Quest

Quest® On Demand Global Settings

User Guide

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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.

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

On Demand User Guide
Updated - July 2022

Contents

1

Working with On Demand

Welcome to On Demand. For an overview of the application, see Overview of On Demand. Use the links below for information on using On Demand.

Signing up for On Demand	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. On Demand management is based on the concept of organizations. An 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. **IMPORTANT:** To use the features of a module after you sign up, you must have a subscription. Trial licenses are available. See "Product Licensing" in the Global Settings Release Notes.
Managing your Azure tenants and on-premises domains	A tenant houses the users in a company and the information about them. You must add a Microsoft 365 tenant to On Demand to manage the tenant properties using an On Demand module. For the U.S. region, in addition to commercial tenants, you can add GCC and GCC High tenants if needed, In addition to managing your Azure tenants, On Demand provides support for connecting to on-premises domains in hybrid environments to perform data collection and management activities.
Managing organizations and regions	On Demand management is based on the concept of organizations. You can create an On Demand organization and specify the region in which the organization data is to be stored.
Adding users to an organization	Once you have created an organization, you can add additional users and determine what tasks each user can perform.
On Demand Home page	After signing in, users see the Dashboard. In addition to a tile for each module, the Dashboard displays statistics and operational data for your tenant.
Settings	Use settings to configure On Demand for your organization.
Documentation roadmap	Links to the User Guide and Release Notes for each module.
Technical Support	Resources for On Demand technical support.

2

Overview of 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 that are made available to users on demand through 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
- License Management
- Migration
- 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. In Azure Active Directory (Azure AD), a 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 Microsoft 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.

3

Signing up for 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	This section provides an overview of organizations and regions. You can configure organizations and regions after you sign up.
Signing up to On Demand	Information on how to enable multi-factor authentication.
On Demand trials and subscriptions	You must start a trial or purchase a subscription to begin using On Demand services.
Multi-factor Authentication	A task flow of the sign up process with links to step by step 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 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 polices 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 data centers deployed within a geographic area. Selecting the correct region for your organization lets you achieve higher performance and supports your requirements regarding data location. Specifying the region for your organization determines the geographical region where your data is stored.

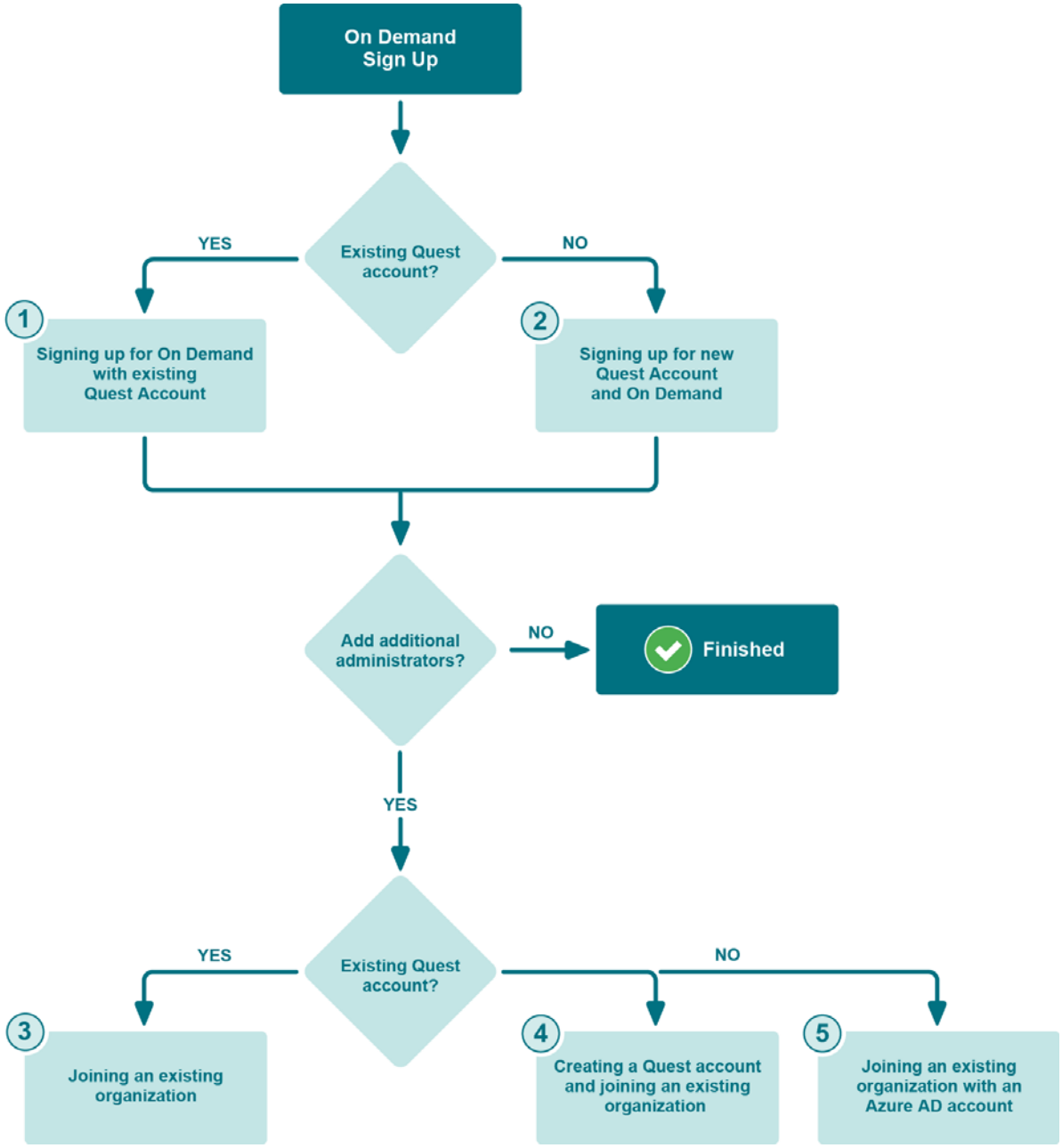
During sign up, you can choose the region where your On Demand data will be hosted. The following regions are currently supported:

- Australia
- Canada
- Europe
- United Kingdom
- United State

For more information, see Geographic regions.

Signing up to On Demand

The flow chart that follows shows the sign up process.



Signing in to On Demand with your existing Quest account

Signing up for a new Quest account and signing in to On Demand

Trying On Demand as a Guest User

Signing up to On Demand

Adding users to an organization

On Demand trials and subscriptions

Once you have signed in to and created an organization, you have the option to begin a trial or purchase a subscription for modules. In the side navigation panel, click Services to open a page with module information and Learn More links that take you to the appropriate Quest web sites.

Multi-factor Authentication

Multi-factor authentication (MFA) increases the security of the sign in process. With MFA, a user is granted access only after presenting two or more pieces of evidence (or factors) to an authentication mechanism. Microsoft accounts can be MFA-enabled. To enable multi-factor authentication (MFA) when signing in to On Demand, select **Sign in with Microsoft** on the Sign In page and login with your Microsoft MFA-enabled account.

Signing in to 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 to with your Quest account and create a new On Demand organization.

NOTE: To enable multi-factor authentication (MFA) when signing in to OnDemand, select **Sign in with Microsoft** on the Sign In page and login with your Microsoft MFA-enabled account.

