O&O software

O&O Enterprise Management Console 6

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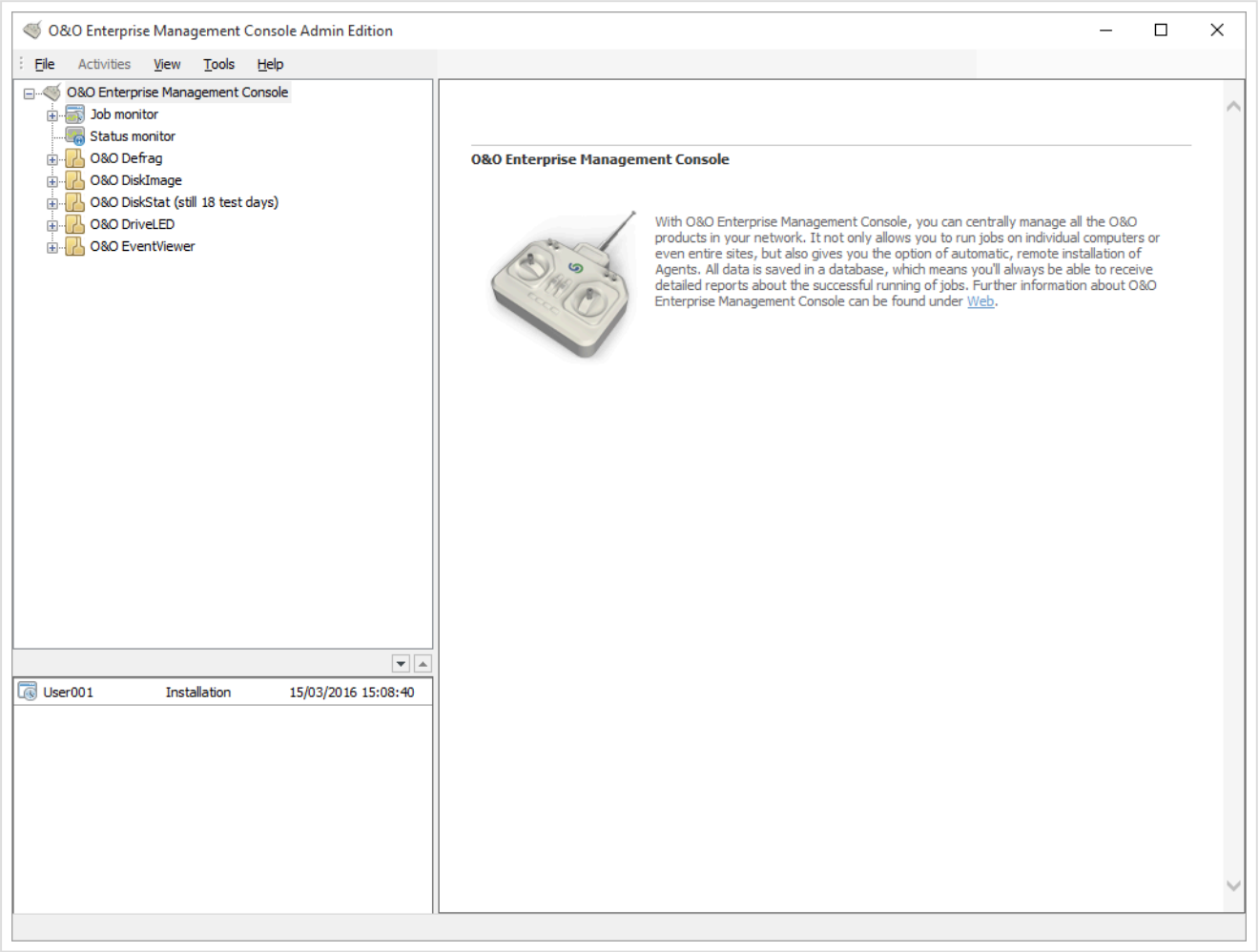
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Introduction

O&O Enterprise Management Console 6 manages O&O products such as O&O Defrag and O&O DiskImage on the computers of a network. It installs the products remotely, manages their licenses, groups computers in sites and assigns jobs to them, and collects the results in reports.



Archived Manual

This is the manual of O&O Enterprise Management Console 6. It is no longer updated.

Where to start

You want to	Start here
Get to know the console	About O&O Enterprise Management Console 6
Install the console and enter the license	Installation and licensing
Understand how the console communicates with the computers	Design and functionality
Set up the console step by step	Overview of the steps
Create and assign jobs	Manage jobs
Find answers to frequent questions	Frequently asked questions
Get help	Support and more from O&O

Licensing

O&O Enterprise Management Console is commercial software. You can try it with the trial version; continued use requires a valid license.

About O&O Enterprise Management Console 6

O&O Enterprise Management Console (OOEMC) will allow you to manage all your O&O products from a central location across your network. From there you can allocate Jobs to single computers or sites, and schedule automatic remote installations of the product agents. All events and data will be saved in a database, which ensures that you can always be supplied with detailed reports about the success of any jobs and about the status of the agents.

We hope that OOEMC will make your working in a network easier and that you'll be able to save all the time you'd otherwise need for managing every one of your company's computers manually.

Yours O&O Software

https://www.oo-software.com

:::note

Please bear in mind that the charts in the handbook or the Online Help might vary from you program interface, due to program updates.

:::

Important features at a glance {#important-features-at-a-glance}

Important features at a glanceYou can manage various O&O programs (Server or Workstation Editions)in the network with the OOEMC. The Console offers a fully automated remote installation and job distribution on Clients. If, for example, a Client is not available when a job is being allocated, the request will be repeated automatically at a specified interval. The user interface does not need to be started for this. The background components of the OOEMC will automatically execute the jobs. You can thereby reach a significantly larger number of computers in much less time than you'd need when using the manual request method.

A further advantage is that the components of OOEMC are always active, which means that jobs and reports are constantly in synch. The SQL Server serves as storage location. There is no longer any need to wait for reports because these can be accessed from the database at any time and do not have to be accessed from the Client. The database has now become the central storage location for jobs and reports.

Features at a glance:

- Central management for controlling jobs across a network
- Schedule the automatic running of jobs across a network
- Automated remote installation of O&O Products in the network
- Running of Windows commands (Batches) before and after the running of a job across a network
- Detailed Job Assistant with product specific setting options
- Constantly active Control Service for communicating between clients and SQL
- Detailed reporting
- Automated licensing on the target computers
- O&O EventViewer

- Module options
- Tutorials for easy entry
- Even faster execution of jobs
- Graphical interactive view of the job status
- Automated cyclical updates of the computer list

Integratable O&O products You can manage the following O&O Products in their current version with the O&O Enterprise Management Console in the network:

- O&O Defrag
- O&O DiskImage
- O&O DiskStat
- O&O DriveLED
- O&O EventViewer

Please bear in mind that only the Workstation and Server Editions of the listed O&O programs include an interface for the O&O Enterprise Management Console.

