

# Kroll Ontrack Administrative Server V7.0 ReadMe

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## System Requirements

To use Kroll Ontrack Administrative Server (KOAS) on your computer, you need the following hardware and software:

Component	Requirement	Notes
Processor	Intel Pentium class or higher compatible processor	
RAM	2 GB RAM	
Free Hard Disk Space for the Installation	200 MB (Additional disk space will be required to store log information as the system runs.)	
Monitor	800 x 600 or higher screen resolution	
Browser	Microsoft Internet Explorer 8.0	

Component	Requirement	Notes
Operating Systems	<p>The following operating systems are supported:</p> <ul style="list-style-type: none"> <li>■ Windows Server 2003 Standard</li> <li>■ Windows Server 2003 Data Center</li> <li>■ Windows Server 2003 Enterprise</li> <li>■ Windows Server 2008 Standard</li> <li>■ Windows Server 2008 Data Center</li> <li>■ Windows Server 2008 Enterprise</li> <li>■ Windows Server 2008 R2</li> <li>■ Windows Vista Business</li> <li>■ Windows Vista Ultimate</li> <li>■ Windows Vista Enterprise</li> <li>■ Windows 7 Professional</li> <li>■ Windows 7 Enterprise</li> <li>■ Windows 7 Ultimate</li> <li>■ Windows 8 Pro</li> <li>■ Windows 8 Enterprise</li> <li>■ Windows Server 2012</li> </ul>	<p>32-bit and 64-bit versions of the listed operating systems are supported.</p> <p>Kroll Ontrack Administrative Server in Windows Vista, Windows Server 2008, Windows Server 2008 R2, Windows 7, Windows 8, and Windows Server 2012 can only be run by users with administrative privileges and in administrative mode.</p> <p>Kroll Ontrack Administrative Server</p> <p>The operating systems listed are required to have the latest service packs installed.</p> <p>The HASP HL override key functionality does not work on Windows Vista, Windows Server 2008, Windows Server 2008 R2, Windows 7, Windows 8, or Windows Server 2012 operating systems when using a remote desktop connection to the computer.</p>

Component	Requirement	Notes
Virtual Environments	<p>The following virtual environments are supported:</p> <ul style="list-style-type: none"> <li>■ VMware Server 1.0x, 2.x</li> <li>■ VMware Workstation v6.0x, v7.0x for Windows</li> <li>■ Microsoft Virtual Server 2005 R2</li> <li>■ Microsoft Hyper-V Server 2008</li> <li>■ Microsoft Hyper-V Server 2008 R2</li> <li>■ Microsoft Hyper-V with Windows Server 2008</li> <li>■ Microsoft Hyper-V with Windows Server 2008 R2</li> <li>■ Microsoft Virtual PC 2007</li> <li>■ VMware ESX/ESXi 3.5, 4.0, 4.1</li> </ul>	Virtual operation of tape devices may have restrictions imposed by virtual operating systems.
Additional Software	Use of third-party software might be a prerequisite for functionality of this Product. You shall be responsible for obtaining proper licenses for all third-party software.	
Microsoft .NET Framework	Microsoft .NET Framework 3.5 SP1 and Microsoft .NET Framework 4.0. System must have both .NET Framework 3.5 SP1 and 4.0 installed in order to function.	
Universal Serial Bus (USB)	USB port (for use of the Central Licensing Service feature).	HASP key operation is validated in environments that support USB attached devices and support the Kroll Ontrack distributed HASP drivers only.
High-speed TCP/IP LAN network connection	Minimum of 100 Mbps recommended.	

## 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 KOAS is configured to use. The TCP port number can be configured via the Kroll Ontrack Management Console.

### Windows-based domain/forest network environment

The system running KOAS, 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 KOAS Administrator should be logged in as a domain user with Administrator rights on the local system running KOAS, in order to install and configure KOAS. The domain account will also need authority to update Active Directory (e.g. Domain Admin), if you wish to advertise KOAS 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 KOAS Windows service is able to operate correctly.

## Installing Kroll Ontrack Administrative Server

Before you install KOAS, you should consider your installation strategy, including the availability of KOAS around the clock, the security KOAS 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 KOAS on a distinct machine from Ontrack PowerControls. KOAS is a server and should be available 24/7. If KOAS 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. KOAS 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:** KOAS 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 KOAS on the same system could compromise the integrity of the security provided by mailbox permissions and auditing functions. However, if the Administrator of KOAS is also a user of Ontrack PowerControls, having them both installed on the same machine makes sense.

**Resources:** KOAS 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 KOAS on a system running other applications, such as Microsoft Exchange Server or Ontrack PowerControls, could result in compromised or slower performance.

## To install Kroll Ontrack Administrative Server

1. Turn off any disk utility or antivirus program running in the background.
2. Insert the Kroll Ontrack Administrative Server CD-ROM into your CD-ROM drive.
3. The installation program automatically starts. If it does not, do the following:
  - Press the **Windows** button + **R**.
  - In the Run dialog box, type **D:\autorun.exe** or **D:\bin\setup.exe**, where D is the drive letter of your CD-ROM drive.
  - Click **OK**.
4. Follow the on-screen instructions.

## Uninstalling Kroll Ontrack Administrative Server (KOAS)

You can uninstall KOAS by using the Add/Remove Programs utility of your Windows operating system.