To sign in to On Demand using your Quest account:

1. Go to the web page quest-on-demand.com.
   The "Welcome to 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”.
5. Click the link **Click here**.
   The “Subscribe” page opens.
6. Complete the required fields. Use your Quest credentials for the email and password.
7. Click **Subscribe**.
   The Welcome to On Demand page opens.
8. In the **Add organization** name field, enter a name for your On Demand organization.
9. In the **Select Region** field, select the region where you want your data to reside.
10. Click **Create New Organization**.

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

Signing up for a new Quest account and signing in to 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.

NOTE: To enable multi-factor authentication (MFA) when signing in to OnDemand, select **Sign in with Microsoft** on the Sign In page and login with your Microsoft MFA-enabled account.

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 On Demand page opens.
2. Under Create a Quest account click **Sign Up**.
   The Create an 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 in to 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 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 On Demand administrator for the organization.

Trying On Demand as a Guest User

You can try On Demand by signing in with an email address and scanning your environment. This process provides a dashboard view based on your data.

When you sign in as a guest user, a Quest account is associated with your email address and an On Demand organization is created for you.

Prerequisites

To scan your environment and provide a dashboard view based on your data, you must add a tenant. 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 sign in as a guest user

1. Go to the web page quest-on-demand.com.

   The Welcome to On Demand" page opens.

2 Under **Explore On Demand** click **Continue as Guest**.

The Guest User Demo Dashboard opens.

3 In the top right of the screen, click **Scan My Environment** and follow the steps to add your Azure AD tenant.

4

Managing organizations and regions

On Demand management is based on the concept of organizations. An 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 and 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 On Demand.

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

- Geographic regions
- Multiple organizations
- Displaying the current organization ID
- Creating a new organization
- Switching organizations
- Renaming organizations
- Displaying the organization ID

NOTE: To delete an organization, contact Technical Support.

Geographic regions

A Microsoft Azure region is a set of data centers deployed within a geographic area. Selecting the correct region for your 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
- United Kingdom
- Canada
- Australia

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 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.	• Audit • Group Management • License Management • Migration • Recovery
Europe	• Audit • Group Management • License Management • Migration • Recovery
U.K.	• Audit • Group Management • License Management • Migration • Recovery
Canada	• Audit • Group Management • License Management • Migration • Recovery
Australia	• Audit • Group Management • License Management • Migration

For the most up-to-date information, see https://regions.quest-on-demand.com/.

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 polices and settings. When using multiple organizations to manage a tenant, the organization administrators must coordinate their management activities.

Displaying the current organization ID

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

In the menu list, if you have only one tenant, the organization is shown under the Organization Name title. Click the organization to display the Edit Organization page which shows the Organization ID.

If you have more than one tenant, the Manage Tenants option is shown under Organization Name. Click **Manage Tenants** to see the list of your tenants with the tenant to which you are connected indicated. The organization ID is displayed on the tile for each tenant.

Creating a new organization

As an 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 On Demand page opens where you can create a new organization. Use the following steps to create an organization.

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

TIP: On the Create Organization page, if you decide not to create a new organization, click on your browser back button to return to your original organization.

To create a new organization:

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

NOTE: To delete an organization, contact Technical Support.

Best practices when selecting a region for a new organization

If you are creating an organization for use with an On Demand module, first determine the data location for your Microsoft 365 tenants.

You can view tenant-specific data location information in your Microsoft 365 Admin Center in **Settings | Org settings | Organization Profile | Data location**. For details about where your data is stored, see the Microsoft article: https://docs.microsoft.com/en-us/microsoft-365/enterprise/o365-data-locations?view=o365-worldwide

For most On Demand modules, select the On Demand deployment region that contains the data location of your Microsoft 365 tenant, if none of the available deployment regions match your Microsoft 365 tenant data location, select the deployment region that is closest to your Microsoft 365 tenant. For the On Demand Migration module see the section that follows.

Considerations when you create an On Demand organization for migration

On Demand Migration, the following points should be considered when selecting an On Demand region for a new organization:

- Select the On Demand deployment region that contains at least one data location for your source and target Microsoft 365 tenancies.
- If the source and target Microsoft 365 tenant data locations are in different On Demand deployment regions, select the region closest to the target tenant data location.
- If neither the source nor target Microsoft 365 tenant data locations are in an On Demand deployment region, select a region that provides the shortest migration path ***from*** source tenant ***to*** On Demand deployment region ***to*** target tenant.
- If the Microsoft 365 tenancies have Multi-Geo capability enabled, you might need to create separate On Demand organizations in different deployment regions. Consider the locations of each source and target combination and create On Demand organizations in a suitable deployment region.

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 Choose an Organizations page opens.
3. locate the row that contains the organization to which you want to switch.
4. Click **Select**.

Renaming organizations

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

Prerequisites

You must be an 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 Edit Organization page opens.
4. In the **Organization Name** field, enter the new name.
5. Click **UPDATE ORGANIZATION NAME.**

   The organization name is updated.

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 Tenants 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 Edit Organization page opens.

   Make note of the organization ID.
3. Click the browser back arrow to return to the Home page.

In the menu list, if you have only one tenant, the organization is shown under the Organization Name title. Click the organization to display the Edit Organization page which shows the organization ID.

If you have more than one tenant, the Manage Tenants option is shown under Organization Name. Click **Manage Tenants** to see the list of your tenants with the tenant to which you are connected indicated. The organization ID is displayed for each tenant.

5

Adding users to an organization

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

For a list of access control procedures, see the task flow Adding a user and assigning a role.

Users and roles

When you add a user to an organization, you also assign one or more roles. The role assignment determines what permission level a user has and 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 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 is configured with a number of default roles. The default role permission settings cannot be changed, but you can create custom roles with specific permission settings to align with your company policies. You can assign multiple roles to each user to combine permission sets.

NOTE: Every user must be assigned to at least one role. You cannot remove all roles from a user.

Default roles and their permission settings are described in the following sections.

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

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.

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 automatically assigned the On Demand Administrator role.

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

To view the current list of permissions available for each default role, expand **Access Control** in the side navigation panel and select **Roles**. Click any row the list of default roles to expand the table and view the individual role permissions.

For Migration, you can select nested permissions.

