

Quest® Archive Manager for Files 8.10

Quick Start Guide



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Legend



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



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

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Introduction

Archive Manager for Files is a software solution for archiving files transparently while preserving the existing structure of disks, folders and files. It provides full version management with the ability to retrieve any of the versions. Archived files are replaced on a file server with a shortcut, which takes up much less space, yet they are available for end users who can work with them as usual. Moreover, our keyword search engine searches through the archives by applying various search criteria.

With Archive Manager for Files you can increase the capacity of fast and expensive storage media by using cheaper slower devices without increasing access time to frequently used files. The administrator can define which files are considered as frequently used (fast access to them is crucial) and infrequently used (fast access to them is not crucial) by specifying a time interval from the time of their last usage. When that interval elapses, the file is automatically replaced with a shortcut during archiving. Administrators can define more such time spans and group files included in categories, assigning each category a different time span.

The system is fully automated and the administrator needs to specify only the attributes of its behavior. It allows centralized search through company data which is faster and more efficient than searching through different machines/systems.

The *primary* components of Archive Manager for Files are as follows:

- **Archive Manager for Files** - archival solution for files.
- **Hierarchical Storage Manager (HSM)** - file storage manager that manages one or more dedicated or shared file-servers across the organization. HSM ensures that files with identical content are stored only once regardless of where their respective original file is located.

Archive Manager for Exchange can be extended with *optional* components to enhance its capabilities. The following optional components are installed with the Express installation.

- **Archive Manager Search** - keyword search engine capable of searching archived emails.
- **ArchiveWeb** - online archive interface with advanced search and reporting functionality.

Archive Manager is a highly scalable product that can be installed into a more complex environment than described within this guide. To secure load balancing and facilitate multiple archiving for large organizations, Archive Manager provides you with the ability to configure several Archive Manager servers. For more information about advanced installation in distributed environments please refer to the *Advanced Install Guide for Archive Manager for Files*.

File archive and retrieval process

Archive Manager for Files transfers files to HSM which manages the storing and retrieving of files. The file is replaced by a shortcut and the information in the shortcut is stored either in an Oracle

or MS SQL Server database that is used by HSM. The HSM system passes the original file to a file store that is specified by the administrator which compresses the file “on the fly”. Only shortcut of a few kilobytes remains at the file’s original location. This shortcut includes information about the new location of the archived file and bears the same name and the same file extension as the original file (in the case of FSA [standard] shortcuts). The only difference a user notices is that the shortcut is displayed with a slightly modified icon and the name of the file is written in blue (in Explorer view).

Users work with archived files as usual. When an archived file is reopened, Archive Manager for Files passes the information from the shortcut to HSM which restores the file from the store. Users experience a seamless transition as if they are working in a normal environment.

HSM uses the Single-instance storage (SIS) service that takes multiple copies of the content and replaces them with a single shared copy. It allows version control, eliminates data duplication, and increases storage and retrieval efficiency. With version control activated, HSM keeps track of who modified the document, when did the modification occur and what was modified. The administrator can retrieve older versions including files whose shortcuts were deleted from the file server.

Deployment Plan

Planning the deployment of the Archive Manager for Files depends on the storage capacities required in your organization. The quick start guide describes the deployment for lightweight usage scenarios that are based on the following assumptions:

- You have acquired a trial license for Archive Manager for Files and you want to evaluate the product in a test environment.
- Your organization does not have a dedicated file storage system.

The following illustration describes the way in which the constituent parts are interrelated and arranged for a typical lightweight deployment.

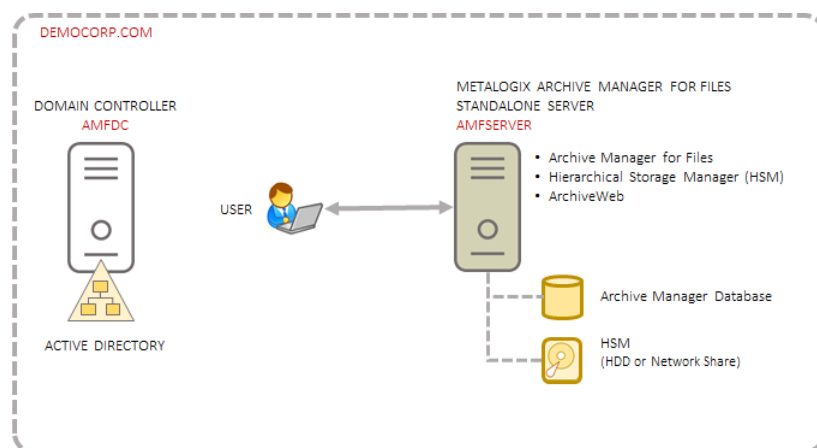


Figure 1. Topology for a standalone Archive Manager for Files deployment

In this deployment topology, the Archive Manager for Files is installed on a standalone server and interacts with the HSM component to archive and restore files. Users retrieve archived files from shortcuts that are displayed in their file folders.

When you choose the Express installation option Archive Manager for Files is installed on the standalone server with the full set of components: Archive Manager for Files, Hierarchical Storage Manager (HSM) and ArchiveWeb. The server also contains the Archive Manager Database instance that contains the configuration databases for various features and components. If you do not have a dedicated network share for archive storage, HSM uses the local hard drive for storing archived files.

System Requirements

The requirements described below are applicable for installing the Archive Manager for Files server



NOTE: System requirements for optional components of the Archive Manager for Files are described in the corresponding document for each optional component.

Hardware

Component	Minimum specification	Recommended specification
Number of Processor Cores	4	8
Main Memory	4 GB	12 GB
Hard Disk	10 GB	10 GB



NOTE: The application, log files and cache folders require 10 GB of HDD space. If the Archive Manager for Files server includes the database, and is used as a local storage for archived messages, then the the Hard Disk size must be revised to add more space for the database and the file store.

Operating System

- Windows Server 2016
- Windows Server 2019
- Windows Server 2022
- Windows Server 2025



NOTE: Latest updates and service packs for servers are recommended.

Windows Server Roles

- Web Server (IIS)
 - Web Server / Common HTTP Features / HTTP Redirection

- Web Server / Performance / Dynamic Content Compression
- Web Server / Security / Basic Authentication
- Web Server / Security / Windows Authentication
- Web Server / Application Development
 - .NET Extensibility 4.5
 - ASP.NET 4.5
- Management Tools / IIS 6 Management Console
- Management Tools / IIS 6 Management Compatibility / IIS 6 Metabase Compatibility
- Management Tools / Management Service

Windows Features

- Remote Server Administration Tools
 - Role Administration Tools / AD DS and AD LDS Tool / Active Directory module for Windows PowerShell
- .NET Framework 4.8 Features / .NET Framework 4.8
- .NET Framework 4.8 Features / ASP.NET 4.8
- .NET Framework 4.8 Features / WCF Services (all checkboxes under this item)

Redistributable packages

- Microsoft Visual C++ 2013 Redistributable Package (x64)
- Microsoft Visual C++ 2015-2022 Redistributable Package (x64)
- Microsoft Visual C++ 2015-2022 Redistributable Package (x86)

.NET 4.8

Download and install .NET Framework 4.8 from the following link:

<https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-web-installer>

Database Servers and Drivers

- Microsoft SQL Server 2014 to Microsoft SQL Server 2022
 - Microsoft OLE DB Driver 18 for SQL Server, or newer
- Azure SQL Database
- Oracle 19c

- Oracle client (x86 or x64)

Web Browsers

Web browsers are required for ArchiveWeb and is included here because this optional component is installed automatically if Express installation is considered.

- Microsoft Edge current version
- Mozilla Firefox current version
- Chrome current version
- Opera current version

File Systems (Sources)

- Windows Server 2016
- Windows Server 2019
- Windows Server 2022
- Windows Server 2025
- NTFS including mount-point support
- ReFS
- NetApp Filer (Cluster Mode only)
- EMC VNX

Clients and protocols

- Windows Clients
- Macintosh clients when CIFS/SMB protocol is used
- AFP protocol (e.g. ExtremeZ-IP software)

Additional Information

- Installations on Domain Controllers are not supported.
- For remote archiving on Windows shares, NetApp (Cluster Mode) or VNX, we recommend installing the software on a dedicated server.
- The software installs web applications into the Default Web Site. This could cause conflict with other applications like Microsoft CRM or Microsoft SharePoint. To change the installation website, manual changes are required after the installation. Please contact Technical support in such cases.

