

# Quest® On Demand Migration

## Release Notes

November 2019

These release notes provide information about the Quest® On Demand Migration release.

## About On Demand Migration

On Demand Migration is a cloud-based application for migrating Azure AD users, groups, mailboxes, OneDrive for Business storages and other resources between Azure AD tenants. It is a part of [Quest On Demand platform](#).

### Key Features

#### Account Migration

- **Pre-migration assessment:**
  - Analysis of the source Azure AD structure and the related resources, including Microsoft Office 365.
  - Reports on problems, misconfiguration and potential risks that might adversely affect the migration.
- **Migration and matching:**
  - Migrate Azure AD users, groups and the related information between tenants.
  - Migrate Exchange Online mailboxes and share free/busy information between tenants.
  - Map the existing accounts in the source and target Azure AD tenants for further resource processing.
- **Shared resources processing / availability:**
  - Grant migrated accounts access to source tenant's resources and applications.
  - Provide access to SharePoint Online for the migrated users.

- **Domain coexistence services**, allowing to set mail sending from new/ original addresses and access cross-tenant data before the migration is finished
- **OneDrive for Business data migration**
- **Robust project management interface and in-depth progress reporting.**

### **Public Folders migration**

- Migrate Public Folders, including content

### **SharePoint Online migration**

- Migrate sites, libraries, lists, and other SharePoint Online content.
- Migrate content permissions.

### **Microsoft Teams migration**

- Migrate Microsoft Teams and Office 365 groups with Teams functionality

# Release History

## Current Release

2019/11/05

This release introduces the following enhancements:

**Table 1: Enhancements**

Feature	Enhancement ID	Enhancement
SharePoint Online Migration	163790, 174098	<b>Getting Started</b> widget with Quick help is now added to provide you with step-by step instructions on how to migrate SharePoint sites.
SharePoint Online Migration	173014	SharePoint Online server resource quotas now can be successfully transferred to the target.

## Previous Releases

2019/10/31

This release introduces the following enhancements:

**Table 2: Enhancements**

Feature	Enhancement ID	Enhancement
OneDrive Migration	ODM-1156	If the OneDrive migration task takes more than twenty minutes, the user is now regularly provided with statistics on progress. To track progress, monitor alerts and notifications related to the OneDrive migration task, click events icons in task details.

2019/10/29

On Demand Migration now allows you to create projects for secure Microsoft Teams migration from one Office 365 tenant to another Office 365 tenant. For more Information refer to [On Demand Migration Administrator Guide](#).

2019/10/22

SharePoint Online migration is now enhanced and the following enhancements are introduced in this release:

**Table 3: SharePoint Online migration is now enhanced**

Enhancement ID	Enhancement
171635,164704	The content migration engine has now been improved to periodically generate statistics and alerts for a content migration report.

**2019/10/15**

On Demand Migration now allows you to create projects for secure Public Folders migration from one Office 365 tenant to another Office 365 tenant. For more Information refer to [On Demand Migration Administrator Guide](#).

**2019/10/17**

**Table 4: Enhancements**

<b>Enhancement ID</b>	<b>Enhancement</b>
ODM-1043	Concurrent package submission and enhanced processing statistics is now supported for OneDrive migration. Refer to <a href="#">Tracking OneDrive Migration</a> for details.
170526	Configuring connections step is now removed from SharePoint Online migration workflow to simplify the process. In case necessary permissions are not granted or expired, you will be notified to grant / regrant necessary admin consents. Refer to <a href="#">SharePoint Online Migration</a> for details.

**2019/11/10**

The following issues are resolved in this release:

**Table 5: Resolved issues**

<b>Issue ID</b>	<b>Resolved Issue</b>
ODM-1170	Address Rewrite Service cannot be started or provisioned for Domain Coexistence and the following error message is reported: <b>Failed to Setup Address Rewrite service</b> .

**2019/09/26**

SharePoint Online list templates are now migrated during SharePoint Online migration.

**2019/09/19**

Added support for SharePoint Online content migration from one Office 365 tenant to another Office 365 tenant. Refer to [On Demand Migration Administrator Guide](#) for details.

