context of server connectivity.

S

Shortcuts Folder

A folder where you can organize and place the objects and items that you work with on a frequent basis.

V

Virtual Servers

Servers that appear as a physical server to the user, and share computer resources with other virtual servers on a single computer.

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