System requirements

:::note

Please pay attention as well to the system requirements of the Microsoft SQL Server 2014.

:::

:::note

The O&O Enterprise Management Console tested and developed with the most current and available Microsoft operating system and each corresponding Service Pack (with reference to the publishing date of O&O EMC).

:::

The system requirement of each operating system have to be fulfilled Ca. 1 GB free hard disk space for the whole package (SQL Server 2014 and OOEMC)

- Windows® 7 (all Editions, supports 64-Bit)
- Windows® Server 2008 R2 (all Editions*, supports 64-Bit)
- Windows® 8 (all Editions, supports 64-Bit)
- Windows® Server 2012 (all Editions*, supports 64-Bit)
- Windows® 8.1 (all Editions, supports 64-Bit)
- Windows® Server 2012 R2 (all Editions*, supports 64-Bit)
- Windows® 10 (all Editions, supports 64-Bit)
- Windows® Server 2016 (all Editions*, supports 64-Bit)
- * Core installations are excluded

The O&O Enterprise Management Console requires the installation of the Microsoft .Net Framework 4.6.1, and the .Net 2.0 Framework on the target computer. If the target computer does not have a connection to the Internet, you will need at least .Net 2.0 Framework with the Service Pack 1 installed.

You require Microsoft Internet Explorer 8.0 or better for the O&O Enterprise Management Console to function correctly.

The O&O Enterprise Management Console supports only SQL Server 2014.

:::note

For Windows 2008 R2 the Dot Net Framework needs to be enabled through a command in the command line :servermanagercmd -i NET-Framework-Core

:::

Permissions To install and register OOEMC, you must be a member of a local administrator group or possess comparable permissions. Domain Administrators normally already possess these permissions. You do not need any administrator permissions to start OOEMC.

Installation and licensing

In order to work with O&O Enterprise Management Console (OOEMC) across a network, you'll have to install all the components included in delivery and possess the respective O&O product licenses. Otherwise, you will have access to the test versions of the modules for up to 30 days.

You can either install the program by using the CD included in your package.

The installation contains the following components: **OOEMC** - The graphical user interface can be installed on either your workstation computer or your server. Select Control service in the selection dialogue and then follow the installation dialogues.

OOEMC control service - The OOEMC control service may only be installed once. It should be installed preferably on a Server because it is designed to be continuously active. If installed on a workstation computer, jobs might not be allocated or remote installations performed.

SQL Server Express - can be installed optionally when no Microsoft SQL Server is available. We recommend installing the SQL Server Express on a server so that it can be contacted at any time by the Control Service and OOEMC.

:::note

If you are installing the Control Service on a computer without the graphical user interface, you will be prompted to enter the connection to the database when the installation is completed. This step is absolutely necessary in order for the Control Service to function correctly.

:::

Migration to SQL Server 2014 You need to update your old database to an SQL Server 2014. This will be done automatically thanks to the O&O Enterprise Management Console. Older SQL Server versions will not be supported.

Using our Migration Assistant, migration to a new database can be done without any problem.

Start the installation {#start-the-installation}

1. Start the computer on which you want to install the SQL Server Express.
2. Login as local administrator or as a user possessing comparable permissions.
3. Click the installation file containing O&O Enterprise Management Console and follow the steps in the installation dialogue. Depending on whether or not you already have the Microsoft SQL Server 2014 available.

If you are choosing to install with the SQL Server Express, you will have to enter the name of the computer on which it should be installed. Once the installation of the SQL Server Express is completed, you can choose between **Complete** and **Customized installation**.

Customized installation The installation of individual components (Customized installation) is recommended when you wish to install the SQL Server Express and OOEMC on separate systems. This might be, if you install OOEMC on your workstations and the SQL Server Express on the Server.

Installing OOEMC Select **O&O Enterprise Management Console** in the selection dialogue and then follow the installation dialogues. When prompted, enter the server name and the instance name of the SQL Server.

When prompted, restart your computer.

:::note

O&O Enterprise Management Console can be installed on either your workstation computer or your server. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

:::

Installing the OOEMC Control Service Select **Control service** in the selection dialogue and then follow the installation dialogues. When prompted, enter the Server name and the instance name of the SQL Server.

When prompted, restart your computer.

:::note

The OOEMC Control Service may only be installed once. It should be installed preferably on a Server because it is designed to be continuously active. If installed on a workstation computer, jobs might not be allocated or remote installations performed.

:::

Complete installation All the components (OOEMC and OOEMC Control Service) will now be installed consecutively. Follow the dialogues and when prompted, enter the server name and the instance name of the SQL Server. When prompted, restart your computer.

:::note

O&O Enterprise Management Console can be installed on either your workstation computer or your server. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

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Notes on using your own SQL Server {#notes-on-using-your-own-sql-server}

If you do not use the included SQL Server, but use your own SQL Server, then you have to consider the following:

- Only SQL Server 2014 may be used for the OOEMC.
- The SQL Server has to run with mixed authentication modes (Mixed Mode). You can modify the settings while installing the SQL Servers or in the SQL Management Studio.
- If the SQL Server is running on another computer than where the OOEMC is installed, you will have to modify the Firewall of the SQL computer so that a connection (e.g. network connection) can be established. You could for instance activate TCP/IP as a means of communication. To do that you have to normally define the TCP Port 1433 as an exception.

Enter license {#enter-license}

:::note

In order to activate the O&O Enterprise Management Console after installation or at a later time, you must possess a valid license key. This license key is also called a registration code, serial number, or product ID.

:::

The dialogue for registration always appears automatically at the start to guide you if you are using an unregistered version or have entered the registration code incorrectly.

The registration wizard allows for a simple registration process.

When you select the option **I want to enter my license**, a dialog box will appear where you can enter the registration code you received when purchasing the software.

- If you have purchased the software **as download**, please enter the license information ("Name", "Company" and License key), just as they are written in the confirmation E-Mail you received.
- If you have purchased the software as **Box version**, please enter the license key as it is written on the license card included. In addition, please enter your name and if needed your company.

1. Please make sure that you do not confuse the digit “1” with “I” or enter any empty spaces where they don’t belong.
2. Press **Next** to save the registration data or **Cancel** to leave the dialog window without saving the data.
3. When you have correctly entered the license code you will receive a confirmation in the dialog window.

Should you run into any problems when entering your registration code, please contact our Support Team.

Use the trial version {#use-the-trial-version}

You can now test the O&O Enterprise Management Console (OOEMC) for 30 days free of charge and without any obligations. Each module can be allocated to an unlimited number of computers. After the test phase you will need the corresponding licenses for each module and the OOEMC to continue using it.

If you want to continue using the OOEMC after the test phase, don't hesitate to contact us. We will gladly offer our assistance on how to apply the OOEMC in your company.

Uninstall {#uninstall}

To remove O&O Enterprise Management Console from your computer, please follow the steps below:

1. Open the Control Panel in the Windows start menu and then click on Software.
2. Click on O&O Enterprise Management Console from the list of installed software and then click on Add/Remove or on Uninstall.
3. Confirm the uninstallation.