**2019/09/10**

Refer to the [Known Issues and Limitations](#) section for the list of issues, known to exist at the time of the release.

**2019/09/05**

**Table 6: Enhancements**

<b>Enhancement ID</b>	<b>Enhancement</b>
ODM-1106	Sharing permissions assignment for OneDrive migration is now optimized to met the latest Microsoft requirements. Refer to <a href="#">Sharing Permission Considerations</a> for details.

**2019/07/18**

This release introduces the following enhancements:

## Table 7: Enhancements

Enhancement ID	Enhancement
ODM-822	Sharing permissions assignment for OneDrive migration is now enhanced, the following options are now available for target storage: <ul style="list-style-type: none"><li>• Do not migrate permissions</li><li>• Update permissions only for migrated content</li><li>• Update permissions for all content</li></ul> Refer to <a href="#">Migrating OneDrive</a> for details.

### 2019/07/11

The following issues are resolved in this release:

#### Table 8: Resolved issues

Issue ID	Resolved Issue
ODM-1009	On Demand Migration does not copy the LegacyDN of source user to Target Email address attribute as X500 Address.

### 2019/07/09

This release introduces the following enhancements:

#### Table 9: Enhancements

Enhancement ID	Enhancement
ODM-700	<b>Usage location</b> value setting is now supported for assigned Exchange Online and OneDrive for Business licensing plans. Refer to <a href="#">Migrating Mailboxes</a> and to <a href="#">Migrating OneDrive</a> for details on how this value is processed.

### 2019/07/02

This release introduces the following enhancements:

#### Table 10: Enhancements

Enhancement ID	Enhancement
ODM-901	<b>Shared with me</b> view on OneDrive Online is now supported by On Demand Migration. Consider that sharing permissions are currently transferred for source accounts that have a matched account on the target tenant only. Refer to <a href="#">Sharing Permission Considerations</a> for details.

### 2019/05/30

This release introduces the following enhancements:

**Table 11: Enhancements**

Enhancement ID	Enhancement
ODM-819	Group permissions for content sharing are now supported during OneDrive migration. Refer to <a href="#">Sharing Permission Considerations</a> for details.

**2019/05/14**

This release introduces the following enhancements:

**Table 12: Enhancements**

Enhancement ID	Enhancement
ODM-768	On Demand Migration now introduces enhanced domain coexistence services, allowing use an unified domain in source or in target organization for outgoing emails before and after the mailboxes are migrated. See <a href="#">Address Rewriting Scenarios</a> for details. The feature requires licensing.
ODM-817	Folder permissions and inherited permissions are now supported during OneDrive migration. Refer to <a href="#">Migrating OneDrive</a> for details.
ODM-79	On Demand Migration now can migrate Azure AD Office 365 Group Type objects, the membership is supported for the accounts that have a pairon the target tenant. Email address for migrated Office 365 Group object will be created in default target domain. <b>NOTE:</b> Office 365 Group content migration is not currently supported.

**2019/04/18**

**Table 13: Enhancements**

Enhancement ID	Enhancement
ODM-818	Sharing permissions of external users are now supported during OneDrive Migration.

**2019/04/09**

**Table 14: Resolved Issues**

Issue ID	Resolved Issue
ODM-908	Mailboxes may be skipped during Discovery in case the local parts of email addresses contains special characters.

**2019/04/04**

This release introduces the following enhancements:

**Table 15: Enhancements**

Enhancement ID	Enhancement
ODM-522	Source mailboxes that have archives are now reported on <b>Assessment</b> view of <b>Mailboxes</b> . <b>NOTE:</b> Re-run the discovery task with <b>Include statistics on mailboxes</b> option selected to start receiving statistics on mailboxes with archives. Use <b>Inventory</b> report to see statistics for these mailboxes and easily select them, if necessary. See

Enhancement ID	Enhancement
	<a href="#">Migrating Mailboxes</a> for details.
ODM-824	Address Rewrite Service is now enhanced to rewrite email addresses for users added to coexistence space not only for "From", but also for "To" or "Cc" for all external recipients. For recipients that reside in source Exchange environment these email addresses remain unchanged. See <a href="#">Address Rewrite Service</a> for details.
ODM-825	OneDrive migration is now enhanced to transfer file sharing permissions for internal users. See <a href="#">Migrating OneDrive</a> for details and <a href="#">File Sharing Permissions Considerations</a> for information on how sharing permissions are handled for files and folders.

