



Quest® 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, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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Working With Quest On Demand

Welcome to Quest On Demand. Click [here](#) to read an overview of the application. Use the links below for information on using Quest On Demand.

- [Navigate the Home page](#)
- [Manage your organization](#)
- [Add administrators to your organization](#)
- [Add a tenant to your organization](#)
- [Configure On Demand settings](#)
- [Find information for a specific module](#)
- [Technical support](#)

Overview of Quest On Demand

On Demand is a cloud based management platform that provides access to multiple Quest Software tools for Microsoft product management through a unified 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:

- Audit
- Group Management
- Migration
- Policy Management for Skype for Business Online
- Policy Management for Exchange Online
- Recovery

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 activity trail 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](#).

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.

- [Organizations and regions](#)
- [Signing up and creating an organization](#)
- [Sign up procedures](#)

Organizations and regions

On Demand management is based on the concepts of organizations. When you sign up for the On Demand service, you create an organization and you become the Quest On Demand organization administrator. The organization can subscribe to modules. Organization administrators can use the tools provided by the modules to perform administrative actions on Azure AD tenants. You can add additional organization administrators and module administrators that have access to specific modules.

For most On Demand use cases, a customer creates a single organization. Multiple administrators and multiple tenants can be added to the organization.

! **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.

A Microsoft Azure region is a set of datacenters deployed within a geographic area. Selecting the correct region for your Quest On Demand organization enables you to achieve higher performance and supports your requirements and preferences regarding data location. Specifying the region for your organization determines the geographical region where your data is stored. For more information, see [Azure regions](#).

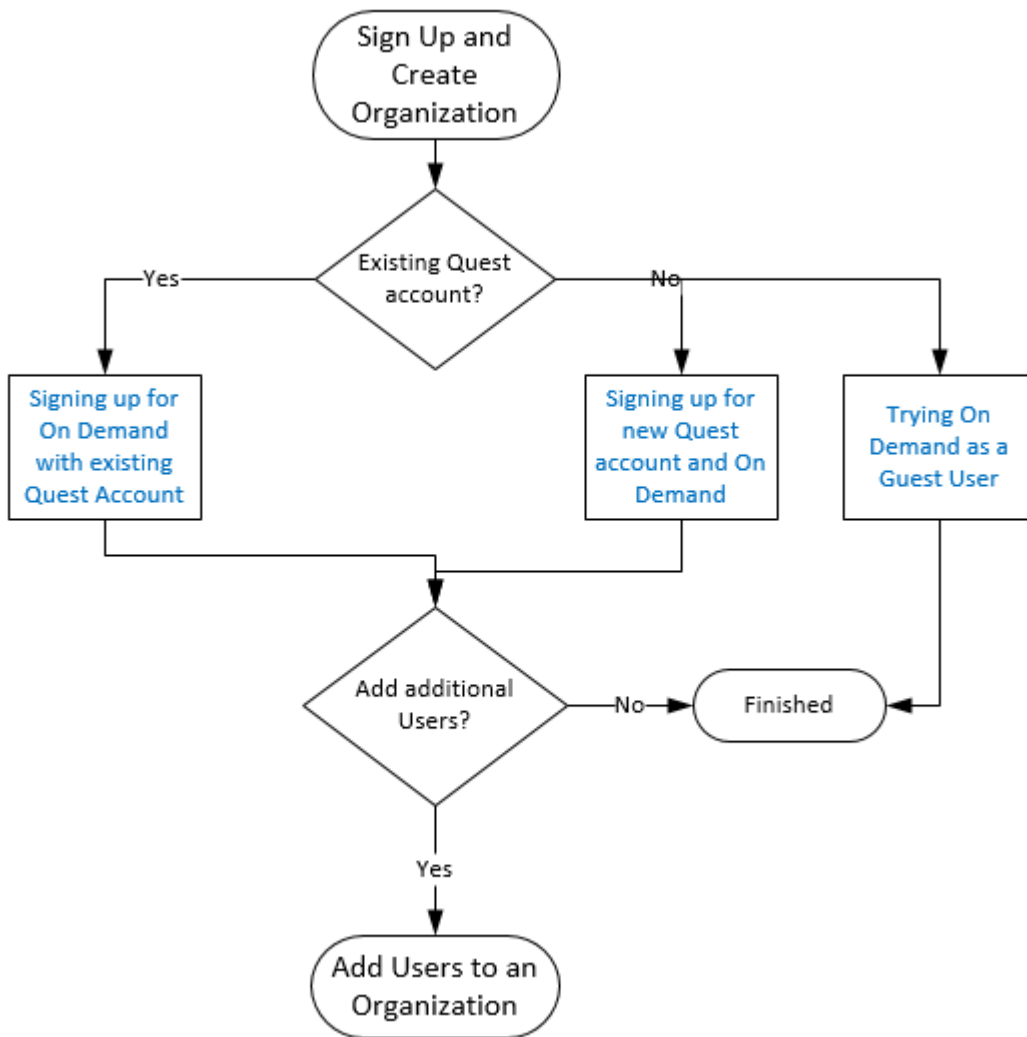
During sign up, you can choose the region where your On Demand data will be hosted. The following regions are currently supported:

- United States
- Europe
- Canada

For more information on organizations, see [Managing Organizations and Regions](#).

Signing up and creating an organization

The flow chart below shows the sign up process.



[Signing up for On Demand with your existing Quest account](#)

[Signing up for a new Quest account and for On Demand](#)

[Trying Quest On Demand as a Guest User](#)

[Adding users to an organization](#)

Sign up procedures

To sign up for an On Demand account and create an organization, go to the On Demand "Sign In" page at quest-on-demand.com. 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 Quest On Demand organization](#)
- [Joining an existing On Demand organization](#)
- [Joining an existing On Demand organization with an Azure AD 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. Use this procedure to sign in with your Quest account and create a new On Demand organization.

