

Quest® On Demand Recovery

Release Notes

July 3, 2025

On Demand Recovery allows you to backup and restore Microsoft Entra ID and Microsoft® 365 objects with their properties. These objects can be selected in a backup and then restored to Microsoft Entra ID or Microsoft 365 without affecting other objects or attributes. Using the granular restore, objects that were inadvertently deleted or modified can be recovered in a few minutes.

Key features of On Demand Recovery

- **Back up Microsoft Entra ID and Microsoft 365 users, groups, contacts, service principals, conditional access policies, and device information**
On Demand Recovery automatically backs up your directory on a regular basis.
- **Granular, selective restore of Microsoft Entra ID and Microsoft 365 users, groups, service principals, conditional access policies, devices, inactive mailboxes for permanently deleted users**
Users, groups, service principals, and devices can be selected in a backup and then restored to Microsoft Entra ID or Microsoft 365 without affecting other objects or attributes.
- **Backup and restore Microsoft Entra B2C users and groups**
On Demand Recovery supports Microsoft Entra B2C tenants.
- **Restore users or Microsoft 365 groups from the Recycle Bin**
Restore users and Microsoft 365 groups that were inadvertently moved to the Recycle Bin.
- **Cloud solution: backup snapshots are stored in the cloud**
On Demand Recovery does not require to install or maintain any additional software.
- **Comparison reporting**
This feature lets you view differences between the selected backup and live Microsoft Entra ID or Microsoft 365 and revert unwanted changes.
- **Integration with Recovery Manager for Active Directory**
On Demand Recovery can be integrated with Recovery Manager for Active Directory 9.0 or higher to restore on-premises objects that were synchronized with cloud by Microsoft Entra Connect.

These release notes provide information about the On Demand Recovery release.

Topics:

- [Release History](#)
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- [System requirements](#)

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Release History

The following lists the new features and resolved issues by deployment.

Current Deployment

Release: 1.8.7 (July 3, 2025)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Error "Storage metadata not found for CustomClaimsPolicy" occurs when restoring a service principal with no previously set attributes and claims. The service principal now restores successfully with a warning that custom claims metadata is missing. | N/A | ADO- 560676 |
| Backup of inactive mailbox links fails when account names contain unescaped spaces or special characters. | N/A | ADO-567235 |
| Misleading error message displayed when the backup of inactive mailbox links fails. | N/A | ADO-567234 |

Previous Deployments

Release: 1.8.6 (June 11, 2025)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Support for backing up and restoring inactive mailboxes of hard-deleted users. A checkbox labeled Back up linkage between users and inactive mailboxes is available under Backup options in the Configure backup dialog (accessed through Manage Backups on the Dashboard). | N/A | ADO-459790 |
| New enterprise application (service principal) for Exchange Online PowerShell for Backup . This application is required to back up the linkage between users and mailboxes. You need to grant consent to Exchange Online PowerShell for Backup and assign the Global Reader role to the service principal. | N/A | ADO-547778 |
| New enterprise application (service principal) for Exchange Online PowerShell for Restore . This application is required to manage Exchange Online and to read and write information to the tenant. To restore an inactive mailbox for a user, you need to grant consent to Exchange Online PowerShell for Restore and assign the Exchange Administrator role to the service principal. | N/A | ADO-547778 |

Release: 1.8.5 (May 27, 2025)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Restore fails when restoring service principals because the backup does not contain Custom Claims policy data. | N/A | ADO-560052 |
| Error during restore of Conditional Access policies that include a link to the IncludeAuthenticationContextClassReferences property. | N/A | ADO-557275 |

Release: 1.8.2 (May 6, 2025)

New features

| Features | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Permissions have been updated for Restore application. New consent version: 1.8. The following permissions have been added: <ul style="list-style-type: none">Policy.ReadWrite.ApplicationConfiguration - Allows the app to read and write your organization's application configuration policies, without a signed-in user. <p>NOTE: New permission required for feature to support restore of Custom Claims Policy. See ADO-542301. A regrant consent is required to use this new functionality.</p> <p>NOTE: An incorrect version was noted in customer pre-notification posted on February 4, 2025. New permission added to consent version 1.8, not consent version 1.9.</p> | N/A | ADO-556543 |
| Backup and restore of Custom Claims Policy for a service principal (aka SAML Attributes and Claims). The CustomClaimsPolicy complex attribute represents a claims policy that allows application admins to customize the claims emitted in tokens affected by this policy. See Quest On Demand Recovery Current Supported Attributes user guide for further details on this attribute. | N/A | ADO-542301 |
| <p>NOTE: Restore of the attribute CustomClaimsPolicy for a service principal is not supported from the difference report.</p> | | |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Unable to restore "Default Policy" (aka SAML Attributes & Claims) - Not supported by Microsoft. See new features ADO-542301 | N/A | ADO-471685 |
| Restore user is using MSOL API (now deprecated) when restoring from recycle bin (Diff Restore Only - Old Restore Engine) | N/A | ADO-555614 |

Release: 1.8.1 (May 6, 2025)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Restore of Application Proxy fails from diff restore due to addition of new attributes. | N/A | ADO-550643 |

Release: 1.7.36 (March 12, 2025)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Backup service credentials still generate sign ins although the feature has been deactivated. | N/A | ADO-543865 |

Release 1.7.34 (February 11, 2025)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Error during backup when backup have Named Location of type "PrivateLinkNamedLocation". | N/A | ADO-501130 |
| Restore of any object fails if backups have CompliantNetworkNamedLocation object type. | N/A | ADO-534070 |
| Restore of user fails if its linked to Conditional Access Policy and the policy is linked to another user that is not in tenant. | N/A | ADO-534296 |
| Dashboard tile states unprotected due to no credentials. | N/A | ADO-539110 |
| Restore of M365 group shows error in events if no policies found in group. | N/A | ADO-539111 |

Release 1.7.32 (January 23, 2025)

i **NOTE:** Due to mandatory enforcement of multifactor authentication (MFA) by Microsoft, the following features have been temporarily deprecated:

- Backup and restore of MFA authentication settings
- Backup and restore of MFA state per user
- Backup and restore of related data for inactive mailbox

For more information, please refer to On Demand Recovery [Product Notification](#).