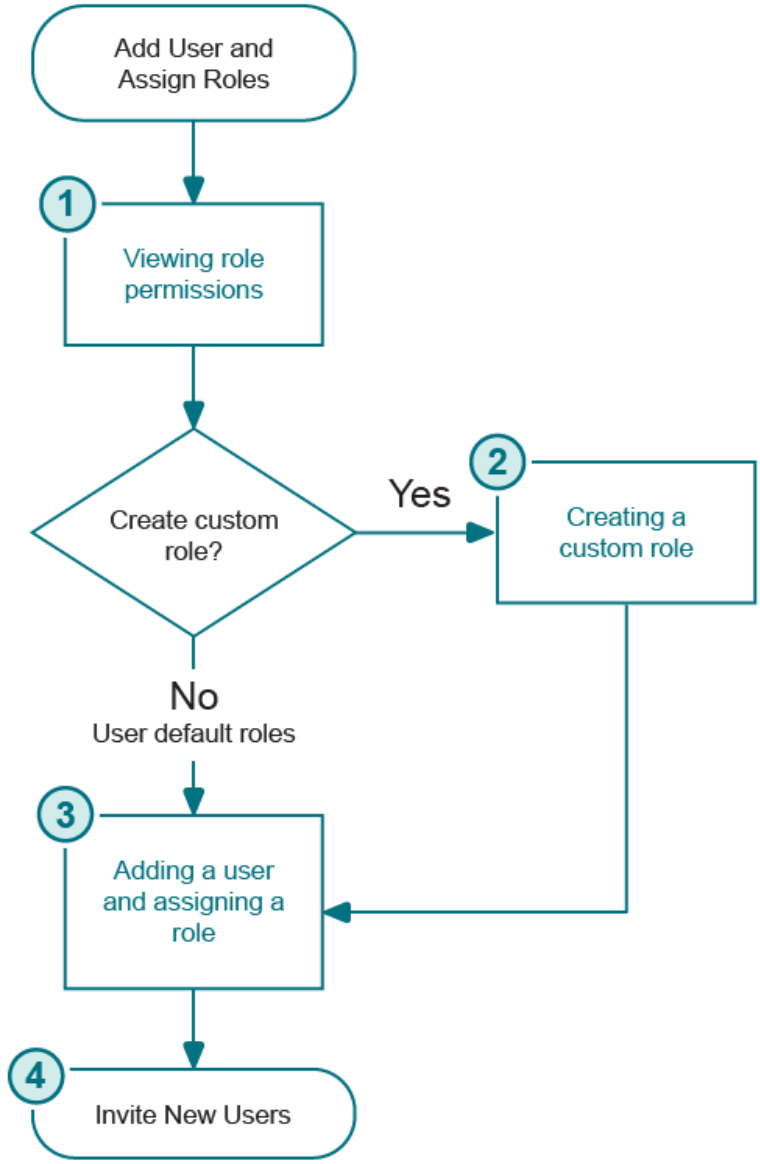
Role	Permissions
On Demand Administrator On Demand Organization (also has all module permissions)	• Can add and remove tenants • Can configure agents • Can create, delete, and assign access control roles • Can export data Specific services can be selected for this permission • Can read access control roles • Can read Activity Trail Specific services can be selected for this permission. • Can rename the organization
Audit Administrator	• Can manage Azure AD tenant configuration for Audit • Can manage Change Auditor installation configuration • Can manage organization private alerts and private alert plans • Can manage private alerts and private alert plans • Can manage private searches • Can manage shared alerts and shared alert plans • Can manage shared searches • Can run private searches • Can run quick search searches • Can run search visualization • Can run shared searches • Can view dashboard • Can view event details • Can view event retention settings • Can view shared searches
Group Management Administrator	• Can approve, reject, or cancel a request • Can configure and manage group management
Governance	• Can manage Governance
License Management Administrator	• Can manage licenses • Can read licenses

Role	Permissions
Migration Administrator	• Can configure and run migrations
Recovery Administrator	• Can download hybrid credentials • Can manage backup settings • Can manage events • Can manage project settings • Can read backup history • Can read differences • Can read events • Can read restore attributes • Can read task history • Can read UI collections • Can read UI projects • Can read unpacked objects • Can restore from differences • Can restore from objects • Can run backup manually • Can run difference report • Can unpack backups

Adding a user and assigning a role

The flow chart that follows 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.



1	Viewing role permissions
2	Creating a custom role
3	Adding a user to your organization and assigning a role
4	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 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
- Adding a user to a 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. Default roles cannot be edited. You must create a custom role to enable editing.

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: 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.

   Some role permissions are partitioned into services. If available, you can configure access to a service using the **Selected Services** field.
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**.

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:

Name
Description
Role Permissions.

Some role permissions are partitioned into services. If available, you can configure access to a service using the **Selected Services** field.

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**.

If the user is not currently a member, they are added to the organization.

Adding a user to a role

NOTE: Email notification
When a user is added to a role, the user receives an email informing them of the action.

To add a user to 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 **Assign Users**.

The Assign Role page opens.

3 In the **Add a user to this role** field, enter the email address of the user you want to add.
The user name must use the email address format *username@domain.*

4 Click **Add User**.

The user is assigned to the role and has the permission set defined by the role.

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 On Demand using the email address, the user must create a On Demand account with the email address. To create an On Demand account, see Signing up to On Demand.

Perform the following tasks on the access control Users page:

- Adding a user to your organization and assigning a role
- Editing user roles
- Removing a user from the organization

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 sign in to the organization using the procedures under Inviting new users.

Adding a user to your organization and assigning a role

On Demand is configured with default roles. To create a custom role, see Access Control: Roles.

> **NOTE: Email notification**
> When a user is added to a role, the user receives an email informing them of the action.

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, enter the role name. An auto-complete list offers suggestions based on your input.
4. Select a role to enable the **Add** button.
5. Click **Add**.

Editing user roles

On Demand is configured with default roles. To create a custom role, see Access Control: Roles.

> **NOTE: Email notification**
> When a user is added to a role, the user receives an email informing them of the action.

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 to make the **Role** field editable.

4 Click inside the editable **Role** field and begin typing the name of the role you want to add. An auto-complete list offers suggestions based on your input.

5 Enter the role name you want to add. An auto-complete list offers suggestions based on your input.

6 Select the role from the list.

7 Add additional roles or remove assigned roles as required.

8 Click the check mark to confirm the role assignment.

Removing a user from the organization

To remove a user

NOTE: Email notification

When a user is removed from the organization, they receive an email informing them that they no longer have access to the organization.

1 In the side navigation panel, expand the **Access Control** item and select **Users**.

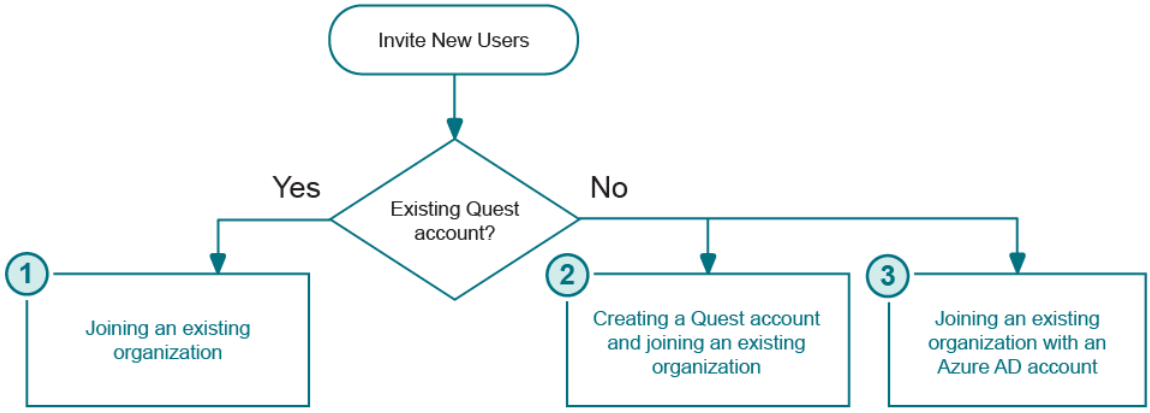
2 In the list of users, locate the user you want to delete in the User **Name** column.

