AD Recovery Manager
Quick start Guide

Software version 5.0

General Information: info@cionsystems.com

Online Support: support@cionsystems.com

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1. Introduction

CionSystems AD Recovery Manager empowers you to recover from inadvertent deletions or changes to your AD data in seconds, not hours. With its remote, online, granular restore capability, you can recover entire sections of the directory, selected objects and individual attributes.

2. Highlights

- ✓ Complex tasks are simplified (no scripting needed).
- ✓ Granular or Full Recovery of Active Directory
- ✓ Restore any object including Group Policies in AD, allowing you to recover a deleted user account with all of its group memberships, attributes and password policies without restarting system
- ✓ Granular restore, including object attributes
- ✓ Restore system and non-system attributes
- ✓ Extensible search capability (deleted item)
- ✓ Easily compare backup snapshots for changes
- ✓ Schedule snapshots for creation and deletion
- ✓ Snapshot details, Restore objects and Other audit reports

3. System Requirements

CionSystems AD Recovery Manager should be installed on the Domain Controller machine only.

CionSystems AD Recovery Manager needs:

- 8GB RAM (16GB Recommended)
- 1 TB of disk space(Based on no.of Snapshots)
- Web Browser IE 11 or higher
- Windows Server 2008 or higher
- IIS server 6 or higher.
- Microsoft .NET Framework 4.0 or higher
- SQL Server 2008 R2 or higher Full or Express Edition.

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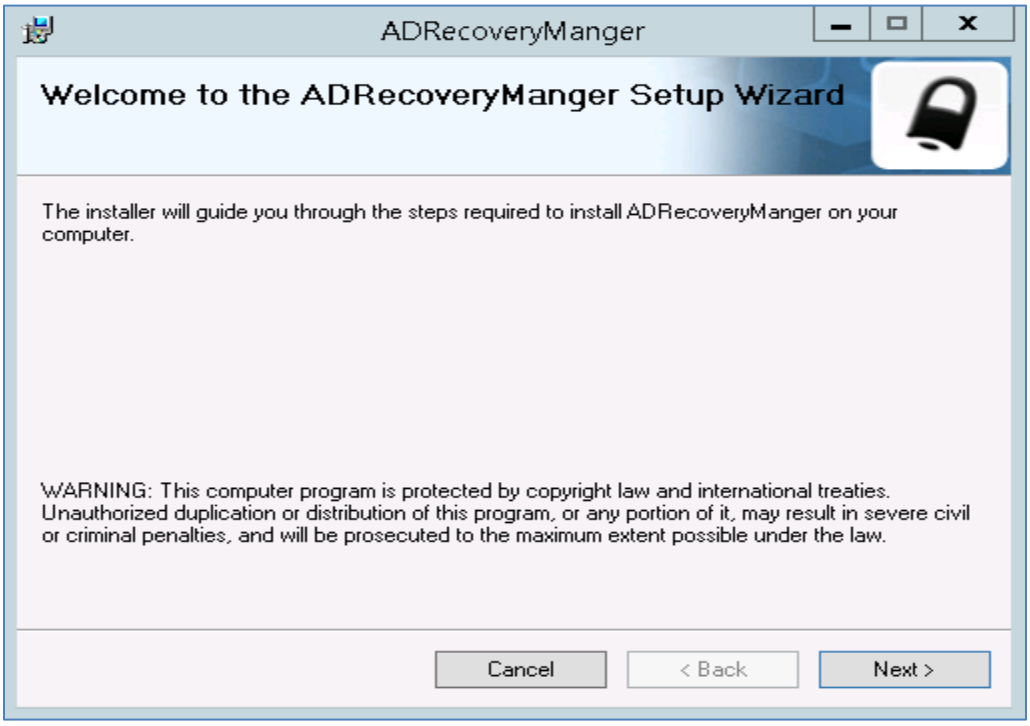
4. Download and Install

CionSystems AD Recovery Manager can be downloaded from the CionSystems website.

- Go to CionSystems website→Downloads→Products→Select "AD Recovery Manager" product and click on "**Read More**" option.
- Click on Download Trial Version button
- If you are a registered user, enter username and password to log in. If you are a new user, sign up and register.
- After registration of the "AD Recovery Manager" trial version, an email will be sent with the link to download ActiveDirectoryRecovery.msi.
- Open email.
- Click on the ADRecoveryManager.msi link.
- Save ADRecoveryManager.msi file to the hard drive.
- When the download is complete, go to start → windows explorer.
- Open the file where ADRecoveryManager.msi file was saved.
- Copy the file into Domain Controller machine.
- Double click on ADRecoveryManager.msi file.
- Setup process will start.

4.1 Installation Wizard

The welcome screen will open



- Click **Next**

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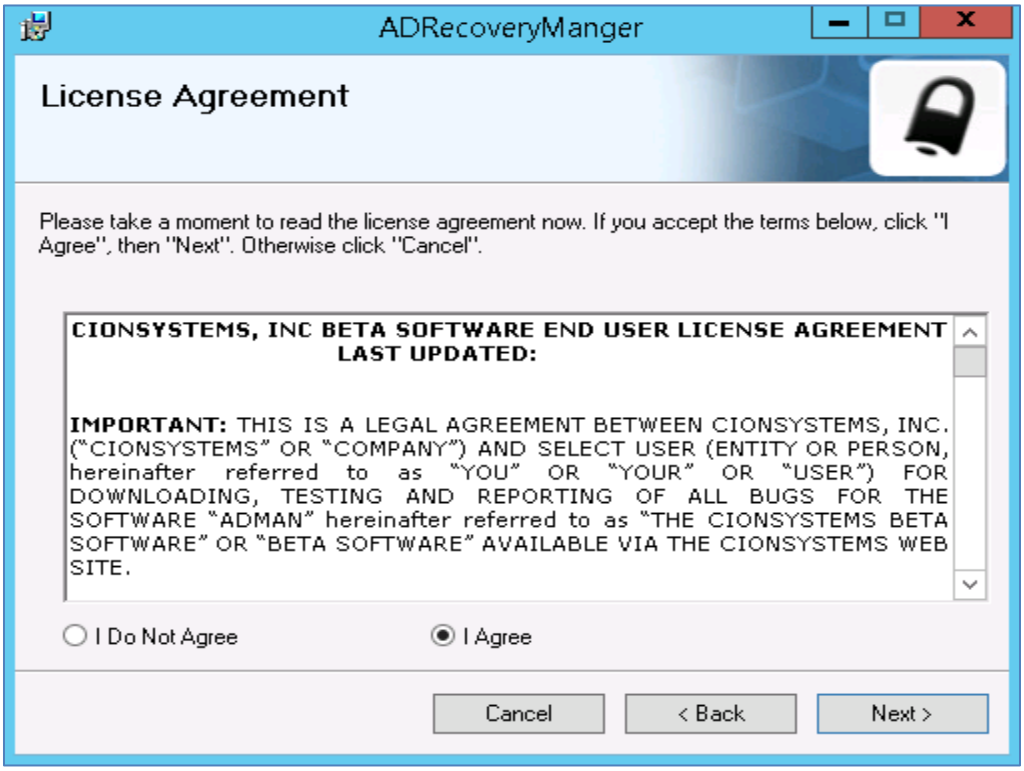
- Click **Next** in System Requirements and Info screen.



- Select **I Agree** and click **Next**

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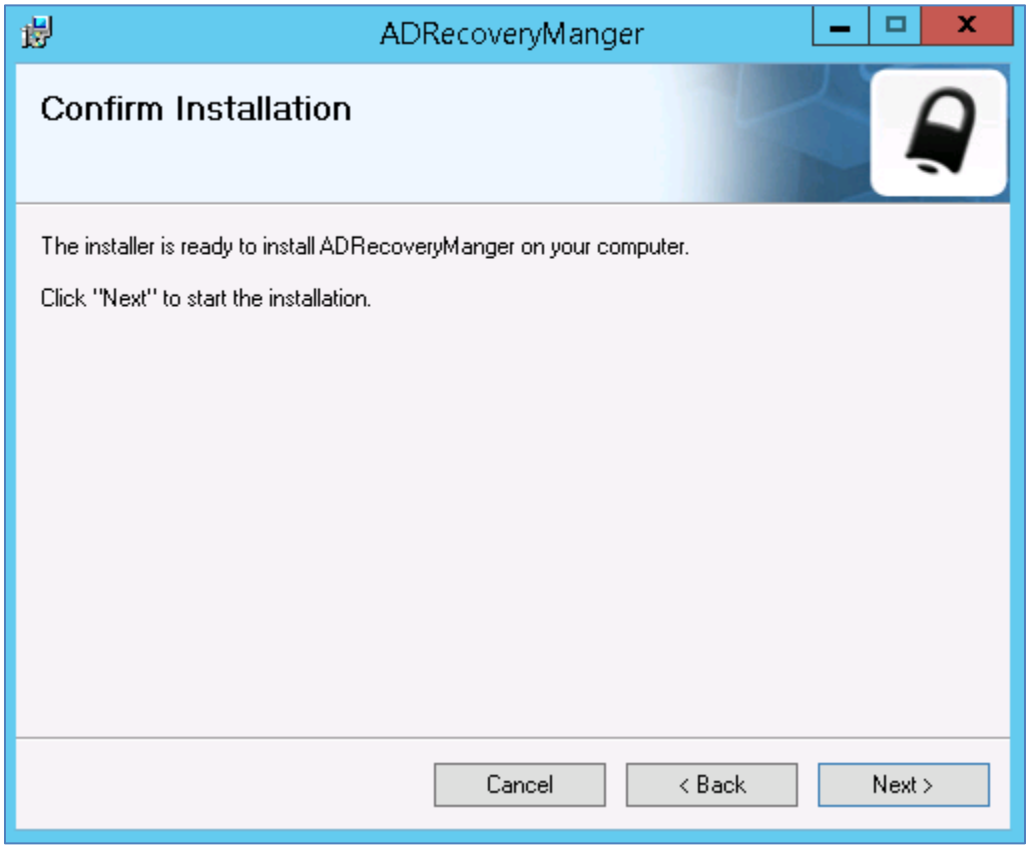
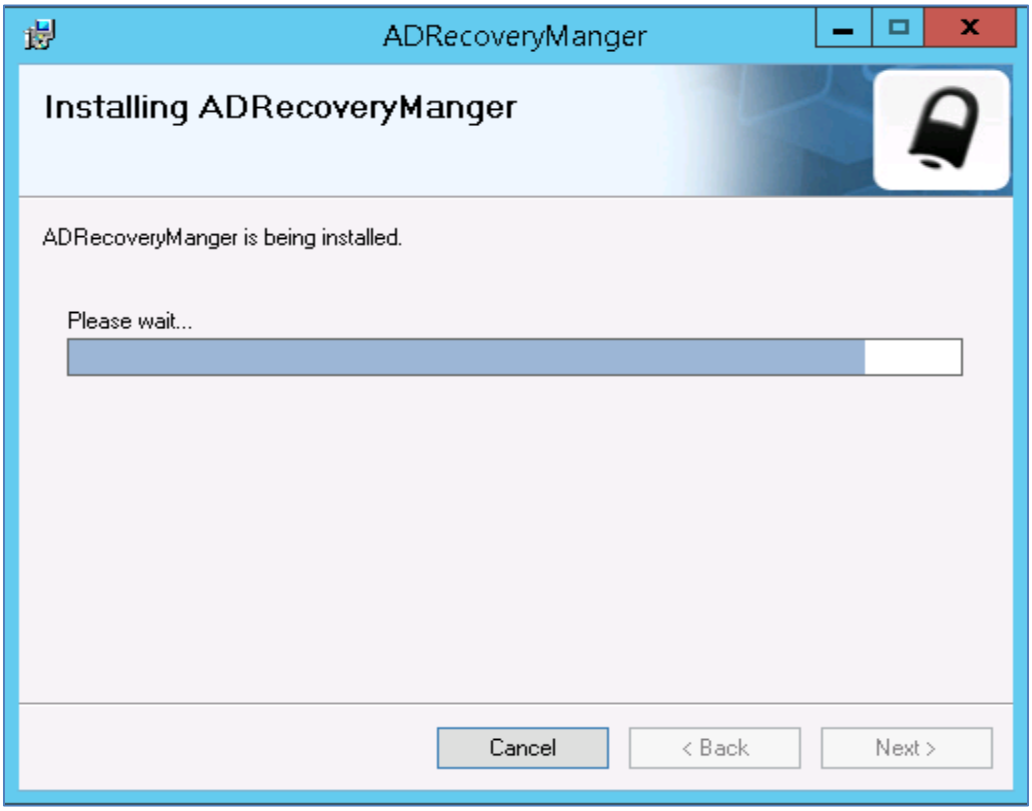


- Click **Next**. AD Recovery Manager will start installing.



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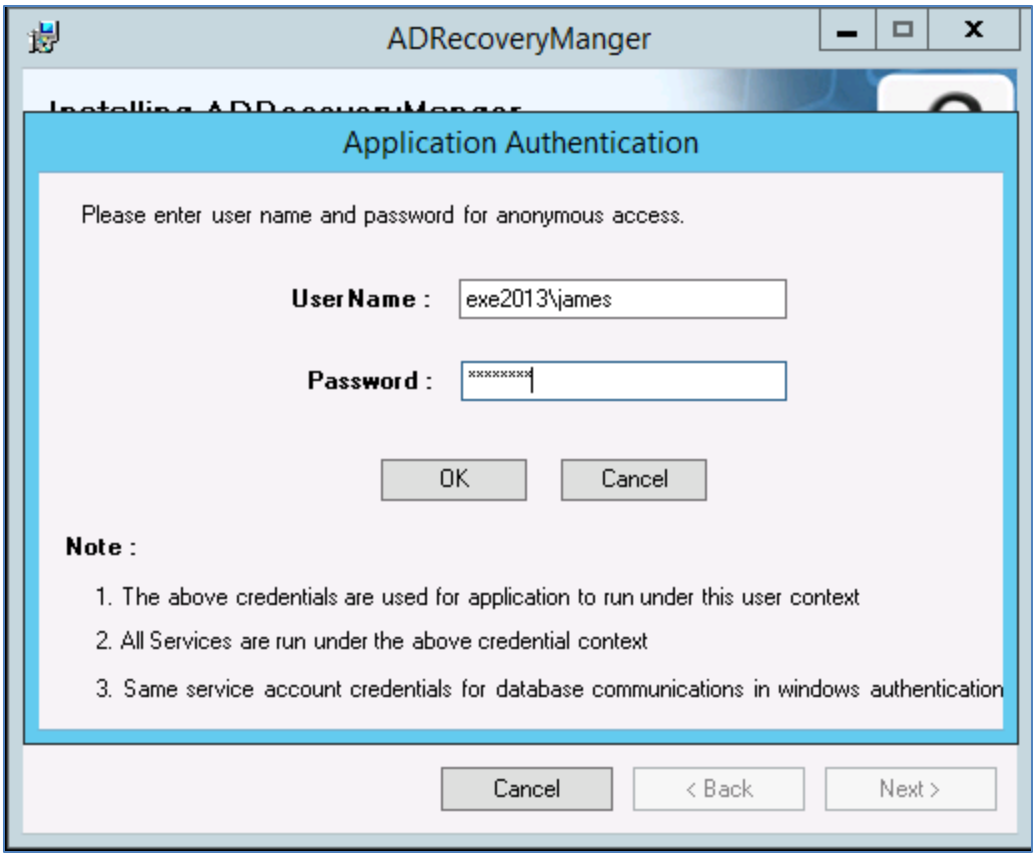
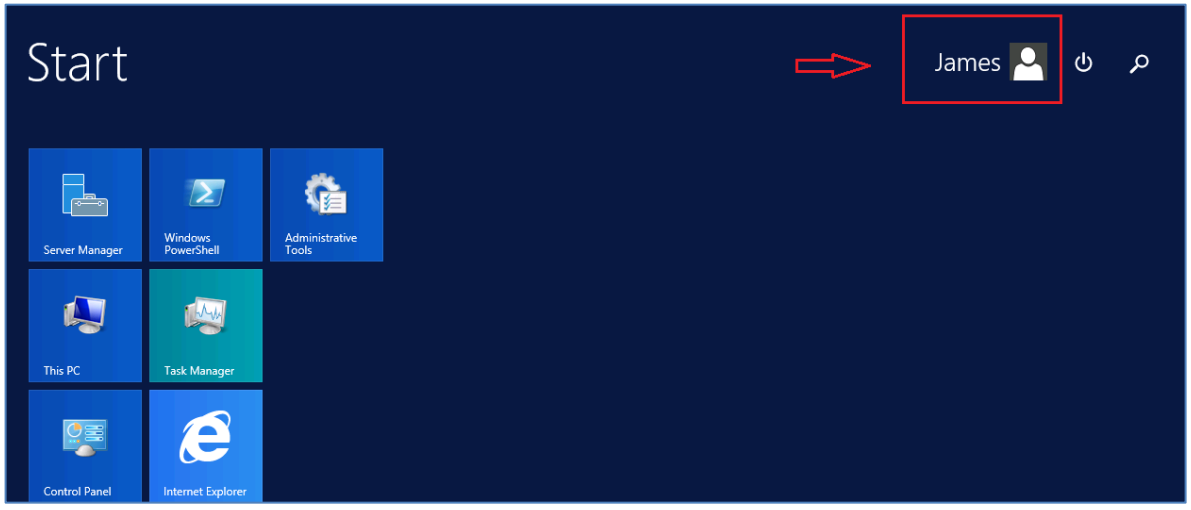


- Application Authentication pop up will appear, enter Username and Password, click **OK** button.

