

Quest® Migration Manager for Active Directory
8.14

Product Overview



© 2017 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.

Patents


Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

Legend

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

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

Migration Manager for Active Directory Product Overview

Updated - April 2017

Version - 8.14

Contents

Introduction	4
Why Restructure?	5
Organizational Changes	5
Active Directory Design Issues	5
Active Directory and Exchange Deployments	6
Challenges	7
Restructuring Scenarios	8
Migration Manager for Active Directory Key Features	11
ZeroIMPACT™ on Users	11
Directory Synchronization	11
Test Mode	11
Centralized Project Management	12
Task Delegation	12
Integrated Product Set	12
Comprehensive Resource Update	13
Granular Undo Capabilities	14
Post-Migration Cleanup	14
Migration Process Overview	16
Account Migration	16
Migration Session	16
Ongoing Synchronization	17
Resource Processing	17
Switching to the New Domain	21
Post-Migration Cleanup	21
About us	23
Contacting Quest	23
Technical support resources	23

Introduction

About Migration Manager for Active Directory

Migration Manager for Active Directory is an efficient, flexible, and comprehensive solution for restructuring your Active Directory. Migration Manager for Active Directory includes capabilities for “pruning and grafting,” directory redesign, and Active Directory-to-Active Directory migration. In addition, Migration Manager for Active Directory allows migrating user accounts from Active Directory to Microsoft Office 365. With Migration Manager for Active Directory, major changes to your directory structure can be safely managed with no disruption to daily activities.

About Migration Manager for Exchange

Migration Manager for Exchange, a companion application to Migration Manager for Active Directory, allows administrators to migrate user mailboxes, public folders, and other Exchange data from one Exchange organization to another in a way that is transparent to the end-users and does not impact user productivity. In addition, Migration Manager for Exchange allows migrating user mailboxes from an on-premises Exchange organization to Microsoft Office 365. Migration Manager for Active Directory and Migration Manager for Exchange are designed to be used together.

Hereafter, unless a specific Exchange version is meant, "Exchange" denotes Exchange 2003, Exchange 2007, Exchange 2010, and Exchange 2013 organizations, servers, mailboxes, etc.

Why Restructure?

There are many reasons why you might want to—or need to—restructure your Active Directory, as follows:

- [Organizational Changes](#)
- [Active Directory Design Issues](#)
- [Active Directory and Exchange Deployments](#)

Organizational Changes

Changes in your organization can require changes to your Active Directory. Organizational changes might cause you to split or merge forests or domains, or “prune” a portion of your Active Directory and “graft” it back to a different place.

Organizational changes that can impact your Active Directory include:

- **Mergers and acquisitions** that require combining forests or moving existing Active Directory objects to a new forest
- **Divestitures** that require you to “prune” away a portion of your Active Directory
- **Corporate restructuring or reorganization within a department** that requires “pruning and grafting” of Active Directory
- **Organizational splits** that require you to divide your existing Active Directory into two or more distinct Active Directories
- **Employee transfers** that require “pruning and grafting” to move user accounts and permissions
- **Moving from on-premises installations** to cloud-based services, such as Microsoft Office 365 and Microsoft Exchange Online.

Active Directory Design Issues

You might discover that your current Active Directory design does not meet your needs or is not well-suited to your network topology. Perhaps your initial deployment of Active Directory was compromised because of time constraints, limited resources, lack of tools allowing for reconfiguration, or limited information or experience with Active Directory.

Situations that might require you to redesign your existing Active Directory include:

- You followed Microsoft’s original advice to use one forest with one domain, and now you find that this Active Directory design does not address your needs. Though easy to design and manage, single-forest, single-domain designs often suffer from replication latency.
- Security concerns or regulations require separation of lines of business or operating units. To comply, you need to implement a multi-forest design.

- In practice, Active Directory design is affected more by political requirements than by technical considerations. According to analysts, many organizations failed to take this into consideration when planning their move to Active Directory. To meet these organizational realities, you need to create new domains or forests.

Active Directory and Exchange Deployments

Any project involving deployment of Active Directory or Exchange can lead to Active Directory restructuring. The following situations are common drivers for evaluating and implementing changes to Active Directory.

Migrate to a New Active Directory in Windows Server 2003/2008/2008 R2/2012

You want to move from Windows 2000 to Windows Server 2003/2008/2008 R2/2012 Active Directory, but have determined that your current directory design does not meet your needs. As an alternative to an in-place upgrade, you might consider migrating to a new Active Directory.

Exchange to Microsoft Office 365 Migration

You decided to move your on-premises Exchange environment into the cloud and chose Microsoft Office 365 as the most appropriate cloud-based service, but determined that you need to move your Active Directory to Microsoft Office 365 as well.