- Archive Manager for Files is fully supported in a virtualized environment.

Pre-installation Tasks

Before you begin installing Archive Manager for Exchange, your environment must be configured to ensure a successful installation and usage experience of the Archive Manager for Exchange.

- [Setup a Superuser account](#)
- [Download the install media](#)

Setup a Superuser account

A *Superuser* account is a windows account that runs the Archive Manager services and has elevated privileges to work with the Archive Manager for Files administration tools, database and exchange server.



IMPORTANT: For **express** and **advanced** installation with the unified product installer, the user account used for installing Archive Manager components must also be a member of the **Enterprise Administrators** group. When the installation completes, the user can be removed from the Enterprise Administrators group.

The *Superuser* must be granted the following memberships/privileges on the Archive Manager for Files server:

1. Must be a member of the domain *Administrators* group.
2. Must be granted log in rights to the Archive Manager database instance with the *sysadmin* role.
3. Must be granted remote desktop access if necessary.

For detailed steps, see [Setting up the Superuser Account](#).

Steps to download the install media

1. From your browser, navigate to the <https://www.quest.com/products/archive-manager-for-files> page

or

navigate to the <http://www.quest.com/trials> page. Locate the product Archive Manager for Files.

2. Click the **Download Free Trial** button.
3. Fill the *Download Your Free Trial* registration form and click **Download Trial**. The file download page appears.
4. Download the install media zip file.
5. The the trial license key is specified in the email that is sent to you.
6. Ensure that the files are available locally on the computer on which you are planning to install the Archive Manager for Exchange components.

Express Installation

Express installation installs Archive Manager for Files on a standalone server with the full set of primary components: Archive Manager for Files, Hierarchical Storage Manager (HSM) and ArchiveWeb. The server also contains the Archive Manager Database instance that contains the configuration databases for various features and components. If you do not have a dedicated file store, HSM uses the local hard drive for storing archived messages.

- [Worksheet for this installation](#)
- [Steps to install Archive Manager for Files](#)
- [Steps to verify the Express installation](#)

Worksheet for this installation

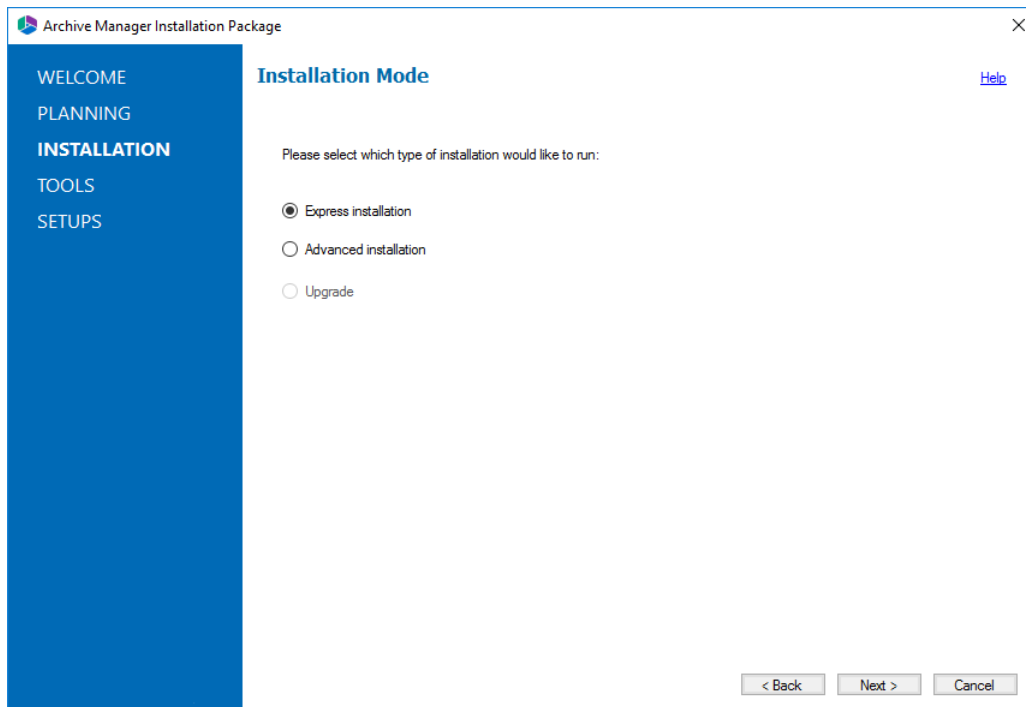
The following information will be required through the installation process. Sample values are provided here as a guidance.

Item	Description	Example
License Key	The license key that you received from Quest. If you don't have a license key, contact your Quest representative.	894K5-3M448-M544E-A594A-7K8Z7 (Sample only. This key is neither an active nor an expired license key)
Archive manager for Files server	The computer name where the Archive Manager for Files will be installed.	AMFSERVER
Installation folder	Full path of the folder where the application files will be installed.	C:\Program Files (x86)\Quest
HSM Store folder	Full path of the folder that will contain the archived files.	C:\HSM
Database Authentication method	Type of database authentication: <i>Integrated</i>	Integrated Windows Authentication

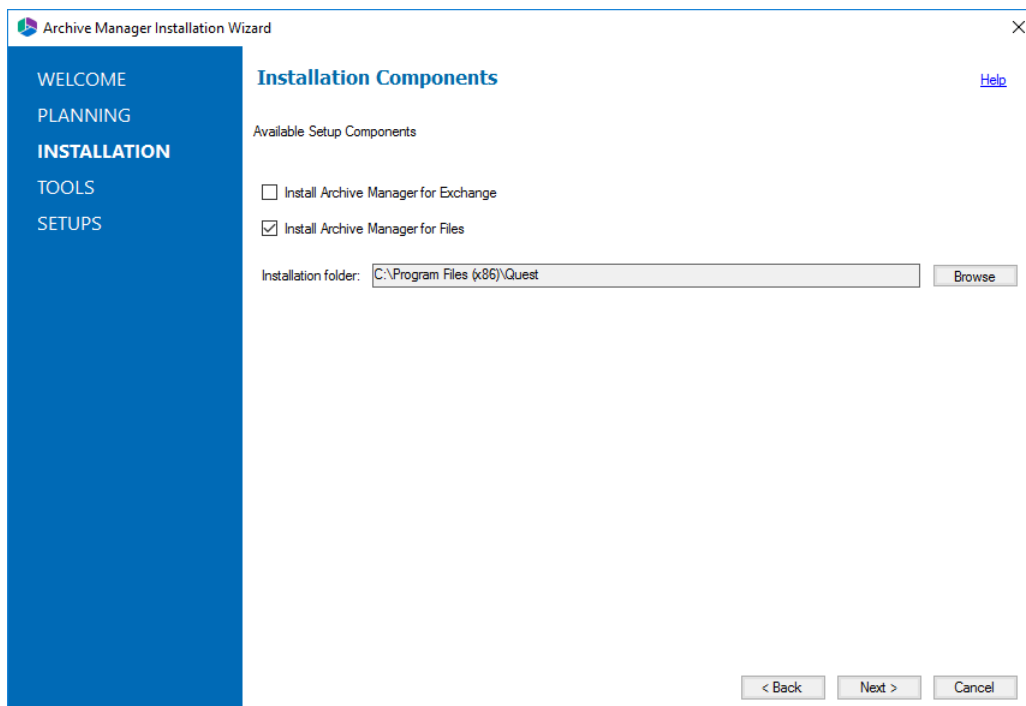
	<i>Windows Authentication or SQL Authentication.</i>	
UserLogin	Username if <i>SQL Authentication</i> is selected.	democorp\domadmin
Password	Database password if <i>SQL Authentication</i> is selected.	*****
Database server	The database serve instance name where the databases for Archive Manager for Files will be installed.	AMFSERVER