Updates {#updates}

To make sure that you are using the newest version, click on **Search for updates** in the menu bar.

Design and functionality

The following chapters explain the structure and functions of the O&O Enterprise Management Console.

Definition of terms A short explanation of the following terms will contribute to a better understanding of the documentation. Please use the charts “General communication model“ and “Functional principle of OOEMC” as an added help for understanding the text.

OOEMC Abbreviation for O&O Enterprise Management Console, the graphical user interface. The term refers to a management program (“container“) in which computers, programs and reports are structurally integrated.

Module A module is an O&O program integrated into OOEMC. This makes it possible to apply an O&O program across a network. It is listed in the navigation tree of OOEMC as program folder, e.g., O&O DiskImage or O&O Defrag.

Control service The OOEMC Control Service has the function of transferring or allocating jobs and installation instructions to the desired computer, i.e., the gateway agents, across a network. It controls communication between the database and the gateway agent of the network computer, allocates jobs and is responsible for remote installation. In doing so, it synchronizes with the Gateway agent on the computers in the network in cyclical intervals, to retrieve the newest reports on all Jobs.

Gateway agent The gateway agent is installed on the target computer during the remote installation of an O&O program. It communicates with the OOEMC Control Service and arranges for jobs to be run using the respective product agent (e.g., from O&O DiskImage). It also collects reports, on request, from the product agents and passes them onto the OOEMC Control Service.

Product agent The product agent is a service of any O&O product, e.g., O&O DiskImage, which is responsible for running a job on the respective client.

General communication model {#general-communication-model}

Using O&O Enterprise Management Console (OOEMC), you’ll be able to allocate and manage jobs for O&O programs across a network from a central location. OOEMC itself doesn’t perform any managing functions but with it you can integrate network capable O&O programs, e.g., DiskImage, which are able to assume this function. The integrated O&O programs are called modules.

To put it simply, communication from your workstation computer to the network computer is carried out using your SQL Server and the Control Service. The Control Service communicates with the respective network computers (clients) on which jobs can be run (see the chart “General Communication Model”).

:::note

the chart shows only one possible application of OOEMC. The Control Service (CCS) can also be installed on a separate computer. Also, the graphical interface of the OOEMC can also be located on the Server, where the control service is located.

:::

Functional principle {#functional-principle}

Communication from your workstation computer to the network computers is carried out over your SQL database and the OOEMC Control Service. The Control Service communicates between the SQL Server and the gateway agents of the respective network computer (clients). The gateway agent is automatically installed on the client during the remote installation of an O&O product and receives jobs from the Control Service. The gateway agent then passes these jobs onto the product agent, e.g. O&O DiskImage, which is responsible for running a job, and in turn collects reports about how the job was run (see chart “Functional principle of OOEMC”.

:::note

the chart shows only one possible application of OOEMC. The Control Service can also be installed on a separate computer. OOEMC can also be installed on the server in a similar way.

:::

Components of O&O Enterprise Management Console {#components-of-o-and-o-enterprise-management-console}

The design of OOEMC is very clearly laid out and provides quick access to both the module and the program features.

Module directories and more sub directories are located in the left navigation zone of the O&O Enterprise Management Console:

- Job monitor- displays all created Jobs.
- Jobs calendar - displays all jobs in a calendar overview.
- Status monitor- displays the Jobs processed by the control service and their status.
- O&O module folder, e.g. O&O Defrag, O&O DiskImage or O&O DiskStat, include more sub folder
- Jobs – includes a Job Assistant for planning the time-controlled running of a job on selected computers or sites.
- Reports – the folder contains all status reports about the jobs.
- Computer – includes all the computers you’ve added to a network in order to install an O&O program like O&O DiskImage.
- Sites - includes all the sites you’ve added to a network in order to install a program like O&O DiskImage onto all the site’s computers.
- Menu bar- includes more menus like folder, view, Tools and Help.
- File - Using the File menu, you can create new jobs and add a new computer or site.
- Under View you can customize the program interface and run updates.
- Under Tools you can choose further options and module options. In addition, you have access to maintenance and repair options and database imagings.

Overview of the steps

After it’s successfully installed, you can open OOEMC on your workstation from either the desktop icon or using the path **Start/All Programs/O&O Software/O&O Enterprise Management Console**. You can access Help by using either the **Help** button or pushing **F1**.

Step 1: Prepare the target computers

Before you begin assigning jobs in the network or performing remote installations, you have to open certain ports or port ranges of the firewall on the target computers (clients). Otherwise the computers will not be contacted and you will receive error notices in reports.

If you’re using a firewall from another manufacturer than Microsoft, check with the respective program’s Help.

You have to open (or allow these exceptions) the following ports through the Windows Firewall settings to allow the remote installation and for assigning jobs. For more information read chapter Allow exceptions.

Hint: You can find the settings for the Windows Firewall on your computer under: **Start/Control Panel/Security Center/Windows Firewall/Change settings/Exceptions**.

:::note

Computers with Windows XP are not supported and will be automatically removed from the database. Computers with Windows XP cannot be added.

:::

Windows 7, Windows 8 and Windows 10

	For Remote Installation	For Connection/Allocating jobs/Reports
Port/Port Range (Exceptions)	File and Printer Sharing (TCP 139, TCP 445, UDP 137, UDP 138) Remote Management Windows Management Instrumentation - WMI (TCP/135)	50400 50401 (Optional, only necessary when using SSL Encryption) 50300 (Optional for O&O Defrag)

Allow exceptions Before being able to run activities in the network with the OOEMC, you need to specify certain settings on the Firewall on the target computer. If you haven't made any changes to the firewall settings, please bear the following steps in mind while defining exceptions and opening ports. Here are the examples for Windows 7 as well as Windows Server 2008:

1. Open the Windows Firewall in the Control Panel.
2. On the left, click on **Allow a program or feature through Windows Firewall**.
3. Place the following control checks in the column **Domain**. The computer needs to be in a domain for it to display the column: **File and printer sharing**, **Remote Service Management** and **Windows Management Instrumentation (WMI)**.

In addition, you need to create and share further ports.

1. Open the Windows Firewall in the Control Panel and click on **Advanced settings**.
2. To create the needed ports for the OOEMC, click on **Inbound rules** on the left of the dialogue.
3. Afterwards, click on **Activities** on the left and then on **New Rule**.
4. Then select **Port** and follow the dialogue with **Continue**.
5. In the text field **Specific local ports** enter <50400, 50401>, and confirm with **Continue**.

6. In addition, the following ports should be opened for the communication with the corresponding product agents: DiskImage <50302>, Defrag <50303>, DiskStat <50304>, EventViewer <50305>, DriveLED <50306>.
7. Please leave the default setting **Allow the connection** in the next dialogue enabled and click on **Continue**.
8. Enable all three checks in the next dialogues (Domain, Private, Public), if these are not checked by default and click on **Continue**.
9. Now enter a fitting name, e.g. OOEMC, and optionally a description.
10. Save the settings with **Finish**.