Challenges

Regardless of your reason for needing to restructure Active Directory, restructuring projects can be complex and difficult. Restructuring poses the following challenges:

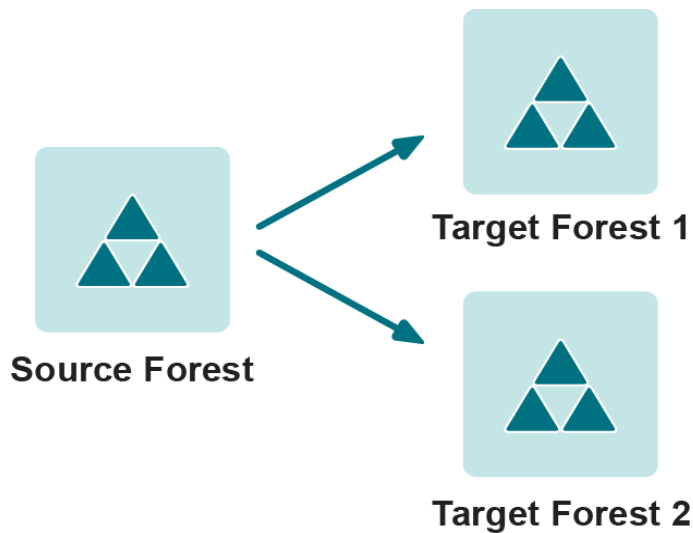
- **Size and complexity.** A restructuring project requires you to manage change to a large number of users and resources. You probably have many objects that need to be migrated, either within forests or between forests. In addition, your resources might be widely distributed across your network.
- **Impact on users.** Ideally, changes to your directory should occur without disrupting user productivity or requiring calls to the help desk. Users should not need to log off, and they should continue to be able to access all appropriate resources during and after the restructuring project.
- **Double administration during the transition period.** When executing inter-forest migrations (that is, moving accounts and resources between the forests), there's inevitably a period of time when both old and new environments are intact. In large environments, it might take months before everyone is migrated and the old environment can be decommissioned. During that time, any changes made in one directory have to be made in the other as well.
- **Limited IT resources.** A restructuring project can stretch your overworked IT department. Administrators might need to work nights or weekends. Overtime might be needed, and the restructuring project could drag on for many weeks or months.
- **Lack of tools.** Native tools and most third-party tools do not handle all aspects of Active Directory restructuring. Active Directory does not include tools to automatically merge two or more domains, split domains, move objects between domains and forests, or perform other Active Directory reconfiguration procedures.
In addition, native tools and most third-party tools do not migrate all types of Active Directory objects and attributes. Nor do they update permissions across all platforms such as Exchange, SQL, and Active Directory. You might face several restructuring issues that cannot be addressed with your existing tools.
- **Political issues.** Organizations often overlook the effect of internal political issues on their directory design. Certain groups or departments might prefer to be set up separately, or administrators might want to limit access to their areas of responsibility. This could lead to disagreements on when to create separate organizational units (OUs), domains and forests. Underestimating these factors can add time and effort to your restructuring project.
- **Coordination issues.** Portions of your Active Directory might be controlled by remote administrators with exclusive access. It might be difficult to gain permissions for all remote locations or ensure that project standards are followed.
- **Risk.** Changes made directly to your production environment can be risky. You need a way to restructure your directory that also allows you to preview and test your changes before applying them to your network. You also need a way to selectively roll back changes if something unexpected occurs.
- **Security concerns.** During restructuring, existing security measures, such as passwords and permissions, must be preserved. To maintain a secure environment, you need to clean up SIDHistory and track and delete source objects that have been migrated. These tasks are not easily accomplished with native tools.

Restructuring Scenarios

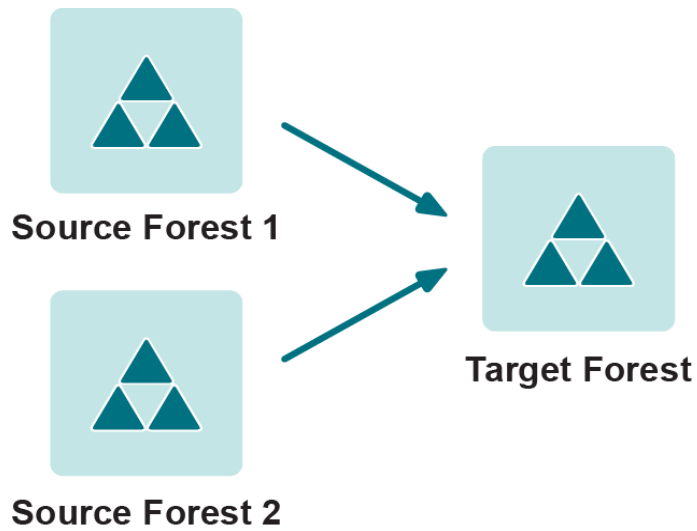
Until now, organizations that needed to restructure Active Directory had no good way to do so. But Quest has changed all that. Quest offers a solution built specifically for Active Directory restructuring. Migration Manager for Active Directory allows you to quickly and efficiently overcome the restrictions and limitations of Active Directory to create and maintain a directory that meets your organization's specific and ever-changing needs.