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.



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

2 Joining an existing On Demand organization

3 Joining an existing On Demand organization with an Azure AD account

Creating a Quest account and joining an existing On Demand organization

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

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

Prerequisites

The following prerequisites must be met:

- You must have a valid email account where you can receive a verification email from *support.quest.com*.
- An administrator for the organization must have added you to the organization.

To join an organization

1. Go to the On Demand 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 account.

   The email and password you enter will be the credentials you use to sign in to On Demand.
3. Click the check box to agree to Quest's privacy policy and terms of use.
4. Click **Sign Up**.

   The We've sent you an email page opens.
5. Open your email account and open the email from Support.quest.com.
6. Click the **Verify email address** link.

   The On Demand home page opens. You are signed in to the organization to which you were added.

Joining an existing On Demand organization

This procedure is for users who want to join an existing organization.

Prerequisites

The following prerequisites must be met:

- An administrator for the organization must have added you to the organization.

  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 On Demand organizations are associated with your email account, you must know the name of the organization to which you want to sign in. After sign in, the Select Organization page is displayed and you must select the organization that you want.

To join an organization

1. Go to the web page quest-on-demand.com.

   The Welcome to On Demand page opens.

2 Under Already have an account, click **Sign In**.

3 Enter your email account credentials.

4 Click **Sign In**.

- If only one organization is associated with your email account, the On Demand home page opens. You are signed in to the organization to which you were added.
- 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 and 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 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 On Demand.

Prerequisites

- An administrator for the organization must have added you to the organization.
- If multiple 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 that 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 On Demand page opens.

2 Under Already have an account, click **Sign In**.

3 At the bottom of the page, click **Sign in with Microsoft**.

- If only one organization is associated with your email account, the 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 and click **Select Organization**.

6

Managing your Azure tenants and on-premises domains

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

This section contains information about the following activities involved in setting up your On Demand environment to manage your Azure tenants and on-premises domains:

- Tenants overview
- Adding tenants
- Managing admin consent permissions
- Removing a tenant
- Managing your on-premises domains
- Adding an on-premises agent
- Configuring an agent
- Removing an agent
- Adding an Active Directory domain
- Removing a domain

Tenants overview

The Tenants page provides an overview of all your tenants. It shows the number of users, consent status, and provides access to admin consent for the different On Demand modules.

On the Tenants page, each tenant tile lists the number of users in the tenant. The user count is divided into **Cloud only** and **Hybrid** users. Hybrid users are Microsoft identities that can access both on-premises and cloud-based resources.

About an Azure Active Directory tenant

A tenant houses the users in a company and the information about them. You must add a Microsoft 365 tenant to manage the tenant properties using an On Demand module.

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

B2C tenants

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.

Adding tenants

When you add a tenant, you must have Global Administrator credentials in Microsoft Azure since part of the process of adding a tenant is done in the Microsoft Azure portal.

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.

If you are in the U.S. region, once you select **Tenants** and click **Add Tenant**, you must select the type of tenant you are adding, whether commercial, GCC, or GCC High. When you click **Add Commercial or GCC Tenant** (or **Add GCC High Tenant**) you are redirected to the Microsoft tenant administration login page where you must log in with the Global Administrator credentials for the tenant.

If you are in any other region, you select **Add Tenant** and are immediately redirected to the Microsoft tenant administration login page where you must log in with the Global Administrator credentials for the tenant. After successful authentication, the Consent Grant dialog is displayed. You must confirm the consent grant.

About GCC and GCC High tenants

GCC or a GCC High tenants are available only for deployments in the U.S. region. Currently, only the On Demand Migration module supports GCC and GCC High tenants.

Microsoft 365 GCC tenants are typically used by US public sector organizations and the contractor organizations that service them.GCC High tenants provide Microsoft 365 services that adhere to additional US Department of Defense security requirements. Customer eligibility to GCC High tenants is restricted.

Prerequisites for adding tenants

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

To add a tenant

1. Log in to On Demand using the credentials you used to sign up for On Demand.
2. In the navigation panel on the left, click **Tenants**.

   The Office 365 Tenants page is displayed by default.
3. Click **Add Tenant**.

   If you are in any region other than the U.S region, such as Europe, United Kingdom, Canada, or Australia, you are immediately redirected to the Microsoft login page.
4. If you are in the U.S. region, you must select the type of tenant that you are adding:
   - Click **Add Commercial or GCC Tenant**

- OR -

Click **Add GCC High Tenant**

> **NOTE:** Currently, only the On Demand Migration module supports GCC and GCC High tenants.

You are redirected to the Microsoft login page.

5 Enter your Azure AD Global Administrator credentials and click **Next**.

A page opens with the list of permissions that you are granting.

6 Click **Accept**.

The Office 365 Tenants page is displayed.

7 On the Office 365 Tenants page, at the bottom of the tile for the newly added tenant, click **Edit Consents**.

The Admin Consent status page opens.

8 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 you need to have additional permissions for a module, click **Grant Consent.** You are redirected to the Microsoft login page.

9 Enter the Azure AD Global Administrator credentials and click **Next**.

A page opens with the list of permissions settings you are granting.

10 Click **Accept**.

The Office 365 Tenants page is displayed. GCC or GCC High tenants are identified with a GCC or GCC High tag in the right corner of the tenant tile.

If you click **Edit Consents** on a GCC or GCC High tenant tile, in addition to the domain name and the tenant ID, you will also see the country code for the tenant.

Displaying a tenant name change

At a later date, if you change the display name of the tenant or the default domain name in Microsoft Azure Active Directory, you can refresh the tenant in On Demand to immediately update the name. When you refresh the tenant, On Demand rereads the tenant information from your Azure Active Directory tenant to synchronize with the On Demand stored data.

To refresh the tenant, display the Tenants page and click the refresh icon that displays beside the tenant name on the tenant tile.

Managing admin consent permissions

Once you add a tenant, you are redirected to a page that lists the permissions that will be granted. You must click **Accept** and provide admin consent for the On Demand application. Once the Global Administrator adds a tenant to On Demand, an application record is created in the tenant indicating that admin consent has been provided.

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

For security, when you first add a tenant, only the minimum permission settings are granted. Some modules require additional permissions for specific activities. Once a tenant has been added to On Demand, you can grant additional permissions on the Tenant Consents page.

On May 19, 2022, On Demand introduced a new consent experience using Microsoft Authentication Library (MSAL) which required that consent be regranted for modules that use delegated permissions. For details about MSAL, see About the Microsoft Authentication Library (MSAL) on page 33.

To open the Tenant Consents page, click **Tenants** in the navigation page and click **Edit Consents** on the tenant tile.

You can view the specific permissions for each On Demand application by clicking **View Details**. You can also see the last time that consent was granted and which On Demand user granted the consent.

- About admin consent status
- Granting and regranting admin consent
- About revoking admin consent

About admin consent status

On the Tenant Consents page, you can view the module admin consent status for each tenant that 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. A Microsoft Global administrator must provide admin consent when granting consents to any application listed on the page.

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 edit admin consents

1. Click **Tenants** in the navigation panel on the left.
2. At the bottom of a tenant tile, click **Edit Consents**.

   The Tenant Consents page for the tenant opens.

In the Status and Actions column, the status information indicates whether admin consent has been granted for the module consent type.

