



ManageEngine AD360

Admin Guide

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Welcome to AD360

Welcome to AD360

AD360 is an integrated solution that addresses many pressing concerns of IT administrators of Windows environment including Identity and Access Management, Active Directory Change Auditing and Compliance Demands, Password Reset/Account Lockout management, and Exchange Auditing through a simple, easy to use interface. Most of the time consuming tasks in Active Directory can be automated through AD360.

AD360 consists of four components, each of them equipped to deal with various routine problems and management challenges pertaining to Active Directory and Exchange. The four components of AD360 are:

- AD Management
- AD Auditing
- Password Self-Service
- Exchange Auditing

The above four components are integrated in AD360 to provide a complete solution to all your Windows Infrastructure management challenges. Let's take a brief look at each of these components:

AD Management

The AD Management component of AD360 helps you to successfully automate crucial Identity and Access Management (IAM) tasks like user account provisioning / de-Provisioning with the help of a library of preconfigured access controls called 'User Management Templates'. This component also provides 'On-the-fly AD Management' that lets you perform point-in-time management actions and 'Noninvasive AD Delegation' with which you can turn even technically naive into Super Admin. Some of the highlights of this component are:

- Instant Provisioning - Create a bulk of User Account or other AD Objects at the press of a button.
- Active Directory Clean-Up - Delete/Disable/move accounts.
- Automation of everyday tasks - Automate routine tasks such as scouting for inactive user accounts & disabling them, moving home folders, and so on.

AD Auditing

AD Auditing, the auditing and IT compliance component of AD360, helps you scrutinize every change in Active Directory, while ensuring the change is in conformance with the standards set by IT regulatory acts such as SOX, HIPAA and more. With AD Auditing, you can get prepackaged

reports on a myriad of crucial activities such as user logon actions and changes to GPO / OU / groups / computer / domain policies. Using filters and rules, you can create your own event fetchers for collecting event data that can be used for crisis detection and prevention. Some of the highlights of this component are:

- **Generate Reports Based on Your Own Rules** - generate reports down to granular details by user configurable rules
- **Archiving of Audit Data** - automatically archive all audit data collected from the event log which can be used in forensic analysis and regulatory requirements
- **Alerts and E-mail Notifications** - get instant alerts on desired/undesired audit events based on configured report profiles

Password Self-Service

The Password Self-Service component of AD360 eliminates the biggest source of helpdesk calls - forgotten passwords and account lockouts. With Password Self-Service users can reset their passwords and unlock their accounts through a simple web browser or right from the Winlogon (Ctrl+Alt+Del) screen of their machines. The identities of the users are verified using a highly secure two factor authentication process: Security Q&A authentication and SMS/E-mail based secret code authentication. It also lets you automatically synchronize the password/account changes with other systems like AS400 and UX servers. Some of the key features of this component are:

- **Password/Account Expiry Notification** - send phased notifications about their impending password expiry to end-users at specific intervals.
- **Employee Self-Update and Search** - helps you maintain up-to-date contact information of employees and let them search the same of their colleagues.
- **Change Password** - allows users to change their soon-to-expire passwords from anywhere, anytime.

Exchange Auditing

The Exchange Auditing component of AD360 provides all the necessary analytics and information that an administrator would need to optimize an organization's Exchange infrastructure. With the help of over 80+ pre-packaged reports, you can track incoming and outgoing emails, keep tabs on mailbox traffic and server traffic, and monitor vital statistics of Public Folders and Distribution Lists. Some of the highlights of this component are:

- **Drilling Down of Data** - funnel out the data you will precisely need with the help of filters.
- **Data Portability** - download the reports in xls, csv, pdf and html formats for further activity and trend analysis.
- **OWA Reports** - monitor activities on OWA based on users, browser and even Client IP address.

By integrating all these four components in AD360, you can put an end to all your Active Directory troubles. Read on further to learn how to integrate these four components and set up AD360 to suite your organization policies and preferences.

Contact Us

- ZOHO Corp Headquarters
- Sales
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Sales

To purchase ManageEngine AD360 from any part of the world, you can fill out the Sales Request Form. A sales person will contact you shortly. You can also send us an e-mail at sales@manageengine.com.