Step 2: First start after the installation

The Database Wizard will appear at the initial start of O&O Enterprise Management Console or following deletion of the database from the user interface. Here you'll be able to construct a new database or select one that is already available. If you're using an older version of OOEMC, it will be automatically updated to the latest version without any loss of data.

- For designing the database, enter the server name and the name of the database, e.g., Server1SQLEXPRESS. If the database is located on the same computer as the O&O Enterprise Management Console, please enter (local)SQLEXPRESS.

Step 3: Tutorial

You can now follow the tutorial, which will guide you through the most important functions of the OOEMC. As soon as it finishes, you can start another tutorial on the module of your choice to facilitate the work with this module.

You can also go through the tutorials of the OOEMC and the modules at a later time under **Tools/Tutorial options**.

End tutorial Under **Tools/Tutorial** options you can end the currently running tutorial with **Stop tutorial**.

Step 4: Set up computer access and remote installation

From your own workstation, you can conveniently install O&O programs remotely on any number of computers across a network.

To execute a remote installation on the Clients, you must still enter the name of the user whose account is being used for remote installation.

If you have your own solution to distribute the software package or want to continue with the installation manually, please disable the function **Remote installation/run remote installation**.

In this case, the OOEMC will not allow changes in the software of the Clients.

:::note

Make sure you have the required administrator permissions on the target computer! Otherwise the remote installation will fail.

:::

- To do this, under **Tools/Options** click **Computer permissions** and enter the user account for the computer permissions in the format **DomainUser name**.

:::note

If the target computer has an active Windows Firewall, you have to open the Port ranges “File and Printer Sharing” (TCP 139, TCP 445, UDP 137, UDP 138) and „WMI“ (TCP/135) for remote installation. You can read more about this in the chapter “Preparing the target computer.” If you’re using a firewall from another manufacturer, consult the program’s own Help site.

:::

Step 5: Manage licenses

If you want to install an O&O program in the network you must have access to the corresponding license key or possess a valid test version. You received the license key upon purchase of the OOEMC. If all licenses are used up, you can buy more from us or our partners. Special license agreements allow for the unlimited use on any computer within the company. If you need additional licenses, or have questions concerning our license program do not hesitate to contact us: sales@oo-software.com

Licensing gives you an overview of available and used licenses. For Pro Client or Server you will need a corresponding license key per client or Server. As soon as you try to add a new computer to the list, a message will appear letting you know if you still have enough licenses. It would be best to enter the license key before creating the computer list.

Enter license key for module To get to the license management click on the Menu Bar under **Tools** on **Licensing**.

1. Click on **New**, to enter a new license.
2. The OOEMC recognizes the module automatically based on the license information.
3. You can now enter the license information in the license dialogue. Make sure to not mix up the number “1” with the letter “I” and to not enter any empty spaces.
4. If you select the option **Apply to computer** the licensing will automatically be transferred to the target computer and you do not have to enter it manually on each computer.
5. If you have purchased an Enterprise License with a limited amount of licenses the number will be noted automatically below.
6. After entering your license data successfully you can add new computers to your list. The remote installation and the licensing (if specified) will be executes automatically on the target computer.

Alternatively, you can request a license file (*.xml) with all your acquired licenses and enter them comfortably through the OOEMC. Please follow the steps below:

1. Store the license file (*.xml) on your computer, e.g. on your Desktop.
2. In the licensing dialogue click on **license file** and open the XML file. Afterwards, all available licenses will be displayed (Workstation and Server Editions).
3. Select the license from the list by enabling the control check and confirming with **OK**.
4. If you have purchased an Enterprise License with a limited amount of licenses, please enter the number of licenses in the form. Confirm your selection with **OK**.
5. If you select the option **Apply to computer** the licensing will automatically be transferred to the target computer and you do not have to enter it manually on each computer.
6. After entering your license data successfully you can add new computers to your list. The remote installation and the licensing (if specified) will be executes automatically on the target computer.

Step 6: Add a new computer

If the data for accessing the computer are entered, the computers should be added to the OOEMC. You can add an unlimited amount of computers to the OOEMC in the network, if your network includes an Active Directory (AD). You will find the appropriate functions by right-clicking. When doing so, please observe the terms of your license. In the menu list under **Tools/Licensing** you'll be able to enter your license key. You could, for example, add up to 25 computers to the computer list if you have a 25-seat license.

1. To integrate a new computer into OOEMC, right-click in each module folder on computer then on **New computer**.
2. Enter either the computer name and the DNS name, or just the computer name, if the computer name is clear, and click **readout computer information***. At that point, the DNS name will be automatically entered.
3. Confirm your entries with **OK**. After that the computer will be added to the computer list.
4. The OOEMC will now try to run an installation of the computers. You recognize this in the lower section of the OOEMC (transmission window). If you want, you can also click on the status monitor in the navigation tree.
5. You will be informed on the success of your Job under **Reports** and in the computer view. For this select the desired computer and click on **Reports**. In addition, you can inform yourself on the current state of the job execution through the status monitor.

* **Note:** When you click **Readout computer information** OOEMC attempts to contact your domain controller and to map the computer along with its organizational unit structure. While doing so, a connection will be made to the domain controller, and the DNS and full computer name will be read out.

Step 7: Create a new job

A job specifies various parameters for using an O&O product across a network. Jobs can be allocated to particular computers or sites.

The Job Assistant is responsible for running time-controlled functions of selected O&O programs.

You can use the various settings in the Job Assistant to specify the frequency of a job or program specific methods. These settings are designed identically for every O&O program. The differences can be seen in the individual settings, which you will find in the Job Assistant for each particular program (e.g., in O&O Defrag).

1. To create a new job, open the Job Assistant by right-clicking on **Jobs** in the left navigation tree.
2. Under **Job-ID** you can specify the name of the job. This name will later be used for creating reports and will provide information about the action the job runs. The name has only symbolic value and can also be used for other jobs.
3. Then, click on all tabs (e.g. Schedule, General, O&O Defrag - Drives, O&O Defrag - Tuning) and there specify further settings.

- If you click on **Apply**, all previously specified settings will be saved and the Job Assistant will remain open for further setting specification.
- By clicking on **OK** you store all the settings. Afterwards, the Job Assistant will be closed.

Create schedule for new job Under **Schedule** in the Job Assistant, you can specify if the job should be run only once or repeatedly (e.g., once a week).

Step 8: Assign a job to a computer

:::note

before you assign a job to a computer, you can perform a remote installation check. The check provides information about whether the remote installation needed for running a job is possible, or what can be preventing it. This function can be found by right-clicking the relevant computer.

:::

Once you've created a job, you can select the computer on which the job should be run.

