Ontrack PowerControls

Ontrack Administrative Server ReadMe

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Supported Environments

Component	Requirement
Operating Systems	The following operating systems are supported: ■ Windows Server 2008 ■ Windows Server 2008 R2 ■ Windows Server 2012 ■ Windows Server 2012 R2 ■ Windows Server 2016 ■ Windows 7 ■ Windows 8 ■ Windows 10
	Note: 32-bit and 64-bit versions, virtual and physical, of the listed operating systems are supported. Ontrack Administrative Server can only be run by users with administrative privileges and in administrative mode.
Virtual Environments	*Note: Virtual operation of tape devices may have restrictions imposed by virtual operating systems.*
Additional Software	Microsoft .NET Framework : ■ 3.5 SP1 ■ 4.0 ■ 4.5 ■ 4.5.2

Additional Notes

In order to ensure correct operation of the Ontrack PowerControls Administrative Server and any Ontrack PowerControls for Exchange and Ontrack PowerControls ExtractWizard clients, firewall solutions must be configured to allow communication on the TCP port OAS. The TCP port number can be configured via the Management Console.

Windows-based domain/forest network environment

The system running OAS, and all systems running Ontrack PowerControls and Ontrack PowerControls ExtractWizard, must be joined to the same Windows-based network forest. Users must be logged in as a user of that domain when running Ontrack PowerControls. To ensure correct operation, the OAS Administrator should be logged in as a domain user with Administrator rights on the local system running OAS, in order to install and configure OAS. The

domain account will also need authority to update Active Directory (e.g. Domain Admin), if you wish to advertise OAS services on Active Directory. During installation, the user name and password of a domain account with the necessary rights to access the Global Catalog and Active Directory will need to be entered to ensure the OAS Windows service is able to operate correctly.

Installing Ontrack Administrative Server

Before you install OAS, you should consider your installation strategy, including the availability of OAS around the clock, the security OAS will be providing and how your installation location could impact the level of security, and your available resources for application installation.

Installation Recommendations

Availability: You should install OAS on a distinct machine from Ontrack PowerControls. OAS is a server and should be available 24/7. If OAS is not available, Ontrack PowerControls and Ontrack PowerControls ExtractWizard will not function. A workstation with these applications running is far more likely to be rebooted in the course of normal work and shutdown overnight. OAS can be run on a Microsoft Exchange Server, but because a Microsoft Exchange Server is a mission critical system, especially for larger organizations, it isn't recommended but is still up to you to decide.

Security: OAS is the provider of security related services (auditing, mailbox permissions, and centralized settings), so it would be the best practice to separate the user and Administrator roles. Running Ontrack PowerControls and OAS on the same system could compromise the integrity of the security provided by mailbox permissions and auditing functions. However, if the Administrator of OAS is also a user of Ontrack PowerControls, having them both installed on the same machine makes sense.

Resources: OAS is a server and needs sufficient resources to run efficiently. If your organization needs to run multiple installations of Ontrack PowerControls simultaneously, having a dedicated, server type system would service client requests more efficiently. Attempting to run OAS on a system running other applications, such as Microsoft Exchange Server or Ontrack PowerControls, could result in compromised or slower performance.

Upgrading Ontrack Administrative Server

OAS 9.1 will not upgrade existing earlier installations of OAS. Manually uninstall previous versions before installing OAS 9.1.

Limitations

- In cases where the Ontrack Administrative Server is stopped and an application or service started that uses the TCP port OAS is configured to use, OAS will automatically change the TCP port to avoid a conflict. In this situation, clients will fail to connect. If Active Directory advertising is in use, the OAS Administrator must stop and then start Active

Directory advertising via the Ontrack Management Console to allow clients to automatically connect. If Active Directory advertising is not used, clients must update the server address to use the new TCP port.

- On Windows Vista and later operating systems the Ontrack Management Console should be started with Administrator privileges to ensure correct operation. This can be achieved by selecting the 'Run as administrator' option in the context menu for the Ontrack Management Console shortcut in the Start menu or desktop. Failure to run with Administrator privileges may result in problems when configuring the administrative server and mailbox permissions rules.

Technical Support

If you have issues not addressed in the user guide or the online Help, contact our Technical Support group (1-952-937-2121). When reporting an issue, please include any information that might help us diagnose the problem and have the following:

- The version of Ontrack Administrative Server you are using (on the Help menu, click About)
- The versions of Windows operating systems that you are running
- The version of Microsoft Exchange Server that contained the source EDB file
- The circumstances and sequence of steps that led to the problem
- The text of the error messages (if any appeared)
- A list of other Windows-based programs that you were running when the error occurred

About Kroll Ontrack, LLC

Kroll Ontrack provides technology-driven services and software to help legal, corporate and government entities as well as consumers manage, recover, search, analyze, and produce data efficiently and cost-effectively. In addition to its award-winning suite of software, Kroll Ontrack provides data recovery, data destruction, electronic discovery and document review.

For additional information about Kroll Ontrack, its products and services, or the location of an office near you, call our corporate headquarters or visit our website.

Corporate Headquarters

Kroll Ontrack, LLC
9023 Columbine Road
Eden Prairie, MN 55347
Toll Free: 1-800-645-3649
Phone: 1-952-937-5161
Fax: 1-952-937-5750
Web: www.ontrack.com