Migration Manager for Active Directory supports a wide variety of restructuring scenarios for both intra- and inter-forest moves as well as the scenario of migrating to Microsoft Office 365 services. Those scenarios include:

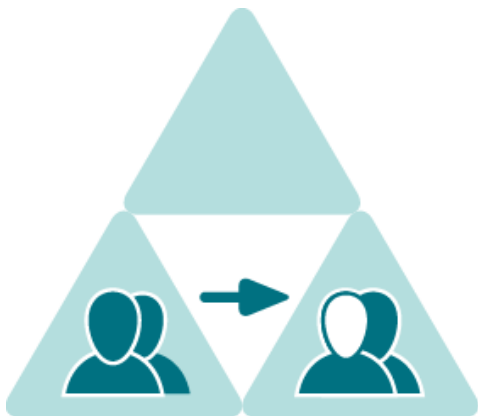
- **Split a forest.** For example, you might want to create separate forests to create secure boundaries between different parts of your Active Directory.



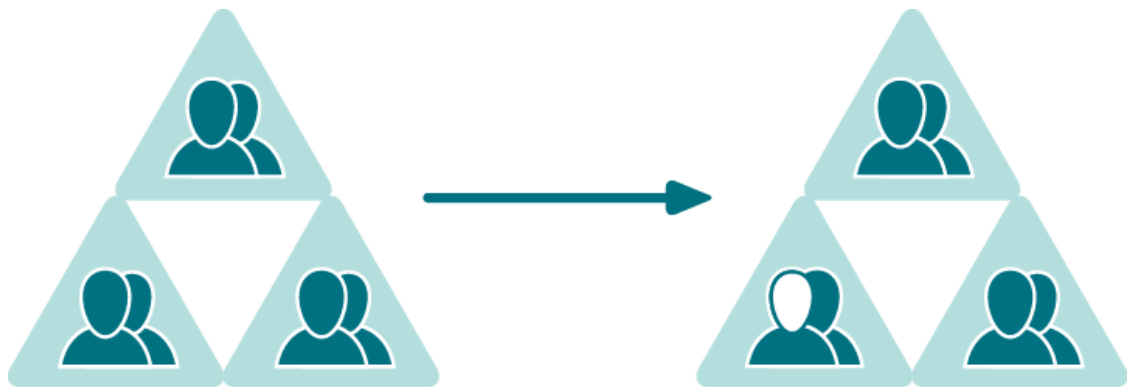
- **Merge multiple forests to a new forest.** For example, you might merge two or more entities to create a new combined entity, as in a merger or reorganization.



- **Merge a forest into an existing forest.** For example, one entity might be merged into another during an acquisition or reorganization.
- **Move objects between domains within a forest.** For example, an employee might be moved to a new group or department.



- **Move objects between forests.** For example, you might want to set up users in a test forest and then migrate them to the production forest. Or, in a multi-forest environment, you might move users between forests as the organization changes or employees change locations or departments.



- **Take over a struggling restructuring project.** Perhaps you tried one of these scenarios using native Active Directory tools or other third-party tools, and your restructuring effort is failing. Migration Manager for Active Directory can take over a restructuring project in progress and bring it to a successful and quick conclusion.
- **Account synchronization.** In addition to account migration, for scenarios spanning multiple forests (that is, inter-forest migrations as opposed to restructuring within a single forest), Migration Manager for Active Directory offers synchronization capabilities. That is, it keeps migrated accounts in sync so any changes to account properties, group membership or password are replicated to the other environment.
- **Migration of Exchange and Active Directory.** Using Migration Manager for Active Directory together with Migration Manager for Exchange, you can migrate users to another forest along with their Exchange mailboxes and other Exchange data. In addition, you can migrate users from Active Directory to Microsoft Office 365 and their mailboxes from the on-premises Exchange organization to Microsoft Exchange Online.

Migration Manager for Active Directory Key Features

- ZeroIMPACT™ on Users
- Directory Synchronization
- Test Mode
- Centralized Project Management
- Task Delegation
- Integrated Product Set
- Comprehensive Resource Update
- Granular Undo Capabilities
- Post-Migration Cleanup

ZeroIMPACT™ on Users

Migration Manager for Active Directory provides Active Directory restructuring with no disruption to users or your network. Migration Manager for Active Directory performs restructuring activities while allowing users to maintain uninterrupted access to all their resources, regardless of whether the resources are being moved. Users can be migrated while they are online, and they don't have to reboot their computers or log in and out of their accounts after the move.

Directory Synchronization

Very few migration projects can be done in a weekend, especially if users and resources are to be moved from one forest to another. As a result, there is a period when administrators have to maintain coexistence between the old and new environments.

Migration Manager for Active Directory has built-in synchronization capabilities to ease the burden of coexistence. It can synchronize account properties, group membership, and passwords, so administrators can simply make necessary changes in one environment and have those changes automatically replicated to the other environment.

This reduces the administrative burden and improves security by keeping the environments consistent.

Test Mode

A migration session can be executed in test mode. In test mode, Migration Manager for Active Directory attempts to actually perform the migration but does not create the accounts in the target environments.