To sign up for Quest On Demand using your Quest account:

1. Go to the web page quest-on-demand.com.
The "Welcome to Quest On Demand " page opens.
2. Under **Already have an account**, click **Sign In**.
The "Sign in" page opens.
3. Enter your Quest account credentials.
4. 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.
5. Complete the required fields. Use your Quest credentials for the email and password.
6. Click **Subscribe**.
The Welcome to Quest On Demand page opens.
7. In the **Add organization name** field, enter a name for your Quest On Demand organization.
8. In the **Select Region** field, select the region where you want your data to reside.
9. Click **Create New Organization**.

You are signed in to your organization. You are an administrator for the 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.

Use this procedure to create a Quest account and create a new On Demand organization.

To sign up for a new Quest account:

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

You are signed in to your organization. You are an administrator for the organization.

Managing Organizations and Regions

On Demand management is based on the concept of organizations. An Quest On Demand organization can subscribe to modules. Organization administrators can use the tools provided by the modules to perform administrative actions on Azure AD tenants.

When a user signs up for On Demand, an organization is created and the user becomes an administrator for the organization. For most On Demand use cases, a customer creates a single organization. Multiple administrators and multiple tenants can be added to the organization. See [Signing Up for Quest On Demand](#).

Use the links below for more information on managing organizations and regions.

- [Subscription Owner when Moving from a Trial to a Paid subscription](#)
- [Geographic regions](#)
- [Displaying the current organization and region](#)
- [Creating a new organization](#)
- [Switching organizations](#)
- [Renaming organizations](#)
- [Displaying the organization ID](#)

i | **NOTE:** To delete an organization, contact [Quest Technical support](#).

Subscription Owner when Moving from a Trial to a Paid subscription

The user that signed up for the trial subscription is automatically an administrator for the organization. If a different user email address is used for purchasing a paid subscription, this user address must be added as an organization or module administrator before the subscription status displays as **Paid**.

If you need assistance determining the email address used to purchase the subscription or, if you want to change the address associated with the subscription, contact [Technical support](#).

Geographic regions

A Microsoft Azure region is a set of datacenters deployed within a geographic area. Selecting the correct region for your Quest On Demand organization enables you to achieve higher performance and supports your requirements and preferences regarding data location. Specifying the region for your organization determines the geographical region where your data is stored. For more information, see [Azure regions](#).

During sign up, you can choose the region where your On Demand data will be hosted. The following regions are currently supported:

- United States
- Europe
- Canada

Regional availability of modules

Microsoft continues to deploy services across Azure regions. However, at this time, not all services are available in all regions. As a result, not all Quest On Demand modules are available in all regions. The table below lists current module availability by region. When you create an organization in a region, only the available module tiles are displayed on your home page.

Region	Available Modules
U.S.	<ul style="list-style-type: none"> • Audit • Group Management • Migration • Policy Management for Exchange Online • Policy Management for Skype for Business • Recovery
Europe	<ul style="list-style-type: none"> • Group Management • Migration • Policy Management for Exchange Online • Policy Management for Skype for Business • Recovery
Canada	<ul style="list-style-type: none"> • Recovery

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.

Displaying the current organization and region

You can display the organization you are currently signed in to and its region by clicking on your email address in the top menu bar. The menu displays:

- **Region Name**
- **Organization Name**

Creating a new organization

As an Quest On Demand user, there may be no organizations associated with your account. This can happen if you have been removed from all organizations. In this case, after you sign in, the Welcome to Quest On Demand page opens where you can create a new organization. Follow the steps below to create an organization.

If you are currently signed in to Quest On Demand, you can create a new organization by clicking your email address in the menu bar at the top of the page and selecting **Create New Organization**. Follow the steps below to create an organization.

- i** **TIP:** On the Create New Organization page, if you decide not to create a new organization, click on your browser back button to return to Quest On Demand and your original organization.
- i** **NOTE:** To delete an organization, contact Quest [Technical support](#).

To create a new organization:

1. Enter an organization name.
2. Select a region.
3. Click **Create New Organization**.

Switching organizations

If you have multiple organizations associated with your email address, you are prompted to select an organization when you sign in. Once you are signed in, you can switch to another organization.

To switch to another organization:

1. In the top menu bar, on the right hand side, click on your user email address.
2. Select **Switch Organization**.
The Multiple Organizations Found page opens.
3. Click on the organization you want to switch to.
4. Click **Select Organization**.

Renaming organizations

You can rename the organization you are currently signed in to.

Prerequisites

You must be an Quest On Demand organization administrator to rename an organization.

To rename an organization:

1. Sign in to the organization that you want to change.
2. In the top menu bar, on the right hand side, click on your user email address.
3. Click **Organization Name**.
The Manage Organization page opens.
4. In the **Set organization name** field, enter the new name.
5. Click **Update**.
You are returned to On Demand home page.

Displaying the organization ID

Each organization has a unique organization ID. This ID may be required by technical support to troubleshoot issues. The **Organization ID** is displayed on the Manage Organizations page.

To display the organization ID:

1. In the top menu bar, on the right hand side, click on your user email address.
2. Click **Organization Name**.
The Manage Organization page opens.
3. Click the browser back arrow to return to the Home page.

Adding users to an organization

Once you have created an organization, you can add additional users and determine what tasks each user can perform.

Users and roles

When you add a user to an organization, you also assign a role. The role determines what permission level a user has and ultimately, what tasks the user can perform. Assigning roles and setting user permissions is referred to as access control.

Access control is a process by which users are granted access and certain privileges to systems, resources, or information. In Quest On Demand, you can grant authenticated users access to specific resources based on your company policies and the permission level assigned to the user.

On Demand comes configured with a number of default roles. The default role permissions settings cannot be changed, but you can create custom roles with specific permission settings to align with your company policies.

Default roles and their permission settings are described below. For a list of access control procedures, see the task flow [Adding a user and assigning a role](#)

The On Demand access control interface is comprised of two pages.