- If the current status is **Not Granted**, you can enable the module consent type for this tenant by clicking **Grant Consent**.
- If the current status is **Regrant Consent,** a change in the required permissions or new functionality might mean that you must regrant consent for a previously granted consent.

To view the permissions that are granted for each consent type, click **View Details**.

NOTE: If additional admin consent permissions are required to perform specific tasks within a module, these consent types are listed below the core or basic consent type for the module.

Granting and regranting admin consent

You must grant specific admin consents for each On Demand tenant. For example, if you grant access for MyCompany tenant in organization A, and add the MyCompany tenant to organization B, you must grant consent for organization B. In some situations, you might have to regrant consent for an application used by your tenant.

For the following scenarios, click **Grant Consent** or **Regrant Consent** in the Status and Actions column.

- The admin consent token for the module expired, resulting is a status of **Consent Required**. The status of Consent Required indicates that On Demand cannot obtain a token with delegated permissions based on a previously granted admin consent. To restore the interrupted services, you must regrant consent.

  The Consent Required status can be caused if the Azure Global Administrator account used to grant consent has been changed such as: password change, user role change in the organization, user account was disabled or removed, or all tokens were invalidated for a tenant after a tenant policy update.

- A new feature in an On Demand module can require that additional permissions be granted. In this scenario, you would click **Regrant Consent**. For example, when On Demand implemented the new Microsoft Authentication Library (MSAL) in June 2022, admin consents had to be regranted for modules that use delegated permissions.

  The following On Demand application registrations required that consent be regranted:

  - On Demand - Recovery - Basic
  - On Demand - Recovery - Teams
  - On Demand - Migration - Teams
  - On Demand - License Management - Self Service License Reporting
  - On Demand - Group Management

  For more information, see About the Microsoft Authentication Library (MSAL) on page 33.

- Admin consent has been revoked in the Azure AD portal, resulting in a status of **Revoked**. If you revoke the Core Basic admin consent in the tenant you will see **Revoked** status for Core Basic and **Not Available** for all other modules. The Core Basic application is used to determine the consent status for your tenant. If that consent is revoked, On Demand cannot determine consent status for the rest of the modules. Consent might be granted for the modules, but On Demand cannot verify it.

  For this reason, it is strongly recommended that you do not revoke Core Basic consent.

About the Microsoft Authentication Library (MSAL)

The Microsoft Authentication Library (MSAL) is the recommended library that replaces the deprecated Azure Active Directory Authentication Library (ADAL). MSAL provides improved security, is resilient, and allows tokens to be generated with a very granular scope. Since MSAL supports generated tokens with a granular scope, On Demand can use tokens with a narrowed scope when accessing your tenant.

This feature provides a more secure and granular approach for accessing your data. For more information, see Permissions and consent in the Microsoft identity platform.

Prerequisite for Self Service License Reporting access

For the License Management module, to use Self Server License Reporting, you must grant additional permissions over the Base permissions.

Sometimes, when you grant consent for Self Service License Reporting, you might see an error that indicates that the app requires access to a service that your organization has not subscribed to or enabled. This error occurs if the Microsoft M365 License Manager API, required to gather self-service policy data, is not enabled in the tenant by default. You can resolve the error by enabling the M365 License Manager API in the tenant.

To enable the M365 License Manager API

1. Install the Azure PowerShell Az module if it is not already installed.
2. Run the Connect-AzAccount cmdlet to log into your tenant using an account that has Azure AD administrative rights.
3. Run the following command:

   New-AzADServicePrincipal -ApplicationId aeb86249-8ea3-49e2-900b-54cc8e308f85

After you complete these steps, you can complete the Grant Consent for Self Service License Reporting without errors.

About revoking admin consent

Completely revoking admin consent removes all permissions granted for the On Demand application. Revoking admin consent is a manual process that must be performed in the Microsoft Azure portal.

NOTE: You can revoke or disable consent in the Microsoft Azure Portal.

Revoking admin consent in the Azure Portal

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

To revoke admin consent

1. Log in to the Azure Resource Manager with the credentials for the Azure Active Directory tenant.
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. Search for and select the Quest On Demand application.
6. In the Manage section of the left menu, select **Properties**.
7. At the top of the Properties pane, select **Delete**, and then select **Yes** to confirm you want to delete the application from your Azure AD tenant.

Alternately, to disable consent, you can disable a user from signing in.

To disable a user from signing in

1. Sign in to the Azure portal as the global administrator for your directory.
2. Search for and select **Azure Active Directory**.
3. Select **Enterprise applications**.
4. Search for and select the Quest On Demand application.
5. Select **Properties**.
6. Select **No** for Enabled for users to sign-in?.
7. Select **Save**.

Removing a tenant

By removing a tenant, you are beginning the process of disabling all module functions related to the tenant. When you remove a tenant, you are removing the tenant from the On Demand organization for all users and this action cannot be undone.

All module operations will stop after 30 days. At that point, the following operations are halted:

- Active backups and provisioning actions are canceled.
- Audit event data are no longer collected.
- Attestation will no longer be initiated.
- All license reports and cost data is no longer collected.
- Governance data collection and assessments will be stopped.

NOTE: If a tenant was inadvertently removed, it might be possible to restore a tenant and all the associated On Demand configuration for up to 30 days after it was removed from On Demand. In this situation, contact Technical Support.

You must provide the tenant name, your organization ID, and the tenant region.

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 **Remove**.
3. Review the list of results from the remove action and select each check box**.**
4. Click **Remove Tenant**.

When you previously added the tenant, a Service Principal was created in your tenant, under Enterprise applications, for each consent that you granted for this tenant. To remove the consents, log in to the Microsoft Azure portal and go to the Azure Active Directory Admin Center. Browse to Enterprise Applications, search for *Quest on Demand -*, and delete all the application records that you do not need.

Managing your on-premises domains

In addition to managing your Azure tenants, On Demand provides support for connecting to on-premises domains in hybrid environments to perform data collection and management activities.

By installing an agent with a unique key and specifying domains to which the agent is connected, you can review information and perform actions in your hybrid environment. You start the process to install and configure an agent by selecting **Tenants** in the left navigation bar and selecting **Hybrid Agents**.

You can add on-premises domains to On Demand selecting **Tenants** in the left navigation bar and selecting **Active Directory Domains**. You can also add domains as part of the agent configuration process.

Agent prerequisites

To add and configure agents and to add on-premises domains, you must have the On Demand Organization Admin role and specifically must have the Can Configure Agents (core.configureAgents) permission.

You must also have a valid paid subscription for the On Demand module with which you are using the agent. Currently, only On Demand License Management supports this feature.

The login account that you use to run the agent setup program must have local administrator rights.

The agent setup program will prompt you for service account credentials (username and password) that are used to run the agent service. The agent service account must be a domain account and must have local administrator rights on the computer on which the agent is being installed. Also, for License Management, the service account must have Write Members permissions on the directory group objects.

Adding an on-premises agent

The following steps describe the general process for installing and configuring the On Demand on-premises agent. For the detailed procedures, see To add an agent on page 36 and To configure an agent on page 38.

For information about the permissions required to install an agent and the permissions needed by the agent service account, see Agent prerequisites on page 35.

1 Add the agent to On Demand.

   An agent package is generated with unique key.