During this test, the tool detects most of the possible issues with the migration, including lack of permissions, matching conflicts, and missing linked objects (such as group members). This lets you safely experiment with migrations and resolve issues so they do not arise in your real migration.

Centralized Project Management

Migration Manager for Active Directory gives administrators control of the migration project. Features include:

- **Delegation of permissions over the migration project.** For example, a local administrator might get read-only access to the project but full control over a task to migrate a set of OUs.
- **Online queues for errors, matching conflicts, and missing linked objects (e.g., missing group members).** Administrators can check the queues and take corrective actions for problems. Migration Manager for Active Directory keeps trying to perform the synchronization. Once the issue gets resolved, Migration Manager for Active Directory automatically synchronizes the objects.
- **Statistics portal.** Migration Manager for Active Directory ships with Statistics Portal, which provides Web-based reporting and monitoring of the migration project. It provides both high-level statistics information and low-level migration details. With this tool it is easy to give read-only access to the migration information to anyone involved in the project.

Task Delegation

Migration Manager for Active Directory was created with large-scale migration projects in mind. Features include:

- **Role-based administration.** Migration tasks have permissions associated with them. Migration projects can be split between migration teams without risk of interfering with each other's project tasks.
- **Replicated project database.** Migration Manager for Active Directory uses Microsoft Active Directory in Application Mode (ADAM) as its backend database. Because ADAM has built-in replication and support for Active Directory security model, you can now set up Migration Manager for Active Directory in multiple locations, give each team permissions for their parts of the project, and set replication so that all these migration tasks are still accomplished within the same common project.
- **Ability to generate MSI packages for resource processing.** Another way of delegating resource processing implemented is the ability to create Windows Installer (MSI) packages for remote administrators. The MSI package will contain the required executables and account mapping so the remote admin will not need to install Migration Manager or have access to the migration project.

Integrated Product Set

Migration Manager for Active Directory addresses all aspects of Active Directory restructuring. You can manage all tasks from a single interface, so you do not need to learn multiple tools. Migration Manager for Active Directory also includes a resource kit with utilities that assist with restructuring tasks and further minimize the impact to users.

Since Migration Manager for Active Directory was designed specifically for Active Directory restructuring, you can migrate any type of object including sites and subnets, contacts, printer queues and volume objects. You can migrate all object attributes, including passwords, security descriptors, and linked attributes.

Synchronization and scheduling is integrated into the tool so you don't have to use the command line or set up Windows Scheduled Tasks.

Comprehensive Resource Update

To ensure that users retain access to network resources during and after restructuring, Migration Manager for Active Directory provides comprehensive resource updating. After migration, you must update network resources to apply the permissions from source objects to target objects.

Migration Manager for Active Directory can process all files and folders regardless of the permissions or ownership. It can update all resources, including:

- Distributed resources such as files, folders, services and user profiles
- Security descriptors of Active Directory objects
- Microsoft Exchange Server administrative, directory, and client permissions
- Microsoft SQL Server permissions
- Microsoft Internet Information Services (IIS) Server permissions
- Microsoft Systems Management Servers and System Center Configuration Manager permissions

i | **IMPORTANT:** For information on supported product versions, refer to *Processed Platforms* section of the *System Requirements and Access Rights* document.

Migration Manager for Active Directory updates resources quickly and efficiently by performing resource update locally. In addition, it updates permissions for all migrated users and computers at the same time, even if they were migrated from different source domains.

Migration Manager for Active Directory also allows you to schedule resource updating for off-peak hours and to retry at specified intervals if a computer is offline.