- For information specific to configuring roles, see [Access Control: Roles](#)
- For information specific to managing users, see [Access Control: Users](#)

Default roles

Quest On Demand is configured with default roles that cannot be edited or deleted. You can duplicate default roles to create custom roles. The default roles are listed below.

On Demand administrator

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

On Demand billing administrator

The **Can Manage Billing** permission is assigned to all default roles. The Billing Administrator role has only this permission. Typically, the Billing Administrator role is assigned to someone who manages the On Demand subscriptions but does not perform any operational tasks. The Billing Administrator does not have permission to sign in to the organization.

A billing administrator receives subscription state notifications from Quest. For information on subscription states, see [Subscriptions](#).

Module administrator

Module administrators only have access to the specific module where they have been added as an administrator. Module administrators do not have access to global settings or tenants.

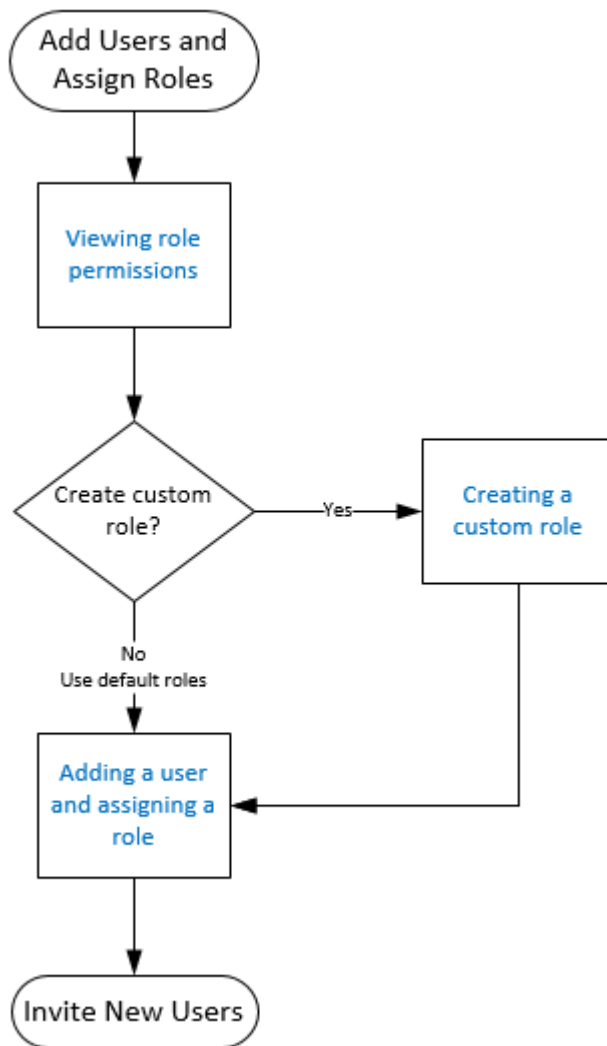
Default role permissions

Role	Permissions
On Demand Administrator (also has all module permissions)	<ul style="list-style-type: none">• Can rename the organization• Can read access control roles• Can create, delete, and assign access control roles• Can add and remove tenants• Can read Activity Trail• Can manage billing
On Demand Billing Administrator	Can manage billing
Recovery Administrator	<ul style="list-style-type: none">• Can manage backup settings• Can download hybrid credentials• Can run backup manually• Can unpack backups• Can run difference Report• Can restore from objects• Can restore from differences• Can read task history• Can read events• Can read restore attributes• Can read UI projects• Can red UI collections
Audit Administrator	Can configure auditing and manage searches
Group Management Administrator	Can configure and manage group management
Migration Administrator	Can configure and execute migrations
Policy Management Administrator	Can configure and manage policy management

Adding a user and assigning a role

The flow chart below shows the process for adding users and assigning a role. The first step is to view the default role permissions settings. If required, you can create custom roles with specific permission settings to align with your company policies.

Once you have added a user, you must invite the user to sign in to the organization.



- [Access Control: Roles](#)
- [Creating a custom role](#)
- [Adding a user to your organization and assigning a role](#)
- [Inviting new users](#)

Access Control: Roles

Each access control role has a specific set of permissions that determines what tasks a user assigned to the role can perform. Your Quest On Demand organization comes configured with a number of default roles. The default role permissions settings cannot be changed, but you can create custom roles with specific permission settings to align with your company policies.



NOTE: To manage access control roles, you must have the permission "Can create, delete, and assign access control roles".

Perform the following tasks from the access control Roles page:

[Viewing role permissions](#)

[Creating a custom role](#)

[Editing a custom role](#)

[Deleting a custom role](#)

Viewing role permissions

Use the Roles page to view the list of roles defined for your organization. You can also view the users assigned to each role.

To view roles and permissions:

1. In the side navigation panel, expand the **Access Control** item and select **Roles**.
2. Click on a role name to open a read only page that displays the **Role Permissions**.
The panel on the right is a list of users assigned to the role.
3. To add users to the role, see [Access Control: Users](#).

Creating a custom role

You can create roles with a custom set of permissions.

To create a role:

1. In the side navigation panel, expand the **Access Control** item and select **Roles**.
2. At the top right of the Roles page, click **Create Role**.
Note that you can define a role based on an existing role. In the **Roles** list, click on the **Action** menu for a role and select **Duplicate**.
3. On the Create Role page, enter a **Role Name** and **Description**.
4. Under **Role Permissions**, select the check boxes for the permissions you want to assign to the role.
5. At the top right of the page, click **Create Role**.
You are returned to the Roles page and there is a prompt to **Assign Users**.
6. To add a user to the role, click **Assign Users**.
7. In the **Add User to <custom_role>** field, enter the email address of the user you want to add.
8. Click **Add User**.
Note that if the user is not currently a member, they are added to the organization.

Editing a custom role

Note that you cannot edit a default role.. You can duplicate a default role and edit it to create a custom role.