  Ex: UserName:- **DomainName\DomainAdminUser**

Make sure the User is currently logged on User and should have domain admin privileges.



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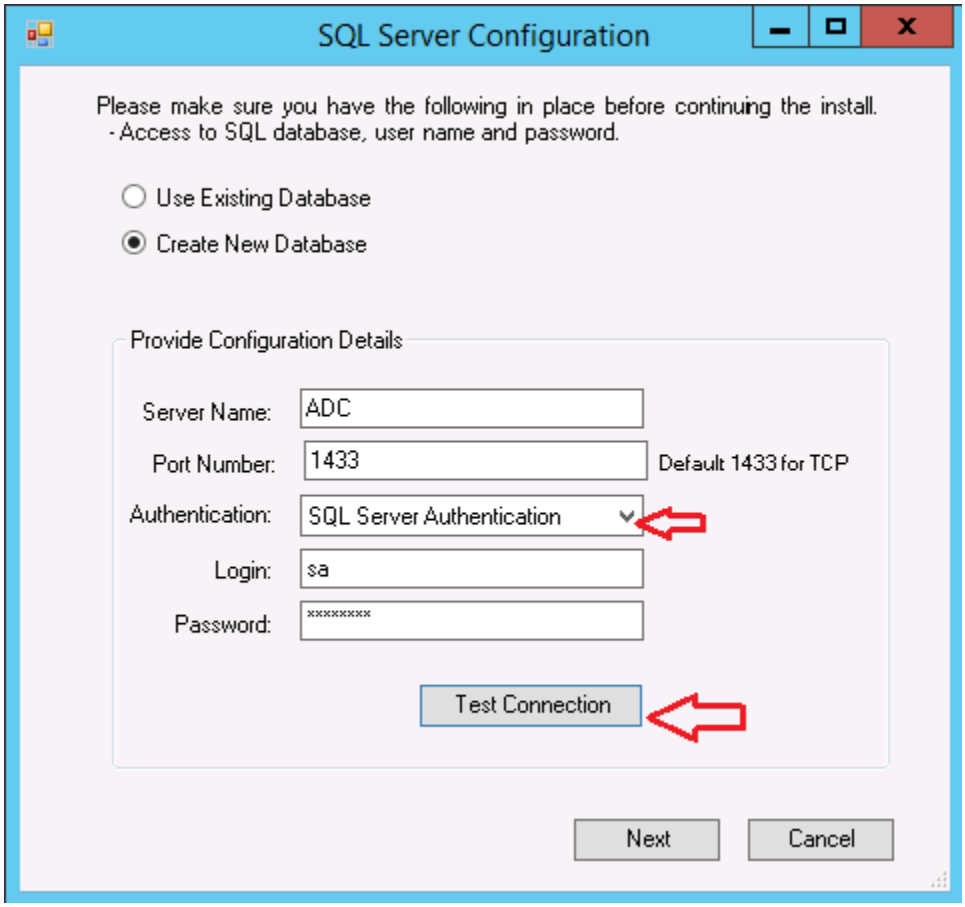
- SQL Server Configuration popup will appear, if you are installing the application for the first time then Click on "**Create New Database**". In Configuration Details, you can select SQL Authentication or Windows Authentication.

  -For **SQL Authentication**, enter SQL database Server name, Select SQL Authentication, enter valid Login and Password details and click on **Test Connection**. If Test Connection displays "Connected Successfully" message, then click on **Next** button.



Note:

- To use "**Use Existing Database"** radio button, AD Recovery Manager database should already exist in the selected SQL database server.

- If AD Recovery Manager database already exists in the selected SQL database server but you have selected "**Create New Database**" radio button, then the old database will be deleted and a new database will be created.

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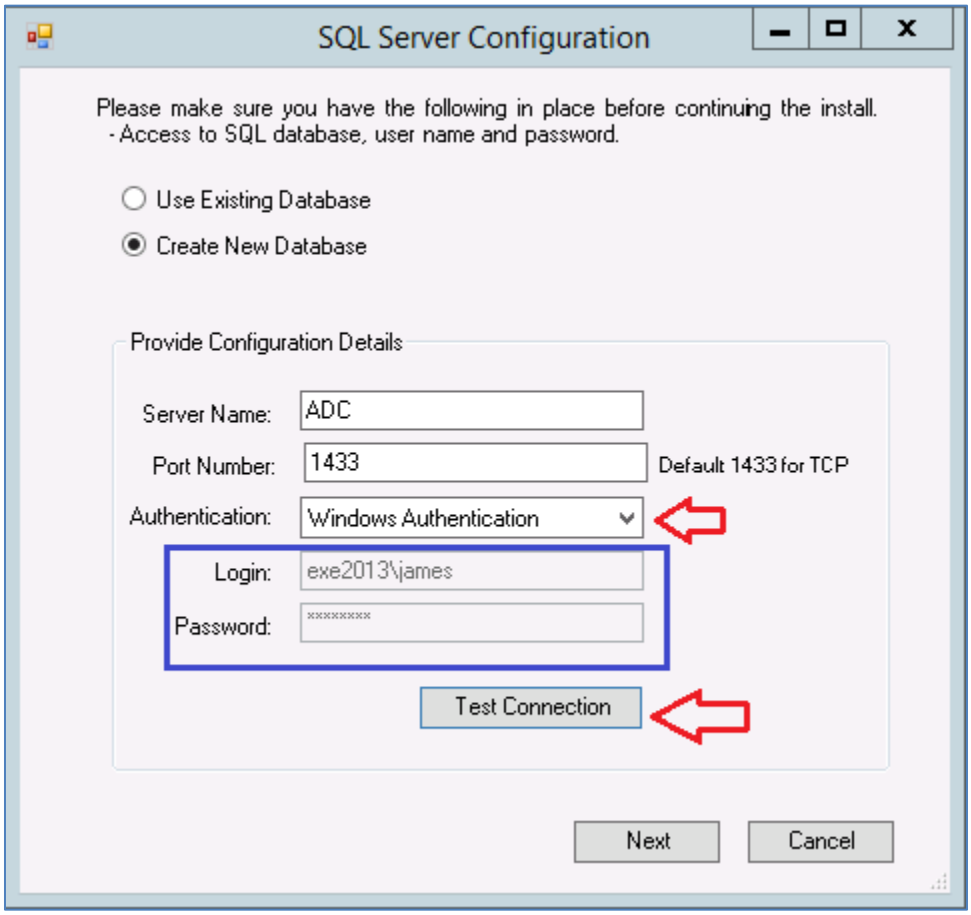
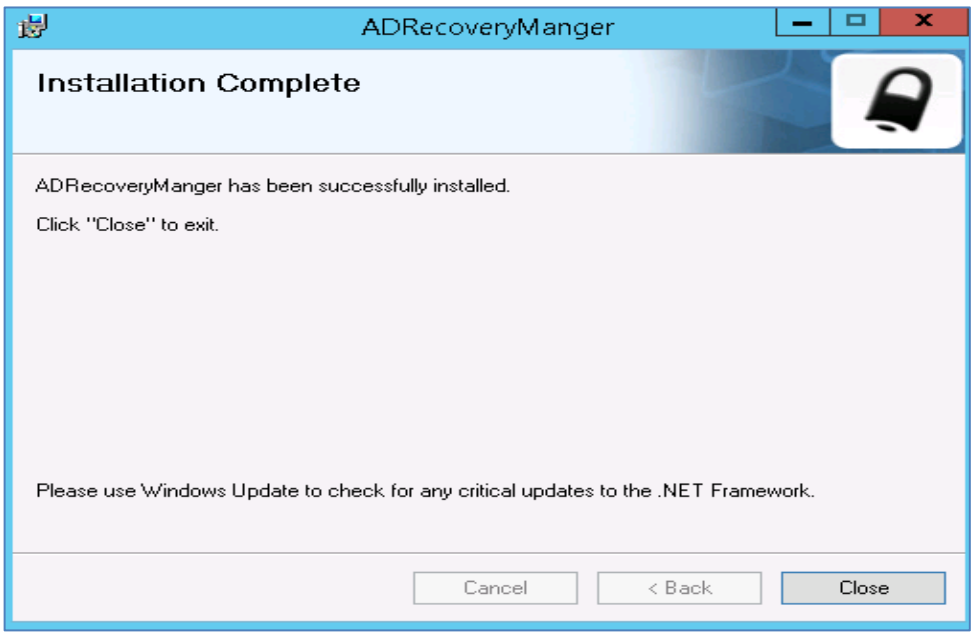
-For **Windows Authentication**, enter SQL database Server name, Select Windows Authentication, here, Login and Password will be grayed out. Click on **Test Connection**. If Test Connection displays "Connected Successfully" message, then click on **Next** button.



- When the installation is complete, click **Close**.



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5. Configuring CionSystems AD Recovery Manager

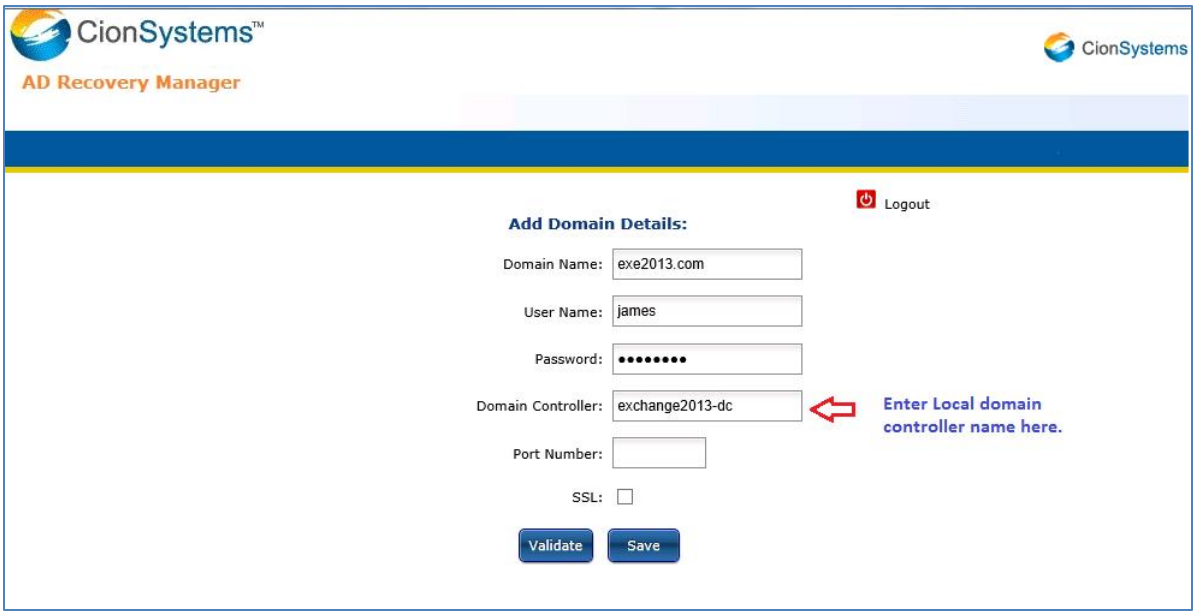
- Click on **ADRecoveryManager** icon on desktop.
- The login screen will open in the default web browser. To login on to the application for the first time;

  Enter "admin" in the User Name text box.

  Enter "admin" in the Password text box.

Note:

It is recommended that user name and password should be changed after the application has been launched.



Enter the required domain details and configure the domain.

- Enter Domain Name
- Enter Domain User Name- This user should have the domain admin privileges otherwise, some of the functionalities may not work. The application runs under this account context.
- Enter Domain User Password.
- Enter local Domain Controller name.
- Port Number and SSL details are optional
- Click on **Validate** button to validate the details
- Click on **Save** button

The installation is completed.

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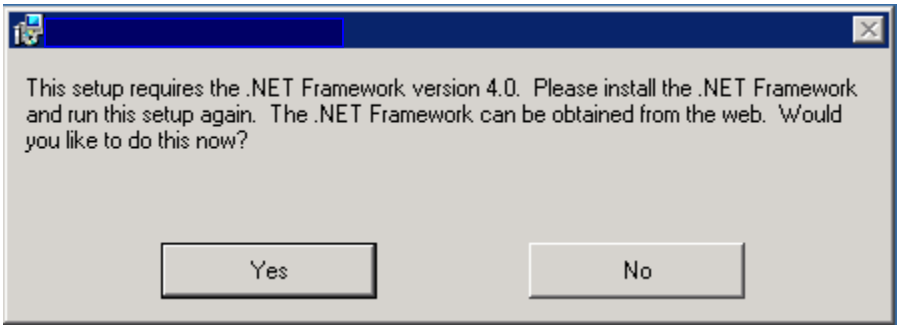
Troubleshooting Installation issues

Windows Server 2008 R2

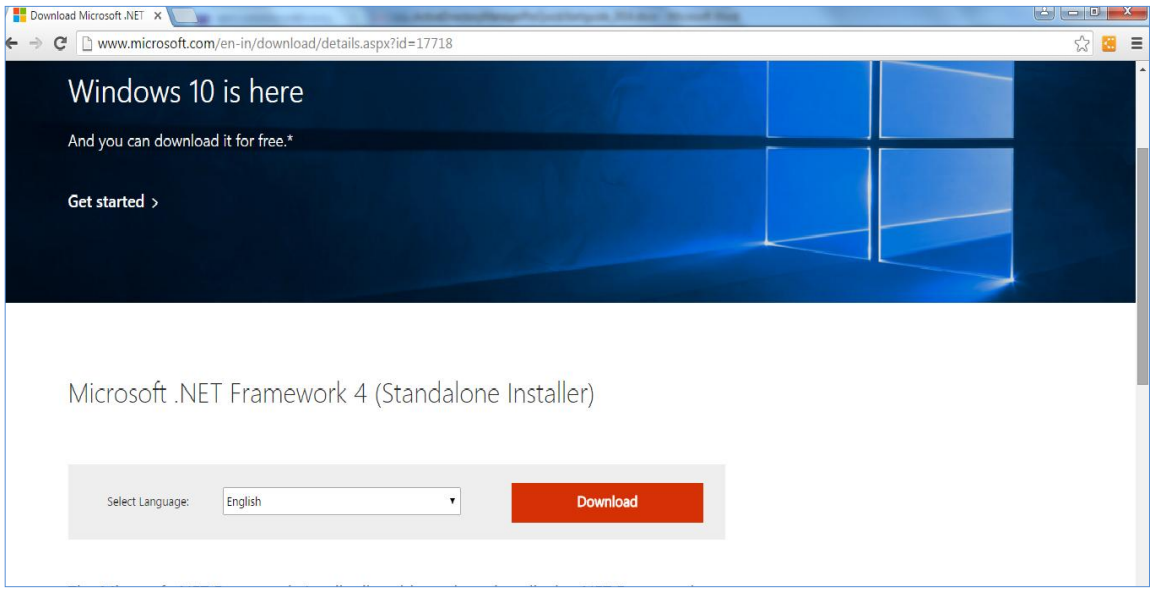
1. Error: "This setup requires Microsoft .NET Framework version 4.0" displays during installation

If you see the following screen during installation, you need to install the .NET Framework version 4.0



- To install the .NET Framework version 4.0, click on below link. This will redirect to .NET Framework 4.0 download page.

http://www.microsoft.com/en-in/download/details.aspx?id=17718



- Download and install →.NET Framework4.0, ensure appropriate .NET versions are installed.

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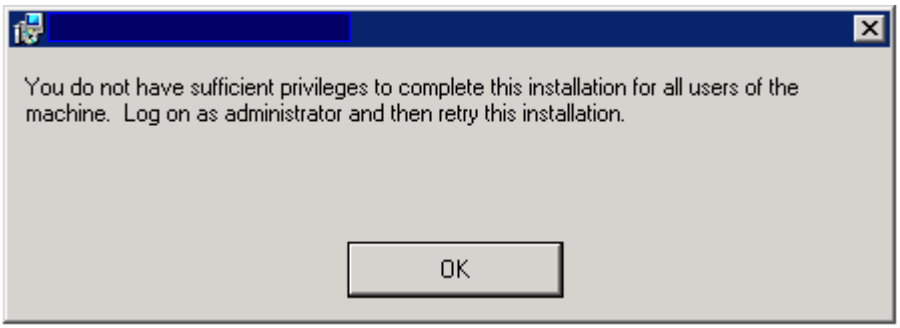
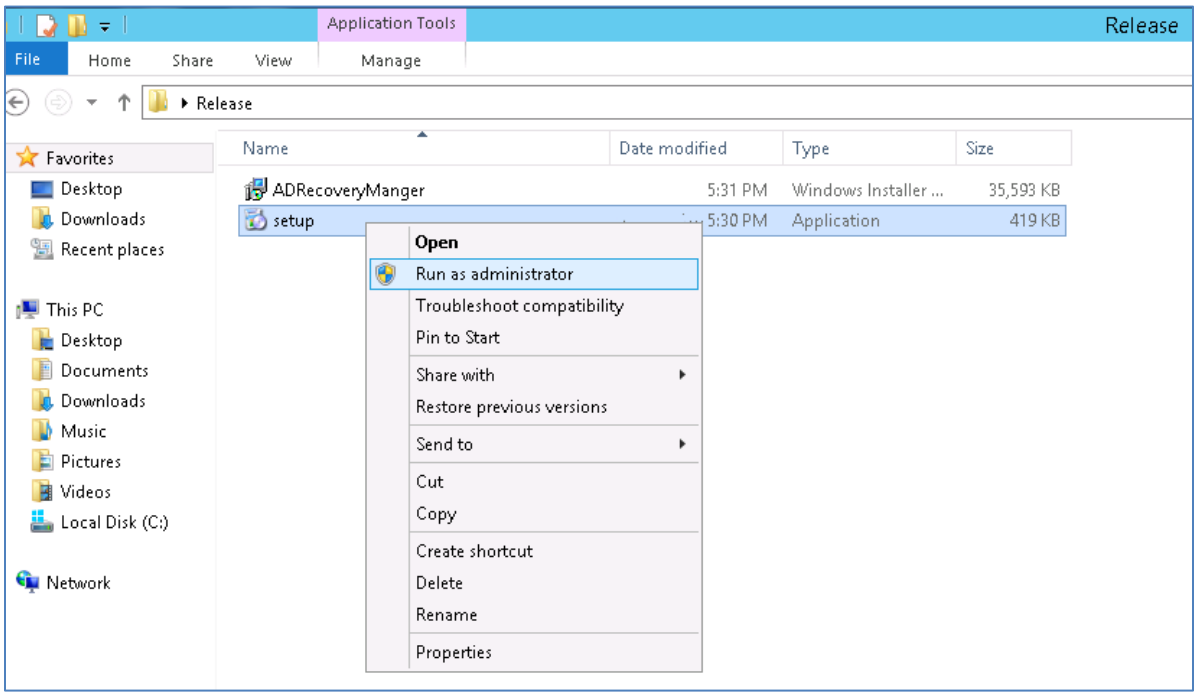
2. Error: "You do not have sufficient privileges to complete this installation" displays during installation

If you see the following screen during installation, you don't have the privileges to install the .msi file of the application.