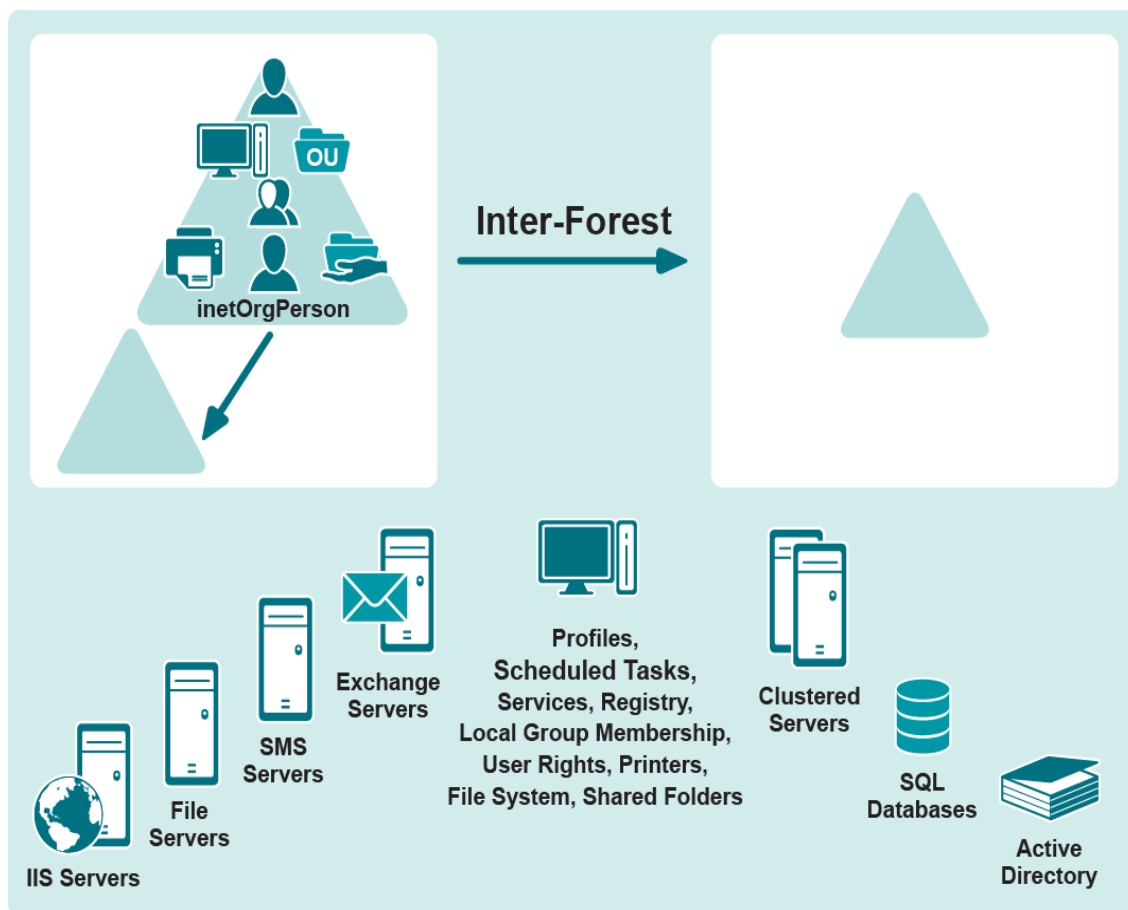


Figure 1. Migration Manager for Active Directory migrates all Active Directory objects and updates all resources in your network.

Granular Undo Capabilities

Migration Manager for Active Directory offers several undo options so that you can quickly roll back changes should something unexpected occur as a result of restructuring. You can roll back any change you've made, from changes made in several sessions to a single operation on a single object. As you migrate objects, a project database captures all the changes made in the target domain by any migration session, and the source domain remains untouched until disabled or deleted.

All resource update tools have revert mode, in which they restore source permissions in resource ACLs.

Post-Migration Cleanup

Migration Manager for Active Directory provides several options and tools to ensure maximum security, integrity, and performance of your restructured environment. To make sure that resources are accessed properly after restructuring, Migration Manager for Active Directory allows you to delete SIDHistory entries for migrated accounts and remove references to source accounts from ACLs.

Migration Manager for Active Directory also provides options to disable or delete source accounts and clean your network of any unused objects that could affect the security and stability of your environment.

Migration Process Overview

Migration Manager for Active Directory provides tools and features to assist administrators throughout the entire migration process. Migration involves migrating Active Directory objects (such as users, groups and resources) from the source domain to the target domain.

A migration in an enterprise network consists of five major stages:

1. **Account migration.** Selected accounts are copied from selected source domains to the target domains.
2. **Ongoing directory synchronization.** For all or selected migrated accounts, synchronization is established so the account properties (including passwords and group membership) are kept in sync for the coexistence period.
3. **Resource processing.** Access permissions to files, shares, printers, and other securable objects are updated.
4. **Switching to the new domain.** Source accounts are disabled, target accounts are enabled, and users start logging into the new domain.
5. **Post-migration cleanup.** Source accounts are cleaned up and deleted, and SIDHistory is removed for all target accounts to ensure maximum security, integrity, and performance of the target environment.

i NOTES:

- Planning is also a critical component of a successful migration. Quest Migration Suite for Active Directory includes Quest Reporter, which enables you assess the environments and have all the information you need for proper planning.
- The scenario involving migrating users from Active Directory to Microsoft Office 365 and their mailboxes from the on-premises Exchange organization to Microsoft Exchange Online is described in detail in the Migrating To Microsoft Office 365 document included in the Migration Manager documentation set.

These steps are described in more detail in the related topics:

[Account Migration](#)

[Ongoing Synchronization](#)

[Resource Processing](#)

[Switching to the New Domain](#)

[Post-Migration Cleanup](#)

Account Migration

Account migration is the core step of the migration process. During this step you select a group of accounts (users, groups, and computers) and migrate them to the target domain.

