

Quest® Client Profile Updating Utility 5.7.5

Release Notes

November 21, 2017

These release notes provide information about the Quest® Client Profile Updating Utility release.

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About this release

The Client Profile Updating Utility (CPUU) is used to update end-user Microsoft Outlook profiles settings, migrate additional features of user mailboxes and finally switch the profiles from the source to the target Exchange server once the user's mailbox is migrated and switched either manually or by the Migration Manager's Mail Agent.

CPUU supports Microsoft Outlook 2007/2010/2013/2016. It can be used in conjunction only with the following products:

- Migration Manager 8.13 or later
- On Demand Migration for Email

New features

New features in Client Profile Updating Utility 5.7.5:

- Path to a source and path to a target XML file for local Autodiscover in CPUU.ini can contain environment variables.
- Now user can set authentication type in RPC over HTTP settings to **Negotiate** to support Single Sign-On usage for Exchange. For more details see [Setting RPC over HTTP Access](#) topic of Administrator Guide.
- CPUU can configure Public Folder stores for MAPI Over HTTP profiles of China tenants.

The following known issues are fixed in Client Profile Updating Utility 5.7.5:

| Defect ID | Issue Description |
|-----------|---|
| CPUU-635 | After profile rollback an original Microsoft Outlook Data file (OST file) may not be restored. Scope: Profile processing for Microsoft Office 365 source and target Fix: Now the original OST file is restored after profile rollback. |
| CPUU-657 | Profile from Microsoft Outlook 2010 might not be switched by CPUU in case of unusual folder and store identifier type usage. Scope: Profile processing for Microsoft Outlook 2010 Fix: Now such profiles can be switched successfully by means of converting unusual identifiers by CPUU. |

New in 5.7.4 version

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-----------|--|
| CPUU-629 | Microsoft Exchange dialog with empty Microsoft Exchange server name may appear upon starting Outlook after successful cached profile switch. Scope: Cached profile processing for Microsoft Office 365 target Fix: Now Outlook can successfully connect to Microsoft Exchange server in case of cached profile switch after CPUU processing. |

New in 5.7.3 version

- MAPI Over HTTP is now supported for Microsoft Office 365 profiles on Outlook 2010 and Outlook 2013.
- Scenario when target user is disabled for **Prompt for credentials** mode is now supported.



NOTE: To support public folders configuration for MAPI Over HTTP profiles of China and Germany tenants the following parameters:

- `PublicFolderPrimaryMailboxGuid`
- `PublicFolderPrimarySmtAddress`

are required to be set.

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-----------|--|
| CPUU-261 | Some buttons of Configuration wizard utility may not be shown when DPI settings of monitor differ from default. |
| CPUU-541 | Profile processing may be stopped untimely for profile that has not 001f662a property. Now CPUU retrieves the required value from another source in case the property does not exist. |
| CPUU-542 | Profile switching may fail in case of incorrect target profile settings in Outlook 2016 because Outlook 2016 does not pop up credential window. Now CPUU corrects target profile settings in this case. |
| CPUU-562 | CPUU fails with the following error: Failed to back up the ExcludeSCPLookup value of registry key 'Software\Quest\CPUU\HiddenBackup' in case Microsoft Office was installed by Administrative user and Office AutoDiscover registry keys are not set by Outlook for current user. Now CPUU does not require AutoDiscover registry keys. |
| CPUU-594 | Long passwords can lead to the memory corruption in case CPUU tries to use them. Now this problem is resolved. |

New in 5.7.2 version

- The security level of password encryption has been enhanced and two restricted encryption modes are now available to avoid security vulnerability in case of the CPUU has been configured with **Use the following user account** option selected. In case you already have such configuration refer to [Upgrade and installation instructions](#) for the detailed information about necessary actions to mitigate security risks.

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-----------|--|
| CPUU-424 | Client Profile Updating Utility Configuration wizard in some cases of typical migration may save CPUU.ini file with wrong value T2TKeepDomain set for MigrationType parameter. |
| CPUU-292 | In migration scenarios supported by Quest Migration Manager for Exchange in some cases incorrect values of X500 may be used. |
| CPUU-439 | 0365 to O365 (T2T) mode may have issues under processing limited service accounts rights. |
| CPUU-447 | CPUU may fail in some cases to logon with MAPI_E_FAILONEPROVIDER during second logon to mailbox. |
| CPUU-459 | CPUU may fail to logon with 'Unknown dialog' log message in case of smart card option is available in Windows Credentials dialog. |
| CPUU-461 | CPUU may process profiles that are workable and already pointed to target tenant in 0365 to O365 (T2T) mode instead of skipping them. |

New in 5.7.1 version

CPUU-378: CPUU now supports Windows 10 Creators Update

CPUU-299: CPUU now supports Office 365 tenant to tenant migration including scenario with domain name transfer. For more details see [Tenant to tenant migration scenario with domain name transfer](#) section in *Client Profile Updating Utility Administrator Guide*.