- You have to login as an administrator or you have admin privileges to run the .msi file. Otherwise you may run the .exe file of the application as an administrator by holding down shift key and right click the mouse, choose "Run as administrator".



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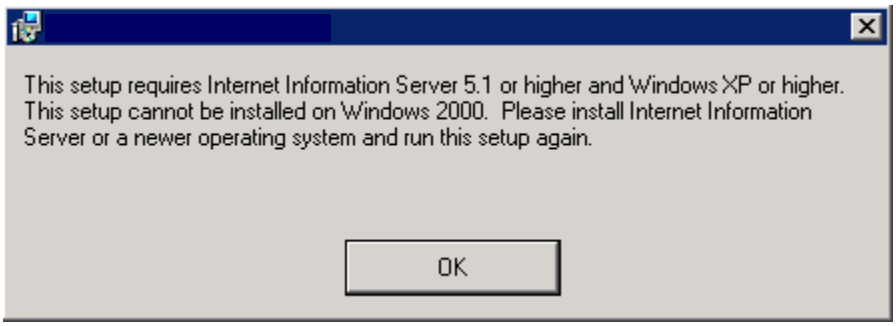
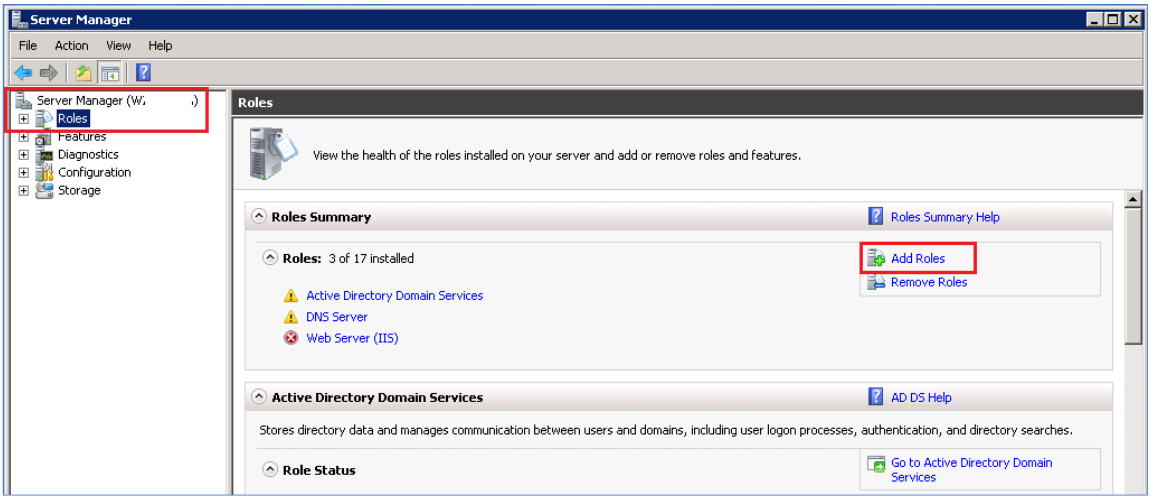
3. Error: "This setup requires Internet Information Server 5.1 or higher" displays during installation

If you see the following screen during installation, you need to install the Application Development and IIS6 Management Compatibility roles



Make sure you have installed the following roles in Server Manager.

- Go to Control Panel→click on "**Turn Windows features on or off**" under Programs→Select "**Roles**" under Server Manager→Click on "**Add Roles**" link button.



- Add Roles wizard will be started→select "**Server Roles**" link button→configure the "**Application Development**" and "**IIS6 Management Compatibility**" roles as shown below:

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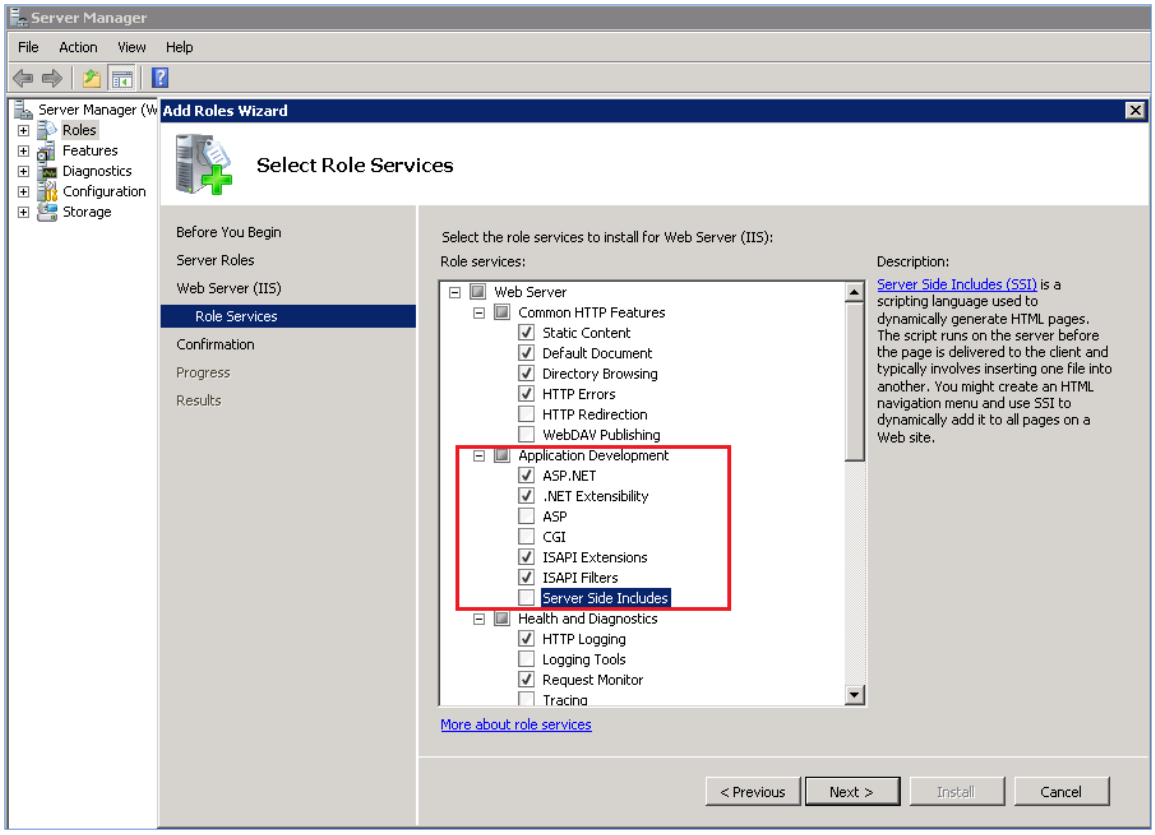

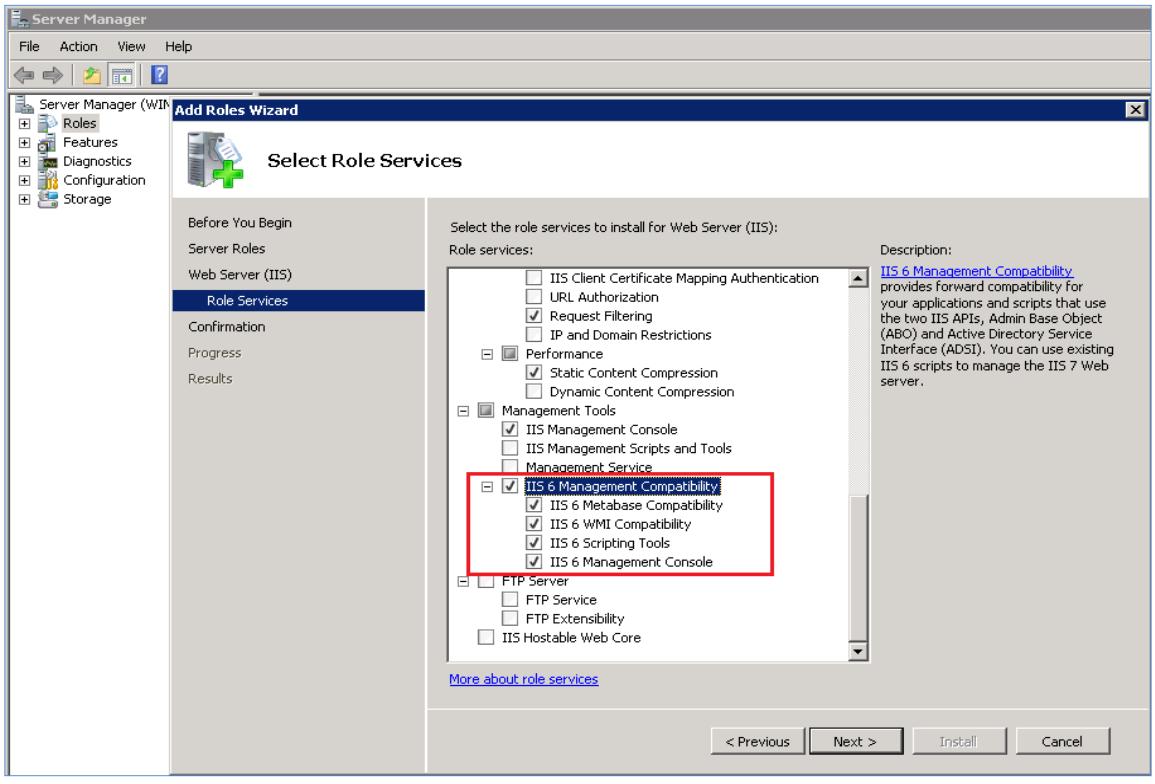

- After installing the roles, restart the server to apply the changes.

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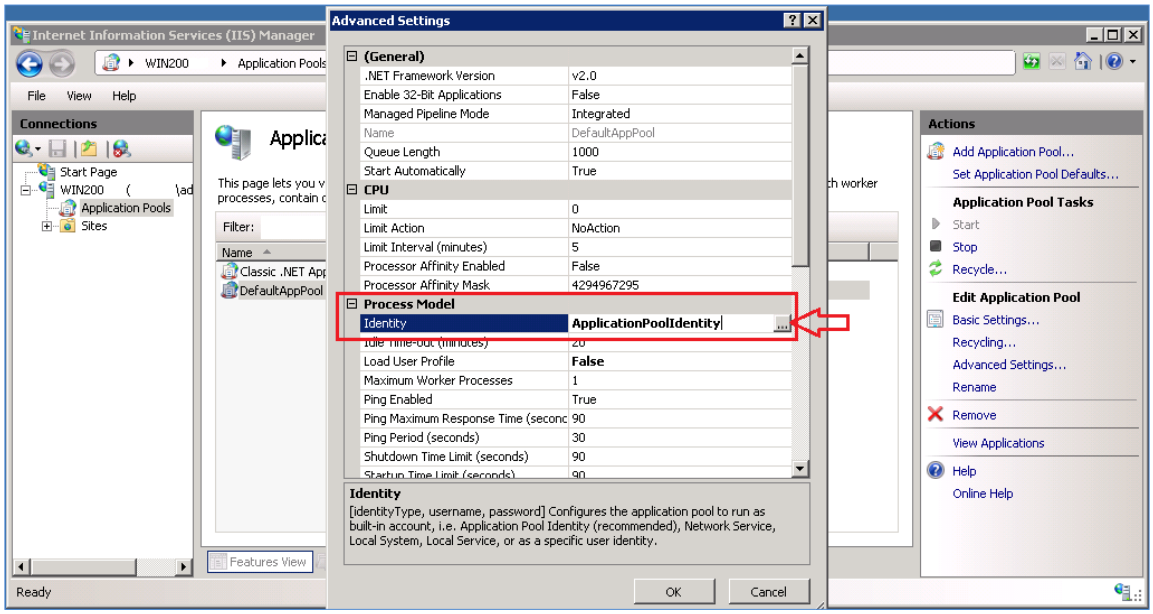
4. Changing "Application pool Identity" for DefaultAppPool in IISManager

In some case, you have to change the application pool identity to the username and password you provided at install.

Process is

- Start **Run** command→type "**inetmgr**"→IIS Manager Window will be opened.
- Go to Application Pools→DefaultAppPool→right click and select "**Advanced Settings**→Select "**Identity**" under Process Model→click on ellipsis button→Select "**Custom account**"→click on "**Set**"→Provide "**User name**, **Password** and **Confirm password**" details→click **OK**→click **OK**



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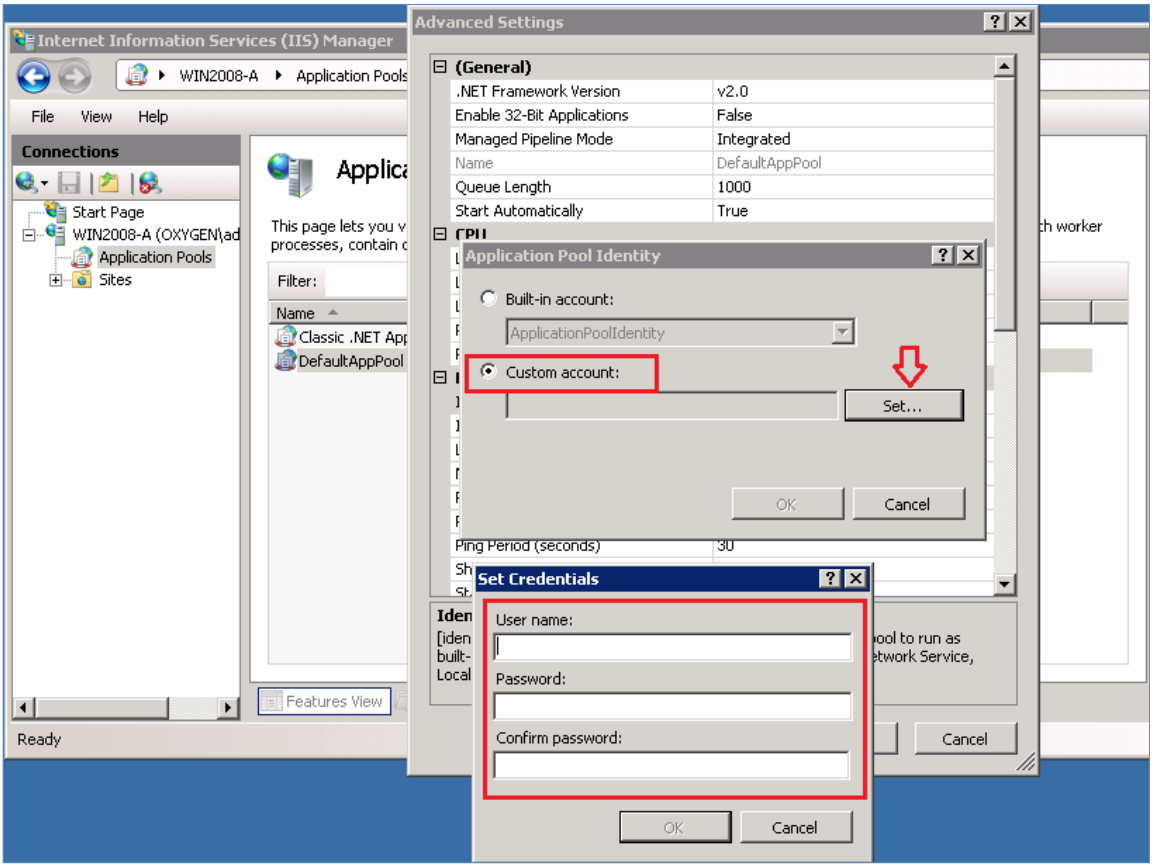
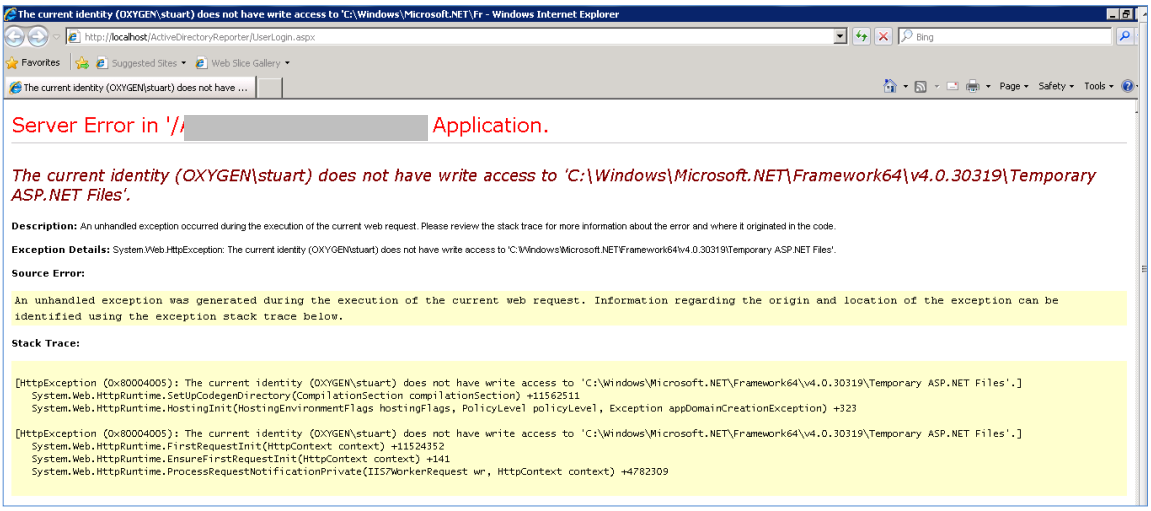