2 Download the agent package and copy it to the member server on which you want to run the agent.

3 Install the agent, specifying the required information.

   Once agent is installed it connects to the On Demand organization.

4 Configure the agent specifying the actions it can perform and domains with which it works.

To add an agent

1 Log in to On Demand using the credentials you used to sign up for On Demand.

2 In the navigation panel on the left, click **Tenants**.

3 Click **Hybrid Agents**.

4 Click **Add Agent**, read the procedure information and click **Continue**.

5 Once the installation package is ready, click **Download**.

   The agent package with a unique key is downloaded to your computer.

   IMPORTANT: You must install the agent within 10 days or the unique key will expire. Also, you cannot re-use an agent package, even if you have removed the agent from a previous installation. You must download and install a separate agent on each server.

6 Copy the agent package to the server and double-click the AgentSetup.exe file.

   The installer is packaged as a self-extracting executable. If you run the installer without arguments, it prompts you for the required installation parameters, including the folder where the agent should be installed. For information about the available arguments, see Installing the agent using the command shell on page 37.

7 In the command line console, enter the following information in response to the prompts:

   - Agent installation path: The folder to which the agent files will be extracted. If you do not specify the path, the default path is set to C:\QuestAgent.
   - Enter Y when you are prompted to install Quest On Demand On-Premises Agent.
   - Agent name - optional. If you do not specify an agent name, the NETBIOS name of the computer is used.
   - Credentials (user name and password) of the account that is used to run the agent service. The account specified must be a domain account and must have local administrator rights on the computer where the agent is being installed. Other required rights depend on the modules with which the agent will be used.

About agent installation

Depending on your browser and the download options that you configured, when you click Download, the AgentSetup.exe file is downloaded to the location you specify. In most cases the AgentSetup.exe file is downloaded to your Downloads folder.

The setup program is a console application. If you double-click the AgentSetup.exe file, a console window is opened and you are prompted for information such as installation folder and service user name and password. Optionally, you can open a command shell and manually execute the installer from the command line which allows you to specify arguments

The file name of the downloaded file is AgentSetup.exe. The installer is packaged as a self-extracting executable. If you run the installer without arguments, it prompts you for all required installation parameters, including the folder where the agent should be installed.

You can run the AgentSetup.exe from any directory (as long as you run the program on the computer on which it is to be installed). The self-extracting executable prompts you for the folder to which the agent files will be extracted. The self-extracting installation package extracts the files to the specified target folder and runs the setup program (Setup.exe) from the target folder.

Once an agent installation package is used to install the agent on a computer, you cannot use the same package to install the agent on another computer.

IMPORTANT: The installation key included in the installer is a unique one-time key that cannot be used again to install the agent elsewhere, even if you uninstall the agent from the current computer.

Installing the agent using the command shell

If you open a command shell, you must open it with elevated permissions (such as “Run as administrator”). The setup program requires admin rights.

You can provide the parameters for agent installation through command line switches. This method allows the agent to be installed without any prompts. The supported switches are as follows:

--outdir <output_directory>

Provides the target directory where the agent files will be extracted. This is the only switch that is handled directly by the self-extracting executable. All other switches are forwarded to the agent setup program that is executed after the files are extracted.

--quiet

Prevents prompting. When you use this switch, you must also specify all parameters that do not have default values through the command line. If any parameters are missing, the installation will fail.

--name <name>

The name used to identify the agent. The agent name is displayed in the On Demand Agent configuration page once the agent installation is completed. If no name is provided, the NETBIOS name of the computer is used as a default value.

--user <username>

The Windows user account under which the agent service is run. This is a required parameter. The user account specified must be a domain account and must have local administrator rights on the computer where the agent is being installed. The local administrator rights are needed to allow the agent to perform an auto-update when new versions of the agent become available.

Additional permissions depend on the workload being performed by the agent. Refer to the documentation for the specific On Demand module for more information. For example, to manage on-premises groups in License Management, the agent service account must have Write Members rights on the group object in Active Directory.

The account is granted Log On As Service rights on the local system during installation.

--password <password>

The password of the Windows user account under which the agent service is run. It is a required parameter. This password is not stored anywhere within On Demand. The password is only used to configure the startup properties of the Windows service.

Configuring an agent

After you have installed the agent, you must configure the agent with the on-premises domains to which the agent is connected and the actions the agent can perform.

To configure an agent

1. Click **Tenants** in the left navigation bar and select **Hybrid Agents**.

   A tile for the newly installed agent is displayed. The text under the headings for Domains and Agents shows Not Configured.

2. Click **Edit Configuration**.

3. In the Actions section, view the list of actions and select the actions that the agent is allowed to perform.

   For example, you could select **Modify group membership** if you want to be able to assign a user license through an on-premises group in the On Demand License Management module.

4. In the Connected Domains section, do one of the following steps:

   - Click **Add New** and add an on-premises domain to On Demand that will be connected to this agent. For information about adding a domain, see Adding an Active Directory domain on page 39.

     - OR -

   - Click **Select Existing** and select a domain that has already been added to On Demand.

5. Click **Save**.

Editing an agent configuration

After an agent is configured, you can update the agent configuration at any time. When you view an agent tile for a configured agent, you can see the computer on which the agent is installed and the number of allowed actions and the number of connected agents.

To update an agent configuration

1. On the agent tile, click **Edit Configuration**.

   Basic information about the agent such as the agent name, the name of the computer on which the agent is installed is shown. Additionally you can see the configuration details including the allowed actions for the agent and the domains to which the agent is connected.

2. You can update the agent configuration as follows:

   - For actions, you can click **Select Actions** to update the allowed actions.
   - For connected domains, you can click either **Add Domain** or **Select Existing** to add a new domain for the agent or to connect the agent to an existing domain.

3. When you have made your changes, click **Save**.

When viewing the information for the configured agent, you also have the option of removing an action or a connected domain.

To remove the action or domain from the displayed agent configuration, click  beside the action or domain.

Removing an agent

There are two stages in removing an agent:

- You remove the agent from On Demand.

- You uninstall the agent from the server on which it was installed.

To remove an agent

1. Log in to On Demand using the credentials you used to sign up for On Demand.
2. In the navigation panel on the left, click **Tenants**.
3. Click **Hybrid Agents**.
4. Select the tile for the agent you want to remove and click **Remove**.
5. Review the list of results from the remove action and select each check box**.**
6. Click **Remove Agent.**

   At this point, the agent will be disconnected from On Demand cloud services. The agent is no longer linked to any On Demand domains and cannot perform any configured allowed actions.

   Uninstalling the agent

   After the agent is removed from On Demand, you can uninstall it from the command line using the following steps:
7. Open a command prompt with administrative privileges (such as Run as Administrator).
8. Switch to the folder in which you installed the agent. By default, the path is C:\QuestAgent unless otherwise specified.
9. Type the following command: **setup --uninstall**

Adding an Active Directory domain

When you select **Tenants** in the navigation panel on the left, a tab titled **Active Directory Domains** is shown. Select the tab to view information about your domains and to add new domains. You add domains to On Demand by specifying the FQDN (Fully Qualified Domain Name) for each domain that you want to add. In an Active Directory multi-domain forest, you must add each parent and child domain with which you want to work.