New in 5.7 version

CPUU now supports processing Exchange Public Folders for Office 365 Outlook profiles. This functionality is only available with Quest Migration Manager for Exchange 8.14.

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-------------|--|
| PT140955667 | Last logged on account name in Outlook 2016 is set to CPUU processing account instead of user's account. |
| PT139657989 | Credentials request dialog pops up while connecting to Office 365 profile. |
| PT141386543 | Connection errors for target mailboxes, caused by cached AutoDiscover settings in Outlook 2016 profiles. |

New in 5.6.6 version

The display name of the target mailbox store is now automatically changed to match the display name of the source store (PT138248047).

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-------------|---|
| PT133840135 | A user may be prompted for credentials multiple times while CPUU is processing user's profile on a Windows 10 computer. |
| PT134766329 | Value of ExcludeSCPLookup is not restored in case CPUU failed to process a default profile or more than one profile. |

New in Version 5.6.5

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-------------|---|
| PT134865681 | Outlook 2016 profiles cannot be processed unless the ApprovedExchangeDomains parameter is empty. |

New in Version 5.6.4

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-------------|---|
| PT134948157 | <p>For migrations to the Exchange 2013, 2016 or Office 365 target using Migration Manager for Exchange 8.13 or later with the 20161121EX hotfix or later, CPUU fails to apply RPC over HTTP settings provided by the MMEX switch message, resulting in a profile processing failure.</p> <p>Workaround: To configure RPC over HTTP settings, you can edit .INI as described in Setting RPC over HTTP Access.</p> |
| PT134766723 | <p>For migration scenarios using Migration Manager for Exchange 8.13 or later.</p> <p>In case of migration to the Exchange 2010 target performed by MAgE (not by legacy agents) with Outlook 2016, CPUU cannot configure Exchange Public Folders.</p> |

New in Version 5.6.3

CPUU now supports Microsoft Exchange 2010 as a target Exchange Server version in migrations performed by Migration Agent for Exchange in Migration Manager for Exchange.

LIMITATION: In case of such migration, for Outlook 2016 CPUU does not process the **Public Folders** store and does not add it to a list of stores in Outlook.

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-------------|--|
| PT133321147 | <p>CPUU cannot update an Outlook 2016 profile for user who has same source and target SMTP addresses (for instance, source and target addresses are both <i>user1@mydomain.com</i>).</p> <p>Fix: For details how to process profiles of such users, see <i>Dealing with Same Source and Target SMTP Addresses</i> in Using CPUU for Outlook 2016.</p> |
| PT134898419 | <p>CPUU cannot update a user profile in case of Office 365 target. This issue arises because CPUU configures the target profile with incorrect RPC over HTTP settings.</p> |

New in Version 5.6.2

The Switch Resource Mailboxes utility (SwitchResMb.exe) now supports

- Microsoft Exchange 2013 as a source Exchange Server
- Processing of Outlook 2016 profiles

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-------------|--|
| PT130913939 | <p>CPUU may crash if Outlook profile store properties are corrupted.</p> |

| Defect ID | Issue Description |
|-------------|--|
| PT130899459 | Rules and contacts may be corrupted after CPUU processing. The problem occurs if CPUU encounters external contacts inside rules or contacts. |

New in Version 5.6.1

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-------------|---|
| PT127784891 | CPUU may stop working or crash if during processing of delegates it encounters a delegate list entry that corresponds to a user already deleted from source Active Directory. |
| PT126237557 | Outlook may unexpectedly prompt for an administrator credentials if CPUU has previously failed to switch a mailbox. |

New in Version 5.6

- Microsoft Exchange 2016 is now supported as a target Exchange organization in migrations using Migration Manager for Exchange 8.13 or later
- Full support for processing Microsoft Outlook 2016 profiles

The following known issues are fixed in this release:

| Defect ID | Issue Description |
|-------------|---|
| PT126020563 | If one of folders under <i>Favorites</i> has the same name as a <i>Search Folder</i> then after profile update that folder's name gets ~1 suffix in its name. |
| PT121026635 | In some cases CPUU cannot send notification messages with log files attached. |

See also:

- [Enhancements](#)
- [Resolved issues](#)