Steps to install Archive Manager for Files

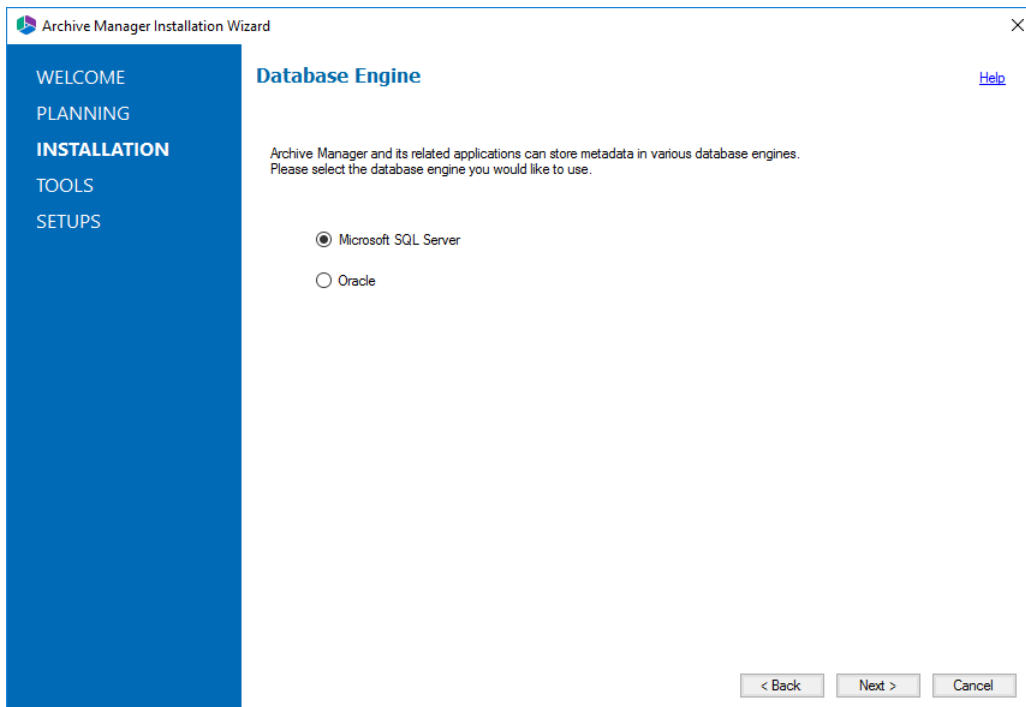
1. Run the **Quest Archive Manager Installation Package** EXE file and extract the files to a folder.
2. If the installer does not start immediately, run the **MAMInstaller.exe** from your install media folder. The *Welcome* window opens.
3. From the navigation panel on the left, click **PLANNING**. The *Planning* window opens. Review the requirements and release notes. If necessary, visit the Quest website for more information.
4. From the navigation panel on the left, click **INSTALLATION**. The *Server Installation* window opens. Read the **Software Transaction Agreement**. If you wish to proceed, select the **I accept the terms of the license agreement** check box.
5. Click **Next**. The *Installation Mode* window opens.



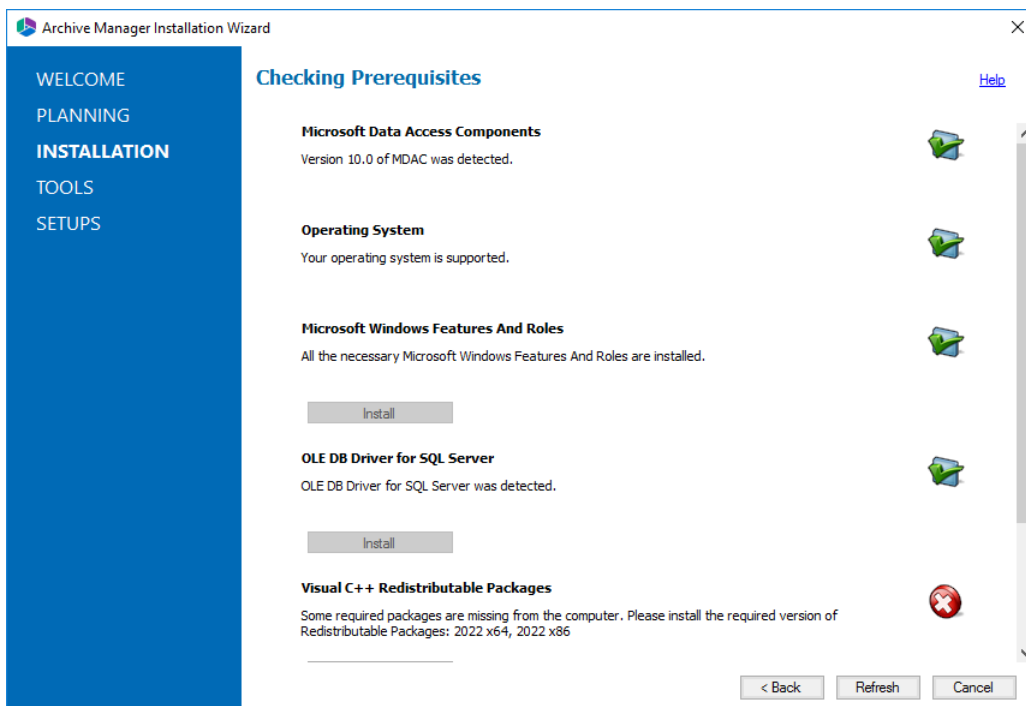
6. Select the **Express installation** option and click **Next**. The *Installation Components* window opens.



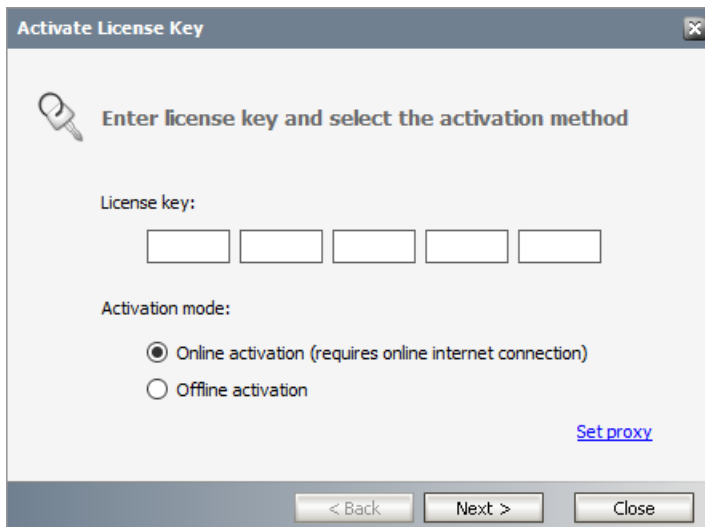
7. Select the **Install Archive Manager for Files** check box. If you want to change the default installation folder, click **Browse** and select an existing folder.
8. Click **Next**. The *Database Engine* selection window opens.



