



1. **Will NTP Software QFS run under Windows® 2000?**

Yes. All NTP Software products have been tested with the Windows 2000 operating system. NTP Software QFS is compatible with Windows 2000.

2. **I've been running an evaluation copy of NTP Software QFS and I just purchased a full copy. How do I install my production copy on the same machine and keep all of my original settings?**

NTP Software QFS's install does the work for you! Run setup.exe from the CD-ROM that came with your Full Media Kit and select the update option. Enter the product serial number provided in the kit when prompted for it and accept all of the default entries for all of the other prompts. NTP Software QFS insures that your previously entered information is maintained.

3. **3. Can I reinstall an evaluation version on the same machine?**

Evaluation software may only be installed once per machine. Reinstallation attempts will prompt you for a product serial number. To obtain a serial number, please contact an NTP Software representative at 800 226-2755 (outside the US at 603 641-6937).

4. **What is the relationship between EASE and NTP Software QFS?**

What is the relationship between EASE and NTP Software QFS? EASE provides a working shell for NTP Software QFS (and other NTP Software products) that defines the hierarchy of your environment. EASE drives how the machines talk to each other and update each other with appropriate information. Examples of some appropriate information exchanged would be template configuration changes, quota changes, updates required between machines after a communications failure (downed machine, routing issues), etc. NTP Software QFS requires EASE to run. So it checks for EASE during installation and installs it if it not already on your machine.

5. **How do the EASE service accounts affect installing NTP Software QFS on remote machines?**

The EASE service accounts enable NTP Software QFS (QFS) to access remote machines for things like remote QFS installations, configuration changes, and updating new and changed templates. Because of this, the account under which the EASE service is running must be an administrator on the target (remote) machine. As with any enterprise-level application, NTP Software QFS servers need to communicate with each other through an NT security context that is valid to all nodes in the EASE hierarchy. NTP Software QFS works within the established NT security environment rather than creating an additional user management system to be administered.

NTP Software QFS with EASE can be used with any NT domain model (single, master, multiple-master, complete trust) or with a hybrid model assuming that the service account specified during installation of all NTP Software QFS servers is consistent.

It is recommended that the EASE component of NTP Software QFS be installed to use a service account created in a master domain within the NT domain infrastructure. Once the initial NTP Software QFS application is installed, subsequent installations of NTP Software QFS onto other machines should reference that same account as the service account for that server.

6. **How does EASE handle security?**

EASE comes ready for you to configure, as NTP Software doesn't want to assume any of your security needs. Adding security to your EASE environment is as easy as going to the root container and right clicking to select Add New Property. Under the name field, add one of the following:

- allow read** - for read access only
- allow write** - for write access
- allow create children** - to create containers

For the value field, put in the account you wish to grant these rights to. Remember to prefix the account name with the domain name, (e.g., Paris\administrator). If you want all three rights, you must perform the above steps 3 times - once for each right. This will enable basic security.

At this point, it gets a bit more complex so you will want to reference the documentation. Remember that to prevent non-administrators from altering NTP Software QFS items, you need to configure EASE security. EASE

allows full access to everyone by default, so EASE security MUST be applied to prevent arbitrary users from altering application settings.

7. How does EASE register that a new NTP Software QFS Admin console has come on line?

The first time you open the NTP Software QFS Admin, EASE creates some of the items needed for administering NTP Software QFS on that machine. This may initially delay the first opening of the Admin as it is going through this creation process.

8. I stopped the EASE service, but when I looked at it again, it was started. How can I stop it?

NTP Software QFS relies on the EASE service to do some of its work. If the EASE service is stopped for any reason while the NTP Software QFS service is still running, NTP Software QFS will restart the EASE service so that it can continue with its work. To stop the EASE service you would need to first stop the NTP Software QFS service.

9. How is the NTP Software QFS service account created for remote installations?

During remote installation, the installer must specify an existing service account for NTP Software QFS. If the specified account does not already exist on the remote machine, the remote installation cannot create the new service account. Since the remote installation process cannot create it, the service is automatically assigned to the system account and the installation process sets the service to start manually. It is not likely that the password specified is the same as the remote computer's service account password. Because the remote installation process will not catch the error, attempts to start the NTP Software QFS service will fail due to a bad password and you will receive an Error 1067, login failure. The solution is to specify a valid account with administrator rights on the remote machine. If the remote machine is a member of the domain, specify a domain account (e.g., DOMAIN1\QSAcct). If it is not a member of the domain, make sure that there is a trusted account or a locally created account.

10. How does template replication work?

Replication of the configuration information among servers is handled by EASE. If you encounter a replication failure, it could be that EASE was installed incorrectly and that the EASE service accounts among the various machines are not the same.

11. How are message texts updated after making a change in the Admin program?

The NTP Software QFS service must update the file system filter driver for the new messages to take effect. This is done automatically every 20 minutes. Once that has taken place, the messages should be synchronized properly.