**Table 16: Resolved Issues**

Issue ID	Resolved Issue
ODM-778	The free/busy information may be incorrect in case <b>Reply by meeting</b> functionality is used in message from the user, which mail address had been rewritten using Address Rewrite Service.

### 2019/03/19

This release introduces the following enhancements:

**Table 17: Enhancements**

Enhancement ID	Enhancement
ODM-521	Mailbox Migration task is now improved to allow mailbox delegation migration. See <a href="#">Migrating Mailboxes</a> for details.

### 2019/02/18

**Table 18: Resolved issues**

Issue ID	Resolved Issue
ODM-354	Mail migration to archive mailbox scenario is now enhanced to ensure archive mailbox provisioning for the mail migration. <b>NOTE:</b> It can take a while to migrate mail to archive mailbox.

### 2019/02/07

On Demand Migration now introduces the possibility to configure notifications for source and target mailbox owners. These notification messages will appear in the mailboxes after successful switch. See [Configuring Notification for Mailbox owners](#) for details.

### 2019/01/15

On Demand Migration now offers the domain coexistence services, allowing employees of newly acquired or merged organization to send mail from new addresses and access cross-tenant data before the migration is finished. See [Address Rewrite Service](#) for details. This feature requires licensing.

This release introduces the following enhancements:

**Table 19: Enhancements**

<b>Enhancement ID</b>	<b>Enhancement</b>
ODM-620	Mailbox Migration task is now improved. Mail folders selective transfer and Data range setting for content transfer options are now available. See <a href="#">Migrating Mailboxes</a> for details.
ODM-181	Mailbox type icons are now added to improve usability of the <b>Mailboxes</b> .

**2018/12/13**

This release introduces the following enhancements:

**Table 20: Enhancements**

<b>Enhancement ID</b>	<b>Enhancement</b>
ODM-628	Processing statistics for OneDrive Migration tasks is now improved to provide more details about versions, files, or folders including statistics by version and by size after every batch is processed.
ODM-627	Statistics is now enhanced to provide more details about every processed batch. OneDrive file version statistics by size is now available after every processed batch.

**2018/12/06**

This release introduces the following enhancements:

**Table 21: Enhancements**

<b>Enhancement ID</b>	<b>Enhancement</b>
ODM-725	Licensing is now enhanced to consume one license per source user even in case if several target users can be paired with this source user.
ODM-621	Now you can specify custom EWS URL in <b>Configure Connections</b> dialog in case you do not want to use EWS endpoint located by Autodiscover service automatically. See <a href="#">Advanced Options</a> for details.

**2018/11/13**

This release introduces the following enhancement:

**Table 22: Enhancements**

<b>Enhancement ID</b>	<b>Enhancement</b>
ODM-475	Statistics for OneDrive Migration tasks is now enhanced to provide more details about files or folders that are skipped, excluded, or transferred in every batch according to migration options selected by user.

**2018/10/25**

This release introduces the following enhancement:



**Table 23: Enhancements**

Enhancement ID	Enhancement
ODM-472	Now OneDrive items that are skipped in case too long path or filename were specified cannot affect the successful OneDrive storage processing, and appropriate warning events are reported.

**2018/10/18**

This release introduces the following enhancement:

**Table 24: Enhancements**

Enhancement ID	Enhancement
ODM-580	OneDrive content processing is now enhanced to skip batches in case these batches contain only files that have been already transferred.

**2018/10/04**

This release introduces the following enhancement:

**Table 25: Enhancements**

Enhancement ID	Enhancement
ODM-579	OneDrive folders including subfolders in case an invalid path is specified by user are skipped during OneDrive storage processing and appropriate warning events are reported.