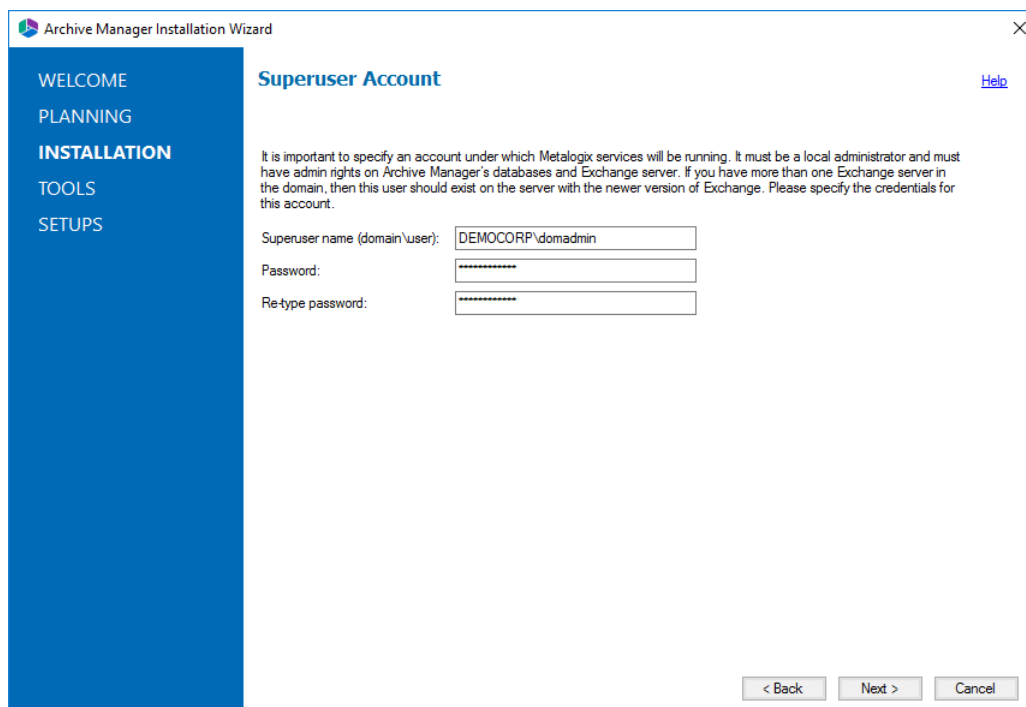
9. Select either **Microsoft SQL Server** (for on-premise MS SQL Database Server or Azure SQL Database) or **Oracle**.
10. Click **Next**. The *Checking Prerequisites* window opens.



11. Notice that some prerequisites are missing and the **Next** button is deactivated. Click **Install** for each prerequisite to install the missing components. Scroll down to expose and install all the prerequisites.
12. Scroll down to the bottom of the window. Click **Validate your license**. The *Activate License Key* dialog appears.



13. If you are connected to the internet, select **Online activation** or see [Appendix](#) for more license activation options. Click **Next**.
14. When your license is activated, you will see a confirmation message and the license details. Click **Finish** to close the **Activate License Key** dialog. This completes the prerequisite checks.
15. In the **Checking Prerequisites** window, click **Next**. The *Superuser Account* window opens.



16. Specify the **Superuser name** and **Password**. Enter the password again in the **Retype password** field.
17. Click **Next**. The *Database Server Connection* window opens.

Archive Manager Installation Wizard

Database Server Connection [Help](#)

Please fill in all values which will be used to create a connection to your Database Server.

Authentication

Authentication: Integrated Windows Authentication

Username:

Password:

Server instance

Server name: **AMFSERVER**

Server name

Database instance server name:

< Back Next > Cancel

Specify the connection properties as explained below:

- a. **Authentication** - the type of database authentication. From the drop down, select either **Integrated Windows Authentication** or **SQL Authentication**.
- b. **Username** - username (if SQL Authentication is selected)
- c. **Password** - password of the user (if SQL Authentication is selected)
- d. **Server name** - name of the SQL Server. For example **AMFSERVER**

18. Click **Next**. The *Hierarchical Storage Manager Settings* window opens.

Archive Manager Installation Wizard

Hierarchical Storage Manager Settings [Help](#)

Please select a location for the HSM folder which is large enough to handle all of the content you wish to archive.

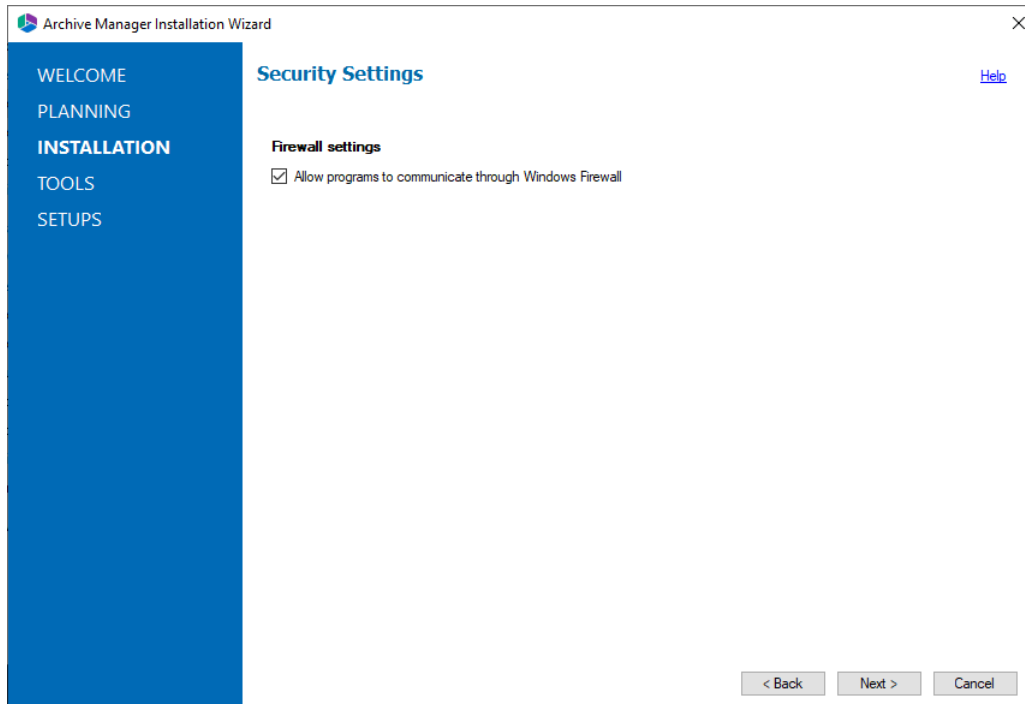
Store folder:

< Back Next > Cancel

19. If you want to change the default folder, click **Browse** and select a location that has ample space to store archived files.

20. Click **Next**. The *Security Settings* window opens.

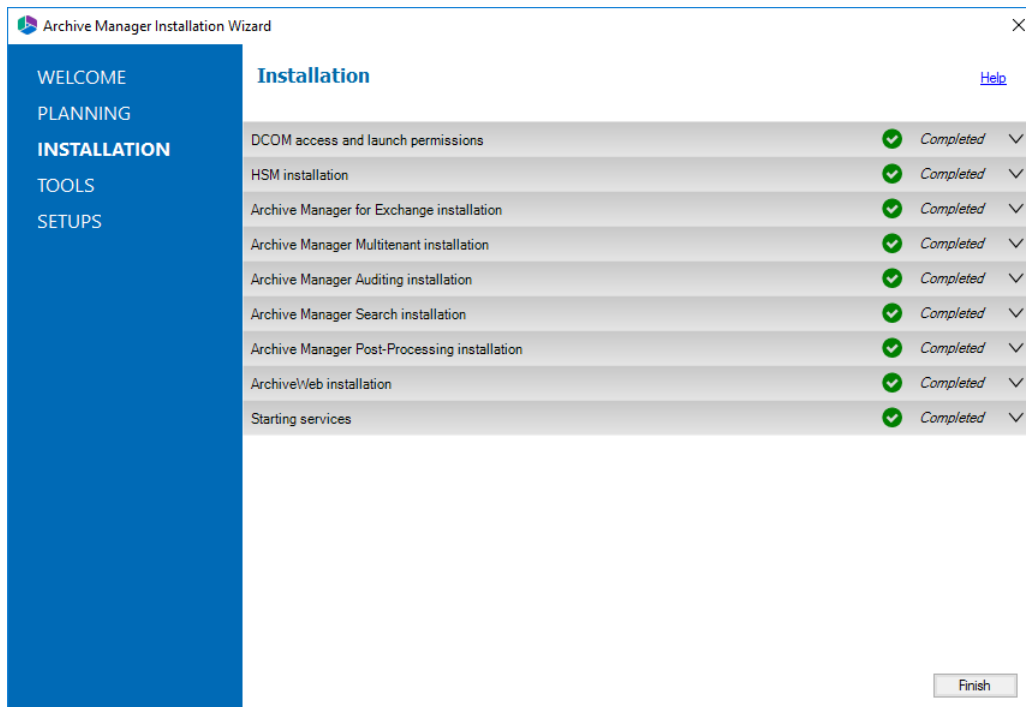
Select the **Allow programs to communicate through Windows Firewall** check box. Archive Manager for Exchange components will be then able to communicate through the firewall.



