



Quest® Recovery Manager for Active Directory
Disaster Recovery Edition 10.0

Quick Start Guide



Copyright 2019 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, and the Quest logo are trademarks and registered trademarks of Quest Software Inc. in the U.S.A. and other countries. For a complete list of Quest Software trademarks, please visit our website at <https://www.quest.com/legal>. All other trademarks, servicemarks, registered trademarks, and registered servicemarks are the property of their respective owners.

Legend

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

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

An information icon indicates supporting information.

Recovery Manager for Active Directory Disaster Recovery Edition Quick Start Guide

Updated - February, 2019

Version - 10.0

Contents

Licensing	4
Installing license key file	4
Updating license key file	4
Revoking licenses	5
Installing Recovery Manager for Active Directory Disaster Recovery Edition	6
Use the Setup Wizard	6
Perform a silent installation	7
Removing Recovery Manager for Active Directory Disaster Recovery Edition	12
Installing Backup Agent	13
Installing Backup Agent using the Setup Wizard	13
Performing a silent installation of Backup Agent	13
Changing Backup Agent port number	14
About us	15
Technical support resources	15

Licensing

The Recovery Manager for Active Directory Disaster Recovery Edition license key file specifies the licensed number of user accounts in the Active Directory domains protected with the product. If the actual number of user accounts exceeds the licensed number, Recovery Manager for Active Directory Disaster Recovery Edition does not stop functioning but displays a warning message each time you back up data. In this case, you need to purchase and install a new license key file allowing you to back up a greater number of user accounts or revoke licenses from the domains whose backups you no longer need.

To view information about and manage the installed license key file, you can use the **License** tab in the **About** dialog box: in the Recovery Manager Console, right-click the **Recovery Manager for Active Directory** console tree root, and then click **About**.

The **License** tab has the following elements:

- **Licenses purchased.** Displays the maximum allowed number of user accounts you can back up using the installed license file.
- **Licenses allocated.** Displays the number of user accounts backed up with the installed license file. If this number exceeds the number of purchased licenses, Recovery Manager for Active Directory Disaster Recovery Edition returns a warning message each time you back up data.
- **License usage.** Displays the number of user accounts backed up in each domain.
- **Revoke.** Revokes licenses from the domain selected in the **License usage** list. Be careful, as revoking licenses from a domain deletes all backups Recovery Manager for Active Directory Disaster Recovery Edition created for that domain.
- **Install License File.** Allows you to install a new license key file purchased from Quest.

Installing license key file

You need to supply a valid license key file when installing Recovery Manager for Active Directory Disaster Recovery Edition.

To install a license key file

1. In the Setup Wizard, on the **User Information** page, click **Browse license** to display the **Select License File** dialog box.
2. Locate the Quest license file (*.dlv) and click **Open**.

Updating license key file

If you have purchased a new license, use the Recovery Manager Console to update the license key file.

To update the license key file

1. In the Recovery Manager Console, right-click the **Recovery Manager for Active Directory** console tree root, and then click **About**.
2. In the **About** dialog box, click the **License** tab, and then click **Install License**.
3. In the **Update License** dialog box, enter the path and name of the license key file, and then click **OK**.

Revoking licenses

When the actual number of user accounts exceeds the licensed number, Recovery Manager for Active Directory Disaster Recovery Edition returns a warning message each time you back up data. In this case, you can revoke licenses from the domains whose backups you no longer need. The revoked licenses are returned to the pool of available licenses and you can allocate them to a different domain.

! **CAUTION:** When you revoke licenses from a domain, all backups created by Recovery Manager for Active Directory Disaster Recovery Edition for that domain get deleted. You should only revoke licenses from a domain if you no longer need backups created for that domain.

To revoke licenses from a domain

1. In the console tree, right-click the root node, and then click **About**.
2. In the **About** dialog box, click the **License** tab.
3. On the **License** tab, select the domain from the **License Usage** list, and then click **Revoke**.
4. In the confirmation message box, click **Yes**.

Installing Recovery Manager for Active Directory Disaster Recovery Edition

This section describes how to install Recovery Manager for Active Directory Disaster Recovery Edition. With Recovery Manager for Active Directory Disaster Recovery Edition installed, you can perform such tasks as