**2018/09/27**

**Table 26: Enhancements**

Enhancement ID	Enhancement
ODM-431	Now the maximum number of concurrent PowerShell connections to your Exchange Online organization can be set according to the number that is allowed for your organization by Microsoft. You can set maximal value allowed for your organization to speed up the concurrent tasks completion. <b>IMPORTANT:</b> Do not exceed maximal number of concurrent PowerShell connections allowed for your organization to avoid throttling issues.
ODM-569	The event descriptions for OneDrive Migration Tasks were improved. <b>TIP:</b> From <b>Events</b> list you can quickly navigate to the originating OneDrive Migration task or affected object, who owns the OneDrive storage processed.

**2018/09/25**

This release introduces the following enhancement:

**Table 27: Enhancements**

Enhancement ID	Enhancement
ODM-467	OneDrive items that are skipped due to unexpected errors cannot affect the successful OneDrive storage processing and appropriate warning events are reported.

2018/09/21

**Table 28: Resolved issues**

Issue ID	Resolved Issue
ODM-534	Unsupported attributes are no longer displayed in the Matching Task settings.
ODM-567	Fixed " <i>The service did not respond in a timely fashion</i> " error that sometimes occurred during OneDrive migration.

2018/09/18

**Table 29: Resolved issues**

Issue ID	Resolved Issue
ODM-545	Resolved an issue where the migration stops because there are multiple files or folders with the same path. This event is now logged and the migration continues.

2018/09/11

This release introduces the following enhancements:

**Table 30: Enhancements**

Enhancement ID	Enhancement
ODM-473	Stability of OneDrive migration is now improved by processing large storages in batches.

**Table 31: Resolved issues**

Issue ID	Resolved Issue
ODM-299	Now you can create the tasks containing more than 10,000 objects.

2018/09/07

This release introduces the following enhancements:

**Table 32: Enhancements**

Enhancement ID	Enhancement
ODM-34	Guest User accounts migration is now supported. See <a href="#">Guest User Account Migration Considerations</a> for details.
ODM-460	Now the specific icon is used for Guest User accounts to distinguish them from the domain members.

**Table 33: Resolved issues**

Issue ID	Resolved Issue
ODM-492	OneDrive Migration task may fail due to incorrect handling of Graph API throttling. Now this case is handled properly.

2018/08/14

This release introduces the following enhancements:

**Table 34: Enhancements**

Enhancement ID	Enhancement
ODM-200	Now you can transfer OneDrive changes incrementally to speed up migration process. See <a href="#">Migrating OneDrive</a> for details.
ODM-375	Migration of delegate access permissions and folder permissions are now supported under Mail Migration task. See <a href="#">Migrating Mailboxes</a> for details.

2018/07/31

**Table 35: Enhancements**

Enhancement ID	Enhancement
ODM-191	Now you can add new empty collections and populate collections with discovered accounts using comma-separated CSV file. See <a href="#">Using Collections</a> for details.

2018/07/13

**Table 36: Enhancements**

Enhancement ID	Enhancement
ODM-220	Now you can select which objects will be skipped during OneDrive migration processing to speed up migration process. See <a href="#">Migrating OneDrive</a> for details.

**Table 37: Resolved issues**

Issue ID	Resolved Issue
ODM-420	Mail Migration task may fail with the following error message: <b>'Quest.Rest.RestException' was thrown...</b> . Now this case is handled properly.

2018/07/03

**Table 38: Resolved issues**

Issue ID	Resolved Issue
ODM-412	Mail Migration task may fail with the following error messages: <b>Invalid operation while migration</b> . Now this case is handled properly.
ODM-403	Discovery, Mailbox Switch, Calendar Sharing, or Migration task may fail in case the connection to On Demand platform is lost. Now the running tasks are suspended until the connection will be restored.

2018/06/26

**Table 39: Resolved issues**

Issue ID	Resolved Issue
ODM-406, ODM-407	Mail Migration task may fail with the following error messages: <b>Failed to migrate mail. Plan not found</b> or <b>Failed to migrate mail. Error occurred while executing the request. Unauthorized (Unauthorized)...</b> Now these cases are handled properly.
ODM-355, ODM-378, ODM-405	PowerShell session throttling is now supported and handled as temporary suspension of tasks.

