

Quest® On Demand
Global Settings User Guide



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Legend

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

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

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Global Settings User Guide

The Global Settings User Guide covers the following topics:

- [Documentation roadmap](#)
- [Introduction to Quest On Demand](#)
- [Signing up for Quest On Demand](#)
- [Tenant Management](#)
- [Settings](#)
- [Glossary](#)

Documentation roadmap

Global settings

On Demand global settings refers to management tools and configuration settings that apply to all On Demand modules. This includes tenant management tasks and downloading audit logs.

Modules

Each management tool is referred to as a module. Currently, the following modules are available:

- [Policy Management for Skype for Business Online](#)
- [Policy Management for Exchange Online](#)
- [Recovery for Azure Active Directory](#)

Documentation

For each module, and the global settings, there is a Release Notes document and a User Guide.

- The Release Notes contains a release history and details of new features, resolved issues, and known issues.
- User Guides contain descriptions and procedures for the management tasks you can perform with each module.

Use the links below to navigate to the content you require.

User Guides

- [Global Settings](#)
- [Policy Management for Skype for Business Online](#)
- [Policy Management for Exchange Online](#)
- [Recovery for Azure Active Directory](#)

Release Notes

- [Global Settings](#)
- [Policy Management for Skype for Business Online](#)
- [Policy Management for Exchange Online](#)
- [Recovery for Azure Active Directory](#)

More Resources

- For sales or other inquiries, visit <http://quest.com/company/contact-us.aspx> or call +1-949-754-8000.
- To sign up for a trial or purchase a subscription, go to <https://www.quest.com/on-demand>.
- Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.
- The [Quest On Demand Community](#) provides a space for blog posts and a forum to discuss the On Demand products.

Introduction to Quest On Demand

- [Overview](#)
- [Modules](#)
- [Organizations](#)
- [Azure Active Directory tenants](#)

Overview

On Demand is a cloud based management platform, providing access to multiple Quest Software Microsoft management tools through a single interface. Cloud based is a term that refers to applications, services or resources made available to users on demand via the Internet. Quest On Demand is a Software as a Service (SaaS) application where application software is hosted in the cloud and made available to users through quest-on-demand.com.

On Demand management is based on the concepts of organizations, modules, and Azure Active Directory (AD) tenants. When you sign up for the On Demand service, you create an organization. The organization can subscribe to modules. Organization administrators can use the tools provided by the modules to perform administrative actions on Azure AD tenants.

Modules

Each management tool is referred to as a module. Currently, the following modules are available:

- Policy Management for Skype for Business Online
- Policy Management for Exchange Online
- Recovery for Azure Active Directory

Global settings

On Demand Global Settings refers to management tools and configuration settings that apply to all On Demand modules. This includes tenant management tasks and downloading audit logs.

Organizations

On Demand administration is based on organizations. When a user signs up for On Demand, an organization is created.

You can add users to an organization. To add a user, click **Settings** in the navigation panel on the left and then click **Permissions**.

Azure Active Directory tenants

Microsoft Azure also uses the concept of an organization. An Azure Active Directory (Azure AD) tenant is representative of an organization. It is a dedicated instance of the Azure AD service that an organization receives and owns when it signs up for a Microsoft cloud service such as Azure, Microsoft Intune, or Office 365. Each Azure AD tenant is distinct and separate from other Azure AD tenants.

A tenant houses the users in a company and the information about them - their passwords, user profile data, permissions, and so on. It also contains groups, applications, and other information pertaining to an organization and its security. For more information see this [Microsoft help page](#).

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Signing up for Quest On Demand

On Demand is a Software as a Service (SaaS) application. SaaS is a software licensing and delivery model in which application software is licensed on a subscription basis. The On Demand software is hosted in the cloud by Quest Software and made available to users through the internet. This section contains information regarding signing up for the On Demand service.

Managing organizations

When you sign up for On Demand, an organization is created. For most On Demand use cases, a customer creates a single organization. Multiple administrators and multiple tenants can be added to the organization.