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Removal of backup option "Backup Conditional Access Policies and Service Principal Default Policies" and requirement for | N/A | ADO-533250 |

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|----------------|-----------------|----------------|
|----------------|-----------------|----------------|

credentials. Conditional Access policies and Named Location policies are always backed up. Other policy types are not currently supported by On Demand Recovery. See Known Issues ADO-471685 and ADO-473450.

To ensure service credentials are removed from configuration, click "Manage Backup", select the tenant and click Save. No changes are required but this forces the previously saved credentials to be removed from the configuration.

Release 1.7.31 (January 08, 2025)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Backup schedule is lost if configured within ~3 minutes after adding tenant | N/A | ADO-225257 |
| Error in backup for user settings in B2C tenants | N/A | ADO-529808 |
| Unpack failed if Difference report field value exceeds elastic limit | N/A | ADO-532993 |

Release 1.7.29 (December 12, 2024)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Ampersand symbol (&) in MSOL data cannot be parsed by New Restore Engine | N/A | ADO-531008 |

Release 1.7.26 (November 14, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Update Manage Restore dialog and Configure Restore dialogs with proper information | N/A | ADO-518707 |
| Restore group(s) linked to group lifecycle policy | N/A | ADO-521948 |
| Python upgrade to version 3.13 | N/A | ADO-523248 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| "Difference" column in Diifference .csv export file currently displays the date instead of the actual difference | N/A | ADO-401741 |
| Failed to restore Device attributes | N/A | ADO-512609 |
| False Negative restore for Administrative Units with hard-deleted groups | N/A | ADO-517134 |

Release 1.7.25 (October 24, 2024)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Selected attributes are not saved in restore window when using non-default 50/100 items view | N/A | ADO-506415 |
| Restore task is hanging at 63% | N/A | ADO-513708 |
| Failure to restore Conditional Access policy with Grant access - requires authentication strength | N/A | ADO-514659 |
| Group Lifecycle Policy not available by default, placeholder needed | N/A | ADO-517560 |
| Failed Backup - Group Lifecycle Policies Links - Get bad status: 400, response: {"error":{"code":"Directory_ExpiredPageToken"}} | N/A | ADO-518203 |
| Failure to restore Conditional Access policy with Session - requires token protection for sign-in sessions | N/A | ADO-519208 |
| Note removed regarding not providing service account credentials from Configure Restore dialog | N/A | ADO-519745 |
| Misspelling in Configure Restore dialog | N/A | ADO-519980 |

Release 1.7.24 (September 11, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Backup Tenant Level Settings: Administrative Units including relationships | N/A | ADO-417650 |
| Backup Tenant Level Settings: User Settings | N/A | ADO-417655 |
| Backup for Tenant Level Settings: General Groups + Expiration + Naming Policy | N/A | ADO-417660 |
| Restore Tenant Level Settings: User Settings | N/A | ADO-471781 |
| Restore Tenant Level Settings: General Groups + Expiration + Naming Policy | N/A | ADO-471782 |
| Restore: Administrative Units | N/A | ADO-471786 |
| Unpack for Tenant Level Settings: User Settings | N/A | ADO-487997 |
| Differences for Tenant Level Settings: User Settings | N/A | ADO-487999 |
| Restore: Administrative Unit Relationship Members | N/A | ADO-497285 |
| Restore: Administrative Unit Relationship - scopedRoleMembers | N/A | ADO-497286 |
| Disable Difference restore for all Tenant Level Settings | N/A | ADO-497618 |

Release 1.7.23 (September 06, 2024)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Backup failed with error encoding `msol_users` - null value for displayName of user. | N/A | ADO-514668 |

Release 1.7.22 (September 05, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Implemented a white list for log messages. | N/A | ADO-494442 |
| Escape special characters when generating msol_users target. | N/A | ADO-512929 |
| Enhanced handling of data with special characters when indexing and converting msol_users target. | N/A | ADO-512933 |

Release 1.7.21 (August 27, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Permissions have been updated for Restore application. New consent version: 1.7. The following permissions have been added: <ul style="list-style-type: none"> • Policy.ReadWrite.Authorization • Policy.ReadWrite.AuthenticationFlows • Policy.ReadWrite.ExternalIdentities • AdministrativeUnit.ReadWrite.All • User.ManageIdentities.All | N/A | ADO-PR98040 |

Release 1.7.20 (August 15, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Updated Manage Backups popup to include required roles needed to backup multifactor authentication settings and data related to inactive mailboxes. | N/A | ADO-509282 |
| Updated Configure Restore popup to include required roles needed to restore multifactor authentication settings, data related to inactive mailboxes and Conditional Access policies. | N/A | ADO-509283 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| On Manage Backups popup, if all options are not enabled under Backup options, the password is not saved and an error displays while backing up. | N/A | ADO-509450 |

Release 1.7.19 (August 08, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Re-enablement of backup and restore of multifactor authentication settings and data related to inactive mailboxes. | N/A | ADO-503476 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Inconsistent results from restoring app registration - searching for a matching application for service principal <ID1> with applId <ID2> | N/A | ADO-505054 |
| Mailbox is not restored for hard deleted MFA Users from Unpacked Objects. | N/A | ADO-505459 |

Release 1.7.17 (July 18, 2024)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Error restoring app registration - object reference not set to an instance of an object. | N/A | ADO-503796 |

Release 1.7.16 (July 17, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Retry Policy for restore operations - apply list of error messages for retry. | N/A | ADO-482811 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Failure to restore Conditional Access policy for deleted Service Principal. | N/A | ADO-499268 |
| When a new consent version is available (re-grant consent required), restore operations will proceed with only a warning, not an error. | N/A | ADO-500212 |
| Backups failing with error "An exception occurred while backing up Multifactor Authentication settings." Resolution: Error result of a functional outage and deprecation of API used to backup multifactor authentication settings and backup data related to inactive mailboxes. Features have been temporarily deprecated until the issue can be resolved. See Known Issue ADO-503476 . | N/A | ADO-503501 |