2018/06/05

**Table 40: Enhancements**

Enhancement ID	Enhancement
ODM-198	File versions migration for OneDrive is now supported. See <a href="#">Migrating OneDrive</a> for details. <b>IMPORTANT:</b> Previous file versions are only migrated if their size is 80MB or less. If the size of the specific version exceeds 80MB, that version is skipped. <b>NOTE:</b> Tasks that have been created before this update are set to migrate the latest version only. Edit these tasks and restart them in case you want to migrate previous versions.
ODM-174	The task can be scheduled to run at the specific date and time. See <a href="#">Task Scheduling</a> for details.
ODM - 287	Tasks can have identical names.

**Table 41: Resolved issues**

Issue ID	Resolved Issue
ODM-362	In case any file cannot be migrated, the One Drive storage transfer does not stop, this file will be skipped, and this event will be reported to OneDrive user.
ODM-379	Client Update Agent command line is now considered as case insensitive in all cases.

2018/05/17

**Table 42: Enhancements**

Enhancement ID	Enhancement
ODM-358	OneDrive for Business migration process is now enhanced and OneDrive for Business licensing plans can now be assigned to target users.

**i** **IMPORTANT:** Mail migration task licensing options for Exchange Online are also optimized. Verify how the licenses will be assigned to the target users during the mailbox provisioning in case you edit existing tasks.

2018/05/04

**Table 43: Enhancements**

<b>Enhancement ID</b>	<b>Enhancement</b>
ODM-285	Manual mapping for groups is now supported.

**Table 44: Resolved issues**

<b>Issue ID</b>	<b>Resolved Issue</b>
ODM-288	Filters applied on <b>Accounts</b> , <b>Mailboxes</b> and <b>OneDrive</b> tabs are now cleared when you switch between those tabs.

# Known Issues and Limitations

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

**Table 45: General known issues**

Issue ID	Known Issue
PFM-76	There is currently no way to stop running tasks.
PFM-77	After migration to the target, the folder name remains unchanged, even the original source folder has been renamed. On Demand Migration does not support renaming folders.
ODM-1112	If the <b>Skip if the target file is the same version or newer</b> option is selected, files that were previously migrated and for which additional sharing permissions have been added may not appear in the <b>Shared With Me</b> panel of users who have been granted this additional sharing permission. <b>Workaround:</b> re-run One Drive migration task with <b>Overwrite target files for selected migration</b> option selected.
ODM-872	Statistics related to permissions can be incorrect in some specific cases.
ODM -855	Deletion of target object after the migration may not be reported.
N/A	In case the created Mailbox Switch task is edited and the mail forwarding direction is changed, all selected notification messages will be readdressed, but the wizard may not display notification settings correctly. <b>Workaround:</b> Select <b>Run later</b> and finish the task to re-open it. After the task is re-opened you can see the actual notification settings. Now you can schedule the task as necessary.
ODM -784	Email addresses of recipients joined to address rewriting may stay unchanged in invitations to meetings.
N/A	If you remove a tenant that is currently used in migration projects from On Demand, the affected projects can still be opened without any alerts or notifications. However, all project tasks will fail.
ODM-176	Mail Migration Task Wizard cannot be finished if you add and then clear the value in <b>Exclude mail before</b> and <b>Exclude mail after</b> fields. <b>Workaround:</b> Close the wizard and create a task anew.
DO-728	Double-clicking <b>Finish</b> button in wizards may result in creating several duplicate tasks.
N/A	All accounts must be matched or migrated <i>before</i> migrating the groups they belong to, or with the same task that migrate groups. Otherwise, the newly migrated accounts will not be added to the target groups. <b>Workaround:</b> Re-migrate the affected groups after all their members are migrated.
ODM-309	If you migrate a mail-enabled group with non mail-enabled members, some of those users might not be added to the target group. The following error is displayed for each affected user: " <b>Group membership migration completed with errors. Couldn't find object [User GUID]. Please make sure that it was spelled correctly or specify a different object.</b> " <b>Workaround:</b> Re-migrate the affected groups.
ODM-335	Deleting or moving a file in the OneDrive storage that is currently being migrated may result in aborting the storage transfer with <b>Content transfer failed</b> error. Other storages from the migration task are not affected. <b>Workaround:</b> Re-migrate the failed storage.