To edit a role:

1. In the side navigation panel, expand the **Access Control** item and select **Roles**.
2. In the **Roles** list, click on the **Action** menu for a role and select **Edit**.
3. On the Edit Role page, you can edit the **Name**, **Description**, or **Role Permissions**.
4. Click **Save**.
You are returned to the Roles page and there is a prompt to **Assign Users**.
5. To add a user to the role, click **Assign Users**.
6. In the **Add User to <custom_role>** field, enter the email address of the user you want to add.
7. Click **Add User**.
Note that if the user is not currently a member, they are added to the organization.

Deleting a custom role

You cannot delete a default role.

Before deleting a role, you must remove all users from the role and either assign them a new role or remove them from the organization.

To delete a role:

1. In the side navigation panel, expand the **Access Control** item and select **Roles**.
2. In the **Roles** list, click on the **Action** menu for a role and select **Delete**.
3. In the confirmation window, click **Delete**.
You are returned to the Roles page.

Access Control: Users

Organization user credentials are based on email addresses. To log in to Quest On Demand using the email address, the user must create a Quest On Demand account with the email address. To create an Quest On Demand account, see [Signing up and creating an organization](#).

Perform the following tasks on the access control Users page.

- [Access Control: Users](#)
- [Access Control: Users](#)
- [Access Control: Users](#)

Once you have added a user, inform them that they have been added to an organization and specify the email address or Azure AD account used. Direct the new users to the following procedures to sign in to the organization.

Inviting new users:

- [Creating a Quest account and joining an existing Quest On Demand organization](#)
- [Joining an existing On Demand organization](#)
- [Joining an existing On Demand organization with an Azure AD account](#)

Adding a user to your organization and assigning a role

Quest On Demand is configured with default roles. To create a custom role, see [Access Control: Roles](#).

To add a user:

1. In the side navigation panel, expand the **Access Control** item and select **Users**.
2. In the **User Name** field, enter the email address of the user you want to add.
The user name must use the email address format <local_part>@<domain>.
3. In the **Assigned Role** field, select a role from the drop down list.
You must select a role to enable the **Add** button.
4. Click **Add**.

Assigning a different role to a user

Quest On Demand is configured with default roles. To create a custom role, see [Access Control: Roles](#).

To assign a new role:

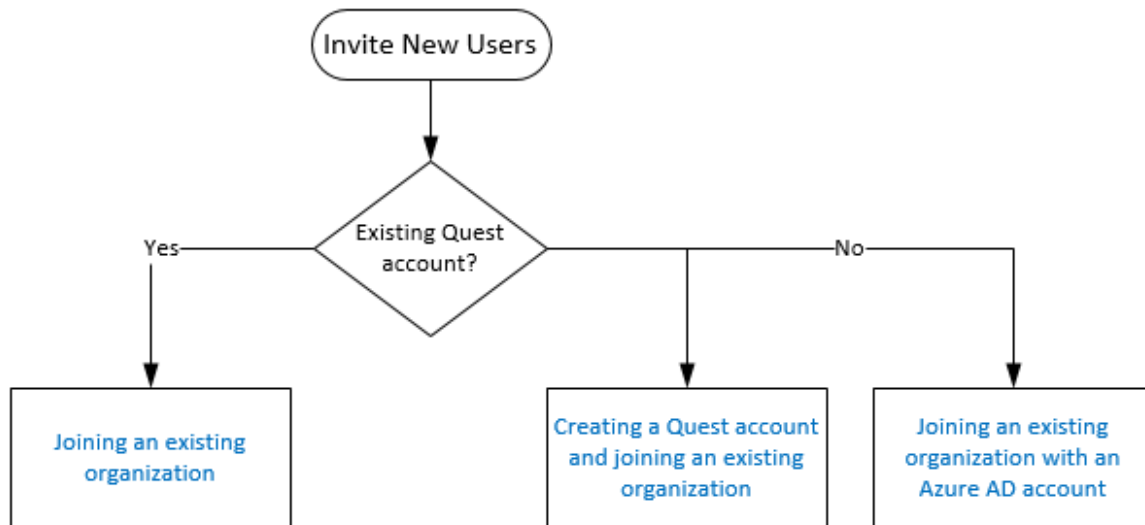
1. In the side navigation panel, expand the **Access Control** item and select **Users**.
2. In the list of users, locate the user you want to edit in the **User Name** column.
3. On the right side of the **Role** field for the user, click the edit icon.
4. Select a role from the drop down list.
5. Click the check mark to confirm the role selection.

Removing a user from the organization

1. In the side navigation panel, expand the **Access Control** item and select **Users**.
2. In the list of users, locate the user you want to delete in the **User Name** column.
3. In the **Action** field for the user, click the delete icon.
4. In the confirmation window, click **Remove**.

Inviting new users

Once you have added a user, inform them that they have been added to an organization and specify the email address or Azure AD account used. Direct the new users to the following procedures to sign in to the organization.



- Creating a Quest account and joining an existing Quest On Demand organization
- Joining an existing On Demand organization
- Joining an existing On Demand organization with an Azure AD account

Creating a Quest account and joining an existing Quest On Demand organization

This procedure is for new Quest On Demand users. You do not need to create a Quest account to join an existing Quest On Demand organization. However, creating a Quest account allows you to access Quest On Demand resources such as the support site.

If do not want to create a Quest account or you already have an Quest On Demand account and an administrator has added you to their organization, see [Joining an existing On Demand organization](#).

Prerequisites

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

To join an organization:

1. Go to the web page quest-on-demand.com and under **Create a Quest account** click **Sign Up**. The "Create a Quest Account" page opens.
2. Enter your credentials for your new Quest account.
Note that the email and password entered here wil. be the credentials you use to sign to Quest 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 Quest 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.

Prerequisites

- An Quest 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.

i **NOTE:** An administrator can add you to an organization by specifying your Azure AD account. See [Joining an existing On Demand organization with an Azure AD account](#).