1. In the navigation tree on the left, click on the corresponding module folder on **Job**.
2. Select the job in the upper right program window, which you want to assign to a computer.
3. In the tab **Computer**, you can assign the selected job to one or more computers by clicking on Add. Multiple selections is possible with the help of the Ctrl key. Make sure that the activation check is placed behind the corresponding computers.
4. The job will now be transferred over to the selected computer and run at the specified time.

Assign job to computer site Once you've created a job, you can select the site on which the job should be run. You will not have to select every individual computer in the site.

1. Click on **Site** in the navigation structure on the left.
2. In the list of sites you can click the site for which you want to assign a job.
3. In the Jobs field below, you can assign a job to the selected site by clicking **Add**. Make sure that the activation check is placed behind the corresponding job.
4. Select the job you want to assign and click OK. The job will now be run on the selected site.

Manage computers

Computers in the OOEMC represent computers in your network. You can add computers manually or search for them automatically.

Find and add computers {#find-and-add-computers}

If you search for a computer, the Active Directory will be searched and all computers will be displayed in the list. Any computer in a network can be added to OOEMC.

1. To integrate a new computer into OOEMC, right-click Computer then **Find Computer**.
2. The search settings allow you to limit the selection of computers.
3. A list of all the available computers will appear. Select the computer you wish to add and confirm your choice with **OK**.

Search settings

- The mapping of computers within the domain may be based on hierarchy or alphabetical.
- You can also continue to search for computer names.
- The OU filter allows you to only to view computers of a desired organizational unit. For this, enter the name of the organizational unit, e.g. "accounting".

Import and export the computer list {#import-and-export-the-computer-list}

The lists of new computers you've created in OOEMC can be exported and saved for security purposes. The lists can always be imported back into the OOEMC when needed.

- Right-click Computer, then click **Import** or **Export computer list** in the navigation overview.

Remove a computer or site {#remove-a-computer-or-site}

If you don't need a computer anymore, you can remove it from the OOEMC. Removing a computer needs to be done in each module individually. If you delete a computer in the module folder O&O Defrag, then O&O Defrag will be uninstalled on the target computer, and all O&O-Defrag Jobs will also be deleted, whether they were added locally on the target computer or via the OOEMC.

- For this right-click on the computer or the site on **Remove**.

Update computer information {#update-computer-information}

If you have changed the computer structure in the Active Directory you can command a synchronization with the domain controller. The computer arrangement within the OOEMC is adapted to the computer structure in the Active Directory, and if necessary will be newly organized.

1. To update the computer information, click on **Computer** in the selected module directory.

2. Select Update Active Directory either by right-clicking or under **Activities/Computer information**.

Check the remote installation {#check-the-remote-installation}

Before assigning a job to a computer, you can check if all the communication settings with the OOEMC are correct.

- For doing this, right-click a computer in the computer list, and click **Remote installation check** in the list of actions.

Display computer properties {#display-computer-properties}

Double clicking on a computer in the computer list opens the Properties dialogue. There you can:

General Under general you can see the DNS name of the computer. In addition, you can specify, if the Agent or also the user interface should be installed on the computer.

You will also see the information (Version and computer type - Client or Server) of each corresponding operating system.

Computer status Access the computer status to restart the computer, to continue with the installation, or finish it. If a computer is not available whenever the jobs are distributed, e.g. because it is turned off, the control service of the OOEMC will try to contact it again and again after certain time intervals. The interval will become less frequent, the longer the computer cannot be reached. The function **Reset status** you can order the control service, to reach the computer whenever it is turned on again - and to wait for the next interval.

Agents Shows the status of the installation of the Agents on the computer. Agents can be started or stopped individually.

Run a job on a computer

After assigning a job to a computer, it will be run automatically on the computer.

To assign a job to a computer, you need to have created the job before. If you haven't created a job yet, proceed as described in chapter Create new job.

1. In the navigation tree, click on the corresponding module folder on Computer.
2. Only the available computers, which have the Agent of the module installed are listed in the upper right program window.
3. Select the computer you want and click on Add under Job in the lower right window.
4. Select the job from the list by enabling the control check and confirming with OK.
5. The job will now be run on the scheduled time.

:::tip

To stop the execution of the job, you can delete the connection with the computer by clicking on **Remove**.

:::

Control O&O Defrag remotely

:::note

This function is only available in O&O Defrag!

:::

:::note

Please bear in mind that for this function Port **50300** is open in the Windows-Firewall of the target computer. Otherwise it is not possible to exchange O&O Defrag relevant data between computers. If you’re using a firewall from another manufacturer, check with the respective program’s Help.

:::

You can control O&O Defrag on a network server using the user interface over a remote control connection.

To do this, O&O Defrag must already be installed on the target computer. The installation can be performed manually or occurs automatically, when you add the computer to the O&O-Defrag computer list. The message on the success of the remote installation can be read in the corresponding report.

- To activate the remote operation, you have to select the computer that you want to connect to from the list.
- Right-click on **O&O Defrag/O&O Defrag Remote Control** of the corresponding computer. You can then control O&O Defrag on the target computer via the user interface.

Computer settings for O&O Defrag {#computer-settings-for-o-and-o-defrag}

You may specify settings for the module O&O Defrag, which will be taken into account during the defragmentation.

1. Click on **Computer** in the module folder **O&O Defrag** to specify the settings.
2. If you already have added one or several computers, select the desired computer, for which the settings should apply with a double-click.
3. The O&O Defrag settings dialogue for the corresponding computer will open.
4. After specifying your settings, click on **OK**, to apply the changes. The OOEMC will then try, to apply these settings onto the selected computer. The settings will then be continuously enabled on the computer.

:::tip

You can also apply these settings to an entire site, so that they will be valid for all computer of this site. For this, double-click on the site to open the settings dialogue.

:::

Below you will find a short description of the specific setting constellations for O&O Defrag:

General settings The settings control the behavior of O&O Defrag during analysis and defragmentation.

- **Tasktray** If you wish, the O&O Defrag icon may be placed on the tasktray to display the status of defragmentation. The logged- in user may also optionally use the advanced control possibilities.
- **Reports and Event logging** You can create status reports in the HTML format. A maximum of 999 reports can be created and saved. Please enable this function, if you want to log all O&O Defrag activities into the Windows Event log. You can specify the detail level for the notification - whereby level 1 only logs errors and level 4 stores all the information available. Please bear in mind that this might lead to many log entries, which in turn overwrite entries by other programs or systems.

Automatic optimization Thanks to automatic optimization, there is no need to set defragmentation settings manually. It is enabled automatically after installation and optimizes your hard disk in the background; without your computer losing any of its performance. This innovative function makes it possible for administrators under pressure, as well as for- non professionals, to maintain the highest performance levels without losing time learning about the program. You can also influence the behavior of the automatic optimization heavily:You can decide between quick and thorough defragmentations on hard disks. The quick defragmentation employs the OPTIMIZE/Quick method, the thorough defragmentation the OPTIMIZE method.