Optionally, if you add your agents first, you can add a domain when you are configuring an agent.

To add a domain

1. In the navigation panel on the left, click **Tenants**.
2. Click **Active Directory Domains**.
3. Click **Add Domain**.
4. Enter the FQDN (Fully Qualified Domain Name) for the on-premises domain you want to add.
5. If there is a preferred DC (domain controller) that you want to use, enter the name for the DC. This is optional.
6. Click **Save**.

After you have added your domains, you can install and configure the agents that will work with those domains.

Editing a domain configuration

You cannot change the FQDN (Fully Qualified Domain Name) for a domain in On Demand. If the FQDN for an on-premises domain has changed, or if you accidentally entered the FQDN incorrectly, you must remove the domain from On Demand and add a new domain with the new FQDN.

You can modify the preferred domain controller for a domain.

Removing a domain

You can remove a domain from On Demand. When you remove a domain, the association with your on-premises domain is removed and the domain is removed from all linked agents. Active Directory group membership will not be updated and Active Directory data is no longer collected.

To remove a domain

1. In the navigation panel on the left, click **Tenants**.
2. Click **Active Directory Domains**.
3. On the tile for the domain that you want to remove, click **Remove**.
4. Review the list of results from the remove action and select each check box**.**
5. Click **Remove Domain**.

7

On Demand Home page

The Home page contains the following components.

Masthead	The masthead displays your current user ID and provides information about your organization.
Side navigation panel	The side navigation panel is always available as you move through the On Demand site.
Dashboard	In addition to a tile for each module, the **Dashboard** displays statistics and operational data for your tenant.

Masthead

The masthead displays the On Demand name on the left and on the right side shows the following:

- Your user ID with a drop down menu arrow.
- An information icon **(i)** that opens the On Demand information window.
- A status icon and a message that indicates the system status for the modules in your organization. You can expand the status to view the individual modules that might be affected. You can click the **Status Overview** link to view the On Demand Status page.
  - If all your modules (such as Auditing, License Management, and Recovery) are operational, the icon is green and displays **All Systems Operational**. If you click the status text, you can see the individual modules with green icons indicating systems are operational.
  - If one or more modules has a status of degraded performance or partial outage, the icon is yellow and displays **Partial System Outage**. When you click the status text, yellow icons appear beside the affected modules.
  - If one or more modules has a status of major outage the icon is red and the text link displays **Major Service Outage** in red. When you click the status text, red icons appear beside the affected modules .

  You can click the **Status Overview** link to display details about outages, past incidents, and all planned maintenance in the near future in the On Demand Status page.

If there is scheduled maintenance planned that will include system downtime, a blue banner is displayed at the top of the masthead that includes information about the scheduled outage. You can click **Read more** to view the maintenance details on the On Demand Status page.

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 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 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 Technical Support.

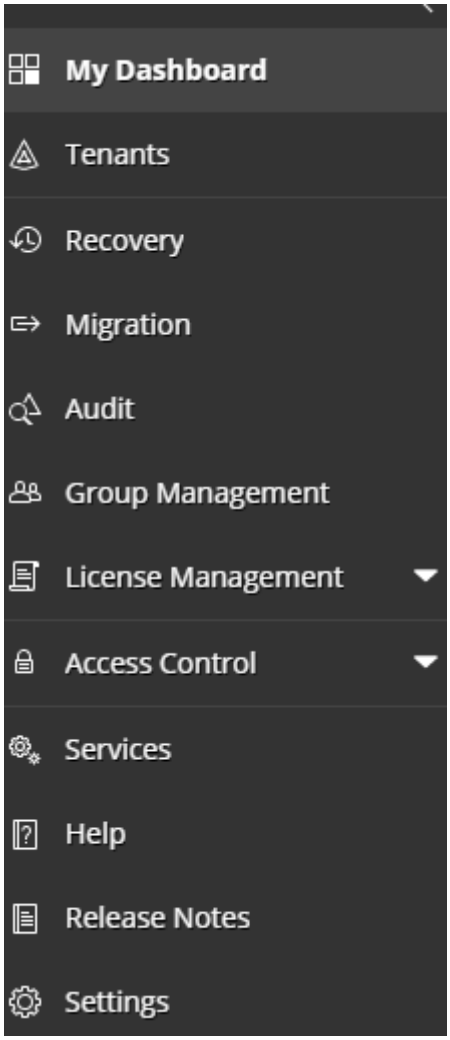
On Demand Status page

When expand the system status on the masthead and click the **Status Overview** link, you can view the On Demand Status page. The page provides detailed information about outages, past incidents, and planned maintenance. If there are partial outages or degraded performance for some modules, you can view an expanded list that indicates which geographic locations are affected.

If a blue banner displays at the top of the masthead, you can click **Read more** to see the scheduled maintenance list in the On Demand Status page. The list provides the date for each scheduled maintenance activity and indicates whether downtime is expected during the maintenance activity.

You have the option to subscribe to updates through email notifications whenever Quest On Demand creates, updates or resolves an incident.

Side navigation panel



Minimize the panel

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

My Dashboard

Click to return to the Home page.

Tenants

Opens the Tenants page. For information, see Managing your Azure tenants and on-premises domains.

Module links

Use the module links to quickly open a module page.

Access Control

Manage users and their assigned roles. See Adding users to an organization.

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 On Demand 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

Agents

Notifications

Subscriptions

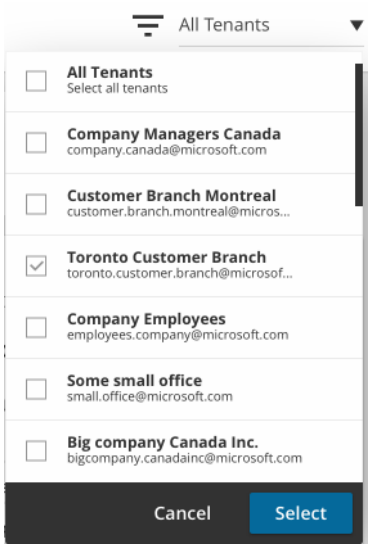
Dashboard

The dashboard contains the following components:

- Tenant filter
- Tenant summary
- Needs your attention!
- Module tiles

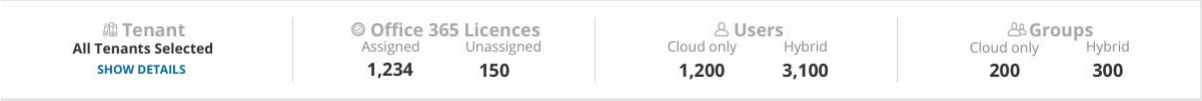
Tenant filter

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.



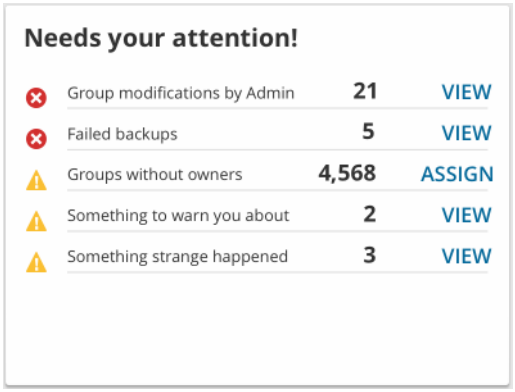
Tenant summary

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



Needs your attention!