! New known issues

| Known issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Back up and restore of multifactor authentication settings and data required to connect inactive mailboxes to a restored user is temporarily not supported. Interface (API) was deprecated and needs to be replaced with new methods. | N/A | ADO-503476 |

Release 1.7.14 (June 18, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Restore User attributes: employeeType and employeeHireDate. | N/A | ADO-467085 |
| Update Feature Name in events to Activity Trail. | N/A | ADO-492775 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Restore task Service Principal (restore selected - owners) freezes at 99%, but relation is still restored. | N/A | ADO-492169 |
| Restore task succeeds but Conditional Access Policy is not restored because data is malformed or incorrect. | N/A | ADO-492486 |
| User/Group restore does not reconnect user/group to the Conditional Access policy. | N/A | ADO-493719 |
| Restore task fails to restore conditions for Conditional Access policies even if task finished successfully. | N/A | ADO-494698 |
| Directory_ExpiredPageToken is not handled in get_graphio_ entities that cause backup failure. | N/A | ADO-496156 |

Release 1.7.12 (May 30, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Full rename of Azure Active Directory to Microsoft Entra ID. The URL for On Demand Recovery has been changed to https://quest-on-demand.com/#!/recovery/entraid . | N/A | ADO-462067 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Switch to Info log level (currently set to Debug). | N/A | ADO-494440 |

Release 1.7.11 (May 14, 2024)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Issues noticed with backend resources for Differences restore when restore engine is turned on. | N/A | ADO-491621 |

Release 1.7.10 (May 09, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Update to ODJRS SDK for retry policies in restore engine. | N/A | ADO-491910 |

Release 1.7.9 (April 24, 2024)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Restore of changed user mail attributes: mail, proxyAddresses, targetAddresses fails if user is hard deleted. | RMAZ-136 | ADO-352530 |
| On Demand Recovery does not restore an Microsoft 365 mailbox (either for user or for Office group) if it was permanently deleted. | RMAZ-137 | ADO-352531 |
| Certain attributes can be applied only for Hybrid objects. | RMAZ-308 | ADO-352539 |
| Restore of more than 10000 objects can lead to reduced performance. | RMAZ-576 | ADO-352562 |
| Restore for Conditional Access policy "Baseline policy: Require MFA for admins" is not supported. | RMAZ-998 | ADO-359281 |
| Restore user licenses fails: Cannot restore usageLocation. | N/A | ADO-394533 |
| Default role cannot be restored when assigned in app registration along with custom role. | N/A | ADO-469437 |
| Provision service is killed by Out Of Memory. | N/A | ADO-469748 |
| Backup stores incorrect Connector data. | N/A | ADO-477065 |
| Cannot restore User - failed restore task - when a user is a member of a dynamic group and relation is in the backup. | N/A | ADO-485074 |
| MSOL get user request fails with Exception: SOAP operation failed with error: Collection was modified; enumeration operation may not execute. | N/A | ADO-487018 |
| User's groups membership is not correctly restored due to hidden member - new permission Member.Read.Hidden added to application Quest On Demand - Recovery - Basic. For resolution of this issue, ensure to regrant consent to the application to consent version 2.3. | N/A | ADO-487918 |

Release 1.7.7 (March 21, 2024)

Resolved Issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Backup failed due to "Directory_ExpiredPageToken" error. | N/A | ADO-456166 |
| UI improvements in Difference and backup task details. | N/A | ADO-479605 |
| Restore of backlinks to restored hybrid Groups not working for Conditional Access policy. | N/A | ADO-481367 |

Release 1.7.6 (March 05, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Restore relations of policies to Service Principal, App Registration, Users and Guests, Groups, Directory Roles, Named Locations. | N/A | ADO-455142 |

Release 1.7.5 (February 20, 2024)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| No backup message - no missing backup but was missing backup cronjob - improve notification. | N/A | ADO-347585 |
| Expired backup remains in retention table when org container was deleted. | N/A | ADO-474438 |
| compliantNetworkNamedLocation for backup causing backup error - skip unsupported type. | N/A | ADO-475776 |

Release 1.7.3 (January 30, 2024)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Enabled Conditional Policies for backup using GraphAPI. | N/A | ADO-455135 |
| Support option to "Perform differences operation" on the Unpack screen from Dashboard. | N/A | ADO-457124 |
| Restore of Conditional Access Policies with GraphAPI. | N/A | ADO-459772 |
| Enabled Named Location policies for backup using GraphAPI | N/A | ADO-459779 |
| Restore of Named Location policies with GraphAPI | N/A | ADO-459780 |
| Restore service credentials no longer needed for Conditional Access policies and Named Location policies. | N/A | ADO-471748 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Restore of conditional access policy will fail due to Microsoft deprecation of API. Error message will appear "Cannot update default conditional access policy: Status: 403, response: {'odata.error': {'code': 'Authorization_RequestDenied'}}. | N/A | ADO-452910 |

Release 1.7.0 (December 05, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Improved retention policies for new backups. Users can now set retention periods in custom number of days for retention policies. | N/A | ADO-453550 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Hard deleted application registrations able to be restored more than once. | N/A | ADO-456951 |
| UI shows an error when restoring object using custom RBAC. | N/A | ADO-463497 |

Release 1.6.13 (November 30, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| New permissions for Basic and Restore applications/service principals. | N/A | ADO-454066 |

Release 1.6.12 (November 22, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Support for restoring hard deleted applications. | N/A | ADO-305138 |
| Support for restoring soft deleted application registrations. | N/A | ADO-457117 |
| An error message will display if restore consent has not been granted or needs regranting. | N/A | ADO-457273 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Restoring hard deleted service principal does not reference a valid application object. | N/A | ADO-262036 |
| Attribute "identifierUri" not restored while restoring hard deleted application. | N/A | ADO-282865 |
| Unable to restore application owner for hard deleted application registration. | N/A | ADO-368786 |
| Hard deleted service principal cannot be restored due to missing privileges. | N/A | ADO-449175 |