21. Click **Next**. The *Summary Installation* window opens. The installation summary displays settings you have specified in previous steps.

Select the check box **Start Archive Manager for Files** to open the Archive Manager for Files Administration Center (AMAC) when the installation completes.

22. Click **Install** to start the installation.



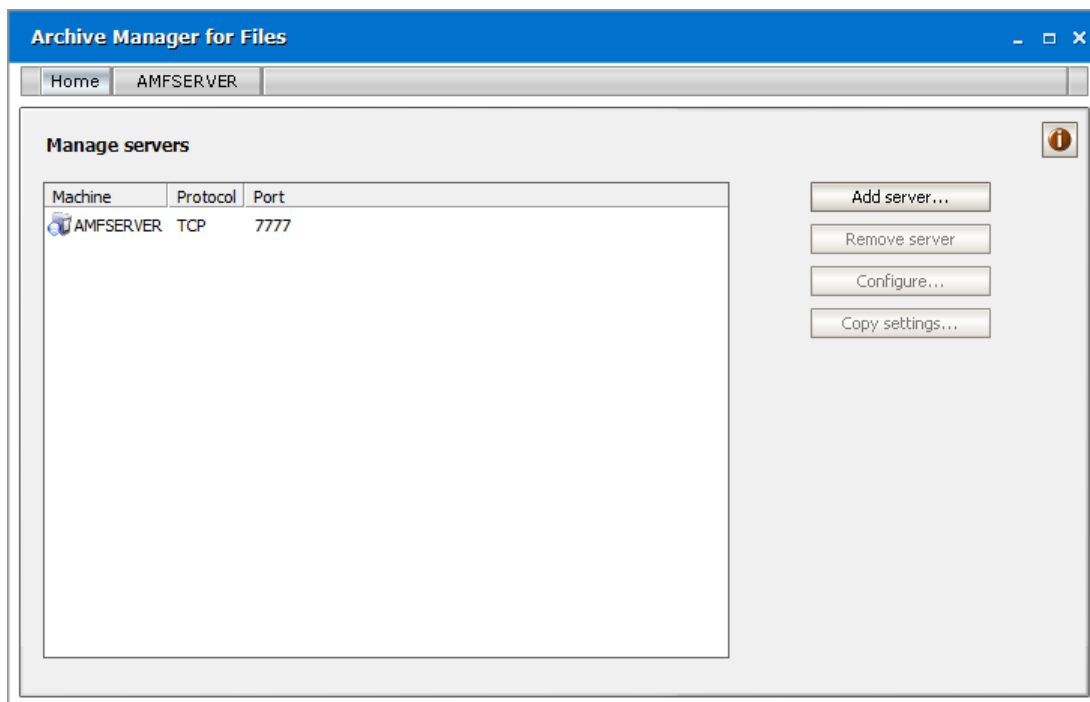
23. The installer proceeds to install all the components. If a component installer completes with a warning, expand the the row to view the warning(s).

24. Click **Finish** to complete the installation step.

Steps to verify the Express installation

The Archive Manager for Files Administration Center (AMAC) should open automatically if the check box **Start Archive Manager for Files** was checked in the *Summary Installation* step of the installation wizard. To manually open the AMAC follow the steps described below:

1. Click **Start > Quest > Archive Manager for Files**.
2. The AMAC opens.



Maintenance

There are three maintenance options offered in the installer for each component.

- **Modify** - helps you to change basic settings or constituent components.
- **Repair** - helps you to reinstall the component.
- **Remove** - helps you to uninstall the component.

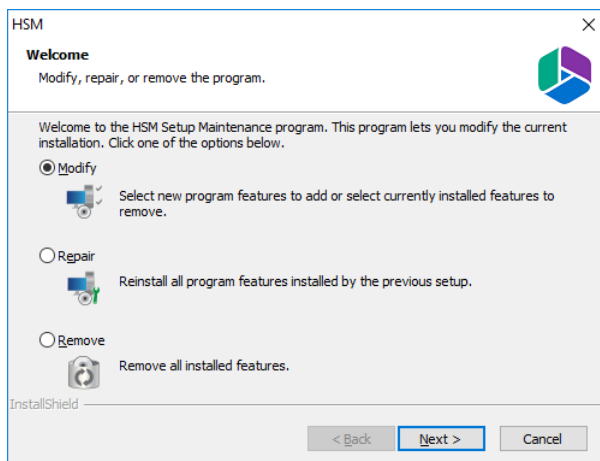
The steps to modify the HSM component is described below as an example. All components use a similar maintenance wizard.



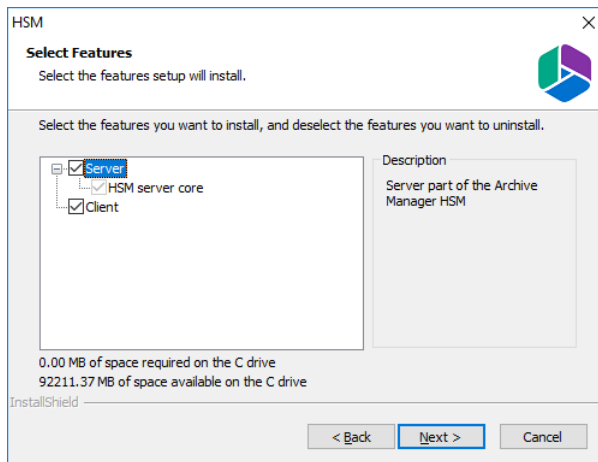
NOTE: For Express installations, it is recommended that you do not change any settings when you attempt to modify or repair a feature. If you intend to modify a feature, see the corresponding documentation which provides more information about the feature.

Steps to modify the HSM component

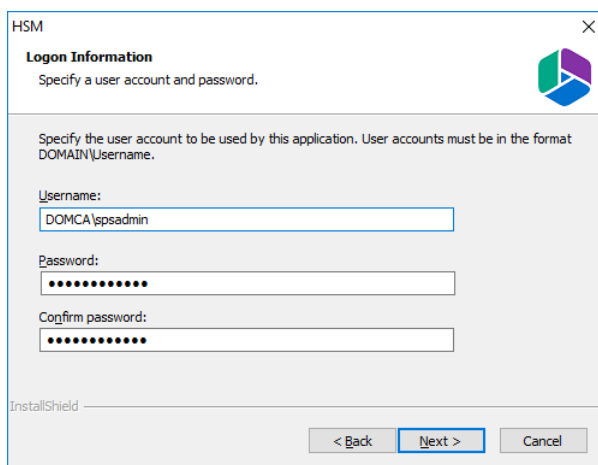
1. Double-click the installer for the HSM component (for example, `C:\Quest\Archive Manager Installation Package\HSM\HSM Setup.exe`). The **Welcome** window of the HSM maintenance wizard appears.



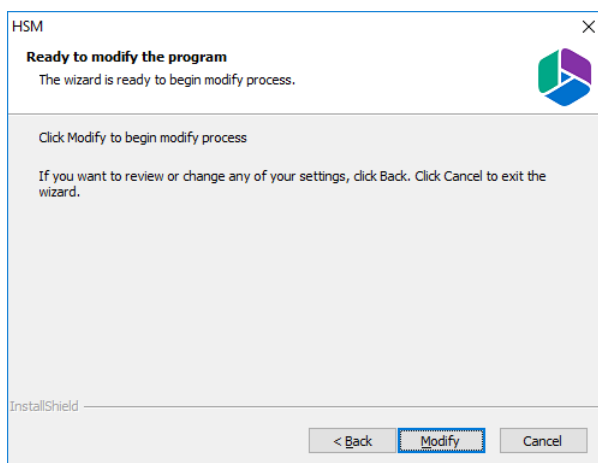
2. Choose **Modify** and click **Next**. The *Select features* window opens.