Issue ID	Known Issue
ODM-293	A search query entered by user to filter content may be lost in case the user switches tab.
ODM-37	Migration of Microsoft Office 365 groups and security groups with dynamic membership is not supported.

**Table 46: SharePoint Online migration known issues**

Issue ID	Known Issue
173081	The following events may be reported while migrating some folders from Document Libraries connected to Microsoft Teams: <b>A file or folder with the name ... already exists...</b> and <b>Failed to lookup file info of object...</b> The migration proceeds as expected.
171641	After migration the system account is specified as an author of migrated folder instead of the source folder author.
169946	Web address of this view in List View settings cannot be updated due to SharePoint Online limitations.
157005	Migrated discussion board replies are not tagged as "Best reply" on target.
161588	Custom content type assigned to documents is not migrated. All documents will have the default content type on target.
168288	Discussion List created by the site Community feature is renamed to <i>Community Discussion</i> in Team site (STS#3 template.)
169663	Files and list items are not migrated to subsites with the following characters in the URL: <, >, &, ", '.
161760	Site collection status is not updated if the migration task includes more than one site collection.
164683	The search field shows a limited number of characters. Only the first 22 characters are visible for the long search queries.

**Table 47: Microsoft Teams migration known issues**

Issue ID	Known Issue
174830	The following events may be reported while migrating some folders from Document Libraries connected to Microsoft Teams: <b>A file or folder with the name ... already exists...</b> and <b>Failed to lookup file info of object...</b> The migration proceeds as expected.
167428	Incremental migration migrates new messages that was created since the last migration. On Demand Migration for Teams cannot modify or delete messages on the target if they have been modified or deleted on the source.
157045	The target tenant's Global Administrator is displayed as the owner of all migrated messages on the target: The original owner and creation time of a message are displayed in the first line of the message starting with "Originally posted by...".
154722	Channel isFavoriteByDefault property migration is not supported . <b>Workaround:</b> Enable <b>Automatically show this channel in everyone's channel list</b> option for the channel manually in your Teams client.
164356	The event does not report team name in case some exception occurs during discovery.

Issue ID	Known Issue
168595	<b>Migrate</b> option is disabled even team even if the team status is <b>Migrated</b> . <b>Workaround:</b> Refresh page manually.
170194	If the conversation on the channel contains embedded images, the migration task fir the team may result in an error with the status of "Forbidden".
N/A	The memberships is not updated in Teams client immediately after provision. It takes a while before Microsoft synchronizes memberships between group and Teams. <b>Workaround:</b> Wait for membership synchronization
N/A	The following warning is reported: <b>Something went wrong while migrating listitems 'Shared Documents'</b> <b>Workaround:</b> Ignore this warning. No action required. This is a known issue of provisioning. The contents of shared documents will be migrated (folders, documents, etc.)
N/A	If a group with the same mail nickname already exists on the target, this group will be used for provisioning and migration. The following warning is reported: <b>The group '****' was found on the target.</b>
N/A	If a team with the same mail nickname already exists on the target, new mail nickname will be generated automatically, and the following warning is reported: <b>A team with mail nickname '****' already exists on the target. Mapping the source team to a new one...</b>
N/A	If a team with the same mail nickname already exists on the target, this team will be used for provisioning and migration. The following warning is reported: <b>The team (ID: ***) was found on the target</b>
N/A	The following warning is reported: <b>Cannot migrate attachment ***: file not found</b> <b>Workaround:</b> Verify whether the file is not blocked or deleted in the source. File Migration task cannot migrate file in case it is not available.
N/A	Target administrative account are added to source teams automatically. This is mandatory requirement for migration. The following warning is reported: <b>Adding *** as a member of the group '****' on the source...</b> No action required.
N/A	The following warning is reported: <b>Cannot add *** as group ***: User Mapping does not exists.</b> The team member or owner was not matched or migrated by Account migration project. <b>Workaround:</b> In Account Migration project match or migrate the account and then re-run provision task.



