

Quest® Migration Manager for Active Directory
8.14

Cached Credentials Utility Administrator Guide



© 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 Cached Credentials Utility Administrator Guide

Updated - July 2017

Version - 8.14

Contents

Overview	4
Terminology	4
Getting Started	4
Supported Operating Systems	5
How It Works	6
Configuring CCU Installation Package	7
Preparing Vmover Files	7
Providing Multilanguage Support	9
Deploying the Utility	11
Understanding User's Task	12
Troubleshooting: Check the Logs	13
Technical Reference: Utility Configuration Parameters	14
Required Parameters	14
Optional Parameters	14
About us	16
Contacting Quest	16
Technical support resources	16

Overview

One of the main goals for Migration Manager for Active Directory is to provide a seamless migration for your company while allowing employees (hereafter referred to as users) to maintain uninterrupted access to all their resources, regardless of whether the resources are being processed. The resource processing is performed to grant users migrated to the target domain the same privileges as they had in the source domain. For the vast majority of users, all the steps required to process resources properly are described in the *Migration Manager for Active Directory – Resource Processing Guide*.

However, for users that rarely work in the company's office, you may need to alter traditional migration process. Such remote users connect to the enterprise network through VPN from their laptops (or personal computers). The biggest challenge is to update and change the domain membership of remote users' computers while maintaining access to the enterprise network.

The Cached Credentials Utility (CCU) takes this challenge. The utility captures the users' credentials for the target domain, caches them while the user is logged on to the source domain and makes those credentials available once the user's computer changes domain membership. Steps required to configure the utility, deploy it and instruct end-users how to use it are described in this guide.

Additionally the CCU launches *Vmover* utility which is a part of Migration Manager for Active Directory to perform re-permissioning. This happens right before a laptop is moved to the target domain.

Terminology

Throughout this guide, the following terms are used:

Remote user is a user that usually works outside the company's office.

Remote computer is a personal computer or a laptop the remote user uses to connect to the enterprise network through VPN.

Administrator is a person who configures the CCU installation package, deploys it to remote computers and instructs remote users how to use the utility.

Getting Started

The CCU files are located on the Migration Manager installation CD in the `\QMMAD\Cached Credentials Utility` subfolder.

The following files reside at that location:

- **setup.msi** — CCU installation package to deploy on remote users' computers. For details, see [Configuring CCU Installation Package](#).
- **cachecredconf.exe** — Utility that encrypts credentials of the account that will be used to move computers to the target domain.
- **update_msi.cmd** — Command file that is used to configure and generate the Setup.msi installation package. For details on adjustable parameters, see [Technical Reference: Utility Configuration Parameters](#).
- **update_msi.js** — Auxiliary script used by update_msi.cmd.

- **cachedcred.text.ini** — File containing localized message and caption descriptions that CCU will use. For details, see [Providing Multilanguage Support](#).

The main part of CCU is a service which is meant to be installed on remote users' computers. The **setup.msi** installation package for this service must be [configured](#) according to your enterprise configuration and then [deployed](#) on remote users' computers.

Supported Operating Systems

The Cached Credentials Utility is designed to be used in conjunction with Resource Updating Manager and compatible with all operating systems listed in the [Resource Updating Manager Processed Platforms](#).

How It Works

Problem Description

Remote users that are working outside the enterprise office have to log on to their laptops or personal computers before they can connect to the enterprise network using VPN. To log the user on, user's credentials from the local cache are used. Once user's laptop or computer is moved to the target domain, he or she cannot log on to the laptop, because user's credentials in the target domain haven't been cached on the computer yet.

Solution

The Cache Credentials Utility (CCU) provides a solution for that problem by caching the user credentials for the target domain, while the user is logged on to the source domain via VPN. The main part of the CCU is a service which is deployed to the remote users' computers. It is installed from a specifically pre-configured CCU installation package.

The general workflow for using the CCU is as follows:

1. The administrator (You in this case) configures the CCU installation package according to the enterprise environment specifics and sets the date when processing of the remote computers must be started. After configuration is completed, a CCU installation package with all specified settings will be generated.
2. After that administrator deploys the CCU installation package to remote users' computers and provides instructions how to use the utility.
3. The CCU service starts on a remote computer on date specified on step 1. If currently logged on user is found in a specified Migration Manager for Active Directory migration mapping file (*vmover.ini* file) he or she will be asked to enter password of the corresponding target user.
4. The utility checks whether the password is correct and if so the service will cache the target credentials in the registry of the corresponding remote computer.
5. After that, the utility will launch *Vmover* utility to process resources using the specified *vmover.ini* file.
6. On the last step, the remote computer is moved to the target domain by the *Vmover* utility.