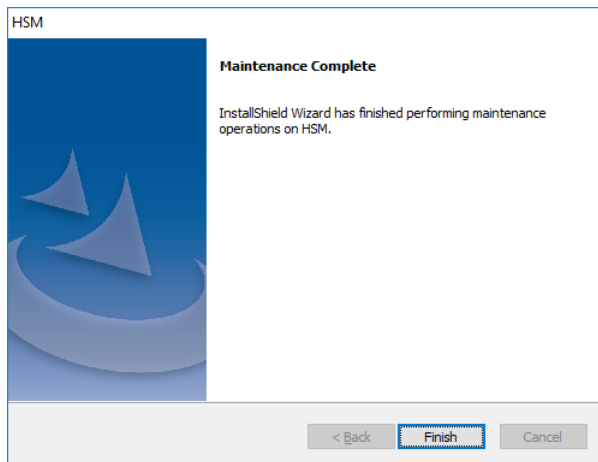
3. Click **Next**. The *Logon Information* window opens



4. Enter the credentials in the **Password** and **Confirm Password** fields. Click **Next**. The *Ready to modify the program* window opens.



5. Click **Modify** to update the feature. The *Maintenance Complete* window opens.



6. Click **Finish** to close the wizard and return to the upgrade wizard, or continue to upgrade other features.



NOTE: One or more services are stopped when modifications or repairs are performed. You must manually restart the services to ensure that all services have started.

Steps to restart services

1. Click Ctrl + Esc to display the list of windows programs.
2. Expand the Quest folder.
3. Depending on the product you have installed, click Start Exchange Services or Start File Services or both (if you have installed both products). Predefined batch commands will automatically start the services.

Upgrade

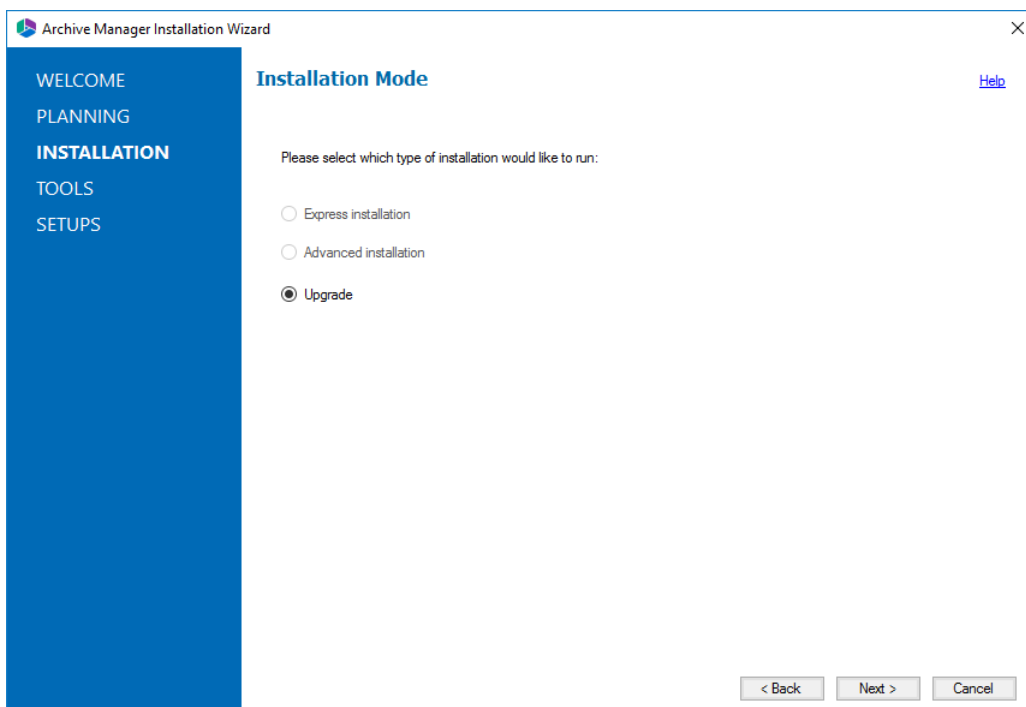
Upgrading Archive Manager for Files implies that a previous version of Archive Manager for Files is installed.



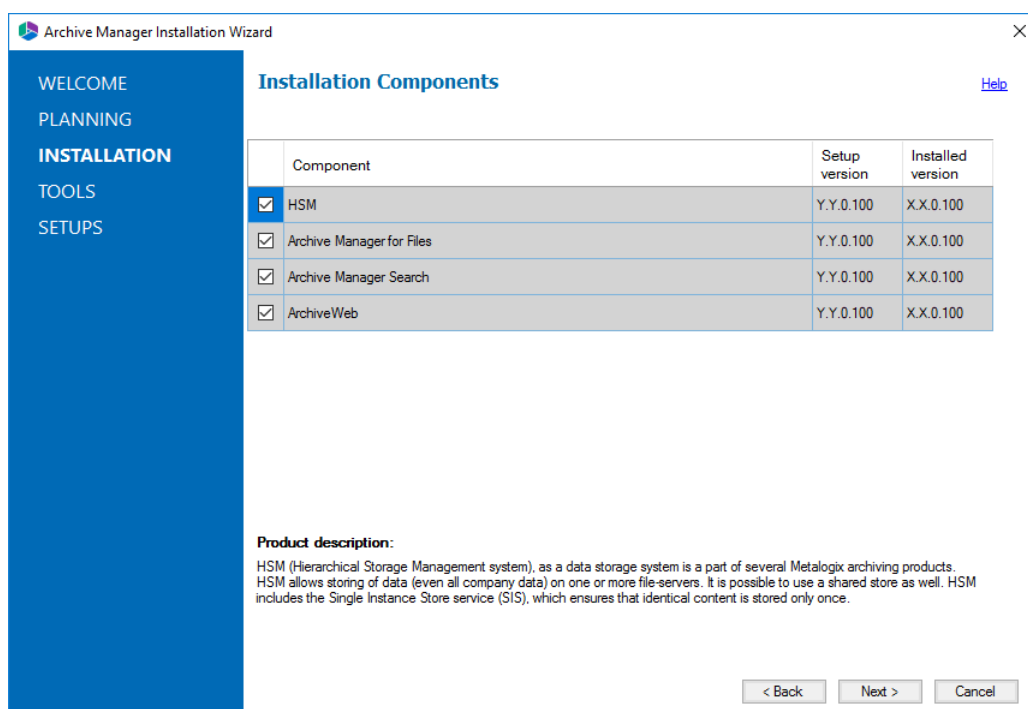
NOTE: Before you upgrade, we recommend you take a backup of the Archive Manager database..

Steps to upgrade Archive Manager

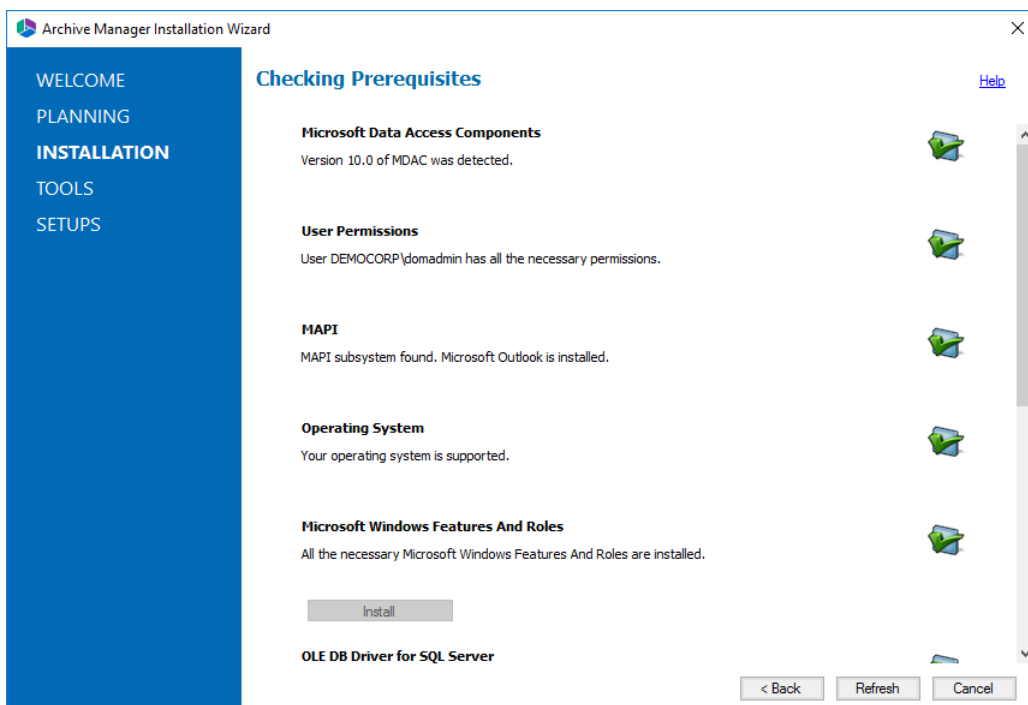
1. Download the latest Archive Manager for Files install media. For instructions see [Steps to download the install media](#).
2. Run the **Quest Archive Manager Installation Package**.
3. The wizard checks whether the Archive Manager for Files installation requires an upgrade. If it does, the **Upgrade** option will be selected automatically.



