Administration Manual

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WinSuite Enterprise Edition Introduction

What is WinSuite Enterprise Edition?

WinSuite Enterprise Edition is designed to simplify the process of applying common Group Policy settings to Windows 2000/XP Professional computers on a Windows 2000/2003 Server-based network, using the Active Directory. It also enables you to extend most of these common Group Policy settings, as well as many additional unique settings, to any pre-Windows 2000 Clients (Windows 95/98/Me/NT Workstation 4.0), something which can't be done natively on a Windows 2000/2003 Server-based network.

Note: If you are not familiar with Group Policies or the Active Directory, there is a short introduction later in this manual (in the chapter on **Creating an Active Directory Structure**). There is also a list of suggested reading material and links to resources where you can find more detailed information on these and many related topics.

Using WinSuite Enterprise Edition enables you to stabilise the operating environment on multi-user computers. Multi-user in this sense implies that more than one person may use a single computer during a working day. The inherent complexity and fragility of the standard Windows Operating System can cause problems in this situation. For example, a User can change the configuration of a computer to the point where other Users become less productive. Intervention by a Support Technician is usually required to correct these problems, which takes both time and effort, and costs money.

WinSuite Enterprise Edition can be used to make the fragile components of the Windows Operating System inaccessible to the User, thereby greatly reducing the risk of the computer being unavailable or unusable for the next User. WinSuite Enterprise Edition can also be used to automatically set up an operating environment that suits each User's needs, which may be different from the needs of the previous User. This operating environment can include the content, composition, style and color scheme of the user interface (so all your Windows Clients have the same "look and feel" or one that is largely similar), locked system settings, prescribed folder and file access, automated private connection to local area network resources, and pre-set printer and script defaults.

Overview

WinSuite Enterprise Edition has two main components: the **WinSuite Enterprise Edition Server software** and the **WinSuite Enterprise Edition Client software**.

Note: The WinSuite Enterprise Edition Server software can only be installed on a Windows 2000/2003 Server. The WinSuite Enterprise Edition Client software can only be installed on Windows 95/98/Me/NT Workstation 4.0 or 2000/XP Professional computers.

Throughout the rest of this manual, Windows 95/98/Me/NT Workstation 4.0 and 2000/XP Professional computers will simply be referred to as Windows Client computers.

WinSuite Enterprise Edition Server Software

The Administration programs for WinSuite Enterprise Edition are designed to be both comprehensive and easy to use. The Administration programs are installed and run on one of the Windows 2000/2003 Servers on your network. There is no need to install the Administration programs on each Windows Client computer. However, once the WinSuite Enterprise Edition Server software has been installed, you can access the Administration programs from any 2000/XP Professional Client on your network by installing the WinSuite Enterprise Edition Client Tools. For more information, see the chapter on **Using the WinSuite Enterprise Edition Client Tools** later in this manual.

The WinSuite Enterprise Edition Server software consists of the **Licensing & Registration Wizard** and the **Policy Manager**.

The Licensing & Registration Wizard:

The WinSuite Enterprise Edition Licensing & Registration Wizard simply enables you to install a valid WinSuite Enterprise Edition licence file, and register it on the NDI Technologies registration database. Doing this gives you full access to the software, and to the support helpdesk. You can also use the Licensing & Registration Wizard to upgrade your licence in the future.

By default, the Client and Server components of WinSuite Enterprise Edition are subject to a 30 day, 5 PC/User EVALUATION licence.

This EVALUATION licence allows you to install the WinSuite Enterprise Edition Client software onto a maximum of 5 PCs at any one time. After 30 days a message will be displayed on these Clients, informing Users that the EVALUATION has expired, and WinSuite Enterprise Edition has not been licensed. This message will be displayed for 1 minute every time a User logs on.

When you licence WinSuite Enterprise Edition these restrictions will be removed.

The Policy Manager:

The WinSuite Enterprise Edition Policy Manager is an easy to use Microsoft Management Console (MMC) Snap-in that allows you to quickly and easily apply WinSuite Enterprise Edition's hundreds of settings and restrictions.

Note: A key feature of the WinSuite Enterprise Edition Policy Manager is that, unlike native Group Policies, you can apply settings and restrictions covering all six Client versions of Windows (95/98/Me/NT/2K/XP) through a single interface.

The Policy Manager has been designed so that it is intuitively laid out and easy to use. Meaningful settings and restrictions are backed up with helpful "information bubbles" and ToolTips.

Another feature of the WinSuite Enterprise Edition Policy Manager is that you can quickly and easily export your own "templates" of Group Policy settings and restrictions. These can then be imported to other OUs or used as a starting point for new Group Policy Objects. The settings and restrictions in WinSuite Enterprise Edition are fully compatible with native Group Policy Objects (.adm files). You can therefore use Group Policy Objects created natively to apply specific settings to 2000/XP Professional Clients if necessary. The WinSuite Enterprise Edition Client software will ensure relevant settings from these GPOs are applied to pre-Windows 2000 (95/98/Me/NT Workstation 4.0) computers. This compatibility safeguards the time and effort you spend (or have already spent) on your system of Group Policy settings and restrictions.

Below is a list containing just some of the hundreds of settings and restrictions that can be applied using the WinSuite Enterprise Edition Policy Editor:

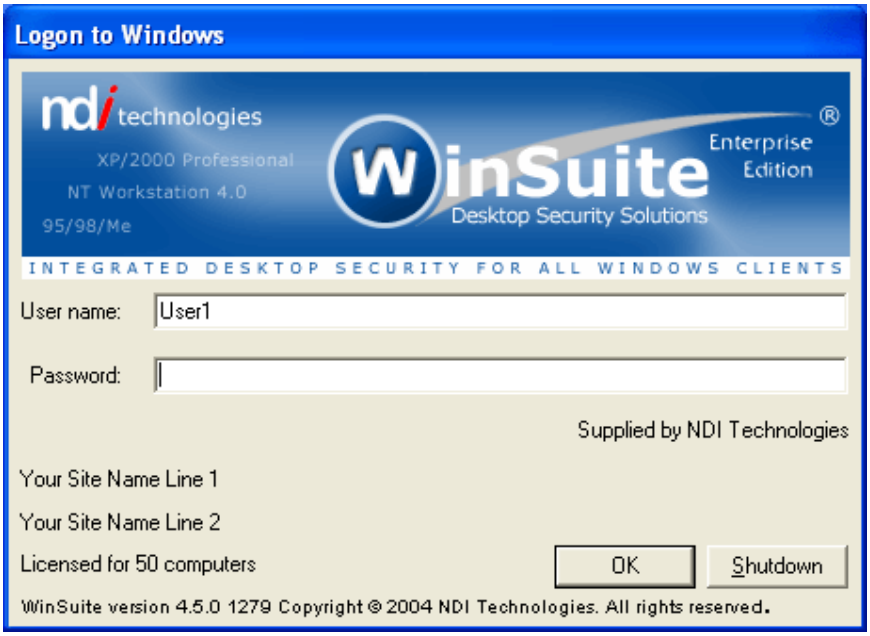
- **Startup:** Set Startup/Shutdown scripts and default printers for all computers, as well as boot menu security for 9x/Me computers.
- **Logon Settings:** Set legal logon (e.g. Acceptable Use Policy) messages, caching of credentials and roaming profiles, and WinSuite Enterprise Edition logon screen options.
- **NTFS:** Set NTFS permissions for Windows 2000/XP Professional computers.
- **Internet Explorer:** Set options for the default Home Page, deletion of temporary Internet files, available menu options and toolbar buttons, and downloading of fonts, files, Active X controls and cookies.
- **Microsoft Office 2000/XP:** Set whether or not the Places Bar appears in Open/Save/Save As dialogs, if Users have access to the Options and Customize dialogs, and if Macros can be run.
- **Logon/Logoff:** Set Logon/Logoff scripts, program usage logging (including which User was logged on), Offline working options, and which buttons are available in the Windows Security dialog. Also clear Windows MRU (Most Recently Used) lists.
- **Desktop:** Set the "special" Desktop icons available, the default Wallpaper, Screen Saver and Scheme, and redirect the Desktop so shortcuts/icons are taken from a central network location.
- **Start Menu and Taskbar:** Redirect the **Start | Programs** menu so shortcuts/icons are taken from a central network location, set which

shortcuts/icons should be displayed in the Start Menu and System Tray, and whether or not the Quick Launch toolbar should be displayed.

- **Windows Explorer:** Redirect My Documents to a central network location for each User, set whether or not the Places Bar is displayed in Open/Save/Save As dialogs, and restrict access to certain drives.
- **Control Panel:** Set which Control Panel applets and Microsoft Management Consoles (MMCs) can be run.
- **Programs:** Set whether or not Users can access the DOS Prompt, registry editing tools or Windows Messenger, and define a list of other programs which are either allowed or disallowed.
- **Windows 9x/Me:** Set whether or not Windows 9x/Me computers can be restarted into MS-DOS mode, and set NTFS-like folder and file security on Windows 9x/Me computers.

WinSuite Enterprise Edition Client Software

The WinSuite Enterprise Edition Client software can be installed either manually or automatically using a Logon Script. The native Windows logon screen is replaced by the WinSuite Enterprise Edition logon screen, which will display a site logo/banner, site name and licence details:



Once a User has logged on, the Client component checks OU membership, i.e. which OU(s) the computer is a member of, and/or which OU(s) the User is a member of, and then applies the settings and restrictions that correspond to the OU(s).

On top of the settings and restrictions applied to the OU(s) using the WinSuite Enterprise Edition Policy Manager, these can also include settings and restrictions from Group Policy Objects created natively. However, as pre-Windows 2000 Clients do not recognise native Group Policy Objects, the only settings and restrictions that will affect the Windows 95/98/Me and NT Workstation 4.0 Clients on your network will be those applied using the WinSuite Enterprise Edition Policy Manager.

Note: Users cannot bypass the WinSuite Enterprise Edition logon screen.

The Shutdown button shown on the logon screen is optional and the site logo/banner at the top of the screen can be changed.

Preparing your Network

Before you install WinSuite Enterprise Edition on your Windows 2000/2003 network computers, the network must be configured correctly and all connected computers must be communicating properly. In particular, you must ensure that DNS is configured correctly. WinSuite Enterprise Edition relies on the correct functioning of the Active Directory, which in turn relies on the correct functioning of DNS.

Network setups can vary substantially between different organizations and locations, making it impossible to give any detailed advice on resolving any problems you might encounter. However, there are many books and other resources available regarding Windows networking, DNS configuration and the Active Directory, some of which are listed at the end of this chapter. We will also provide a basic overview of these topics below, along with a few simple trouble-shooting tips. If you are still experiencing problems after following our basic guidelines, try consulting some of the resources we have listed.

Note: If you are unable to resolve your network problem(s) you must contact your network supplier or Microsoft technical support. NDI Technologies can only provide support for WinSuite Enterprise Edition. We cannot, unfortunately, provide support for any networking issues you have.

Windows Networking Basics

As we have already mentioned, WinSuite Enterprise Edition relies on the correct functioning of the Active Directory and DNS. This in turn means that the TCP/IP network protocol must be installed and correctly configured on the Windows 2000/2003 Server you are using, and all your Windows Client computers. TCP/IP can be installed and configured using the **Network** or **Network Connections** applet in Control Panel. More information on this subject can be found in any book on Windows networking, and is also readily available on the Internet.

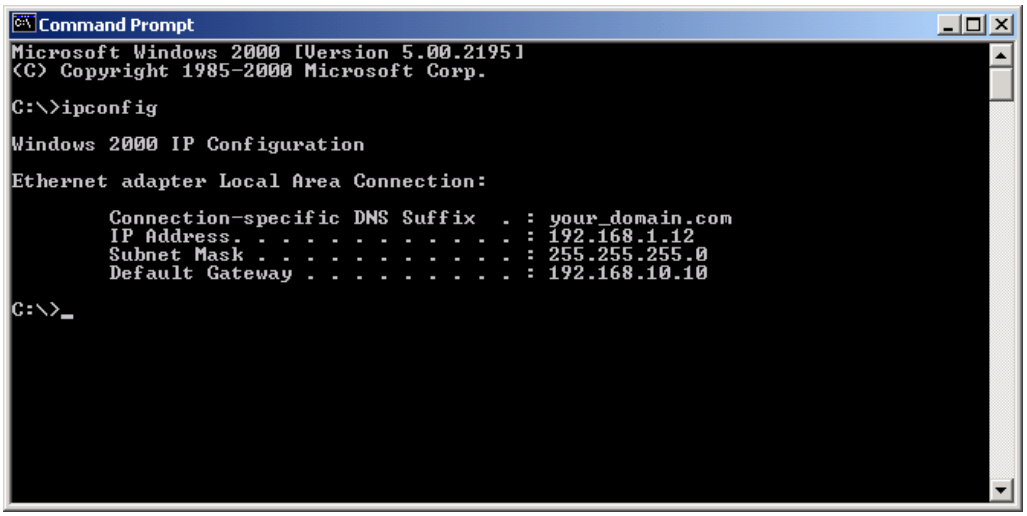
To check the current TCP/IP settings on one of your Windows Server or Client computers, you can use the **Ipconfig** command. To do this, open a Command (or MS-DOS) Prompt window, type `ipconfig` and press **[Enter]**. If the TCP/IP protocol is not installed on the computer in question, an error message similar to one of the following will be returned:

Cannot read IP configuration

Or

Error: TCP/IP is not running on this system

If TCP/IP is installed, however, then information regarding the current TCP/IP settings will be returned instead. This will include the current IP address of the computer, and will look similar to the sample output shown below:



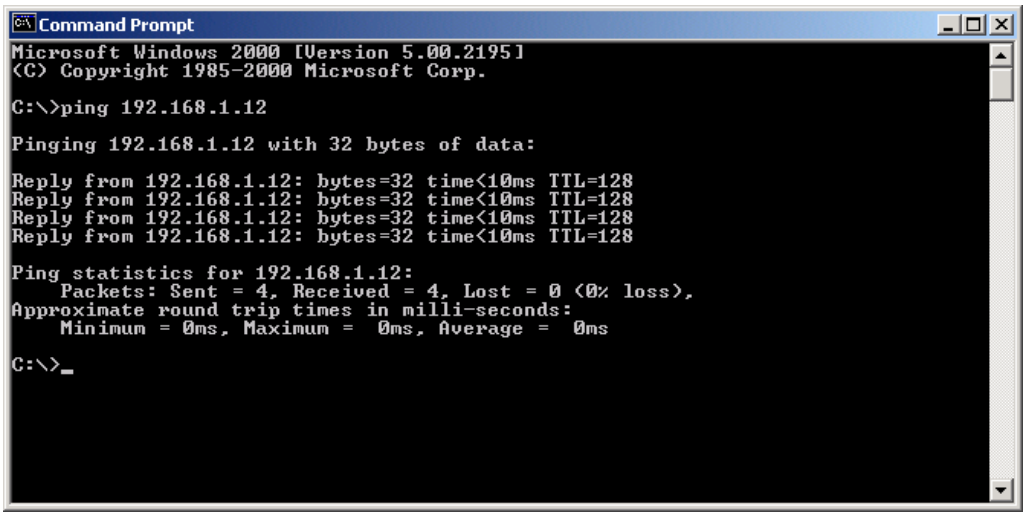
Using this method, you can obtain the IP addresses of several computers on your network, including the Windows 2000/2003 Server on which you intend to install WinSuite Enterprise Edition. You can then use the **Ping** command to test the network connectivity between these computers. For example, let's imagine you have used the **Ipconfig** command to obtain the IP address **192.168.1.12** (shown above) from one of the Windows Client computers on your network. You can use this IP address to check that the Windows 2000/2003 Server you are going to use for WinSuite Enterprise Edition can "see" the Windows Client computer in question.

To do this, you need to logon to your Windows 2000/2003 Server, and open a Command Prompt window. You then need to type the word Ping followed by a space, and then the IP address of the Client computer. In our example, you would type the following:

Ping 192.168.1.12

Note: The IP address you type will be different.

Now press **[Enter]**. By default, the **Ping** command makes four attempts to get a response from the computer whose IP address you have specified. When a response is received, details of it are displayed in the Command Prompt window. These details include how long it took (in milliseconds) for the remote computer to respond to the **Ping** request. If all four attempts are successful, the results will look similar to the sample output shown below. This indicates that, in terms of the TCP/IP protocol, the network connectivity between the two computers is functioning correctly:



If no response is received, an error message will be displayed. There are several error messages you might see, each of which could have a number of potential causes (depending on your network setup). For this reason, we won't attempt to provide any detailed help regarding network issues here. As we mentioned earlier, however, there are many books and other resources you can consult (see the list at the end of this chapter). You should also consult the basic checklist we've included below before investigating any further.

If you receive an error when using **Ping** to check TCP/IP connectivity on your network, first check the following:

- **The frequency of the problem**. Re-running the test several times will enable you to see how often the **Ping** attempts fail. If the problem is relatively infrequent, it is unlikely it will prevent you from using WinSuite Enterprise Edition. It might suggest, however, that your network is not running as smoothly or efficiently as it should. Obviously if all four **Ping** attempts fail each time you run the test, there is a fundamental problem you will need to resolve before installing WinSuite Enterprise Edition.
- **The IP address**. Make sure you have entered the correct IP address in your **Ping** statement. If you have entered the address incorrectly, you may be trying to contact a non-existent computer, or a computer on a network to which you don't have access.
- **All relevant network connections**. Ensure that the network connections to each computer are secure. The connections to any hubs and routers on your network should also be checked. If the problem persists, you may want to change the "patch" cables that connect each computer to the network. These cables run from a computer's network card to the nearest hub or wall socket. Changing the "patch" cables at least enables you to rule them out a potential source for the problem.
- **TCP/IP configuration**. Check the TCP/IP settings on each computer. These can be viewed by displaying the Properties for the appropriate connection (using the **Network** or **Network Connections** applet in Control Panel). In particular, check that the IP settings are what you expect. TCP/IP can be set to either obtain an IP address automatically (using DHCP), or to use one you have specified. If set to the latter, you will need to check that the IP address and Subnet mask are correct.

This may all sound like relatively basic advice. However, it can be extremely frustrating to spend time investigating a problem only to find that someone has switched off the computer you were trying to contact, disconnected it from the network, or changed its IP address. Therefore, it is worth reiterating the basic checks you should carry out before investigating any further.

Note: If you receive an error saying **Request timed out**, it may be that the computer you are trying to contact is not responding in what the **Ping** command considers to be a timely fashion. By default, the Ping command waits 1000 milliseconds (1 second) for a response. If it doesn't receive one, the Request timed out message is displayed.

You can increase the timeout setting by including the **–w** switch at the end of your **Ping** statement. This switch must be followed by a space, and then the timeout you want in milliseconds. In our example, if we wanted to increase the length of time allowed for a response to 5000 milliseconds (5 seconds) we would type the following:

Ping 192.168.1.12 –w 5000

If increasing the timeout in this way resolves the problem (allowing you to successfully obtain a response from the remote computer) then it may be that unusually heavy network traffic is slowing down the network, leading to increased response times. However, you may want to investigate further to ensure that your network is not routinely overstretched. Slow response times will frustrate Users and may cause other problems.

Investigating DNS

Once you have established that the computers on your network can communicate successfully using TCP/IP, you need to check that DNS (the Domain Name System) is also functioning correctly. As with many network related topics, DNS is a large and wide-ranging subject. Exactly how it should be set up will vary from network to network. We have provided a very short introduction to DNS below; along with a look at two diagnostic tools you can use to investigate your current DNS setup. If you require detailed information on setting up DNS and resolving any problems, you can refer to the list of books and other resources we have included at the end of this chapter.

What is DNS and Why is it Important?

The Domain Name System (DNS) provides a method for translating an IP address such as **192.168.1.12** into a more meaningful, and memorable, Domain name, e.g. **server1.bigorg.com**. You make use of DNS every time you browse the Internet. For example, when you type **www.microsoft.com** into your browser, the browser will contact a DNS Server (probably one run by your Internet Service Provider) to ask "what is the IP address for the Domain called www.microsoft.com". Only once it has obtained this IP (or network) address will it be able to contact the computer hosting that Domain and display the site. This is similar to the way in which you would use a telephone directory to look up someone's telephone number using their name. To this end, you can think of DNS as being a "directory service" storing records of Domain names and their corresponding IP addresses.

However, DNS does more than just translate Domain names into IP addresses, and vice versa. It also acts as a database for many other resources on a network. One of the resource records held by DNS is called an SRV (or service) record. SRV records hold information about the services running on a particular computer, such as the Domain Controller service that runs on any Windows 2000/2003 Server. It is this aspect of DNS that is important to the Active Directory, and therefore WinSuite Enterprise Edition. The Active Directory needs to be able to locate the computers running these services, otherwise it will fail. It is therefore vital that DNS is functioning correctly on your network.

We have already mentioned that you make use of DNS every time you browse the Internet, and that you probably connect to a DNS Server run by your ISP to resolve the Web site requests you make. Unfortunately, it is extremely unlikely that your ISP will allow any of its DNS Servers to hold the SRV records for your network. You therefore need to make sure you have access to at least one DNS Server where these records can be created (preferably via "dynamic updates" from the Active Directory itself).

Note: If your DNS Server does not allow "dynamic updates", you will need to create the SRV records manually.

It is likely that the computer you set up to act as your DNS Server will be on the same physical network as the computers on which you are going to install WinSuite Enterprise Edition. However, this is not a requirement. The DNS Server you use can reside on a different physical network if necessary, even a different Domain. The only requirement is that it holds the relevant SRV records.

Fault Finding

There are several tools you can use to examine your network. Amongst other things, these will allow you to view the DNS settings on individual computers, check for any errors being reported on the network, and perform a range of tests that will help you to diagnose common problems.

Ipconfig

As mentioned in the section on **Networking Basics**, the **Ipconfig** command enables you to obtain the IP address of any Windows computer running TCP/IP. You can also use it to check the configuration of other network settings, such as the IP addresses specified as DNS Servers. In order for WinSuite Enterprise Edition to function correctly on Windows 2000/XP Professional Clients, the first of these DNS addresses (known as the "Primary" or "Preferred" DNS) must correspond to a DNS Server that holds the SRV (or service) records for your network.

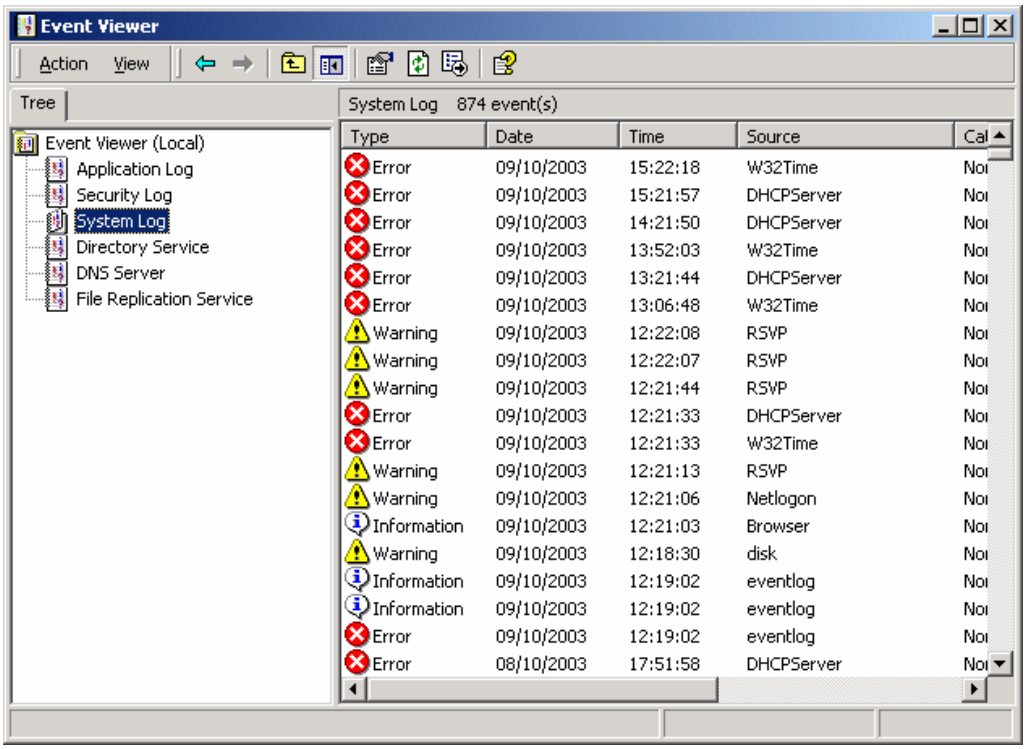
Note: If you find that WinSuite Enterprise Edition settings are not being successfully applied to one or more of the Windows 2000/XP Professional Clients on your network, or that these Clients are extremely slow to logon, it may mean that the IP address specified as being the "Primary" or "Preferred" DNS Server on these Clients is incorrect. If not, it may be that the DNS Server you have specified does not hold the SRV records for your network.

To view all the information available through the **Ipconfig** command, you need to include the **/all** switch after the command itself.

System Log

The System log is available on Windows 2000/2003 Servers and 2000/XP Professional Clients. Amongst other things it records important network events, including errors.

To access the System log, you need to start the **Event Viewer**. This can be done via the **Administrative Tools** folder in Control Panel or the **Start | Programs | Administrative Tools** menu. Once the Event Viewer window is displayed, click on **System Log** in the **Tree** view on the left. The contents of the System log will then be displayed on the right:



To display more information on a particular event, double-click the appropriate entry on the right. You will be presented with a dialog containing information such as the date and time of the event, and a full description.

As a minimum, we recommend that you check the System log on the 2000/2003 Server on which you intend to install WinSuite Enterprise Edition. Then investigate any network related error messages that you find.

Note: If you are using the **Event Viewer** on a Server that has DNS installed, you can also check the **DNS Server** log. This is especially important if the IP address of this computer is listed as either the "Primary/Preferred" or "Secondary/Alternate" DNS Server on your Client computers (particularly those running Windows 2000/XP Professional). Again, before you install WinSuite Enterprise Edition, you should check the log then investigate any error messages that you find.

Netdiag

Netdiag is a command-line utility similar to the **Ipconfig** command. It can help you to diagnose networking and connectivity problems by performing a series of tests. The results of these tests can help you to locate the source of any such problems, including those related to DNS.

The **Netdiag** utility is not installed by default. It is part of the **Support Tools** for Windows 2000/2003 Server and 2000/XP Professional. These tools can be installed from the relevant Windows operating system CD. Simply browse to the **Support\Tools** folder on the CD and run the set up file (e.g. **Setup.exe** or **Suptools.msi**). On Windows XP Professional, you will need to choose a **Complete** installation to ensure that **Netdiag** is installed.

Note: Once it has been installed, **Netdiag** can be run either from a command prompt or by using the **Start | Run** command. If you run it from a command prompt, the Command Prompt window will remain open so you can view the results of each test. If you run it using the **Start | Run** command, the resultant window will close automatically once all the tests are complete. By default, however, the test results will be written to a file called **Netdiag.log** stored in the root of the main system drive (usually **C:**). The file is overwritten each time you run **Netdiag**.

To run **Netdiag**, simply type `Netdiag` at the command prompt or into the Run dialog. Then press **[Enter]** or click on **OK** as appropriate.

The following is an example of the output from four of the tests performed by **Netdiag** (this is only part of the full output you would receive). The important thing to notice in this example is that although the **DNS test** has been passed, the **DC discovery** and **DC list** tests have both failed:

```
DNS test . . . . . . . . . . . . . : Passed
          [WARNING] Cannot find a primary authoritative DNS server
for the name
            'Server1.BIGORG.com.'. [ERROR_TIMEOUT]
            The name 'Server1.BIGORG.com.' may not be registered in
DNS.


Redir and Browser test . . . . . . : Passed
    List of NetBt transports currently bound to the Redir
        NetBT_Tcpip_{3C30F668-B944-4339-944D-BF1507F5107B}
    The redir is bound to 1 NetBt transport.

    List of NetBt transports currently bound to the browser
        NetBT_Tcpip_{3C30F668-B944-4339-944D-BF1507F5107B}
    The browser is bound to 1 NetBt transport.


DC discovery test. . . . . . . . . : Failed
        [FATAL] Cannot find DC in domain 'BIGORG'.
[ERROR_NO_SUCH_DOMAIN]
```

```
DC list test . . . . . : Failed
        'BIGORG': Cannot find DC to get DC list from [test
skipped].
```

The most likely cause for one or both of these tests being failed is a problem with DNS. One aspect of the **DC discovery** and **DC list** tests is that they ask the computer specified as the "Primary" or "Preferred" DNS Server if it holds the SRV (or service) records for the DCs (Domain Controllers) on the Domain the computer logs onto. If the answer to this is "No" or there is some other reason why these records can't be accessed, then one or both of these tests will fail.

At the simplest level, it may be that the IP address specified as the "Primary" or "Preferred" DNS Server is incorrect, or points to a DNS Server that does not hold the SRV records for the Domain you're logging onto. This is certainly the first thing you should check in this situation.

We strongly recommend that you run **Netdiag** on the Windows 2000/2003 Server on which you intend to install WinSuite Enterprise Edition, along with a few of the 2000/XP Professional Clients on your network.

Note: Netdiag can resolve some basic networking problems for you automatically. In order to make use of this facility, you need to include the **/fix** switch after the Netdiag command itself. You should be aware, however, that this will only resolve trivial networking issues.

Summary

WinSuite Enterprise Edition makes use of the Active Directory, which is a fundamental part of any Windows 2000/2003 Server-based network. You must therefore ensure that the Active Directory is functioning correctly on your network before you install the WinSuite Enterprise Edition Server or Client software.

The Active Directory, in turn, relies on another "directory service" called the Domain Name System (or DNS). Amongst other things, the Active Directory uses DNS to locate computers running particular services on the network, e.g. the Domain Controller service that runs on any Windows 2000/2003 Servers. In order for DNS to function correctly, the computers on your network must be able to communicate using the TCP/IP network protocol. There are number of tools you can use to check the configuration/connectivity of both TCP/IP and DNS on your network. These include the command-line tools **Ipconfig**, **Ping** and **Netdiag**, along with the **Event Viewer**, which is available on Windows 2000/2003 Server and 2000/XP Professional computers.

Books and Other Resources

The resources listed in this section are aimed specifically at the Windows 2000/2003 Server environment. It is intended to provide a starting point, which you can use when looking for detailed information on topics such as TCP/IP networking, DNS and the Active Directory.

Books:

Mastering Windows 2000 Server (Author: Mark Minasi)

Microsoft Windows 2000 Server Bible (Authors: Paul Hinsberg, Forrest Hewlett)

Mastering Windows 2003 Server (Author: Mark Minasi)

Windows Server 2003: The Complete Reference (Author: Kathy Ivens)

Sams Teach Yourself TCP/IP in 24 Hours (Author: Joe Casad)

Windows 2000 Server TCP/IP Core Networking Guide (Publisher: Microsoft Press International)

Practical TCP/IP: Designing, Using and Troubleshooting TCP/IP Networks on Linux and Windows (Author: Niall Mansfield)

TCP/IP Jumpstart: Internet Protocol Basics (Andrew Blank)

Windows 2000 DNS Server (Author: William Wong)

DNS on Windows Server 2003 (Authors: Cricket Liu, Matt Larson, Robbie Allen)

Internet Links:

DNS Dynamic Update in Windows 2000 (Microsoft.com: TechNet article on DNS)

Domain Name System (DNS) Center (Microsoft.com: Links to articles, Webcasts and online seminars related to DNS)

Troubleshooting DNS Servers (Microsoft.com: TechNet articles on troubleshooting DNS)

Windows 2000 DNS White Paper (Microsoft.com)

Active Directory and Network Administration (SearchWin2000.com: Site containing articles on networking, DNS and the Active Directory)

Active Directory and DNS (Windows-Expert.net)

Microsoft Knowledge Base Articles:

Frequently Asked Questions about Windows 2000 DNS and Windows Server 2003 DNS

HOW TO: Configure DNS Dynamic Update in Windows 2000

HOW TO: Configure DNS Dynamic Update in Windows 2003

Windows 2000 DNS and Active Directory Information and Technical Resources

Note: The books and Internet links listed in this section have been selected based on their relevance. NDI Technologies cannot be held responsible for their content.

Installing the WinSuite Enterprise Edition Server Software

WinSuite Enterprise Edition has two main components, the WinSuite Enterprise Edition Client software and the WinSuite Enterprise Edition Server software. Before you can install the Client software on any of your computers, you will need to install the Server software from your WinSuite Enterprise Edition CD-ROM. For more information on the software components provided with WinSuite Enterprise Edition, see the chapter called **WinSuite Enterprise Edition Introduction** earlier in this manual.

Note: You can install the WinSuite Enterprise Edition Server software onto any Windows 2000/2003 Server on your Domain (it does not have to be installed onto the Server holding the PDC Emulator (FSMO) role). If you have a multi-Domain network containing pre-Windows 2000 clients, you will need to install the WinSuite Enterprise Edition Server software separately on each Domain. Otherwise your pre-Windows 2000 clients will not be able to logon using the WinSuite Enterprise Edition Client software.

Installing the Server Software

To complete the installation process successfully, you must be logged onto the Server as a member of the built-in Windows 2000/2003 Server Group **Domain Admins**. We also strongly advise that you close any other programs you have running before you begin the installation process.

Once you have logged onto the Server as a member of **Domain Admins**, insert the WinSuite Enterprise Edition CD-ROM into the CD-ROM drive. After a few seconds a Welcome screen, similar to the one shown below, should appear. If the Welcome screen fails to appear automatically, browse to the root of the CD-ROM and run **Welcome.exe**.

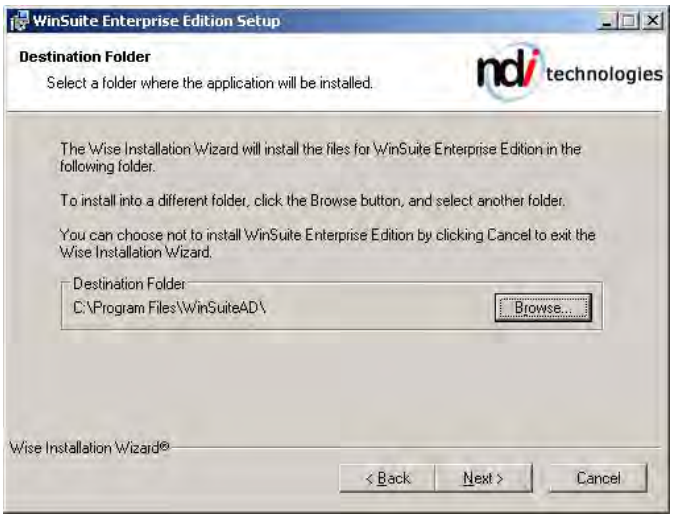
With the Welcome screen displayed, click on **Install WinSuite Enterprise Edition**. You will then be presented with the first WinSuite Enterprise Edition install screen:

Read the information displayed on this screen. If you have any other programs running, click on the **Cancel** button to exit the Installation Wizard then close the other programs and begin the installation process again. Otherwise click on the **Next >** button:

The WinSuite Enterprise Edition License Agreement is now displayed. Please read this carefully before continuing to install WinSuite Enterprise Edition.

If you do not agree with the terms and conditions contained in the License Agreement, click on the **Cancel** button to exit the Installation Wizard. Otherwise, click on the radio button next to **I accept the license agreement** to select it, and then click on the **Next >** button.

