

Remote Access Diagnostics 2.0.0

User Guide Revision 2

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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.

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What is Remote Access Diagnostics?

Remote Access Diagnostics is a tool developed to check the connection between the Foglight Agent Manager (FglAM) server and Active Directory® and Exchange servers that are to be monitored. It also tests for prerequisite conditions that must be in place in order to initialize an Active Directory or Exchange agent. It reports communication issues that would interfere with a Foglight for Active Directory or Foglight for Exchange agent's ability to collect metrics from WMI and LDAP providers.

The Remote Access Diagnostics tool consists of three basic tests:

- **Remote Access Test:** This test runs a name resolution and ping test and an LDAP and WMI query against selected Active Directory domain controllers and Exchange servers to ensure they can connect to the FglAM server using the provided credentials.
- **Prerequisite Test for Foglight for Active Directory:** Tests the prerequisite settings for Foglight for Active Directory. It checks several environment settings that can block remote access to a domain controller and runs local WMI queries against a domain controller. This test should be run locally on a domain controller.
- **Prerequisite Test for Foglight for Exchange:** Tests the prerequisite settings for Foglight for Exchange. It checks several environment settings that can block the remote access. This test should be run locally on both the Exchange server to be monitored and the domain controller specified in the Exchange agent properties.

i **NOTE:** Running this tool does NOT make any changes to the environment being tested. Environment changes must be made by the administrator. Keep in mind that it is possible for an environment to have unique security settings that may interfere with communication even if the tests in this tool run successfully. Membership in security groups is only evaluated to one level. If you are using nested groups, you will need to verify proper credentials independent of this tool.

i **IMPORTANT:** An "Enable SSL For LDAP" option is added to support security LDAP. Users need to enable this option if security LDAP is required in the domain controller that is used to validate credentials and locate servers. If security LDAP is required, users must install a CA certificate on the host where the Remote Access Diagnostics Tool runs, before running a test. For more information about this topic, see [Installing a CA certificate](#).

For detailed information, see these topics:

- [Launching the Remote Access Diagnostics tool](#)
- [Running the remote access test](#)
- [Running the prerequisite test for Foglight for Active Directory](#)
- [Running the prerequisite test for Foglight for Exchange](#)
- [Installing a CA certificate](#)
- [Troubleshooting issues](#)

Launching the Remote Access Diagnostics tool

To launch the tool:

- 1 Download the Remote Access Diagnostics tool (*RemoteAccessDiagnostics.zip*) from Quest Support Portal.
- 2 Locate the version (x86 and x64) that is compatible with your system architecture and copy the corresponding folder to a network share or individual machine.
 - i | NOTE:** The machine where this tool is being run must have .NET® 2.0 installed.
- 3 From that location, expand the folder and double-click **RemoteAccessDiagnostics.exe**.

Running the remote access test

To run the remote access test against all servers:

- 1 On the Remote Access Test tab:
 - a Select the **Run a remote access test from the Fglam** option.
 - b Enter the credentials that will be used in the Foglight Agent Properties to collect metrics from the server(s) being tested.
 - c Enter the IP address or FQDN of a domain controller that uses the credentials entered above. This field is used to validate the credentials and to create a server list.
 - d Click **Next**.

The tool discovers all the domain controllers and Exchange servers in your Active Directory® environment and displays them in the Remote Access Test tab.

i | NOTE: In a large environment, the discovery process may need a long time to complete.

- 2 By default all of the servers are selected. Click the check box in the **Select** column to clear or select a server in this list. For example, if you have servers in the list that use different credentials than those entered on the previous screen, clear the check box for those servers, so that the test is not run against them. Double-clicking the column header selects /clears all servers in the list.
- 3 Click **Run**.
- 4 Review the **Results** column which indicates whether the name resolution/ping and test LDAP and WMI query ran successfully on each server.

If a server fails, open the Log tab and review the log entry for that server. In addition, running the prerequisite test against the server experiencing the failure may provide additional information as to why the server did not pass the remote access test.