You can also call the ZOHO Corp headquarters at the following numbers:

1. Phone: +1-925-924-9500
2. Fax: +1-925-924-9600 and request for Sales

Technical Support

One of the value propositions of ZOHO Corp. to its customers is excellent support. During the evaluation phase the support program is extended to you free of charge. Please send your technical queries to ad360-support@manageengine.com

Following is the support format to be enclosed, while sending support mails:

- Edition (Free or Professional Edition) of the product
- Operating System version, such as Win 2012, 2008, 2003 etc.
- Browser version, such as IE 9, Firefox, Chrome etc.

- Details of the problem
- Steps to reproduce the problem.

Alternatively, select the Support tab from the web client window. It has the following options that will allow you to reach us:

- **Request Support** - Submit your technical queries online.
- **Need Features** - Request for new features in AD360.
- **User Forums** - Participate in a discussion with other AD360 users.
- **Contact Us** - Speak to our technical team using the toll free number (+1-888-720-9500)

Getting Started

Getting Started

The following topics describe how to get started with AD360:

- System Requirements
- Installation
- Deployment Scenarios
- Working with AD360
- Licensing

System Requirements

Hardware Requirements

Hardware	Minimum	Recommended
Processor	P4 - 1.0 GHz	P4 - 3.0 GHz or better
RAM	1 GB	2 GB or better
Disk Space	800 MB	-

Software Requirements

ManageEngine AD360 supports the following Microsoft Windows operating system versions:

- Windows 2003
- Windows 2008
- Windows 2008 R2
- Windows 2012
- Windows XP
- Windows Vista
- Windows 7
- Windows 8

Supported Browsers

ManageEngine AD360 requires one of the following browsers to be installed on the system to access the AD360 web client.

- Internet Explorer 7 and above
- Firefox 4 and above
- Chrome 10 and above
- Safari 5 and above

Installing AD360

ManageEngine AD360 can be installed on any machine in the domain provided that they meet the recommended system requirements.

You can install AD360 as:

- An Application
- A Windows Service

Note: Ensure that you have necessary privileges and rights to install and run the product. If you are using **Windows Vista or later** operating systems, **disable User Account Control** and then proceed. For more information click [here](#).

Install AD360 as an Application

By Default AD360 will be installed as an application

1. Click [here](#) to download the executable from the website
2. Double-click on the downloaded file "**ManageEngine_AD360.exe**" to start the installation
3. Follow the install shield wizard to complete the installation of AD360

The application can be launched on a web browser by double-clicking the 'AD360' shortcut icon present on the desktop. When opened as an application, AD360 runs with the privileges of the user who has logged on to the computer.

Install AD360 as a Windows Service

To run AD360 as a service, you have to install AD360 as a Service. Follow the steps given below:

1. Install AD360 as an application
2. Go to **Start Menu --> All Programs**
3. Select **AD360** and click on **Install AD360 as Service**

Once the "AD360 Service" is installed, you can start the product as "Windows service". When started as a service, AD360 runs with the privileges of the system account.

To Uninstall AD360

To uninstall AD360, select **Start Menu --> All Programs --> AD360 --> Uninstall AD360**

Deployment Scenarios

Enable SSL for Secure Communication over the Internet:

You will need to enable SSL for enhanced security and secure communication by AD360 over the Internet. To enable SSL on AD360 kindly follow the steps given below:

1. Logon to the AD360 by providing proper admin credentials.
2. Go to **Admin --> Product Settings**
3. In the **Connection section**, choose '**https**' from the **Select Protocol** drop down menu and enter the **Port Number** you want to use
4. Click **Save** to save the changes and **restart AD360**

This will enable SSL, and a secure communication by AD360 Plus over the internet is possible.

Working with AD360

This section discusses the following topics:

- Starting AD360
- Accessing AD360 client
- Stopping AD360

Starting AD360

To start AD360, double-click the AD360 shortcut icon placed in the desktop. It can also be started from the Start Menu as shown below:

- Go to, **Start --> All Programs --> AD360 --> Start AD360**

This will open AD360 client in your default web browser.