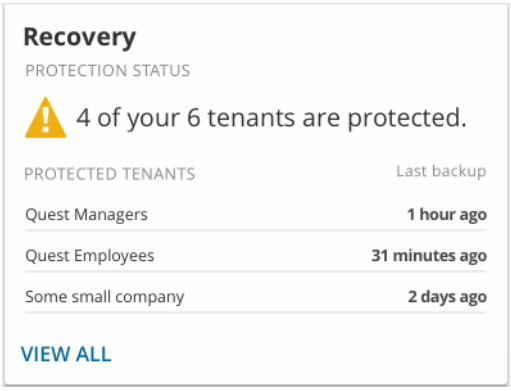
The Needs your attention! tile displays a summary of alerts and cautions from all of the modules you are currenlty subscribed to. It also displays information on the status of your subscription or trial if it is close to expiry.



Module tiles

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

NOTE: GCC High and GCC tenants are supported only by the On Demand Migration module and are only available in the US region. Totals shown for other On Demand modules do not include GCC High or GCC tenants.



8

Settings

Activity trail

An activity trail is a set of records that provide documentary evidence of the sequence of activities that have affected a specific operation, procedure, or event at any time. The recorded information includes date and time, actor, a description and customized fields of the event. On Demand retains the complete activity trail history for an organization.

The following activity trail logs are available:

Global Settings: Records the information for:

- adding and removing tenant events
- granting of admin consent for a tenant
- assigning and unassigning a user to be On Demand access control roles
- notification events

Audit: Records information about the audit module and related events.

Recovery: Records information about backup enable and disable events.

Migration: Records information about migration process events.

Group Management: Records information about group management and user activity events.

License: Records information about license management activities.

Filtering and exporting activity trail logs

You can filter for the events that you want to see using the **FILTERS** option. You can also use the **EDIT COLUMNS** option to add and remove columns. When you are displaying the activities that you want, you can export the results to a .csv file.

You can click **+** at the end of the first row and select **All of (and)** or **Any of (or)** to add an additional filter rule. To remove an individual filter rule, click **X** beside the rule.

NOTE: To see the detailed information for the event, click on a specific event.

To modify columns and filter activity trail logs

1. In the side navigation panel, click **Settings**.
2. In the Activity Trail tab, click **FILTERS** to expand and specify your filter criteria.

By default, a filter is set to show the logs for the last 7 days (**Date** | **during last** | **7** | **days**).

3 To change filter criteria, you can select attributes, operators, and values from the dropdown list.

- To add an additional filter rule click **+** at the end of the first row and select **All of (and)** or **Any of (or)**.
- To see all available logs for current organization, click **CLEAR ALL**.
- To remove an individual filter rule, click **X** beside the rule.

4 To customize the displayed columns, click **EDIT COLUMNS**, select or clear the columns, and click **SELECT.**

Once you are displaying the activity trail information that you want, you can click **EXPORT TO .CSV** to download the information in a .csv (comma separated value) format file.

Agents (Group Management)

The Agents tab in Settings is displayed only if you have the On Demand Group Management module. A local agent is needed to query and perform management actions for on-premises Active Directory objects for Group Management. You install the agent on the local machine. The computer must have sufficient privileges to perform the actions required.

For information on using agents, see the *On Demand Group Management User Guide*.

Notifications

An 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.

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 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

This section contains the following topics.

Subscription details	The **Subscriptions** page contains the details of your current subscriptions.
Managing subscriptions	On Demand subscriptions are associated with an email address. To activate a subscription, you must add the email address of the subscription owner to the **Subscription Owner** list.
Subscription expiry	To prevent loss of data, subscription expiry takes place in stages.

Subscription details

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

The On Demand subscription information is grouped by modules such as Audit, Group Management, License Management, Migration, and Recovery. Modules can offer separate licenses for specific features.

Table 1. Subscription field descriptions

Field	Value	Description
Features	Feature name	A feature is the smallest subscription unit. Features can be bundled into Standard, Professional, and Advanced offerings.
Subscription Type	Standard, Professional, or Advanced	The organization has purchased a subscription to features offered by this module. The specific subscription type depends on the number of features purchased.
	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 Changing Owner When Moving from Trial to 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.
Status	Current status	Shows whether the subscription is active, inactive, expired, expiring soon, and so on.
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.

Managing subscriptions

On Demand subscriptions are associated with the email address that was used to purchase the subscription. All valid email address formats are supported. The email address does not need to be associated with a Quest account to activate a subscription; the email address of the subscription owner must be added to the Subscription Owners list on the **Settings |Subscriptions | Shared Subscriptions** page. A subscription owner can share subscriptions with multiple organizations.

Adding a subscription owner to the Subscription Owners list does not add the user to the organization. A subscription owner does not have sign-in capability or any other permission settings. To add a user to an organization, see Adding users to an organization.

Sharing a subscription

To share a subscription with the organization, request permission from the subscription owner to add their email address to the Subscription Owners list. If the request is accepted, all subscriptions associated with the email address are assigned to the organization. A subscription owner can share subscriptions with multiple organizations.

Note that a **Subscription sharing** status of **Active** indicates that the user has consented to share subscriptions. It does not indicate that a valid subscription is associated with the email address.

1. In the side navigation panel, click **Settings**.
2. On the Settings page, click **SUBSCRIPTIONS** in the top menu.
3. At the top right, click **SHARED SUBSCRIPTIONS**.
4. On the Shared Subscriptions page, enter the email address of the subscription owner and click **Request**.

   The email address is added to the Subscription Owners lists with a **S**ubscription sharing status of **Pending**.
5. The subscription owner receives an email with a request to share the subscriptions associated with the email address.

   If the subscription owner accepts the request, the Subscription sharing status changes to **Active** and any subscriptions associated with the email address are added to the Subscriptions page.
6. If Subscription sharing remains in the **Pending** state, you can choose to select **Cancel Request** from the Action menu.

Stop using a shared subscription

You can stop subscription sharing by removing the subscription owner's email address from the Subscription Owners list.

1. In the side navigation panel, click **Settings**.
2. On the Settings page, click **SUBSCRIPTIONS** in the top menu.
3. At the top left, click **SHARED SUBSCRIPTIONS**.
4. In the Subscription Owners list, locate the email address of the subscription owner that will no longer share subscriptions with the organization.
5. In the Action column for the subscription, select **Stop Using Subscription**.
6. The confirmation window lists the subscriptions that will be removed from the organization. Click **Stop Using Subscription**.The subscription owner receives an email informing them that the subscription is no longer assigned to the organization. All subscriptions associated with the email address are removed from the Subscriptions page.

Changing Owner When Moving from Trial to Paid Subscription

The user that signed up for a 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 to the Subscription Owners list 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.

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 On Demand organization administrator receives an email notification. From this time on, the module tile on the 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.

9

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
- License Management
- Migration
- 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

Each module has its own user guide:

- Global Settings
- Audit
- Group Management
- License Management
- Migration
- Recovery

Release Notes

- Global Settings
- Audit
- Group Management
- License Management
- Migration
- 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.

10

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 - Recovery

Information and discussion: Quest community forums

Visit the On Demand community forum to read current information or to post a forum topic.

11

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 data centers, 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.