- If multiple Quest On Demand organizations are associated with your email account, you must know the name of the organization you want to sign in to. After sign in, the "Select Organization" page is displayed where you must select the organization where you want to sign in to.

To join an organization:

1. Go to the web page quest-on-demand.com.
The "Welcome to Quest On Demand " page opens.
2. Under **Already have an account**, click **Sign In**.
The "Sign in" page opens.
3. Enter your email account credentials.
4. Click **Sign In**
 - If only one organization is associated with your email account, the Quest On Demand home page opens. You are signed in to the organization that your were added to.
 - If there are multiple organizations associated with your email 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**.

Joining an existing On Demand organization with an Azure AD account

You can use your Azure AD account to join an existing Quest On Demand organization. Using your Azure AD account is referred to as federated identity management.

Federated identity management can increase security and lower risk by enabling an organization to identify and authenticate a user once, and then use that identity information across multiple systems, including external partner websites such as Quest On Demand.

Prerequisites

- An Quest On Demand administrator for the organization must have added you to the organization by adding your Azure AD account on the "Permissions" page. See Permissions on page 16.
- If multiple Quest On Demand organizations are associated with your Azure AD account, you must know the name of the organization you want to sign in to. After sign in, the "Select Organization" page is displayed where you must select the organization where you want to sign in to.

To join an organization with an Azure AD account:

1. Go to the web page quest-on-demand.com.
The "Welcome to Quest On Demand " page opens.
2. Under **Already have an account**, click **Sign In**.
The "Sign in" page opens.
3. At the bottom of the page, click **Sign in with Microsoft**.
 - If only one organization is associated with your Azure AD account, the Quest On Demand home page opens. You are signed in to the organization that you were added to.
 - If there are multiple organizations associated with your Azure AD 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**

Home or Dashboard page

After signing in, users see either the **Home** page or the **Dashboard**.

The **Home** page contains a masthead at the top, a navigation panel on the left and in the main area, a tile for each Quest On Demand module.

In addition to a tile for each module, the **Dashboard** displays statistics and operational data for your tenant.

Masthead

The masthead displays the Quest On Demand name on the right and on the left:

- Your user ID with a drop down menu arrow.
- An information icon (**i**) that opens the Quest On Demand information window.

Masthead drop-down menu

Clicking anywhere on your user ID opens the drop-down menu to perform the following tasks:

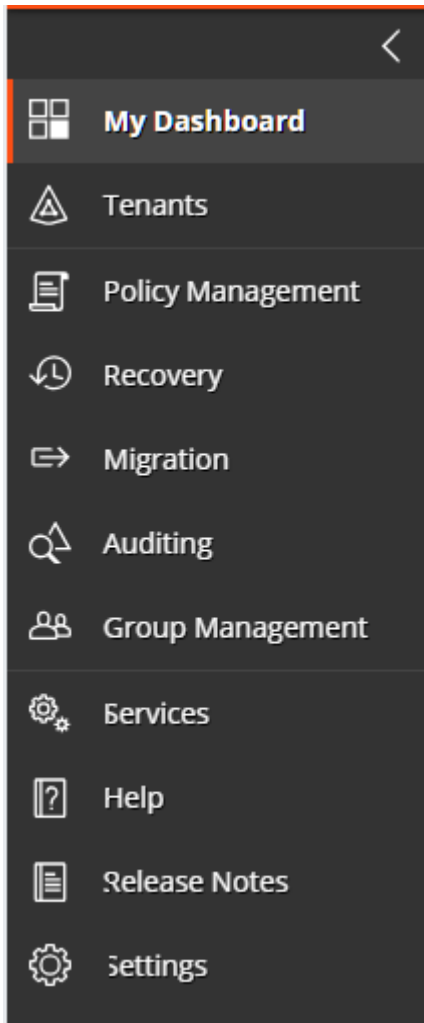
- View your current **Region Name** and **Organization Name**.
- Perform organization management (see [Managing Organizations and Regions](#)).
- Configure your user settings by clicking **My Account**.
 - **Use of Cookies:** You can enable or disable the use of a cookie for session monitoring. The initial state of this setting is determined by your response to the cookie notice when you join an organization. Note that this setting is by region. If you join an organization in a different region, you receive the cookie notice again.
- **Sign Out** from your current session. Note that you are automatically logged out after 30 minutes of inactivity.

Information window

The Quest On Demand information window contains the following tabs:

- **About:** Version numbers and copyright information.
- **Third Party:** The list of third party components used in the product. This information is also contained in the Release Notes.
- **Contact:** Information on how to contact Quest [Technical support](#).

Side navigation panel



Minimize the panel

Click on the arrow at the top to minimize the side navigation panel.

Home or Dashboard

Click to return to the **Home** or **Dashboard** page.

Tenants

Opens the Tenants page. For information, see [Tenant Management](#).

Module links

Use the module links to quickly open a module page.

Services

Provides information on all available modules and provides a link to the Quest product page for the module.

Help and Release Notes

- **Help** opens a User Guide
- **Release Notes** opens a document with information on the currently deployed software version and technical support information.