You will now be presented with the Destination Folder screen:



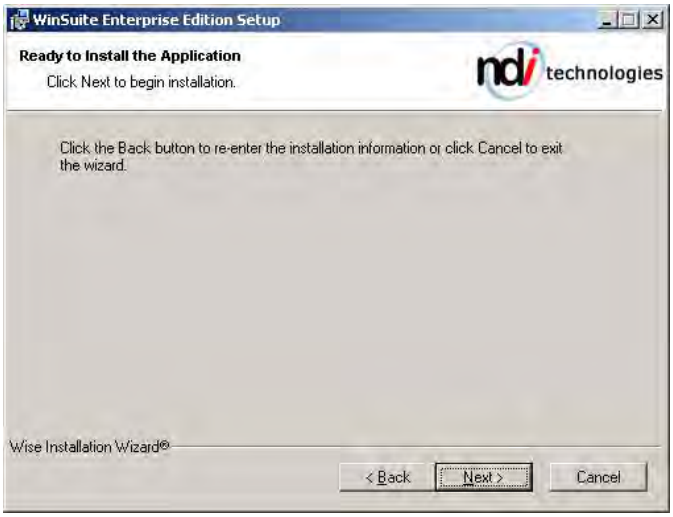
This screen allows you to change the destination folder for the WinSuite Enterprise Edition Server software. By default, it will be installed into **C:\Program Files\WinSuiteAD**. To change this location, click on the **Browse** button and select a new destination folder in the usual way.

Note: When using the Browse facility, you can browse to an existing folder or type the full path of a new or existing folder. If the path you type doesn't already exist, the required folder(s) will be created automatically for you when the Server software is installed.

When you are happy with the destination folder for the WinSuite Enterprise Edition Server software, click on the **Next >** button:

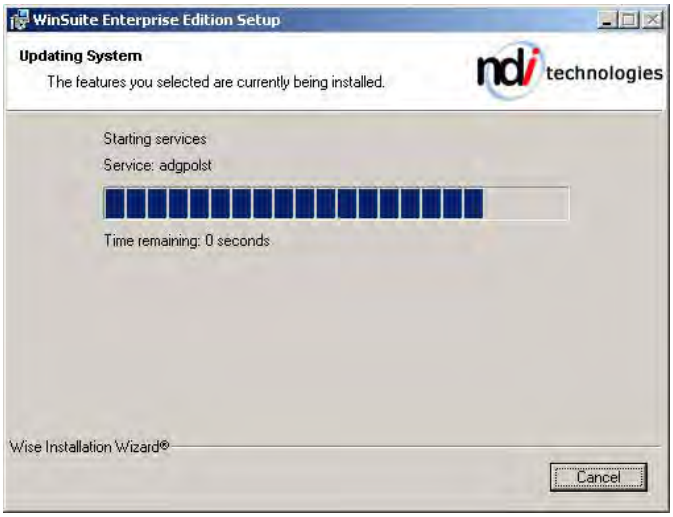
The Select Installation Type screen allows you to specify which features of a particular piece of software you want to install. For the purposes of WinSuite Enterprise Edition, you should leave **Typical** selected, and click on the **Next >** button.

You will now be presented with the Ready to Install the Application screen:



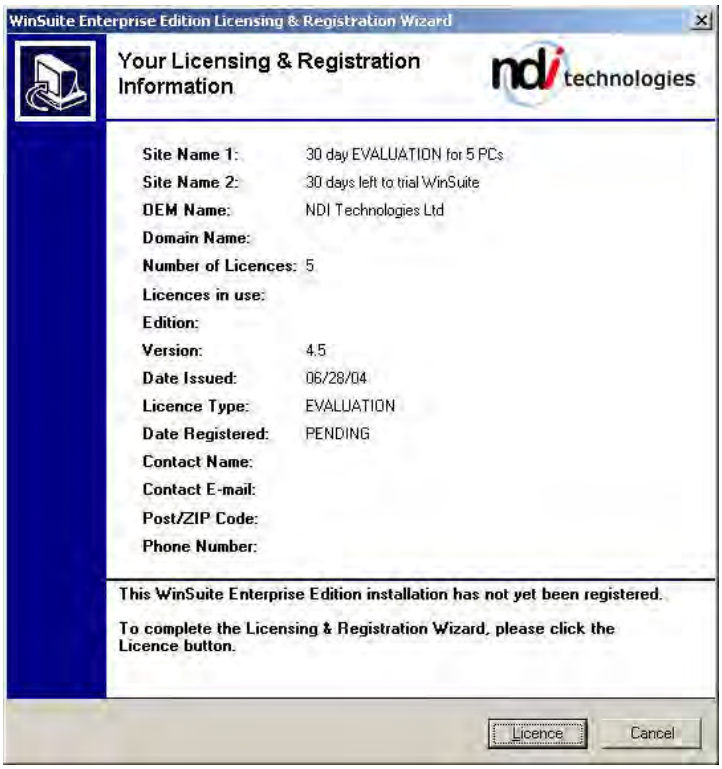
This is your last opportunity to change any installation settings prior to installing the WinSuite Enterprise Edition Server software. If necessary, use the **< Back** button to return to previous screens so you can make changes to the information you have entered.

If you are happy with the current installation settings, click on the **Next >** button to begin installing the software. A progress screen is displayed while the software is being installed:



Once the installation is complete, a confirmation message is displayed:

Click on the **Finish** button to close the Installation Wizard. You will be presented with your current Licensing & Registration Information, which by default will be a 30 day EVALUATION licence:



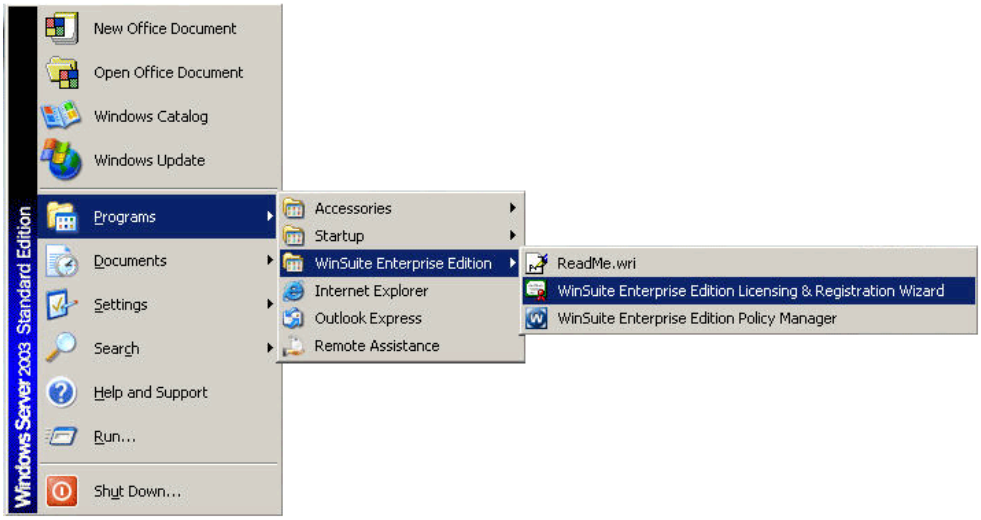
If you have a valid WinSuite Enterprise Edition licence file, you can click on the **Licence** button to begin the WinSuite Enterprise Edition Licensing & Registration Wizard. For more information see the next section in this Chapter, entitled **Using the Licensing & Registration Wizard**.

If you do not have a valid WinSuite Enterprise Edition licence file, or you want to complete the licensing & registration process later, click on the **Cancel** button.

Note: You must have access to the Internet to complete the registration process successfully.

Using the Licensing & Registration Wizard

If the Licensing & Registration Wizard isn't already running, you can start it by clicking on the **Start | Programs | WinSuite Enterprise Edition | WinSuite Enterprise Edition Licensing & Registration Wizard** command:



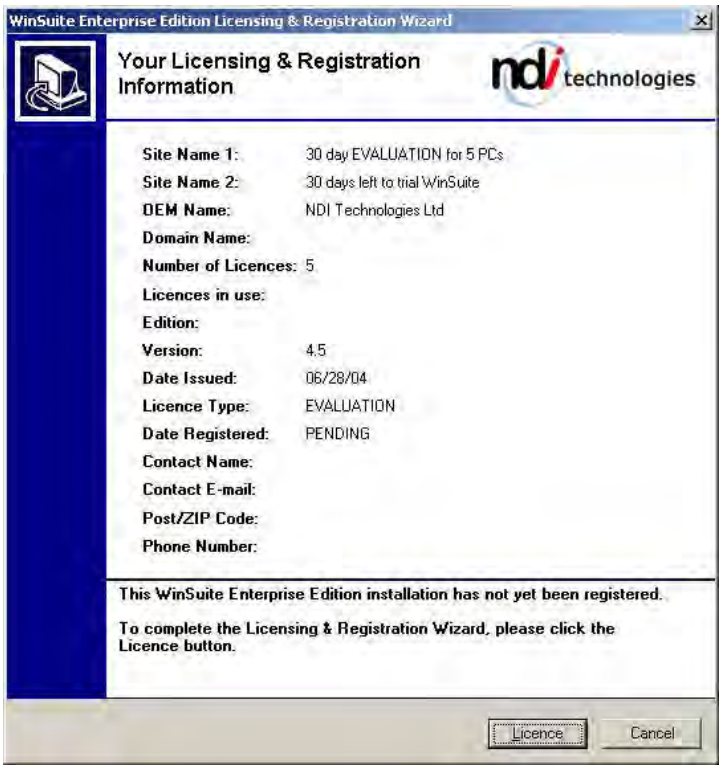
Note: You can also start the User Management Wizard by browsing to the **...\Program Files\WinSuite AD\Admin** folder on your Windows 2000/2003 Server and running the file **Adumwiz.exe**.

If you have not yet licensed the WinSuite Enterprise Edition software, you will be presented with the following screen:

This screen explains that you are using a 30 day EVALUATION for 5 PCs, and tells you how many days of the Evaluation period remain.

If you have a valid WinSuite licence file, you can click on the **Licence** button at the bottom of the screen to start the licensing and registration process (note that you must have access to the Internet to complete your registration).

Otherwise you can click on the **Continue EVALUATION** button (providing the Evaluation period has not expired). When you click on **Continue EVALUATION** a screen displaying the current EVALUATION Licensing & Registration Information will be displayed:



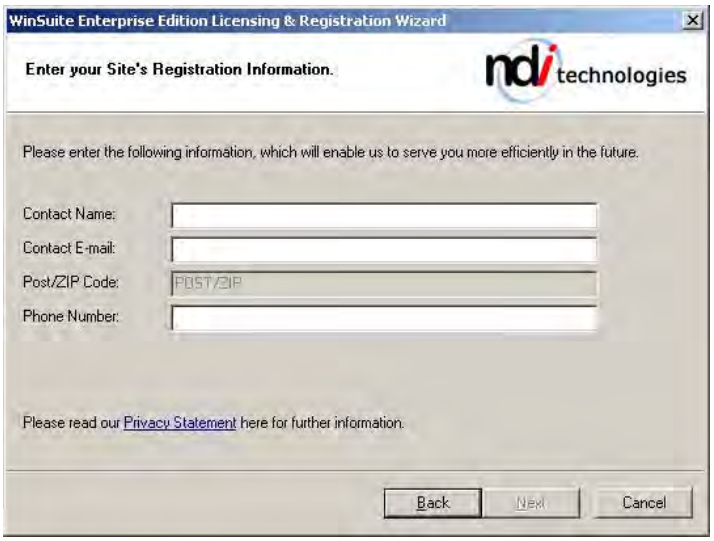
Again you can click on the **Licence** button at the bottom of the screen to start the licensing and registration process. Otherwise you can click on **Cancel** to close the Licensing & Registration Wizard altogether.

If at either stage you click on the **Licence** button, you will be presented with the **Select your WinSuite Enterprise Edition Licence File** screen:

Click on the **Browse for Licence File** button and locate your licence file (**.lic**). This file will usually be located on a separate 3½ floppy diskette supplied with your software or will be supplied via e-mail for you to download.

Once you have located the licence file, click on **Open** in the Select Licence File to Load dialog. Providing you have loaded a valid WinSuite Enterprise Edition licence file, you will be returned to the above dialog box. Otherwise an error message will be displayed telling you the licence file isn't valid.

When you have successfully loaded a valid licence file, click on the **Next** button:

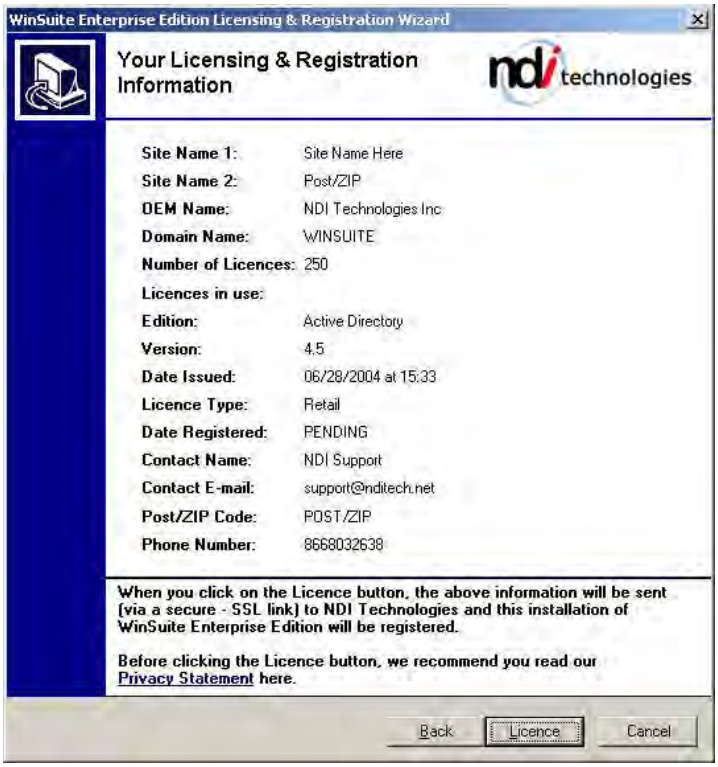


Now enter your registration details. Note that the information you are asked to provide will vary, depending on the type of licence you have purchased.

On completing the Licensing & Registration Wizard, your details will be sent via a secure (SSL) connection to NDI Technologies' registration database. If you have any questions regarding how this information might be used, please click on the link to our **Privacy Statement** at the bottom of the screen.

Click on the **Next** button — this button will only become available once each field contains valid information (the Licensing & Registration Wizard checks that entries such as e-mail addresses, post/zip codes and telephone numbers are in a valid format).

When you click on **Next** you may be required to enter further registration information (depending on the type of licence you have). If this is the case, simply complete each field as required, and click **Next** to continue. Otherwise you will be presented with the final Licensing & Registration Wizard screen:



This screen enables you to check the registration details you have provided. If any of the information displayed on this screen is incorrect, use the **Back** button to return to the appropriate screen, and correct your details as required.

To licence the WinSuite Enterprise Edition software, and submit your details to our registration database, click on the **Licence** button at the bottom of the screen (remember you *must* have a connection to the Internet to complete the licensing and registration process). If you have any questions about how your details might be used, click on the link to our **Privacy Statement** before clicking on the **Licence** button.

Once your details have been entered into our database, a message box will be displayed telling you that the registration process has been successful:

If you receive an error message, please check the following before contacting our support helpdesk:

- That your connection to the Internet is working correctly.
- That the correct date is set on the computer from which you are running the Licensing & Registration Wizard.

Uninstalling the WinSuite Enterprise Edition Server Software

Uninstall WinSuite Enterprise Edition Client software FIRST!

You MUST first uninstall the WinSuite Enterprise Edition Client software from ALL computers that have it installed. Failing to do this will leave those computers in an unstable and possibly inaccessible state. See the section on Uninstalling WinSuite Enterprise Edition Client Software later in this manual for instructions on how to do this, both manually and automatically via a 2000/2003 Server Logon Script.

Once you are sure that the WinSuite Enterprise Edition Client software has been uninstalled from all the Client computers on your network, logon to the 2000/2003 Server as a member of the built-in 2000/2003 Server Global Group **Domain Admins**.

Click on the **Start | Settings | Control Panel** menu item. When the Control Panel window appears, double-click on the **Add/Remove Programs** icon.

Select **WinSuite Enterprise Edition** from the list of installed programs and click on the **Remove** button.

Follow the on-screen instructions.

Creating an Active Directory Structure

What is the Active Directory?

The Active Directory is a database service used by Windows 2000/2003 Servers to store information about objects participating on the network. These objects include Users, Computers, Groups, Shared Folders and Printers. Each of these objects has a set of relevant attributes applied to it. For example, a User's address and telephone number can be stored as part of their User object, along with more obvious attributes like their logon name and password.

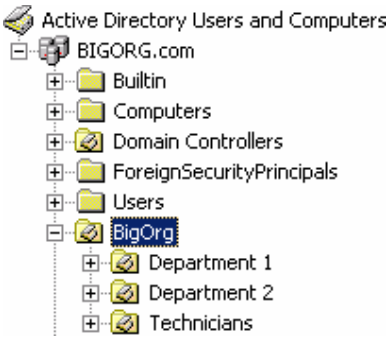
While the Active Directory can be used to store information about objects on the network in such a way that Users can query it to retrieve information on a particular object, it would be wrong to see it as some kind of electronic telephone directory. The primary function of the Active Directory is to enable network administrators and managers to "group together" Users (and other objects such as Computers and Printers) in a way that simplifies the overall management and control of the network.

Active Directory Scenario

Before we look in anymore detail at this topic, it is important you note that the most important rule governing the creation of an Active Directory structure is KEEP IT SIMPLE. As you will learn, there are a number of considerations to make, and it is very easy to end up with a complex structure that appears to meet your needs. However, the more complicated your Active Directory structure is, the more difficult it will be for you to resolve problems, and make changes to it in the future. So simplicity should always be your main consideration.

In order to understand the process behind creating an Active Directory structure, let's consider a particular organization, which we will call the "BigOrg Foundation". BigOrg has two main departments of Users, both of whom need to access different applications. Each department has it's own IT technician, and they in turn answer to an overall IT coordinator, who is in charge of the entire network.

In order to independently manage the Computers, Users or Groups (or any combination of them) for these two departments, Windows 2000/2003 Server provides containers, called Organizational Units (OUs for short). This enables us to, for example, split the Users from each department into two separate OUs, say **Department 1** and **Department 2**. In the following diagram, there are four OUs; one for each department of Users, one for the IT technicians supporting each department, and one for the overall organization, **BigOrg**:



Looking at the above example, it might appear that an OU is very similar to a Group (you may already be used to using Groups for managing your Users in NT Server 4.0). There are, however, some fundamental differences between Groups and OUs in Windows 2000/2003 Server. The biggest difference is that you cannot control access to resources, such as shared files, printers etc, based on OU membership. OUs are used as a means of separating objects (Users and Computers for example) which need to be managed separately.

Note: You can still create Groups of Users in Windows 2000/2003 Server, so that access to resources can be controlled, and these Groups can then be put into OUs. However, any further discussion on the topic of Groups is beyond the scope of this manual. For more information, please refer to the list of resources at the end of this chapter.

Imagine that the overworked IT coordinator for BigOrg is being plagued by requests from the IT technicians supporting each department to reset account passwords for Users who have forgotten theirs. Under Windows 2000/2003 Server, the IT coordinator can now give the ability to reset User passwords to the members of the specific OU (**Technicians**), and place the responsible staff members into that OU. This reduces the IT coordinator's workload, while granting the members of the OU no more rights on the network than are absolutely necessary. This is known as **Delegation of Control**, and is one of the primary reasons for using OUs on a network. For this reason it's also one of the primary considerations you must make when creating your Active Directory structure.

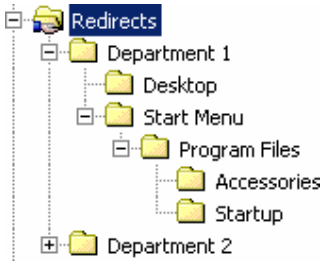
Up to now, we have only talked about OUs in relation to Users. However, the Active Directory also enables you to put computers into OUs. They can be put in OUs of their own, separate from any Users, or they can be added to OUs containing Users; it depends on how you want to manage the objects in your Active Directory structure. The ability to put computers into OUs is particularly important when looking at another of the major considerations when creating your Active Directory structure; that of **Group Policy** requirements.

Group Policy Basics

You may already be familiar with the concept of policies, from managing other Windows versions. Policies enable you to apply various settings and restrictions, to both Users and Computers (the settings and restrictions you can apply depend on whether they are being made at User or Computer level). Examples of User-level policies you can make are: which special desktop items (My Computer, My Network Places etc) appear on the desktop, which programs a User can run, and what Control Panel applets they can access. Examples of Computer-level policies you can make are: which printer is set to be the default, whether a legal notice is displayed at logon, and whether or not the logon screen has a **Shutdown** button on it.

Under Windows 2000/2003 Server, policies are applied using **Group Policy Objects** (**GPO**s for short). Despite their name, Group Policy Objects cannot be applied to Groups; they can only be linked to certain objects in the Active Directory, such as Organizational Units (OUs). The name Group Policy Object is simply a Microsoft naming convention.

Going back to our scenario of the BigOrg Foundation, imagine that the IT coordinator now decides that the Users in **Department 1** and **Department 2** should have different programs available from the desktop and **Start** menu (i.e. only the ones that they actually use). This would be achieved by creating a Group Policy Object for each OU and setting a policy within each OU to redirect the desktop and **Start** menu to separate locations on the network. The following diagram shows the kind of folder structure you might create for the redirected desktop and **Start** menu:



Note: You would obviously need to share at least the top-level folder so that Users in each department could access their desktop and **Start** menu.

GPOs then are an extremely powerful tool for the management of Users and Computers within an Active Directory controlled network. And as we have already mentioned, Group Policy requirements are one of the two key elements you must consider when creating an Active Directory structure, the other being "Delegation of Control".

GPOs do have one major shortcoming; they are not recognised by pre-Windows 2000 computers. This means that any Windows 95/98/Me and NT Workstation computers on your network will be completely unaffected by the Group Policy Objects you create, as they are simply "unaware" of them. This is one of the main areas that WinSuite Enterprise Edition looks to address. We have developed a system which enables you to apply Group Policy

settings/restrictions to your pre-Windows 2000 computers. We have also provided a specially designed User Interface, which simplifies the process of setting commonly used policies.

Group Policy Application Sequence

When taking into consideration how Group Policy Objects affect the Active Directory structure you want to create, you need to understand how they will be applied to your Users and Computers.

As we mentioned earlier, GPOs contain two sets of policy settings; User-level policies and Computer-level policies. User-level policies are applied on a User-by-User basis, based on the OU holding the User's account. Computer policies are applied on a Computer-by-Computer basis, based upon the OU holding the Computer's account. This may seem a very simple concept, but it is an important one to note. If you have set a User-level policy which isn't being applied to a particular User or set of Users, it may well be that the relevant User accounts aren't in the correct OU. Similarly if a Computer-level policy isn't being set as you expect, you should check that the Computer accounts in question are in the relevant OU.

Another aspect of policy application to be aware of is what happens when you have multiple levels of OU, with Group Policy Objects defined at each level. When you create your Active Directory structure, you will undoubtedly want to put OUs inside other OUs (maybe to mimic the overall structure of your organization). Going back to our BigOrg scenario, you will remember that there's an overall **BigOrg** OU. Inside that there are two Departmental OUs and a **Technicians** OU. Under Windows 2000/2003, and therefore WinSuite Enterprise Edition, you can create GPOs in both the top-level **BigOrg** OU, and the lower level **Department 1**, **Department 2** and **Technicians** OUs. What happens then when you enable a particular policy in the top-level OU (**BigOrg**), then disable it in a lower level OU, say **Department 1**? Which Policy wins?

By default, the answer is the policy set in the lower level OU. Group Policy Objects in lower level OUs actually have a higher priority level. Thus a policy from a GPO in a lower level OU will override the corresponding policy setting passed down from the higher level OU. However, there is a way to prevent this, by setting the **No Override** property for the GPO in the higher level OU. This ensures that policy settings made in a particular GPO are never overridden by those from a GPO with a higher priority, such as those in a lower level OU.

Although the **No Override** property is an important concept to note at this stage, we'll leave any more detailed explanation until the chapter on **Using the WinSuite Enterprise Edition Policy Manager**.

There is another case to consider when looking at the sequence of policy application. Up to now, we've only considered policies taking one of two states; "enabled" or "disabled". However, there is a third state that many policies can take, that of "not configured". If a policy in a particular GPO is set to "not configured", it simply means that the GPO in question will not change the existing setting for that policy. To see how this works in practice, consider what would happen if a particular policy was enabled in the top-level OU of our organization (**BigOrg**) but set to "not configured" in the lower level OU, **Department 1**. Quite simply, the **Department 1** OU would "inherit" the setting of enabled from the higher level OU (**BigOrg**).

Again, this is the default. You can prevent objects in a particular OU from inheriting policy settings in this way by setting the **Block Policy Inheritance** property. This enables you to ensure that an OU only takes the policy settings you have set for that particular OU, and doesn't inherit any policies settings from higher level OUs.

It is important for you to note that unlike the **No Override** property mentioned earlier, **Block Policy Inheritance** applies to the entire OU, not just a particular Group Policy Object within it. However, as with the **No Override** property, we'll leave any slightly more detailed explanation until the chapter on **Using the WinSuite Enterprise Edition Policy Manager**.

Summary

After ensuring that your network is functioning correctly, creating an Active Directory structure is the most important phase of your preparation for using WinSuite Enterprise Edition. Time spent in deciding upon the best Active Directory structure for your network will make managing your Users and Computers far easier and more successful (both in the short and long term).

You need to keep the following in mind when creating your Active Directory structure:

1. **KEEP IT SIMPLE:** The more complex your Active Directory structure is, the more likely it is that you'll have problems with Users or Computers not getting the policy settings you expect. It will also be more difficult to resolve any such problems, or make changes to the structure in the future.
2. **Delegation of Control:** If you want to pass responsibility for certain network tasks to other Users (e.g. resetting passwords) then you should put those Users into a separate Organizational Unit (OU). This enables you to delegate control for a particular network task to a set of Users without having to give every User the rights on the network to perform that task.
3. **Group Policy requirements:** Group Policies enable you to control the Windows environment for the Computers, Users or Groups on your network. The Active Directory enables you to group Users and Computers according to considerations like the **Desktop** and **Start menu** icons you want them to have, the programs you want them to be able to run, the amount of access you want to grant them to storage devices such as hard drives, etc. This is done using OUs and Group Policy Objects. WinSuite Enterprise Edition enables you to extend common Group Policy settings to your pre-Windows 2000 Clients, and provides a specially designed User Interface which simplifies the process of setting these commonly used policies.

You also need to consider the order in which your Group Policy Objects will be applied, as this will effect the policy settings that Users in different OUs will receive. Remember the following:

1. Group Policy Objects in lower level "child" OUs have a higher priority level to those in higher level "parent" OUs. This means settings from a GPO in a lower level OU will override corresponding settings passed down from a GPO in a higher level OU. That is unless **No Override** is set for the Group Policy Object in the higher level OU.

Note: An OU can contain more than one Group Policy Object. In this situation, the GPOs WITHIN an OU are arranged in order of priority. As with GPOs in different OU levels, settings from a GPO given higher priority in an OU will override corresponding settings from a lower priority GPO in the same OU. The **No Override** property can also be used to prevent this. For more information, see the chapter on **Using the WinSuite Enterprise Edition Policy Manager**.

2. If a policy in a particular OU is "not configured" it will inherit its setting from the OU directly above. This OU may, in turn, have inherited its setting from another higher level OU, or overridden that setting with its own. This type of inheritance can be prevented by setting the **Block Policy Inheritance** property for the OU in question.

Books and Other Resources

The resources listed in this section are aimed specifically at the Windows 2000/2003 Server environment. It is intended as a starting point, when looking for detailed information on the Active Directory.

Books:

Mastering Windows 2000 Server (Author: Mark Minasi)

Microsoft Windows 2000 Server Bible (Authors: Paul Hinsberg, Forrest Hewlett)

Mastering Windows 2003 Server (Author: Mark Minasi)

Windows Server 2003: The Complete Reference (Author: Kathy Ivens)

Inside Active Directory: A Systems Administrator's Guide (Authors: Sakari Kouti, Mika Seitsonen)

Mastering Active Directory for Windows Server 2003 (Robert R. King)

Internet Links:

Active Directory Services Support (ADSSupport.net: Site containing useful articles and forums)

Active Directory Design (Microsoft.com)

Quick Start Guide to Setting up Active Directory (ServerWatch.com)

Microsoft Knowledge Base Articles:

Troubleshooting Common Active Directory Setup Issues in Windows 2000

Windows Server 2003 Active Directory Technology Center

Note: The books and Internet links listed in this section have been selected based on their relevance. NDI Technologies cannot be held responsible for their content.

Using the WinSuite Enterprise Edition Policy Manager

Introduction

The WinSuite Enterprise Edition Policy Manager enables you to manage any part of the Active Directory that is required by WinSuite Enterprise Edition. You can use it to create new Organizational Units; move, rename and delete existing OUs, along with other Active Directory objects like Users and Computers; and create accounts for Computers running Windows versions that do not create their own when they are connected to the Domain (i.e. those running Windows 9x/Me).

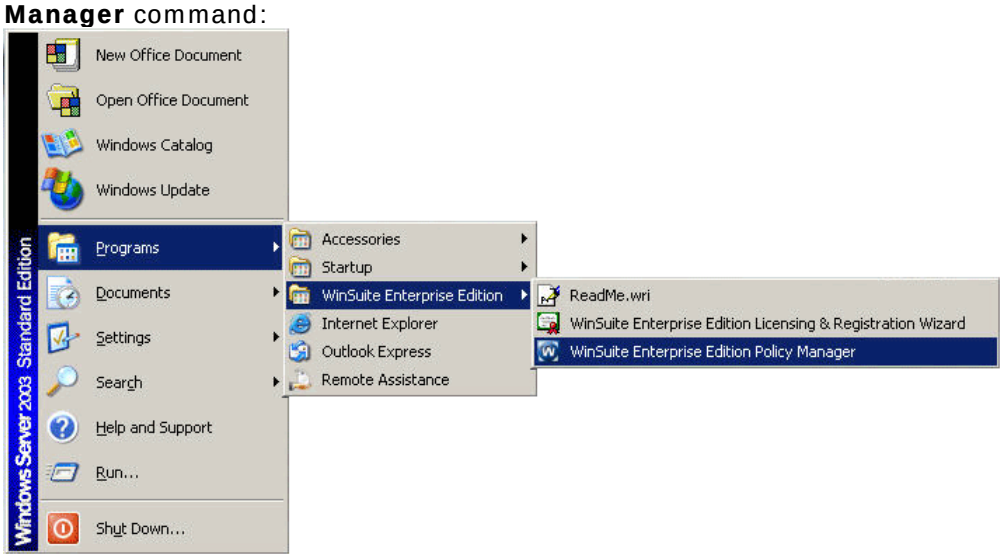
The Policy Manager also enables you to create new Group Policy Objects, and edit existing GPOs (including those created natively using the built-in **Active Directory Users and Computers** snap-in).

Another powerful, time saving feature is the ability to quickly and easily export GPOs to individual "template" files. These can then be imported as the starting point for other GPOs or simply be backed up for safe keeping, ready to import again (via the Policy Manager) at anytime in the future.

Note: You cannot create new Users in the WinSuite Enterprise Edition Policy Manager. You should instead use the built-in **Active Directory Users and Computers** snap-in provided on Windows 2000/2003 Servers or use NDI Technologies' **Account Xpress User Management Tool** to quickly and easily import users, assign them to Groups/Organizational Units, and create Home Directories.

Starting the WinSuite Enterprise Edition Policy Manager

Logon as an Administrator to the Windows 2000/2003 Server on which you installed WinSuite Enterprise Edition. Then click on the **Start | Programs | WinSuite Enterprise Edition | WinSuite Enterprise Edition Policy Manager** command:



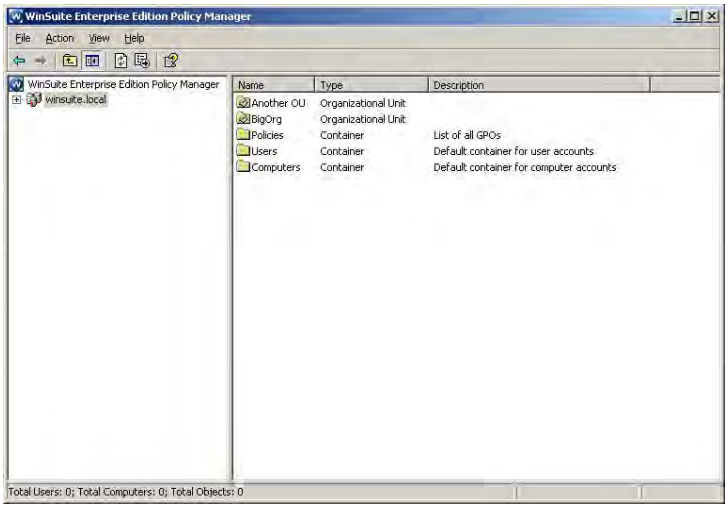
Note: You can also start the Policy Manager by browsing to the **..\Program Files\WinSuite AD\Admin** folder on your Windows 2000/2003 Server and running the file **Adpolmgr.msc**.

If you have not yet licensed your copy of WinSuite Enterprise Edition, and registered it with NDI Technologies, a message will be displayed informing you that you are using a 30 day EVALUATION for 5 PCs:

What this means is that you will only be able to install the WinSuite Enterprise Edition Client software on a maximum of 5 PCs at any one time. Added to this, the Client software on these PCs will only work without restriction for a maximum of 30 days. After this 30 day period, a message will be displayed informing Users that the EVALUATION has expired, and WinSuite Enterprise Edition has not been licensed. This message will be displayed for 1 minute every time a User logs on.

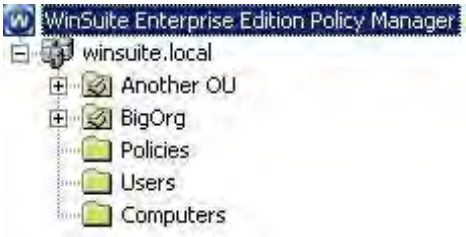
When you licence WinSuite Enterprise Edition this restriction will be removed. For more information on how to license your copy of WinSuite Enterprise Edition, and register it with NDI Technologies, see the section on **Using the WinSuite Enterprise Edition Licensing & Registration Wizard** earlier in this manual.

To start the WinSuite Enterprise Edition Policy Manager, click on the **Continue EVALUATION** button. You will be presented with a screen similar to the following:

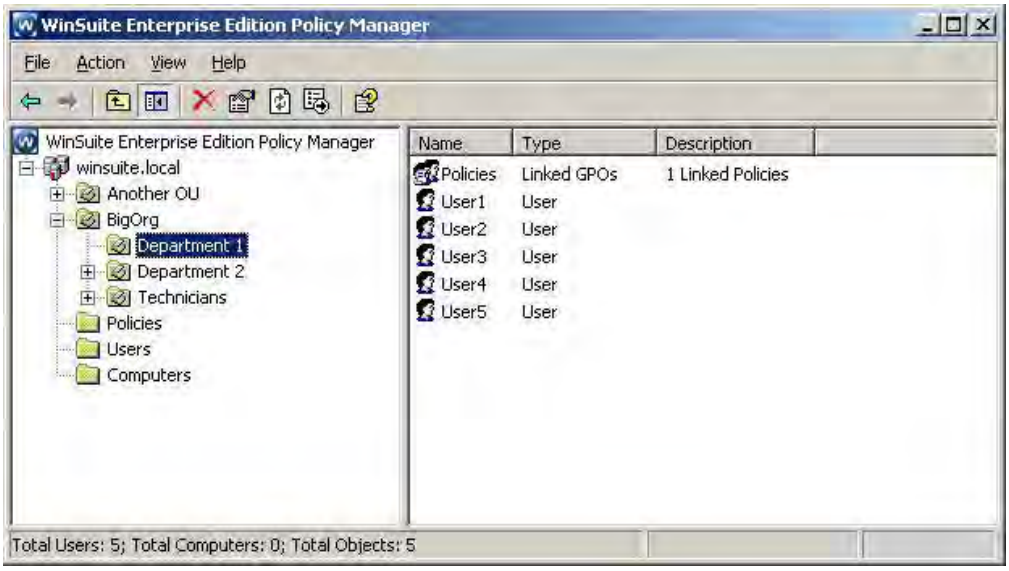


Note: By default, the WinSuite Enterprise Edition Policy Manager window will open in its restored state. However once you have used it, the Policy Manager window will remember the state in which it was last closed.