Running AD360 as a Service:

If you have installed AD360 as a service, you can start AD360 as a service as shown below:

- Go to, **Start --> Control Panel --> Services --> start ManageEgnine AD360 service.**

[Click here](#) to learn how to install AD360 as a service.

Starting the Components:

If all the components are installed on the same machine as AD360, then starting AD360 will automatically start the components as well. But if the components are installed on different machines, then you have to manually start the components before starting AD360.

To manually start the components, just double-click the components' shortcut icons placed on the desktop or go to, Start --> All Programs --> <Component> --> Start <component>.

When you enter the user credentials and log in to any one of the component, you will be automatically logged in to the other components as well. There is no need for you to enter the log in details in each and every component.

Accessing AD360 Client:

To launch the AD360 client, open a Web browser and type **http://<hostname>:8082** in the address bar. Here the <hostname> refers to the DNS name of the machine where AD360 is running and 8082 is the default port number of AD360. Specify the **username** and **password** as admin (for first time login) in the respective fields and click **Login**.

If you have changed the password, you should use the new password to login.

Stopping AD360:

- To stop AD360, select **Start Menu --> All Programs --> AD360 --> Stop AD360**

Licensing

AD360 is available as a free download with full access to all product functions and technical support for a 30 day trial period. Once the 30 day trial expires, you have to apply the AD360 **Professional** or **Standard** Edition license to continue enjoying the full benefits of the product. Refer <http://www.manageengine.com/active-directory-360/compare-editions.html> to identify which edition of AD360 suits you best.

After installing AD360, buy and apply the appropriate license using the 'License link' available in the top right corner of the AD360 Web portal.

Note: You can choose to buy license for all the components or only the components that you want based on your requirement. Only the selected components' features will be available in AD360. Visit <https://store.manageengine.com/active-directory-360/index.html> to buy the components.

For purchasing the license or any queries, please contact sales@manageengine.com. The license file will be sent through e-mail.

To apply license:

1. Click the **License link** available at the top right corner of the AD360 client. This opens the License details of the product.
2. Browse and select the license file received from Zoho Corp using the **Choose File** button.
3. Click the **Apply** button to apply the license.

AD360 Integration

The following steps will guide you in integrating the components with AD360:

Step 1: Download and Install the Components

Note: If you already have the components installed and running, you can skip this step and proceed with Step 2.

- **Download components** from the link available under Dashboard of each component.
- **Install components** by double-clicking the downloaded '.exe' files. Follow the install shield wizard to complete the installation.
- **Start the components** by double-clicking on the desktop shortcut icons of the respective components.

Step 2: Integrate the Components

Note: Make sure that all the components are set up and running. Also, ensure that the components' versions are compatible with the version of AD360 you are currently using.

- Go to **Admin --> AD360 integration**. You will be presented with four tabs each representing a component.
- Click any one of the tab (say ADManager Plus).
- Enter the **Server Name** and **Port Number** of the server from which that particular component is running.
- Select the connection **Protocol** from the drop down menu.
- Click **Integrate Now**.
- Repeat the above 3 steps for other components as well under the respective tabs.

Switch between different components of AD360:

Once all the components are integrated, you can switch between the components to access the full feature set that each component offers.

You can easily switch between the four components by using the **Jump to** link provided at the top right corner of the AD360 Web Client. Simply hover your mouse over the 'Jump to' link and select a component.

Dashboard View

Important: To be able to view the dashboard of AD360, you have to ensure that the different components of AD360 are setup and that the domain and network settings of each component are configured appropriately. Here's a checklist of settings to look over to get an unbridled view of the dashboard.

Dashboard is the home page for AD360. It provides a quick snapshot of all essential aspects of the four components in a polished graphical display. The graphical representation helps you to grasp the most important information quickly from the home page itself and take necessary actions with the help of the product. Besides displaying vital information, you can also access important features of different components from the links provided in the dashboard itself.