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 1: General known issues

| Known Issue | Issue ID |
|---|----------|
| In case of mailbox switch under Tenant to tenant migration scenario with domain name transfer , additional mailboxes connected to the main mailbox may not work at the first attempt to open them after Outlook profile switching. | |

| Known Issue | Issue ID |
|---|---------------------|
| Workaround: To restore the accessibility of additional mailboxes restart Outlook. | |
| CPUU does not support Outlook profiles with any third-party Add-ins installed. | TF351792 |
| After the switch of a profile with multiple Exchange accounts, a list of address books of a non-default account may not contain the local contacts | TF319769 |
| If the primary SMTP address of an Office 365 user contains the onmicrosoft.com suffix, Client Profile Updating Utility may not be able to log on to the target if the target is the hybrid Exchange organization with Single Sign-On. In this case, this profile cannot be switched. | TF318923 |
| After the switch of a profile that contains multiple Exchange accounts, the Move option from the shortcut menu of the profile messages may not be displayed on the target. | TF318234 |
| During processing of a profile that contains multiple Exchange accounts, Client Profile Updating Utility disables all rules that belong to the switched account. This may happen if links to the folders in these rules point to the folders in another account. | TF318648 |
| CPUU cannot be installed via Migration Manager suite if the Exchange MAPI Collaboration Data Objects 1.2.1 or later is not installed on the workstation. | TF218851 |
| In Microsoft Outlook 2010, the list of rules is not displayed in the target profile after migration. This problem arises if you never perform the Send/Receive operation for this profile. To view the rules, press F9. | TF211724 |
| Client Profile Updating Utility does not support Citrix terminal connections. | TF212381 |
| Client Profile Updating Utility cannot roll back changes to Microsoft Outlook profiles that were made by the earlier versions of CPUU. | TF213587 |
| After the switch, the Auto-reply to people outside my organization option in the Automatic Replies dialog becomes selected on the target even if this option is deselected on the source. This may happen if the schedule is not set and the text message field is empty in the Automatic Replies dialog on the source. | ST81330 |
| Client Profile Updating Utility stops all processes that lock Microsoft Outlook profiles. If the process was not stopped immediately, you may receive the following warning: "Microsoft Outlook (or another MAPI client) is using a dialog box for selecting a profile to log on. Please close this dialog box before Migration Manager for Exchange Client Profile Updating Utility starts processing the profile(s)." | ST80424, ST80301 |
| Outlook Address Book (OAB) contacts lose their Distribution List membership after the migration, if they were added to OAB from the Global Address List. | - |
| After the utility switches profile of a user migrated in a Remote User Collection, a message containing switch log with error may appear in the Sync Issues folder after first synchronization. | - |
| If the account used by the utility to log on to the target is configured to change password after the first logon, such profile will not be switched. | - |
| If you run the utility locally or by a logon script, Windows Firewall displays a warning. However, the warning does not interfere with profile updating. | - |
| After the switch, Out of Office Assistant works only if you log on to the mailbox using the same credentials, as you use to log on to your computer. | - |
| After migrating to Microsoft Exchange 2007, users may experience errors during the Offline Address Book download. To resolve the issue, open the Offline Address Book Properties dialog in the Exchange Management Console and select the Outlook 98 SP1 or earlier | - |

| Known Issue | Issue ID |
|--|----------|
| (Version 2) option on the Distribution tab. Note that the issue is applicable to all Microsoft Outlook versions. | |
| During the rollback, changed public folder favorites are not restored to the initial state. | - |
| CPUU does not support localized versions of Microsoft Outlook, Microsoft Exchange Server, or the Microsoft Windows operating system. CPUU may fail to update a profile if the corresponding code page is not supported by the target Exchange server. For details, see the Microsoft Knowledge Base article at http://support.microsoft.com/default.aspx?scid=kb;en-us;251719 . | - |
| CPUU may fail to update a profile if Microsoft Outlook is not the default mail client on the computer. | - |
| The DigHookHandler.dll library must be located in the same folder as ClientProfileUpdatingUtility.exe . | - |
| If any message boxes are displayed when the user starts Microsoft Outlook, the same message boxes may appear when CPUU processes the user's profile. | - |
| CPUU performs automatic Undo only if Migration Manager Console supports this operation. To rollback a profile manually, use the Rollback mode of the CPUU Configuration Wizard. | - |
| If you enable updating of offline profiles even if the target mailbox was not recreated by the Migration Manager or Exchange Migration Wizard agents, in cases when the mailbox could not be recreated, CPUU will remove the OST files for the updated profiles. The OST files will be automatically re-created by Microsoft Outlook when the user logs on to the Microsoft Exchange 2000/2003 mailbox for the first time. | - |
| Profiles with authentication set to Distributed Password are not updated. | - |
| Microsoft Outlook Search Folders are created as disabled folders. Click on the folder to enable it. | - |
| Rolling back a profile update may not work correctly if the same PST file is assigned to several profiles. | - |
| If the Exception List rules are set in a Microsoft Outlook XP/2003/2007 profile, no rules will be updated. | - |
| The filters created for the offline folder copy synchronization are not preserved while updating the profile. | - |
| If a user uses offline profile with the cached mode turned on but the mailbox is not migrated in a Remote Users Collection, it is recommended to synchronize the offline folder (OST) file before CPUU updates the profile. Otherwise CPUU may rewrite the unsynchronized changes in the OST file with the newer information contained in the online profile. | - |
| If the Synchronize forms option in the Send/Receive Settings is selected for a source offline profile, a Microsoft Outlook error may appear after the profile has been updated by CPUU and the user has performed OST file synchronization with the target profile. To resolve the issue, clear the Synchronize forms option in the target profile's Send/Receive Settings. | - |
| If after a mailbox was migrated in a Remote Users Collection and the OST file was successfully preserved after profile update you delete the x500 address that is equal to the distinguished name of the source mailbox from the proxy addresses of target mailbox, the OST file is no longer accessible. You will need to re-create and re-synchronize the whole OST file from the target server. | - |
| Even if a mailbox was migrated in a Remote Users Collection and the OST file was | - |