For the first time, O&O Defrag enables you to optimize all makes of SSD drives. Using regularly scheduled ATA TRIM commands, an SSD will be kept informed of those hard disk areas that are available for new data. Instead of continuing to save the contents of data that’s no longer needed, the SSD can now use those freed areas for a drive-internal optimization of its data management. As a result, the SSD is able to process accesses significantly faster, and wear out on flash chips is kept to a minimum.

- Click on **Add drive** to determine which drives on the target computer need to be optimized automatically. You can select between system and data drives.
- You can then select the time intervals for the optimization of the **hard disks** or **SSDs**.

Select files for defragmentation Under **Files** in the settings dialogue you can exclude files and folder from defragmentation. You can, for instance, exclude a complete folder, but still put certain files from it in the list of files to be defragmented. In addition, when time doesn’t permit, you can also specify that large files should not be defragmented or moved.

Drives Here you can enable the optional settings, which specify how the drives of the computer should be treated during the analysis and the defragmentation.

Deleting free space on hard disks Privacy in capital letters: O&O Defrag can also be used for deleting free space on hard disks. This prevents traces of confidential data left over from partially-deleted or temporary files from falling into the hands of any strangers.

ActivityMonitor Under the O&O ActivityMonitor you can specify the CPU when optimization should start and the maximum CPU that O&O Defrag may use. The O&O ActivityMonitor periodically determines degree of use of the CPU. It controls the performance demand of O&O Defrag during a defragmentation and adapts it to the current state. You can thereby work undisturbed while your system is being defragmented in the background. O&O Defrag offers many ways in which you can make your defragmentation even more effective and efficient. The default configurations are already optimized for most systems, which means you won’t normally have to make any changes here. You may, however, also adjust the tuning options yourself.

Manage sites

Jobs can be run on either individual computers or on a site (a group of computers). You can define sites regardless of their domain structure and, for example, divide workstations and servers into two different sites. You can then allocate certain jobs to each site and avoid the danger of using settings for servers on workstations and vice versa.

Create a site {#create-a-site}

In the OOEMC you can add existing sites or create new ones. You can, of course, also change and delete them.

To create a new site, follow the steps below:

1. Right-click on site in the left navigation zone and select the folder **Site/New Site**.
2. Enter a symbolic name for the site in the dialogue, and as the case may be, assign it to a superior site.
3. Confirm your selection with **OK**.
4. You can now add computers to the site and assign jobs to it.

Add a computer to a site {#add-a-computer-to-a-site}

In order to add a computer to an existing site, please do the following:

1. Click on **Sites** in the navigation view to the left.
2. Click the site where you want to add a computer.
3. Then click the tab **Computer** to the right in the middle of the program window.
4. Click on **Add**. All the available computers will now be listed.
5. Select the desired computer.

:::note

When a computer is added to a site, it automatically receives all jobs that have been allocated to this site. When a job is added to a site, all computers of this site will automatically receive this job.

:::

Remove a computer from a site {#remove-a-computer-from-a-site}

To remove a computer from a site, do the following:

1. Click on **Sites** in the navigation view to the left. All the existing sites will then be displayed in the upper right-hand program window.
2. Click the site where you want to add a computer.
3. Then click the tab **Computer** to the right in the middle of the program window. Select the desired computer and click Remove.
4. Then select the desired computer and click **Remove**.

Find computers and administrative units {#find-computers-and-administrative-units}

You have the possibility to display your domain structure over the OOEMC. Your domain controller will be accessed and the complete organizational unit structure is transferred as sites into the OOEMC. The computer of the organization units will be added as computer to these sites.

- This can be done by right-clicking in the navigation tree on the **Sites** folder, and then selecting **Find computers and administration units**.

Import and export sites {#import-and-export-sites}

Lists of sites that you've created in OOEMC can be exported and saved for security purposes. The lists can always be imported back into the OOEMC when needed.

- To do this, right-click on Sites and then click **Import sites** or **Export sites**.

Copy sites {#copy-sites}

If you want to use on or more sites for another module, then you can copy the existing sites with all the computers in them and paste then in a different folder.

Manage jobs

You can change already existing jobs at any time. The changes will then be automatically applied to any computer that was assigned that particular job.

:::note

The execution of the changed job can be delayed, if the target computer is turned off when the change is made. A longer interval setting can also result in delays.

:::

Create a new job {#create-a-new-job}

1. To create a job, click on the desired module folder on **Jobs** in the navigation tree.
2. Now, click on **Add** in the upper right program window, to start the Job Assistant.
3. Optionally, you can also enter a name and some notes for the Job under **General**.
4. Under **Schedule** you can specify the time of execution and the interval, if the job is supposed to be executed regularly.
5. Now, make more specific entries in the job Assistant of each corresponding tab of a module (e.g. O&O Defrag), such as the drive or the storage path needed for the its execution.
6. Optionally, you can make further specifications under **General/Pre Job/Post Job**.
7. Confirm your entries with **OK**, to save the job.

Change job settings {#change-job-settings}

Right-clicking the job in the job list will let you change a job. Enter the changes in the Job Assistant and confirm your entries. After that the job will be transferred.

Assign a job to a computer {#assign-a-job-to-a-computer}

:::note

Before you assign a job to a computer, you can perform a remote installation check. The check provides information about whether the remote installation needed for running a job is possible, or what can be preventing it. This function can be found by right-clicking the relevant computer.

:::

Once you've created a job, you can select the computer on which the job should be run. After assigning a job to a computer, it will be run automatically on the computer.

1. In the navigation tree on the left, click on the corresponding module folder on **Job**.
2. Select the job in the upper right program window, which you want to assign to a computer.
3. In the tab **Computer**, you can assign the selected job to one or more computers by clicking on **Add**. Multiple selection is possible with the help of the Ctrl key. Make sure that the activation check is placed behind the

corresponding computers.

4. The job will now be transferred over to the selected computer and run at the specified time.

Delete a job {#delete-a-job}

Right-clicking a job in the job list will allow you to remove it. If the job is running, it will be automatically aborted.

Jobs with O&O DiskImage

When creating jobs across a network using O&O DiskImage, you'll have to manually enter the storage path (target file) for the image file in the Job Assistant under Image) or look for the storage location in the browser e.g. `\Images\Image23082010.omg`.

If you want to store you images on network drives, please continue reading in chapter Connect network drives.

Map network drives {#map-network-drives}

:::note

This chapter is only relevant when planning jobs with O&O DiskImage.