Migration Session

A migration session is basically a group of accounts to be migrated. The following are important features of account migration:

- **Migration sessions.** Migration Manager for Active Directory makes it easy to set up sessions. You can manually select accounts to migrate within a session, or you can import a list of accounts from a tab-separated text file. You can also change, in bulk, any of the accounts' attributes by specifying the new attribute values in the import file.
- **Directory Synchronization Agents.** All migration and synchronization activities are configured through the Migration Manager console, but they are executed by Directory Synchronization Agents (DSAs). One or more Directory Synchronization Agents can be used, depending on the size and complexity of the environment.
- **Test mode.** A migration session can be executed in test mode. In test mode, Migration Manager for Active Directory does not perform the actual migration of objects; no changes are made to either the source or the target environment. The test enables Migration Manager for Active Directory to detect most of the possible issues in the migration, including lack of permissions, matching conflicts, and missing linked objects (such as group members). This lets you safely experiment and resolve any issues so they do not arise during the actual migration.
Once you resolve the issues, you can re-run the session without test mode and actually migrate objects. If additional issues arise, you need to resolve them and then re-run the session.
- **Delegated migrations.** You can limit the migration scope to a certain set of OUs in the source and target domains, and specify the users who have the rights to do the actual migrations within a specified scope. The delegated administrators will do the actual migration. The results and status information will be added to the project, so no matter how many delegated administrators are involved, you can keep track of the overall project.
Because delegated administrators get access only to the tasks to which you grant them the access, you can be sure that they don't interfere with other tasks.

Ongoing Synchronization

Most migration projects last longer than a weekend. This means there is a period when source and target environments have to coexist, and it is important that the environments be kept in sync. For example, a phone number changed in one directory should also change in the other. Synchronization of security-related attributes, such as passwords or group membership, is even more important.

Migration Manager for Active Directory can continuously and efficiently synchronize the source and target accounts and groups. The tool detects all changes in Active Directory that occurred since the objects were last synchronized and brings them over to the other side. Synchronization can be scheduled through Migration Manager for Active Directory; no command prompts or Windows Scheduled Tasks are required.

With this functionality, you don't need to worry about keeping the environments in sync during the transition period. Coexistence is maintained automatically until you are ready to switch completely to the new directory.

i **NOTE:** During migrations that include Microsoft Exchange, synchronization is normally set to create any objects for which no match can be found. Such objects are created in a specified staging OU and later are moved to the appropriate OU by migration sessions. This allows you to maintain a unified global address list (GAL) for both organizations. See the Migration Manager for Exchange documentation for details.

Resource Processing

After accounts are migrated, the ACLs of all resources need to be processed to refer to the new SIDs. Migration Manager provides a set of tools to ensure that the newly created users and groups in the target domain retain

their level of access to network resources, such as file system objects, network shares, and shared printers. Additionally, user profiles, service account credentials, and system registries on remote computers are processed to ensure a consistent desktop user experience, network security, and uninterrupted operations. Migration Manager processes all objects and updates all properties of network resources, regardless of the object's permissions or ownership. To facilitate resource updating, Migration Manager allows you to automate and schedule updating tasks. You can also view statistics on the progress of resource updates and access log files to view errors and events.

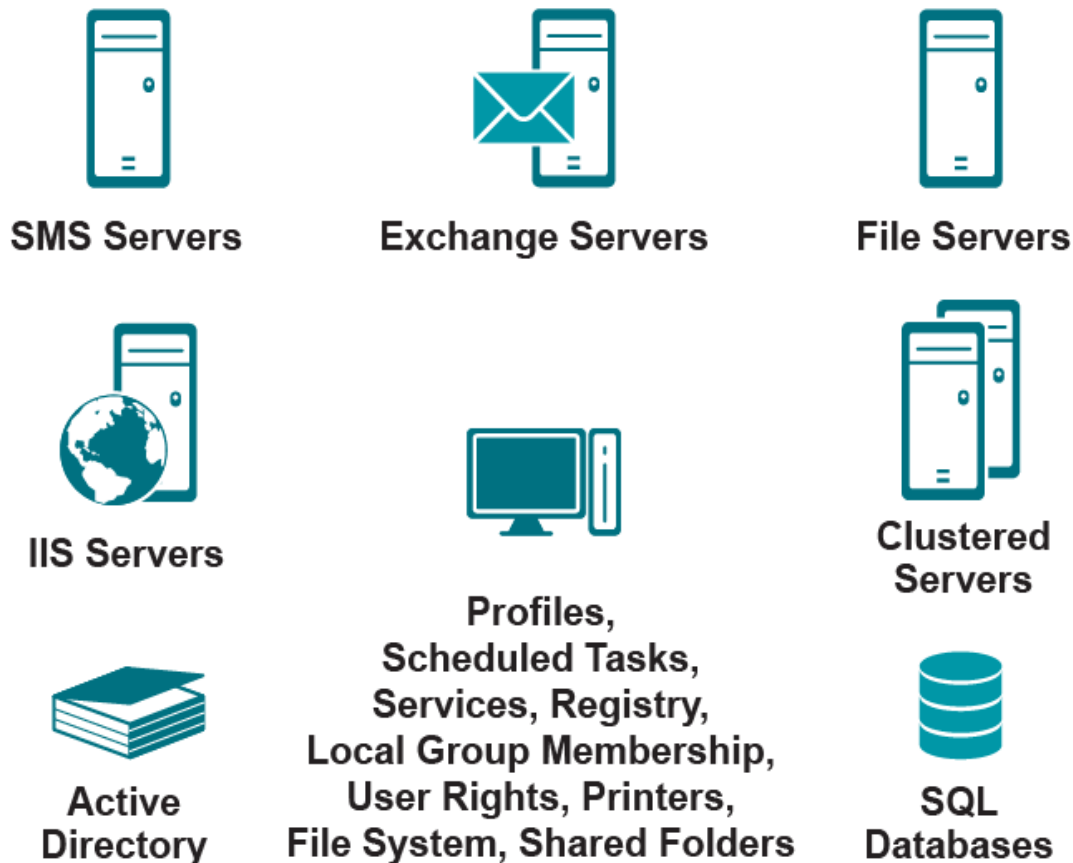


Figure 2. Migration Manager updates all resources in your network.