Under Dashboard, each of the four components of AD360 has a separate dashboard view. The following information are shown under each tab:

ADManager Plus

The dashboard of 'AD Management' component displays vital information about domain users, machines, and other AD objects like groups and OUs. The following reports are viewable under this tab:

- User Reports
- System Reports
- Other Reports

ADAudit Plus

Audit data of all configured Domains can be viewed from the dashboard of 'AD Auditing' component. The display information is grouped by Domains and Desired/Undesired Audit activities like logon failures, account management, etc. The following reports are viewable under this tab:

- User Logon
- Group Management
- Domain Policy Changes

ADSelfService Plus

The dashboard of 'Password Self-Service' component provides a comprehensive view of user password and account status, enrollment data, and users' actions inside the Password Self-Service component. The following reports are viewable under this tab:

- User Reports
- Enrollment Reports
- Audit Reports

ExchangeReporter Plus

An essential snapshot of all the important details of your Exchange environment is captured under the dashboard of 'Exchange Auditing' component. The following reports are viewable under this tab:

- Server Storage Usage
- Mailbox Size
- Organization Traffic Summary
- Top Server Traffic

To Switch Between Dashboard View of Different Domains:

The dashboard can show the above information for only one domain at a time. To change the dashboard view to display the information of another domain, please do the following:

- Go to **Dashboard** (home page of AD360).
- In the top right corner of Dashboard, you can find a drop down menu '**Select Domain to View**'.
- Choose the domain of your choice from the drop down menu to view all the essential information pertaining to that domain.

Admin Settings

Admin Settings

These settings help administrators to configure AD360 to suit the organization policies and convenience. The following settings can be configured under the Admin Settings:

- Personalize
- Product Settings
- Server Settings

Personalize

Under Personalize, you can customize the look and feel of the product by configuring the product logo, theme, etc. You can also change the default Admin password of AD360. The following settings are present under Personalize:

- Personalize
- Change Password

Personalize

1. Go to **Admin --> Personalize**
2. Under Personalize tab, there are two sections:

Date & Time Settings

- Choose the **Time Zone** and **Date/Time Format** from the drop down menus of the respective fields

General Settings

1. To change the logo of the product, click on '**Choose File**' button adjacent to the **Change Logo** field
2. In the **Change Browser Title** field, you can **edit** the **Browser Title** of the product
3. Change the Browser Favicon by clicking on the '**Choose File**' button adjacent to the **Change Browser Favicon** field
4. Select a **Theme** from the available options
5. You can also **hide** the '**Remember me**' checkbox and '**Forgot Password?**' link in the login page by selecting the respective options
6. Click **Save Settings**

Change Password

To change the default AD360 admin account password, follow the steps given below:

1. Go to, **Admin --> Personalize**
2. Under **Change Password tab**, enter the password of the AD360 admin account in the **Old Password** field
3. Now, enter the **new password** and re-enter the same to **confirm your new password** in the respective fields
4. Click on the **Change Password** button

Product Settings

Under Product Settings, you can configure the connection and log settings of the product as shown below:

- Go to **Admin --> Product Settings**. There are two sections:

Connection

1. Select the Connection Protocol of the product (you can choose between http and https) from the **Select Protocol** drop down menu and enter the port number in the **Port** field
2. You can enable secure connection between AD360 and Active Directory by selecting '**Enable LDAP SSL**' option
3. Click **Save Settings**

General Settings

- Set the **Session Expiry Time** from the drop down menu. You can choose 'Never' if you don't want the sessions to expire.
- Select the **Log Level** from the drop down menu. There are two levels:
 - **Normal** - When you choose normal only minimal set of information will be logged
 - **Debug** - Choose Debug to log all the information

Server Settings

Under server settings, you can configure the mail server for sending notifications, alerts, etc., from the product and proxy settings in case you are using a proxy server. The following settings can be found here:

- Mail Settings
- Proxy Settings

Mail Settings:

1. Go to **Admin --> Server Settings**
2. Under **Mail Settings tab**, the settings are divided into two sections:

Mail Server Settings

1. Enter the **Server Name or IP** and **Port Number** of your Mail Server in the respective fields
2. Select the **Connection Security** type. You can choose from either **SSL or TLS**.
3. If authentication is required for accessing the Mail Server, select '**Requires Authentication**' option and enter the username and password credentials necessary to access the mail server
4. Click **Save Settings**