! CAUTION: Due to the specifics of working with cached credentials, the user's remote computer will need to be restarted twice after utility finishes processing. After that, CCU will be automatically removed except its log file.

Configuring CCU Installation Package

In this section you will adjust the Cached Credentials Utility settings according to your enterprise configuration and generate the corresponding CCU installation package that later will be deployed to remote users' computers.

For that, take the following steps:

1. From the command prompt, run the **cachecredconf.exe** utility with the `-encrypt` key to encrypt an account to be used to move remote computers to target domain:

```
cachecredconf.exe -encrypt "Domain\Username;Password"
```

IMPORTANT: This account must have sufficient privileges to move computers to the target domain.

The value of the above output should be copied to the **JOIN_CRED** field on step 2.

2. Using a text editor of your choice, open **update_msi.cmd** file and change the following fields according to your needs:

- **MOVE_DATE** — The date in the `YYYY-MM-DD` format that defines when to move the remote users' computers to the target domain
- **TRG_DOMAIN** — NETBIOS name of target domain controller.
- **TRG_DOMAIN_DNS** — FQDN name of target domain controller.
- **MAP_FILE** — Full path to network share with read only access to **Everyone** where **vmover.ini** and **vmover.exe** files are located. For details, see [Preparing Vmover Files](#).
- **JOIN_CRED** — Hash string obtained on step 1 that contains encrypted credentials of the account that will be used to move computers to the target domain.
- **DELETE_TARGET_PROFILE** - This parameter determines whether the solution must delete target user profile (if it exists). If the target profile is not presented, the Vmover utility will bind source user profile to the target user. By default, the profile is deleted (parameter value is 1).

TIP: To get descriptions of all adjustable parameters in the **update_msi.cmd** file, see [Technical Reference: Utility Configuration Parameters](#).

3. Once done editing the above file, save the changes and double click on it to generate the updated **setup.msi** file. When generation completes, follow the instructions provided in the [Deploying the Utility](#).

See also:

[Preparing Vmover Files](#)

[Providing Multilanguage Support](#)

Preparing Vmover Files

The utility uses the *Vmover* utility and its configuration file *vmover.ini* to perform resource processing. The *vmover.ini* file contains instructions for the Vmover utility and all the user and group mappings between source and target domains.

The `vmover.exe` and `vmover.ini` files must be placed on the network share with **Everyone** having **Read** access rights. The path to this share is specified in the `MAP_FILE` parameter during configuration of the CCU installation package.

! CAUTION: Do not grant Write permissions on the network share where Vmover files will be located to anyone except for administrators responsible for performing migration.

If you want to process both 32-bit and 64-bit computers, you will also need to create a `vmover.cmd` command file and place it on that network share.

Locating the `vmover.exe`

The `vmover.exe` file is part of Migration Manager for Active Directory. You can find the `vmover.exe` file on a computer where Migration Manager is installed in the `%ProgramFiles%\Common Files\Aelita Shared\Migration Tools\Resource Updating\Agent` folder

i NOTE: If the computer runs 64-bit version of Windows, replace `%ProgramFiles%` with `%ProgramFiles(x86)%`.

Copy the `vmover.exe` file to the network share specified above. Also create the `x64` folder on that share and copy the 64-bit version of `vmover.exe` located in the `x64` subfolder there.

Exporting the `vmover.ini`

To export a new `vmover.ini` file from the Resource Updating Manager console and copy it to the network share, take the following steps:

1. In the Resource Updating Manager console, add all remote computers to a new collection.
2. Right-click on the collection and choose **Create Task | Processing**.
3. In the **Create Processing Task** wizard, specify the processing settings. Do not start the task.
4. Click on the **Tasks** tab in the right pane.
5. Right-click on the newly created task and select **Export Settings to File**.
6. Save the INI file in the desired location as `vmover.ini`.
7. Open the INI file in any text editor and verify that the settings are accurate and the file contains the desired objects only.
8. Finally, copy the `vmover.ini` file to the network share specified above.

! CAUTION: If new users or groups are migrated after the file is exported, a `vmover.ini` file needs to be re-exported in order to contain the new users or groups.

Creating the `vmover.cmd`

If you want to process both 32-bit and 64-bit computers, create a file named `vmover.cmd` on the same network share as where `vmover.ini`, `vmover.exe` and `x64\vmover.exe` files reside.