To create an On Demand organization and add multiple administrators to the organization:

- 1 Perform one of the following procedures to sign up and create an organization.
 - [Signing up for On Demand with your existing Quest account](#)
 - [Signing up for a new Quest account and for On Demand](#)
- 2 Go to **Settings > Permissions** and add administrators using their email addresses. See [Permissions](#) on page 16.
- 3 Inform the administrator that they have been added to an organization and specify the email address used.
- 4 The newly added administrator uses one of the following procedures to sign in to the organization.
 - [Creating a Quest account and joining an existing On Demand organization](#)
 - [Joining an existing On Demand organization](#)

Multiple organizations

Some customers may want to create multiple organizations. For example:

- A managed service provider (MSP) can create an organization for each client.
- A global company can create separate organizations for employees by geographic region.

When you sign up for On Demand, you are prompted to name your organization. Users with multiple organizations associated with their email address are prompted to select an organization during sign in.

! CAUTION: Adding a tenant to multiple organizations

Adding the same tenant to multiple organizations can result in conflicting application of policies and settings. When using multiple organizations to manage a tenant, the organization administrators must coordinate their management activities.

Geographic regions

The Azure Platform is supported by a growing network of Microsoft-managed datacenters. During sign up, you can choose the region where your On Demand data will be hosted. The following regions are currently supported:

- United States
- Ireland

Sign up

To sign up for an On Demand account and create an organization, go to the On Demand landing page at <https://quest-on-demand.com/landing>. From this page, you can use one of the following options:

- [Signing up for On Demand with your existing Quest account](#)
- [Signing up for a new Quest account and for On Demand](#)
- [Creating a Quest account and joining an existing On Demand organization](#)
- [Joining an existing On Demand organization](#)

Once you have signed up for On Demand, you can use the **Sign In** links on the landing page to sign in to your account.

Signing up for On Demand with your existing Quest account

You may already have a Quest account if you currently use other Quest products.

To sign up for On Demand using your Quest account:

- 1 Go to the sign in page at <https://quest-on-demand.com>.
The “Sign in to Quest On Demand” page opens.
- 2 Enter your Quest account credentials.
- 3 Click **Sign In**.
A page opens that states, “We are unable to locate any organizations for your account”. Click the link **Click here**. The “Subscribe” page opens.
- 4 Complete the required fields. Use your Quest credentials for the email and password.
- 5 Click **Subscribe**.
The Welcome to On Demand page opens.
- 6 In the **Add organization name** field, enter a name for your On Demand organization.
- 7 In the **Select Region** field, select the region where you want your data to reside.
- 8 Click **Create Organization**.
The Software Transaction Agreement page opens.
- 9 Scroll down and click **Agree**.
The On Demand home page opens. You are signed in to your organization.

Signing up for a new Quest account and for On Demand

Prerequisites

To perform this procedure, you must have a valid email account where you can receive a verification email from support.quest.com.

To sign up for a new Quest account:

- 1 Go to the landing page at <https://quest-on-demand.com> and at the bottom of the page, click **Sign up for a new account**.
The “Create a Quest Account” page opens.

- 2 Enter your credentials for your new Quest account. Note that the email and password entered here will be the credentials you use to sign in to On Demand.
- 3 Click the check box to agree to Quest's privacy policy and terms of use.
- 4 Click **Sign Up**.
The "We've sent you an email" page opens.
- 5 Go to your email account and open the email from `support.quest.com`.
- 6 Click on the **Verify email address** link.
The Welcome to On Demand page opens.
- 7 In the **Add organization name** field, enter a name for your On Demand organization.
- 8 In the **Select Region** field, select the region where you want your data to reside.
- 9 Click **Create Organization**.
The Software Transaction Agreement page opens.
- 10 Scroll down and click **Agree**.
The On Demand home page opens. You are signed in to your organization.

Creating a Quest account and joining an existing On Demand organization

This procedure is for new On Demand users. If you already have an On Demand account and an administrator has added you to their organization, simply sign in to On Demand. If you are already a member of an On Demand organization, you must know the name of the organization you want to sign in to. You are prompted to select an organization on the Multiple Organizations Found page.

Prerequisites

- You must have a valid email account where you can receive a verification email from `support.quest.com`.
- An On Demand administrator for the organization must have added you to the organization by adding your email address on the Permissions page. See [Permissions](#) on page 16.