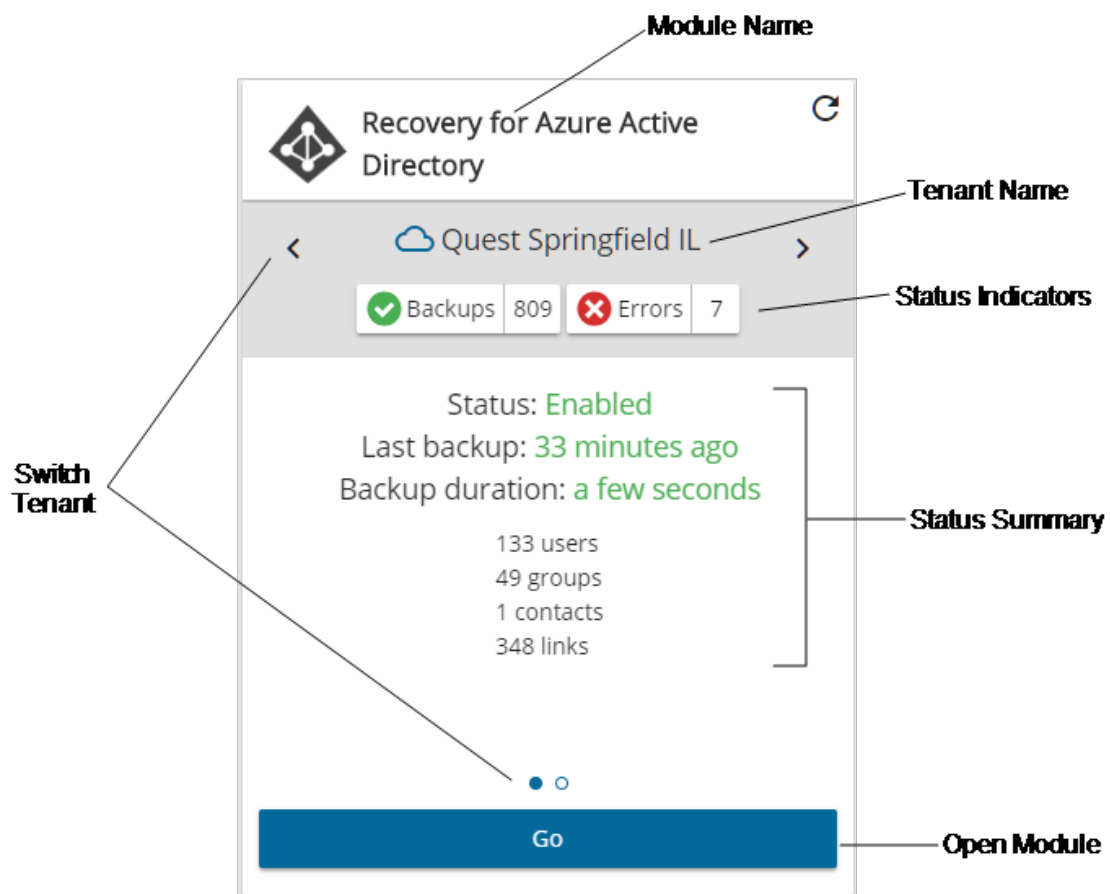
When you are on the **Home** page, the Global Settings documents open. When you are on a module page, these links open the documentation for the module.

Settings

[Activity trail](#)
[Permissions](#)
[Subscriptions](#)

Home page module tiles

If you have a subscription to a module, the module tile displays status information for your tenant.



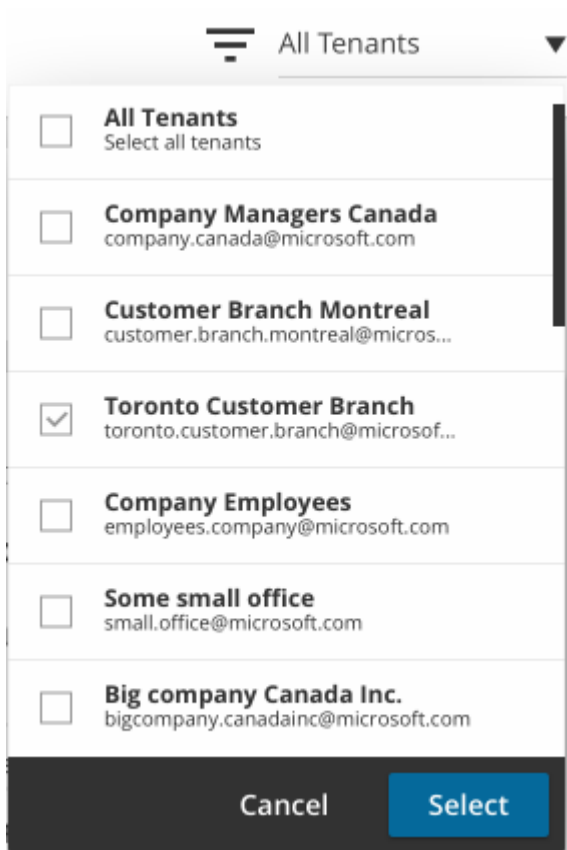
Dashboard

The Quest On Demand dashboard is shown below. The dashboard contains the following components:

- [Tenant filter](#)
- [Tenant summary](#)
- [Needs your attention!](#)
- [Module tiles](#)

Tenant filter

Located in the top right of the dashboard, the tenant filter determines what data is displayed on the dashboard. You can choose to display all tenants, a subset, or a single tenant.



Tenant summary





The tenant summary indicates which tenants are currently selected and provides a summary of licences, users and groups in the selected tenant.

Tenant	Office 365 Licences		Users		Groups	
All Tenants Selected	Assigned	Unassigned	Cloud only	Hybrid	Cloud only	Hybrid
SHOW DETAILS	1,234	150	1,200	3,100	200	300

Needs your attention!

The **Needs your attention!** tile displays a summary of alerts and cautions from all of the modules you are currently subscribed to. It also displays information on the status of your subscription or trial if it is close to expiry.

Needs your attention!


	Group modifications by Admin	21	VIEW
	Failed backups	5	VIEW
	Groups without owners	4,568	ASSIGN
	Something to warn you about	2	VIEW
	Something strange happened	3	VIEW

Module tiles

If you have a subscription to a module, the module tile displays status information for your tenant.

Recovery

PROTECTION STATUS

 4 of your 6 tenants are protected.

PROTECTED TENANTS

Last backup

Quest Managers

1 hour ago

Quest Employees

31 minutes ago

Some small company

2 days ago

[VIEW ALL](#)

Tenant Management

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](#).

In addition to the standard Azure AD tenant, you can also add an Azure AD B2C tenant. On the Tenant page, Azure AD B2C tenants can be distinguished by the following icon next to the tenant name:



For more information on B2C tenants, see this [Microsoft help page](#).