12. How do I install/configure Windows Pop-Up messaging?

NTP Software QFS can deliver messages to Windows® 98, Windows® 95 and Windows for Workgroups client machines by using the Windows pop-up messaging system. It can also deliver messages to Windows NT client machines by using the Windows NT Messaging Service. You may configure NTP Software QFS owner, user and administrator (other recipient) messages in the threshold tabs in the template dialogs. Complete instructions for configuring Windows Pop-Up messaging and Windows NT Messaging Service are included in the NTP Software QFS documentation.

13. How many quotas can one server support?

Your Windows NT environment is the thing that limits the number of quotas that can be placed on a single server. Limiting factors include bandwidth on the network, RAM on the server and server processor speed.

14. Can I use NTP Software QFS on a Microsoft Windows NT® Enterprise Server Cluster?

Yes. Please make sure to follow your NTP Software QFS Installation and User's Guide for step-by-step installation and configuration directions.

15. How do I view and administer NTP Software QFS on a cluster?

NTP Software QFS administration for clusters is handled at the container level of the EASE tree. Each cluster server's configuration settings should be defined at the container level to insure that regardless of which computer is managing the storage resource the settings are enforced on the resource. NTP Software QFS needs to be installed on each of the cluster servers and added to the EASE container.

NTP Software QFS follows Microsoft's clustering protocol in cases of fail-over. Quotas should be applied to directory paths rather than shares. This will better insure that your quota information will remain intact during both fail-over and fail-back.

16. Can I use NTP Software QFS on my external storage array? (Disk farms, like EMC)

NTP Software QFS can manage any file system that is mounted as a normal NT disk resource. If the NT Disk Administrator sees the array as a local drive, NTP Software QFS has the ability to enforce quotas there.

17. If I create a new user, will that user automatically receive limiting quotas?

Yes. NTP Software QFS automatically includes all users in every new policy created. As the administrator, you can choose what user groups will be effected by the new policy. All users (except for those members of groups exempted from enforcement) are automatically blocked from WRITE actions when a limit on an object has been reached. If the new user is part of a user group subject to a policy, the new member will automatically be subject to the limits in a policy.

18. How do I put a quota on my root level directory as well as the subdirectories for extra protection?

NTP Software QFS permits multiple policies on an object. Therefore, you can easily define policies with limits on subdirectories and define a policy to control the directory as a whole.

19. What is the difference between "Owner" and "User" in NTP Software QFS and Windows NT?

Users and Owners have similar NT and QFS definitions.

	NT	QFS
<u>Owner</u>	Any user who is specified as the NT owner of an object (file or directory); every file and directory on an NT server has an owner	Any user who is specified as the NT owner of an object (file or directory); every file and directory on an NT server has an owner
<u>User</u>	Any person logged in to the network	Any person logged in to the network that triggers a Quota & File Sentinel action.

20. How does NTP Software QFS block WRITE actions when an object reaches the quota limit?

If enforcement of a threshold level is enabled, NTP Software QFS checks the size of the file against the available space before it begins to WRITE the file. If there is enough space, it proceeds to let you WRITE. If there is not enough space, it will block the WRITE.

21. I keep getting Error 1069. How can I fix this?

An Error 1069 usually means that NTP Software QFS and/or NT believes the Service Account has the wrong password. Go into Control Panel/Services/NTP Software QFS/Service/Startup and re-enter the password for the service account to remedy this.

22. What special installation instructions apply when installing on non-English language versions of Windows NT?

In non-English language versions of NT, group lists may be named differently. Both EASE and NTP Software QFS accounts must be assigned to specific groups.

The EASE service account created during the installation process needs to be added to the global 'Domain Admins' group list. If you receive the error:

Group \Domain Admins does not exist.

... then you need to run the User Manager for Domains on your server and place the EASE service account ID into the global 'Domain Admins' group name that is appropriate for your language

The installation also creates a local group named 'EASE Services', and it places the EASE service account ID into it. The EASE service account is assigned the following user rights:

Log on as a service

The NTP Software QFS service account that is created during the installation process needs to be added to the local 'Administrators' group list. If you receive the error:

Group \Administrators does not exist.

... then you must run the User Manager for Domains on your server and place the NTP Software QFS service account into the local 'Administrators' group name that is appropriate for your language. The NTP Software QFS service account ID is also placed into the EASE Services group list and is assigned the following user rights:

- **Log on as a Service**
- **Take Ownership Privilege**
- **Backup Privilege**
- **Restore Privilege**

If you are running non-English versions of Windows NT, you will need to make sure that the NTP Software QFS service account is in the correct group lists or the service will not start.

23. How can I enforce policies on an Administrator?

Windows NT and Windows 2000 treat administrators in a special way. When an administrator writes a file, the local Administrators group, not the individual login name, takes ownership of that file. To include all local Administrators in your domain, add the \Administrators group list to the "Managed Users & Groups" tab of the policy.

24. How does NTP Software QFS work with Macintosh volumes on Windows NT?

Macintosh security is very different from Windows NT security. The way Microsoft provides for Macintosh security on a Windows NT share is to store the security information in a file inside the volume/directory it applies to. NTP Software QFS uses filter driver technology to block prohibited file writes at the processor level. Security properties for the object itself are never touched or changed, so user access to Macintosh volumes is unaffected by NTP Software QFS.