Release 1.6.11 (November 09, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Not all attributes are displayed in the attributes' browser with multiple tenants in On Demand organization. | N/A | ADO-456721 |

Release 1.6.10 (November 02, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Combined backup of Conditional Access policies and Service Principal Default Policies options in Configure Backup dialog. | N/A | ADO-448017 |
| Updated roles and permissions regarding restore application/service principal. | N/A | ADO-417336 |

Release 1.6.8 (October 05, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Backup statistics fails due to issue when downloading backup files. | N/A | ADO-452664 |

Release 1.6.7 (October 03, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| New application and service principal for Restore operations. New application and consent permissions will restore Microsoft 365 and Microsoft Entra data to your tenant. The consent granted with this application allows On Demand Recovery to access Microsoft Entra ID to write directory and group data. | N/A | ADO-417334 |
| Separate service credentials can be specified for backup and restore operations. New Manage Restore settings available to specify service credentials for restore operations of advanced features. Advanced features include conditional access policies and service principal default policies. Service credentials specified in Manage backup settings are now only used for backup operations. | N/A | ADO-417336 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Expired backups showing on UI when deleted. | N/A | ADO-352540 |
| Hanging backups when service account is specified. | N/A | ADO-450011 |

Release 1.6.6 (September 21, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Mailbox Restore - Integration with ODJRS Managed Identity | N/A | ADO-437473 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Error occurs when restoring multiple mailboxes - Request_BadRequest. Details: Another object with the same value for property userPrincipalName already exists | N/A | ADO-392130 |
| Restore button: Improve experience - ensure that a tenant is selected by default (last selected tenant saved). | N/A | ADO-422990 |
| Token generation is bypassing caching. | N/A | ADO-447099 |
| Backup task progress is showing wrong information. | N/A | ADO-447989 |

Release 1.6.5 (September 12, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Cached delegated token prevents restore to complete successfully. | N/A | ADO-444541 |

Release 1.6.4 (August 31, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Group assignment is not restored for service principal when both service principal and group are deleted. | N/A | ADO-436526 |
| Unpack task fails for very large backups (100m+ members). | N/A | ADO-445269 |

Release 1.6.2 (August 17, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Scheduled backup always skips policies regardless of configuration. | N/A | ADO-443290 |

Release 1.6 (August 03, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Ability to browse and view list of supported attributes per object type. | N/A | ADO-436418 |

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Backup to support group members of directory role. | N/A | ADO-413845 |
| Support restore of directory role group members. | N/A | ADO-416704 |
| New backup settings - update Manage Backup screen with new settings and clearer requirements for service credentials. | N/A | ADO-421153 |
| New Guide: Supported Attributes. | N/A | ADO-436419 |
| Support of Application Extension attributes in Restore Browse. | N/A | ADO-421150 |
| Implementation of new grid for selection of attributes by object type. | N/A | ADO-423358 |
| Ability to browse and view list of supported attributes per object type. | N/A | ADO-436418 |

Release 1.5.110 (June 06, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Upgrade to Elasticsearch 7.17.0. | N/A | ADO-407771 |
| Whitesource: Upgrade to Werkzerug 2.2.3. | N/A | ADO-416131 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Removal of Azure Active Directory Graph permissions from service principals. | N/A | ADO-415518 |

Release 1.5.108 (May 18, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Warnings are generated during backup due to missing 'await'. | N/A | ADO-426398 |

Release 1.5.105 (April 18, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Issue restoring mailbox link from hard-deleted users (restore of single mailbox). | N/A | ADO-416859 |

Release 1.5.102 (March 09, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Error while restoring conditional access policy. | N/A | ADO-410180 |

Release 1.5.101 (February 09, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|------------------------|-----------------------|
| Allow Global Reader permission to be specified for service accounts. | N/A | ADO-406402 |

Release 1.5.99 (January 24, 2023)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|------------------------|-----------------------|
| Addition of Application Registrations to backup statistics. | N/A | ADO-391346 |

Release 1.5.98 (January 10, 2023)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|------------------------|-----------------------|
| Disable restore button when no tenant is selected (instead of hiding). | N/A | ADO-385901 |
| Incorrect link in error message 'You need to upload certificates to make SAML SSO work again'. | N/A | ADO-401681 |

Release 1.5.97 (November 22, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|------------------------|-----------------------|
| WCF Relay check hangs with '502' response code. | N/A | ADO-394935 |

Release 1.5.95 (November 08, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|------------------------|-----------------------|
| WhiteSource vulnerability (high): py-1.11.0-py2.py3-none-any.whl - upgrade to version azure-cli - 2.40.0. | N/A | ADO-392484 |
| Lost backup monitor works for 14+ hours due to 50 retries when elastic is unavailable. | N/A | ADO-393149 |
| ODJRS: restoration of inactive mailbox takes too long and the job state never changes. | N/A | ADO-393716 |

Release 1.5.94 (October 27, 2022)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|------------------------|-----------------------|
| Addition of object counts for each object type. | N/A | ADO-373755 |

Release 1.5.93 (October 20, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Restoration of multiple users (more than 3) with a mailbox fails. | N/A | ADO-391323 |
| Unpacking can be started when no backups has been created. | N/A | ADO-371726 |

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Support of Exchange Online modern authentication for difference restore operation. | N/A | ADO-384591 |
| Support mailbox restore for Exchange Online and modern authentication - basic authentication deprecated. | N/A | ADO-384601 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Validate connection hangs in Manage Tenant dialog. | N/A | ADO-367197 |

Release 1.5.91 (September 20, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Lost backup monitor runs for 20+ hours due to increased retry attempts. | N/A | ADO-385655 |
| AU tenant not displaying under Manage Backups and backups fail. | N/A | ADO-385072 |

Release 1.5.90 (September 16, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| SharePoint Online requests require longer timeout. | N/A | ADO-385275 |

Release 1.5.89 (September 16, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Backup failed with "NoneType' object is not subscriptable' error. | N/A | ADO-385203 |