5. Error: "Server Error in '/AD Recovery Manager 'Application"

If the login fails after trying 'admin' & 'admin' (without quotes): see the solution below



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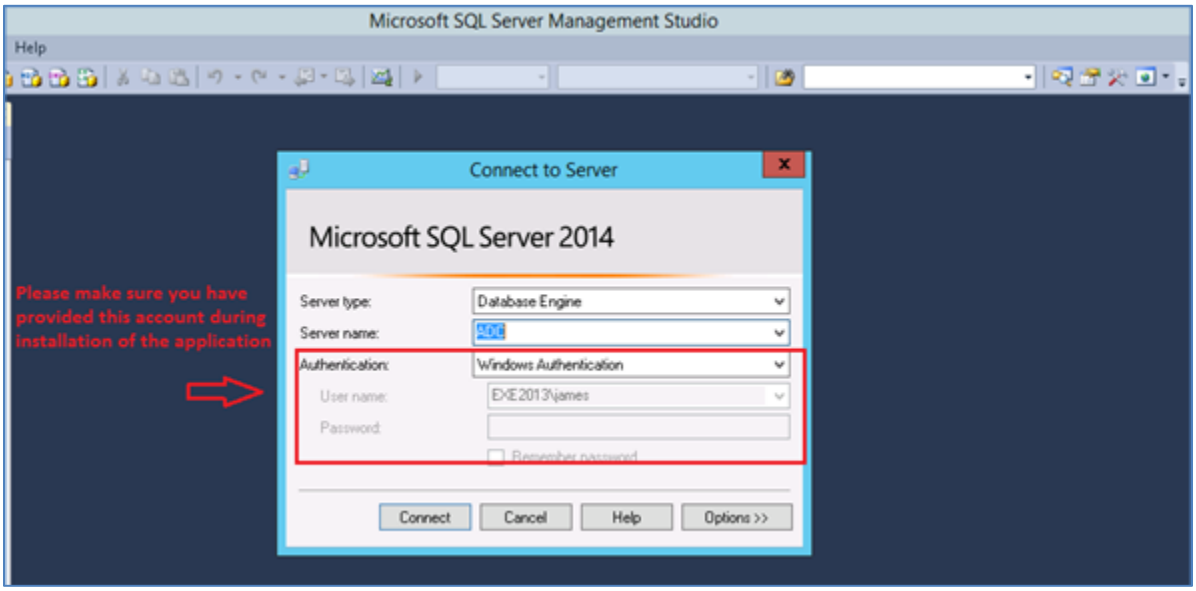
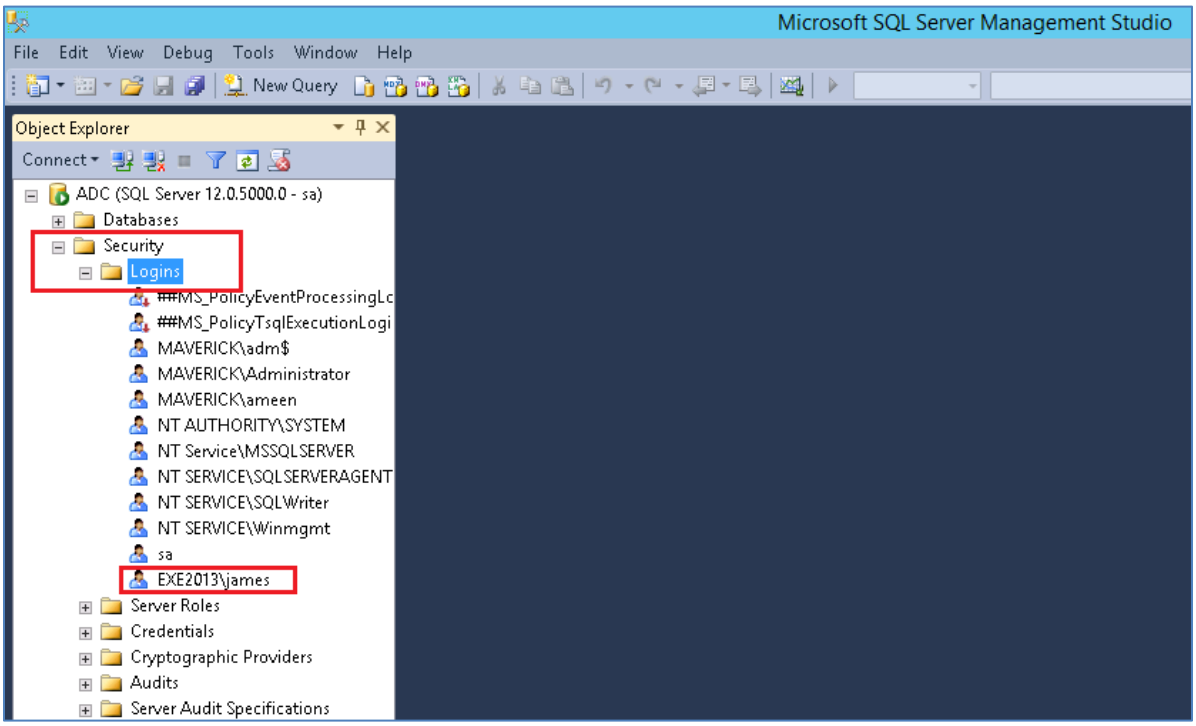


Start the SQL server management studio and note the SQL connection string and username. You have to provide this username during the install of AD Recovery Manager (refer page 8 - Application Authentication popup window). Otherwise provide SQL privileges to the account that you have given during installation of the application.

Also, check the IIS role and ensure the Windows and Basic authentication are enabled.

To connect a remote database through windows authentication, the system must be a member of that domain and the domain user has to be added in SQL database security logins.



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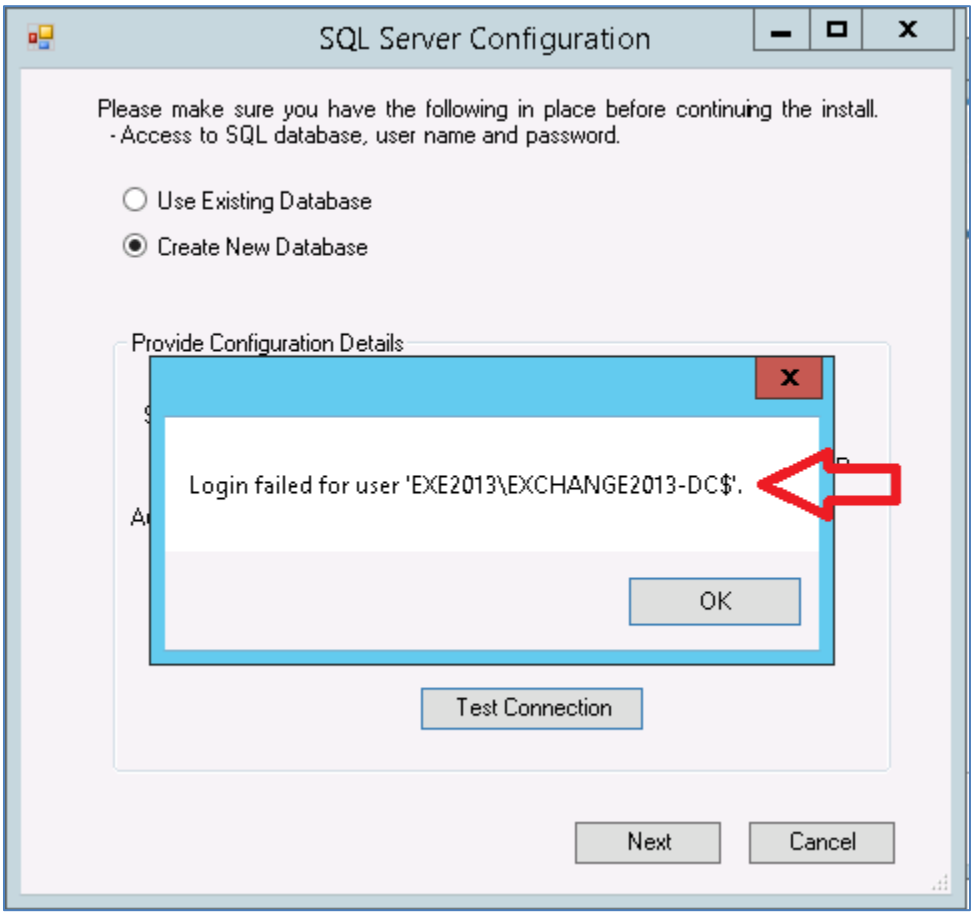
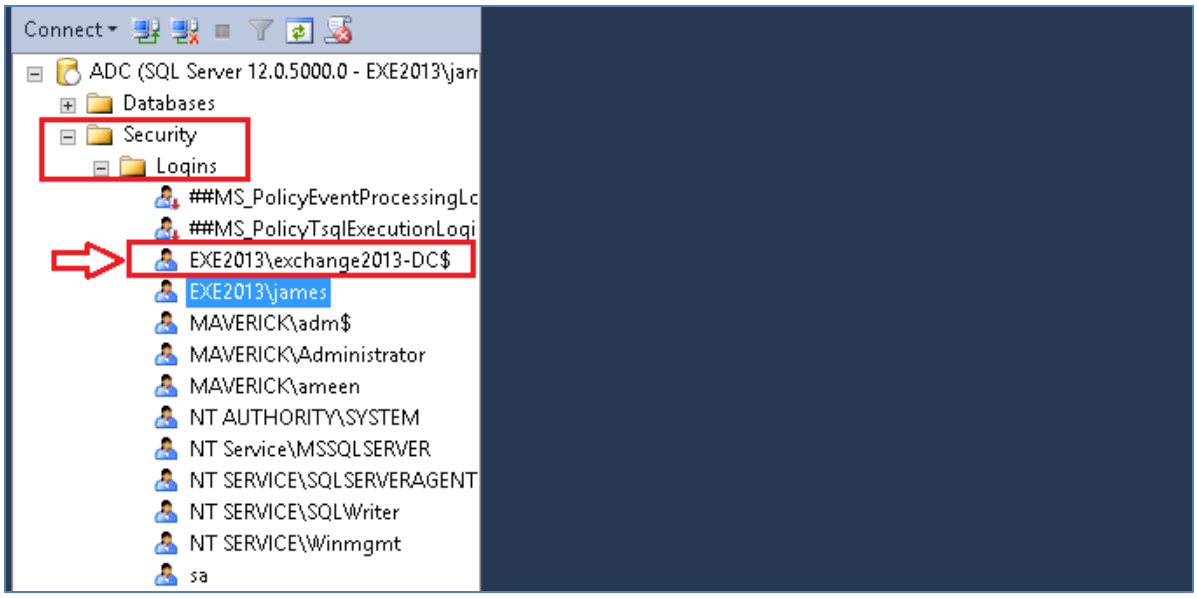
6. Error: SQL Login failed during the database configuration of application

If you get the below error during the database configuration of application,

Please go through this link http://blog.cionsystems.com/?p=736 to resolve the error.





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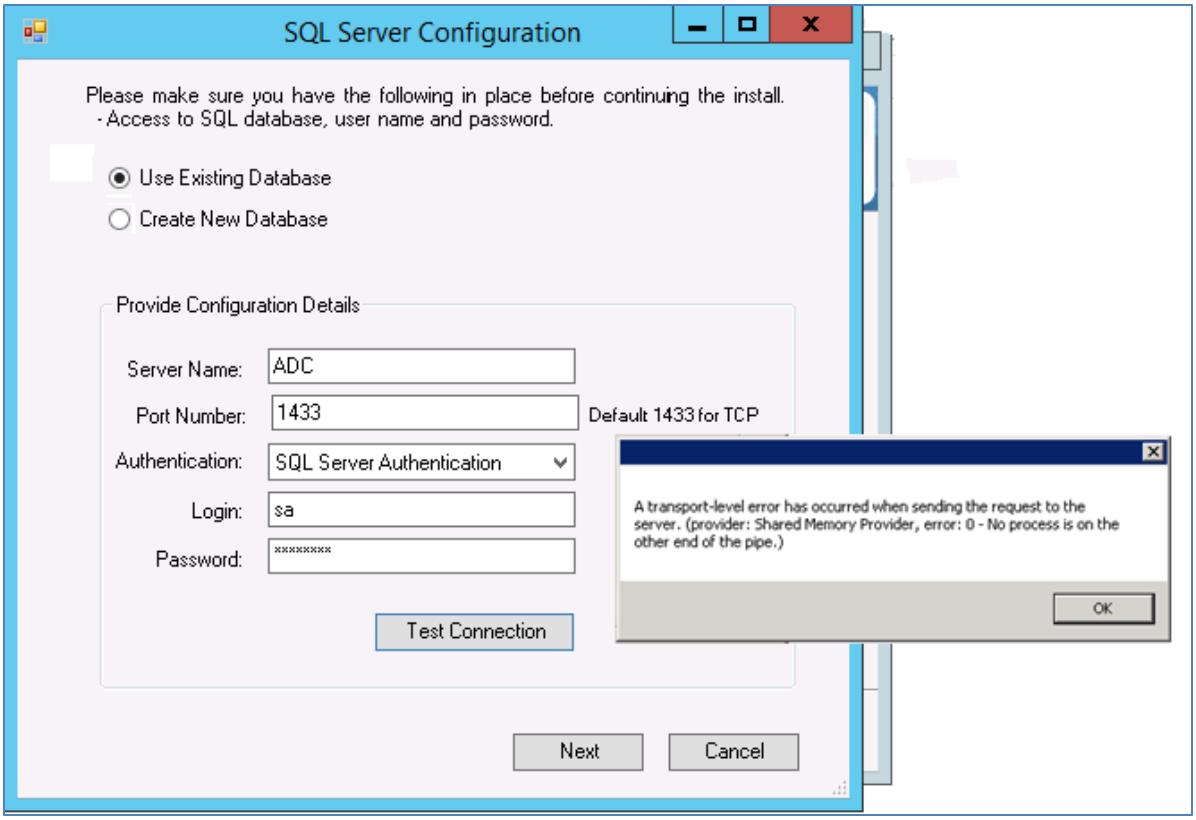
After completing the process shown in the link, the user account should display under security logins as shown in above image.

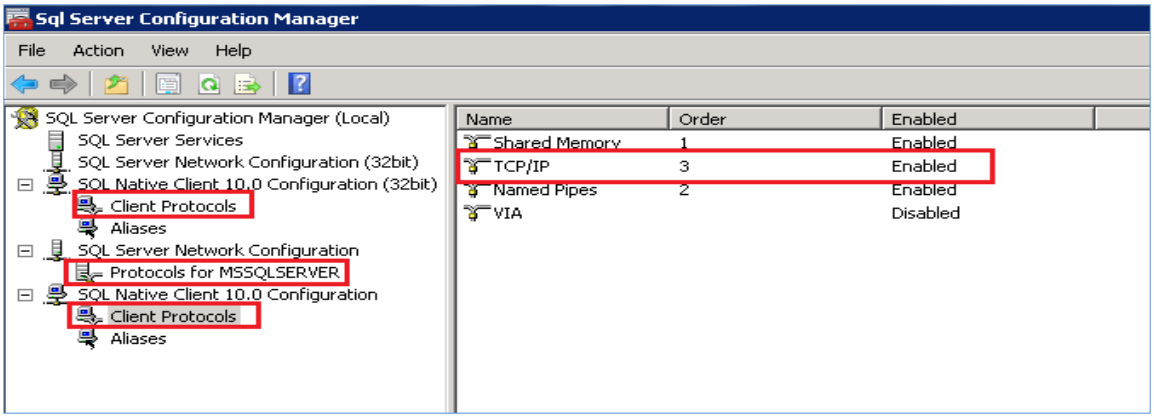
Another scenario of SQL Login fails:



This can happen because the firewall is blocking ports. Check the firewall and SQL to ensure the right SQL ports are open. Probably TCP/IP channel is disabled under SQL Server Configuration Manager. So go there and enable all TCP/IP options.