To join an organization:

- 1 Go to the landing page at <https://quest-on-demand.com> and at the bottom of the page, click **Sign up for a new account**.
The "Create a Quest Account" page opens.
- 2 Enter the credentials for your new Quest account. Note that the email and password entered here will be the credentials you use to sign in to On Demand.
- 3 Click the check box to agree to Quest's privacy policy and terms of use.
- 4 Click **Sign Up**.
The "We've sent you an email" page opens.
- 5 Go to your email account and open the email from `support.quest.com`.
- 6 Click on the **Verify email address** link.
The On Demand home page opens. You are signed in to the organization that your were added to.

Joining an existing On Demand organization

This procedure is for users that want to join an existing organization and

- have a Quest account
- or
- have a Quest account and an On Demand organization associated with the Quest account

For users that have an On Demand organization, the Select Organization page is displayed where they are prompted to select the organization where they want to sign in.

Prerequisites

- An On Demand administrator for the organization must have added you to the organization by adding your email address on the Permissions page. See [Permissions](#) on page 16.
- If multiple On Demand organizations are associated with your Quest account, you must know the name of the organization you want to sign in to.

To join an organization:

- 1 Go to the landing page at <https://quest-on-demand.com>.
- 2 Enter the credentials for your Quest account.
- 3 Click **Sign In**.
 - If no On Demand organizations are associated with your Quest account, the On Demand home page opens. You are signed in to the organization that you were added to.
 - If there are organizations associated with your Quest account, the “Multiple Organizations Found” page opens with a list of organizations. Click the organization you want to sign in to and then click **Select Organization**.

Tenant Management

- [Add an Azure AD tenant](#)
- [Admin consent status](#)
- [Removing a tenant](#)

Add an Azure AD tenant

A tenant is a dedicated instance of Azure Active Directory (Azure AD) that your Microsoft organization receives and owns when it signs up for a Microsoft cloud service such as Azure or Office 365. For more information, see this [Microsoft help page](#).

A tenant houses the users in a company and the information about them. You must add a tenant in order to manage the tenant properties using an On Demand module.

! CAUTION: Adding a tenant to multiple organizations

Adding the same tenant to multiple organizations can result in conflicting application of policies and settings. When using multiple organizations to manage a tenant, the organization administrators must coordinate their management activities.

Applications used to manage Azure AD tenant properties must participate in the consent flow provided by Azure AD. This means an Azure Global Administrator must provide admin consent when adding a tenant to On Demand. Admin consent is granted on behalf of the Microsoft Azure organization.

Azure Global administrator

The Azure Global Administrator role is the top level administrator role and has access to all features. By default, the person who signs up for an Azure subscription is assigned the Global Administrator role for the tenant. Additional users can be assigned to the Global administrator role.

In On Demand, once you select **Add tenant**, you are redirected to the Microsoft tenant administration login page where you must log in with the Global Administrator credentials for the tenant. Then, you are redirected to a page that lists the permissions that will be granted. You must click **Accept** and provide admin consent for the On Demand application. Once the Global Administrator adds a tenant to On Demand, an application record is created in the tenant indicating that admin consent has been provided.

Admin consent permission levels

For security, when you first add a tenant, only the minimum permission settings are granted. Some modules require additional permissions. Once a tenant has been added to On Demand, you can grant additional permissions on the [Admin consent status](#) page.

Adding a tenant

Prerequisites

Admin consent is required to add a tenant to On Demand. Since only an Azure Global administrator can grant admin consent, you must be able to provide Azure Global administrator credentials for the tenant you are adding.