Release 1.5.88 (September 15, 2022)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|------------------------|-----------------------|
| Update from Azure AD Graph API to Microsoft Graph API. | N/A | ADO-380999 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|------------------------|-----------------------|
| WhiteSource vulnerability: lxml 4.6.5 - upgrade to version lxml 4.9.1. | N/A | ADO-372947 |
| WhiteSource vulnerability: azure.storage.blob 12.10.0 - upgrade required. | N/A | ADO-376129 |
| Invalid notification process for expired subscriptions and handling of data. | N/A | ADO-377289 |
| If objects from different tenants were selected, the restore button should not be visible. Select only objects from a single tenant to restore. | N/A | ADO-379980 |
| Task fails when roles are assigned to a service account via a group. | N/A | ADO-381764 |
| Unable to read Default Policy for service principal and backup fails. | N/A | ADO-382912 |

Release 1.5.86 (July 12, 2022)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|------------------------|-----------------------|
| Enhancement to hybrid connection settings. | N/A | ADO-364499 |

Release 1.5.85 (June 30, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|-----------------------------------|------------------------|-----------------------|
| Unpacking fails for organization. | N/A | ADO-371256 |

Release 1.5.84 (June 07, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|------------------------|-----------------------|
| Lost backups monitor is not handling exceptions properly. | N/A | ADO-326952 |

Release 1.5.82 (May 17, 2022)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|------------------------|-----------------------|
| Added option to perform differences operation during unpack. | N/A | ADO-349822 |
| Enhanced the existing restore process to only read backup files that contain relevant data. | N/A | ADO-329253 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Saving customer credentials may fail due to changes in Azure KeyVault behavior. | N/A | ADO-328010 |

Release 1.5.80 (March 31, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Added fix to unpack and restore group with contacts. | N/A | ADO-346179 |

Release 1.5.75 (January 27, 2022)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Hybrid user restore from Recycle Bin will programmatically set user GivenName into different value. | N/A | ADO-319713 |

Release 1.5.72 (December 16, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Error during restore of AppRoles due to service principal object. Error was not displayed in the UI. | N/A | ADO-314295 |

Release 1.5.71 (November 30, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Hybrid restore: Clearing up "ReadOnly" Hybrid Object attributes for soft deleted user. | N/A | ADO-316891 |
| Backup failures related to changes in Graph API. | N/A | ADO-320114 |

Release 1.5.69 (November 04, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Restore on-premises objects source and directory synced displayed incorrect information. | N/A | ADO-251281 |

Release 1.5.66 (September 28, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| An error displays that cannot update the default conditional access policy. | N/A | ADO-262144 |

Release 1.5.65 (July 20, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|-----------------------|
| Hard deleted group/user did not reflect in Differences tab. | N/A | ADO-265552 |
| Differences tab hangs when the user clicks refresh. | N/A | ADO-265263/ADO-238672 |

Release 1.5.63 (June 23, 2021)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| When deleting a group, all links that were affected by this action are shown in the Differences report, e.g. Microsoft Entra group membership, SharePoint groups membership, conditional access policies, group owners, and application assignments. | N/A | ADO-351389 |

Release 1.5.60 (June 01, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| The backup configuration dialog does not behave properly when incorrect credentials provided. | N/A | ADO-261437 |

Release 1.5.59 (May 18, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Issue with running backup when no tenant selected. | N/A | ADO-258581 |
| Policies not always restored due to caching of objects. | N/A | ADO-258490 |

Release 1.5.57 (May 04, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| A notification was not sent after a missed backup due to timeout of services. | N/A | ADO-255103 |
| Hard deleted user failed to add owner to Service Principal due to insufficient privileges. | N/A | ADO-248651 |
| Configure backup dialog was unable to open for B2C clients. | N/A | ADO-255021 |

Release 1.5.56 (April 29, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Restoration of a deleted user had failed. | N/A | ADO-254604 |
| Multi-factor authentication status was incorrect when restoring multi-factor authentication settings. | N/A | ADO-234914 |
| Service Principal restore did not reference a valid application object. | N/A | ADO-252945 |
| Intermittent backup failures occurred for unknown reason. | N/A | ADO-257344 |

Release 1.5.55 (March 23, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| SharePoint user is not created during the restore operation. | N/A | ADO-251607 |
| On Demand Recovery displays timeout error. | N/A | ADO-251978 |

Release 1.5.53 (March 16, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Fixed the discrepancy between data reported from the Backup tab and the Unpacked tab. | N/A | ADO-248218 |

Release 1.5.46 (January 25, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Failed backup event and email notification. | N/A | ADO-226221 |
| Changes in appRoles are not shown in Differences. | N/A | ADO-226199 |
| Differences report did not show conditional access policy change. | RMAZ-1169 | ADO-225252 |
| Role assignment is not restored for single sign-on applications. | RMAZ-691 | ADO-225247 |

Release 1.5.45 (January 12, 2021)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Difference report: The deleted conditional access policy may fail to appear. | N/A | ADO-234723 |
| Object search functionality did not work correctly when partial criteria was entered. | N/A | ADO-234912 |

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Linking hard deleted user to service principal owner or application owner gave insufficient permission error. | N/A | ADO-235423 |
| Restoration of user failed due to invalid location. | N/A | ADO-225236 |

Release 1.5.39 (December 01, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Backup failing due to the deletion of a tenant | N/A | ADO-228850 |

Release 1.5.35 (November 03, 2020)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| On the Unpacked Objects tab, there is now a Mail Enabled filter. This allows you to filter by users and groups who do or do not have a mailbox. | RMAZ-648 | ADO-216080 |

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Changes made to appRoles attributes were not displayed in the Differences report. | RMAZ-1084 | ADO-348200 |

Release 1.5.34 (October 05, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Made adjustments to the Application Proxy backup and restore feature to compensate for the modification that Microsoft made to an API endpoint. | RMAZ-1623 | ADO-348180 |

Release 1.5.33 (October 01, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Second restore of hard deleted user unable to complete due to more than one user being found when matching. | RMAZ-1606 | ADO-348179 |