Running the prerequisite test for Foglight for Active Directory

To run the prerequisite test against Foglight for Active Directory:

i | **NOTE:** This test is intended for the local server; therefore, it must be run on the server to be tested.

- 1 On the Remote Access Test tab:
 - a Select the **Run a prerequisite test for AD Cartridge** option.
 - b Enter the credentials that will be used in the Foglight Agent Properties to collect metrics from the server being tested.
 - c Enter the IP address or FQDN of a domain controller to validate the credentials entered above.
 - d Click **Next**.

A list of the tests that will be run locally on the selected server is displayed on the Remote Access Test tab.

- 2 Click **Run**.
- 3 Review the **Results** column which indicates whether the individual tests ran successfully on the selected server.

The PreReq tests (listed at the top of the list by default) **MUST** pass in order for an Active Directory® Agent to initialize.

i | **NOTE:** For a list of the prerequisites, see the *Foglight for Active Directory Release Notes*.

Failures in the remaining tests indicate environmental issues that may result in blank metrics in the Foglight for Active Directory dashboards.

- 4 Open the Log tab for additional information that may help in troubleshooting failures that are encountered.

Running the prerequisite test for Foglight for Exchange

To run the prerequisite test against Foglight for Exchange:

i | **NOTE:** This test is intended for the local server; therefore, it must be run on the server to be tested.

- 1 On the Remote Access Test tab:
 - a Select the **Run a prerequisite test for Exchange Cartridge** option.
 - b Enter the credentials that will be used in the Foglight Agent Properties to collect metrics from the server being tested.
 - c Enter the IP address or FQDN of a domain controller to validate the credentials entered above.
 - d Click **Next**.

A list of the tests that will be run locally on the selected server is displayed on the Remote Access Test tab.

i | **NOTE:** The Exchange agent needs to collect information from both the domain controller and Exchange server. Therefore this test needs to be run on the domain controller and the Exchange server.

- 2 Click **Run**.
- 3 Review the **Results** column which indicates whether the individual tests ran successfully on the selected server.

The PreReq tests (listed at the top of the list by default) **MUST** pass in order for an Exchange Agent to initialize.

i | **NOTE:** For a list of the prerequisites, see the *Foglight for Exchange Release Notes*.

Failures in the remaining tests indicate environmental issues that may result in blank metrics in the Foglight for Exchange dashboards.

- 4 Open the Log tab for additional information that may help in troubleshooting failures that are encountered.

Installing a CA certificate

To install a CA certificate:

- 1 Download a CA certificate from the CA server, through the Active Directory® Certificate Services web page, and copy it to the host where the Remote Access Diagnostics Tool runs.
- 2 Double-click **CA certificate** and click **Install Certificate**.
The Certificate Import Wizard appears.
- 3 Place the certificate in “Trusted Root Certification Authorities” and click **Next**.
- 4 Click **Finish** to complete the installation.

Troubleshooting issues

This section lists potential issues that users may encounter when running the Remote Access Diagnostics tool and provides solutions for these issues.

Could not get RootDSE with the supplied server and credentials.

Symptoms:

- The “Enable SSL For LDAP” option is selected.
- The following exception message is found in the log page:

```
SETTINGS: Agent account validated in AD.
```

```
Querying dc7.domain7.local for RootDSE Naming Contexts using:  
administrator@domain7.local
```

```
Exception contacting LDAP://dc7.domain7.local:636/RootDSE - The server is not  
operational.
```

Resolution:

- 1 Check the alias record in the hosts file. Ensure that it uses the same record format shown in the following example:

```
10.30.150.30    dc7.domain7.local    domain7.local    dc7
```

- 2 Double-click the installed CA certificate and ensure that no WARNING messages are present.
- 3 Verify the credential.

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

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Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit <https://www.quest.com/company/contact-us.aspx> or call +1-949-754-8000.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.