This section contains information on adding and removing tenants.

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

Add an Azure AD tenant

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 Quest 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 Quest 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 Quest On Demand application. Once the Global Administrator adds a tenant to Quest On Demand, an application record is created in the tenant indicating that admin consent has been provided.

i **NOTE:** Global Admin credentials are only required to grant admin consent for the minimal list of permissions required by Quest On Demand. Global Admin credentials are not stored, share, or used for any other purpose.

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 Quest On Demand using the credentials you used to sign up for Quest 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 Quest On Demand Tenants page.

Admin consent status

To open the Admin Consent status page, click **Tenants** in the navigation page and then click **Go** on the tenant tile.

On the Admin Consent status page, you can view the module admin consent status for each tenant you have added. 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.

To view admin consent status:

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

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.

i | **NOTE:** If additional admin consent permission is required to perform specific tasks within a module, these items are listed beneath the main admin consent item for the module.

Managing admin consent

For the following scenarios, click **Grant Consent** in the **Actions** column.

- Admin consent has been revoked in the Azure AD portal, resulting in a status of **Revoked**.
- The admin consent token for the module has expired, resulting in a status of **Token Expired**. This can occur if the Azure Global Administrator account used to grant consent has changed (deleted, role change, password change).
Note that a **Token Expired** status is not serious and has a limited impact on Quest On Demand operation.

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](#).

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.



NOTE: To restore a tenant and all the associated Quest On Demand configuration, contact [Quest Technical support](#).

Tenant restore is possible for up to 30 days after it has been removed. You must provide the tenant name and your organization ID. See [Displaying the organization ID](#)

To remove a tenant:

1. Click **Tenants** in the navigation panel on the left.
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 Quest 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 Quest On Demand application.
The Quest On Demand application Overview displays in the main panel.
6. At the top of the main panel, click **Delete**.

Settings

- [Activity trail](#)
- [Agents](#)
- [Notifications](#)
- [Subscriptions](#)

Activity trail

An activity trail 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 activity trail history for an organization. You can specify the start and end dates for an activity trail log download.

The following activity trail logs are available:

- **Global Settings:** Records information for add and remove tenant events as well as license consumption 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.
- **Recovery:** Records information on backup enable and disable events.

Downloading activity trail logs

To download activity trail logs:

1. In the side navigation panel, click **Settings**.
2. In the main panel, under **Modules**, select **Global Settings** or a module type.
By default, the date fields are configured to download logs from the last seven days.
3. To change the start or end dates, click on the date fields and select a date from the calendar window.
4. Click **Download**.
A zip file containing a comma separated values (.csv) file is downloaded.

Agents

A local agent is required to query and perform management actions on on-premise Active Directory objects. Agents run as a service on a machine in the local network. The machine must have sufficient privileges to perform the actions required. You must install the agent on the local machine.

This section contains information on installing and configuring an agent.

i | **NOTE:** For more information on an agent for a specific module, see the module User Guide.

- [Installing an agent](#)
- [Adding domains to the agent](#)
- [Enabling and disabling the agent](#)
- [Uninstalling the agent](#)
- [Additional agent commands](#)

Installing an agent

1. On your local machine, create a folder to store the agent install file and installation key.
2. In the Quest On Demand navigation panel, click **Settings**.
3. In the main panel menu bar, click **Agents**.
4. Under **Download Agent**, click **Download** and save the file in the folder you created.
If your browser automatically saves the file in a default folder, locate the file and copy it into the folder you created.
5. Go to the folder you created and extract the contents of the zip file into the folder. An Agent folder is created.

6. Return to the Quest On Demand **Settings > Agents** page and under **Generate Installation Key**, click **Generate** and save the generated file in the Agent folder. If your browser automatically saves the file in a default folder, locate the installation key file and copy it into the Agent folder.

i NOTE: If you do not copy the key file into the Agent folder, you will be prompted for the path to the file during the installation.

7. In the Agent folder, double click `Setup.exe`.
A console window opens.
8. In the console window, you are prompted to confirm the installation. Type **y** and press **Enter**.
9. You are prompted to enter the **Agent name**. Press **Enter** to accept the default or type a name and press **Enter**.
The agent is installed and the console window closes.
10. Return to the Quest On Demand **Settings > Agents** page and click **Refresh**.
In the **Modules** pane, the agent name is listed under the **Group Management** module.
11. Click on the agent name to display the **Agent Information**.

Adding domains to the agent

For modules that support on premises Active Directory domains, the domain name must be added to the domain list. The agent validates the domain name when it is added. For example, if you add domain `xyz.corp` and it does not exist or cannot be connected to, you receive an error.

Note that the agent must be enabled and online to add a domain name to the list. Check the **Enabled** and **Online** icons at the top left of the **Agent Information** fields.

To add a domain:

1. In the Quest On Demand navigation panel, click **Settings**.
2. In the main panel menu bar, click **Agents**.
3. In the **Modules** panel, select the module name for the agent.
4. The **Domains** field is below the **Agent Information**. Enter a domain name in the text box and click **Add**.
If the operation is successful, the domain is added to the domain list.

Enabling and disabling the agent

If an agent is enabled it is returned in a request for available agents within the organization. For example, a service may request an agent for domain `xyz.corp` in organization A. The agent management service looks for all enabled agents that support domain `xyz.corp` for organization A. Any agents that have been disabled are ignored. If the agent has been disabled it is not used.

To enable or disable an agent

1. In the Quest On Demand navigation panel, click **Settings**.
2. In the main panel menu bar, click **Agents**.
3. In the **Modules** panel, select the module name for the agent.

4. The Enabled / Disabled toggle is at the top left of the **Agent Information** fields.
5. Click on the toggle to change the state of the agent.

Note that you can start and stop the agent from a console window. See [Additional agent commands](#).