Release 1.5.32 (September 24, 2020)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| From this version, On Demand Recovery restores Microsoft Entra Application Proxy applications. | RMAZ-1335 | ADO-348241 |
| Application Proxy settings can be restored from the Differences report. | RMAZ-1435 | ADO-348286 |

Release 1.5.31 (August 27, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| On Demand Recovery can restore/validate application role assignments that have invalid IDs. | RMAZ-1436 | ADO-348287 |

Release 1.5.29 (August 13, 2020)

New features

| Feature | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| From this version, On Demand Recovery restores gallery applications using Beta API . | RMAZ-1559 | N/A |

Release 1.5.26 (July 28, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| On Demand Recovery may display wrong timestamps for hybrid objects on the Events screen. | RMAZ-1482 | ADO-348305 |

Release 1.5.25 (July 23, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| The Hybrid restore operation does not randomly restore some hybrid attributes. | RMAZ-1443 | ADO-348172 |

Release 1.5.22 (June 30, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Backup creation can fail when getting a password from Azure Key Vault. | RMAZ-1452 | ADO-348174 |
| Hybrid recovery from encrypted backups does not work. | RMAZ-1448 | ADO-348173 |

Release 1.5.21 (June 18, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Hybrid recovery stability has been improved. | RMAZ-1317 | ADO-348157 |

Release 1.5.20 (June 16, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Improved stability of On Demand Recovery backups. | RMAZ-1442 | ADO-348171 |

Release 1.5.18 (June 09, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| The ssoSettings attribute of a service principal cannot be restored for the corresponding non-gallery Application. | RMAZ-1432 | ADO-348170 |

Release 1.5.17 (June 02, 2020)

Resolved issues

| Resolved issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Backup settings did not display correctly in the "Create backup" dialog due to a problem with the empty 'created' field. | RMAZ-1428 | ADO-348169 |

Known issues

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

- ! **CAUTION:** Due to Microsoft Entra ID being a dynamic and rapidly evolving platform, its' associated APIs could be subject to updates or changes with limited notice, which may occasionally impact On Demand Recovery features. Quest will provide timely notification to customers in the event of any such impact. Please refer to Microsoft's [official documentation](#) and [Microsoft Graph API changelog](#) for any updates related to Entra ID APIs

General known issues

| Known issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| If you restore two groups which are members of the third group which was deleted, the third group can be duplicated after the restore operation. This issue is applied only to non-Office Groups which support nesting. Workaround: To avoid this issue, the user needs either to restore groups one by one (order is not important) or restore all of them at once. | RMAZ-18 | ADO-226239 |
| On Demand Recovery does not restore Distribution List members and will display the error "Status: 400, Code: Request_BadRequest. Details: Unable to update the specified properties for | RMAZ-174 | ADO-348192 |

| Known issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| objects that have originated within an external service." | | |
| If two users perform the unpack operation simultaneously with the selected "Clear objects" option in the same On Demand organization, one of the processed backups will not be unpacked (or will be partly unpacked). Workaround: Do not select the "Clear objects" option. Also, the restore operation may fail if the user is trying to unpack the backup that is currently processed by another user. | RMAZ-270 | ADO-225214 |
| Old backups (backups that were created before you remove the tenant) are not shown in the On Demand Recovery user interface if the same tenant was removed and then added again. If you need to unpack, restore or delete old backups, please contact Quest Support. | RMAZ-273 | ADO-352537 |
| Backup task does not check the Admin consent status, but if the Admin consent is not granted for the tenant, the following error occurs: "The identity of the calling application could not be established." | RMAZ-315 | ADO-352542 |
| On Demand Recovery does not show the proxyAddresses attribute in the Differences view. | RMAZ-338 | ADO-352544 |
| The restore operation from the Differences view may fail if you run Refresh before the restore operation is completed. | RMAZ-352 | ADO-352545 |
| An incorrect (empty) object count may be displayed in the "details pane" of the Restore from Diff task. | RMAZ-354 | ADO-352546 |
| If you enable Azure Multi-Factor Authentication (MFA), you should regrant Admin Consent for the On Demand Recovery module. Otherwise, you will get the following error during the restore operation: "Failed to refresh access token. StatusCode: 400. ErrorCode: interaction_required. Due to a configuration change made by your administrator, or because you moved to a new location, you must use multi-factor authentication to access". | RMAZ-405 | ADO-352553 |
| On Demand Recovery does not support backup and restore of Microsoft Entra tenants created in Azure Germany, or U.S. Government. | RMAZ-566 | ADO-352561 |
| If a user does not have the service account for the tenant, On Demand Recovery cannot restore permanently deleted service principals provisioned from Azure Gallery. Workarounds: <ol style="list-style-type: none"> 1. Install the corresponding application from Azure Gallery once again to re-create the service principal object. 2. Install SSL certificates for the application. 3. Configure single sign-on (SSO) options for the service principal (if any). 4. After that, On Demand Recovery will be able to apply properties from the backup. | RMAZ-690 | ADO-352565 |
| On Demand Recovery does not restore MFA authentication methods for a hard deleted user if the mobile application was | RMAZ-777 | ADO-352568 |

| Known issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| assigned to this user. NOTE: If any of the following Voice Call/SMS/Office Phone was set up as an authentication method for a user, On Demand Recovery will restore all MFA data for this user. | | |
| If you restore a permanently deleted user with the enabled Self-Service Password Reset option, Multi-Factor Authentication methods will be displayed as not verified after restore. | RMAZ-798 | ADO-352570 |
| On Demand Recovery does not support MFA enabled accounts for backup creation. To set the account password to never expire, use the following PowerShell command: <code>Set-MsolUser -UserPrincipalName <name of the account> -PasswordNeverExpires \$true</code> For more details, refer this article https://support.office.com/en-us/article/set-an-individual-user-s-password-to-never-expire-f493e3af-e1d8-4668-9211-230c245a0466 | RMAZ-779 | ADO-352569 |
| A tenant verification failed message appears when user adds tenant to On Demand Recovery (Core only). | N/A | ADO-264595 |
| On Demand Recovery does not support backups dated before October 2019. | N/A | ADO-394268 |
| Unable to restore all other policy types - only support Conditional Access Policies and Named Locations with new Graph API. | N/A | ADO-473450 |
| Unable to update mail-enabled group attributes. | N/A | ADO-475481 |
| Restoring app role ends with exception 'Failed to update service principal application roles Cannot modify or delete entitlement with origin Application.' | N/A | ADO-511582 |
| Legacy policies in effect cause following error on restore of MFA authentication methods: "Cannot enable SMS sign-in on phone authentication method as the credential policy is not enabled on the user." Workaround: Transition to new Authentication methods policies if possible. Microsoft will deprecate legacy MFA policies from September 2025. | N/A | ADO-518702 |