:::

To run O&O DiskImage jobs successfully in the network, you must make sure to hold sufficient permissions to access network drives. You need the permissions to authorize storing images on network drives. You only have to authenticate yourself within the network. Enter the following settings under **Tools/Module options/O&O DiskImage**:

- Click on **Add authentication data**.
- Enter a password of your choice and confirm your entry. The entered number combination encrypts the network drive sharing. The entry as such will also be encrypted. The key for this password is composed of a public key and a private key, so that the password file will only be opened and read by you or O&O DiskImage.
- Under Computer/Folder enter the path under which the image is to be saved, or from where it is supposed to be loaded from: `\Computer nameFolder name` or `Domain nameFolder nameUser name`. Alternatively, you can also enter the computer name only, if all the sharing options can be opened by the selected user.
- You have to enter a qualified name of a user account while entering the user name. For example, the corresponding domain for the specific domain account has to be entered and covered, e.g. `domainuser1` or `User1@domain`.
- Enter the network password of the user, or of his user account. Please keep in mind that the user under which you login has to hold access rights for the target or original folder.
- Afterwards, your entries will be displayed in the computer and folder list under **Network authentication**. Of course, it is possible to add several network drives.
- If you create a job afterwards, you can specify the network drives under target file in the job dialogue, for which you have authenticated yourself. The image will automatically be stored there.

Read cross-module information

The navigation tree allows you to view the sub-folders of the O&O Enterprise Management Console and thus retrieve a general overview of all jobs and processes.

View all jobs (Job monitor)

The job monitor shows all created jobs, independently from the modules.

Job calendar The job calendar of the OOEMC offers you an overview on the moment of time of the execution of all created jobs. The job calendars in the module folders only show the selected job of the module.

Read transfer status (status monitor)

The status monitor displays information on current processes, so that you can read the jobs run by the control service and their status.

In the tab **Current waiting list** you can read, when which process will start.

Under **Completed jobs** you will find all successfully completed processes displayed in list form.

Reports

A report will be created for every action performed by OOEMC and the clients. This will be filed in the SQL database and can be accessed as an HTML document.

You can find all the created reports in their respective module directory in OOEMC, filed according to date. In the report, you'll find all the information about the running of an installation or job, for example, status, computer name, action, and date.

- To view the report, click in the corresponding module folder (e.g. O&O Defrag) on reports and select the one you want to see from the list.

Search reports

1. To find certain reports click on Reports in the left navigation bar in the module you selected.
2. You can now search for certain reports in the upper right-hand program window. The search screen facilitates the search.
3. You can limit the search by setting parameters for time frame, computer name or jobs. In addition, you can also filter reports for successful or unsuccessful notifications.

Search group reports

1. To find certain group reports click on Reports/Group reports in the left navigation bar in the module you selected.
2. You can now search for certain reports in the upper right-hand program window. The search screen facilitates the search.
3. You can limit the search by setting parameters for time frame, computer name or jobs.

Options

Under Tools/Options in the menu bar, you can change your settings for working across a network with OOEMC.

Login to the database {#login-to-the-database}

In order to work with OOEMC across a network, you'll have to login to the database.

To do so, in the menu under **Tools/Options** click **Database**.

Server Name: Name of the Server on which the SQL database is installed.

Login to Server Windows Authentication: User and password of the Windows user will be needed.

SQL Server Authentication: User data and password that you supplied will be used.

User management In **User Management** you can specify which users have access to the database.

In the menu under **Tools/Options/Database** you can access User Management.

Manage the control service {#manage-the-control-service}

The Control service distributes Jobs in the network and makes regular contact with the network computers for this.

You can change the settings for the control service under **Tools/Options/Control service**.

Retry-connection interval

The interval controller sees to it that the OOEMC Control Service tries to pass on jobs to target computers automatically and at regular intervals. If a computer is not in operation at the time a job needs to be run or during a remote installation, because, for example, it's simply turned off, this will be noted in a report and the request will be repeated at certain intervals.

:::tip

The lines stand for the number of transmission tries, also the first line stands for the first transmissions try, the second line for the second etc. the time window will increase after each transmission try as default.

:::

1. To customize the performance interval of the OOEMC Control Service, under **Tools/Options** click **Control service**.
2. In the program window under **Change interval settings** you can change and specify the default settings of the time intervals whenever the service shall contact the target computer.
3. For this, select a line and depending on your needs click on **Edit, Add or Remove**.

Synchronization interval

The synchronization interval indicates in what time interval the control service retrieves reports and local tasks of individual the computers.

- You can adapt the synchronization interval under **Tools/Options/Control service/Service options**.

Intelligent synchronization The option intelligent synchronization adapts the synchronization interval automatically to the number of clients in the network. The contact frequency of computers influences the number of automatic synchronization. The more contact there is, the less it will be synchronized. This occurs to minimize data transfer volume.

Constant synchronization If you wish for a regular synchronization, then you can set a permanent time interval under **Constant synchronization**.

SSL encryption

The SSL encryption guarantees that data will not be able to be read or manipulated during its transfer from computer to service.

- You can enable SSL encryption in the menu under **Tools/Options/Control Service**.

:::note

If you use an SSL encryption, Port 50401 must also be opened on the target computer. If you’re using a firewall from another manufacturer, check with the respective program’s Help.

:::

Pause service activities

Enable this function, if you want to pause the control service, so that no job is transferred or no computer is installed.

Computer access {#computer-access}

Please enter here, under which user name and password contact shall be made to the target computer. The account needs to hold administrator rights on the target computer.

- If you already own an installation solution, you can disable the **Remote installation/Run remote installation** through OOEMC.

E-mail notification of events {#e-mail-notification-of-events}

You can create a setting to keep you informed of events by E-mail. Contacts can also be created for those who should be contacted for particular events.

You can also define rules such as, if an agent is unable to allocate a job, contacts A and B should be informed. The service will thereby send an E-mail to the respective contacts.

You can access the settings for the program’s behavior regarding errors, events or warnings in the menu under **Tools/Options/Notification**.

:::note

The entered Email address has to be known to the Email Server, otherwise, Email notifications might fail.

:::

Log file {#log-file}

The log file documents the activities executed by the program. This information is very helpful and supportive when analyzing and removing errors. To save storage space, you can normally also disable the documenting feature.

Report settings {#report-settings}

In the menu bar under **Tools/Options/Reports** you can set further report settings.

Storage period for reports Here you can select, if the reports should be stored for an unlimited or a limited time period.

Creating group reports Group reports are summarized reports. Reports on all actions are created, e.g. installation, de-installation or job execution. You will thus always be informed on what activities are executed on which client.

Do not summarize reports: You will receive a report per Client and activity.

Summary interval: By default, old reports are updated every 60 seconds

Miscellaneous {#miscellaneous}

Under **Tools/Options/Miscellaneous** you will find further settings possibilities.

Automatic update of views

Here you can specify the settings for the user interface. Please specify here, in what time intervals the views such as the computer view or the Job view should be updated automatically. Higher time intervals lead to a performance increase of the graphical surface. The views are updated every 30 seconds by default.

Hide synchronization of computers

If you want to hide the synchronization of computers in the transmissions overview, enable this function.

Load data from the Internet

Here you can enter, if you want to load the product start page from the Internet at all times. By loading the start page from the Internet, you will be up to date on the latest news and notes for the day to day work with the product.

Advanced Options in the queue

Here you can specify whether you want to enable advanced options for activities in the queue.