Below is an example

- Click on start →All programs→Microsoft SQL Server 2008 R2→Click on **Configuration Tools**→Click on **SQL Server Configuration Manager**



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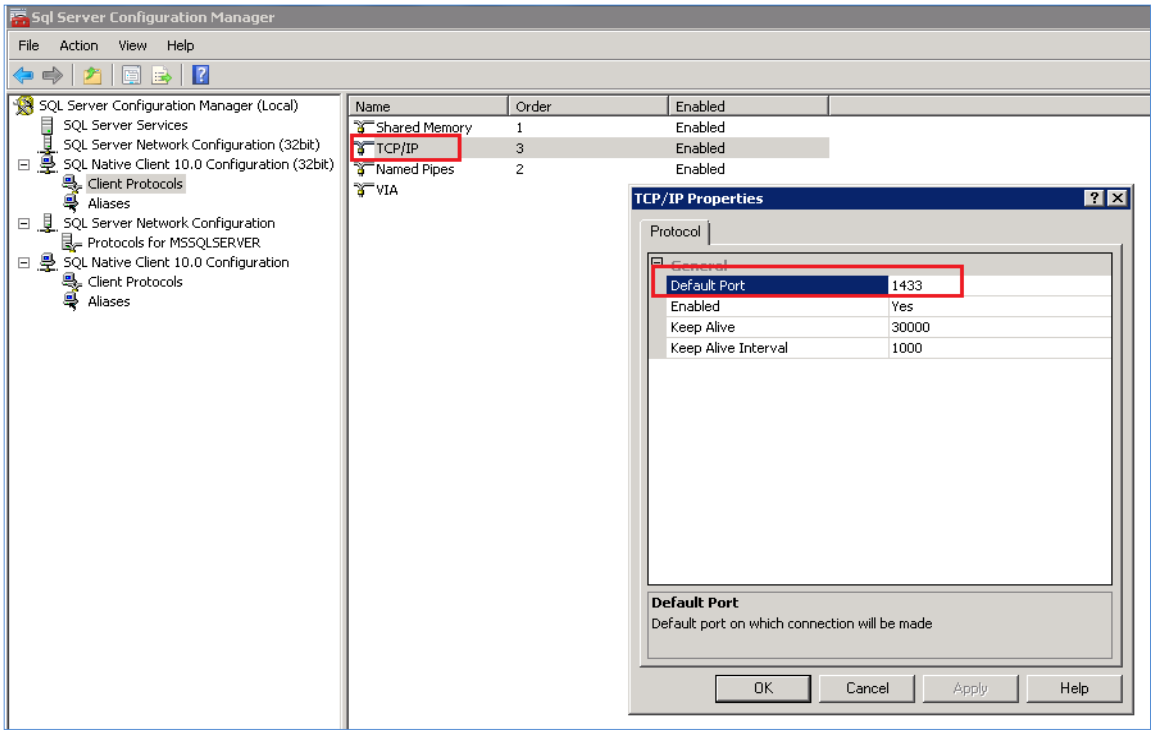
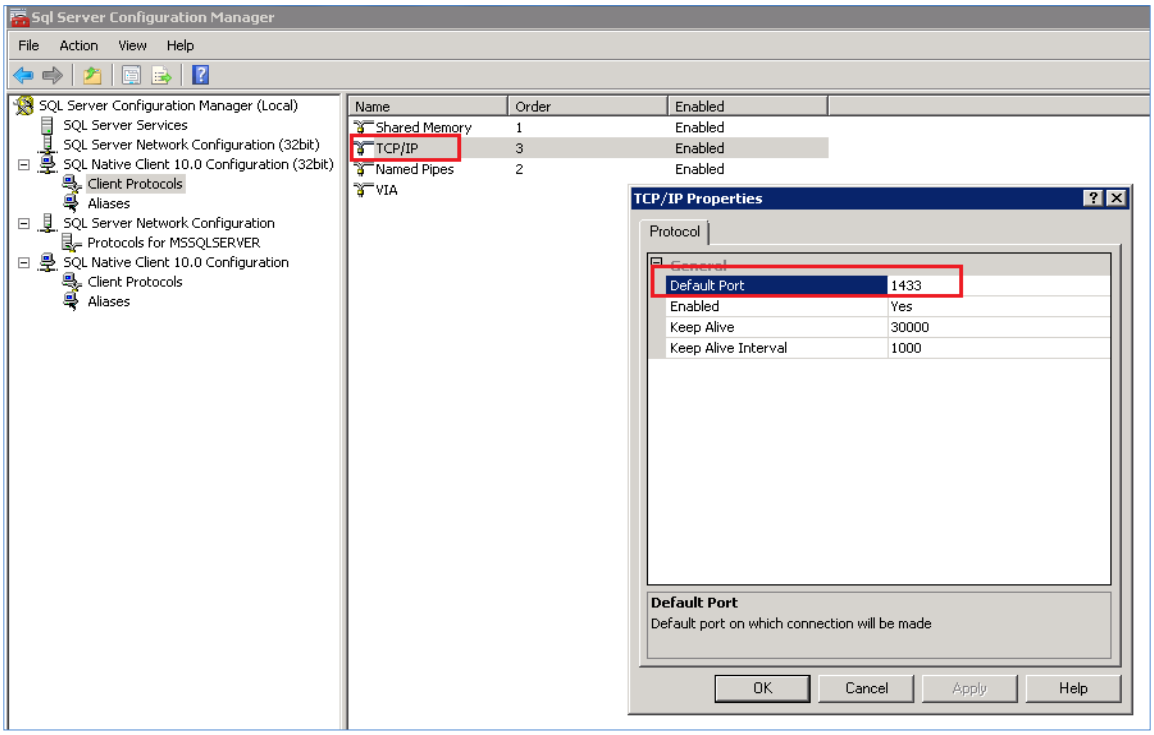
- Make sure all TCP/IP channels are enabled



- Make sure TCP/IP Port has 1433



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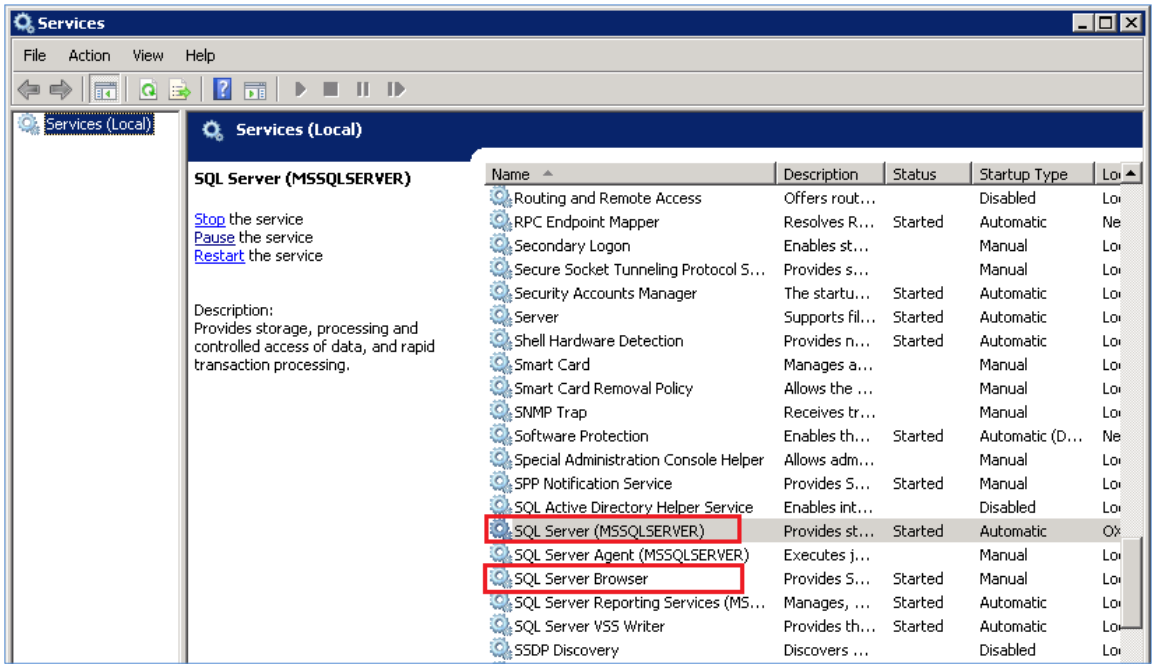
- Select TCP/IP, go to properties, in properties window select **IP Addresses** tab.In **IP1** set TCP Port as **1433** and in **IPAll** set TCP port as **1433**, Click on **OK**



- Restart **SQLServer** and **SQL Server Browser** services

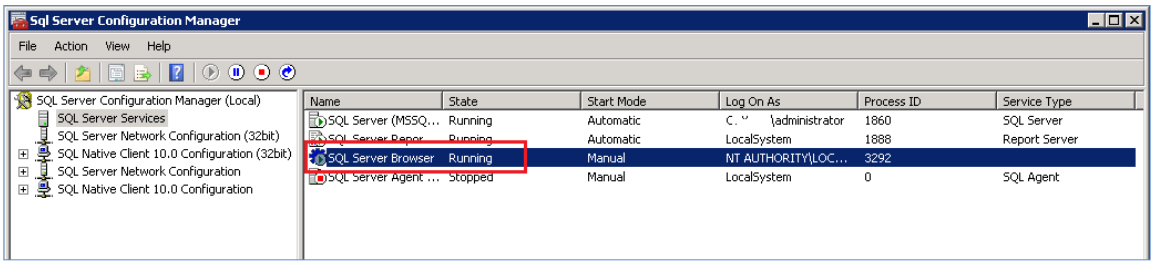
To open above ports in Windows firewall, run the below command from command prompt

```
netsh advfirewall firewall add rule name = SQLPort dir = in protocol = tcp
action = allow localport = 1433 remoteip = localsubnet profile = DOMAIN
```

Connecting to remote database:

To connect remote database, please check the following settings:

1. Make sure **SQL Browser Service** is in running state in **SQL Server Configuration Manager**



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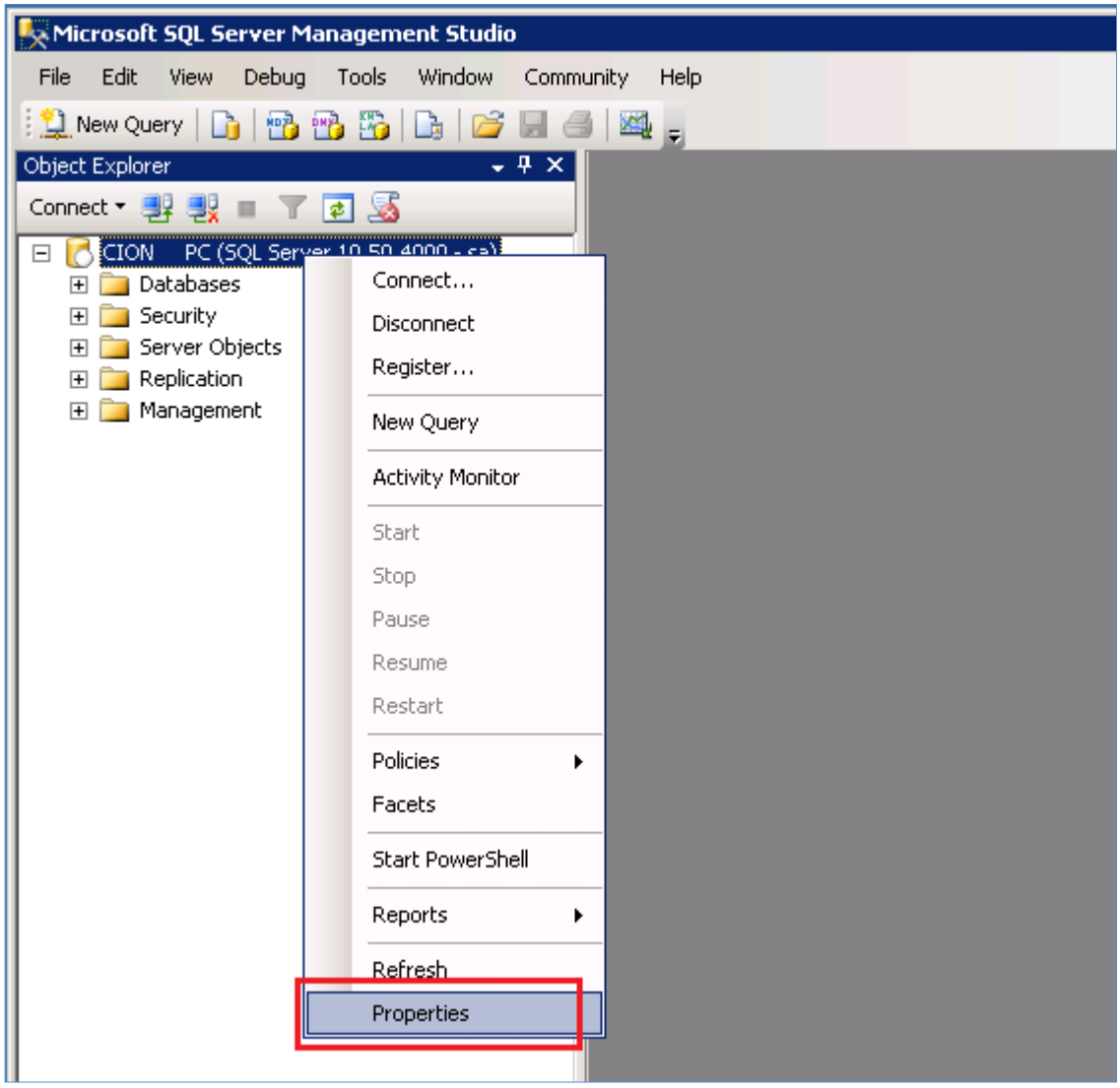
2. Check is if Remote Connections are enabled on your SQL Server database.

- Connect to the server, right click the server and open the Server Properties.



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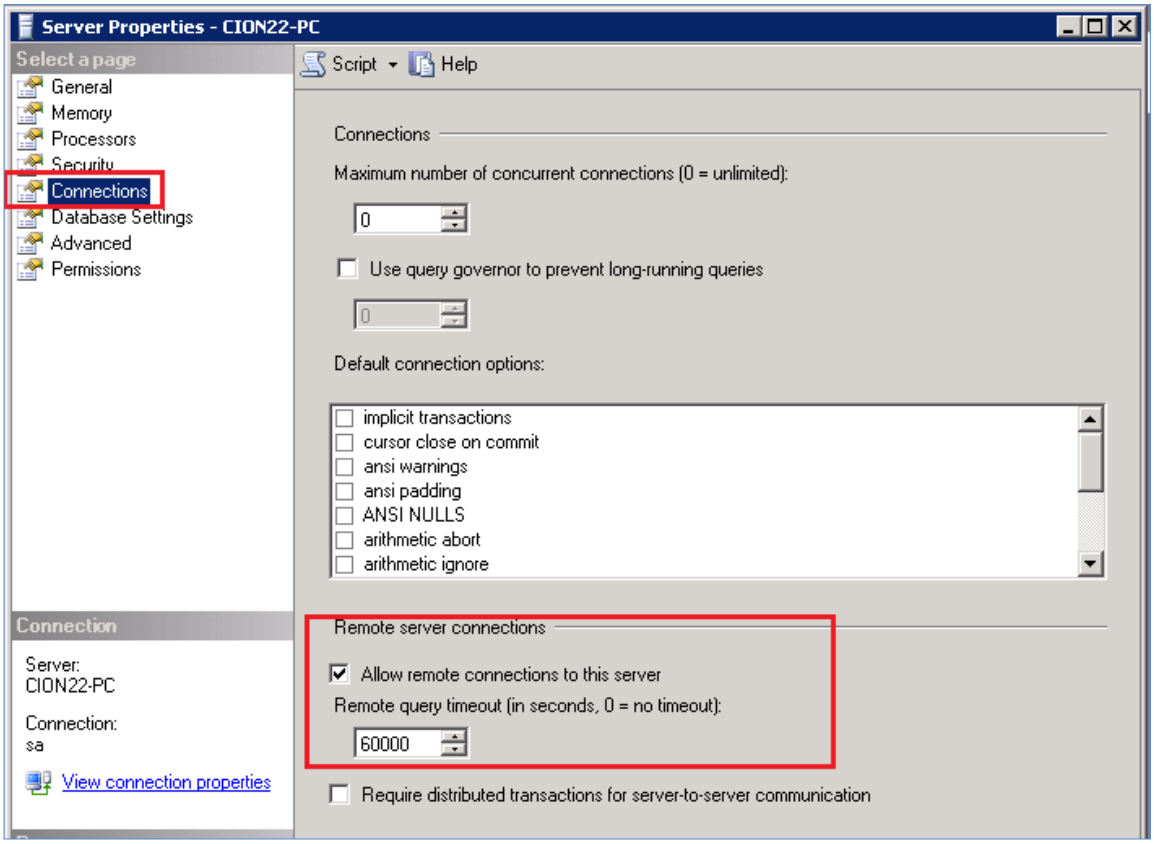
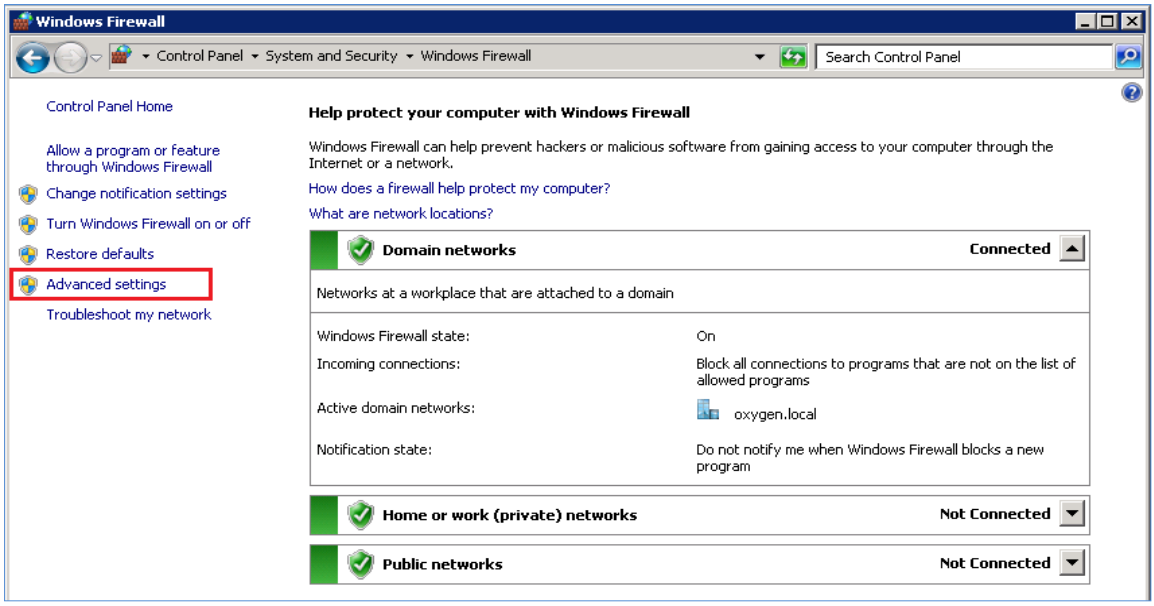
- Navigate to **Connections** and ensure that **Allow remote connections to this server** are checked.