- **Backing up data in Active Directory.** This includes backing up Active Directory objects, AD LDS (ADAM) instances, cross-domain group membership data, managing backup creation settings and schedule. For detailed instructions, see the *Backing Up Data in Active Directory* section in the User Guide.
- **Restoring data in Active Directory.** This includes performing the granular restore of Active Directory objects, restoring AD LDS (ADAM) instances, Group Policy objects, unpacking Active Directory backups, and generating reports that show changes occurred in Active Directory and provide information on the restore operations performed with Recovery Manager for Active Directory Disaster Recovery Edition. You can also clone production domain controllers to a test lab environment. For detailed instructions, see the *Restoring Data in Active Directory* section in the User Guide.
- **Recovering the entire Active Directory forest or specific domains.** Recovery Manager for Active Directory Disaster Recovery Edition includes the Forest Recovery Console that simplifies and automates the process of Active Directory forest or domain recovery. Recovery Manager for Active Directory Disaster Recovery Edition automates the manual tasks involved in the recovery, remotely quarantines corrupt domain controllers, and restores domain controllers to speed up the overall recovery and restore business operation quickly. For detailed information, see the *Recovering an Active Directory Forest* and *Recovering Specific Domains in a Forest* in the User Guide.
- **Creating scripts that automate your backup and restoration tasks.** You can use the capabilities provided by Windows PowerShell to create and run scripts that automate your Recovery Manager for Active Directory Disaster Recovery Edition tasks, such as backing up or restoring data in Active Directory. For detailed information, see the *Using Management Shell* section in the User Guide.

There are two methods to install Recovery Manager for Active Directory Disaster Recovery Edition:

- [Use the Setup Wizard](#)
- [Perform a silent installation](#)

Each of these methods is described in the next sections.

Use the Setup Wizard

By using this installation method, you can install Recovery Manager for Active Directory Disaster Recovery Edition with either default or custom parameters. For more information on the aspects of the product installation that you can customize, see the table in the next procedure.

To install the product by using the Setup Wizard

1. Run Autorun.exe, located in the root folder of the Recovery Manager for Active Directory Disaster Recovery Edition Installation CD.
2. In the Autorun window, click **Setup**, and then click **Install** next to **Recovery Manager for Active Directory Disaster Recovery Edition**.
3. Follow the instructions in the Setup Wizard.
4. On the User Information page, specify a valid license file:
 - a. Click the **Licenses** button.
 - b. In the **License Status** dialog box, click **Browse License** to locate and open the license key file you want to use.
 - c. Close the **License Status** dialog box.
5. Click **Next**.
6. On the Choose Setup Type page, select one of the following options, and then click **Next**:

Table 1: Installation options

Option	Description
Express	Installs Recovery Manager for Active Directory Disaster Recovery Edition with default parameters. This option also installs the Microsoft SQL Server version supplied with the product.
Custom	Allows you to customize the product installation by specifying the following: <ul style="list-style-type: none">• The product features you want to install (such as the Forest Recovery Console, Management Shell, Reports, or Windows Administrative Tools Extension).• Default folder for storing backups created by the application.• Whether you want to install Microsoft SQL Server or use Microsoft SQL Server preinstalled in your environment.• An application you want to use for creating and displaying reports (for example, Dell Reports Viewer or Microsoft SQL Server Reporting Services).

NOTE: When configuring Recovery Manager for Active Directory Disaster Recovery Edition to create and display reports using Microsoft SQL Server Reporting Services, you must start the Setup Wizard under the user account that is assigned the predefined Content Manager role on the target SQL Server.

7. Follow the instructions in the wizard to complete the installation.

Perform a silent installation

A silent (or unattended) installation of Recovery Manager for Active Directory Disaster Recovery Edition does not require any user interaction. With this method, you specify the Recovery Manager for Active Directory Disaster Recovery Edition installation parameters at a command prompt before running the installation.

You can only perform a silent installation of Recovery Manager for Active Directory Disaster Recovery Edition when all of the following conditions are true:

- One of the Microsoft SQL Server versions listed in the System Requirements section in the Release Notes is accessible from the computer where you plan to install Recovery Manager for Active Directory Disaster Recovery Edition.
- One of the Microsoft SQL Server Reporting Services versions listed in the System Requirements section of the Release Notes is accessible from the computer where you plan to install Recovery Manager for Active Directory Disaster Recovery Edition or Dell Reports Viewer is installed and accessible on that computer.

To perform a silent installation of Recovery Manager for Active Directory Disaster Recovery Edition

i **NOTE:** You must install all the required software components manually before you run the command-line installation of the product. Otherwise, the installation will fail. For more details, see the *System Requirements* section in Release Notes.

- Enter the following syntax at a command prompt:

```
Msiexec /i "<Path to the Recovery Manager for Active Directory Disaster Recovery Edition installation CD> \Setup\Rmadfe.msi" /qb
SQLSERVER="<SQLServerName>\<InstanceName>" SQLAUTHENTICATION="0"
LICENSE="<LicensePath>"
```

The table below describes the parameters you can use to perform a silent installation of Recovery Manager for Active Directory Disaster Recovery Edition.