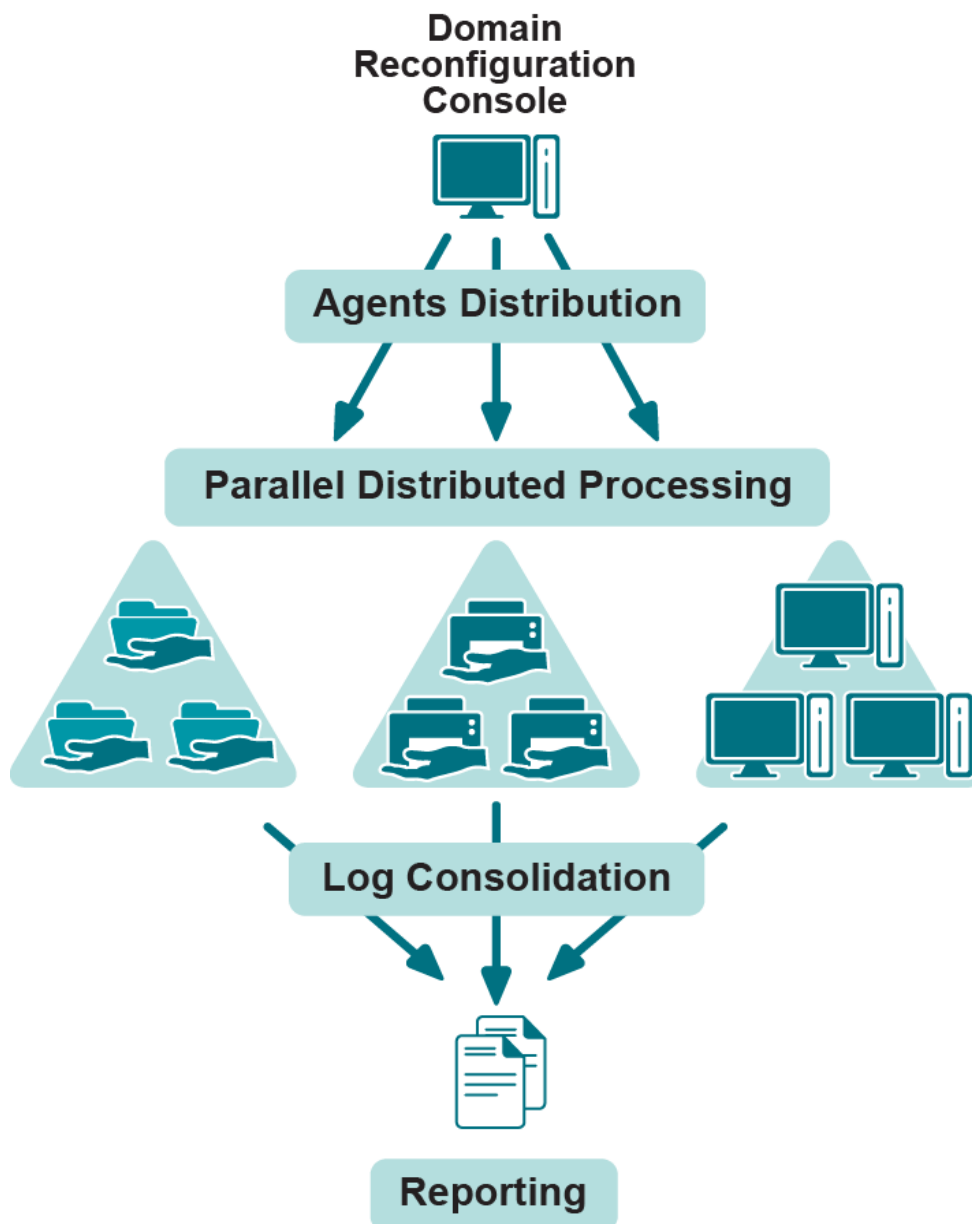
Distributed Resources

Resources (such as file system objects, network shares, and shared printers) that are scattered across the network present a challenge during migration. In a large network, the centralized processing of resources from the Migration Manager console would not satisfy scalability requirements.

To address these challenges, Migration Manager can update resources using agents and parallel processing to preserve performance regardless of network size. All selected computers are updated simultaneously. Since resources are updated locally, the time required to update 1,000 resource servers is the same as the time required to update 10 servers.