3. In firewall enable UDP port (By Default 1434) for SQL Browser

- Open the Control Panel and navigate to Windows Firewall.



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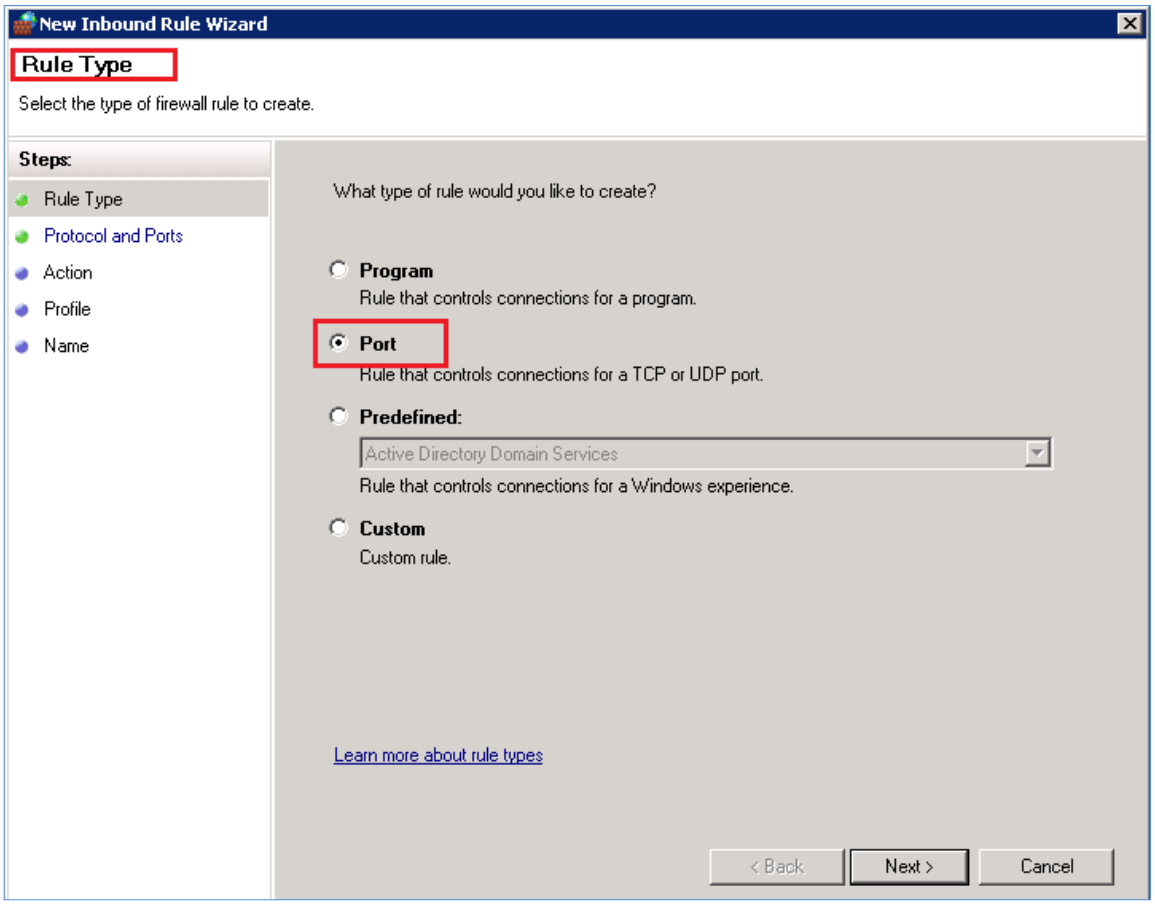
- Click on Advanced Settings on the left hand side and you should see the Windows Firewall with Advanced Security. Select **the Inbound Rules** on the left hand side and click on **New Rule**… on the right hand side.



- This opens the New Inbound Rule Wizard, under the **Rule Type** choose **Port** and click the **Next** button

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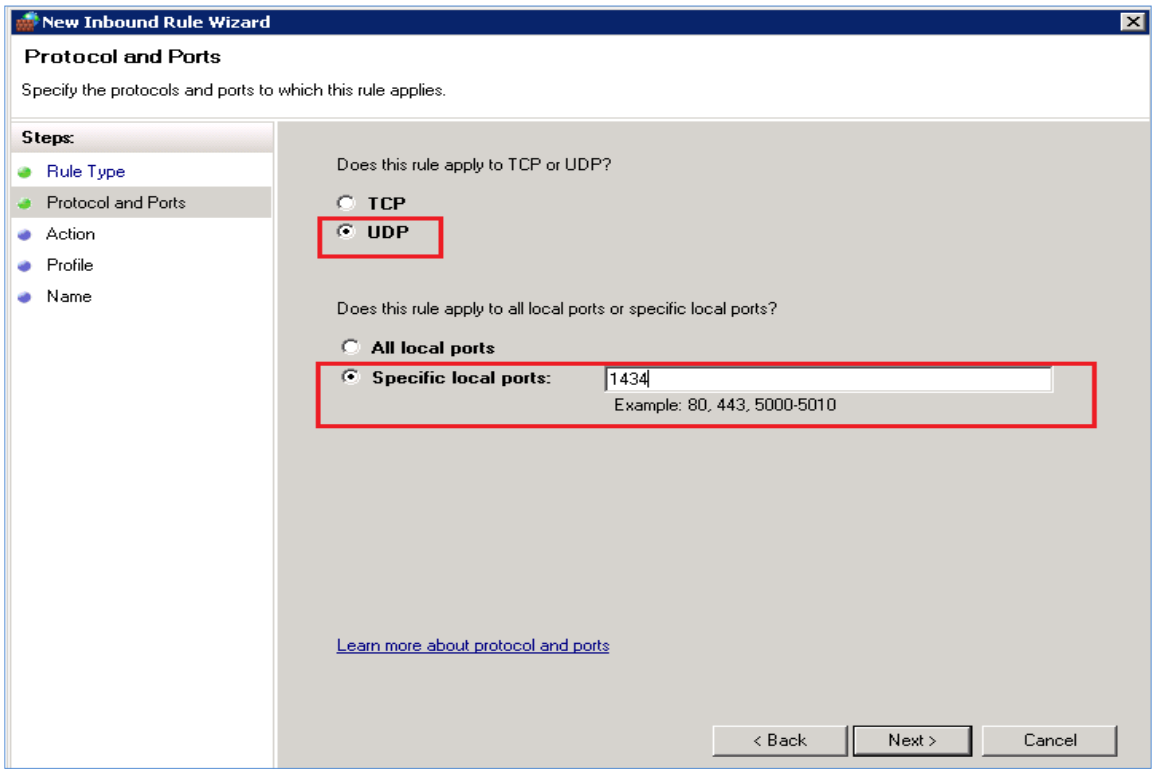
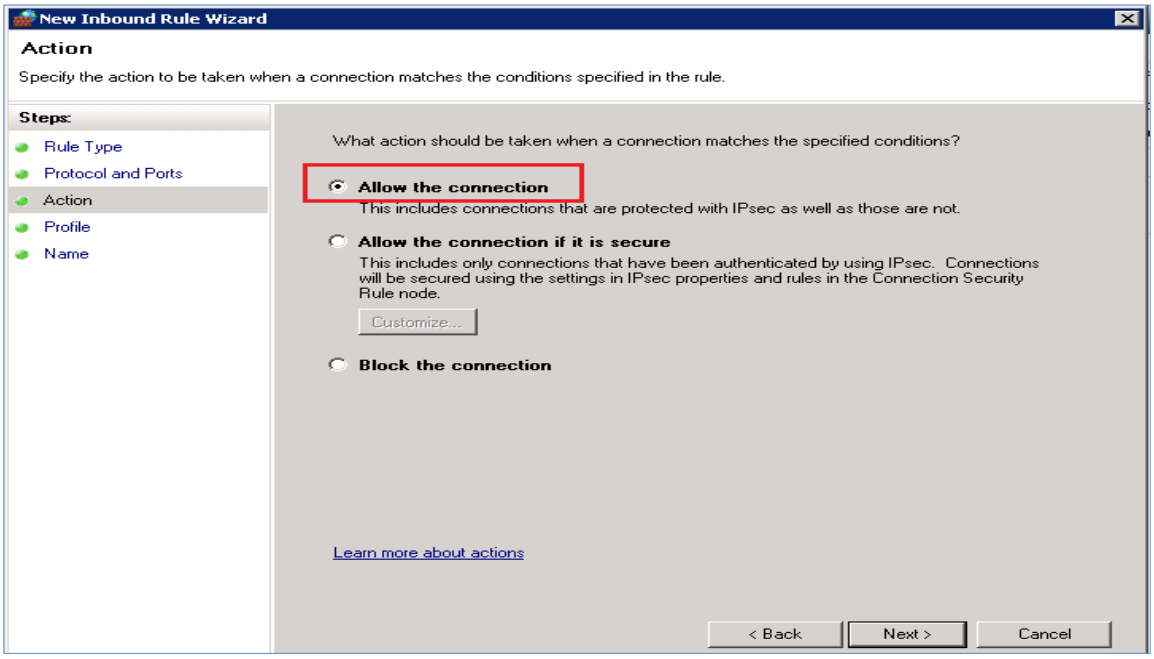


- Select the **UDP** protocol and in the Specific local ports enter port number **1434**.
- To proceed with the settings SQL Browser services, click the **Next** button



- In the Action dialog choose **Allow the connection** and click the **Next** button

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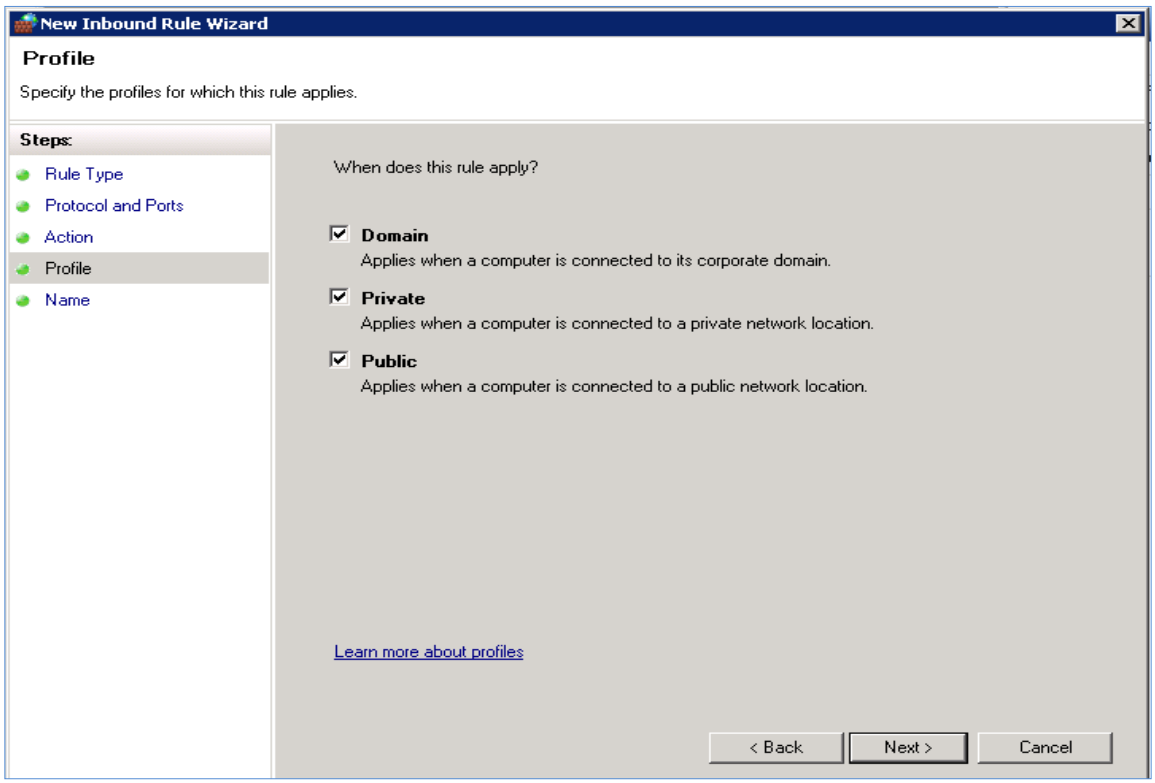
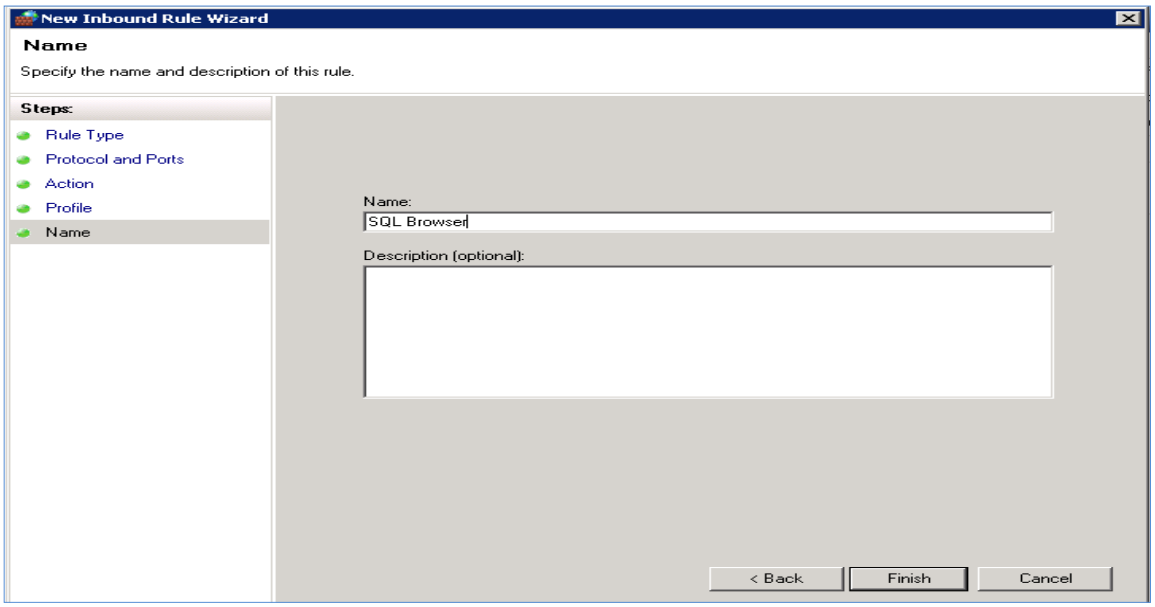


- In the Profile dialog choose all three profiles and click the **Next** button



- Give the rule a name as "SQL Browser" and click the **Finish** button.

Note: To connect a remote database through windows authentication, the system must be a member of that domain and the domain user has to be added in SQL database security logins.