To begin with only the Domain you are going to manage will be displayed in the WinSuite Enterprise Edition **Tree** (on the left of the Policy Manager window). To expand this **Tree** so that the first level of Containers and OUs are displayed, you can either double-click on the Domain name (e.g. **BIGORG.com**) or click once on the plus sign next to it:



The WinSuite Enterprise Edition Policy Manager window works in much the same way as an Explorer window. The contents of the item you select in the **Tree** on the left of the window will be displayed in the pane on the right. Items in the **Tree** on the left can also be expanded by double clicking on them or by clicking once on the plus sign next to them:



Creating a New Organizational Unit (OU)

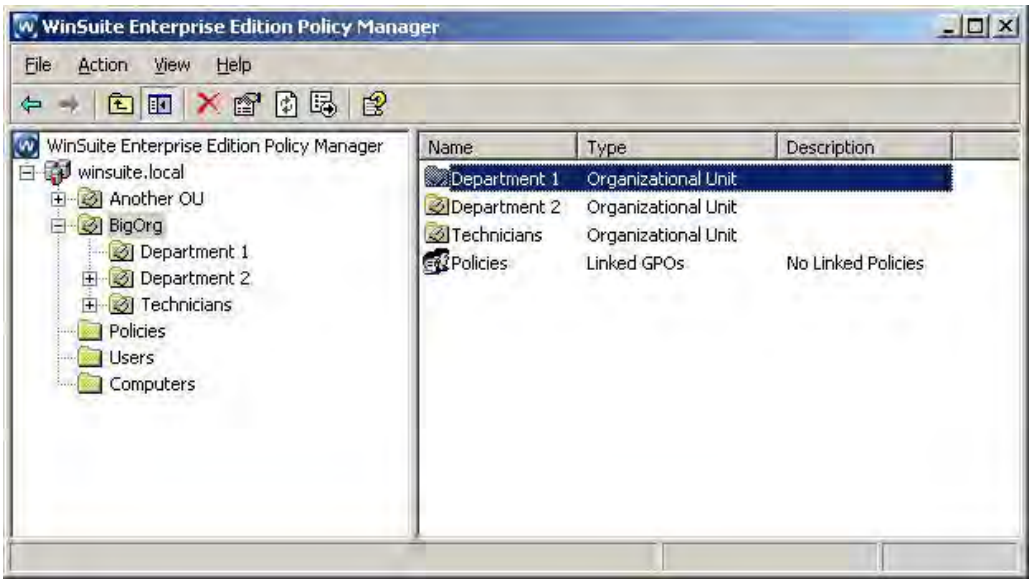
Remember that Organizational Units (OUs) allow you to divide up the Users and/or Computers on your network so that they can be managed separately. Amongst other things, this enables you to delegate certain tasks to other Users, limit access to programs so Users can only run the programs they require, and provide pre-defined **Start** menus and desktops tailored to particular "groups" of Users.

Organizational Units (OUs) can be created either at Domain level or inside other OUs (i.e. as "children" within a "parent" OU). This enables you to create an OU structure within the Active Directory on your Windows 2000/2003 network. This structure should be based upon two key considerations: Delegation of Control for certain network tasks, and Group Policy application.

For more information, see the chapter on **Creating an Active Directory Structure** earlier in this manual.

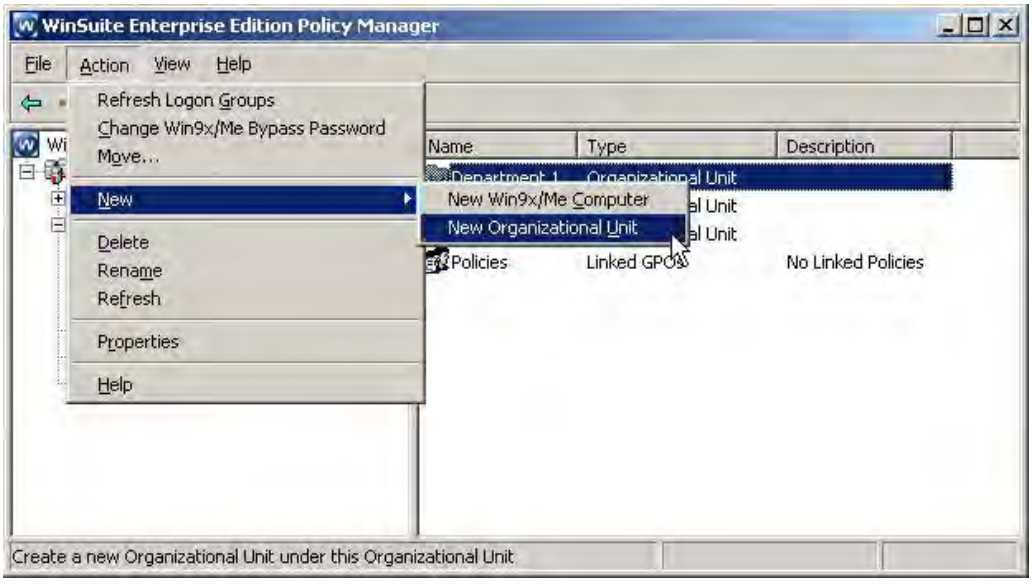
To create a new OU:

Select the location where you want the new OU to be created:



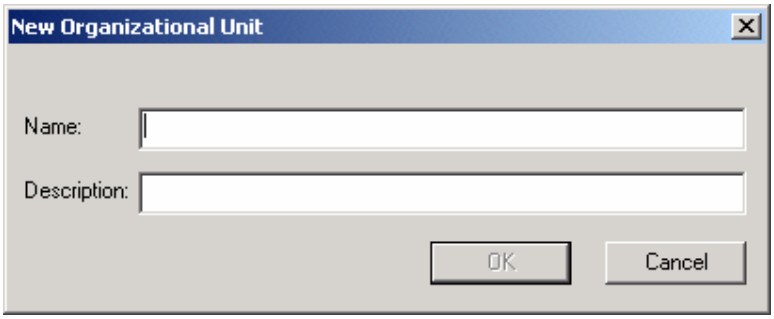
Note: You can select the location for your new OU either in the **Tree** view on the left or the display pane on the right (provided it is shown there).

Once you are happy with the location you have selected, click on the **Action | New | New Organizational Unit** command:



Note: You can also right-click where you want the new OU to be created, and then choose the **New | New Organizational Unit** command from the context menu that's displayed.

You will now be presented with the New Organizational Unit dialog, which enables you to enter a **Name** and a **Description** for the new OU:

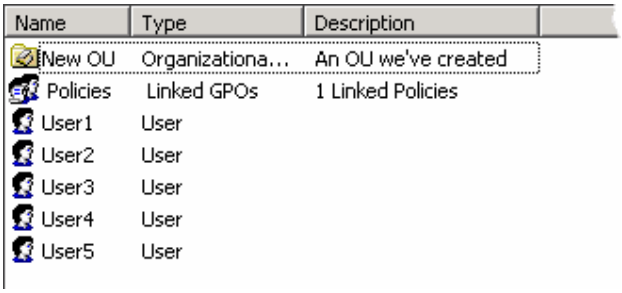


Click in each text box and enter the **Name** and **Description** you want (the **Name** you enter can be up to 64 characters long, while the **Description** can be up to 1024 characters).

Note: Active Directory Users and Computers and the WinSuite Enterprise Edition Policy Manager will only display the first **260** characters of any **Description** you enter. To see anything beyond the first 260 characters, you will need to display the OU Properties. To do this, simply right-click on the OU and choose **Properties** from the context menu that's displayed.

When you are happy with the **Name** and **Description** you have entered, click on the **OK** button to create the new OU.

It will be displayed on the right of the Policy Manager window, along with any other items (Users, Computers and other OUs) in the same location. Unlike the native **Active Directory Users and Computers** snap-in, the WinSuite Enterprise Edition Policy manger does not display Groups:



Note: To delete an OU, simply select it then click on the **Action | Delete** command. Alternatively, you can right-click on the OU and choose **Delete** from the context menu that's displayed. In either case, a message will be displayed asking if you are sure you want to delete the object. If you are, click on **OK**; otherwise click on **Cancel**.

Creating a New Computer Object for 9x/Me Clients

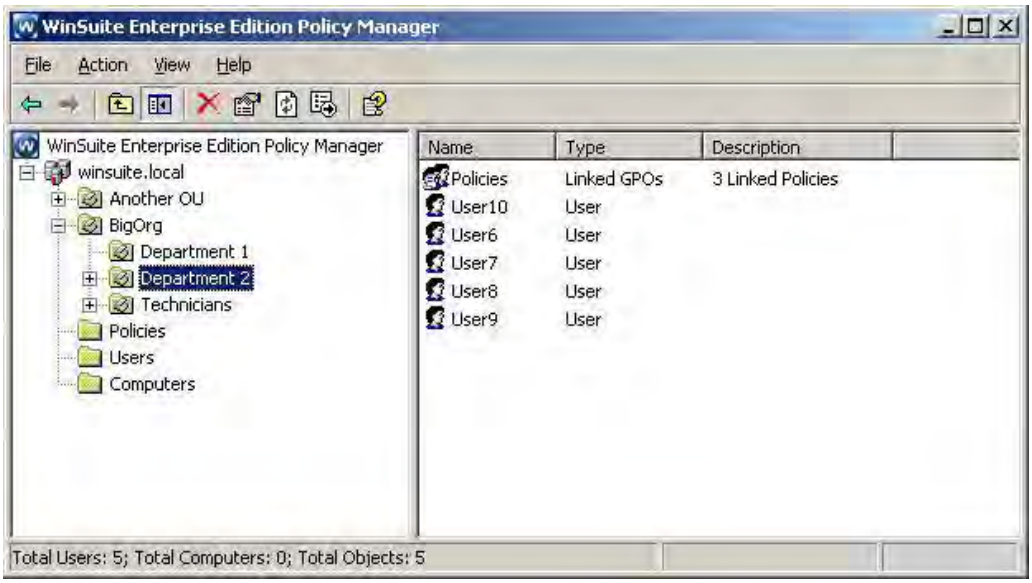
Remember that Group Policy Objects are made up of both User and Computer settings. User settings are applied on a User-by-User basis, based on the OU holding the User's account. Computer settings are applied on a Computer-by-Computer basis, based on the OU holding the Computer's account.

Windows 2000/XP Professional computers, along with those running NT Workstation 4.0, all create their own accounts within a Domain as soon as they are connected to it. Their accounts are created, by default, in the built-in Active Directory container; **Computers**. They can then be moved from that container to the appropriate OU, and thus receive the Group Policy settings you want. Computer accounts can be moved to different locations in your Active Directory structure using either the native Active Directory Users and Computers snap-in, or the WinSuite Enterprise Edition Policy Manager (see the section on **Rearranging Users, Computers and OUs** later in this chapter).

Unfortunately, Windows 9x/Me computers do not create their own accounts when they connect to a Domain. Therefore in order to get Computer Policy settings applied to any Windows 9x/Me Clients you have, you will need to create the Computer accounts manually.

To create a new Computer account:

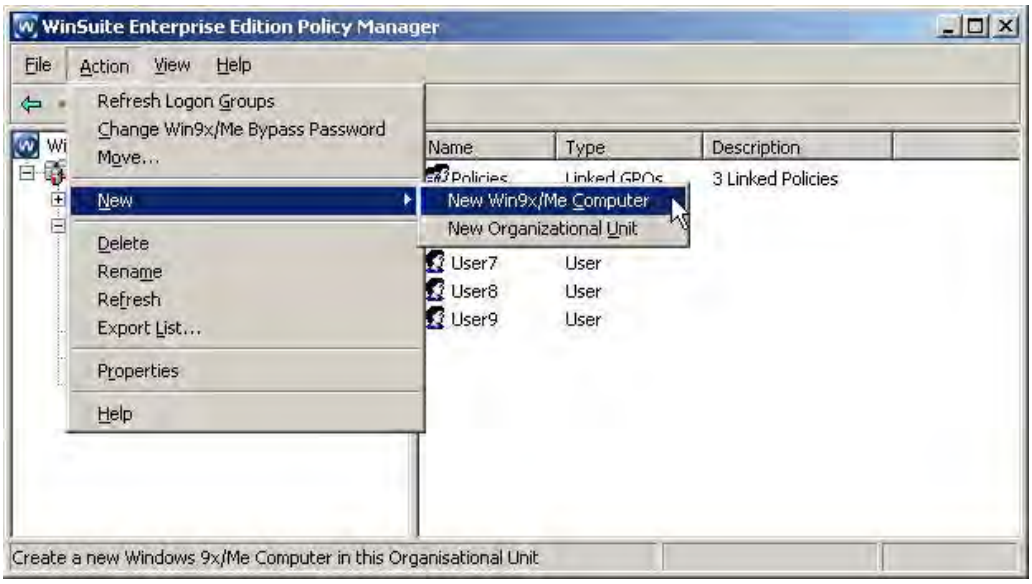
Select the location where you want the new Computer account to be created:



Note: As with creating a new OU, you can select the location for your new Computer account either in the **Tree** view on the left or the display pane on the right (provided it is shown there).

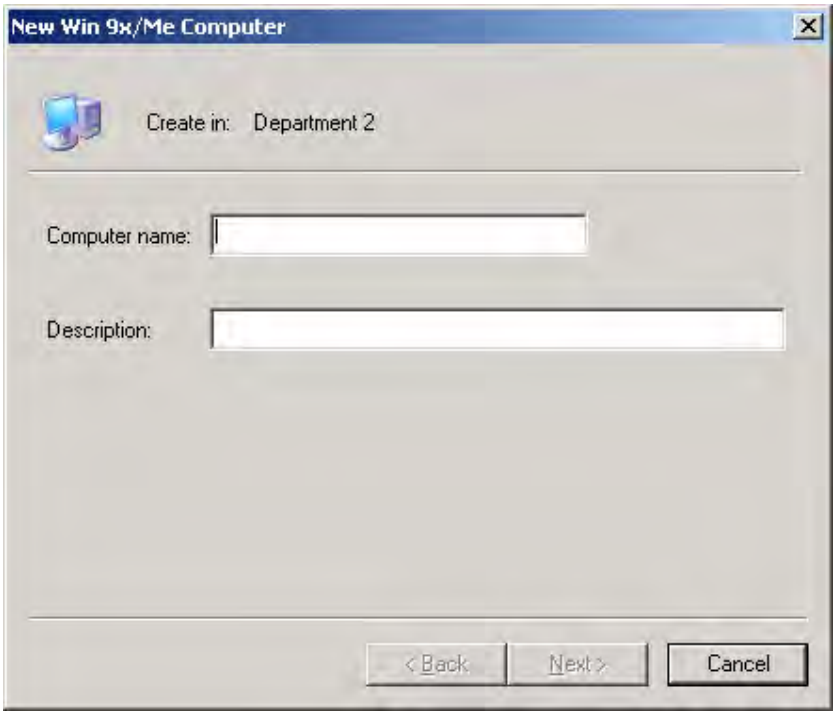
You do not have to create the new Computer account in the built-in **Computers** container. You can instead create the account in the OU where you want it to reside. However, if you have not yet decided where you want the Computer account, the **Computers** container is available for you to use.

Once you are happy with the location you have selected, click on the **Action | New | New Win9x/Me Computer** command:



Note: You can also right-click where you want the new Computer account to be created, and then choose the **New | New Win9x/Me Computer** command from the context menu that's displayed.

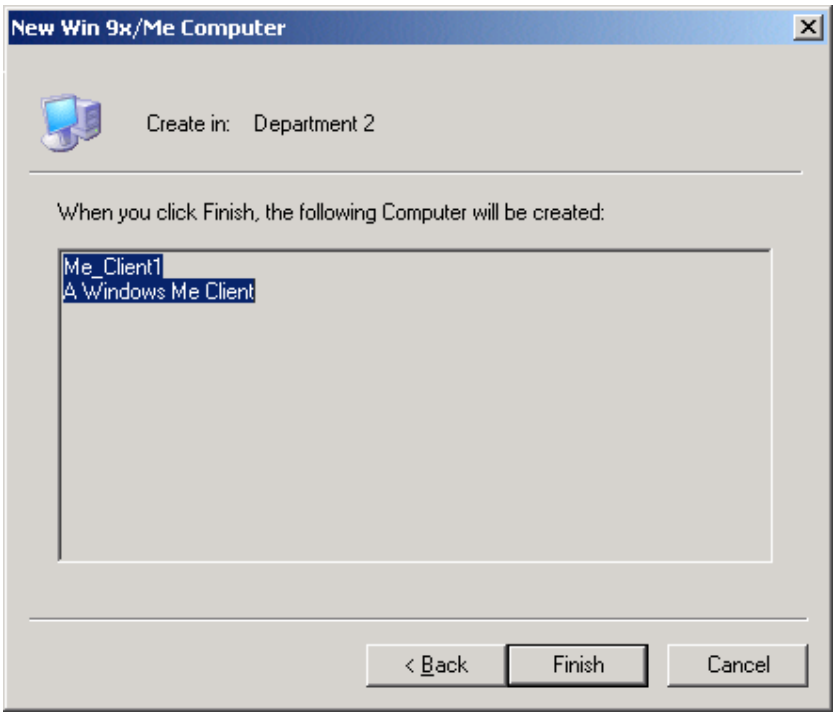
You will now be presented with the New Win9x/Me Computer dialog, which enables you to enter a **Computer name** and a **Description** for the new Computer account:



Click in each text box and enter the **Computer name** and **Description** you want (the **Computer name** you enter can be up to 16 characters long, while the **Description** can be up to 1024 characters).

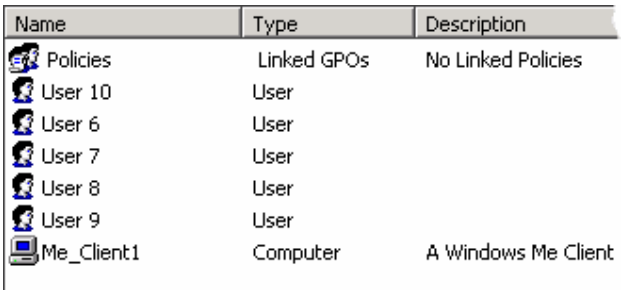
Note: Active Directory Users and Computers and the WinSuite Enterprise Edition Policy Manager will only display the first **260** characters of any **Description** you enter. To see anything beyond the first 260 characters, you will need to display the Computer Properties. To do this, simply right-click on the Computer and choose **Properties** from the context menu that's displayed.

When you are happy with the **Computer name** and **Description** you have entered, click on the **Next >** button. You will be presented with a screen confirming the details you have just entered:



If you want to change the **Computer name** and/or **Description** shown here, click on the **< Back** button to return to the previous screen, where you can change the details you have entered. Otherwise, click on the **Finish** button to create the new Computer account or the **Cancel** button to close the New Win9x/Me Computer dialog without creating it.

Assuming you have chosen to create the new Computer account, it will be displayed on the right of the Policy Manager window, along with any other items in the same location, i.e. Users, OUs and other Computer accounts:



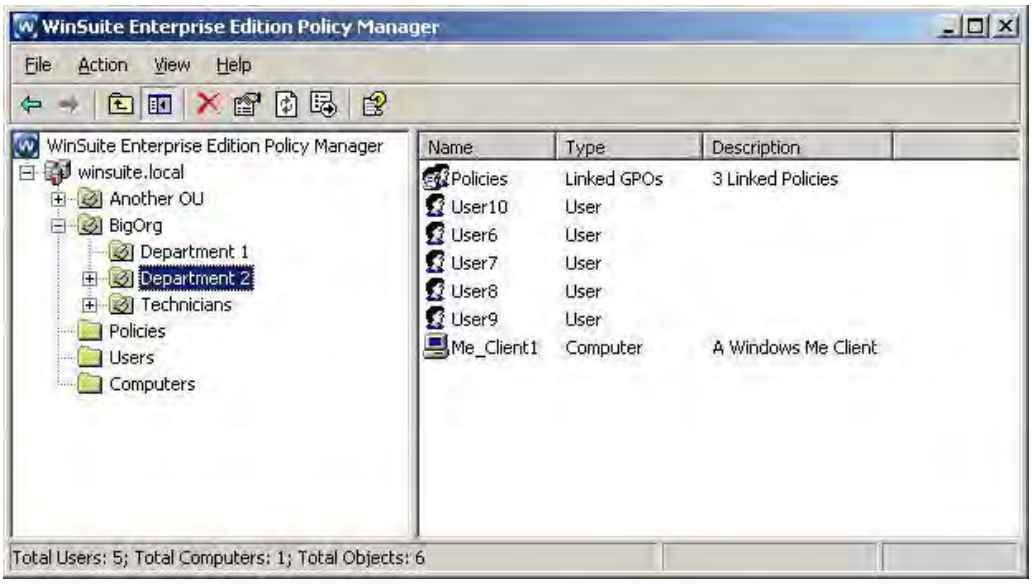
Note: To delete a Computer account, simply select it then click on the **Action | Delete** command. Alternatively, you can right-click on the Computer and choose **Delete** from the context menu that's displayed. In either case, a message will be displayed asking if you are sure you want to delete the object. If you are, click on **OK**; otherwise click on **Cancel**.

Rearranging Users, Computers and OUs

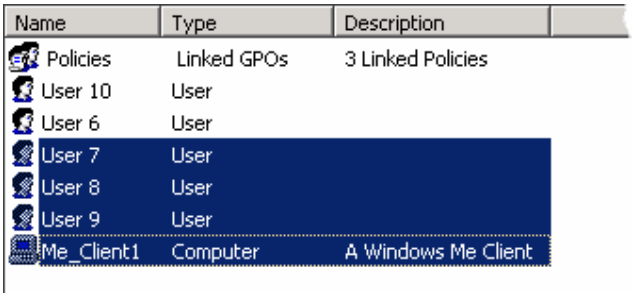
Although you can't create new Users within the WinSuite Enterprise Edition Policy Manager, you CAN rearrange Users that already exist in the Active Directory. You can also use the Policy Manager to rearrange existing Computer objects and OUs.

To move existing Users, Computers and OUs:

In the **Tree** view on the LEFT of the Policy Manager window, select the OU containing the objects you want to move. The contents of this OU (including any Users, Computers or lower level "child" OUs) will be displayed in the pane on the right of the Policy Manager window:



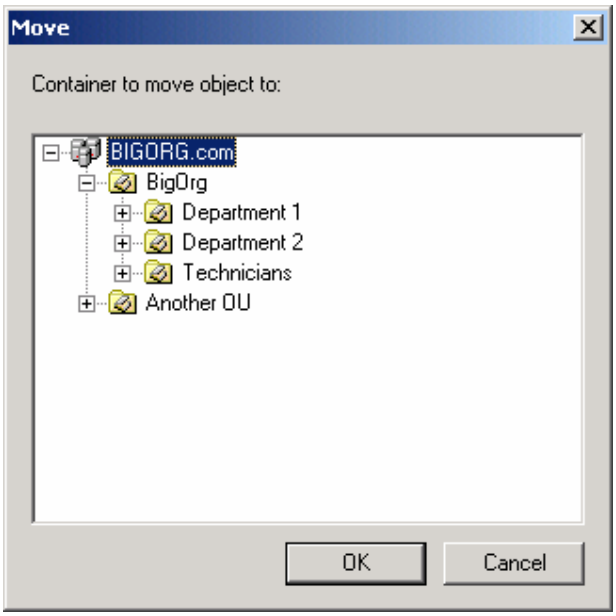
Select the object(s) you want to move in the pane on the RIGHT of the Policy Manager window. To select multiple objects, hold down **[Ctrl]** as you click on each object (the objects do not have to be next to each other). To select an entire block of objects, click on the first object in that block then hold down **[Shift]** and click on the last object:



Note: When selecting more than one object, the objects don't all have to be the same. The selection can include a mixture of Users, Computers and OUs provided you want to move them all to the same location.

Now click on the **Action | Move** command or right-click on the selected object(s) and choose **Move** from the context menu that's displayed:

You will be presented with the Move dialog, which enables you to select a new location for the object(s) you are moving. By default, only the top-level OUs in the Domain are displayed. To expand an OU so any lower level "child" OUs it contains are also displayed, you can either double-click on the OU or click on the plus sign next to it:



Select the location where you want your selected object(s) to be moved then click on the **OK** button. If you decide you do not want to move the selected object(s) click on **Cancel**.

Note: If you are moving individual objects, you do not need to select the object before right-clicking on it to display the context menu. Simply right click on the individual object and choose **Move**.

To move individual OUs, you can also right-click on them in the **Tree** view on the LEFT of the Policy Manager window, then choose **Move** from the context menu that's displayed.

To delete existing Users, Computers and OUs:

Select the object(s) as described above (remember you can use **[Ctrl]** and **[Shift]** to select more than one object). Then simply click on the **Action | Delete** command or right-click on the selected object(s) and choose **Delete** from the context menu that's displayed.

Note: As with moving objects, you do not need to select an object first when deleting INDIVIDUAL objects using the right-click context menu. Simply right-click on the object and choose **Delete**.

You can also delete individual OUs by right-clicking on them in the **Tree** view on the left, and choosing **Delete**.

To rename a User, Computer or OU:

Select the object you want to rename, wherever it appears in the Policy Manager window, and then click on the **Action | Rename** command. The name of the object will be highlighted and surrounded by a text box, as in the example shown below:

Type the new name you want for the object then press **[Enter]**. If you change your mind about renaming the object, press **[Esc]** instead.

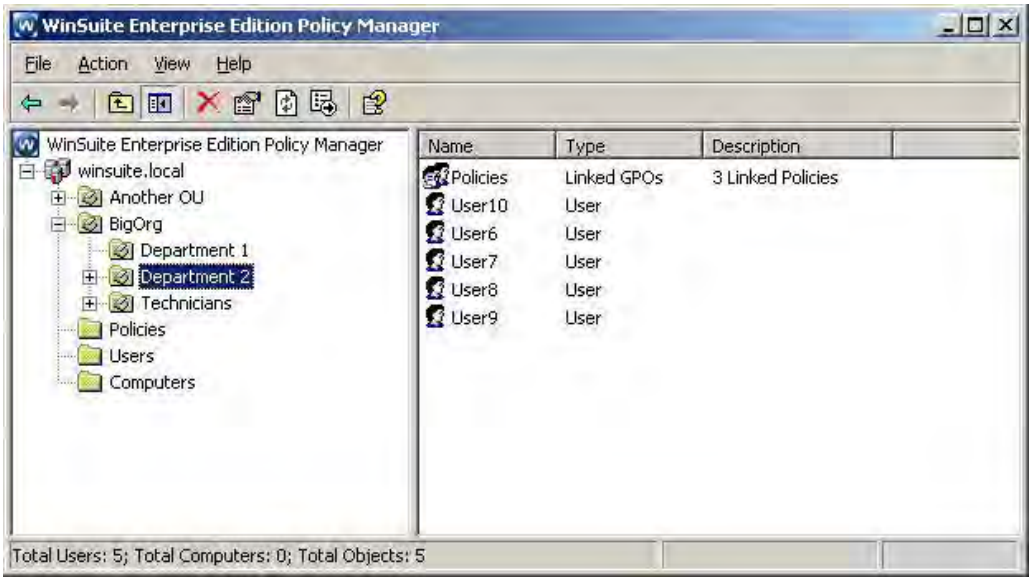
Note: As in a standard Explorer window, clicking once on an already selected object also enable you to rename it. The name of the object will be highlighted and surrounded by a text box, as in the above picture.

Creating a New Group Policy Object (GPO)

Once you are happy with the structure of your Active Directory, and the location of all the User and Computer accounts within that structure, you will need to consider creating or importing Group Policy Objects so that you can begin creating up your system of Policy settings.

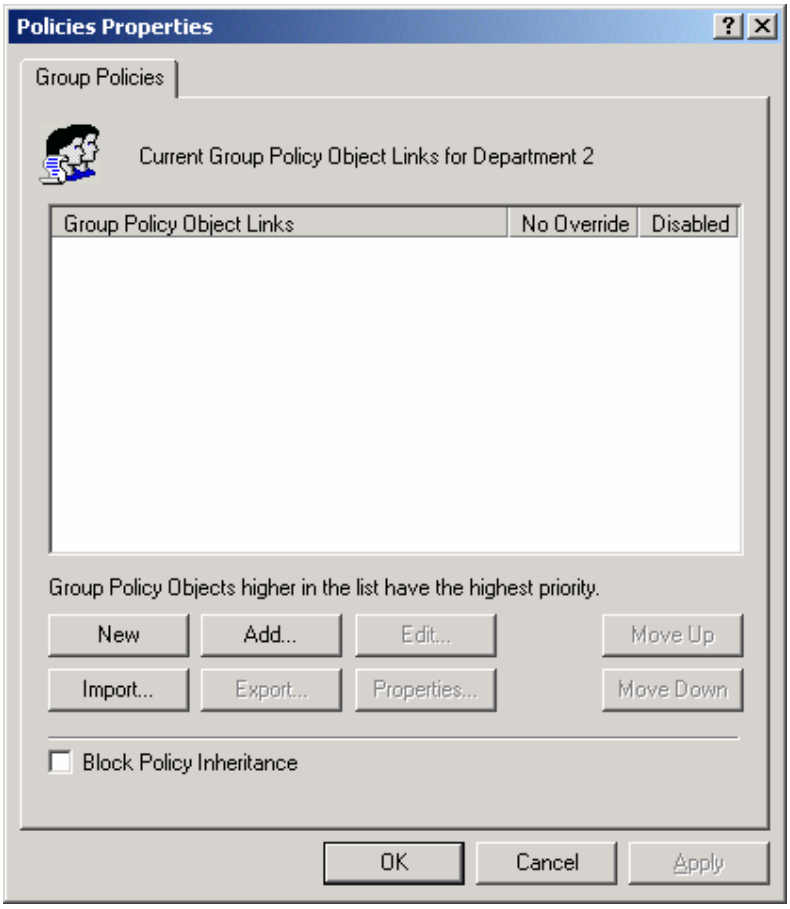
To create a new Group Policy Object:

Select the OU where you want the new GPO to be created. You will need to select it from the **Tree** view on the LEFT of the Policy Manager window, so that its contents are displayed on the right:



The **Policies** item you will find in each OU, acts as a container for all the Group Policy Objects "linked" to that OU.

To view the current list of "linked" GPOs, you can either double-click on the **Policies** item or select it and click on the **Action | Properties** command. You will be presented with the Policies Properties dialog:

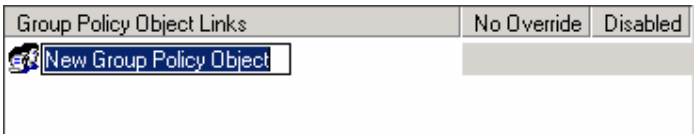


Note: To display this dialog, you can also right-click on the **Policies** object, and then choose the **Properties** command from the context menu that's displayed.

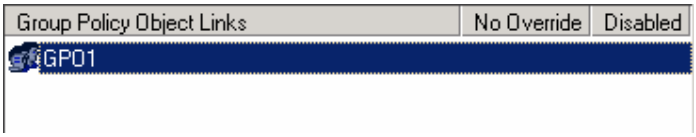
The Policies Properties dialog lists all the Group Policy Objects in the current OU (in our example picture shown above, there are currently no GPOs in the **Department 2** OU).

To create a new GPO:

Click on the **New** button in the Policies Properties dialog. A new Group Policy Object will be created and added to the list:



Type the name you want for the new GPO then press **[Enter]**:



Note: If you have more than one GPO listed, you will need to arrange them in order of priority. Where there are conflicting Policy settings in two or more GPOs linked to the same OU, the setting in the GPO that has the highest priority will win. The higher a GPO appears in the list, the higher its priority.

To change the order of GPOs in the list, select a GPO then click on the **Move Up** or **Move Down** button, depending on whether you want to increase or decrease its priority.

Editing a Group Policy Object

This section will explain how to edit Group Policy Objects in WinSuite Enterprise Edition. However, we will not provide help on any of the individual settings available. As you will see later, the WinSuite Enterprise Edition Policy Editor contains a great many useful "information bubbles" and ToolTips which will provide you with help and guidance on individual settings.

As we mentioned in the chapter on **Creating an Active Directory Structure**, Group Policy Objects contain two sets of Policy settings; User-level Policies and Computer-level Policies. Put very simply, the User-level Policy settings applied to a particular OU will affect all the Users whose accounts are held in that OU, while the Computer-level Policy settings will affect all the Computers whose accounts are held in that OU. This is complicated slightly because, by default, Policy settings can also be inherited from higher level "parent" OUs, and overwritten by conflicting settings in lower level "child" OUs. These defaults can be changed, however, allowing Policy inheritance to be blocked and preventing inherited Policies from being overwritten. We will cover this in more detail later. Firstly though, we need to look at how you can edit a Group Policy Object in WinSuite Enterprise Edition. And this is done using the WinSuite Enterprise Edition Group Policy Editor.

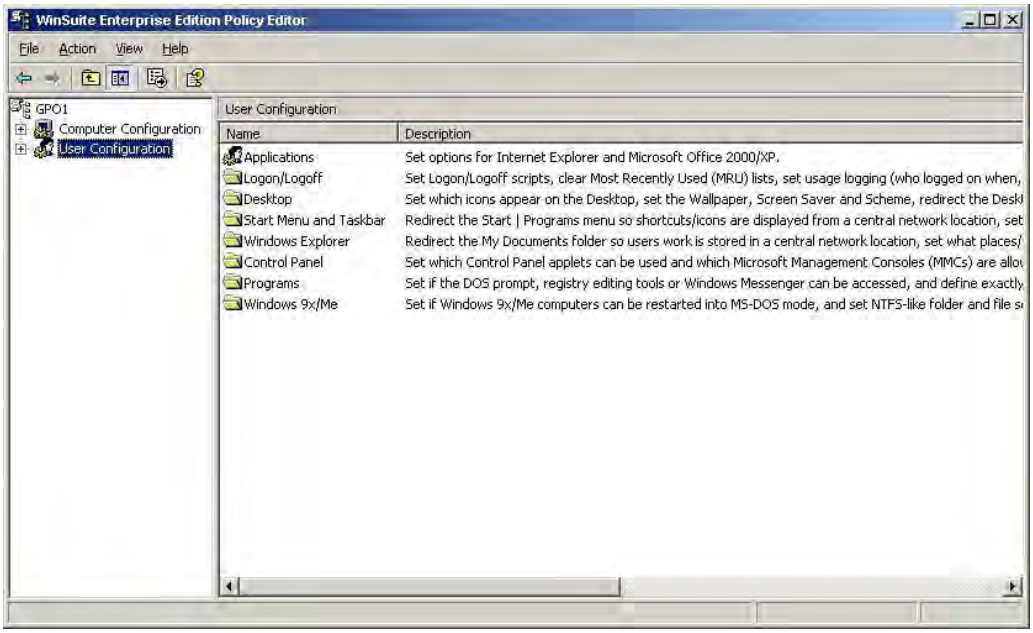
If you have just created a new Group Policy Object (as described in the previous section) then to edit it you simply need do one of three things:

- Double-click on the new GPO.
- Make sure it is still selected and click on the **Edit** button
- Right-click on the GPO and choose **Edit** from the shortcut menu that's displayed.