Set advanced permissions for the uninstallation: If you have removed computers from the OOEMC, which cannot be reached in your network anymore; the OOEMC will try to uninstall them. However, since these computers are no longer available, this will fail. The OOEMC will attempt the uninstallation in the specified interval periods yet remain unsuccessful, and these items remain in the queue. If this option is enabled, you ca remove the elements "Uninstallation" from the queue and thus "clean it up".

Module options {#module-options}

The OOEMC informs you as soon as a new module or update is available. The overview lists all integrated modules as well as non integrated modules and updates of modules, which are available for download. If you download a new module, it will be automatically installed after you the restart the OOEMC. Because of this dynamic loading of modules the OOEMC does not have to be installed anew when module updates become available.

Update the installation of the module

If you’re having problems with individual modules or are running a software update, you can take the installation file out of the installation folder and restore it to the database.

1. Under **Tools** select **Module options** from the items in the menu.
2. You can select the installation of each module register, e.g. of O&O Defrag, which you want to update.
3. Afterwards, click on **Select and add installation file**.
4. Then select the equivalent *.msi file in the dialogue. The old *.msi will then be replaced.

Tutorial options {#tutorial-options}

Under **Tools/Tutorial options** you have several different tutorials at your disposal. You can either select the general tutorial on the OOEMC or select a specific tutorial of a module. The tutorials consist of continuous dialogue boxes, which offer step-by-step guidance.

1. If you want to start a tutorial, select the desired topic from the list and click on **Start tutorial**.
2. If you want to end a tutorial, retrieve the desired topic from the **tutorial options** and click on **Stop tutorial**.

Back up the database

The OOEMC offers you the possibility to image your database, and if needed, to restore it once again. An image lets you create a copy of your database and is then stored at a location of your choice.

1. If you want to create an image of your database, click under **Tools** on **Database imaging**.
2. First, enter the storage location for the image, then click on **Create database image**.

If you want to restore an image, select **Import database image** and confirm with **OK**.

Maintenance and repair

If you’re using Microsoft SQL Server Express and exceed the database size of 3,5 GB, you will receive warnings from OOEMC. Should this happen, please contact our technical support: support@oo-software.com.

Delete database

- To delete the used database, click on the menu bar under **Tools** on **Maintenance and Repair** and then on **Delete database**. The Create Database Wizard will show up on the next start of O&O Enterprise Management Console and you will be able to create a database without a problem.

Clean up database You can remove old data from the database to make more room in your database, and to reduce the file size. Deletes entries will be removed, as a result, the data volume is reduced.

- To clean up your database, click on the menu bar under **Tools** on **Maintenance and repair** and then on **Clean up database**.

Use O&O EventViewer

As a rule, the module "O&O EventViewer" is included in the OOEMC. You can use this module unlimited times and assign it to unlimited computers. The O&O Event Viewer retrieves events from the Windows Event Viewer and logs hardware and software errors in a report. In the Job Assistant, you can define search criteria so that the collection of Windows events from the target computer occurs in accordance with established rules.

Events that were recorded by applications or programs may, for example, be file errors, valid and invalid logon attempts and events for use of resources such as creating, opening, or deleting files. At system startup, the failed loading of a device driver or other system component is also recorded.

:::tip

More information on the Windows EventViewer will be provided by the Windows Help.

:::

Create job for the O&O EventViewer

You can specify general settings like the **Job ID** or the **schedule** in the job dialogue for the O&O EventViewer.

In the tab **O&O EventViewer** you specify the advanced settings the logging and the following management of the event report.

For the sake of report clarity, you can command O&O EventViewer to only download and display a certain number of events per job execution.

Only download events not yet send: Only events which haven't been included in a previous report yet, will be downloaded. For the sake of report clarity, you can command O&O EventViewer to only download and display a certain number of events per job execution.

Include events of the type "Warning": Events labeled in the Windows EventView as "Warning" will also be downloaded and displayed in the report, if you enable this function.

Include events of the type "Error": Events labeled in the Windows EventView as "Error" will also be downloaded and displayed in the report, if you enable this function.

Include events with key words: Specify the key words, which will be used as search parameters for the events. Events which include these key words in the title or in their text, will be displayed in a separate list. The settings for the number of events and the level of events previously specified will also be considered during the scan. For example, if you only want to find the last 100 events with the label "Warning" - only those will be shown in a separate list, which have been scanned using these search parameters.

Ignore events with key words: Events containing key words in the title or the text will not be shown in the report. This is useful, if you have recurring events, which you don't want displayed every time.

Frequently asked questions

It’s noted in a report that a computer has not been contacted

There are a number of reasons why the OOEMC Control Agent for allocating a job or remote installation reports that a computer is not available:

1. Target computer is turned off.
2. You don’t have the required administrator permissions on the target computer.
3. A firewall on the target computer is blocking access. Open Port 50400 in the Windows Firewall for job allocation. The Ports for “File and Print Sharing” (TCP 139, TCP 445, UDP 137, UDP 138) and the WMI (TCP/135) must be opened for remote installation. See also chapter “Firewalls“.

If you’re using a firewall from another manufacturer, consult the program’s own Help site.

I can’t add a computer to the computer list

If you’re unable to add a computer to the selection, please check the terms of your license. You have possibly reached the maximum number of “clients” available to you. If this is the case, you should either purchase additional licenses or replace some of the computers that you possibly no longer need to manage in the list.

- Under **Tools/Licensing**, you have an overview of all licenses, both available and already in use.

How can I create a job for a site?

Example: Create a job for site using O&O DiskImage.

1. Select a site in the tree structure on the left side of the window. In the window above on the right you can see the folder Sites.
2. Select the site you want and click on **Add** under **Job** in the lower right window.
3. If no job is selected, you’ll have to create a new one in the file menu under **New**.

How can I remove a job?

When you no longer need a job, you can remove it by right-clicking the job and then clicking **Remove**. The job will then no longer be run on any computer.

How can I see a report?

In every module folder you can find all the reports listed according to date. In the reports themselves you can find information such as status, computer name, action, and date. To see the report, click on the one you wish to see on the list. It will then appear in a separate program window.

No computer in the network is found during the computer search

If no computer appears under Find computer, you might not be registered in the domain or possess the required permissions for reading any domain information.

Support and more from O&O

O&O Software support helps with questions and problems concerning O&O Enterprise Management Console 6.

Contact support

Open O&O Software support. Include:

- The version of O&O Enterprise Management Console.
- The Windows version of your computer.
- The O&O products managed with the console and the number of computers.
- The complete error message, if any.

Never send passwords or license keys. O&O support does not need them.

Licensing

O&O Enterprise Management Console is commercial software. You can try it with the trial version; continued use requires a valid license.

More from O&O

Product	Purpose
O&O DiskImage	Backup and recovery of drives and complete systems
O&O SafeErase	Secure deletion of files, drives and entire computers
O&O Defrag	Storage optimization for PCs and servers
O&O DiskRecovery	Recovery of deleted files

See all O&O products.