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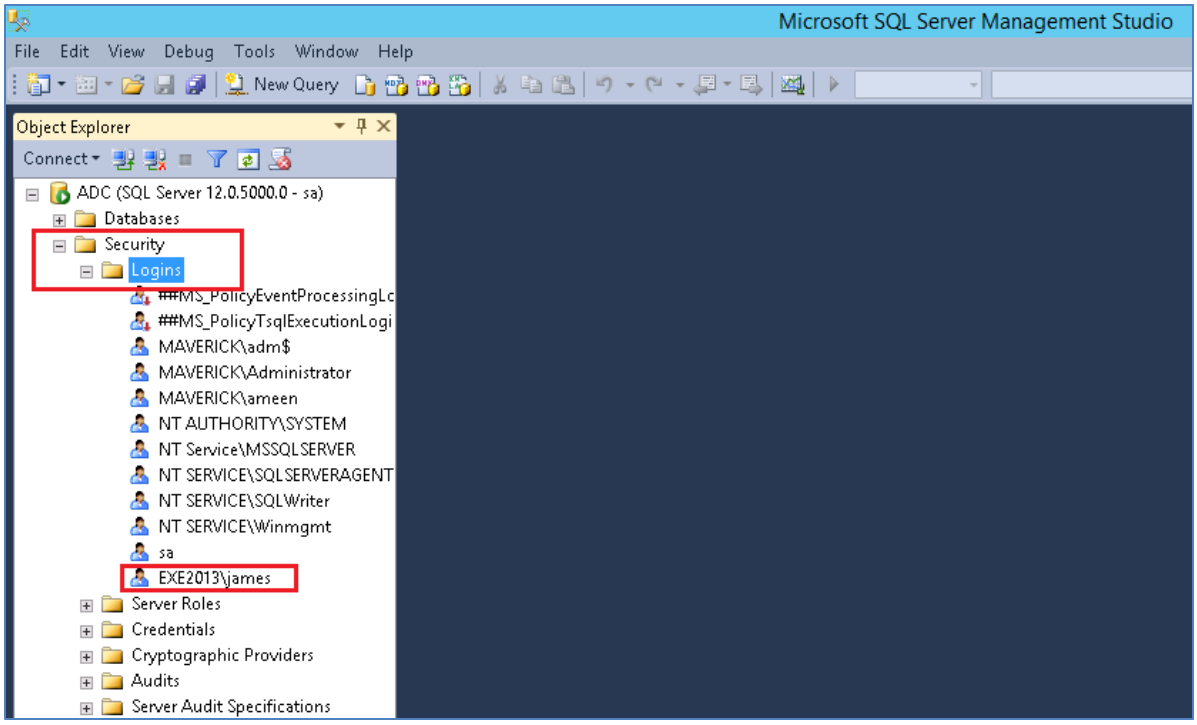
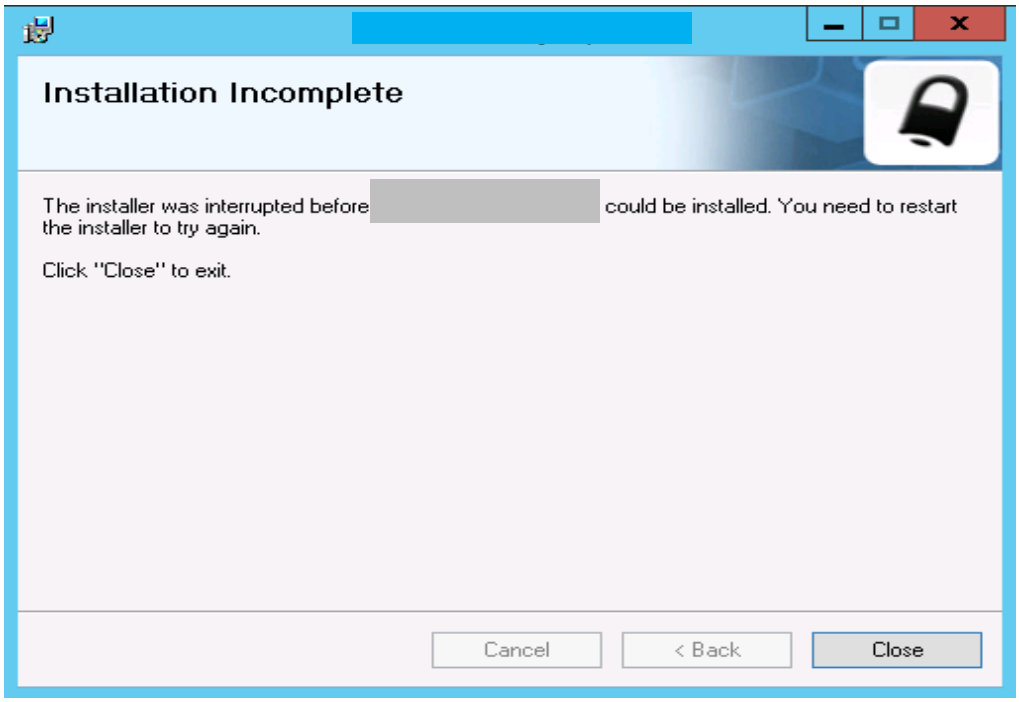


Windows Server 2012

1. Error: "Installation Incomplete" displays during installation

If you see the following screen during installation, you need to install the **Application Development** and **IIS6 Management Compatibility** roles.



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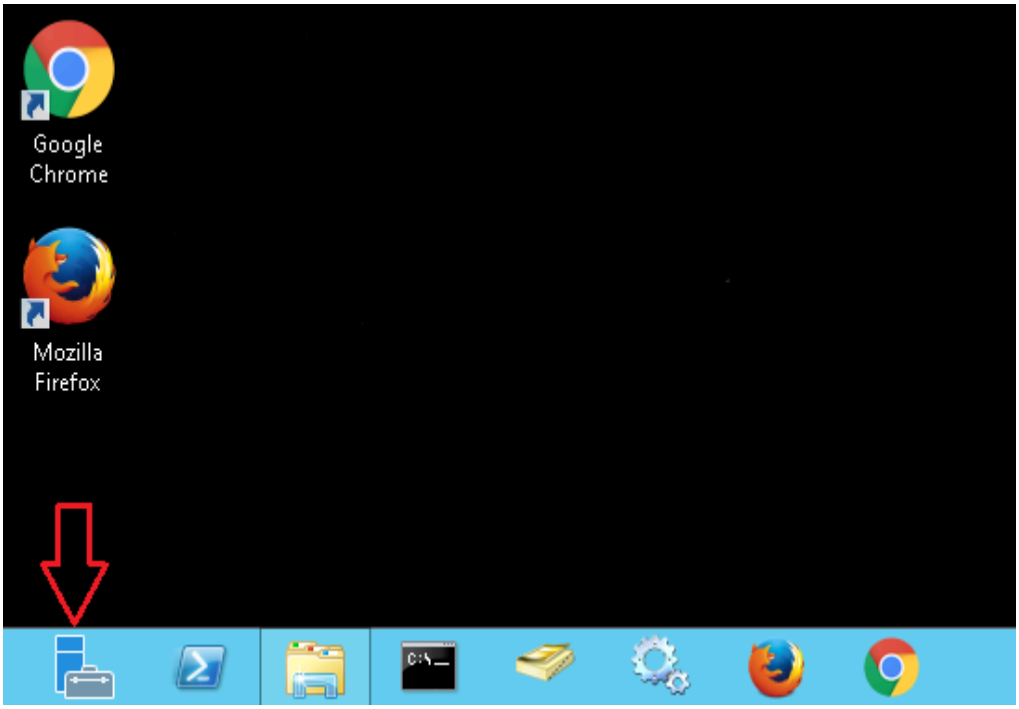
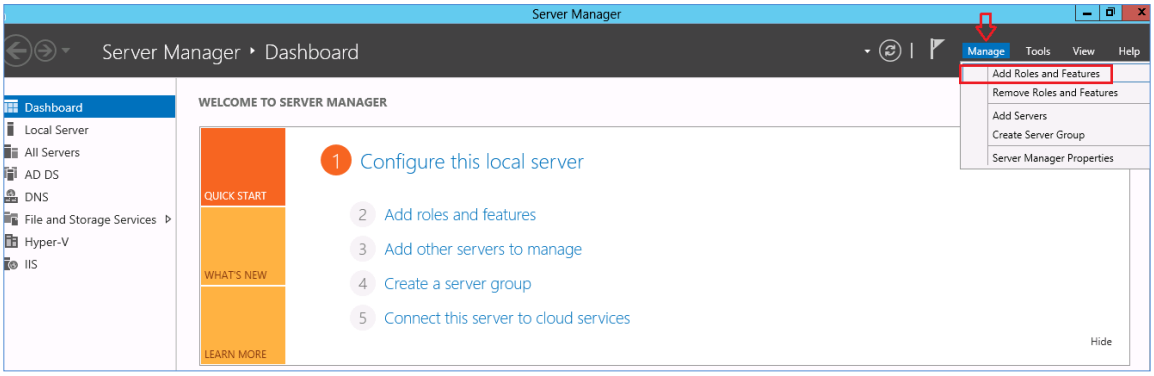
Make sure you have installed the following roles in Server Manager.



- Click "Server Manager" on task bar to open, if not available on task bar then click the **Start** button to open the start screen. In start screen you can see the Server Manager

- In Server Manager window, click **Manager** tab and select "**Add Roles and Features**"



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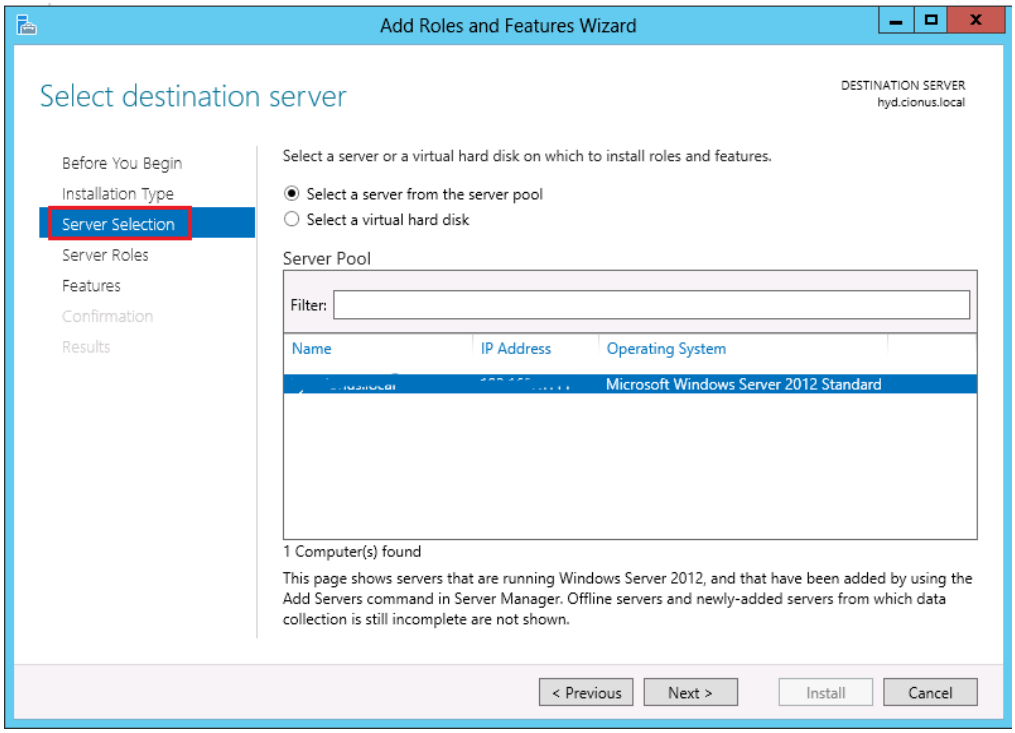
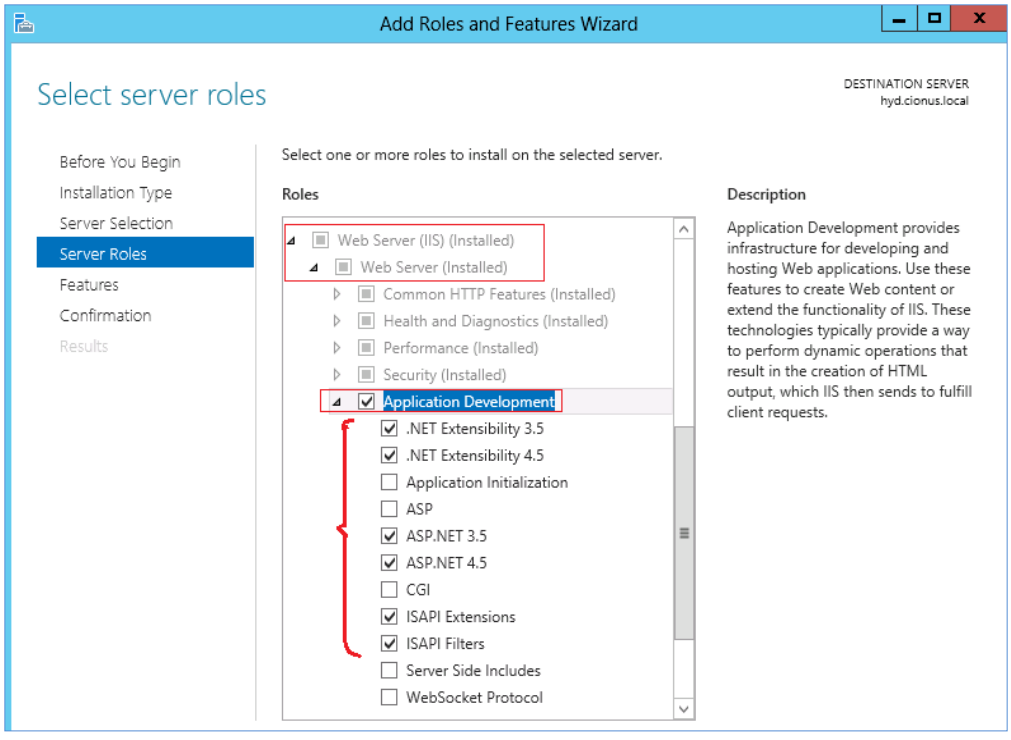


- Click **Server Selection,** click **Next**

- In Server Roles, install the "**Application Development**" and "**IIS6 Management Compatibility**" roles as shown below:



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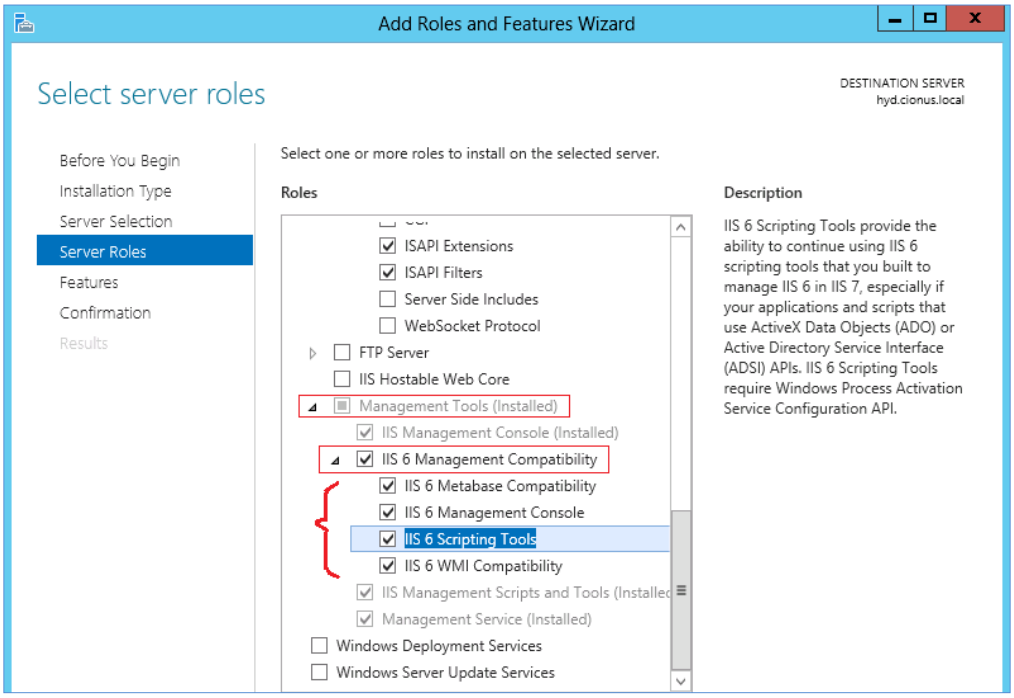
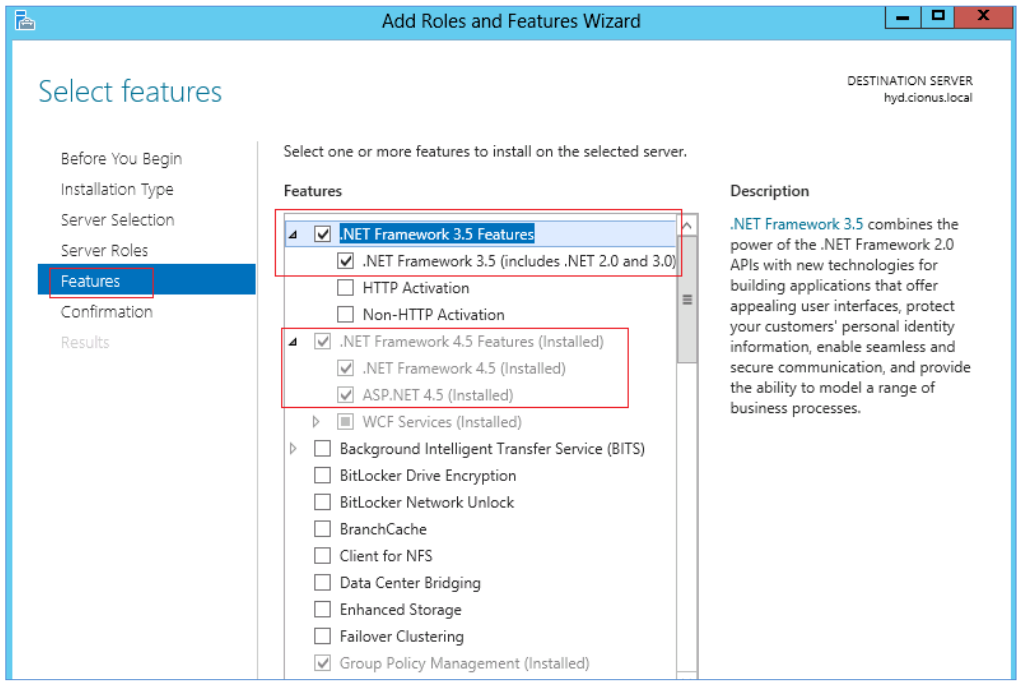


- Click **Next**
- In **Features**, make sure **.NET Framework 3.5 & 4.5** features are installed, if they were not installed configure them as shown below to install.