If you haven't just created a new GPO then you must first make sure the Policies Properties dialog is displayed for the correct OU, i.e. the one containing the GPO you want to edit. You can then use one of the methods described above to edit the GPO.

Note: To display the Policies Properties dialog for a particular OU, select that OU in the **Tree** on the LEFT of the Policy Manager window then either double-click on the **Policies** item shown on the right, or select it and click on the **Action | Properties** command.

When you edit a GPO, the WinSuite Enterprise Edition Policy Editor will be displayed. This enables you to view and edit all the available Policy settings:



The **Tree** view on the LEFT side of the Policy Editor window shows the top-level Group Policy container (in this case labelled **GPO1**). Below that are the two main Group Policy containers for **Computer Configuration** settings and **User Configuration** settings. If you double-click on the **User Configuration** container or click on the plus sign next to it, another container, **Applications**, is displayed below it. This contains Policy settings related specifically to Internet Explorer and Microsoft Office 2000/XP:

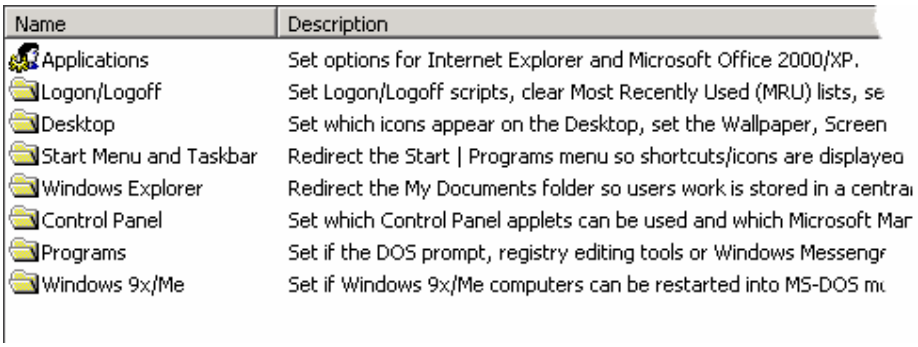
The pane on the right of the Policy Editor window simply shows the contents of the container selected in the **Tree** view on the left.

Changing User Configuration Settings (Exercise)

Firstly we will take a look at User-level Policy settings. These include the settings in the **User Configuration** container, and those in the **Applications** container stored within it. As we have mentioned, User-level Policy settings affect the User accounts in a particular OU (and any lower level "child" OUs). In other words, they are applied based on the User that logs on to a computer, NOT the Computer they logon to.

The following is laid out in the form of an exercise. You may want to create a dummy OU containing some test Users so that you can try it for yourself.

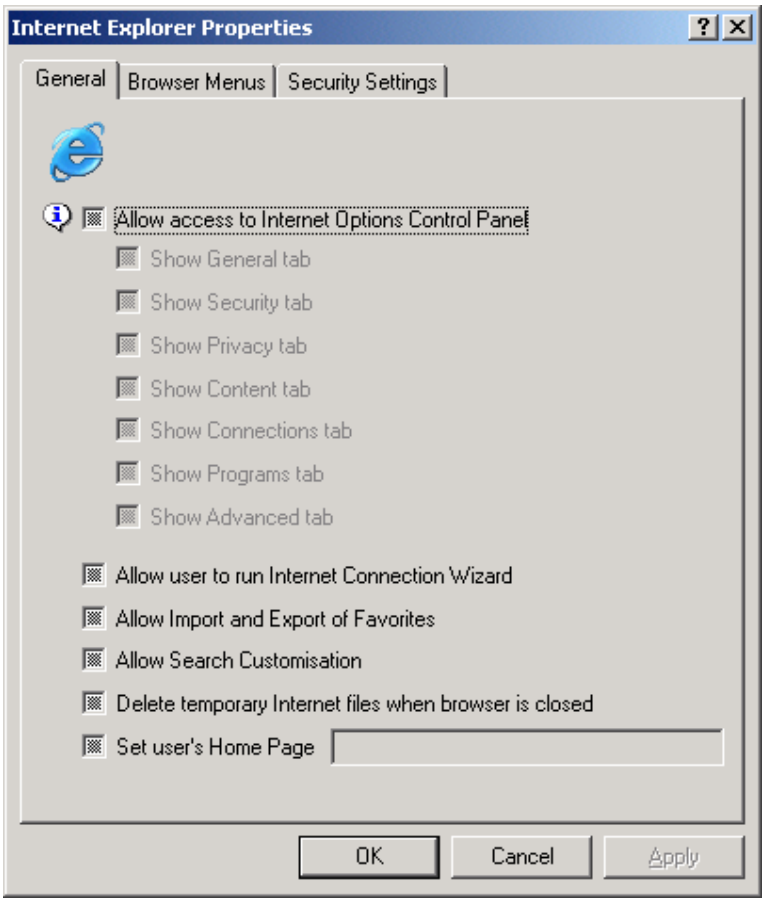
If it isn't already selected, click on the **User Configuration** container so its contents are displayed on the right of the Policy Editor window. It contains what appear to be 7 folders, along with the **Applications** container we mentioned earlier.



The folders are in fact Policy containers, which group all the User-level Policy settings available in WinSuite Enterprise Edition, based on the area or (in some cases) version of Windows they affect (e.g. **Control Panel**, **Windows 9x/Me** etc). Grouping the settings in this way obviously makes it easier to locate particular settings. The alternative would be to have a long list of settings with no particular structure.

Double-click on the **Applications** container at the top of the list. Then double-click on **Internet Explorer**, which is one of two Policy containers displayed as its contents.

You will be presented with the Internet Explorer Properties dialog:

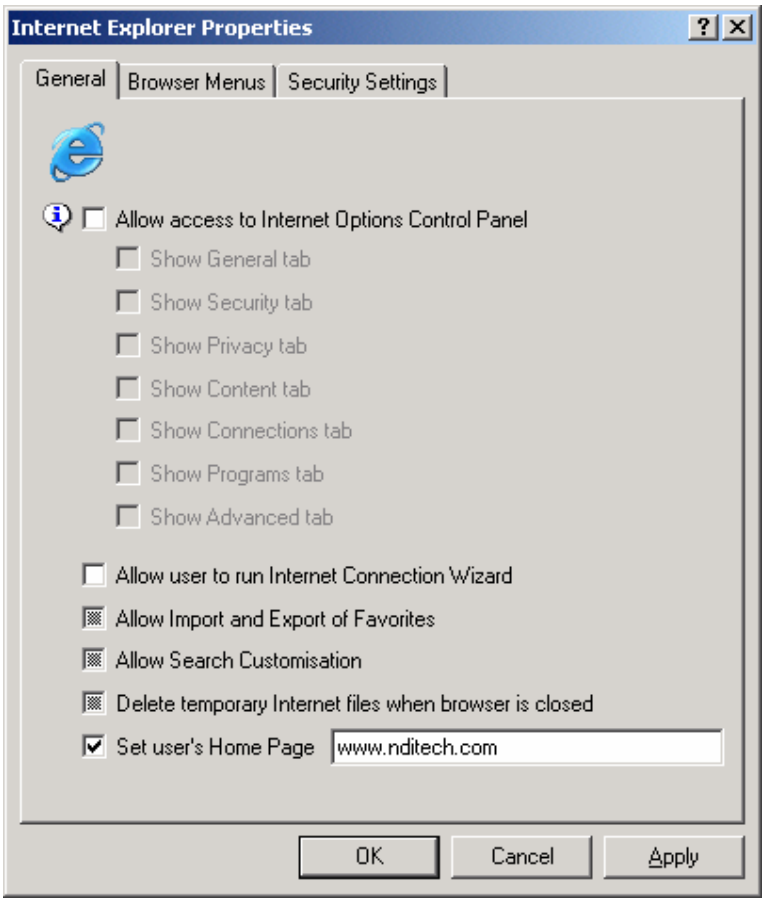


This dialog contains 3 tabs, all containing settings enabling you to control the functionality of Internet Explorer for the Users in your dummy OU (if you have created one). Click on each of the tabs in turn to see all the settings that are available. Then make sure the **General** tab is selected again.

Now click several times on the check box next to **Allow access to Internet Options Control Panel**. Click very slowly, and notice what happens to the check box each time. You will see that the check box cycles between 3 different states. To begin with it contains a chequered pattern, then a tick, then is empty, then the chequered pattern again, and so on. The chequered pattern corresponds to a setting of "not configured", the tick to "enabled", and the empty check box to "disabled". Many of the settings in WinSuite Enterprise Edition can be set to any one of these three states. However, there are some that can only be set to either "enabled" or "disabled".

Note: As we mentioned in the chapter on **Creating an Active Directory Structure**, if a Policy in a particular GPO is set to "not configured", it simply means that the GPO in question will not change the existing setting for that Policy, i.e. it will have no effect.

Set the options on the **General** tab so they appear as shown below:

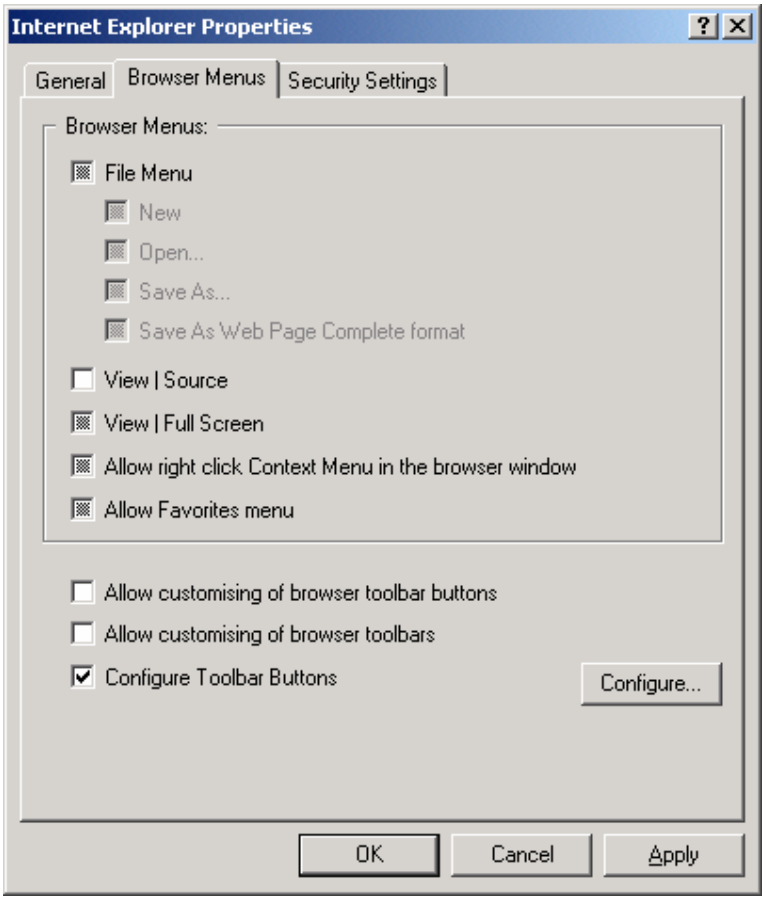


Position the mouse pointer over the symbol next the **Allow access to Internet Options Control Panel** check box. After a few seconds, an "information bubble" will be displayed giving important information about the setting. Remember to look out for this symbol next to other settings.

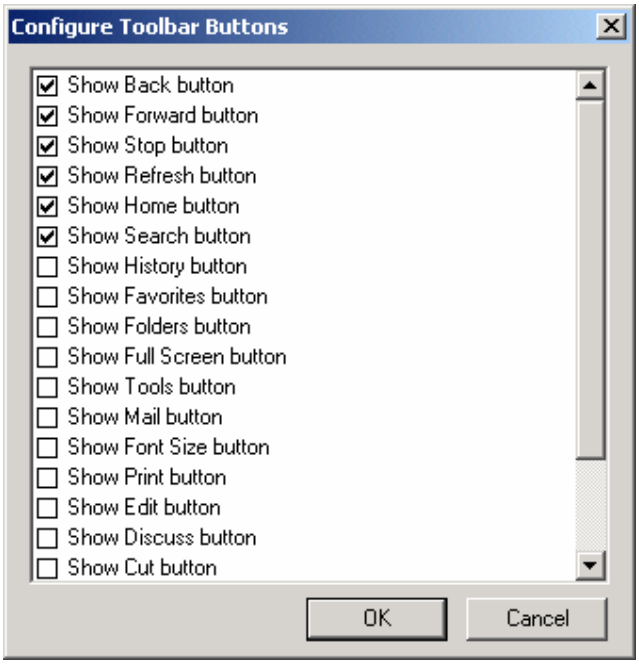
Click on the small ? button in the top right corner of the dialog then click on any of the settings. A ToolTip will be displayed providing online help about that setting. The ToolTip can also be displayed by pressing **[F1]** while the setting is highlighted, i.e. surrounded by a dotted line.

Note: Although you will not be prompted to do so, you can practice making use of the two symbols shown above to display help throughout the rest of this exercise.

Select the **Browser Menus** tab then set the options on this tab so they appear as shown below:

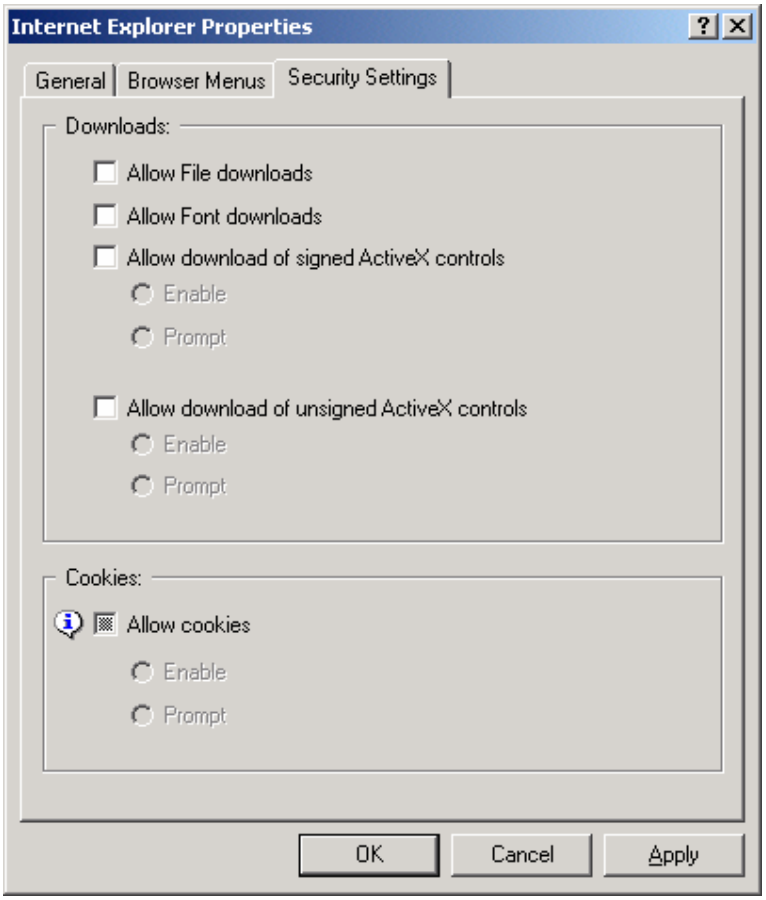


Click on the **Configure** button and set the options in the Configure Toolbar Buttons dialog so they appear as shown below:



Click on the **OK** button to confirm the settings in this dialog and return to the Internet Explorer Properties dialog.

Finally, select the **Security Settings** tab and set the options on this tab so they appear as shown below:



Click on the **OK** button to confirm all the settings you have made and close the Internet Explorer Properties dialog.

Note: You do not have to click on the **OK** button in order for your settings to become effective; you can also click on the **Apply** button. This has the effect of applying the settings WITHOUT closing the dialog (something which may be especially useful in a test situation where you want to try new settings).

You now need to logon to a WinSuite Enterprise Edition Client computer as one of the Users in your dummy OU. You can then run Internet Explorer and check to see what effect the settings in your GPO have had. If you haven't already done so, see the chapter on **Installing the WinSuite Enterprise Edition Client Software**.

Things you should notice when testing these on a WinSuite Enterprise Edition Client:

- You should not be able to access the Internet Options dialog (the **Tools | Internet Options** command should be unavailable).
- You should not be able to run the Internet Connection Wizard.
- The Internet Explorer Home page should be set to **www.nditech.com**.
- The **View | Source** command should be unavailable.
- You should not be able to make changes to the Internet Explorer toolbars, and the only buttons available to you should be **Back**, **Forward**, **Stop**, **Refresh**, **Home** and **Search**.
- Finally, you should not be able to download any files or ActiveX controls using Internet Explorer.

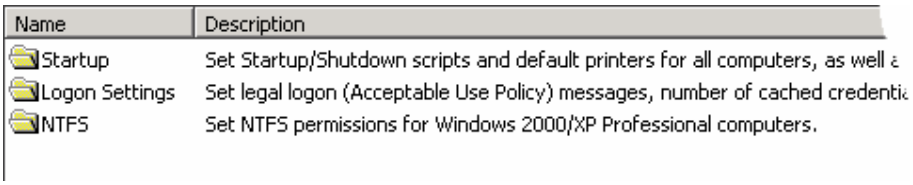
Changing Computer Configuration Settings (Exercise)

Computer-level Policy settings are located in the **Computer Configuration** container. They only affect the Computer accounts in a particular OU (along with any lower level "child" OUs). In other words, they are applied based on the Computer being logged onto, NOT the User that logs on.

If you find that your Computer-level Policy settings are not being applied to a particular Computer, the first thing to check is that the account for that Computer is in the correct OU.

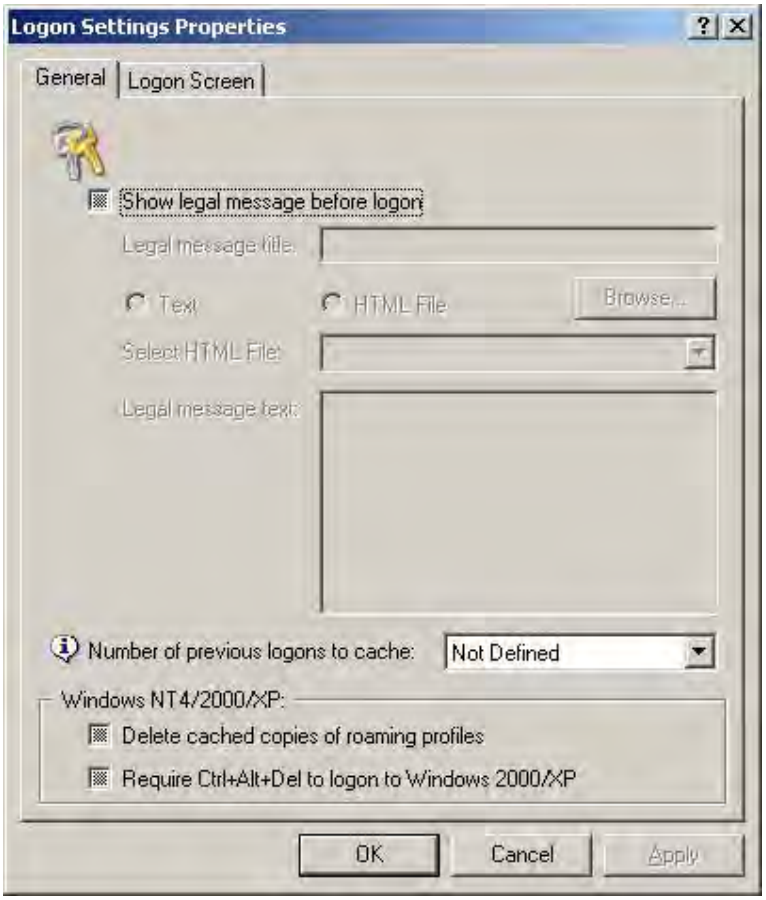
The following is laid out in the form of a short exercise. Again you may want to create a dummy OU containing some test Computers so that you can try it for yourself.

Click on the **Computer Configuration** container so its contents are displayed on the right of the Policy Editor window. It contains 3 Policy containers; **Startup**, **Logon Settings** and **NTFS**:



As before, these containers simply group all the Computer-level Policy settings available in WinSuite Enterprise Edition, based on the area of Windows they affect (**Startup**, **Logon** etc)

Double-click on **Logon Settings** container. You will be presented with the Logon Settings Properties dialog:



This dialog contains 2 tabs, both of which contain settings enabling you to control particular elements of the logon process. Click on each of the tabs in turn to see all the settings that are available. Then make sure the **General** tab is selected again.

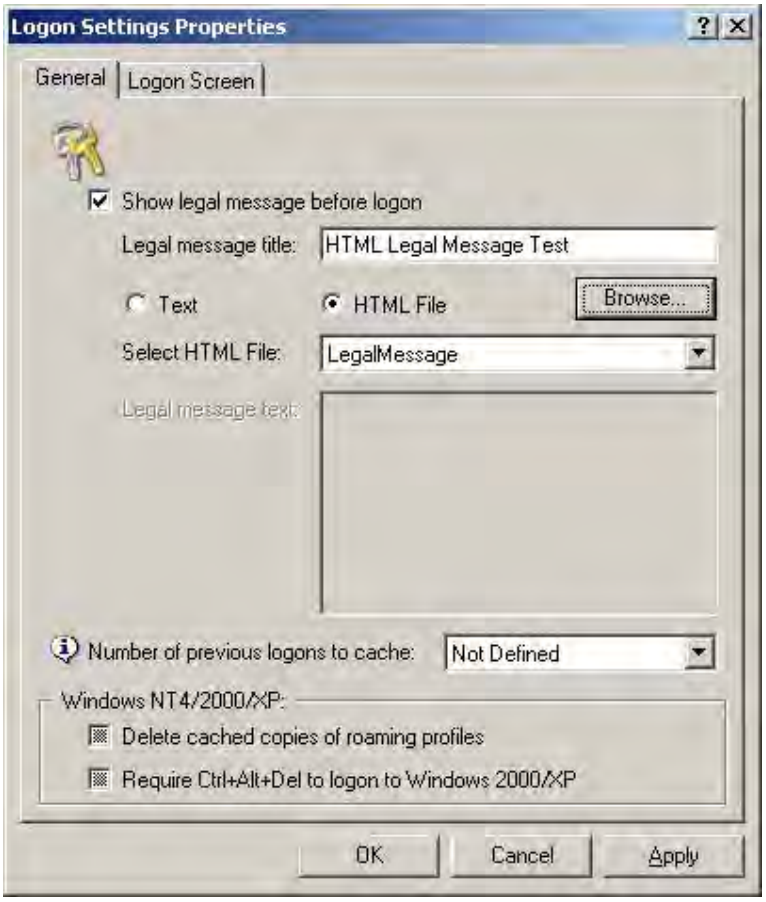
Computer-level Policies are set in exactly the same way as User-level Policies, so we won't go into too much detail here. Click several times on the check box next to **Show legal message before logon**. Notice it cycles between the standard three states of chequered, then ticked, then empty. Remember that these in turn correspond with "not configured", "enabled", and "disabled".

Now set the options on the **General** tab so they appear as shown below. Type the text as shown into the two text boxes:

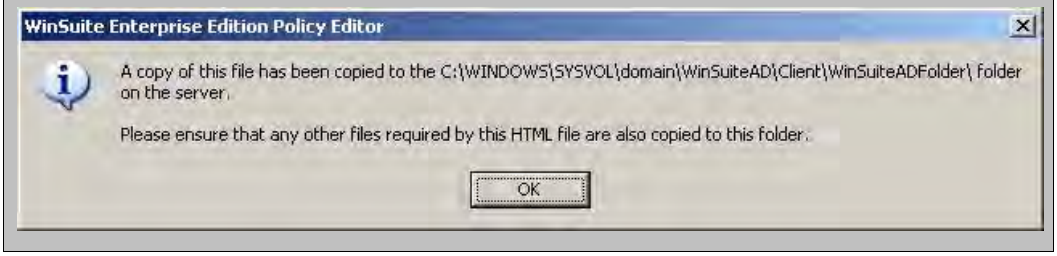
This setting will force a legal message to appear before users can logon to any client machine. In the example above, the message is simply text based.

WinSuite Enterprise Edition also gives you the ability to set an HTML file to appear instead of the text based message. The HTML setting gives you the ability to utilize more advanced formatting, color and graphics in your legal message.

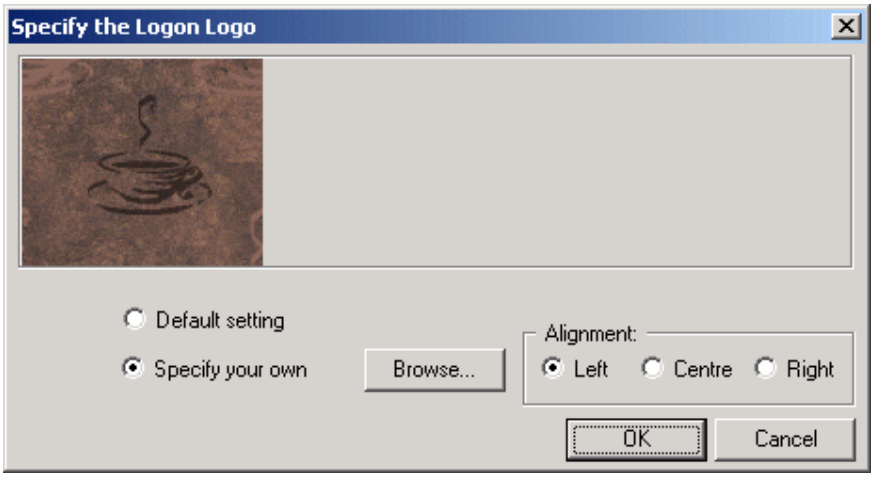
To make use of the HTML legal message feature, you will need to create an HTML file in the HTML editor of your choice. Then select the “HTML File” option and browse to your file. This file will then be copied to your server and displayed before each logon on each computer affected by the policy.



Note: The HTML file being used for the legal message is copied to the server to be accessed by the client machines. If you are using any graphics in your HTML file, the graphic files must be manually copied to the same directory on the server.



Select the **Logon Screen** tab then click on the **Set Logon Logo** option so that it becomes ticked (enabled). Click on the **Logon Logo** button and set the options in the Specify the Logon Logo dialog as shown below:



Note: Use the **Browse** button to select the image file you want to use as your logon logo. In our example we have used **Coffee Bean.bmp** (one of the default images provided with Windows, and usually located in the **C:\Windows** or **C:\Winnt** folder). You may also create a custom image to be used on the logon screen. This image must be in .bmp or .gif format and should be 440x110 pixels in size.

Click on the **OK** button to confirm the settings in this dialog and return to the Logon Settings Properties dialog.

Click **OK** again to confirm all the settings you have made.

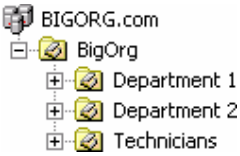
Note: You do not have to click on the **OK** button in order for your settings to become effective; you can also click on the **Apply** button.

Assuming the WinSuite Enterprise Edition Client software is installed on the Client computers in your dummy OU, logon to one of these Clients and restart it. When Windows has finished loading again, you should see that the legal message you specified is displayed (you may need to press **[Ctrl]+[Alt]+[Del]** before the legal message is displayed on NT Workstation 4.0 and 2000/XP Professional Clients). When the logon screen is displayed, you should also see that your new logon logo has replaced the default WinSuite Enterprise Edition banner.

Using the WinSuite Enterprise Edition Shortcuts Tool

One of the most useful and commonly used features available through Group Policy is "folder redirection". Using this feature, you can redirect a User's **Desktop**, **Start Menu** and **My Documents** folder to a particular location on the network, based on the OU holding the User's account.

Consider again, the scenario of the "BigOrg Foundation", which includes the following Active Directory structure:



Suppose Users in **Department 1** tend to use different software, require access to different shared network folders, etc to those in **Department 2**. It would obviously be extremely useful to be able to tailor the **Desktop** and **Start Menu** for Users in each department to match their specific needs. Users in **Department 1** would get a **Desktop** and **Start Menu** containing shortcuts to programs, files, shared network folders, etc that they frequently use. Users in **Department 2** would, in turn, get their own **Desktop** and **Start Menu**, tailored exactly to their particular requirements.

This is exactly what "folder redirection" allows you to do. It also allows you redirect each User's **My Documents** folder; either to their Home Folder share, or to another network location that you specify. For the purposes of this manual however, we will concentrate on **Desktop** and **Start Menu** redirection.

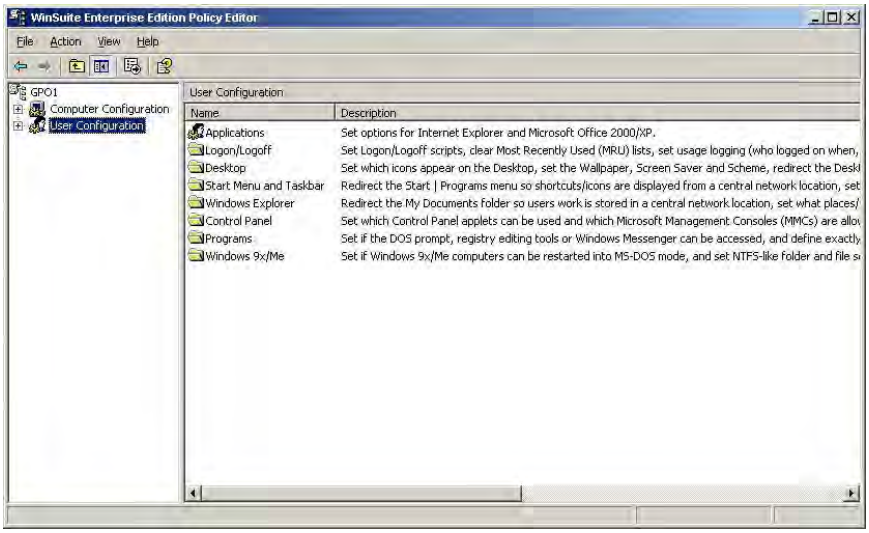
Note: Folder redirection is a User-level policy setting. Thus you need to set it in a Group Policy Object that will affect the OU containing the USERS whose **Desktop** and/or **Start Menu** folders you want to redirect. The Group Policy Object does not necessarily need to be in the same OU, but you will need to take your Active Directory structure and Group Policy application sequence into account when deciding the GPO in which to set it.

WinSuite Enterprise Edition includes a built-in tool which enables you to quickly and easily add content to redirected **Desktop** and **Start Menu** folders. This is known as the WinSuite Enterprise Edition Shortcuts Tool. It does this by allowing you to list all the shortcuts in various locations in Windows on the Computer you are using, and enabling you to copy shortcuts from these locations to the redirected **Desktop** or **Start Menu** by simply dragging and dropping. In this way, it enables you to add content to redirected **Desktop** and **Start Menu** folders from ANY Computer on your Domain (including 9x/Me and NT Workstation 4.0 Clients).

Starting the Shortcuts Tool via the WinSuite Enterprise Edition Policy Editor

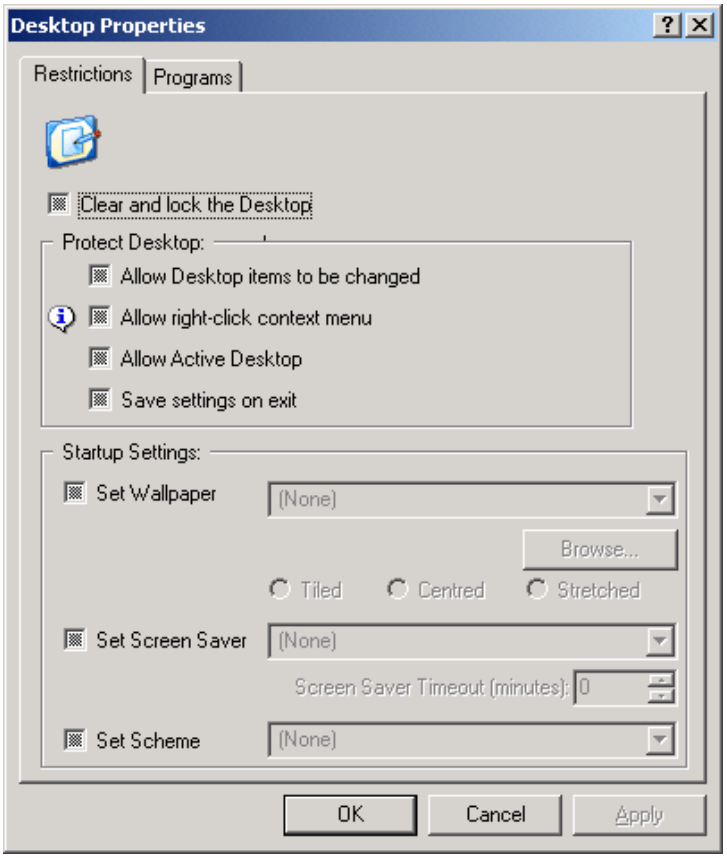
There are two different versions of the WinSuite Enterprise Edition Shortcuts Tool; one designed specifically for redirected **Desktop** folders, the other designed specifically for redirected **Start Menu** folders. Both are normally accessed via the appropriate container in the WinSuite Enterprise Edition Policy Editor window.