Hybrid only known issues

| Known issue | Issue ID (Jira) | Issue ID (ADO) |
|--|-----------------|----------------|
| Granular restore of object membership from the Differences view is not supported. Workaround: Go to the Objects view, find the group that you want to restore and select the member attribute in the attribute list to restore links. | RMAZ-252 | ADO-225173 |
| Cannot download hybrid credentials with the Error 404 "Not found" may occur. This issue occurs if you try to get credentials right after the registration - it takes about one minute to create the Relay credentials. | RMAZ-311 | ADO-352541 |
| If the same on-premises object is selected in different unpacked backups on the Objects view, On Demand Recovery will perform the hybrid restore of the object on the first selected backup date. | RMAZ-355 | ADO-352547 |
| If multiple objects are selected for restore and there is Directory | RMAZ-358 | ADO-352548 |

| Known issue | Issue ID (Jira) | Issue ID (ADO) |
|---|-----------------|----------------|
| Synchronization Service Account among them, the restore operation will fail for all objects with the error "Failed on-premise restore. Error: Value cannot be null". | | |
| Hybrid restore (from Objects or Differences view) uses attribute values from the on-premises backup. So, these values may be different from the corresponding values shown in the Differences or Objects view. | RMAZ-373 | ADO-352551 |
| Restore of the usageLocation cloud attribute does not work for the "Exchange Hybrid" scenario. | RMAZ-457 | ADO-352554 |
| A restore of a hybrid cloud user that was permanently deleted may fail, if Microsoft Entra Connect cannot synchronize the newly created user from the on-premises Active Directory to the cloud. Workaround: Force Microsoft Entra Connect initial synchronization to fix this issue, then restart the restore operation. | RMAZ-485 | ADO-352559 |
| Cannot restore cloud attributes for a permanently deleted user in hybrid scenario after the user was recreated by Microsoft Entra Connect. The following error will arise: "Another object with the same value for property userPrincipalName already exists " | RMAZ-720 | ADO-352566 |
| On Demand Recovery cannot restore the onPremisesDistinguishedName property for permanently deleted users in hybrid scenario. In this case you will get the following error message: "Property 'onPremisesDistinguishedName' is read-only and cannot be set" error. | RMAZ-721 | ADO-352567 |
| Hybrid restore may fail with the following error: "The ChannelDispatcher at 'sb://backupaad-rmaz-hybrid-us.servicebus.windows.net/org-f555beae-38fa-4d0a-b502-08c4b93b01da' with contract(s) 'HybridRestoreServiceContract' is unable to open its IChannelListener". Workaround: Restart the Recovery Manager Hybrid Connect service. | RMAZ-907 | ADO-352573 |
| Import-Module ADSync command may not work correctly on the Microsoft Entra Connect host. Workarounds: <ul style="list-style-type: none"> • Make sure that <i>Import-Module</i> is available globally on the Microsoft Entra Connect host. -OR- • Copy the AADSync.psm1 file manually from the Recovery Manager Portal machine to the PowerShell default folder on the Microsoft Entra Connect host. | RMAZ-931 | ADO-352574 |

Quest Migration and Management Platform known issues

| Known issue | Issue ID |
|--|----------|
| You may see a "white screen" instead of spinning preloader when starting On Demand Recovery. | QMMP-74 |
| The "Select all" option does not work properly in the "Select attributes" dialog that opens when you click Browse in the Restore Objects dialog. If you select the "Select all" check box, all attributes will be selected, but will not be restored. | QMMP-130 |

| Known issue | Issue ID |
|---|-----------------------|
| Invalid sorting of data by 'Task Name' and 'Object Name' fields in the Events view. | QMMP-142 |
| Resizing issue: Shows gray overlay on small displays when the side bar was initially in the expanded state. | QMMP-159 |
| Scrolling hangs if there are more than 10000 objects in a list. Workaround: Use sorting or filtering option to narrow your search scope. | QMMP-177, QMMP-182 |
| The timelines on the Events and Backups show incorrect results if you select an interval in the timeline and then click any date range link on the left side of the screen. | QMMP-184 |
| If you work with Internet Explorer 11, dialogs launched from the Differences and Dashboard screens may show controls from the lower layer. Workaround: Resize the browser window. | QMMP-201 |
| Details panel on the Objects view shows tasks in a random order. | QMMP-221 |
| On the Dashboard view, if you click on any specific status in the objects widget, you will be redirected to the Objects view with this status as a filter. Then, if you go back to Dashboard and click on the widget title (total number of objects), you will be redirected to Objects with the previous status filter. | QMMP-228 |

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 modules rely on Azure and AWS infrastructure and as such is subject to the possible disruption of these 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

On Demand Recovery supports the following browsers:

- Microsoft Edge
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

Product licensing

On Demand Recovery 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.

Use of this software is governed by the Software Transaction Agreement found at www.quest.com/legal/sta.aspx and the Data Processing Addendum at www.quest.com/legal/dpa.aspx. This software does not require an activation or license key to operate.

You can sign in to as a Guest user and sample the solutions the product can offer. As a Guest user, you can add your Microsoft Entra tenant and look for problems that can be solved by On Demand Recovery. To sign in as a Guest user, go to quest-on-demand.com and click **Continue as Guest**.