General Settings:

1. In **From Address field**, enter the email address that will be used to send out notifications, alerts, etc., from AD360
2. In **Admin Mail Address** field, enter your email id if you wish to receive notifications for the emails sent from AD360
3. Click **Save Settings**

Proxy Settings:

1. Go to **Admin --> Server Settings**
2. Click on the **Proxy Settings** tab
3. Select **Enable Proxy Server** option
4. Enter the **Server Name or IP** and **Port Number** of the proxy server in the respective fields
5. Enter the **username** and **password** credentials for accessing the proxy server
6. Click **Save Settings**

Data Synchronization Across Components

Once the different components of AD360 are integrated, the data related to domain settings, component integration, etc., will be automatically synchronized across each component. This saves a lot of time for the administrators, as they no longer have to configure the same settings across all the four components. Any changes they make in any one of the components will be reflected in the other components also. The data relating to the following configuration settings will be automatically synchronized across all the components of AD360:

Domain Settings:

If you want to add a Domain to all the components in AD360, simply add the domain to any one of the component and it will be automatically added to all the other components. Also, if there is a change in the administrator credential that was used in configuring a domain with a component, simply update the change in any one of the component and it will be synchronized across all the other components.

Integration Settings:

The different components of AD360 communicate with each other for various purposes like Single Sign-On, domain settings, etc. Any changes to the hostname and port number of a component must be reflected in the other components for smooth running of all the components. But with AD360, there is no need for you, the administrator, to manually make the changes in all the components. Simply update these changes in the AD360 Integration settings page and the changes will be automatically synchronized across all the components.

AD360 Support

In-order to analyze issues or other challenges faced by evaluators / customers, AD360 product team might request for product logs (Support Information). This will provide the team a clear understanding on the problem / challenge reported.

The creation of the support information can be done either automatically or manually.

How to automatically create and send information:

1. Click on Support Tab --> Support Info --> Create System logs: Auto
2. This will automatically create a support info file.

Note: The time taken for creating the support info file can vary from a few seconds to minutes depending on the logs that have been created by the product over time.

3. Once the support info files are ready, save the file locally by clicking on the link provided
4. Attach the saved zip file and mail it to ad360-support@manageengine.com
5. Alternatively if the file size is large you can upload the saved file to our server by following the below steps.

1. Type : <http://bonitas.zohocorp.com/upload/index.jsp> on a web browser
2. Select "AD360" from the Product drop down menu
3. Provide your Email address
4. Add a comment
5. Attach the saved support info file from the stored location
6. Click on Upload

How to manually create and send Information:

1. Go to AD360 installation folder
2. Open the bin folder
3. Double click on "compressLogFiles.bat" file.
4. Go back to the installation folder and open logs\archive folder to find a zip file named in the format: "**ssmmHHddMMyyyy**".
5. Attach the zip file and mail it to ad360-support@manageengine.com

6. Alternatively if the file size is large you can upload the saved file to our server by following the below steps.

1. Type : <http://bonitas.zohocorp.com/upload/index.jsp> on a web browser
2. Select "AD360" from the Product drop down menu
3. Provide your Email address
4. Add a comment
5. Attach the saved support info file from the stored location
6. Click on Upload

Troubleshooting Tips

1. When I try to integrate a component, I get this error **"Server is down. Make sure the component's server is up and running."**

If the component you are trying to integrate is not running you will get this error. Make sure that you have installed the component that you are trying to integrate with AD360 and that the component is running. If not go to Start --> All Programs --> Click on XYZ --> Click Start XYZ. Here XYZ is the component's name.

2. When I try to integrate a component, I get this error **"Incompatible component. Please check whether the component's version is compatible with AD360"**

If the version of a component that you are trying to integrate is lower/higher than the version supported by the version of your AD360 you will get this error. Update the components or AD360 to the latest versions.