If it is not already selected, click on the **User Configuration** container in the **Tree** view on the LEFT of the Policy Editor window:

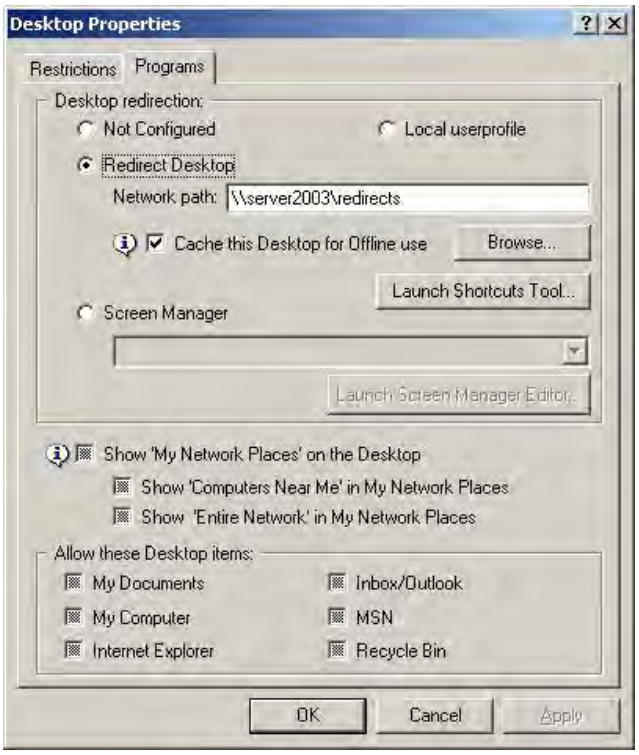


To start the Desktop specific Shortcuts Tool:

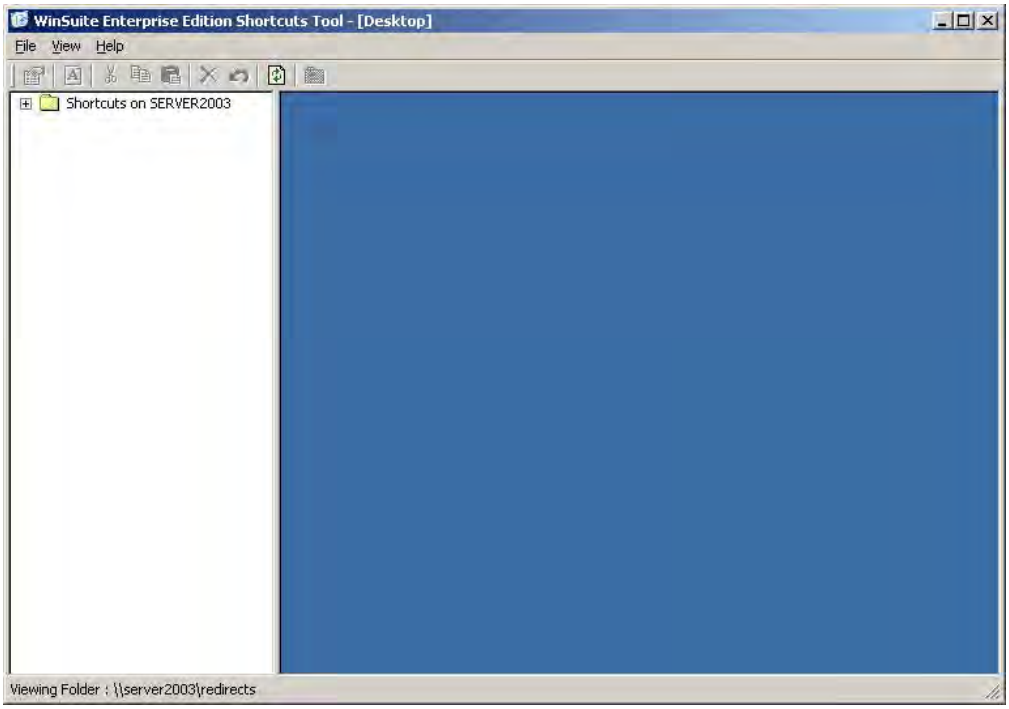
Double-click on the **Desktop** container in the pane on the RIGHT of the Policy Editor window. The Desktop Properties dialog will be displayed:



Select the **Programs** tab and select the radio button beside **Redirect Desktop**.

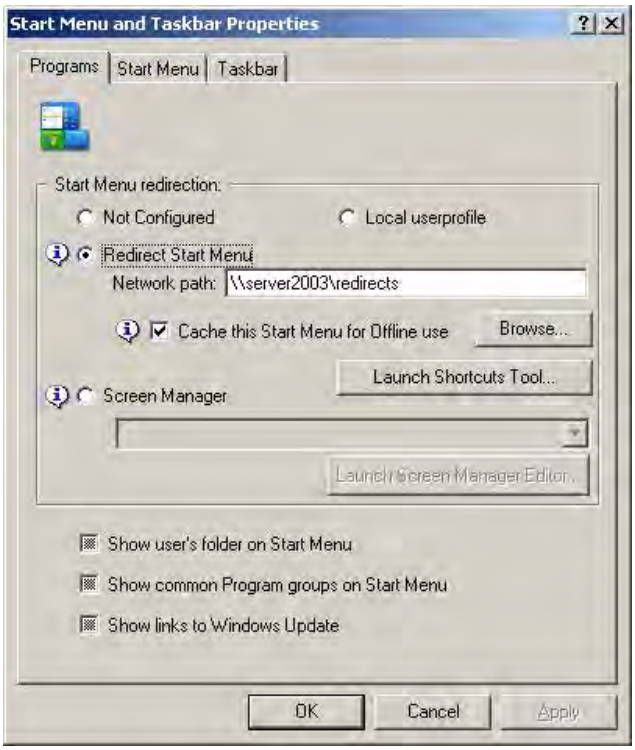


Enter the **Network Path** for the redirected **Desktop** folder. Once you are sure this is correct, click on the **Launch Shortcuts Tool** button. You will be presented with the WinSuite Enterprise Edition Shortcuts Tool – [Desktop] window, showing the contents of the folder you have specified:



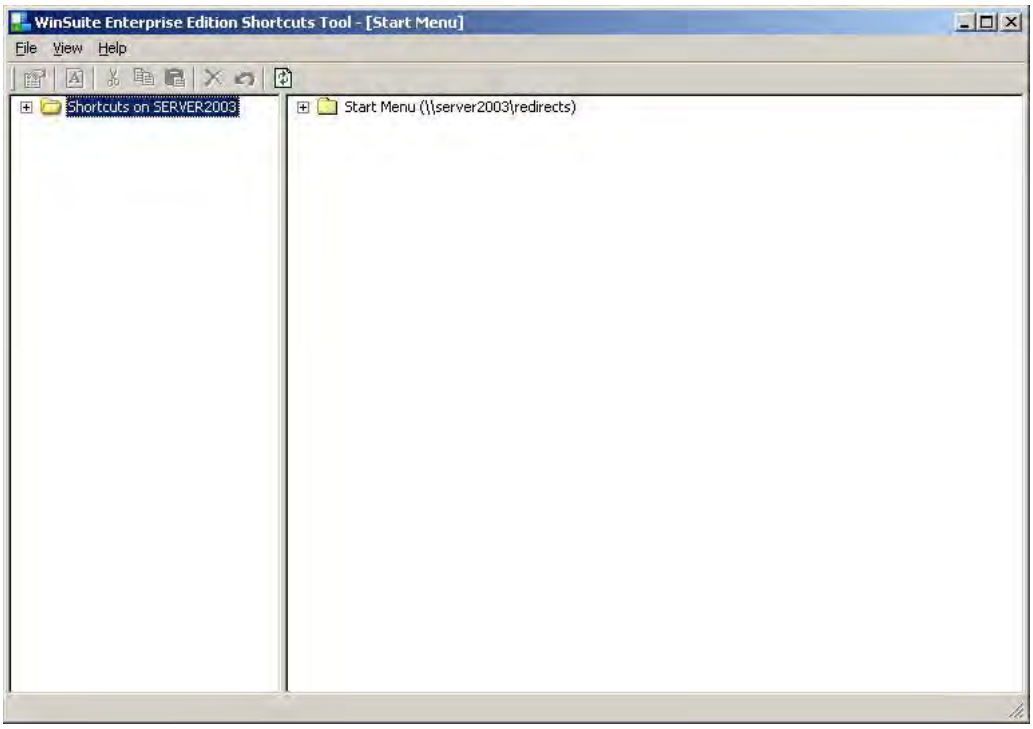
To start the Start Menu specific Shortcuts Tool:

Double-click on the **Start Menu and Taskbar** container in the pane on the RIGHT of the Policy Editor window. The Start Menu and Taskbar Properties dialog will be displayed:



On the **Programs** tab, select the radio button beside **Redirect Start Menu**.

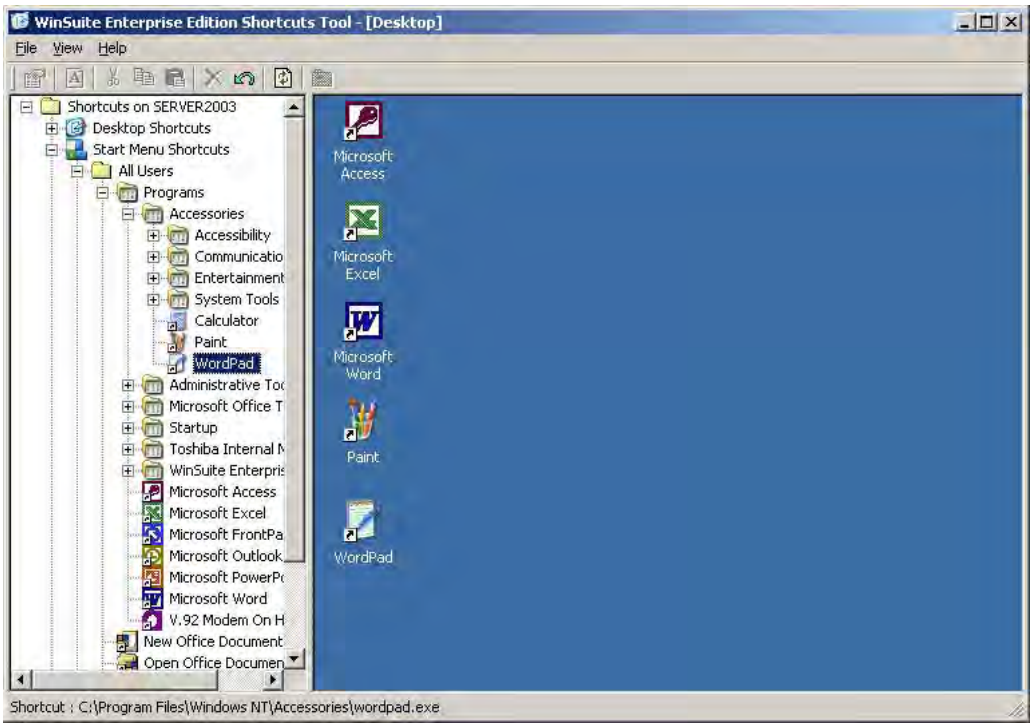
Enter the **Network Path** for the redirected **Start Menu** folder. Once you are sure this is correct, click on the **Launch Shortcuts Tool** button. You will be presented with the WinSuite Enterprise Edition Shortcuts Tool – [Start Menu] window, showing the contents of the folder you have specified:



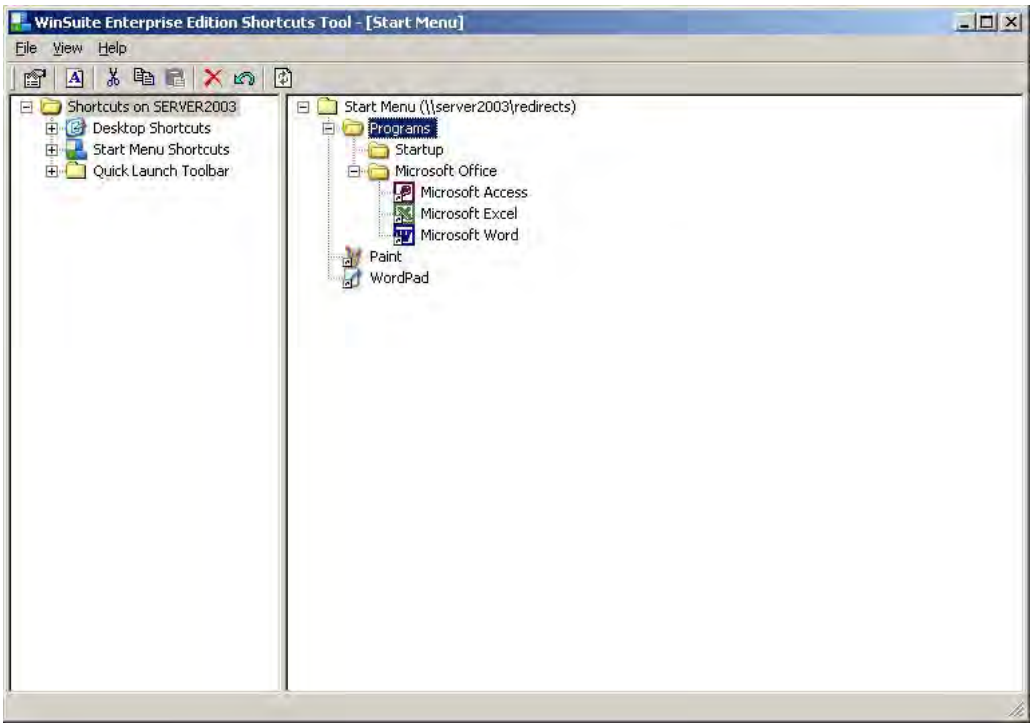
Adding Content to Desktop and Start Menu Folders

Whichever version of the WinSuite Enterprise Edition Shortcuts Tool you are using, the tree view on the LEFT lists various locations in Windows on the Computer you are using from which you can take shortcuts (e.g. the current User's **Desktop** and **Start Menu** folders). You can expand the branches to display these locations by double-clicking on each container, or by clicking on the plus sign next to each one in turn.

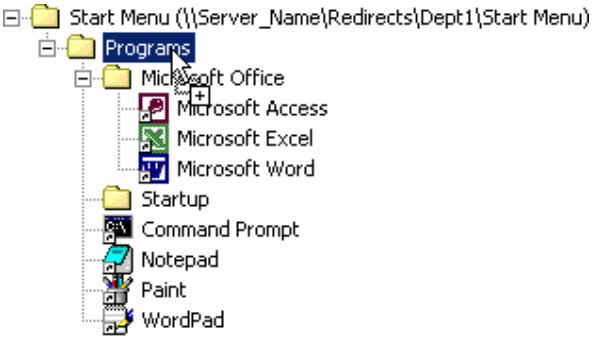
The pane on the RIGHT of the Shortcuts Tool window shows the contents of the redirected **Desktop** or **Start Menu** folder. In the Desktop version of the tool, the right-hand pane contains a representation of the Windows **Desktop**:



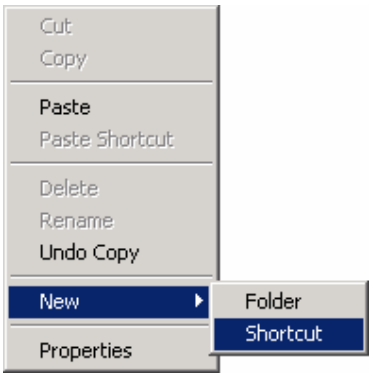
In the Start Menu version, it shows the folder structure of the redirected **Start Menu**. Again, you can expand the branches by double-clicking on each folder, or by clicking on the plus sign next to each one in turn:



Use the tree view on the LEFT to find the shortcut you want to add to the redirected **Desktop** or **Start Menu** folder then drag it to the pane on the right. In the Start Menu version of the tool, you MUST ensure that the folder in which you want the shortcut to appear is visible. You need to be able to drag the shortcut ONTO this folder:



You can also use right-click context menus to create NEW folders and shortcuts yourself. These menus also enable you to copy, paste, rename and delete shortcuts and folders:



Once you have set up the redirected **Desktop** or **Start Menu** folder as you want, simply click on the **File | Exit** command (all the changes you make affect the folder AS YOU MAKE THEM, so there's no need to save anything or confirm your changes before closing the Shortcuts Tool).

Starting the Shortcuts Tool Remotely

The Shortcuts Tool only shows shortcuts available on the Computer on which it is being used. As you are setting up redirected **Desktop** and **Start Menu** folders for your Client computers, it may be better to run the Shortcuts Tool from the Client rather than the Server (the Server may not contain the shortcuts you want, or they may point to the wrong locations).

There are two ways you can run the Shortcuts Tool from the Client computers on your Domain:

3. Using the WinSuite Enterprise Edition Client Tools. The Client Tools enable you to run the WinSuite Enterprise Edition Policy Manager from any 2000/XP Professional Clients on your Domain. You can then start the Shortcuts Tool from these Clients in exactly the same way as described above. However, the shortcuts available to you will be those on the CLIENT from which the Shortcuts Tool is run, NOT the Server.

Note: The Client Tools cannot be installed on 9x/Me and NT Workstation 4.0 Clients. For more information on installing and using the Client Tools, see the chapter on **Using the WinSuite Enterprise Edition Client Tools** later in this manual.

4. By running the program file directly from the appropriate Server share. This enables you to run the Shortcuts Tool and add content to redirected **Desktop** and **Start Menu** folders from ANY Client on your Domain (including 9x/Me and NT Workstation 4.0 Clients).

Note: Running the Shortcuts Tool in this way simply enables you to add content to redirected **Desktop** and **Start Menu** folders. It does NOT enable you to set the policy to redirect these folders for particular Users. To do that, you must use the WinSuite Enterprise Edition Policy Manager.

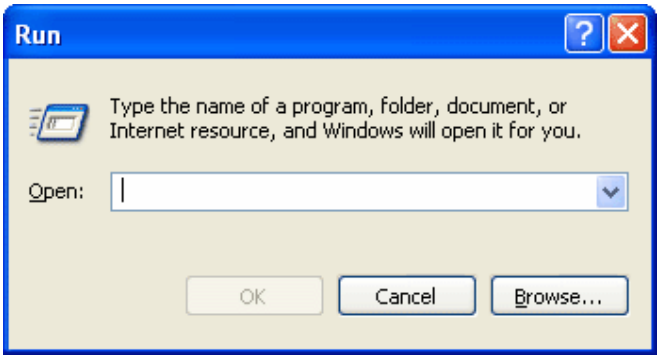
To start the Shortcuts Tool directly from the Server share:

Logon to the Client computer from which you want to run the Shortcuts Tool.

Note: You do not need to logon as a particular User to RUN the WinSuite Enterprise Edition Shortcuts Tool. The User simply needs to be one who is authenticated by the Domain on which WinSuite Enterprise Edition is installed. The important thing is that the User has **Write** access to the redirected **Desktop** and **Start Menu** folders you want to edit.

Under normal circumstances, you should not give **Write** access to ordinary Users. That way you can protect the contents of your redirected **Desktop** and **Start Menu** folders. Users will always need to have **Read** access to these folders, however. Otherwise they may be left with an unusable **Desktop** and **Start Menu**.

Once you have logged on, click on the **Start | Run** command to display the Run dialog:



Now type the following into the **Open** box:

```
\\SERVER_NAME\WINSUITEADADMIN$
```

Where **SERVER_NAME** is the computer name (not the Domain name) of the 2000/2003 Server on which the WinSuite Enterprise Edition Server software is installed, and where **DOMAIN_NAME** is the 2000/2003 Domain on which that Server resides.

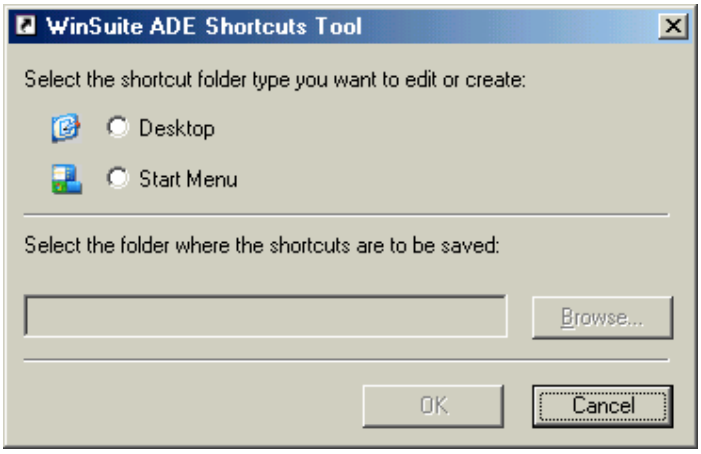
Once you have entered the path to the **WinSuiteADAdmin$** share on the 2000/2003 Server, click on the **OK** button.

A window will open showing the contents of this shared folder (if you get an error message saying the folder cannot be found, check you have entered the path correctly, and that you have access to the folder in question; it may simply be that the network is down).

Double-click on the file **Adshtool.exe** in the **WinSuiteADAdmin$** share:

Note: Do NOT double-click on any of the other files contained in the **WinSuiteADAdmin$** share.

You will be presented with the WinSuite Enterprise Edition ADE Shortcuts Tool dialog:



Select the type of folder you want to edit, i.e. **Desktop** or **Start Menu**, then type the full network (UNC) path of the folder, for example:

\\Server_Name\Redirects\Dept1\Desktop

Once you are sure this path is correct, click on the **OK** button. You will be presented with the appropriate Shortcuts Tool window (see the previous section on **Using the Shortcuts Tool** for more information)

Screen Manager

What is Screen Manager?

WinSuite Screen Manager is a secure menu system, which enables an Administrator to remotely manage the desktop items available to WinSuite Users. Instead of using the regular Windows desktop, you can use the Screen Manager Desktop Display to provide shortcuts for your Users. In an environment where young, inexperienced or malicious Users have access to computers, Screen Manager shortcuts have several advantages over standard Windows shortcuts, such as:

- Users cannot move, create, delete or rename shortcuts.
- Users cannot change the properties of shortcuts.
- Shortcut properties are extended to include:
  - Optional password protection for *individual* shortcuts.
  - Optional context-sensitive help, both audible and visible.
  - "Always on top" property.
  - "Prevent multiple instance" property.
  - Time of launch restrictions.

In addition, Screen Manager prevents Users from right clicking on the desktop and accessing the Display Properties dialog box.

The management and deployment of Screen Manager Desktop Displays is integrated into the WinSuite Enterprise Edition Policy Manager. This allows you to easily and effectively apply Desktop Display schemes to Organizational Units

As well as starting programs, Screen Manager shortcuts can also be used to display **Sub-Menus** containing more shortcuts to programs and/or further Sub-Menus. This means you can group shortcuts based on subject, task or any other criteria you choose, making desktops easier to manage and use.

You can also create **Document Menu** shortcuts, which are linked directly to a particular folder, e.g. the User's Home Folder. A Document Menu provides Users with *desktop* shortcuts to all files (of a type you specify) that the folder currently contains. Document Menus are dynamic, meaning the shortcuts displayed in a Document Menu will change depending on the files available in the folder.

Screen Manager desktops can be presented in a variety of styles and color schemes, together with site logos and ID panels, which can aid User orientation and management.

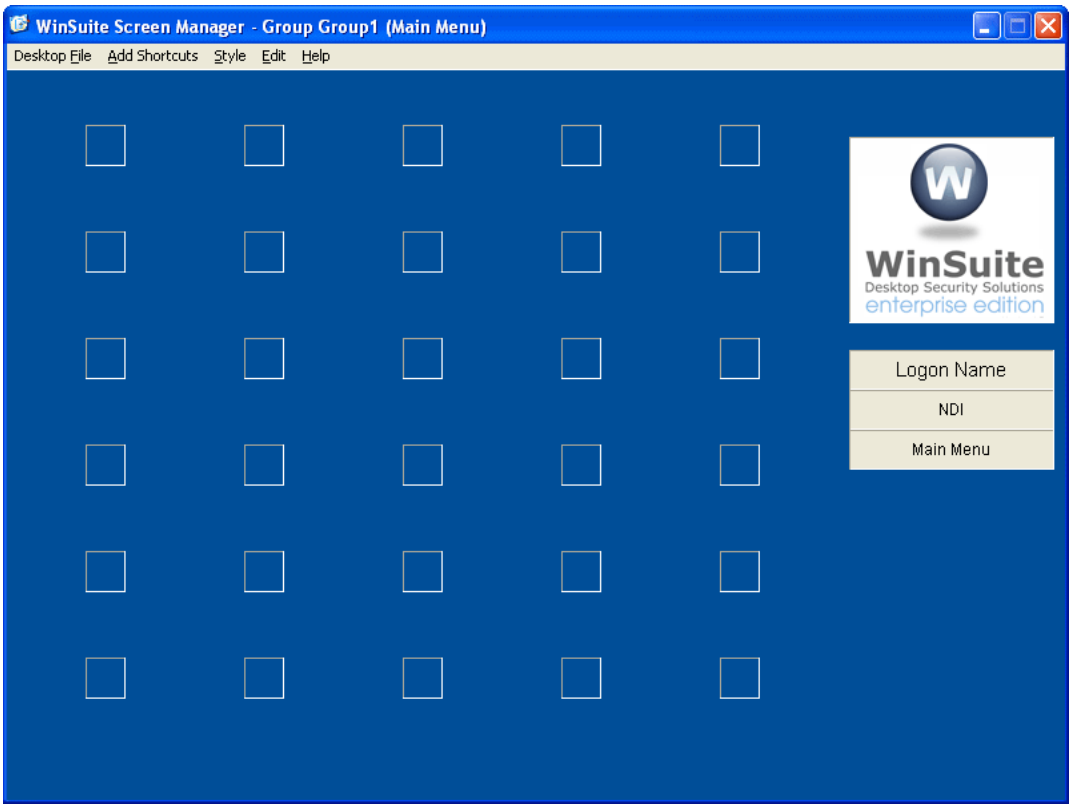
Why Use Screen Manager?

A fixed, remotely managed desktop can aid the general management and maintenance of your computer network. The support requirements of young or inexperienced Users can be dramatically reduced through the use of Screen Manager. Accidental or malicious deletion of desktop icons, alterations to desktop properties and creation of new desktop objects can be *major* causes of support traffic. Using Screen Manager can help to eliminate the majority of this traffic.

Using Screen Manager

Screen Manager desktops can be created and maintained via the **Desktop** container, located in the **User Configuration** container of your Group Policy Object in the WinSuite Enterprise Edition Policy Editor. After selecting the **Programs** tab in the **Desktop** container, you can select *either* **Redirect Desktop** *or* **Screen Manager**, but *not* both. This is because a Screen Manager Desktop Display *replaces* the regular Windows desktop shortcuts, so you cannot use both systems at the same time.

To create or edit a Screen Manager Desktop Display for the currently Group Policy Object, click on the radio button to the left of **Screen Manager** and then click on the **Launch Screen Manager Editor** button. You can then select to either create a **New** Screen Manager desktop, **Edit** an existing Screen Manager desktop, or **Delete** and existing Screen Manager desktop. If you select to either create a new desktop or edit an existing desktop, you will be presented with the Screen Manager Desktop Display Editor, which looks something like this:



The Screen Manager Desktop Display Editor

The small squares in the Desktop Display Editor are empty shortcut markers arranged in a grid pattern of 5 x 6. These grid markers are visible within the Desktop Display Editor, but will not be visible to Users. The fixed grid system enables Users to log on to different computers and find shortcuts easily, as they will be presented in a predictable, *immovable* pattern. It also aids telephone support for the same reasons.

Using the Screen Manager Desktop Display Editor

Using the Desktop Display Editor, you can:

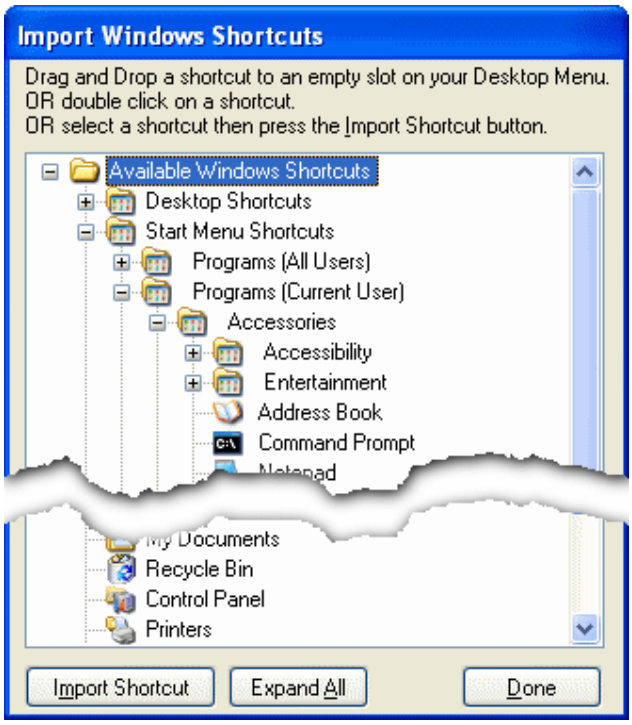
- Create, edit and delete Screen Manager shortcuts.
- Change the Screen Manager Desktop Display properties.
- Change the default Screen Manager menu style.
- Change the appearance of the ID panel, which includes the logon name, site name and menu titles.

Creating Shortcuts

There are 3 ways of adding a Screen Manager **shortcut** to a Desktop Display — you can use whichever one you feel more comfortable with. In this example, we will create a new **Program Shortcut** to the standard **Paint** application, as it is already installed as part of Windows:

A. Creating a shortcut by importing Windows Shortcuts

1) Click on **Import Windows Shortcuts** in the **Quick Start Menu** that is presented when you first start Screen Manager *or* click on **Add Shortcuts** in the Desktop Display menu bar and choose the **Import Windows Shortcuts** command. The Import Windows Shortcuts dialog box will appear on the far right of the screen:



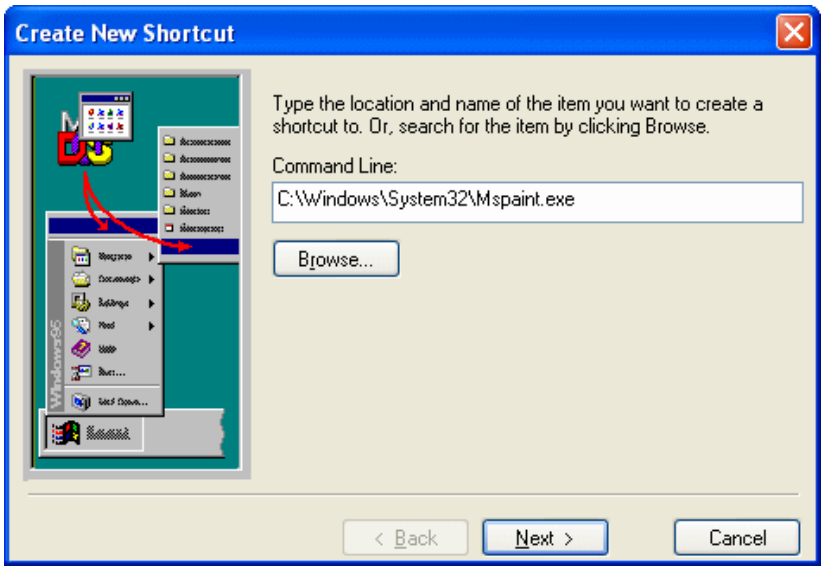
2) Notice the dialog box lists various locations in Windows from which you can take shortcuts. You can expand the branches by clicking on the **+** sign or by clicking on the **Expand All** button.

3) Find the shortcut you want to add to the desktop. (The **Paint** shortcut can be found in **Start Menu Shortcuts | Programs | Accessories**.)

4) Click and hold on the shortcut then drag it over an empty grid marker on the desktop and release the left mouse button. You could also double-click on the shortcut — it will be inserted in the next available grid location on the desktop. Whichever method you use, you can change the location of the shortcut at any time.

B. Creating a shortcut using the Shortcut Wizard (Program Shortcuts only)

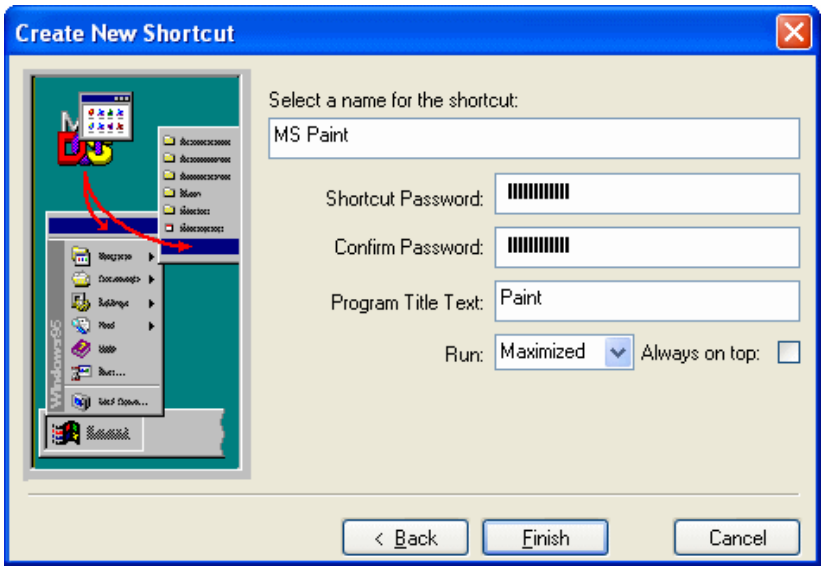
1) Click on **Desktop Shortcut Wizard** in the **Quick Start Menu** that is presented when you first start Screen Manager *or* click on **Add Shortcuts** in the Desktop Display menu bar and choose the **Shortcut Wizard** command. The Create New Shortcut dialog box will appear, looking something like this:



2) Type the full path and filename of the program into the **Command Line** box *or* click on the **Browse** button and locate the program — the full path and filename will be entered for you automatically if you use the **Browse** button.

Note: If there are any **Parameters** for the program, you can add them into the **Command Line** box, after the path and filename.

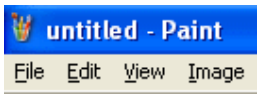
3) Click on the **Next >** button. When the second Create New Shortcut dialog box appears, click on the **Advanced** button:



4) The name in the top text box will appear below the shortcut icon on the desktop. You can change this if you would prefer an alternative to the default suggestion.

5) If you would like the shortcut to be password protected, type a password in the first box, then confirm the password by typing it again in the second box.

6) The **Program Title Text** facility is useful if you want to ensure that only *one* instance of a program can be run at any one time. If this is a requirement, enter any word or words into this text box, which appear in the title bar of the program. In our example, we have entered the word **Paint**, as this word *always* appears in the Paint title bar:



Note: By entering **Paint** in the **Program Title Text** box, you are preventing Users of this Desktop Display scheme from starting more than one copy of the program. You should also note that Users will not be able to start this program if any other program that has the word **Paint** in the title bar is already running.

The identifying word is case sensitive. In the above example, the word **Paint** would be effective, but the word **paint** would not.

Limiting programs to one occurrence is useful when Users minimise them, then launch another copy of the same program when they need to use it again. More often than not, Users will believe that their previous work has disappeared. By using the **Program Title Text** facility, if a User minimises Paint, then clicks on the shortcut again, the original program will reappear without Paint being restarted.

7) Finally, decide whether you want this program to be started **Maximised**, **Minimised** or **Normal** and whether you want the program to run **Always on top**; i.e. stay as the front window.

Note: If a program is set to run **Always on top**, it will appear in front of any other applications until it is either minimised or closed.

8) Click on the **Finish** button to add the shortcut to the next available space on the desktop.

C. Creating a shortcut by double-clicking an empty grid space

1) Decide where you want the new shortcut to appear on the desktop then double-click on the empty grid marker. The shortcut Properties dialog box will appear. This dialog box contains four tabs; the first being the **Shortcut** tab.

2) As in method **B** earlier, type the full path and filename of the program in the **Command Line** box *or* click on the **Browse** button and locate the program.

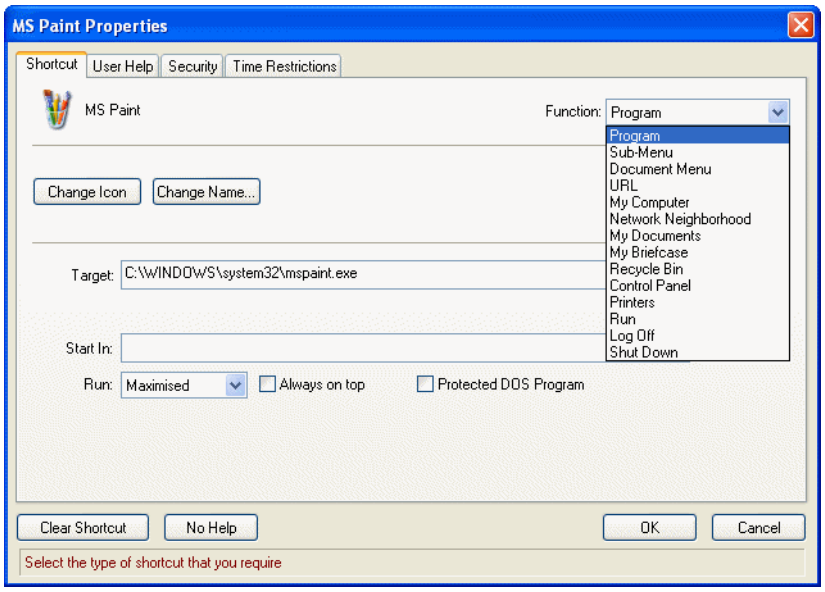
3) Set the other properties you want — for information on using the rest of the shortcut Properties dialog box, refer to the next section (called **Changing a Shortcut's Properties**).