The `vmover.cmd` file should have the following content:

```
if "%ProgramFiles(x86)%"==" " goto execute
copy /y \\server\share\x64\vmover.exe %0\..\vmover.exe
:execute
%0\..\vmover.exe /c /ini=%1 /statefile=%2 /log=%2\..\vmover.log
del %0
```

Where `\\server\share` should be replaced with actual full path to the network share with Vmover files.

Providing Multilanguage Support

The Cached Credentials Utility can be configured to allow user to choose language of the user interface. To specify text of messages and captions in different languages edit the *cachedcred.text.ini* file. This file must be placed in the same location as Vmover files (for details, see [Preparing Vmover Files](#)).

i | **NOTE:** If the *cachedcred.text.ini* file is not presented, the utility uses predefined messages and captions.

The *cachedcred.text.ini* file contains sections with language identifiers and corresponding captions and messages. User will be prompted to choose language in the **Choose language** listbox right after installation of the CCU service on his or her computer.

i | **TIP:** If the file contains only one section the prompt will not appear.

For example the following fragment of file sets caption in English and Japanese:

```
[English]
event.check.caption = Cached Credentials Utility

[Japanese]
event.check.caption = キャッシュラップトップクレデンシャルユーティリティ
```

What can be changed

The following messages and captions can be changed according to your needs:

```
[English]
event.check.caption = Cached Credentials Utility
event.check.message = Specify target user password to begin processing.
event.check.prompt = Password:
event.process.caption = Cached Credentials Utility
event.process.message = Resources are being processed ($step/13)\r\n$type -
$count\r\nPlease wait.
event.failed.caption = Cached Credentials Utility
event.failed.message = Resource processing completed with errors,\r\nCheck the log
file for details.\r\nWould you like to continue migration
anyway?\r\n===== \r\n$result
event.success.caption = Cached Credentials Utility
event.success.message = Resource processing
complete.\r\n===== \r\n$result
event.move.failed.caption = Cached Credentials Utility
event.move.failed.message = Failed to move computer to the target domain.\r\nFor
details see log files.\r\n%USERPROFILE%\Application Data\Quest
Software\CacheCred\cachedcredui.log\r\n%ALLUSERSPROFILE%\Application Data\Quest
Software\CacheCred\cachedcredsvc.log
reboot.join.message = Your computer will be now moved to the target domain, and
then restarted.
```

```
reboot.restore.message = Your computer is finalizing the migration process.
```

Deploying the Utility

The *setup.msi* configured on the [previous step](#) with all necessary settings needs to be deployed on remote users' computers. The way of deployment may vary depending on organizational factors and is not in the scope of this guide.

As a general recommendation, it is suggested to deploy the CCU installation package on users's computers in silent mode using any appropriate software deployment technology such as Group Policy.

i | **NOTE:** To deploy CCU on a remote user's computer it is necessary to have administrative rights on that computer.

Understanding User's Task

The CCU service [deployed](#) on remote user's computer starts on a date specified as the **MOVE_DATE** during [configuration](#) of the *setup.msi* package. The user must take the last steps so that the move of his or her computer to the target domain is completed.

The remote user's workflow is described below:

1. On a date specified in the setup.msi, CCU starts on a user's computer.
2. A dialog box prompting the user for the password appears.
3. User must specify his or her password to the target domain and click **OK**.
4. Then the user have to wait several minutes for the utility to complete its resource processing task. No further user interaction is required.
5. After the resource processing completes, the system will be restarted twice.

i | **NOTE:** If user's current system runs slow, the second restart may take a couple of minutes.

Troubleshooting: Check the Logs

If you experience any problems with the utility, check the logs. The utility will create the following two log files on remote computers:

- *%USERPROFILE%\Application Data\Quest Software\CacheCred\cachecredui.log*
- *%ALLUSERSPROFILE%\Application Data\Quest Software\CacheCred\cachecredsvc.log*

CCU also creates Vmover log files on network shares specified by the **SUCCESS_REPORT** and **ERROR_REPORT** parameters. Note that the **Write** permission must be granted to **Everyone** for those network shares. For details, see corresponding parameter description in [Technical Reference: Utility Configuration Parameters](#)

Enabling extended logging

If you need increase the logging level for a specific computer, take the following steps:

1. Open the **cachecred.ini** located at *%Program Files%\Quest\Cached Credentials Utility* or *%Program Files(x86)\Quest\Cached Credentials Utility* with any text editor.
2. Change the following field values:
`svc.log.verbose = 5`
`ui.log.verbose = 5`
3. Save the changes and then restart the service.