3. While **installing AD360** I get **'Access is denied'** error.

If you are using Windows Vista or later operating systems ensure that 'User Account Control' is disabled. Enabling 'User Account Control' will allow only administrator to install the software. To disable UAC, follow the steps given below:

Select Control Panel --> User Account

1. For Windows 7 and Windows 2008 R2,
 1. Click 'User Account Control' Settings link.
 2. This will open the User Account Control Settings dialog showing the control level.
 3. Drag the control level to 'Never Notify' and click OK
2. For Windows Vista and Windows 2008
 0. Click 'Turn User Account Settings On or Off' link.
 1. Uncheck the 'Use User Account Control (UAC) to protect your computer' option and click OK.

4. **Unable to view** one or more of the components' **dashboard**.

Following are the list of situations that may hinder the dashboard view of the components:

1. **Component Setup:** To view the dashboard of AD360, you must first download and install its components. Only when a component is installed and integrated with AD360, you can view its dashboard. Click here to learn more about installing and integrating the components with AD360.
2. **Domain Selection:** It is possible to configure different domains with different components. As you switch between the dashboard views of different components, make sure that the domain that you have configured with that component is selected. Also, make sure that you have logged in with the appropriate credentials to view the dashboard of the domain you have selected. Click here to learn how to view the dashboard of different domains.

3. Network Settings: Any changes to the hostname and port number of a component should be reflected under the Product Settings of AD360. If the component is not started or if there is a network problem between the machines running AD360 and one of the components, then the dashboard of that particular component may not be viewable.

5. When applying the AD360-license.xml file, I get **'Invalid License file'** error / **'Failed to apply the License file'** error.

1. For 'Invalid License File' error - Make sure that the license file you are trying to apply is a valid ManageEngine License file and the date on your computer is correct.

2. If the license fails to apply properly, then check whether the components are integrated in AD360 and that they are running before applying the license file.

Frequently Asked Questions

- General
- License
- Advanced

General

1. What is AD360?

ManageEngine AD360 is a 100% web-based product that provides a complete solution to all your Windows Active Directory challenges and management problems. With AD360 you can perform the following tasks:

- Active Directory Management
- Active Directory Auditing
- Password Self-Service for end-users
- Exchange Analysis and Reports

2. What operating systems are supported by AD360?

AD360 support the following Windows operating systems:

- Windows 2012
- Windows 2008 R2
- Windows 2008
- Windows 2003
- Windows 8
- Windows 7
- Windows Vista
- Windows XP

3. AD360 runs in a web browser. Does that mean I can access it from anywhere?

Yes, you can connect to the AD360 from any machine on the network through a Web browser.

4. Do I need any prerequisite software to be installed before using AD360?

No, AD360 do not require any prerequisite software to be installed. You need to have only the four components of AD360 installed and running to enjoy all the benefits of the product.

5. Can AD360 work if DCOM is disabled on remote systems?

Yes, AD360 does not use the DCOM service to perform the tasks..

License

1. What are the different editions of AD360?

AD360 is available as a free download with a 30 day trial period. Once the trial expires, you have to purchase and apply the Professional or Standard Edition license. Refer <http://www.manageengine.com/active-directory-360/compare-editions.html> to identify which edition of AD360 suits you best.

2. How can I upgrade to a higher edition?

From any edition, you can upgrade to the required higher edition by obtaining the appropriate license from Zoho Corp.

Advanced

1. How do I move AD360 to a different machine? (Migration)

Please follow the steps given below:

Steps 5 and 7 are applicable only if the existing build is migrated from the older version build.

1. Stop AD360 which is running currently.
2. Go to the <installation directory> \ bin \
3. Run the file "backupDB.bat". This will create a backup of the existing database files in zip format under <installation directory> \ backup \.
4. Take this zip file (<existing_db_zip_name>) and copy it to the new server.
5. Take a copy of "specs.xml" present under <installation directory> \ Patch \ and copy it to the new server
6. Install the same version of AD360 (the version you have in the existing server) in the new server. Ensure the application is started and finally stop AD360.
7. Create a folder named "patch" under installation directory and copy the "specs.xml" under this folder
8. Go to the <installation directory> \ bin \. Open a command prompt.
9. Type - restoreDB.bat <existing_db_zip_name> and enter. This will restore the previous settings.
10. After the restore process is completed, start AD360.

Note : Ensure that you have the existing installation of AD360, until it is working fine with the new installation of AD360.