4) Click on the **Finish** button to add the shortcut to the desktop.

Note: If you want to add a shortcut to something that is not a program, refer to the next section (called **Changing a Shortcut's Properties**).

Changing a Shortcut's Properties

1) Double-click on the shortcut whose properties you want to change *or* right-click on the shortcut and choose **Shortcut Properties** from the context menu. The shortcut Properties dialog box will appear — in this example, we are using the **Paint** shortcut:



Note: The **Function** drop-down list on the **Shortcut** tab contains thirteen different types of shortcut. The **Program** shortcut is described below, and the **Sub-Menu** and **Document Menu** shortcuts are described in their own sections.

The **Run** shortcut is similar to the **Run** command in the Windows **Start** menu. The **Run** shortcut should *only* be made available to experienced Users who can be trusted with such a powerful facility.

The **Shut Down** shortcut is similar to the **Shut Down** command in the Windows **Start** menu. If you have disabled the standard Windows shut down facility in the WinSuite Administrator, *the Screen Manager shut down facility will also be disabled.*

2) Use the **Shortcut** tab to define the basic properties for the shortcut. You can change the **Name** of the shortcut, browse for a new **Icon** and change the **Target** path and filename. You can also define the **Start In** folder/directory.

Note: The **Start In** folder is the folder that is opened by default when a User displays a program's Open/Save/Save As dialog box. Usually this **Start In** folder is left blank. When this happens, WinSuite Client software *tries* to re-direct any and all Open/Save/Save As dialogs to the relevant Users Home Folder location.

However, some programs will not go to the **Start In** folder you specify because they have their own specific settings either in the registry, in an **.ini** file or even hard coded into the program.

Changing the **Start In** folder *may* also cause some programs to behave in an unexpected way.

If you want to set a different **Start In** folder for the Open/Save/Save As dialog boxes (e.g. a shared folder on an NT/2000/2003 Network), you need to specify its path in the properties for *each* shortcut that you want to use this folder.

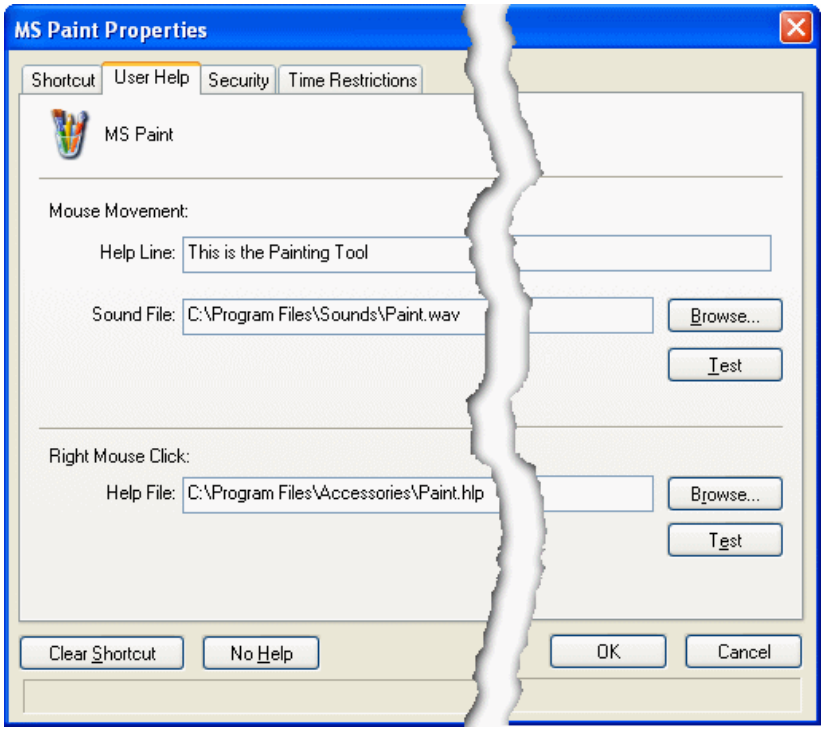
Folders on an NT/2000/2003 Server must already exist *and* be shared. Screen Manager *does not* create and/or share these folders for you.

You may want to set the **Start In** folder for *each* Screen Manager shortcut to be the drive letter assigned to the User Home Folders, e.g. **H:**. Note that you only need to specify the *drive* assigned to the User Home Folders, not the full path.

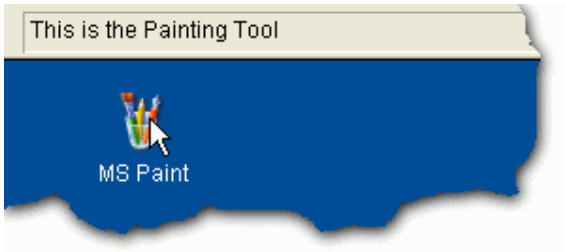
Doing this will help to ensure that whenever a shortcut is used, the program's Open/Save/Save As dialog is re-directed to the User's Home Folder.

This assumes that all your Users are mapped to the *same* drive letter for their Home Folders when they logon.

3) Select the **User Help** tab — it will look something like this:



You can set your Screen Manager Desktop Display to include a **Help Line**, which can be used to display text when the mouse pointer is positioned over a shortcut:



4) Enter any help text you want to provide in the **Help Line** box. Note that in order to make the **Help Line** appear you need to make sure it is enabled in the Desktop Display properties — see the **Changing the Desktop Display Properties** section later in this manual.

   Screen Manager can also play a **Sound File** when the mouse pointer is positioned over a shortcut. For example, you could have a sound file which says, “Click here to start the painting program”. If you have the appropriate hardware fitted, you can record your own **.wav** sound files using the standard Windows multimedia components.

5) In addition to these two aids, additional text from a **Help File** can be launched when the User right-clicks on a shortcut. This could be instructions in a text file (**.txt**) on how to use the program or the program’s own help file (**.hlp**).

6) Select the **Security** tab. This tab enables you to add or change a **Password**, change the **Program Title Text** (see point **6** of method **B** earlier in this section) or add a **Confirmation Message** to let Users know that a process or minimised program is running.

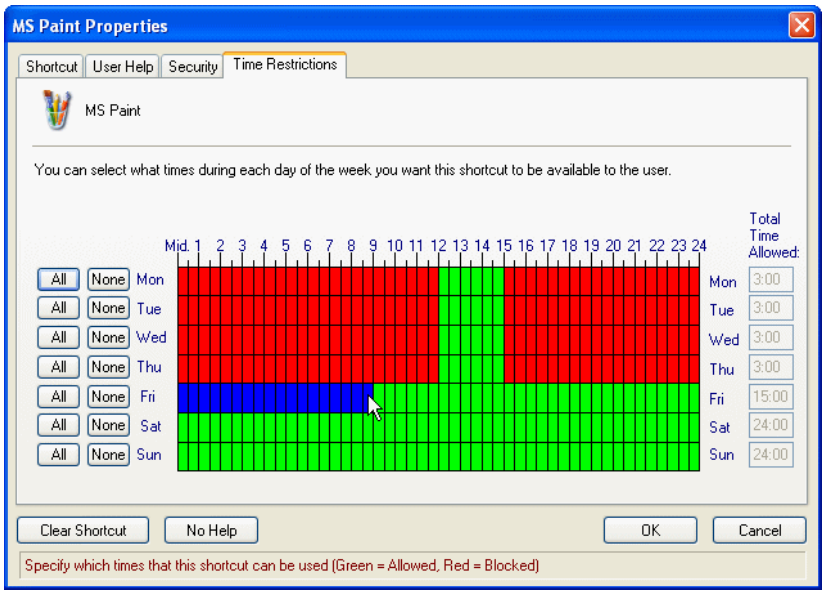
Note: To delete a password associated with a shortcut, click on the **Change Password** button, clear both the **New Password** and **Confirm Password** boxes then click on **OK**.

7) Select the **Time Restrictions** tab. This tab enables you to set the times at which Users can run the program (or more specifically, the times at which they can't).

Note: The **Time Restrictions** feature will not close the program *if it is already running* when the restrictions start, as this might result in valuable work being lost. However, a full screen window appears informing the User that they are now out of time and should close the program. The User has to click on **OK** to remove this screen and it will continue to appear every 10 seconds until the restricted period is over or the User closes the program.

If someone tries to use a shortcut *during* a restricted period, a message is displayed that allows the User to display **Details** of the times when the shortcut is allowed and restricted.

In the following example, the Administrator is restricting access to the **Paint** program for all times Mon-Fri, other than between 12:00PM and 3:00PM:



Time Restrictions are divided into 30-minute slots, on the hour and every half-hour.

8) To restrict shortcut activation times, click the left mouse button and drag over the 30-minute slots you want to restrict. As you drag, these slots will turn blue. When you release the left mouse button, they will become red, meaning they are restricted. The same process can reverse times that are already marked as restricted.

9) To restrict all times on a particular day, click on the **None** button next to the corresponding day. To clear all restricted times for a day, click on the **All** button.

   The **Total Time Allowed** on a particular day is shown on the right-hand side of the tab.

Deleting a Shortcut

1) Right-click on the shortcut you want to delete.

2) Choose **Delete**, then click on **OK** to confirm you want to delete the shortcut.

   You can also choose **Shortcut Properties** from the context menu. When the Properties dialog box appears click on the **Clear Shortcut** button then click on the **Yes** button to confirm you want to clear the properties for this shortcut. This deletes the shortcut.

Adding a Document Menu

As well as starting programs, Screen Manager shortcuts can be used to display **Document Menus**. By default, Document Menus contain shortcuts to all files in a specified folder (e.g. the User's Home Folder) that have an association in Windows.

An association is a link between a particular type of file (with a particular file extension) and a specific Windows application. The existence of an association means that when you double-click on a file (e.g. in Windows Explorer) the associated application starts and the file is opened automatically.

If you want, you can limit the shortcuts to particular types of files by specifying the file extension(s) in the Document Menu properties. For example, to limit a Document Menu to all Word documents, display the Properties dialog box for the Document Menu shortcut and add the **.doc** file extension to the **Allowed extensions** list.

Note: Document Menus are *dynamic*. As files are added to or removed from the specified folder, shortcuts are automatically added to and removed from the Document Menu. Document Menus automatically treat sub-folders within the specified folder as further Document Sub-Menus.

1) Click on the **New Document Menu Shortcut** command in the **Add Shortcuts** menu *or* double-click on an empty grid marker on the desktop to display the Properties dialog box then select **Document Menu** from the **Function** drop-down list.

2) If you want the Document Menu to be linked to the User's Home Folder, select the **Look in User's Folder** option. Otherwise, **Browse** for or type the path of the folder to which you want to link the Document Menu.

3) If you want the Document Menu to **Include Sub-Folders** within the specified folder, tick the relevant box.

4) The folder you specify may contain many different types of files. If you want the Document Menu to contain shortcuts to all files that have an association within Windows, make sure the **Allow ALL extensions that have an association** option is ticked.

   However, if you only want the Document Menu to contain links to certain file types, deselect the **Allow ALL extensions...** option and add the relevant file extension(s) to the **Allowed extensions** box.

   To add an extension to the **Allowed extensions** list, click on the **New** button, type the extension then click on **OK**. You do not need to include a dot (**.**) before the file extension.

   To delete an extension from the list, select it then click on the **Delete** button.

5) The **Shortcut** tab also allows you to change the name and icon for the Document Menu shortcut. You can use the other tabs in the Properties dialog box to add help, security and time restrictions to the shortcut, as mentioned earlier.

6) Click on the **OK** button in the Properties dialog box to add the new Document Menu shortcut to your Desktop Display.

Deleting a Document Menu

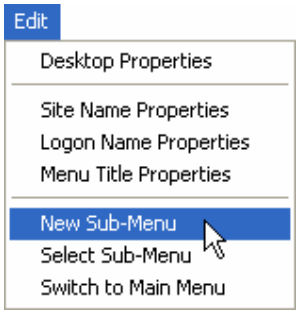
1) Right-click on the Document Menu shortcut and choose **Delete** from the context menu.

2) Confirm the deletion by clicking on the **Yes** button.

Adding a Sub-Menu

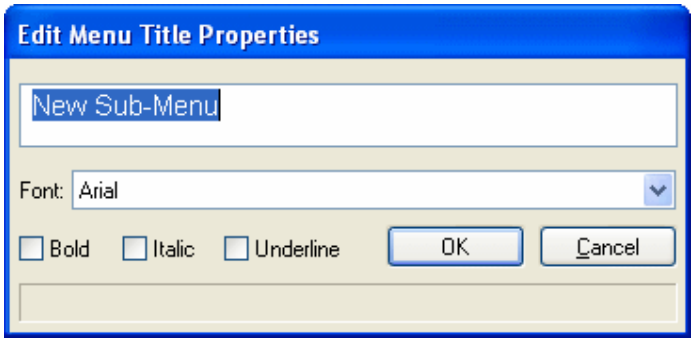
You may want to add a Sub-Menu to your Desktop Display. For instance, if you have a lot of shortcuts, it may be easier to divide them into different Sub-Menus.

1) Display the **Edit** menu and click on the **New Sub-Menu** command:



Note: The new Sub-Menu will appear but there will be no shortcuts assigned to it. The new Sub-Menu will use the same logo and Screen Manager wallpaper as the main desktop menu.

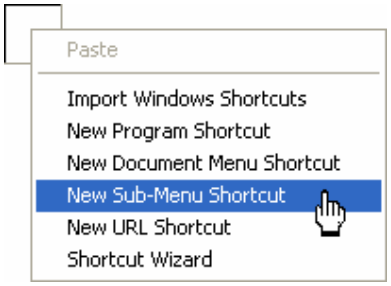
2) Enter a name for the new Sub-Menu and click on the **OK** button:



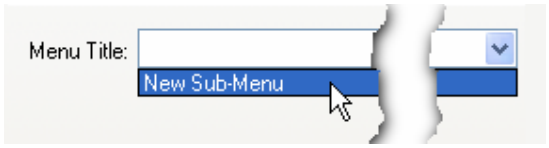
3) Add shortcuts using one of the methods described earlier *or* copy shortcuts from the main menu (see below).

4) When you have completed the new Sub-Menu, use the **Switch to Main Menu** command in the **Edit** menu to return to the main Desktop Display menu.

5) Now create a shortcut to the new Sub-Menu. Right-click on an empty grid marker on the desktop and choose **New Sub-Menu Shortcut** from the context menu — this command is also available in the **Add Shortcuts** menu:



6) When the Properties dialog box appears, select the Sub-Menu from the **Menu Title** drop-down list:



7) If you want, you can use the **Shortcut** tab to change the name and icon for the Sub-Menu shortcut. You can use the other tabs in the Properties dialog box to add help, security and time restrictions to the shortcut, as mentioned earlier.

8) Click on the **OK** button to add the new shortcut to your Desktop Display.

As well as adding Sub-Menus to the main Desktop Display, you can also add them to existing Sub-Menus. Right-click on the existing Sub-Menu shortcut and choose **Switch to this menu**. When the Sub-Menu appears, add your new Sub-Menu shortcut using the method described above.

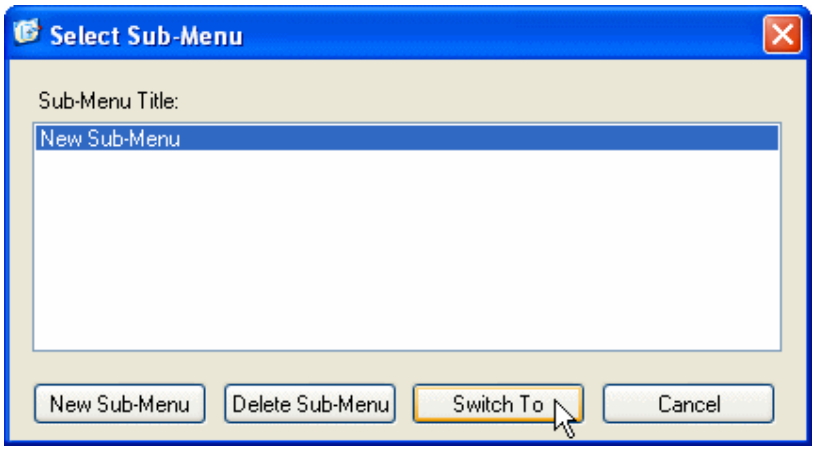
Note: You cannot add Sub-Menus to Document Menus in the same way. To add a Sub-Menu to a Document Menu, you must create a new sub-folder within the folder the Document Menu is linked to. You also need to make sure that **Include Sub-Folders** is ticked in the Document Menu properties.

Copying Shortcuts between Menus

1) If the menu you want to copy the shortcut from is not displayed, follow one of the following procedures:

   To display the main menu, choose the **Edit | Switch to Main Menu** command.

   To copy a shortcut from another Sub-Menu, choose the **Edit | Select Sub-Menu** command, select the Sub-Menu you want and then click on the **Switch To** button:



2) Right-click on the shortcut you want to copy and choose **Copy** from the context menu.

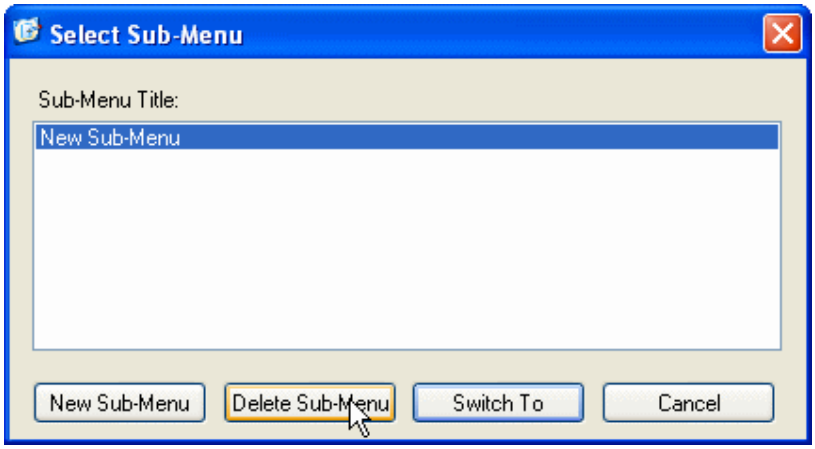
3) Now display the menu you want to copy the shortcut to — use one of the procedures outlined in point (1).

4) Right-click on an empty shortcut grid marker and choose **Paste** from the context menu.

Deleting a Sub-Menu

1) Choose the **Edit | Select Sub-Menu** command.

2) Select the Sub-Menu you want to delete and click on the **Delete Sub-Menu** button:



3) Confirm the deletion by clicking on the **Yes** button — all the shortcuts on the Sub-Menu are also deleted.

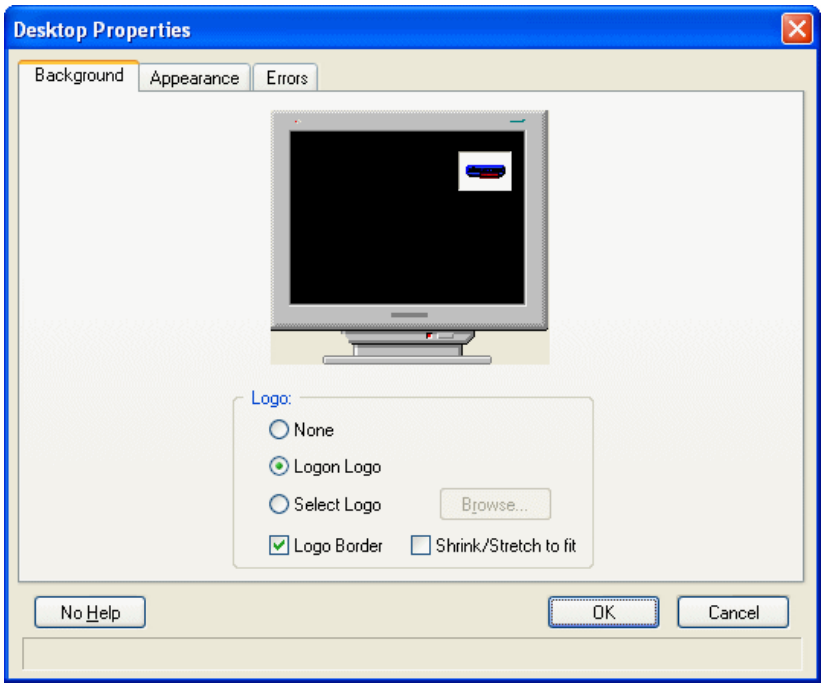
Changing the Desktop Display Properties

There are a number of Desktop properties you can change within a Screen Manager Desktop Display. These include the following:

- The desktop logo.
- The color of individual elements in the Desktop Display.
- The font used for shortcut names.
- The amount and type of Help available to Users.

To change the Desktop Display properties:

1. Click on **Edit** in the Desktop Display menu bar and choose **Desktop Properties** *or* right-click on an empty area of the desktop (*not* on a shortcut) and choose **Desktop Properties** from the context menu. The Desktop Properties dialog box will appear:



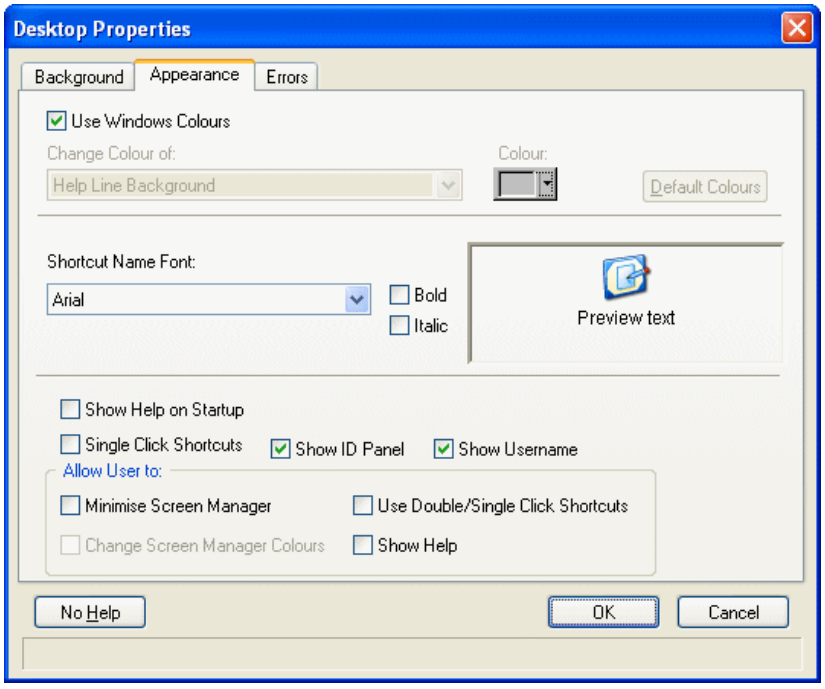
The **Background** tab enables you to select the logo you want to use in your Desktop Display. You can either keep the standard WinSuite **Logon Logo** or click on **Select Logo** and **Browse** for your own. If you *don't* want a logo to be displayed, click on **None**.

The size of the logo display area varies depending on the resolution being used on the Client computer (i.e. 800x600, 1024x768, etc). The logo you choose will be centred in this display area automatically, and as much of it displayed as possible.

If you want to force the logo to fit exactly into the display area regardless of the resolution, tick the **Shrink/Stretch to fit** option. Shrinking/stretching an image in this way can make it look distorted, however, so it is advisable to find an image which can be displayed without ticking this option.

2. Use the **Background** tab to specify the logo you want and set the appropriate options.

3. Select the **Appearance** tab — it will look something like this:



The **Appearance** tab enables you to change the color of particular Desktop Display elements, change the font used for shortcuts, and set the Help options you want.

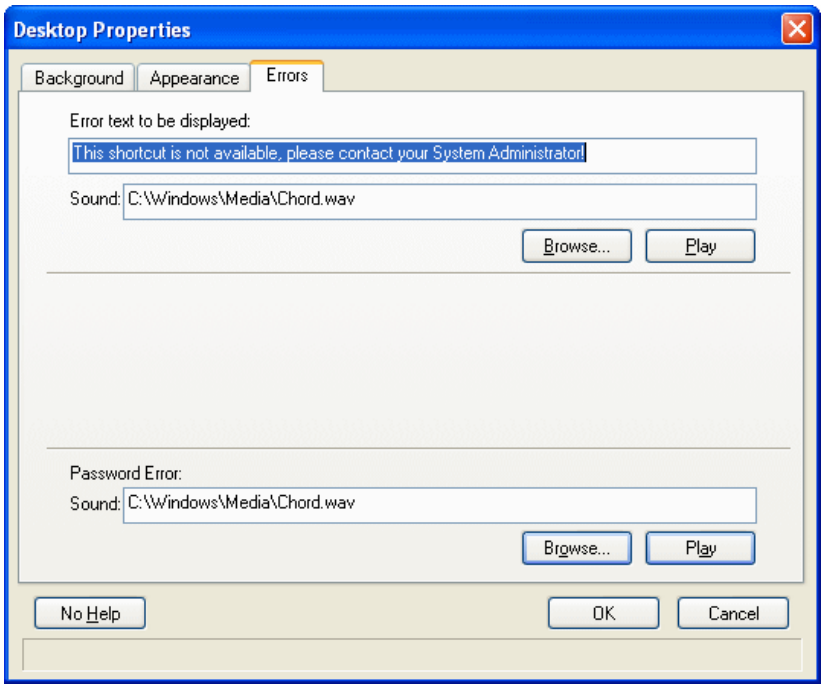
By default, the Desktop Display will use the Windows color scheme in force on the Client computer. If you want to set your own colors for individual desktop elements, you first need to clear the **Use Windows Colors** option. Once this option has been cleared you can use the **Change Color of** and **Color** drop-down boxes to set the color of each element in the Desktop Display.

To change the font used for shortcuts on your Desktop Display, click on the **Shortcut Name Font** drop-down box and select the font you want to use. You can also set the Bold and Italic attributes for each font by ticking the appropriate option. A preview of the font is shown to the right of these options.

To make Help text available to Users, make sure **Show Help on Startup** is ticked. Then select the **Help Type** you want, either **Tool Tips**, **Help Line** or **Both**. You need to specify the **Help Line** text you want to appear for each shortcut yourself. This is done using the **User Help** tab in the Properties dialog box for each shortcut — see step **3** of the **Changing a Shortcut's Properties** section earlier.

4. Use the **Appearance** tab to set the color, font and Help options you want.

5. Select the **Errors** tab — it will look something like this:



The **Errors** tab enables you to specify text to be displayed if there is a problem using one of the Desktop Display shortcuts. It also enables you to **Browse** for a sound file to be played if such a problem occurs (or if a User enters the wrong password when using a shortcut). You can test either of the sound files chosen by clicking on the appropriate **Play** button.

6. Use the **Errors** tab to specify the error text and sound files you want.

7. Click on the **OK** button to accept the settings you have made and close the Desktop Properties dialog box

Adding Control Panel Shortcuts

The program that tells Windows to start Control Panel is called **Control.exe**. It is usually located in the **C:\Windows** folder (on a Windows 95/98/Me computer) or the **C:\Winnt\System32** folder (on an NT Workstation or 2000/XP Professional computer). **Control.exe** can be run with a parameter specifying which *Control Panel applet* to start.

Most Control Panel applets relate to a **.cpl** file, usually located in the **C:\Windows\System** folder (on a Windows 95/98/Me computer) or the **C:\Winnt\System32** folder (on an NT Workstation or 2000/XP Professional computer). A table listing common **.cpl** files and their corresponding applet names is included later in this section. The Control Panel window is displayed automatically when **Control.exe** is run without any parameters.

To create a Screen Manager shortcut to a particular Control Panel applet, you need to put **Control.exe** as the shortcut program and then include the **.cpl** file name as a parameter. Parameters are included after the program path and filename, separated by a space. For example, if you wanted to create a shortcut to the Display Properties applet on a Windows 95/98/Me computer, you would enter the following into the **Target** box:

C:\Windows\Control.exe Desk.cpl

(Remember to include a space between the shortcut program path and the parameter.)

Some **.cpl** files are responsible for more than one Control Panel applet. For these, you need to enter the **.cpl** name in the **Target** box, followed by the name that appears in the title bar when the Control Panel applet is run. For example, if you wanted to create a shortcut to the Keyboard Properties applet on a Windows 95/98/Me computer, you would enter the following into the **Target** box:

C:\Windows\Control.exe Main.cpl Keyboard

(Remember to include a space between the shortcut program path, the **.cpl** filename and the title bar text.)

Note: **Control.exe** does not have an icon associated with it. You will need to specify your own icon using the **Change Icon** button on the **Shortcut** tab. The standard Windows icons can be found within the following file:

C:\Windows\System\Shell32.dll
(on a Windows 95/98/Me computer)

C:\Winnt\System32\Shell32.dll
(on an NT Workstation or 2000/XP Professional computer)

The following table lists the most common **.cpl** files:

Filename (.cpl)	Control Panel Applet/Title Bar Text	Present On
Access	Accessibility Properties	9x/Me/NT/2K/XP
Appwiz	Add/Remove Programs Properties	9x/Me/NT/2K/XP
Console	Console Windows Properties	NT only
Desk	Display Properties	9x/Me/NT/2K/XP
Devapps	PC Card (PCMCIA) Devices, SCSI Adapters, Tape Devices	NT only
Fax	Fax Properties	2K only
FindFast	Find Fast (Microsoft Office 95 onwards)	95/98/Me/NT only
Hdwwiz	Add/Remove Hardware	2K only
Inetcpl	Internet Properties	9x/Me/NT/2K/XP
Infrared	Infrared Monitor	95/98 only
Intl	Regional Settings Properties (95//MeNT/2K) Users (98)	9x/Me/NT/2K/XP
Irprops	Wireless Link	Me/2K only
Joy	Game Controllers	9x/Me/NT/2K/XP
Main	Fonts folder (9x/Me/NT/2K) Keyboard Properties (9x/Me/NT/2K/XP) Mouse Properties (9x/Me/NT/2K/XP) (default) PC Card (PCMCIA) Properties (9x/Me) Power Properties (95 only) Printers folder (9x/Me/NT/2K)	9x/Me/NT/2K/XP
Mlcfg32	Mail and Fax (95) Mail (98/Me/NT/2K)	9x/Me/NT/2K/XP
Mmsys	Multimedia Properties, Sounds Properties	9x/Me/NT/2K/XP
Modem	Modems Properties	9x/Me/NT only
Ncpa	Network	NT/2K/XP only
Netcpl	Network Properties	9x/Me only
Nwc	Client Service for NetWare	NT/2K/XP only
Odbccp32	ODBC Data Source Administrator	9x/Me/NT/2K/XP
Password	Password Properties	9x/Me only
Plugincpl130_01	Java Plug-in Control Panel (included with Netscape Navigator)	9x/Me/NT/2K/XP
Ports	Ports	NT only
Powercfg	Power Management Properties	98/Me/2K only
Prefscpl	RealPlayer Preferences	9x/Me/NT/2K/XP
Quicktime	QuickTime Settings	9x/Me/NT/2K/XP
Rascpl	Dial-Up Networking Monitor	NT only
Srvmgr	Devices, Server, Services	NT only
Sticpl	Scanners and Cameras Properties	9x/2K only

Sysdm	Add New Hardware Wizard (9x) System Properties (NT/2K/XP)	9x/Me/NT/2K/XP
Telephon	Dialing Properties or Telephony Modem Options (XP only)	9x/Me/NT/2K/XP
Themes	Desktop Themes (part of Microsoft Plus!)	9x/Me/NT only
Timedate	Date/Time Properties	9x/Me/NT/2K/XP
Tweakui	TweakUI (User Interface Configuration)	9x/Me/NT/2K/XP
Ups	UPS	NT only
Wuaucpl	Automatic Updates	Me only

Note: On some Windows installations, you may find that the **Mail** applet is still visible and the **.cpl** file is not in **C:\Windows\System**. In most cases this file, **Mlcgf32.cpl**, is found in the **C:\Program Files\Common Files\SYSTEM\Mapi\1033\95**, or **C:\Program Files\Common Files\SYSTEM\Mapi\1033\NT** folder.

You will notice that **Printers** and **Fonts** are actually folders. To create a Screen Manager shortcut to either of these, you need to put **Control.exe** as the shortcut program, then include the folder name as a parameter. For example, if you wanted to create a shortcut to the **Printers** folder on a Windows 95/98/Me computer, you would enter the following into the **Target** box:

C:\Windows\Control.exe Printers
(Remember to include a space between the shortcut program path and the parameter.)

Note: To create shortcuts to specific items within the **Printers** folder, use the program **Smprnt32.exe** located in the **WinSuite\Screen** folder. The following parameters can be used with **Smprnt32.exe:**

Smprnt32.exe -o [PrinterName]
Smprnt32.exe -p [PrinterName]
Smprnt32.exe –a

-o displays the print queue for the given printer.
-p displays the Properties dialog box for the given printer.
-a starts the Add Printer wizard.

[PrinterName] must be included where shown and must match the name of the printer exactly, as it appears in Windows Explorer

Passwords

To create a Screen Manager shortcut to the Passwords Properties applet on a Windows 95/98/Me computer, you would enter the following into the **Target** box:

C:\Windows\Control.exe Password.cpl

(Remember to include a space between the shortcut program path and the parameter.)

Note: **Control.exe** does not have an icon associated with it. Therefore, you will need to specify your own icon using the **Change Icon** button on the **Shortcut** tab. The standard Windows icons can be found within the following file:

C:\Windows\System\Shell32.dll

Note: NT Workstation and 2000/XP Professional passwords cannot be changed using a Control Panel applet. However, the currently logged on User can change his or her password by pressing CTRL/ALT/DEL then clicking on the **Change Password** button.

Dial-Up Networking

In Windows 95/98/Me, Dial-Up Networking is usually accessed via My Computer or Explorer and is not a directly executable program. Microsoft provides a special program called **Rundll.exe** to launch such items.

To launch a Dial-Up Networking connection using a Screen Manager desktop shortcut, you first need to know which connection you are going to use. The default name for a Dial-Up Networking connection is **My Connection**. Assuming you want to launch a dial-up connection of that name, you would enter the following into the **Target** box:

C:\Windows\Rundll32.exe Rnaui.dll,RnaDial My Connection

This will launch the **My Connection** item. If you have other connections, use their exact name in place of **My Connection**. You should note the following:

- There is a space between **Rundll32.exe** and **Rnaui.dll**, and also between **RnaDial** and the connection name, e.g. **My Connection**.
- There is no space between **Rnaui.dll** and **RnaDial**. Instead, there is a comma (**,**).
- **RnaDial** and the connection name (in this case, **My Connection**) are case sensitive. **RnaDial** must appear exactly as it is written here, and the connection name must appear exactly as it does in the **Dial-Up Networking** folder.