- Click **Next**. The **Installation Components** page appears with a list of components that are already installed on the server. You can select which components to upgrade.



- Click **Next**. The **Checking Prerequisites** page appears. A check is conducted to find out if a new prerequisite is needed for the upgrade.



6. Click **Next**. The **Superuser Account** page appears. Specify and confirm the password.

i | **NOTE:** The **Superuser name** cannot be changed.

The screenshot shows the 'Superuser Account' page of the Archive Manager Installation Wizard. On the left is a blue sidebar with navigation links: WELCOME, PLANNING, **INSTALLATION**, TOOLS, and SETUPS. The main area has the title 'Superuser Account' and a 'Help' link. Below the title is a paragraph explaining the importance of specifying a local administrator account with admin rights. There are three input fields: 'Superuser name (domain\user):' with the value 'DOMCA\spadmin', 'Password:', and 'Re-type password:'. At the bottom right are buttons for '< Back', 'Next >', and 'Cancel'.

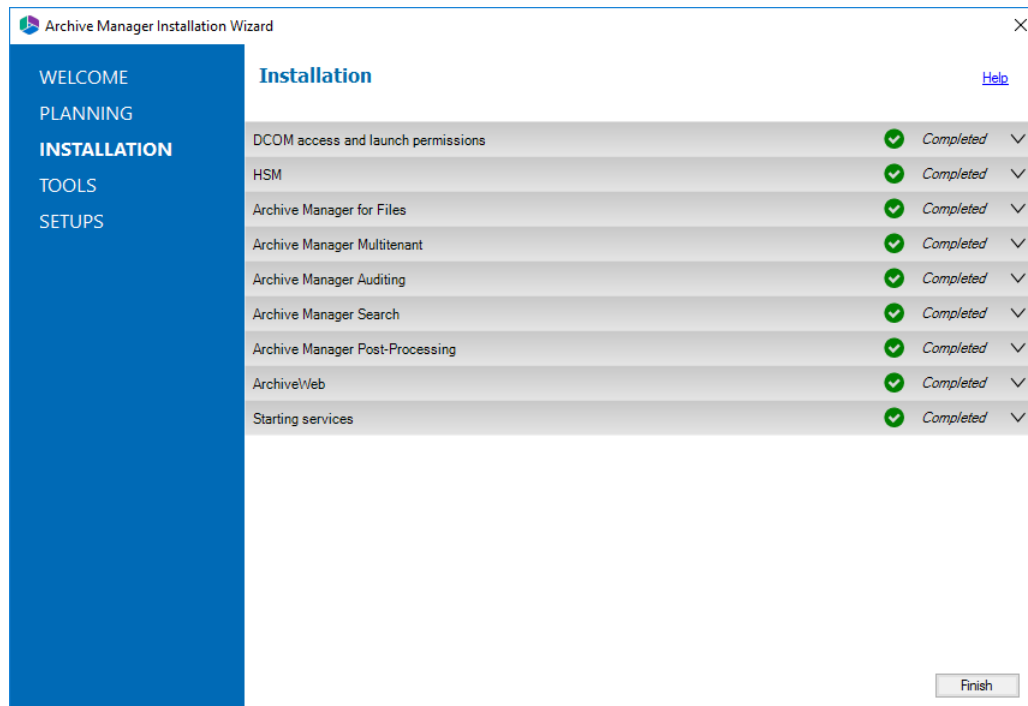
7. Click **Next**. The **Summary Installation** page appears. This page presents information about component versions that will be installed after the update (**Setup version** column), and versions that are currently installed (**Installed version** column).

The screenshot shows the 'Summary Installation' page of the Archive Manager Installation Wizard. It features the same blue sidebar as the previous page. The main area has the title 'Summary Installation' and a 'Help' link. Below the title is a table with three columns: 'Component', 'Setup version', and 'Installed version'. The table lists four components: HSM, Archive Manager for Files, Archive Manager Search, and ArchiveWeb, all with 'Y.Y.0.100' as the setup version and 'X.X.0.100' as the installed version. Below the table are two checkboxes: 'Start Archive Manager for Files' (checked) and a disclaimer about the upgrade being irreversible and recommending a database backup. At the bottom right are buttons for '< Back', 'Upgrade >', and 'Cancel'.

Component	Setup version	Installed version
HSM	Y.Y.0.100	X.X.0.100
Archive Manager for Files	Y.Y.0.100	X.X.0.100
Archive Manager Search	Y.Y.0.100	X.X.0.100
ArchiveWeb	Y.Y.0.100	X.X.0.100

- a. Select the check box **Start Archive Manager for Files** to open the Archive Manager for Files Administration Center (AMAC) when the upgrade completes.

- b. Select the check box **I understand that...** to confirm that you have acknowledged the upgrade. The setup updates the Archive Manager database. If the check box is not selected, you cannot install the upgrade.
8. Click **Install** to start the upgrade. Click **Back** to return to the previous page or click **Cancel** to exit the upgrade wizard. If you click **Install**, the upgrade process starts. The upgrade progress for each component is displayed and the operation is confirmed.



9. Click **Finish** to close the wizard when all the components are upgraded.

Appendix

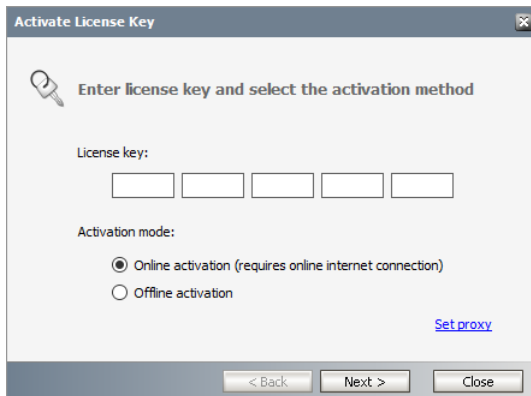
In this section:

- [Online license activation](#)
- [Offline license activation](#)
- [Setting up the Superuser Account](#)

License Activation

Online activation

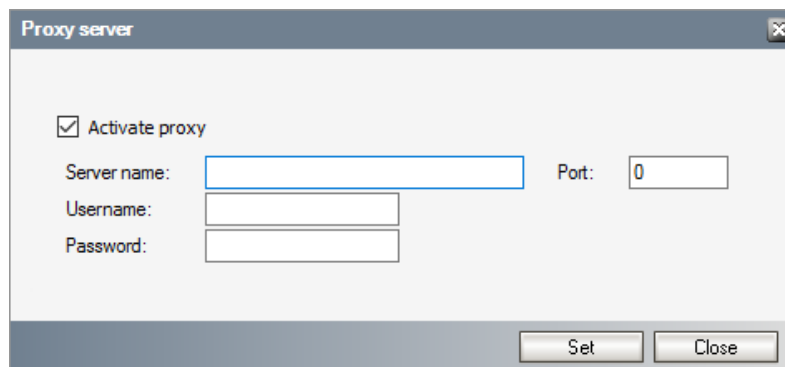
1. In the *Activate License* window, enter the license key.