Table 2: Silent installation parameters

Parameter	Description	Example
SQLSERVER	Specifies the name and instance of a local or remote SQL Server to store Recovery Manager for Active Directory Disaster Recovery Edition data. This is a required parameter.	Example for a 32-bit system: Msiexec /i "E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>"
SQLDBNAME_REPORTING	Specifies an existing or new database to store Recovery Manager for Active Directory Disaster Recovery Edition report data. This database resides in the SQL Server instance defined in the SQLSERVER parameter. If you specify a database that does not exist, it will be created. If the SQLDBNAME_REPORTING parameter is omitted, a new database with the following name is created and used: RecoveryManager-Reporting-	Example for a 32-bit system: Msiexec /i "E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" SQLDBNAME_REPORTING="<DatabaseName>" Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" SQLDBNAME_REPORTING="<DatabaseName>"

Parameter	Description	Example
	<name of the Recovery Manager for Active Directory Disaster Recovery Edition computer>	
INSTALLDIR	Specifies the Recovery Manager for Active Directory Disaster Recovery Edition installation folder. If this parameter is omitted, the following default folder is used: %ProgramFiles%\Dell\ Recovery Manager for Active Directory Disaster Recovery Edition	Example for a 32-bit system: Msiexec /i "E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" INSTALLDIR="<PathToInstallationFolder>" Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" INSTALLDIR="<PathToInstallationFolder>"
BACKUP_PATH	Specifies the location where Recovery Manager for Active Directory Disaster Recovery Edition will store Active Directory backups. If this parameter is omitted, the backups are stored in %AllUsersProfile%\ Application Data\ Dell\Recovery Manager for Active Directory\Backups. Make sure that the volume hosting the backup storage folder has enough disk space. The backup files could reach several hundred megabytes in size.	Example for a 32-bit system: Msiexec /i "E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" BACKUP_PATH="<PathToStoreADBackups>" Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" BACKUP_PATH="<PathToStoreADBackups>"
SQLAUTHENTICATION	Specifies the SQL Server authentication method. You can use one of the following values: <ul style="list-style-type: none"> 0. Specifies to use Windows authentication credentials of the current user account. 1. Specifies to use the authentication credentials set in the SQLSERVERNAME and SQLUSERPASSWORD parameters. <p>If this parameter is omitted, Windows authentication credentials of the current user account are used.</p>	Example for a 32-bit system: Msiexec /i "E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" SQLAUTHENTICATION="0" Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" SQLAUTHENTICATION="0"
SQLUSERNAME	Specifies the user name for	Example for a 32-bit system: Msiexec /i

Parameter	Description	Example
	authentication on the SQL Server. This parameter is required if you set the SQLAUTHENTICATION parameter value to "1".	"E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" SQLAUTHENTICATION="1" SQLUSERNAME="<UserName>" SQLUSERPASSWORD="<Password>"
SQLUSERPASSWORD	Specifies the password for authentication on the SQL Server. This parameter is required if you set the SQLAUTHENTICATION parameter value to "1".	Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" SQLAUTHENTICATION="1" SQLUSERNAME="<UserName>" SQLUSERPASSWORD="<Password>"
VIEWER_APPLICATION_TYPE	Specifies the application to be used for viewing Recovery Manager for Active Directory Disaster Recovery Edition reports. You can use one of the following values: <ul style="list-style-type: none"> • local. Specifies to use Dell Reports Viewer installed on the Recovery Manager for Active Directory Disaster Recovery Edition computer. • remote. Specifies to use Microsoft SQL Server Reporting Services installed on a remote computer. 	Example for a 32-bit system: Msiexec /i "E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" VIEWER_APPLICATION_TYPE="<Value>" Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" VIEWER_APPLICATION_TYPE="<Value>"
VIEWER_REPORTING_SERVER	Specifies the HTTP address to access Microsoft SQL Server Reporting Services. This parameter is required if you set the VIEWER_APPLICATION_TYPE parameter value to "remote".	Example for a 32-bit system: Msiexec /i "E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" VIEWER_APPLICATION_TYPE="remote" VIEWER_REPORTING_SERVER="http://<HTTPAddress>" Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\<InstanceName>" VIEWER_APPLICATION_TYPE="remote" VIEWER_REPORTING_SERVER="http://<HTTPAddress>"
LICENSE	Specifies the path to the license file.	Example for a 32-bit system: Msiexec /i "E:\Setup\RMADFE_x86.msi" /qb SQLSERVER="<SQLServerName>\

Parameter	Description	Example
		<pre> <InstanceName>" LICENSE="<LicensePath>" Example for a 64-bit system: Msiexec /i "E:\Setup\RMADFE_x64.msi" /qb SQLSERVER="<SQLServerName>\ <InstanceName>" LICENSE="<LicensePath>" </pre>

Removing Recovery Manager for Active Directory Disaster Recovery Edition

To remove Recovery Manager for Active Directory Disaster Recovery Edition, complete the following steps:

1. In Control Panel, click **Uninstall a program**.
2. In the list, select Dell Recovery Manager for Active Directory Disaster Recovery Edition, and then click **Change**.
3. Follow the steps in the wizard that starts to remove the program from your computer.