Note: **Rundll32.exe** does not have an icon associated with it. Therefore, you will need to specify your own icon using the **Change Icon** button on the **Shortcut** tab. The standard Windows icons can be found within the following file:

C:\Windows\System\Shell32.dll

Note: On an NT Workstation or 2000/XP Professional computer, Dial-Up Networking can be added to a Screen Manager desktop shortcut by putting the following in the **Target** box:

C:\Winnt\System32\Rasphone.exe

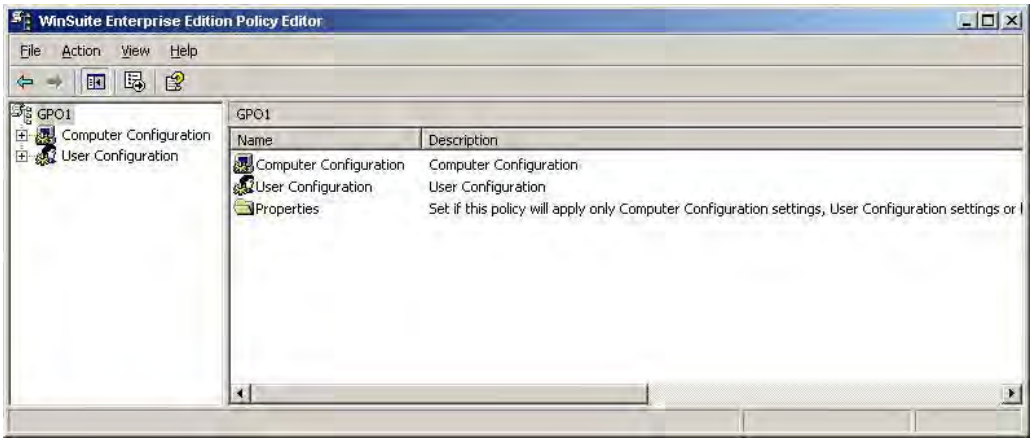
Working with Group Policies

Setting GPO Properties

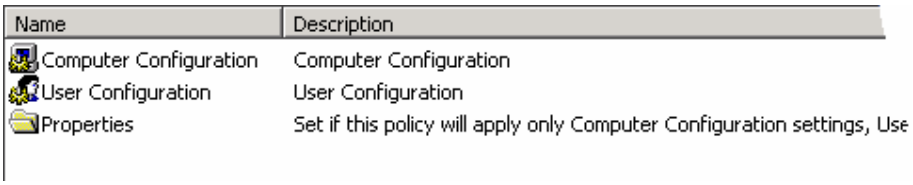
There are a number of Properties you can use to affect the operation of individual Group Policy Objects. The options enabling you to set these Properties are split between two different locations in the WinSuite Enterprise Edition Policy Manager. The first collection of Properties we will look at is accessed via the WinSuite Enterprise Edition Policy Editor (which we used in the previous section).

We will assume that you are already editing the Group Policy Object, and so the Policy Editor window is already displayed. If you aren't and need more information on editing a GPO, see the previous section.

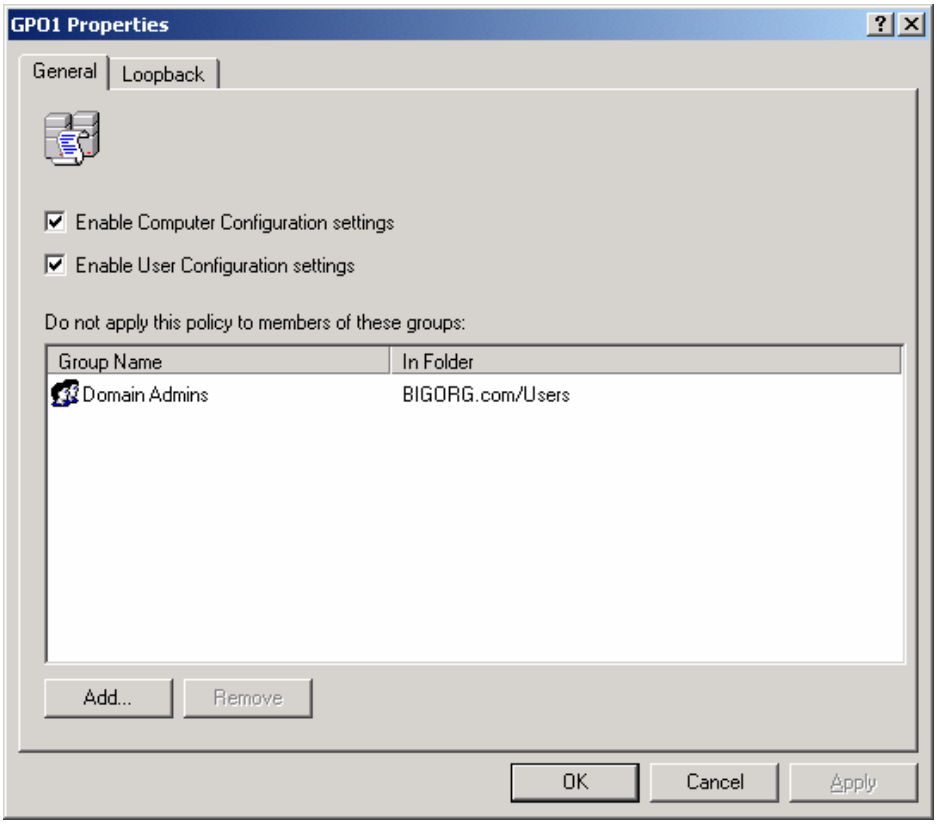
If it is not already selected, click on the top-level Group Policy container in the **Tree** view on the LEFT of the Policy Editor window. In the example picture below, this container is labelled **GPO1**:



The contents of the Group Policy container are shown in the right hand pane of the Policy Editor window, and include the **User** and **Computer Configuration** containers, along with a **Properties** container:



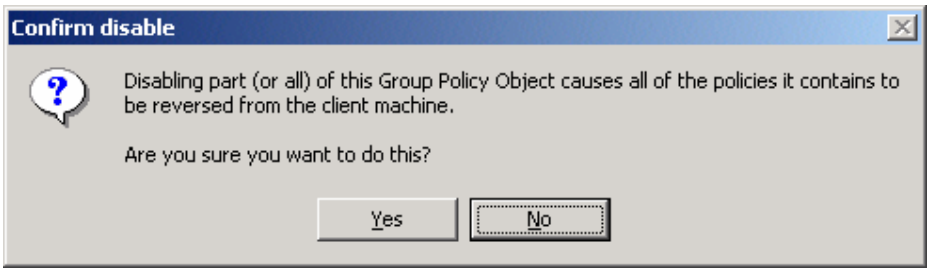
Double-click on the **Properties** container to display the Properties dialog for this GPO:



This dialog contains 2 tabs; **General** and **Loopback**. The two options at the top of the first tab (**General**) enable you to:

- Disable the Computer-level Policies for this GPO, leaving the User-level Policies active.
- Disable the User-level Policies for this GPO, leaving the Computer-level Policies active.
- Disable both the User and Computer-level Policies.

To disable the Computer-level Policies, clear the check box next to **Enable Computer Configuration settings** (it should no longer contain a tick). To disable the User-level policies, clear the check box next to **Enable User Configuration settings**. A message will be displayed informing you that disabling part of the Group Policy Object will cause any settings related to that part to be reversed on the Client computers:



Note: If you disable the Computer-level or User-level Policies in a Group Policy Object, a cross will appear over the appropriate container in the Policy Editor window, as shown below:

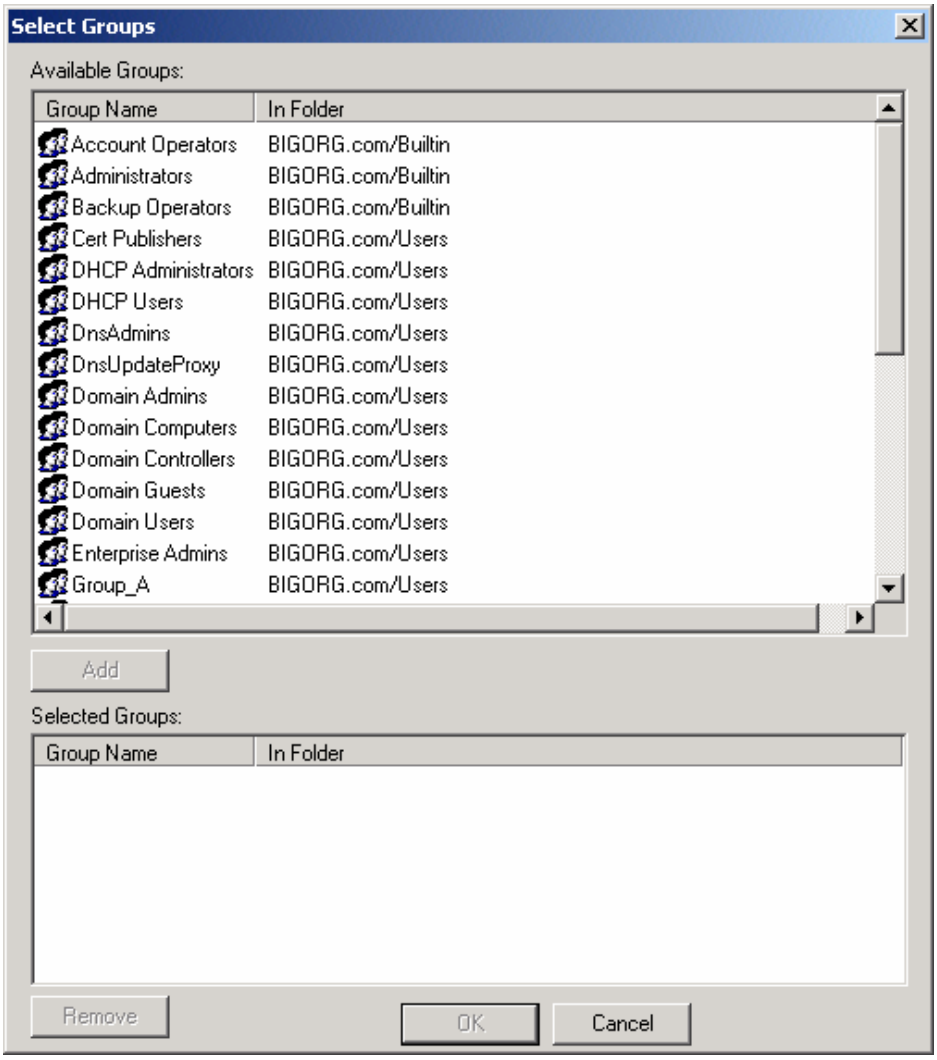
The **General** tab also enables you to specify a list of Global Groups on the Domain to which this Group Policy Object will NOT be applied.

You must remember, however, that Group Policy Objects are made up of User-level and Computer-level Policies. If a User belongs to one of the Global Groups listed on this tab, but the Computer they are using does NOT belong to any of these Groups, then the User can still be affected by the Computer-level Policies in this GPO. By the same token, if a Computer belongs to one of the Global Groups listed, but the User logging onto it does NOT, then the User can still be affected by the User-level Policies in this GPO.

Note: On a Windows 2000/2003 Server-based network, Groups can contain both User AND Computer objects.

The built-in Windows 2000/2003 Global Group **Domain Admins** appears in this list by default (this is because you would not normally want User-level Policies to be applied to members of this Group). If you DO want to apply the User-level Policies in this GPO to the **Domain Admins** Group, select the Group in the list and click on the **Remove** button.

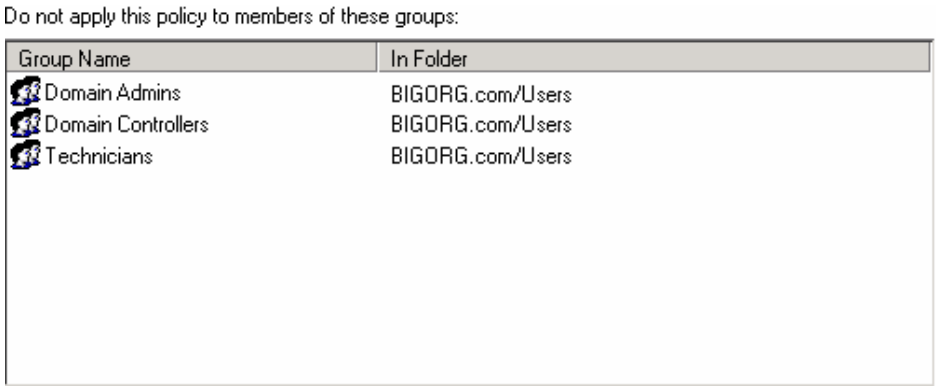
To add a Global Group to the list, click on the **Add** button. You will be presented with the Select Groups dialog:



Select the Global Group(s) you want to add (you can select more than one Group by holding down **[Ctrl]** or **[Shift]** as you click).

Click on the **Add** button (the Group(s) will be added to the **Selected Groups** list). If you need to remove a Group from the list, select it and click on the **Remove** button.

When you are happy with your **Selected Groups**, click on the **OK** button. The Group(s) will be added to the list of those to which this Group Policy Object will not be applied, as shown on the **General** tab:

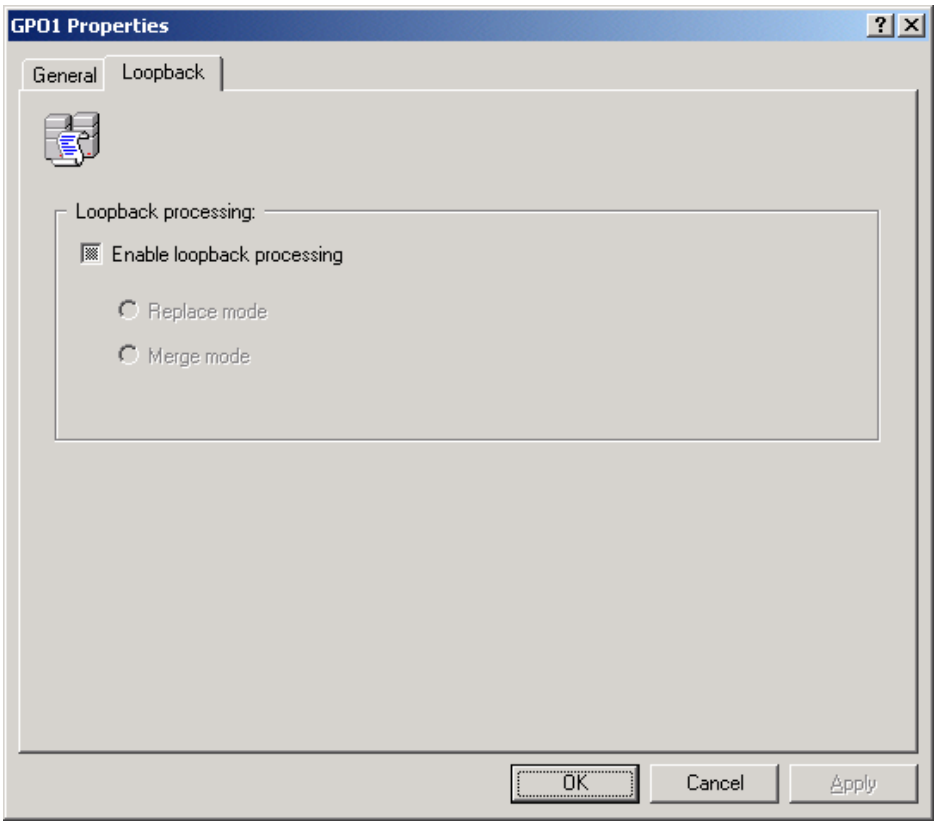


As we mentioned earlier, you can remove Groups directly from this list by selecting them and clicking on the **Remove** button.

Linking Policies Using Loopback Processing

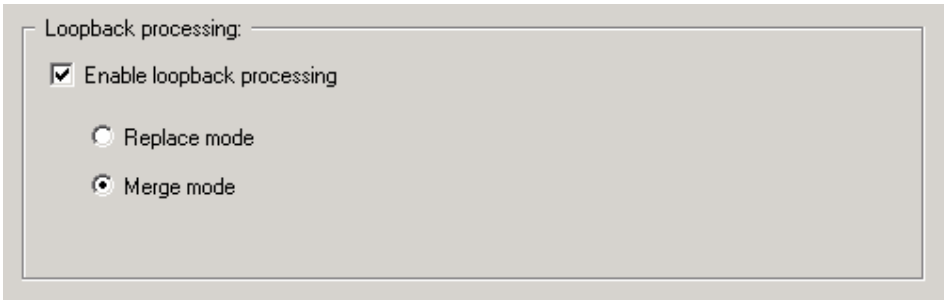
Up to now we've considered that User-level Policies affect Users based on the OU holding the User's account, and that Computer-level Policies affect Computers based on the OU holding the Computer account. However, there are certain circumstances where it would be desirable for Computers to have the same User-level Policies applied to them regardless of which User logs on (e.g. Computers in a library or kiosk environment). In these circumstances, "loopback processing" can be used.

In the GPO Properties dialog, select the **Loopback** tab:



You can use this tab to enable loopback processing. There are two modes from which you can select; **Merge mode** and **Replace mode**. In "merge" mode, User-level Policies are FIRST taken from the OU holding the User account, and THEN from the OU holding the Computer account (any conflicting settings are overwritten). In "replace" mode, the only User-level Policies effectively applied are those taken from the OU holding the Computer account. These completely replace those taken from the OU holding the User account.

To enable loopback processing, click on the option so that the check box next to it contains a tick. Then select the mode you want to use:

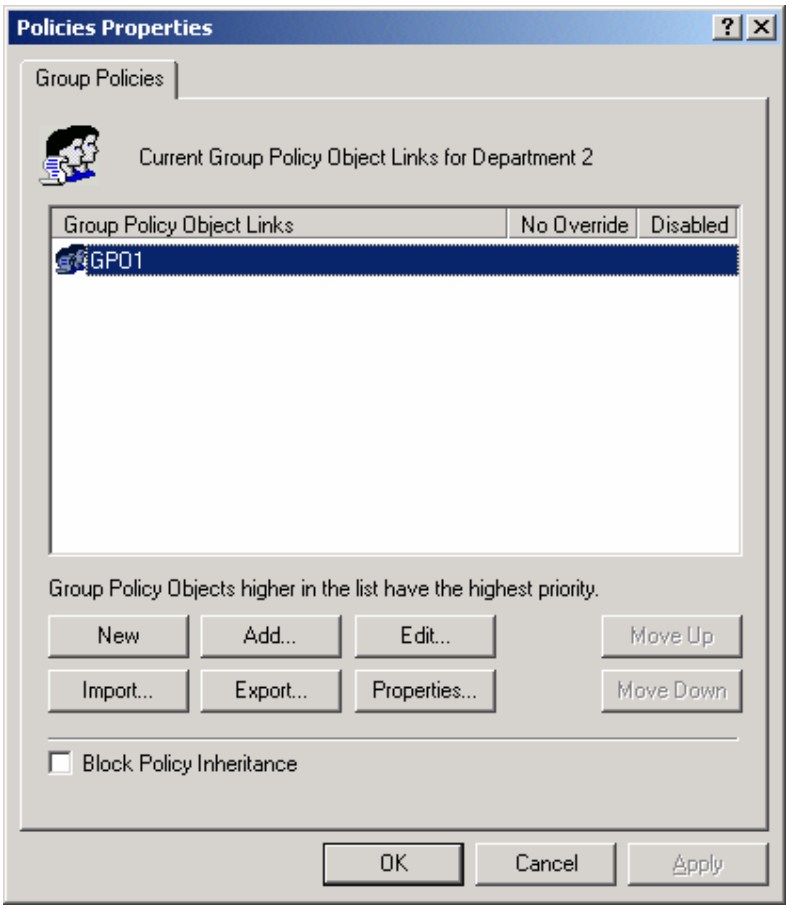


Click on the **OK** button to apply all the settings you have made in the GPO dialog. To abandon any changes you have made, click on **Cancel**.

Enforcing Policy Inheritance (No Override)

The next collection of GPO Properties we will look at are set via the Policies Properties dialog. Remember that to display the Policies Properties dialog for a particular OU, you select that OU in the **Tree** on the LEFT of the Policy Manager window then either double-click on the **Policies** item shown on the right, or select it and click on the **Action | Properties** command.

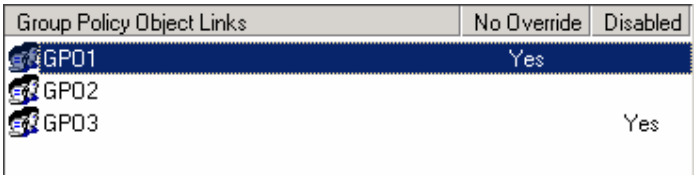
If you still have the Policy Editor window open at this point, then simply closing it will return you to the Policies Properties dialog for the OU you are currently working with:



The list of Group Policy Objects shown in this dialog comprises three columns; one showing the name of the Group Policy Object, one labelled **No Override**, and one labelled **Disabled**. The two columns on the right of the list show the status of the **No Override** and **Disabled** properties for each GPO.

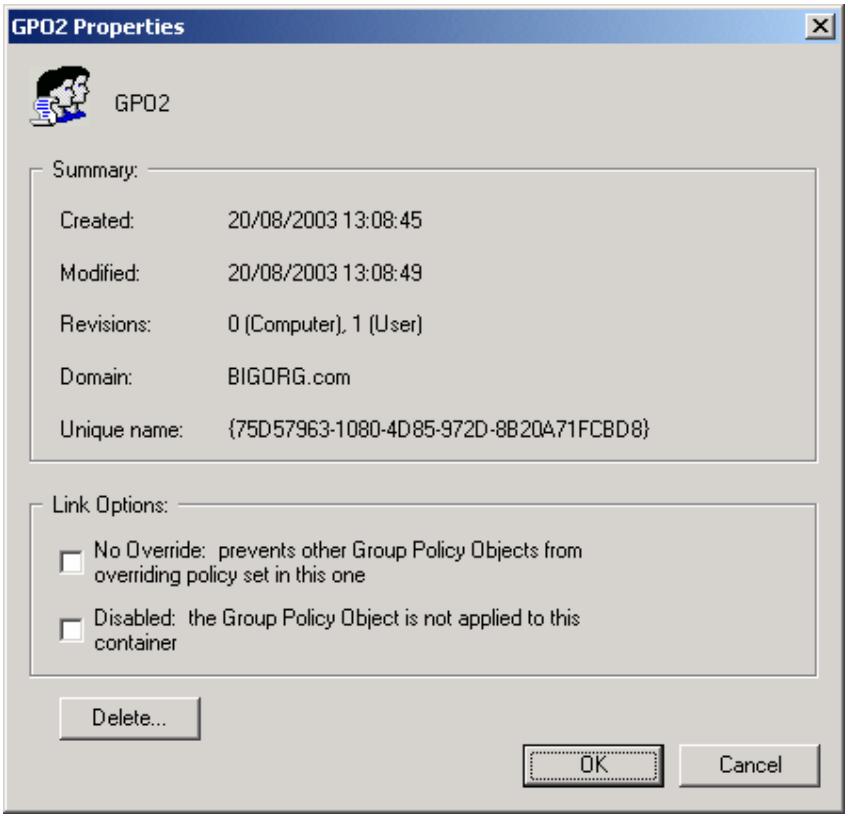
As we mentioned in the chapter on **Creating an Active Directory Structure**, setting the **No Override** property will prevent any of the Policy settings in a particular GPO being overwritten by Policies from GPOs in lower level OUs. You should note that setting this property will also prevent settings being overwritten by Policies from GPOs with a HIGHER priority level in the same OU, i.e. GPOs higher in the list. Setting the **Disabled** property simply means that the GPO in question will be ignored. It will have no effect on the Policy settings for that (or any other) OU.

When one of the above properties is set for a particular GPO, the word **Yes** appears in the appropriate column, as shown in the example below:



To change the property settings for a GPO:

Select the GPO whose property settings you want to change then click on the **Properties** button:



To set either of the two properties, **No Override** or **Disabled**, simply click in the appropriate check box (a tick will appear in that check box to indicate the property has been set). You can set both properties together if necessary. As an example, it may be that you want the **No Override** property to be set, but also want the GPO to be disabled for the time being (possibly while you finalise settings or conduct testing on a dummy OU).

Click on the **OK** button to accept the property settings and return to the Policies Properties dialog.

Note: You can also set the above properties by right-clicking on a GPO, and choosing **No Override** or **Disabled** from the context menu that's displayed.

The **Disabled** property, as we have already mentioned, is fairly self-explanatory. However, the **No Override** property may require further consideration. Under normal circumstances, Policy settings defined in a high-level parent OU are passed down automatically to all lower level "child" OUs. As an example, let's consider the following Active Directory Structure:

Suppose a GPO has been set up in the **Department 1** OU so that the "Enable Control Panel" Policy is set to "disabled".

Then suppose that the settings from GPOs affecting the lower level **Advanced Users** OU result in the "Enable Control Panel" Policy being set to "enabled" for Users in that OU. We clearly have a situation where a Policy setting being made in the **Department 1** OU is being overridden by a conflicting setting in GPOs affecting the **Advanced Users** OU.

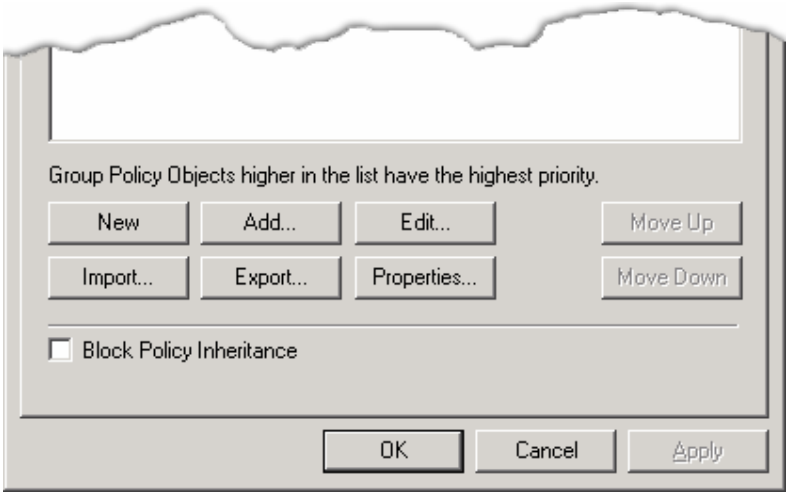
This may be what we want to happen. We may want to prevent "standard" **Department 1** Users from accessing the Control Panel, while allowing a subset of **Advanced Users** to have access. It may be, however, that we want to ensure the setting for "Enable Control Panel" is taken from the **Department 1** OU, and NOT overridden by any GPOs affecting the **Advanced Users** OU. In this case, one thing we could do is set the **No Override** property for the GPO that sets "Enable Control Panel" to disabled in the **Department 1** OU.

As we mentioned earlier in this section, you should be aware that the **No Override** property doesn't only apply to Group Policy Objects in lower level OUs. It also applies to GPOs with a HIGHER priority level in the same OU, i.e. GPOs which appear higher in the list shown in the Policies Properties dialog. Thus if any of these GPOs contain a conflicting setting for the "Enable Control Panel" Policy, they will be unable to override the setting from the lower priority GPO because the **No Override** property has been set for that GPO.

Note: The most important rule to follow with the Active Directory and Group Policies is **Keep it Simple**. You should avoid, where possible, property settings like **No Override** which can cause confusion if you ever have problems and need to investigate how your Group Policies are being applied.

Blocking Policy Inheritance

Another setting available from the Policies Properties dialog is **Block Policy Inheritance**. This setting appears at the bottom of the dialog:



As mentioned in the chapter on **Creating an Active Directory Structure**, the **Block Policy Inheritance** property relates to entire OUs, not just individual Group Policy Objects. We have included a more detailed look at it here, in the section on **Setting GPO Properties**, because it makes sense to consider it alongside the directly opposing **No Override** setting.

Under normal circumstances, Policy settings are passed down from higher level to lower level OUs. If the overall setting taken from the GPOs in the lower level OU conflicts with that being passed down however, then the setting in the lower level OU will win, it will effectively overwrite the setting from the higher level OU. That is, of course, unless the **No Override** property has been set for the GPO setting that Policy in the higher level OU (see the previous section on **Setting the No Override Property** for more information).

As an example, consider the following OU structure again:

Suppose a GPO has been set up in the **Department 1** OU so that the "Enable Control Panel" Policy is set to "disabled".

Then suppose that the settings from GPOs affecting the **Advanced Users** OU result in the "Enable Control Panel" Policy being set to "not configured" for Users in that OU. By default, the **Advanced Users** OU would inherit the setting of "disabled" from **Department 1**. If, on the other hand, the setting for this Policy in the **Advanced Users** OU had been "enabled" (so that it conflicts with the setting being passed down from **Department 1**) then the setting in the **Advanced Users** OU would overwrite the one being passed down. The result would therefore be that "Enable Control Panel" would be enabled for members of **Advanced Users**.

We may not always want to rely on settings being configured a certain way however. There may be situations where want to protect Policy settings in lower level OUs, including those set to "not configured". In such cases, you can set the Block Policy Inheritance property for the lower level OU(s).

To set the **Block Policy Inheritance** property, you must first make sure the Policies Properties dialog is displayed for the correct OU, i.e. the one containing the Policy settings you want to protect. Remember that to display the Policies Properties dialog for a particular OU, you select that OU in the **Tree** on the LEFT of the Policy Manager window then either double-click on the **Policies** item shown on the right, or select it and click on the **Action | Properties** command.

With the Policies Properties dialog displayed, click on the **Block Policy Inheritance** option so that the check box next to it contains a tick. The property will be set when you click on the **OK** or the **Apply** button.

Note: As before, the most important rule to follow with the Active Directory and Group Policies is **Keep it Simple**. You should avoid, where possible, property settings like **Block Policy Inheritance** which can cause confusion if you ever have problems and need to investigate how your Group Policies are being applied.

No Override versus Block Policy Inheritance

One question arises from our discussion of the **No Override** and **Block Policy Inheritance** properties. What happens when they conflict? When Policy settings being passed down from GPOs in a higher level OU are set to be enforced by the **No Override** property BUT settings from GPOs in the lower level OU are set to be protected by the **Block Policy Inheritance** property? Obviously both properties cannot be satisfied, so one property must take precedence over the other.

In this situation, the **No Override** property always takes precedence. As Policy settings are passed down from GPOs with the **No Override** Property set, the **Block Policy Inheritance** property will be ignored.

Exporting and Importing Group Policy Settings

GPOs created in the WinSuite Enterprise Edition Policy Manager are fully compatible with the built-in Active Directory Users and Computers snap-in provided on Windows 2000/2003 Servers. Many of WinSuite Enterprise Edition's settings also correspond to the most common native Group Policy settings, meaning your GPOs can be viewed and edited using native Windows tools (Active Directory Users and Computers, Group Policy Management Console (GPMC), Group Policy Object Editor etc), with these settings remaining intact. It should be remembered, however, that as well as providing a simplified interface and extra functionality, another major benefit of WinSuite Enterprise Edition is its unique ability to extend the vast majority of these settings to any pre-Windows 2000 Clients you have (something which can't be done natively on a Windows 2000/2003 Server-based network).

To improve ease of use, and help protect your investment of time and effort, WinSuite Enterprise Edition allows you to create a library of Group Policy "templates". It does this by enabling you to export Group Policy Objects to individual files, which can then be imported immediately into other OUs, or backed up for import at a later date or at another location. Amongst other things, the "template" files you create can be used as a starting point for new Group Policy Objects or to create a record of "problem" GPOs which can then be imported onto a test network for troubleshooting purposes.

As the GPOs created, exported and imported using WinSuite Enterprise Edition are compatible with the native tools provided on Windows 2000/2003 Servers, WinSuite Enterprise Edition aims to provide a future proof management and security solution. Even if there comes a time when you no longer want to use WinSuite Enterprise Edition to manage individual policy settings, the vast majority can be protected and transferred to a new Active Directory based network using just the WinSuite Enterprise Edition Policy Manager. Once imported, they can then be applied and managed natively.

Exporting Group Policy Settings

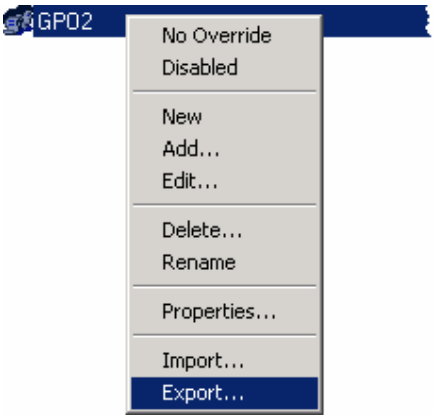
You can export the settings from a particular GPO to a file using the Policies Properties dialog. The settings are saved to a WinSuite Enterprise Edition **GPO Export File** (which has the extension **.apo**).

Note: To display the list of Group Policy Objects within an OU, first select that OU in the **Tree** on the LEFT of the Policy Manager window then either double-click on the **Policies** item shown on the right, or select it and click on the **Action | Properties** command.

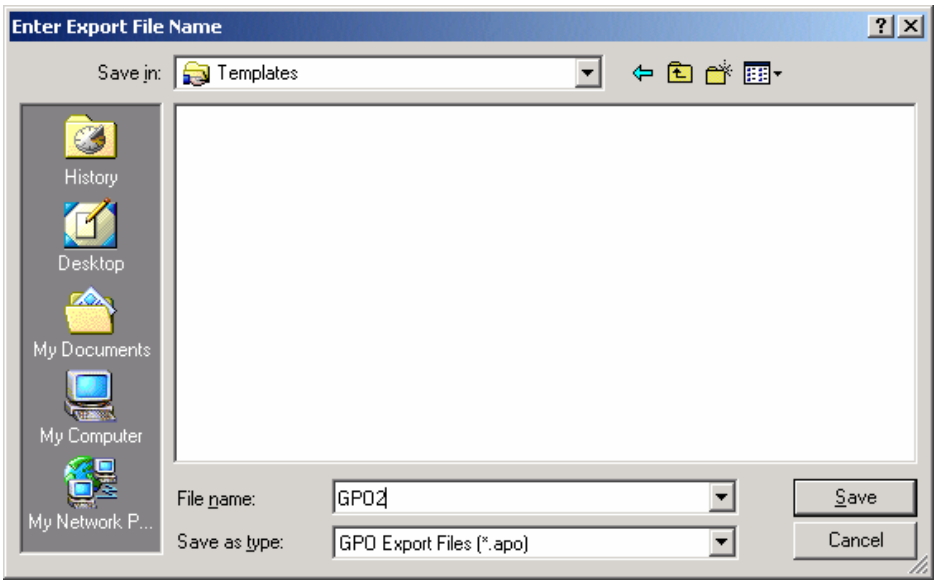
The Policies Properties dialog should now be displayed.

To export Group Policy settings:

Select the GPO you whose settings you want to export then click on the **Export** button. Alternatively, right-click on the GPO and choose Export from the context menu that's displayed:



You will be presented with the Export File Name dialog. Select the location where you want to save the exported GPO template then type the name you want into the **File name** box, as shown below:



Note: The **Templates** folder shown here is not created as part of the WinSuite Enterprise Edition install. You will need to create it and share it yourself.

Sharing the location where your **GPO Export Files** (or templates) are stored means they will be available to you should you want to use the WinSuite Enterprise Edition Client Tools to set up Group Policy Objects from a 2000/XP Professional Client computer. However, you must ensure that the location is secure by applying the appropriate share and NTFS file level security so that only appropriate Users (such as Administrators) have access to it.

To save the file and return to the Policies Properties dialog, click on the **Save** button. To abandon the export process, click on **Cancel**.

Importing Group Policy Settings

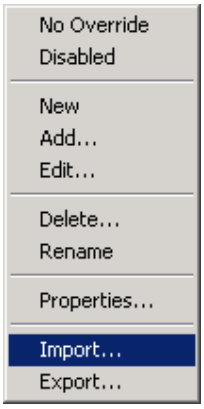
If you have previously exported the settings from a Group Policy Object in WinSuite Enterprise Edition, these settings can be imported to a new GPO using the Policies Properties dialog. Remember that settings exported from a Group Policy Object in WinSuite Enterprise Edition are saved to a **GPO Export File** (with the extension **.apo**).

When the settings are imported, the new Group Policy Object will be created in the currently selected OU, i.e. the one for which you have displayed the Policies Properties dialog.