2. If you want to activate the license online, select **Online Activation** , and then click **Next**.



NOTE: If your computer is behind a firewall, click the **Set Proxy** link. The *Proxy Setup* dialog appears.

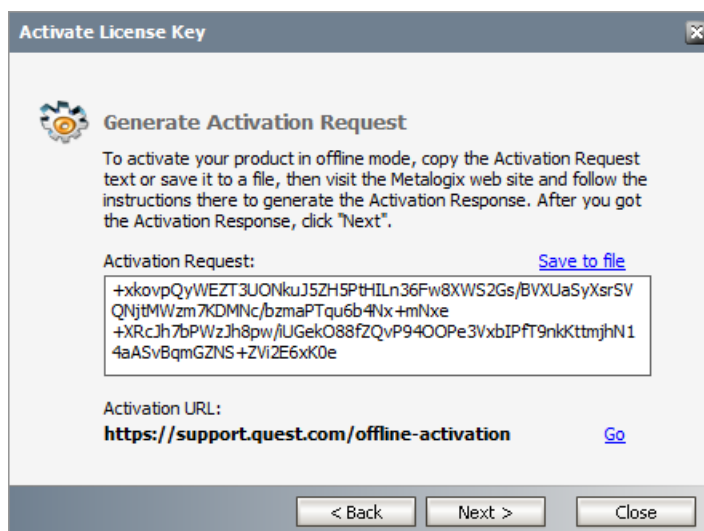


- a. Select **Activate Proxy** and specify the proxy information as described below:
 - b. **Server Name** - enter the name of your proxy server.
 - c. **Port** - enter the port number of the proxy server.
 - d. **Username** and **Password** - Specify the credentials of the user who is authorized to access the proxy server.
 - e. Click **Set** to save the information, or click **Close** to return to the *License Key Information* dialog.
3. If the license key is validated successfully, the confirmation message appears along with the license details. Click **Finish** to close the dialog.

Offline activation

Offline activation is available for customers who want to review the information sent to Quest. You will require an internet connection for this option as well.

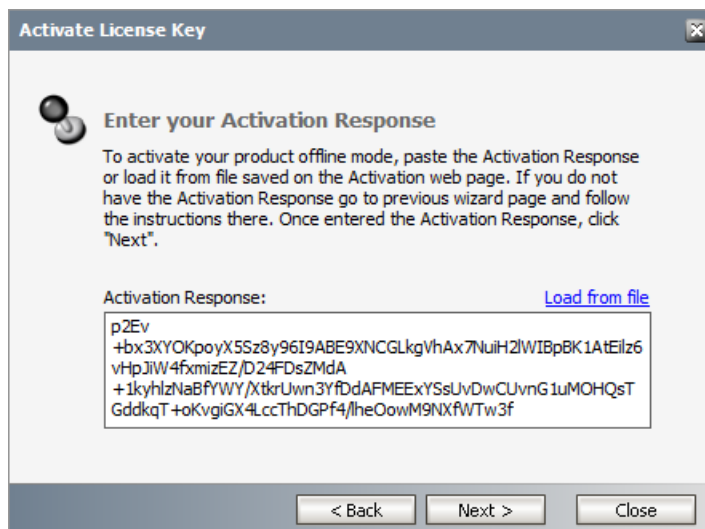
1. In the *Activate License* window, enter the license key.
2. select **Offline Activation**. The *License Key Information* window displays additional steps that are required.
3. **Step 1: Collect the activation data to the clipboard or to a file**
 - a. Select from the two options described below:



Option 1: Copy Activation Data to Clipboard. The activation data is saved to memory. Use this option if you plan to follow through with the subsequent steps immediately.

Option 2: Click **Save to File**. The Windows File dialog appears. Specify a file name for the activation data file and click **Save** to save the file to a location of your choice. Use this option if you plan to activate the license at a later date.

4. **Step 2: Submit collected data**
 - a. Click **Go**. The **Quest License Activation** web page appears.
 - b. Follow the instructions to get the **Activation Key file** (with the file extension DAT) is made available for download. Save this file to a location of your choice.
5. **Step 3: Paste Activation Response**



- a. Click **Load from File**. The Windows file dialog appears.
 - b. Locate the activation key file and click **Open**. The text appears in the **Activation Key File** field.
6. **Step 4: Activate offline**
- a. Click **Next** to complete the activation process.
7. If the license key is validated successfully, the confirmation message appears along with the license details. Click **Finish** to close the dialog.

Setting up the Superuser Account

A *superuser* account is a windows account with administrator privileges to work with Archive Manager for Exchange administration tools, run services, manage databases, manage extensions. It also has elevated privileges to interact with the on-premise or online Microsoft Exchange servers.

In this topic:

1. [Steps to create the superuser account](#)
2. [Steps to add the superuser to the Administrators group of the servers](#)
3. [Steps to add the superuser as a database user with sysadmin role](#) (for Windows authentication only)
4. [Steps to grant Remote Desktop Access](#) (optional)

Steps to create a superuser account

1. Log in to the domain controller.
2. Navigate to **Start > Windows Administrative Tools > Active Directory Users and Computers**.

3. From the *Console Tree*, expand the domain node.
4. Click the **Users** container. The list of users opens in the right-hand pane.
5. Click the **Action** menu and select **New > User**. The *New Object - User* window opens.
6. Verify that **Create in** title indicates the appropriate domain name and container, and then enter the details of the superuser. For example:
 - a. Full name: **MAM Administrator**
 - b. User logon name: **mamadmin@democorp.com**
7. Click **Next**.
8. Enter the password and confirm it. Then select **Password never expires**. Uncheck all other check boxes.
9. Click **Next**.
10. Verify the information and click **Finish**.

Steps to add the superuser to the Administrators group of the servers

The superuser must be able to run windows services and accomplish tasks that require administrator privileges on the Archive Manager for Exchange feature servers. Follow the steps described below to grant administrator privilege to the superuser on each feature server.

1. Log in to each server with its local administrator credentials.
2. Navigate to **Start > Windows Administrative Tools > Computer Management**
3. From the Console Tree, navigate to the **System Tools > Local Users and Groups > Groups** container.
4. From the list of groups in the right-hand pane, right-click **Administrators** and select **Properties** from the context menu. The *Administrators Properties* window opens.
5. Click **Add**.
6. In the **Enter the object name to select** field, enter the user logon name of the super user. For example, enter sales\mamadmin
7. Click **Check Names** to verify the logon name.
8. Click **OK** to add the superuser to the Administrator group.
9. In the *Administrators Properties* window, click **Apply** and **OK** to complete the process.



TIP: Log out of the server and log in again with the superuser's credentials to quickly verify that the superuser can access the server.

Steps to add the superuser as a database user with sysadmin role

If you plan to use *Windows authentication* with a Microsoft SQL Server database, follow the steps described below:

1. Log in to the database server with your database administrator credentials.
2. Open the SQL Server Management Studio on your SQL server database server.
3. Log in to the server instance for Archive Manager for Exchange databases.
4. Open the **Security** folder.
5. Right-click on the **Logins** folder and select **New Login**. The *Login - New user properties* window appears.
6. If you want to assign rights to a Windows account, select **Windows authentication**.
7. Provide the login name in the text box. You can use the **Browse** button to select an existing account if you chose Windows authentication (eg. **democorp\mamadmin**)
8. In the user properties window, click **Server Roles** from the *Select a page* panel and select the check box **Sysadmin**.
9. Click **OK** to create the account.



NOTE: Follow the above steps to add the installer account (eg. **democorp\domadmin**) with the **Sysadmin** role.

Steps to grant Remote Desktop Access

Follow the steps below to grant the required privilege to log on through Remote Desktop Services:

1. Log in to the server with the local administrator credentials.
2. Navigate to **Start > Run**. Enter **secpol.msc** and click **OK**.
3. From the *Security Settings* pane, navigate to **Local Policies > User Rights Assignment**.
4. From the right-hand pane, double-click on **Allow log on through Remote Desktop Services** to open the properties window.
5. Select the *Local Security Settings* tab and click **Add User or Group...**
6. Add the Enterprise Administrator account.
7. Click **OK** to save the changes and exit.

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