In highly distributed networks, Migration Manager allows you to delegate resource updating tasks to designated site administrators. This can be either for security reasons (to delegate processing to administrators of the resources) or for performance reasons in large networks (so that resources are updated locally). You can

delegate tasks to the remote site or to other domain administrators who have the required level of access and are located within an area of good connectivity to the resource servers to be updated.



Characteristics

- Distributed parallel processing
- Can be delegated to local admins and run granularly for specific types of objects
- Can be run only once to reflect all migration session in project
- Scalable and independent of network size

Figure 3. Migration Manager efficiently updates resources widely distributed across your network.

i | **IMPORTANT:** For information on supported product versions, refer to *Processed Platforms* section of the *System Requirements and Access Rights* document.

Microsoft Exchange Servers

When user accounts are migrated, you must update your Exchange messaging system to reflect changes to these accounts.

For Exchange, Migration Manager for Active Directory provides tools that update Exchange permissions to ensure that the permissions assigned to the migrated accounts in the target domain match the permissions assigned to the source accounts.

Migration Manager for Active Directory updates client permissions on public folders and mailbox folders, as well as administrative and directory permissions on mailboxes and all other Exchange objects.

Microsoft SQL Server

Migration Manager for Active Directory can update Microsoft SQL Server permissions to reflect changes made during migration.

Migration Manager for Active Directory retrieves migration information from its database and substitutes the old accounts on the processed SQL Server with the corresponding new accounts. You should update SQL Servers after migrating accounts to a new domain.

Microsoft Internet Information Server (IIS)

During the distributed resource update, Migration Manager for Active Directory can process permissions set in IIS so that target accounts are assigned the rights previously associated with source accounts.

Microsoft Systems Management Server (SMS) and Microsoft System Center Configuration Manager (SCCM)

Migration Manager for Active Directory can update Microsoft SMS and SCCM permissions to reflect changes made during migration.

Migration Manager for Active Directory retrieves account migration information from its database and substitutes the old accounts on the processed SMS/SCCM server with the corresponding new accounts. You should update SMS/SCCM servers after migrating accounts to a new domain.

User Profiles

Migration Manager for Active Directory ensures that target user accounts retain the same local and roaming profiles as the corresponding source accounts. Throughout every phase of the migration, users retain access to their personal profiles and settings. Migration Manager for Active Directory can even update a profile that is locked by a service running under the account.

There are multiple options for updating user profiles to easily fit your migration plan. For example, the Migration Manager Resource Kit provides utilities that can be distributed through user logon scripts and update profiles as appropriate.

Workstations

After migrating users and groups, source computers can be moved to the target domain. Migration Manager for Active Directory provides tools for moving workstations from the source domain to the target domain without requiring a reboot.

After being migrated, workstations may need additional updates (default domain, computer name, registry settings, etc.). Resource Updating Manager helps update and rename workstations.

Switching to the New Domain

Depending on your specific needs or requirements, you might need to perform several activities as part of switching users from the source domain to the target domain. For example, you might need to change the default logon domain for user workstations or transfer mail attributes from source to target users.

Password and Group Membership Synchronization

During the time between the creation of new accounts and the enabling of those accounts, passwords, group membership, and other properties might be changed. To avoid such conflicts, Migration Manager for Active Directory can perform automated synchronization for all the migrated accounts.

You do not need to re-migrate the accounts to make sure they are in sync.

Switching to New Accounts

After user profiles are updated, you need to switch users to their new accounts. Old and new user accounts can exist in parallel, but only one set of accounts should be active at a time. Migration Manager for Active Directory allows users to return to their old accounts at any time, as long as the old accounts have not been deleted.

Post-Migration Cleanup

When the migration process is complete and the network operates properly with the new configuration, the system should be cleared of old, decommissioned elements. These elements could negatively affect security, stability, serviceability, and other aspects of the network.

Migration Manager for Active Directory provides custom options and specialized tools to remove unwanted or unneeded elements.

Clean Up Permissions of Distributed Resources

After users have started to log on under their new accounts in the target domain and are not experiencing any problems with access to resources, Migration Manager for Active Directory can remove references to the original source accounts in groups, user rights, and object security descriptors.

Clean Up Exchange Permissions and Re-home Mailboxes

After migration, Migration Manager for Active Directory reassigns permissions for Exchange configuration, mailboxes, and public folders.

If the source and target domains belong to the same forest (that is, intra-forest migration was performed), Exchange mailboxes continue to belong to the accounts from the source domain. These mailboxes need to be

reassigned to the target accounts before the source accounts are decommissioned. Migration Manager for Active Directory provides tools that allow you to re-home Exchange mailboxes and reassign them to the target accounts.

Clean Up SIDHistory

Once all resources have been successfully processed, Migration Manager for Active Directory can remove the SIDHistory entries of all directory objects. Removing the SIDHistory entries is important to ensure better performance, as well as the security and integrity of your Active Directory environment.

Disable or Delete Source Accounts

Once the source accounts are no longer needed, Migration Manager for Active Directory can be used to disable or delete the old accounts. This allows you to decommission the source domain once all the objects have been removed.

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 <https://www.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