# Incident Response Management

Quest Operations and Quest Support have procedures in place to monitor the health of the system and ensure any degradation of the service is promptly identified and resolved. On Demand Migration relies on Microsoft Azure infrastructure and as such is subject to the possible disruption of the related services.

You can view the following status pages:

- Quest On Demand: <https://status.quest-on-demand.com/>
- Azure Services: <https://azure.microsoft.com/en-ca/status/>
- AWS Services: <https://status.aws.amazon.com/>

# System requirements

The following web browsers are supported with On Demand:

- Microsoft Internet Explorer 11
- Microsoft Edge
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

## System requirements for Client Update Agent deployment

- Microsoft Windows 7 or later
- Microsoft Outlook 2010 ( [minimal supported version is 14.0.7159.5000, October 13, 2015, update for Outlook 2010 \(KB3085604\)](#)), 2013 ( [minimal supported version 15.0.4779.1001, December 8, 2015, update for Outlook 2013 \(KB3114349\)](#)) or 2016

**i** **NOTE:** Client Update Agent supports the MAPI over HTTP only. If the Outlook version is earlier than specified above and uses RPC over HTTP instead of MAPI over HTTP, it must to be upgraded to minimal supported version.

# Product Licensing

On Demand is a Software as a Service (SaaS) application where application software is hosted in the cloud and made available to users through [quest-on-demand.com](https://quest-on-demand.com).

Use of this software is governed by the Software Transaction Agreement found at [www.quest.com/legal/sta.aspx](https://www.quest.com/legal/sta.aspx) and the SaaS Addendum at [www.quest.com/legal/saas-addendum.aspx](https://www.quest.com/legal/saas-addendum.aspx). This software does not require an activation or license key to operate.

You can sign in to On Demand as a Guest user and sample the solutions the product can offer. As a Guest user, you can add your Azure AD tenant and look for problems that can be solved by On Demand. To sign in as a Guest user, go to [quest-on-demand.com](https://quest-on-demand.com) and click **Continue as Guest**.

Trial subscriptions are available. Visit Quest® On Demand Migration page for more information and pricing: <https://www.quest.com/products/on-demand-migration/>

## **To enable a trial subscription**

**i** | **NOTE:** You can use the product free during a 30-day trial period for a limited number of users allowed to be migrated

1. Open <https://www.quest.com/products/on-demand-migration/>.
2. Scroll down to the module you want to try and click **Try Online**.
3. To proceed you should read and accept license agreement.
4. Select **Sign In for your Free Trial** option to use your existing Quest account, or **Create a Trial account** option to create a new account.
5. You will receive an email containing step by step instructions on starting your trial period for the product.

## **To purchase a commercial subscription**

1. Open <https://www.quest.com/products/on-demand-migration/>.
2. Click **Request Pricing** and fill in the necessary details.
3. Click **Contact Sales** to request pricing and get help with your business needs.

The product licensing is based on the number of **unique source accounts** processed by the migration and/or matching tasks. The licenses are only consumed once the task is started (either automatically or manually). Simply adding accounts to the tasks without starting them does not consume the licenses. Shared, Room, Equipment mailboxes, and guest users do not consume licenses.

**i** | **NOTE:** The license is **permanently** assigned to the source account. Thus, you can use this account in any number of tasks (migration, re-matching, etc.) without consuming the additional licenses.

There are no data limits for OneDrive, SharePoint, mailbox and public folders content migration.

For more information on available subscriptions and licensing refer to [On Demand Global Settings User Guide](#).

# More resources

Additional information is available from the following:

- [Online product documentation](#) (enter On Demand Migration in the Product search field)
- [Quest On Demand community](#)

## About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit [www.quest.com](http://www.quest.com).

## Technical support resources

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On Demand Migration Release Notes  
Updated - November 2019

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**Table 48: List of third-party contributions**

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