## Upgrading Kroll Ontrack Administrative Server

KOAS 7.0 will upgrade existing installations of KOAS 1.2, 6.0, and 6.1. KOAS 7.0 will not upgrade existing installations of KOAS earlier than 1.2.

**Note:** During the upgrade, all data and configuration information is preserved.

If the Central Licensing Service (CLS) is in use, after an upgrade it is necessary to configure CLS to use your new Ontrack PowerControls 7.0 CLS license. After upgrading, the original Ontrack PowerControls 5.2, 6.0 or 6.1 license will still be configured for use; however, this is not compatible with KOAS 7.0 and as a result the CLS plug-in status will indicate an error.

### To configure the CLS license file and correct this issue

1. Using the KOAS CLS plug-in, in the **License File** tab, configure KOAS 7.0 CLS to use the Ontrack PowerControls 7.0 CLS license file for Ontrack PowerControls.
2. Follow the instructions and restart KOAS to ensure that CLS is running properly. If the wrong CLS license file is configured, an error displays in the CLS status displays.

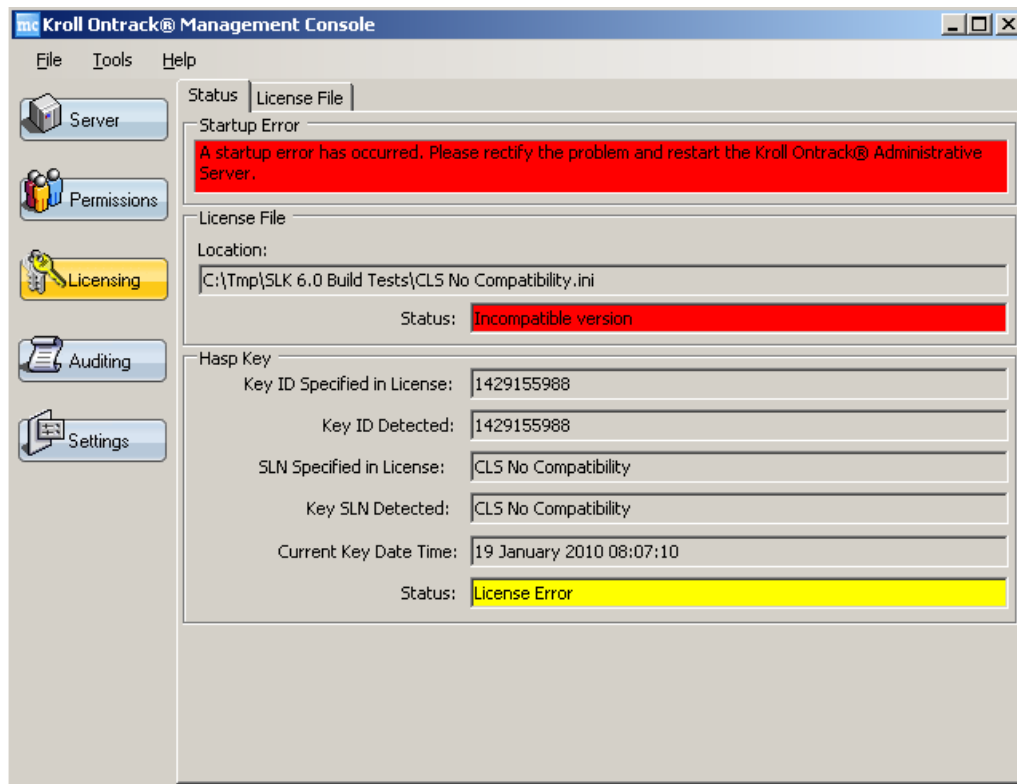


Figure 1-1: Incompatible Version

## Understanding CLS Interoperability and Compatibility

KOAS 7.0 provides licensing services for Ontrack PowerControls 7.0 only. Other versions of Ontrack PowerControls are not supported. If an attempt is made to use other versions of Ontrack PowerControls with KOAS 7.0 for CLS, the Ontrack PowerControls application displays an error. If using CLS, both the KOAS and the Ontrack PowerControls installations must be upgraded to 7.0. Before Ontrack PowerControls can be run after upgrading, KOAS CLS must be configured to use the Ontrack PowerControls 7.0 CLS license.

**Note:** KOAS 7.0 provides administrative services (Auditing and Mailbox Permissions control) for Ontrack PowerControls 6.0, 6.1, and 7.0.

## Known Issues

- In cases where the Kroll Ontrack Administrative Server is stopped and an application or service started that uses the TCP port KOAS is configured to use, KOAS 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 KOAS Administrator must stop and then start Active Directory advertising via the Kroll 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 Kroll 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 Kroll

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 questions or problems not answered in the user guide or the online Help, call our Technical Support group. When reporting an issue, please include any information that might help us diagnose the problem. The following details are often the most helpful:

- The version of Kroll 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), and the contents of the Details dialog box
- A list of other Windows-based programs that you were running when the error occurred

## About Kroll Ontrack Inc.

Kroll Ontrack provides technology-driven services and software to help legal, corporate and government entities as well as consumers manage, recover, search, analyze, produce and present data efficiently and cost-effectively. In addition to its award-winning suite of software, Kroll Ontrack provides data recovery, data destruction, electronic discovery, document review and ESI consulting. Kroll is a subsidiary of Alteryx, an industry-leading provider of information solutions. For more information about Kroll Ontrack and its offerings please visit: [www.krollontrack.com](http://www.krollontrack.com).

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