Technical Reference: Utility Configuration Parameters

The following section describes configuration parameters that can be adjusted for the CCU installation package. For details on configuring them, see [Configuring CCU Installation Package](#)

These configuration parameters are defined in the *update_msi.cmd* file included as a part of the utility.

The parameters are divided into required parameters and optional parameters:

[Required Parameters](#)

[Optional Parameters](#)

Required Parameters

- **MOVE_DATE** — The date in YYYY-MM-DD format that defines when to move the remote users's computers to the target domain.
- **TRG_DOMAIN** — NETBIOS name of target domain controller.
- **TRG_DOMAIN_DNS** — FQDN name of target domain controller.
- **MAP_FILE** — Full path to network share with read only access to **Everyone** where **vmover.ini** and **vmover.exe** files are located. For details, see [Preparing Vmover Files](#)
- **JOIN_CRED** — String containing encrypted credentials of the account that will be used to move computers to the target domain. This string is the output string of the **cachecredconf.exe** utility. For details, see step 1 of [Configuring CCU Installation Package](#).

Optional Parameters

- **DELETE_TARGET_PROFILE** {0|1} — Determines whether the solution must delete target user profile in case it exists. If the target profile does not exist, the Vmover utility will bind source user profile to the target user. By default, the profile is deleted.
- **PREPROC_ENABLE** {0|1} — Defines whether resources will be processed by Vmover (default value is 1). By default, processing is turned on.
- **TARGET_OU** — Specifies distinguish name of the OU to be used to create target computer accounts.
- **MOVE_ENABLE** {0|1} — Defines whether station will be moved to the target domain. By default, computer is moved.
- **SUCCESS_REPORT** — Full path to network share with write permission to **Everyone** where to save Vmover logs upon successful processing. File name may contain environment variables `$COMPUTER` and `$STAMP` (computer name and time stamp in the `YYYYMMDDHHmmss` format).
SamplePath: `\\cddom5dc\vmover_results\errors\%COMPUTER.%STAMP.txt`
Created log file: `\\cddom5dc\vmover_results\errors\CDDOM5SRV1.20121019165042.txt`
- **ERROR_REPORT** — Full path to network share with write permission to **Everyone** where to save Vmover logs generated on computers where any errors appeared during re-permissioning.

i | **IMPORTANT:** Because every user will have write permissions on network shares specified by the **SUCCESS_REPORT** and **ERROR_REPORT** parameters, avoid using the same share as specified by the **MAP_FILE** parameter.

Changing default messages and captions

To change messages and captions you can alter the following parameters or edit the *cachedcred.text.ini* file, as described in the [Providing Multilanguage Support](#).

The following messages and captions can be overridden:

- **CHECK_MESSAGE** — This message appears at the very beginning of processing. End user is requested to specify password of the target user to be cached. Default value is *Specify target user password to begin processing*".
- **PROCESS_MESSAGE** — Message that appears during resource processing. The default value is *Resources are being processed, please wait.*\r\n=====
- **SUCCESS_MESSAGE** — Message that appears after processing of resources is completed by Vmover, and right before CCU starts to move computer to target domain. By default, it is *Resource processing was completed*.
- **REBOOT_JOIN_TIMEOUT** — Restart timeout after computer is moved to the target domain (by default, 60 seconds).
- **REBOOT_JOIN_MESSAGE** — Message that appears before computer is moved to the target domain and restarted. The default value is *Your computer will be now moved to the target domain, and then restarted*.
- **MOVE_FAILED_MESSAGE** — Message that appears if CCU fails to move the computer to the target domain. Default value is *Failed to move computer to the target domain.*\r\nFor details see log files.\r\n%USERPROFILE%\Application Data\Quest Software\CacheCred\cachedcredui.log\r\n%ALLUSERSPROFILE%\Application Data\Quest Software\CacheCred\cachedcredsvc.log.
- **CAPTION** — General title for all windows. Default value is *Cached Credentials Utility*.
- **CHECK_CAPTION** — Title of the first window.
- **PROCESS_CAPTION** — Title of the process message window.
- **SUCCESS_CAPTION** — Caption of the window which appears after processing of resources is completed by Vmover, and right before CCU starts to move computer to target domain.
- **MOVE_FAILED_CAPTION** — Caption of the window which appears if CCU fails to move the computer to the target domain.

i | **TIP:** To start a new line you can use `\r\n` in the above messages.

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