Note: To display the Policies Properties dialog for a particular OU, select that OU in the **Tree** on the LEFT of the Policy Manager window then either double-click on the **Policies** item shown on the right, or select it and click on the **Action | Properties** command.

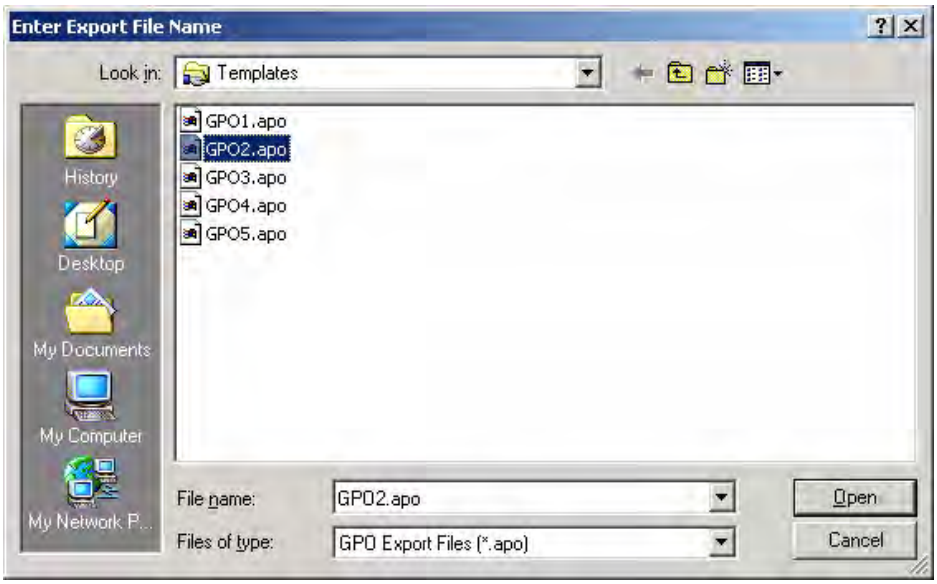
To import Group Policy settings:

Click on the **Import** button in the Policies Properties dialog or right-click anywhere on the list of GPOs and choose **Import** from the context menu that's displayed:



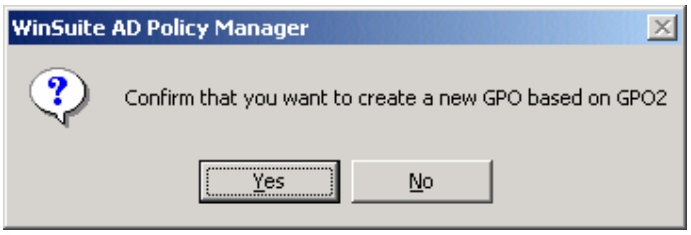
Note: Your menu may look different, depending on where you clicked.

You will be presented with the Export File Name dialog. Select the location where your **GPO Export Files** are stored (remember that these files all have the extension **.apo**). Then click on the file whose settings you want to import, as shown below:



To import the Group Policy settings from the file you have selected, click on the **Open** button. To abandon the import process, click on **Cancel**.

If you click on the **Open** button, a message will be displayed asking you to confirm that you want to create a new GPO based on the **Export File** you selected:



Click on the **Yes** button to import the Policy settings from that file into a new Group Policy Object. Click on **No** to abandon the import process.

Note: If you click on the **Yes** button, the new GPO will be added to the bottom of the list in the Policies Properties dialog. You should therefore be aware that the settings in the new GPO will have a lower priority than settings taken from GPOs higher in the list (Group Policy Objects higher in the list have the highest priority). To move the new GPO to a higher position in the list, and so give it a higher priority, click on the **Move Up** button.

Summary

The WinSuite Enterprise Edition Policy Manager enables you to do the following within the Active Directory on your Windows 2000/2003 Server-based network:

- Create new Organizational Units (OUs) and thereby build and add to your Active Directory structure.
- Create Computer accounts for 9x/Me Clients, which unlike NT Workstation 4.0 and 2000/XP Professional Clients, do not automatically create their own accounts when connected to the Domain. You can then put the accounts for these 9x/Me Clients into OUs so that Computer-level Policies can be applied to them.
- Rearrange Users, Computers and OUs to create the Active Directory structure that best suits your organization. Remember though, that you cannot CREATE User accounts in the WinSuite Enterprise Edition Policy Manager.
- Create and edit Group Policy Objects, setting a large number of the most commonly used Group Policy settings, along with some specific to pre-Windows 2000 Clients (which are not catered for natively by Windows 2000/2003 Server Group Policies).
- Set GPO and OU properties, such as "loopback processing", **No Override** and **Block Policy Inheritance**.
- Export Group Policy Objects to WinSuite Enterprise Edition "templates" (called **GPO Export Files**) so they can be imported into other OUs, used as the starting point for new Group Policy Objects, or backed up for import at a later date or at a different location.

When using the WinSuite Enterprise Edition Policy Manager to set up your AD structure and create the Group Policy Objects you need in order to manage the Users and Computers on your network, remember that THE most important rule for you to follow is **Keep it Simple**. The more complicated your Active Directory structure, the more GPOs you create, and the more you make use of properties such as No Override and Block Policy Inheritance to create the system you want; the more likely you are to experience problems, and the more difficult it will be to troubleshoot your system, and resolve these problems.

You should aim to keep your User and Computer accounts divided among the minimum number of OUs possible to meet your requirements. The number of Group Policy Objects you create to implement the User and Computer-level Policy settings you require should also be kept to an absolute minimum.

Using the WinSuite Enterprise Edition Client Tools

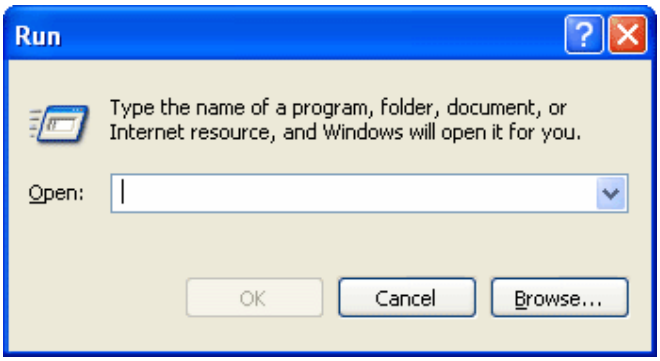
Introduction

The WinSuite Enterprise Edition Client Tools can only be installed on Windows 2000/XP Client computers. They cannot be installed onto any pre-Windows 2000 Clients you have on your network.

The WinSuite Enterprise Edition Client Tools allow you to run the Licensing & Registration Wizard and the Policy Manager from one of your Windows 2000/XP Clients. For more information on using either of these programs, see the relevant chapter earlier in this manual. (For information on the Licensing & Registration Wizard, see **Installing the WinSuite Enterprise Edition Server Software**. For information on the Policy Manager, see **Using the WinSuite Enterprise Edition Policy Manager**.)

Installing the Client Tools

To install the WinSuite Enterprise Edition Client Tools on one of your Windows 2000/XP Client computers, first click on the **Start | Run** command to display the Run dialog:



Now type the following into the **Open** box:

```
\\SERVER_NAME\SYSVOL\DOMAIN_NAME\WINSUITEAD\CLIENT
```

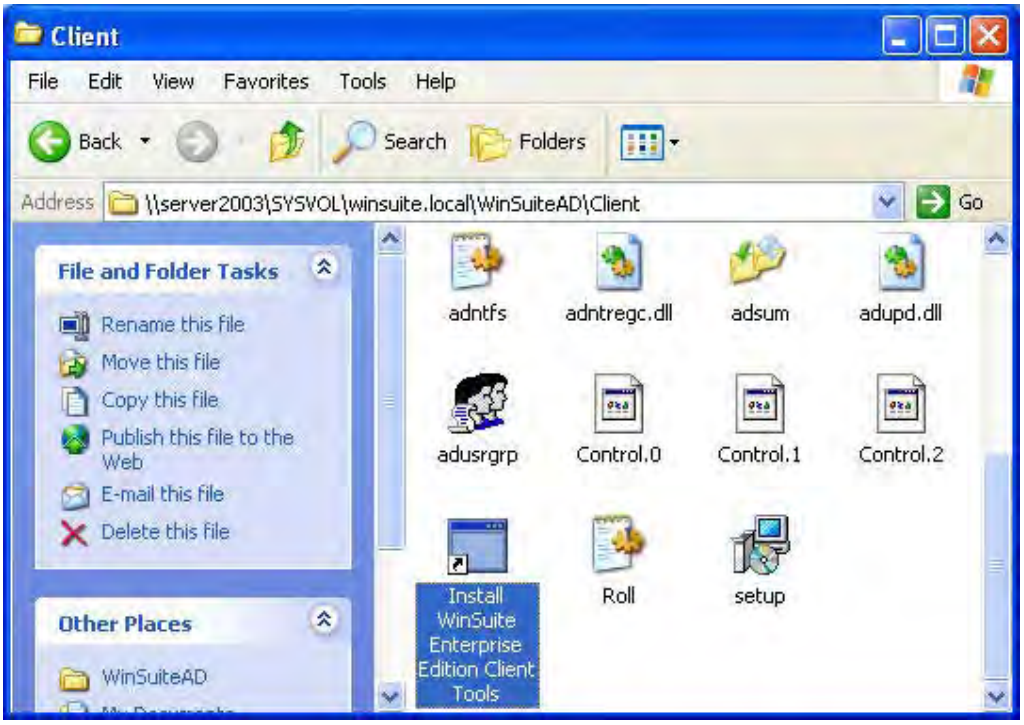
Where **SERVER_NAME** is the computer name (not the Domain name) of the 2000/2003 Server on which the WinSuite Enterprise Edition Server software is installed, and where **DOMAIN_NAME** is the 2000/2003 Domain on which that Server resides.

Note: You must include the top-level Domain, for example **.com**, in the **DOMAIN_NAME** you enter.

Once you have entered the path to the WinSuite Enterprise Edition **Client** folder on the 2000/2003 Server, click on the **OK** button.

A window will open showing the contents of this folder (if you get an error message saying the folder cannot be found, check you have entered the path correctly, and that you have access to the folder in question; it may simply be that the network is down).

Double-click on the shortcut called **Install WinSuite Enterprise Edition Client Tools** in the WinSuite Enterprise Edition **Client** folder. This is the file highlighted in the picture below:



You will be presented with a dialog asking you to confirm that you want to install the WinSuite Enterprise Edition Client Tools:

Note: As you can see in the above picture, the WinSuite Enterprise Edition Client Tools may also be referred to as the "Administrator Tools" in some versions of WinSuite.

If you want to continue with the installation, click on the **OK** button. Otherwise, click on the **Cancel** button to abandon the installation process. If you choose to continue, the following message will be displayed once the Client Tools have been successfully installed:

Click on the **OK** button to close this message.

Using the Client Tools

The WinSuite Enterprise Edition Client Tools are used in exactly the same way as those installed onto your 2000/2003 Server as part of the WinSuite Enterprise Edition Server software.

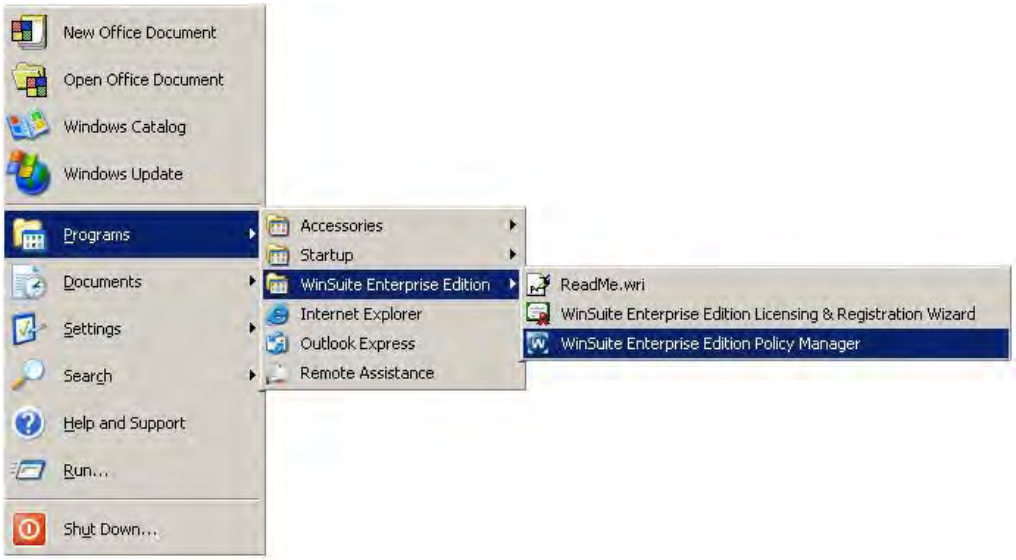
The Client Tools allow you to manage (and licence) WinSuite Enterprise Edition from any 2000/XP Professional Client on the Domain (provided you have logged onto that Client as a member of the built-in 2000/2003 Server Global Group **Domain Admins**). When using the Client Tools, all information is read from and written back to the 2000/2003 Server onto which WinSuite Enterprise Edition was installed.

To start one of the WinSuite Enterprise Edition Client Tool programs:

Make sure you are logged onto the 2000/XP Professional Client as a member of the built-in 2000/2003 Server Global Group **Domain Admins**.

Note: If the WinSuite Enterprise Edition Client Tools are not already installed, you will need to install them (see the previous section on **Installing the Client Tools**).

Display the **Start | (All) Programs | WinSuite Enterprise Edition** menu:



Click on the command relating to the program you want to start; either the **WinSuite Enterprise Edition Licensing & Registration Wizard** or the **WinSuite Enterprise Edition Policy Manager**.

Note: Remember the Client Tools read from and write to the 2000/2003 Server on which WinSuite Enterprise Edition was installed. Therefore if the network connection from the Client to the Server (or vice versa) is unavailable for any reason, you will not be able to start either of the Client Tool programs.

If the network connection is interrupted while you are using the Client Tools, you will be unable to continue until it is restored. Even then you may find that you need to restart the program completely.

If you want to use the Client Tools to license your copy of WinSuite Enterprise Edition, you will need to ensure that the 2000/XP Professional Client you are using has a connection to the Internet, and that this connection is functioning correctly.

As the Client Tools are used in exactly the same way as those installed onto your Windows 2000/2003 Server, see the appropriate chapters on the WinSuite Enterprise Edition Server software for more information on using each program. The chapters you should refer to are **Installing the WinSuite Enterprise Edition Server Software** (which contains a section on **Using the Licensing & Registration Wizard**) and the chapter on **Using the WinSuite Enterprise Edition Policy Manager**.

Installing the WinSuite Enterprise Edition Client Software

Preparing your Network

Before you try to install the WinSuite Enterprise Edition Client software, your 2000/2003 network must already be installed and operating correctly. WinSuite Enterprise Edition relies on the correct functioning of the Active Directory and DNS. This in turn means that the TCP/IP network protocol must be installed and correctly configured on the 2000/2003 Server computer and all your Client computers.

Note: For more information, and tips on troubleshooting DNS, see the section called **Preparing your Network** near the start of this manual.

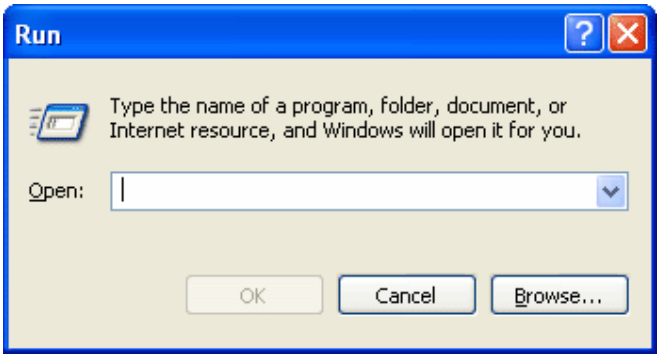
The WinSuite Enterprise Edition Client software can be installed in one of two ways:

- Manually on each computer for which WinSuite Enterprise Edition is required. This can be useful when you only require certain computers to have WinSuite Enterprise Edition installed. Installing manually is also recommended if this is the first time that you have used WinSuite Enterprise Edition. Installing manually on a few Windows Client computers will enable you to ensure that the WinSuite Enterprise Edition Client software is working as desired.
- Automatically as part of a Logon Script that runs for Users who are members of the built-in 2000/2003 Server Global Group **Domain Admins**. This is the fastest and easiest way to install the WinSuite Enterprise Edition Client software onto your Windows Clients.

Installing the Client Software Manually

Note: To install the WinSuite Enterprise Edition Client software on any Windows Client computer, you must logon as a member of the built-in 2000/2003 Server Global Group **Domain Admins**.

Once you have logged on, click on the **Start | Run** command to display the Run dialog:



Now type the following into the **Open** box:

```
\\SERVER_NAME\SYSVOL\DOMAIN_NAME\WINSUITEAD\CLIENT
```

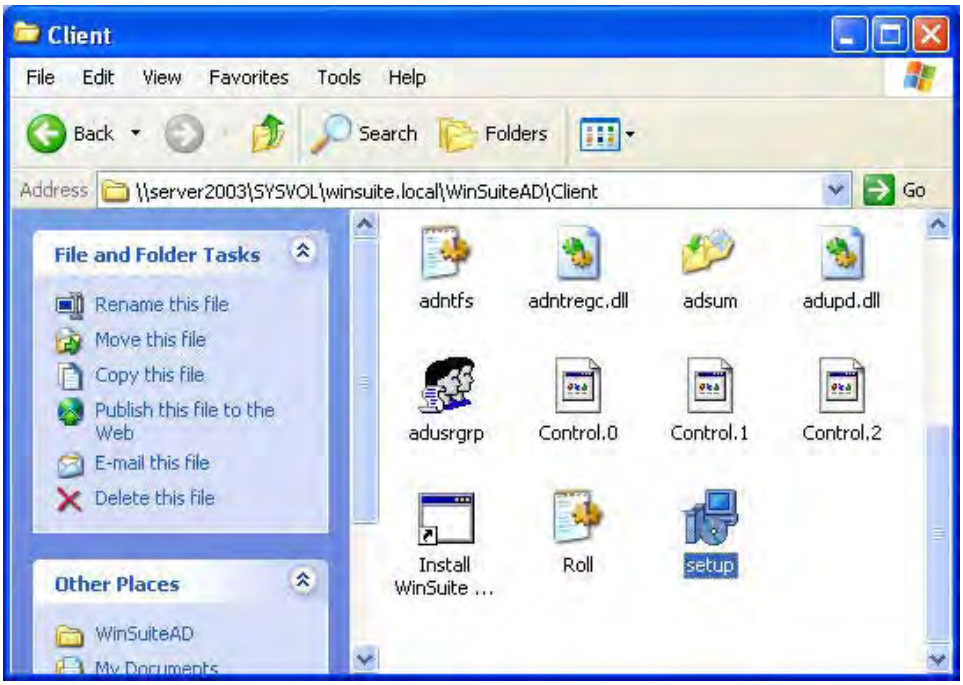
Where **SERVER_NAME** is the computer name (not the Domain name) of the 2000/2003 Server on which the WinSuite Enterprise Edition Server software is installed, and where **DOMAIN_NAME** is the 2000/2003 Domain on which that Server resides.

Note: You must include the top-level Domain, for example **.com**, in the **DOMAIN_NAME** you enter.

Once you have entered the path to the WinSuite Enterprise Edition **Client** folder on the 2000/2003 Server, click on the **OK** button.

A window will open showing the contents of this folder (if you get an error message saying the folder cannot be found, check you have entered the path correctly, and that you have access to the folder in question; it may simply be that the network is down).

Double-click on the file **Setup.exe** in the WinSuite Enterprise Edition **Client** folder. This is the file highlighted in the picture below:



Note: Do NOT double-click on any of the other files contained in the WinSuite Enterprise Edition **Client** folder.

A message box will now appear telling you the program will install the WinSuite Enterprise Edition Client software and that once this is done the Client computer will automatically reboot:

Note: Before continuing any further, make sure you have closed any applications that are open, and saved any work. The WinSuite Enterprise Edition Client installation process will force the computer to reboot and you may lose any unsaved work.

Click on **OK** to install the WinSuite Enterprise Edition Client software and reboot the computer. Otherwise, click on the **Cancel** button to close the message box and stop the installation process.

When the computer has finished booting up, you should see the new secure WinSuite Enterprise Edition Logon screen — you have now successfully installed the WinSuite Client software.

Alternatively:

You could simply type the entire command-line for **Setup.exe** into the Run dialog, as follows:

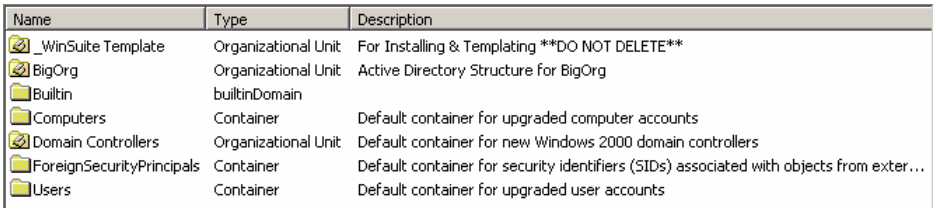
```
\\SERVER_NAME\SYSVOL\DOMAIN_NAME\WINSUITEAD\CLIENT\SETUP.EXE
```

Note: You can install the WinSuite Enterprise Edition Client software in "silent" mode by including the **/S** parameter at the end of the command-line. This simply means that no warning message will be displayed before the Client software is installed.

Installing the Client Software Automatically via a Logon Script

Windows Client computers logging onto a 2000/2003 Server have the ability to process Logon Scripts. These are usually small batch files containing instructions which can be used to set up drive mappings, synchronise the Client computer's clock with that of the authenticating Server, etc. WinSuite Enterprise Edition can be installed as part of a Logon Script, requiring no User intervention. This can be useful when it is not desirable or practical to visit each computer and install the software manually.

The best way to do this is to create an OU called **_WinSuite Template** and a User called **WinSuite** in **Active Directory Users and Computers** (the **WinSuite** User should be created inside the **_WinSuite Template** OU). These can then be used to install the WinSuite Client software and for the creation of Group Policy templates, which you can import to other OUs (see the section called **Importing and Exporting Group Policy Templates** earlier in this manual). The underscore is included at the start of the OU name to ensure that it appears at the top of the list when viewed in alphabetical order, and isn't lost in a long list of OUs:



Name	Type	Description
_WinSuite Template	Organizational Unit	For Installing & Templating **DO NOT DELETE**
BigOrg	Organizational Unit	Active Directory Structure for BigOrg
Builtin	builtinDomain	
Computers	Container	Default container for upgraded computer accounts
Domain Controllers	Organizational Unit	Default container for new Windows 2000 domain controllers
ForeignSecurityPrincipals	Container	Default container for security identifiers (SIDs) associated with objects from exter...
Users	Container	Default container for upgraded user accounts

You will need to create a Logon Script (e.g. **_WinSuite.bat**) for the **WinSuite** User you created.

Note: You cannot include any spaces in the file name you use for the Logon Script, otherwise it will not run. The underscore is added to the start of the Logon Script name in our example to keep it at the top of the list when sorted in alphabetical order.

The script should be created in the **NETLOGON** share on the authenticating 2000/2003 Server. The easiest way to access this share is to type **\\Server_Name\Netlogon** into the Address bar of an Explorer window or into the Run dialog. The logon script you create must contain the following line:

```
\\SERVER_NAME\SYSVOL\DOMAIN_NAME\WINSUITEAD\CLIENT
\SETUP.EXE /I /S
```

Where **SERVER_NAME** is the computer name (not the Domain name) of the 2000/2003 Server on which the WinSuite Enterprise Edition Server software is installed, and where **DOMAIN_NAME** is the 2000/2003 Domain on which that Server resides.

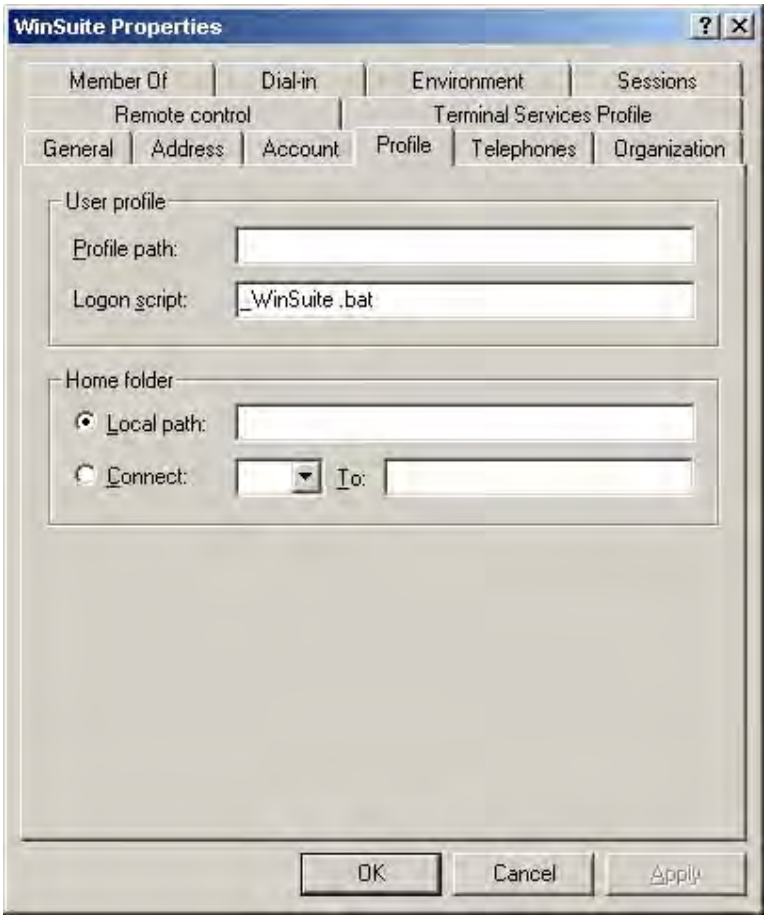
Note: You must include the top-level Domain, for example **.com**, in the **DOMAIN_NAME** you enter.

The **/I** parameter forces the Client setup program to install the WinSuite Enterprise Edition Client software (if the software is already installed, nothing will happen). The **/S** parameter forces the Client setup program to run in "silent" mode, which means that no warning message will be displayed before the Client software is installed (hence no other User interaction will be required).

A sample Logon Script which you can use is included below. You must remember to substitute the **Server_Name** and **Domain_Name** entries for your own Server and Domain names:

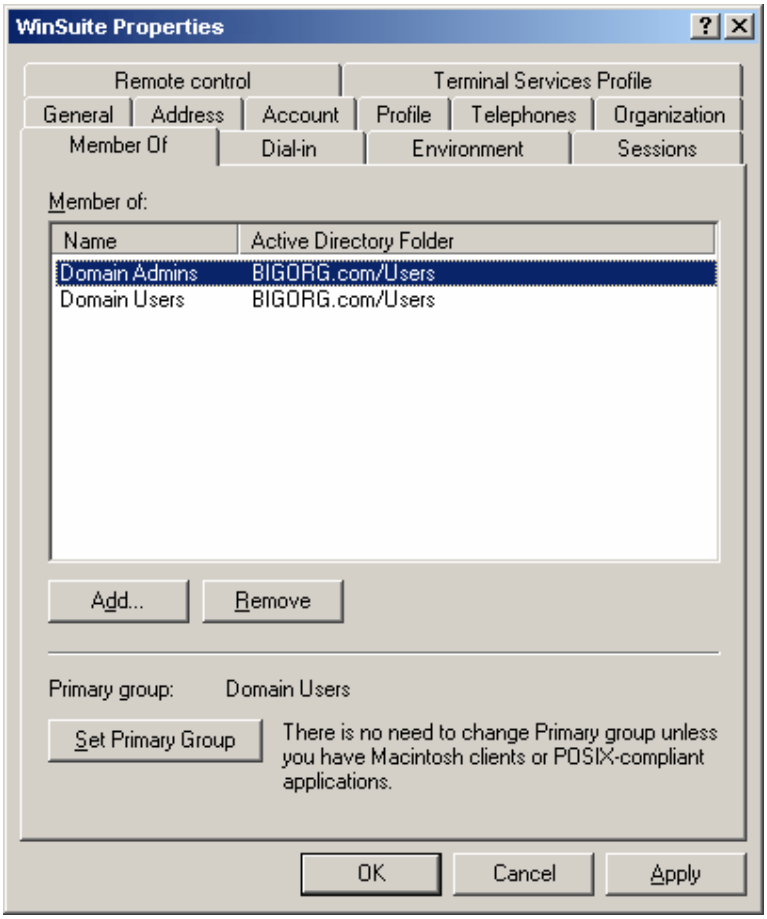
```
@BREAK OFF
@ECHO OFF
@IF "%OS%"=="Windows_NT" GOTO Inst_WS >nul
@NET TIME \\SERVERNAME /SET /YES >nul
@NET USE H: /HOME >nul

:Inst_WS
@\\SERVER_NAME\SYSVOL\DOMAIN_NAME\WINSUITEAD\CLIENT
\SETUP.EXE /I /S >nul
```

You need to associate the Logon Script with your **WinSuite** User. This can be done by displaying the User properties in **Active Directory Users and Computers**, and then selecting the **Profile** tab:



Enter the name of the script into the **Logon script** box as shown above (don't click on the **OK** button yet).

To ensure that the Client software installation can be completed successfully on all Windows Clients, you must make your **WinSuite** User a member of the built-in Windows 2000/2003 Server Global Group **Domain Admins**. In order to do this select the **Member Of** tab:



Use the **Add** button to make the User a member of the **Domain Admins** Group, as shown above. Then click on the **OK** button.

Once you have set up the **WinSuite** User and associated it with a Logon Script that will run the Client setup program, using the **/I** and **/S** parameters, all you need to do is ensure that someone logs onto each Client computer on your network as that User. The WinSuite Enterprise Edition Client software will then be installed automatically, and the Client computer will reboot. Users should now see the new secure WinSuite Enterprise Edition Logon screen.

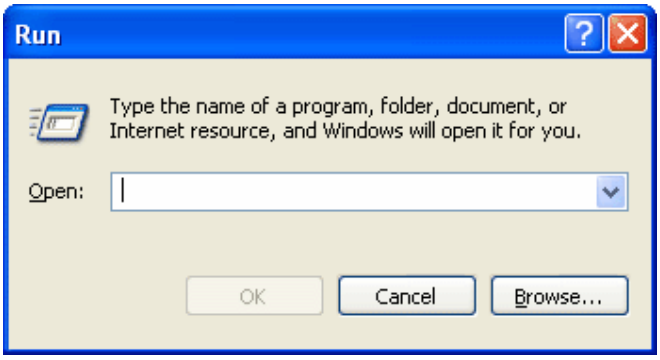
When you are happy that all the Client computers on your network have the WinSuite Enterprise Edition Client software installed, you can disable the **WinSuite** User account in order to remove any potential security loophole it might present.

Uninstalling the WinSuite Enterprise Edition Client Software

Uninstalling the Client Software Manually

Note: To uninstall the WinSuite Enterprise Edition Client software on any Windows Client computer, you must logon as a member of the built-in 2000/2003 Server Global Group **Domain Admins**.

Once you have logged on, click on the **Start | Run** command to display the Run dialog:



Now type the following into the **Open** box:

```
\\SERVER_NAME\SYSVOL\DOMAIN_NAME\WINSUITEAD\CLIENT
\SETUP.EXE /U
```

Where **SERVER_NAME** is the computer name (not the Domain name) of the 2000/2003 Server on which the WinSuite Enterprise Edition Server software is installed, and where **DOMAIN_NAME** is the 2000/2003 Domain on which that Server resides.

Note: You must include the top-level Domain, for example **.com**, in the **DOMAIN_NAME** you enter.

Once you have entered the correct path for the WinSuite Enterprise Edition Client setup program, including the **/U** switch, click on the **OK** button.

A message box will now appear telling you the program will uninstall the WinSuite Enterprise Edition Client software and that once this is done the Client computer will automatically reboot:

Note: Before continuing any further, make sure you have closed any applications that are open, and saved any work. The WinSuite Enterprise Edition Client uninstallation process will force the computer to reboot and you may lose any unsaved work.

Click on **OK** to uninstall the WinSuite Enterprise Edition Client software and reboot the computer. Otherwise, click on the **Cancel** button to close the message box and stop the uninstall process.

When the computer has finished booting up, you should see the normal Windows logon screen — you have now successfully uninstalled the WinSuite Client software.

Note: You can uninstall the WinSuite Enterprise Edition Client software in "silent" mode by including the **/S** parameter after the **/U** parameter in the command-line. This simply means that no warning message will be displayed before the Client software is uninstalled.

Uninstalling the Client Software via a Logon Script

If you did not install the WinSuite Enterprise Edition Client software via a Logon Script and so have no yet created a **WinSuite** User with an associated Logon Script (e.g. **_WinSuite.bat**) then please read the section called **Installing the Client Software Automatically via a Logon Script** in the previous chapter. Create the **WinSuite** User and Logon script exactly as described in that section.

As stated in the section on installing the Client software automatically, Windows Client computers logging onto a 2000/2003 Server have the ability to process Logon Scripts. As well as meaning WinSuite Enterprise Edition can be installed as part of a Logon Script, requiring no User intervention, it also means WinSuite Enterprise Edition can be uninstalled this way. This can be useful when it is not desirable or practical to visit each computer and uninstall the software manually.

Once you have created the **WinSuite** User and associated Logon Script, there is one simple change you need to make so the WinSuite Enterprise Edition Client setup program will uninstall the Client software.

Open the Logon Script you created to automatically install the Client software (e.g. **_WinSuite.bat**). Remember that this Logon Script should be located in the NETLOGON share on the authenticating 2000/2003 Server. The easiest way to access this share is to type **\\Server_Name\Netlogon** into the Address bar of an Explorer window or into the Run dialog.

Locate the following line in the script:

```
\\SERVER_NAME\SYSVOL\DOMAIN_NAME\WINSUITEAD\CLIENT
\SETUP.EXE /I /S
```

Note: Remember that the **SERVER_NAME** and **DOMAIN_NAME** entries will have been substituted with your own Server and Domain names. If they haven't, change them now.

Remove the **I** from the **/I** in the above line and replace it with a **U**, so it looks like the following:

```
\\SERVER_NAME\SYSVOL\DOMAIN_NAME\WINSUITEAD\CLIENT
\SETUP.EXE /U /S
```

Save and close the Logon Script. You can now logon to any of your WinSuite Enterprise Edition Client computers as the User called **WinSuite** and the Client software will be uninstalled automatically.

Note: In order for the Client uninstall to be completed successfully, you must ensure that you make the **WinSuite** User a member of the built-in Windows 2000/2003 Global Group **Domain Admins**.

Notes

Technical and Commercial Contacts

Technical Contacts

For all technical questions please contact technical support at:

United States
http://www.nditech.net
support@nditech.net
(866) 803-2638

United Kingdom
http://www.nditech.com
support@nditech.com
+44 (0)1270 506612

Note: If you are visiting the **Support** section of our Web site for the first time, you will need to obtain a username and password by telephoning our Support Desk. If you hold a valid Software Support and Maintenance Agreement, your username and password is documented in the agreement.

When calling the Support Desk, please be ready to provide the following information: Company contact details, a valid e-mail address and (where applicable) a purchase order/works order number or Software Support and Maintenance Agreement number.

Commercial Contacts

For all commercial questions, please either contact the company from whom you purchased this software, or NDI Technologies Sales at:

United States
http://www.nditech.net
sales@nditech.net
(866) 458-0426

United Kingdom
http://www.nditech.com
sales@nditech.com
+44 (0)1270 506600