To add a tenant:

- 1 Log in to On Demand using the credentials you used to sign up for On Demand.
- 2 In the navigation panel on the left, click **Tenant**.
- 3 On the Tenant page, click **Add tenant**.
You are redirected to the Microsoft login page.
- 4 Enter the Azure AD Global Administrator credentials and click **Next**.
A page opens with the list of permissions settings you are granting.
- 5 Click **Accept**.
You return to the On Demand Tenants page.
- 6 On the Tenant page, at the bottom of the tile for the newly added tenant, click **Go**.
The Admin Consent status page opens.
- 7 If the minimum permission settings granted when the tenant was added are sufficient for a module, the **Status** for the module is **Uses Base**. If the module requires additional permissions, the **Status** is **Not Granted**.
If required, to accept additional permissions for a module, click **Grant Consent**.
You are redirected to the Microsoft login page.
- 8 Enter the Azure AD Global Administrator credentials and click **Next**.
A page opens with the list of permissions settings you are granting.
- 9 Click **Accept**.
You return to the On Demand Tenants page.

Admin consent status

On the Admin Consent status page, you can view the module admin consent status for each tenant you have added. You must manage the admin consent status for the following conditions.

- A module requires that additional permissions be granted.
When you first add a tenant, the minimum, base admin consent permission settings are granted. This is sufficient for some On Demand modules. Other modules require additional permissions.
- Admin consent status has expired.
- Admin consent has been revoked in the Azure AD portal

Granting admin consent status

The **Status** column indicates if admin consent has been granted for a module. If the current status is **Not Granted**, enable a module for this tenant by clicking **Grant Consent** in the **Actions** column.

Refresh token expiry

Some modules make use of a refresh token for admin consent and this token expires after 90 days. Once expired, you must grant admin consent again to continue using the module. On the Tenants page, the tenant tile indicates:

- the number of modules for which admin consent has been granted
- if admin consent has been revoked (or expired) and must be regranted.

A **Regrant Consent** status can indicate that the refresh token has expired. In this case, the Azure portal still indicates that admin consent has been granted for the module, but you must grant admin consent again in On Demand.

Revoking admin consent

Completely revoking admin consent removes all permissions granted for the On Demand application. This action is usually performed as part of the process of removing a tenant. Revoking admin consent is a manual process that must be performed in the Azure portal. See [Removing a tenant](#) on page 15.

Viewing admin consent status

To view admin consent status:

- 1 Click **Tenants** in the navigation panel on the left.
The Tenants page opens.
- 2 At the bottom of a tenant tile, click **Go**.
The admin consent status page for the tenant opens.

Removing a tenant

You can remove a tenant from On Demand. Removing a tenant disables all module functions related to the tenant. Active backups and provisioning actions are canceled.

To remove a tenant:

- 1 Click **Tenants** in the navigation panel on the left.
The Tenants page opens.
- 2 On the tenant tile for the tenant you want to remove, click the menu icon on the right side of the title bar.
- 3 Click **Remove**.

Once you add a tenant to On Demand, an application record is created in your tenant indicating that you have agreed to admin consent. When you remove a tenant from On Demand, this record is not removed and admin consent access remains. You must log in to Azure and manage access to the application.

Revoking admin consent in the Azure Portal

Revoking admin consent removes all permissions granted for the On Demand application.

To revoke admin consent:

- 1 Log in to the [Azure Resource Manager](#) with the credentials for the tenant Active Directory.
- 2 Click on the **Azure Active Directory** icon in the left menu.
- 3 In the Active Directory panel, select **Enterprise applications**.
- 4 In the **Enterprise applications** panel, select **All applications**.
- 5 Select the Quest On Demand application.
The On Demand application Overview displays in the main panel.
- 6 At the top of the main panel, click **Delete**.

Settings

- [Audit logs](#)
- [Permissions](#)
- [Subscriptions](#)

Audit logs

An audit log is a set of records that provide documentary evidence of the sequence of activities that have affected at any time a specific operation, procedure, or event. The information recorded includes date and time, user name, and a description of the event.

On Demand retains the complete audit log history for an organization. A downloaded log file contains data from the last seven days.

The following audit logs are available.

- **Global Settings:** Records information for add and remove tenant events.
- **Policy Management for Skype for Business:** Records information for policy change events in the Skype for Business Online module.
- **Policy Management for Exchange Online:** Records information for policy change events in the Exchange Online module.

Downloading audit logs

To download an audit log:

- 1 In the side navigation panel, click **Settings**.
- 2 On the Settings page, select **Global Settings** or a module type.
- 3 Click **Download**.
A .zip file containing a comma separated values (.csv) file is downloaded.