Known Issue

Issue ID

successfully preserved, the offline address book (OAB) file is not preserved and is automatically downloaded from the target server when a user logs on to the target mailbox for the first time after profile update. Note that download of the address book may take considerable time.

In Windows 7 and Outlook 2010 (or later) configurations, logon by RPC over HTTP is always used, even if you disable it by setting the FirstLogonOverTCP configuration property to 1. ST77809

Currently, the following Outlook 2013 features are not processed by CPUU: linked contacts, favorite contacts. -

System requirements

Before installing Client Profile Updating Utility 5.7.5, ensure that your system meets the following minimum hardware and software requirements.

Table 2: System requirements

| Requirement | Details |
|---------------------|--|
| Platform | x86, x86-64 |
| Operating system | Any of the following: <ul style="list-style-type: none">• Microsoft Windows 7• Microsoft Windows 8• Microsoft Windows 8.1• Microsoft Windows 10 |
| Additional Software | Any of the following: <ul style="list-style-type: none">• Microsoft Outlook 2007• Microsoft Outlook 2010• Microsoft Outlook 2013• Microsoft Outlook 2016 (only in migrations with ODME or Migration Manager for Exchange 8.13 or later) |

Product licensing

This product does not require licensing.

Upgrade and installation instructions

Client Profile Updating Utility 5.7.5 supports upgrade from version 5.2, 5.3, 5.4, 5.5, and 5.6.

To upgrade Client Profile Updating Utility, run the CPUU 5.7.5 setup and follow the Configuration wizard. If you are not use the CPUU configuration file with **Use the following user account** option selected, no action is required, otherwise you might need to perform the additional steps:

- **For CPUU user profile processing**

It is recommended to switch to **Prompt for credentials** option for migration from / to Microsoft Office 365. For all other migration processes it is recommended to switch to **Use the currently logged in user** or **Prompt for credentials** options. Those options ensure much safer credential handling.

In case you still need to use **Manually provide credentials** option (previously named **Use the following user account**), it is necessary to reenter the previously saved passwords on **Credential** step of Configuration wizard.

- **For mailbox processing using SwitchResMB**

Please, pay attention, now you have **Manually provide credentials** option (previously named **Use the following user account** option selected on **Credential** step of Configuration wizard. It is necessary to reenter the previously saved passwords here. We recommend to select one of the restricted encryption modes (**Restricted to current user and host** or **Restricted to current host**). While we have implemented the reliable encryption algorithm, it is theoretically possible to reverse-engineer CPUU code and use the knowledge to decrypt credentials data stored in CPUU configuration file when **Unrestricted (not recommended, security risks should be reviewed)** encryption mode is used. Thus, using **Unrestricted (not recommended, security risks should be reviewed)** encryption mode has a chance that your credentials might be compromised. We strictly not recommend to use this mode in the production environment and for administrative credentials. It is only acceptable for evaluation purposes in the test environment.

For more details about encryption modes see [Encryption modes](#) section of CPUU Administrator Guide.

Contents of the Release Package

The Client Profile Updating Utility release package contains the following products:

1. Client Profile Updating Utility 5.7.5
2. Product Documentation: Administrator Guide
3. ClientProfileUpdatingUtility_5.7.5_ReleaseNotes.pdf—this file.

Installation Instructions

To install Client Profile Updating Utility, run the CPUU.5.7.5.*.msi installation package provided in your distribution of the product.

The latest version of the product is available for download at <https://support.quest.com/download-install-detail/6075097>.

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

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Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions

- Chat with support engineers online
- View services to assist you with your product

Third-party contributions

This product contains the following third-party components. For third-party license information, go to <https://www.quest.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (*) is available at <https://opensource.quest.com>.

Table 3: List of Third-Party Contributions

| Component | License or Acknowledgement |
|------------------|--|
| TinyXml 2.0 | This product contains portions of the PAWN scripting software (formerly known as SMALL). |

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Legend

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 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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