Uninstalling the agent

Prerequisites

You must know the location of the agent `setup.exe` file. See [Installing an agent](#)

To uninstall an agent:

1. Open a console window and navigate to the folder where the agent `setup.exe` file is located.
2. Type `setup.exe uninstall` and press **Enter**.
3. You are prompted to confirm the uninstall. Type `y` and press **Enter**.

Additional agent commands

The following commands and switches can be used from the Windows console command line. To use a command or switch, you must first navigate to the folder where the agent `setup.exe` file is located or provide the path to the file as part of the command syntax.

Prefix each command or switch with `setup.exe`. For example `setup.exe install`.

Type	Syntax	Description
Command	<code>install</code> or <code>i</code>	Installs the agent.
Command	<code>uninstall</code> or <code>u</code>	Uninstalls the agent.
Switch	<code>-q</code>	Do not ask for install or uninstall confirmation.
Switch	<code>-keyfile</code> or <code>-kf</code>	The full path to the agent installation key file.
Switch	<code>-key</code>	A string representation of the installation key.
Switch	<code>-name</code> or <code>-n</code>	The name of the agent.
Switch	<code>-user</code>	The username to run the Windows service under.

Switch	-password	The password for the username of the Windows service account.
Command	start	Starts the agent.
Command	stop	Stops the agent.
Command	restart	Restarts the agent.
Command	status	Gets the status of the agent. Status can be Running or Stopped.
Switch	-h or -?	Displays the help screen.

Notifications

A Quest On Demand notification is an email sent to one or more recipients following an event. For example, after a backup failure event, specified recipients receive a notification email.

Table 1: Supported notifications

Module	Event
Recovery	Backup failure

Configuring notification recipients

To add notification recipients for an event:

1. In the side navigation panel, click **Settings**.
2. In the main panel, click **Notifications** in the menu bar.
3. Under **Modules**, select a module type and then, an event type.
4. In the **Set the recipients** text box, enter the email address for a recipient and click **Add**.
The recipient is listed below the text box.
5. Repeat step 4 to add more recipients.
6. Click **Save**.
The next time the event occurs, all the listed recipients receive a notification email.

Subscriptions

The **Subscriptions** page contains the details of your current subscriptions.

Click the module name to get information on product subscription details and pricing as well as links to Quest sales support.

Table 2: Subscription field descriptions

Field	Values	Description
Modules	Module Name	The module name. Modules may offer separate licenses for specific features.
Subscription Type	Paid	The organization has purchased a subscription to this module.
	Trial	The organization has subscribed to a trial license. Module features may be limited. Note: When moving from Trial to Paid , the user associated with the paid subscription must be an organization administrator. See Subscription Owner when Moving from a Trial to a Paid subscription
	Technical Preview	The organization has subscribed to a technical preview license. Module features may be limited.
	Not subscribed	The organization is not subscribed to this module.
Expiry Date	mm/dd/yyyy	The date on which the subscription will expire. See Subscription expiry
Rate Plan	Prepaid	A set number of licenses have been purchased.
	Overage	The organization is billed for licenses as they are consumed.
Licenses	####	The number of licenses purchased ([∞] if the Rate Plan is Overage).
Used	####	The number of licenses currently consumed.

Subscription expiry

To prevent loss of data, subscription expiry takes place in stages.

Stage 1: Your subscription expires in X days

Thirty days prior to expiry, the Quest On Demand organization administrator receives an email notification. From this time on, the module tile on the Quest On Demand home page displays the number of days before the subscription expires.

Stage 2: Subscription expired. Access denied.

Once the subscription expires, members of the organization can no longer access the On Demand module. The configuration settings have been preserved and module services continue for the next 30 days.

Stage 3: Subscription expired. Service disabled.

After 30 days, module services are no longer operational for the tenants in the organization. Data is preserved for 30 days and then, it is permanently deleted.

Stage 4: Subscription expired. Data deleted.

Your data has been deleted and cannot be restored.

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 activity trail logs.

Modules

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

- Audit
- Group Management
- Migration
- Policy Management for Skype for Business Online
- Policy Management for Exchange Online
- Recovery

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](#)
- [Audit](#)
- [Group Management](#)
- [Migration](#)
- [Policy Management for Exchange Online](#)
- [Policy Management for Skype for Business Online](#)
- [Recovery](#)

Release Notes

- [Global Settings](#)
- [Audit](#)
- [Group Management](#)
- [Migration](#)
- [Policy Management for Exchange Online](#)
- [Policy Management for Skype for Business Online](#)
- [Recovery](#)

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.

Technical support

Quest provides numerous resources to support you with our products.

Current operational status

[On Demand status](#)

On Demand relies on Microsoft Azure and Amazon Web Services (AWS) infrastructure and as such, is subject to the possible disruption of these services. You can view the following status pages:

- [Microsoft Azure status](#)
- [AWS status](#)

Contact support

The [Contact Support](#) page allows you to submit a Technical Service Request. It also provides the phone numbers to use when contacting the Quest support team.

Module product support pages

Each On Demand module has a dedicated support page with "getting started", troubleshooting, and other useful information.

- [Product Support - Audit](#)
- [Product Support - Group Management](#)
- [Product Support - Migration](#)
- [Product Support - Policy Management for Exchange Online](#)
- [Product Support - Policy Management for Skype for Business Online](#)
- [Product Support - Recovery](#)

Information and discussion: Quest community forums

Visit the [On Demand community forum](#) to read current information or to post a forum topic.

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

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

Glossary

A

Active Directory

Microsoft Azure Active Directory (AD) is a multi-tenant, cloud based, directory and identity management service. For more information, see <https://docs.microsoft.com/en-us/azure/active-directory/active-directory-what-is>

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.

Administrator: 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.

Administrator: Module Administrator

Module administrators have permission to perform tasks in a specific module. You can add multiple module administrators to your On Demand organization.

Administrator: Office 365 Global Administrator

The Office 365 Global administrator has access to all Office 365 administrative features, including Skype for Business Online and Exchange Online

Administrator: 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.

M

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.

O

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.

Organizational account: Microsoft

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.

T

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.

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