Permissions

Use the Permissions page to add administrators to your On Demand organization. You can add:

- On Demand organization administrators
- Module administrators

On Demand organization administrators have full access to all modules. The user who signed up for On Demand and created the organization is an On Demand organization administrator. Module administrators have access to specific modules.

Organization user credentials are based on the email address provided when adding an administrator. To log in to On Demand using the email address, the user must create an On Demand account with the email address. To create an On Demand account, see [Signing up for Quest On Demand](#) on page 9.

Adding an On Demand administrator

Prerequisites

To add a user as an On Demand organization administrator, you must be an On Demand organization administrator. Module administrators can add additional administrators for the module.

To add a user:

- 1 In the side navigation panel on the left, click **Settings**.
- 2 On the Settings page, click **Permissions**.
- 3 Perform one of the following:
 - a To add a On Demand organization administrator to your organization, click **On Demand Organization**.
 - b To add an administrator for a specific module, click on the module name.

The On Demand Organization panel lists the current On Demand organization administrators below the **Add email address** field. Module panels list the current module administrators.

- 4 In the **Add email address** field, enter the email address of the user you want to add.
- 5 Click **Add**.
- 6 Click **Save**.
- 7 The user is added to the list of administrators. Inform the user that they can now log in to your organization and specify the email address you used. The newly added administrator uses one of the following procedures to sign in to the organization.
 - [Creating a Quest account and joining an existing On Demand organization](#) on page 11
 - [Joining an existing On Demand organization](#) on page 11

Subscriptions

The Subscriptions page contains the details of your current subscriptions, including the **Subscription Type** and the **Expiry Date**.

Click **View Product Page** to get information on product subscription details and pricing as well as links to Quest sales support.

Glossary

Administrator roles

Microsoft Azure AD Global Administrator	The Microsoft Azure AD Global administrator is the top level administrator role and has access to all features. The person who signs up for Azure becomes the Global Administrator.
Office 365 Global Administrator	The Office 365 Global administrator has access to all Skype for Business Online administrative features.
On Demand Organization Administrator	The On Demand organization administrator role is the top level administrator role and has access to all features. By default, the user that completes the On Demand Sign Up process is assigned to the On Demand organization administrator role for the organization.
Module Administrator	Module administrators have permission to perform task in specific modules. You can add multiple module administrators to your On Demand organization

Admin consent

The process of approving the use of an application for the whole Microsoft Azure AD organization by the Microsoft Global administrator is referred to as admin consent. The Microsoft Global administrator must provide admin consent when adding a tenant to On Demand.

When a tenant is first added, On Demand requests base admin consent permissions. Some modules can function using the base permission set while other require a higher level of admin consent permissions.

On Demand organization

On Demand administration is based on organizations. When a user signs up for On Demand, an organization is created. Administrators perform management tasks on Microsoft Active Directory tenants that have been added to the organization. A user may belong to only one organization.

Microsoft organizational account

When you subscribe to Microsoft Azure, you create an organizational account. The subscription process prompts you to provide details about your organization and your organization's internet domain name registration. The organization information is used to create a new Azure Active Directory instance for the organization.

Microsoft documentation sometimes refers to **Organizational Accounts** as **Work or school Accounts** to distinguish them from **Microsoft Accounts**.

Microsoft Azure

A cloud computing service created by Microsoft. It is used by developers and IT professionals for building, deploying, and managing applications and services through a global network of Microsoft-managed data centers. Quest On Demand is hosted in Microsoft Azure.

Microsoft Azure Active Directory

Azure Active Directory (AD) is a multi-tenant, cloud based, directory and identity management service. For more information, see this [Microsoft help page](#).

Tenant

In Azure Active Directory (Azure AD), a tenant is representative of a Microsoft Azure AD organization. It is a dedicated instance of the Azure AD service that an organization receives and owns when it signs up for a Microsoft cloud service such as Azure, Microsoft Intune, or Office 365. Each Azure AD tenant is distinct and separate from other Azure AD tenants.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit <http://quest.com/company/contact-us.aspx> or call +1-949-754-8000.

Technical support resources

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

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

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

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