- Click **Install** button
- After installation completed, click **Close** button
- Restart the server to apply the changes
- Now try to install the application.

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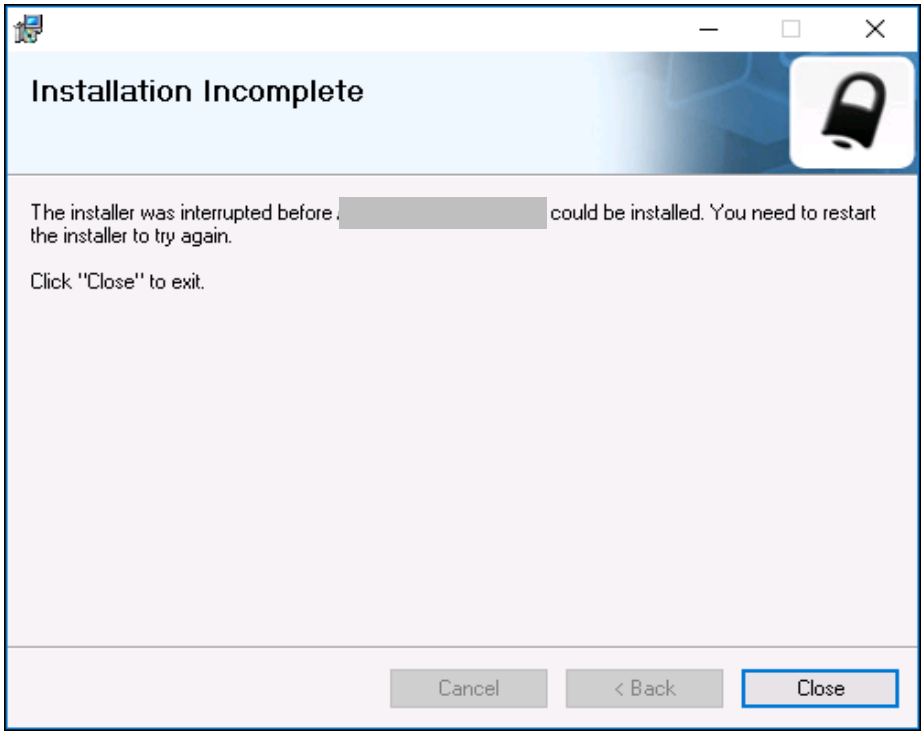
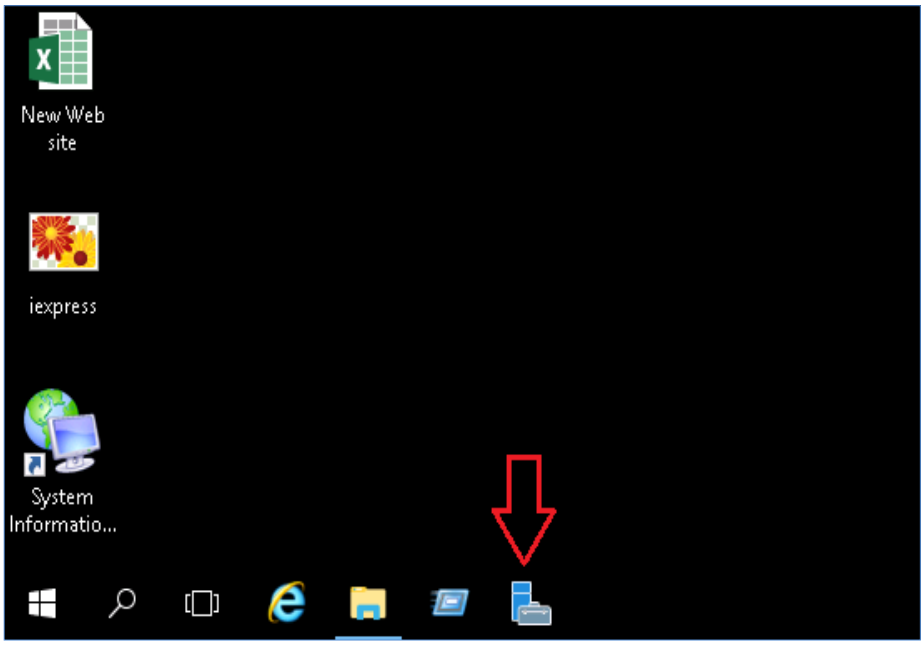
Windows Server 2016

1. Error: "Installation Incomplete" displays during installation

If you see the following screen during installation, you need to install the Application Development and IIS6 Management Compatibility roles



Make sure you have installed the following roles in Server Manager.



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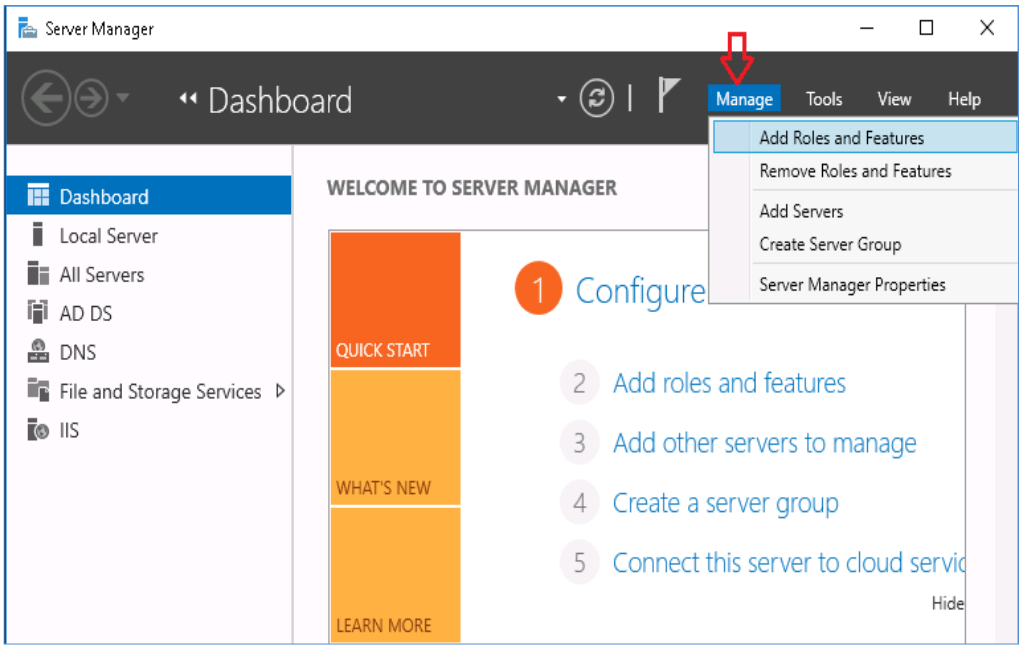
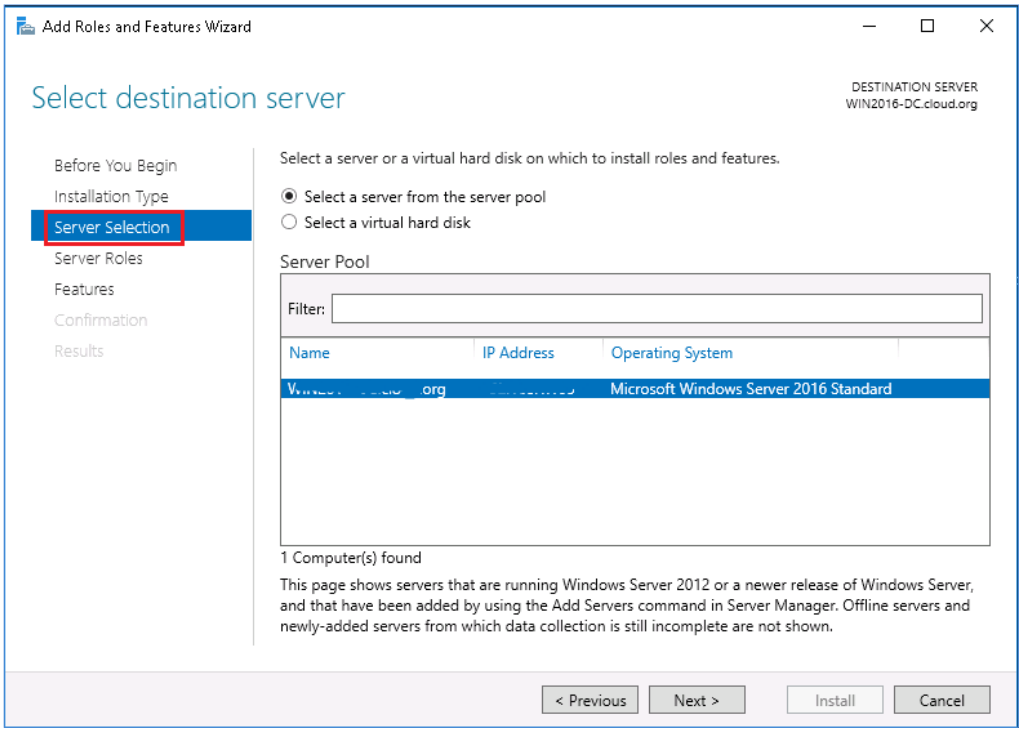
- Click "Server Manager" on task bar to open, if not available on task bar then click the **Start** button to open the start screen. In start screen you can see the Server Manager
- In Server Manager window, click **Manager** tab and select "**Add Roles and Features**"





- Click **Server Selection,** click **Next**

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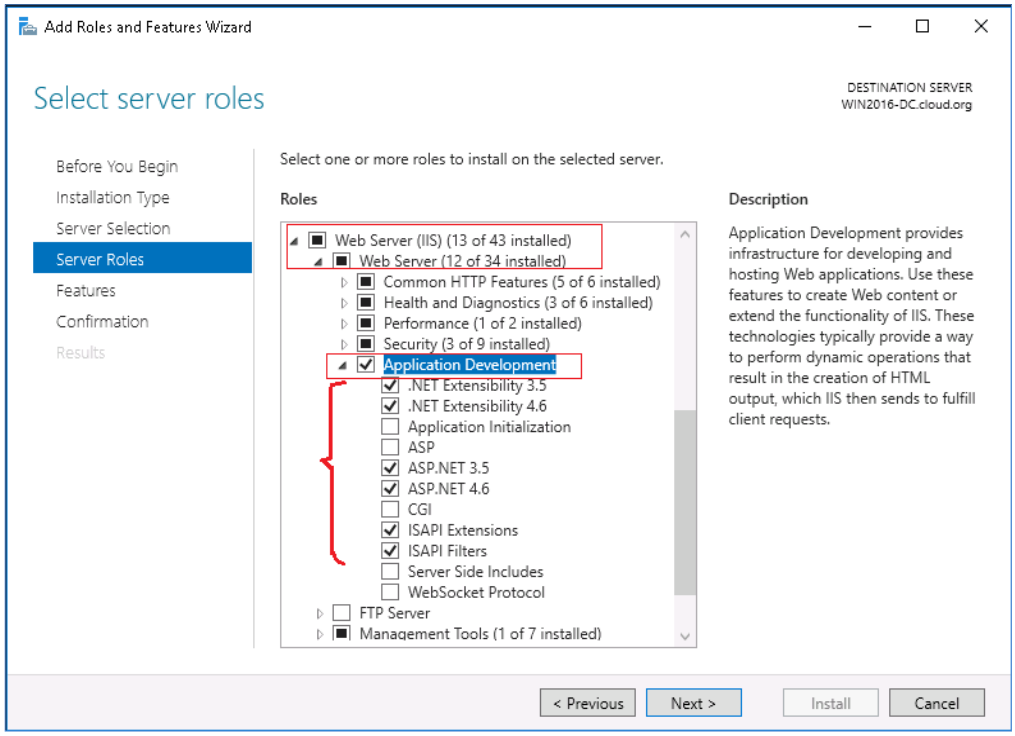
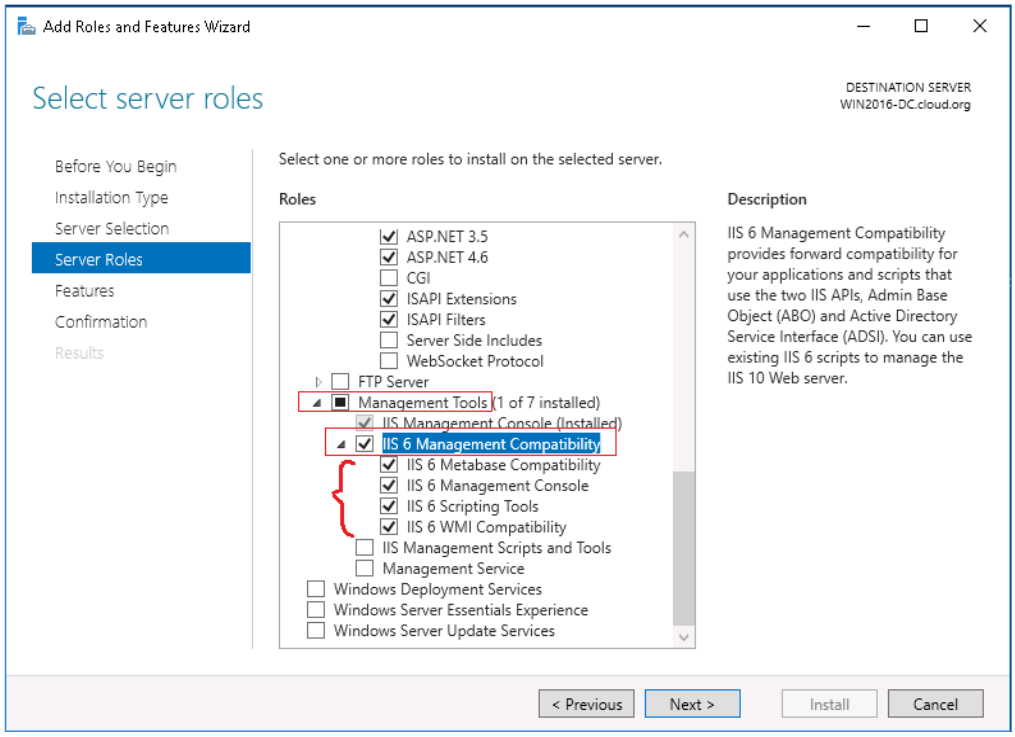
- In Server Roles, install the "**Application Development**" and "**IIS6 Management Compatibility**" roles as shown below:





- Click **Next**

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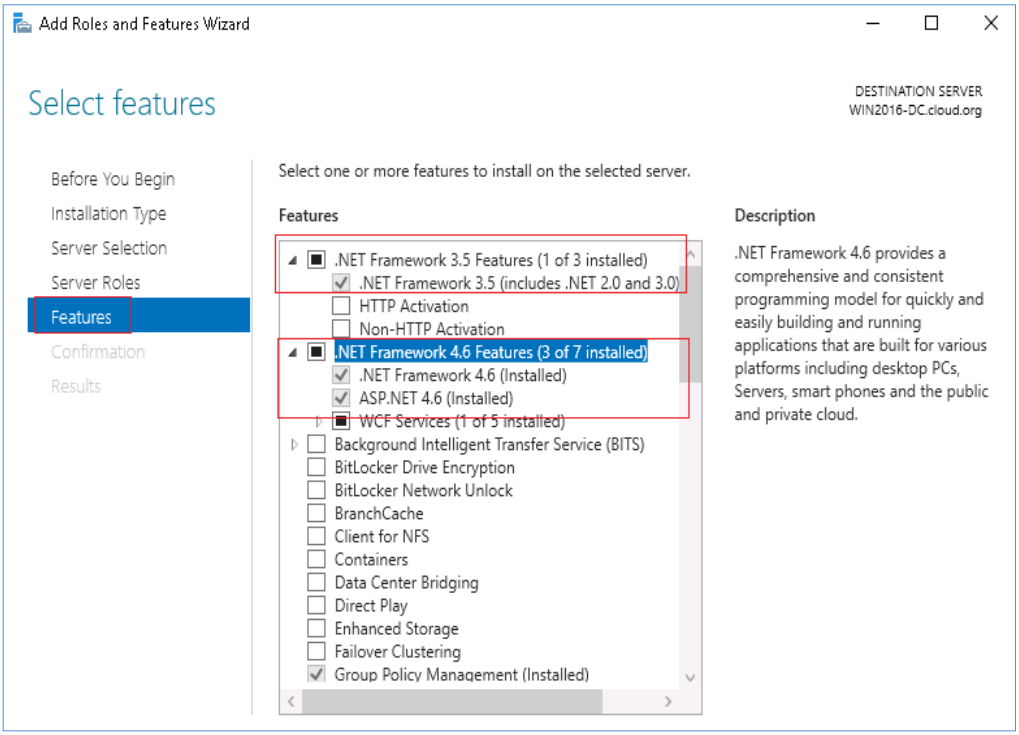
- In **Features**, make sure **.NET Framework 3.5 & 4.6** features are installed, if they were not installed configure them as shown below to install.



- Click **Install** button
- After installation completed, click **Close** button
- Restart the server to apply the changes
- Now try to install the application.

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Contact Notes:

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For sales or other business inquiries, we can be reached at Sales@CionSystems.com or 425.605.5325

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