If an antivirus program is running on the Recovery Manager for Active Directory Disaster Recovery Edition computer, you may be prompted to restart the computer.

To uninstall Recovery Manager for Active Directory Disaster Recovery Edition without restarting, disable any antivirus program on the computer first, and then uninstall Recovery Manager for Active Directory Disaster Recovery Edition.

Installing Backup Agent

Recovery Manager for Active Directory allows you to back up computer collections using Backup Agent preinstalled on each target domain controller (DC). The advantages of using preinstalled Backup Agent are as follows:

- Performing a backup without having domain administrator privileges. It is sufficient if Recovery Manager for Active Directory runs under a backup operator's credentials.
- Reducing network traffic when backing up a computer collection.

You can install Backup Agent using the Backup Agent Setup Wizard or perform a silent installation.

Installing Backup Agent using the Setup Wizard

To install Backup Agent using the Backup Agent Setup Wizard

1. On the target DC, run the **Backupagent.msi** file located in the Setup folder on the Recovery Manager for Active Directory Disaster Recovery Edition Installation CD.
2. Follow the instructions in the Backup Agent Setup Wizard.
3. On the Specify Backup Agent Port page, specify the TCP port number Recovery Manager for Active Directory will use to connect to Backup Agent. Click Next and follow the provided instructions to complete the wizard.

i | **IMPORTANT:** If you have Microsoft Windows Firewall installed, the TCP port you specify must be open. You must specify the same port number for all target DCs to be backed up.

A silent (or unattended) installation of Backup Agent does not require any user interaction. With this method, you specify the Backup Agent installation parameters at a command prompt before running the installation.

Performing a silent installation of Backup Agent

To perform a silent installation of Backup Agent

1. Copy the Backupagent.msi file from the Setup folder on the Recovery Manager for Active Directory Disaster Recovery Edition Installation CD to the target DC where you want to install Backup Agent.
2. Enter the following syntax at a command prompt on the target DC:

```
Msiexec /i "<Path to the Backupagent.msi file on the target DC>" [ERDPORT="<PortNumber>"]  
[FIREWALL_SETTINGS_CONFIGURE="<Value>"] /qn
```

Optional parameters are surrounded by brackets.

The table below describes the parameters you can use to perform a silent installation of Backup Agent. Note that by default the silent installation process uses a local system account. To install Backup Agent on a remote DC, this account must be given permissions to access that DC.

Table 3: Silent installation parameters

Parameter	Description	Example
ERDPORT	Specifies the target DC TCP port number to be used for Backup Agent traffic. If this parameter is omitted, TCP port 3843 is used by default.	Msiexec /i "C:\Backupagent.msi" ERDPORT=3355 /qn
FIREWALL_SETTINGS_CONFIGURE	Specifies whether or not to configure Windows Firewall on a Windows Server 2008-based target DC to allow Backup Agent traffic. You can use one of the following values: <ul style="list-style-type: none"> 0. Specifies not to configure Windows Firewall on the target DC. 1. Specifies to automatically configure Windows Firewall on the target DC. 	Msiexec /i "C:\Backupagent.msi" FIREWALL_SETTINGS_CONFIGURE= "1" /qn

Changing Backup Agent port number

Optionally, you can change the TCP port number that Backup Agent uses.

To change the Backup Agent port number

1. On the target DC, start Registry Editor (regedit.exe), and then locate and select the **HKLM\SYSTEM\CurrentControlSet\Services\ErdAgent** registry key.
2. In the details pane, double-click the **ImagePath** value, and use the Value data text box to specify the port number in the following way:

```
%SystemRoot%\RecoveryManagerAD\ErdAgent.exe -I -P:3899
```

In this example, Backup Agent will use port 3899.
3. When finished, click **OK**.
4. Close Registry Editor.
5. Restart the Backup Agent service.

By default, Recovery Manager for Active Directory uses TCP port 3843 to connect to Backup Agent. If you have specified a different port number, or if you have changed the port number after installing Backup Agent, for Recovery Manager for Active Directory to work properly, perform the following steps:

1. Start the Recovery Manager Console (snap-in). In the console tree, select **Recovery Manager for Active Directory**, and click **Settings** on the **Action** menu.
2. On the **General** tab of the **Properties** dialog box, select the **Connect to the backup agent using specific TCP port** check box, and then specify the appropriate port number in the **Port** box.

i **IMPORTANT:** If you have Microsoft Windows Firewall installed, the TCP port you specify must be open. You must specify the same port number for all target DCs to be backed up.

About us

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