Trial licenses are available. To enable a trial license, you must use a Quest account to sign up for On Demand Recovery. Use one of the following procedures:

- To enable a trial license with an existing Quest account
- To create a Quest account and enable a trial license

To enable a trial license with an existing Quest account

1. Go to <https://www.quest.com/on-demand/>.
2. Scroll down to the module you are interested in and click **Try Online**.
3. On the Free Trial of Recovery page, click **Sign In for your Free Trial**.
4. Fill in your Quest account credentials and click **Sign In**. The Welcome to page opens.
5. In the **Add organization name** field, enter a name for your organization.
6. In the **Select Region** field, select the region where you want your data to reside.
7. Click **Create New Organization**.

You can now add your Microsoft Entra tenant and begin using the module. See the [On Demand Recovery User Guide](#) for more information on working with On Demand Recovery.

To create a Quest account and enable a trial license

1. Go to <https://www.quest.com/on-demand/>.
2. Scroll down to the module you are interested in and click **Try Online**.
To try online, you must create a Quest account and then sign up for On Demand Recovery.
3. Create a Quest account.
 - a. Click **Create a Trial Account**.
 - b. Fill in the fields on the Create Account page. Note that the email and password entered here will be the credentials you use to sign in to On Demand Recovery.
 - c. Click **Create Account**.
The "We've sent you an email" page opens.
4. Sign in to On Demand Recovery.
 - a. Go to your email account and open the email from support.quest.com. Click on the verification link.
The Welcome to page opens.
 - b. In the **Add organization name** field, enter a name for your organization.
 - c. In the **Select Region** field, select the region where you want your data to reside.
 - d. Click **Create New Organization**.

You can now add your Microsoft Entra tenant and begin using the module. See the [On Demand Recovery User Guide](#) for more information on working with On Demand Recovery.

More resources

Additional information is available from the following:

- Online product documentation: [On Demand Recovery](#)
- [Quest On Demand community](#)
- [Product trials and subscriptions](#)

Third-party contributions

This product contains the third-party components listed below. For third-party license information, go to <https://quest.com/legal/license-agreements.aspx>.

List of Third-Party Contributions

Quest On Demand Recovery

| Component | License or Acknowledgment |
|-----------------------------------|--|
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| aiohappyeyeballs 2.4.6 | Python 2.0 |
| aiointertools 0.7.0 | MIT N/A |
| annotated-types 0.7.0 | Licensed under MIT License terms can be found at: https://index.whitesourcesoftware.com/gri/app/reader/resource/content/asString/db998778-058a-4eb3-afea-0bb04c4e68aa |
| astroid 3.3.8 | GNU Lesser General Public License 2.1 |
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| Azure.Identity 1.12.0 | Copyright (c) 2015 Microsoft |
| Azure.Messaging.EventGrid 4.25.0 | MIT 1.0 |

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| azure-appconfiguration-provider 1.0.0 | MIT N/A |
| azure-common 1.1.28 | MIT 1.0 Copyright (c) 2016 Microsoft |
| azure-core 1.31.0 | MIT N/A |
| azure-data-tables 12.4.3 | MIT N/A |
| azure-eventgrid 4.13.0 | MIT N/A |
| azure-identity 1.19.0 | MIT N/A |
| azure-keyvault 1.0.0 | MIT 1.0 |
| azure-keyvault-secrets 4.3.0 | MIT N/A |
| azure-mgmt-authorization 4.0.0 | MIT 1.0 |
| azure-mgmt-relay 1.1.0 | MIT 1.0 |
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| azure-storage-file-share 12.14.1 | MIT 1.0 |
| azure-storage-queue 12.6.0 | MIT Template 2020 |
| beautifulsoup4 4.13.3 | MIT N/A |
| bitarray 2.4.0 | Python 2.0 |
| ConcurrentHashSet 1.3.0 | MIT 1.0 |

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| dacite 1.6 | MIT 1.0 |
| debugpy 1.6.7 | MIT N/A |
| idna 3.10 | BSD 3-Clause Template 2020 |
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| msrestazure 0.6.4 | MIT N/A |
| multidict 6.0.2 | Apache 2.0 |
| Namotion.Reflection 3.1.1 | MIT Template 2020 |
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| beta08 | |
| Newtonsoft.Json 13.0.3 | MIT Template 2020 Copyright © James Newton-King 2008 |
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| psutil 6.1.1 | BSD 1.0 |
| py39-certifi 2023.7.22 | Mozilla Public License (MPL) 2.0 |
| pyjwt 2.10.1 | MIT 1.0 |
| pypsrp 0.5.0 | MIT 1.0 |
| python3-isodate 0.7.2 | BSD 3-clause Template 2020 |
| python-applicationinsights 0.11.10 | MIT 1.0 |
| python-azure-cli 2.67.0 | MIT 1.0 |
| python-azure-cli-core 2.67.0 | MIT 1.0 |
| python-azure-cli-telemetry 1.1.0 | MIT 1.0 |
| python-cffi 1.14.3 | MIT 1.0 |
| python-coverage 7.6.12 | BSD 1.0 |
| python-oauthlib 2.1.0 | |
| python-pycparser 2.21 | BSD 4.4 |
| python-requests-oauthlib 1.1.0 | Copyright (c) 2019 The OAuthlib Community All rights reserved. |
| python-six 1.17.0 | MIT N/A |
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| pytz 2021.3 | MIT Template 2020 |
| PyYAML 6.0.2 | MIT N/A |
| schema 0.6.8 | MIT 1.0 |
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| sqlalchemy-ai 0.17.0 | MIT 1.0 |
| Swashbuckle.AspNetCore 6.7.1 | MIT Template 2020 |
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| System.Text.Json 8.0.5 | MIT Template 2020 |
| typing-extensions 4.12.2 | Licensed under Python 2.0 License terms can be found at: https://index.whitesourcesoftware.com/gri/app/reader/resource/content/asString/93a9e08a-2658-4777-91b6-2fe64f617a86 License terms can be found at: https://index.whitesourcesoftware.com/gri/app/reader/resource/content/asString/bb56095d-660a-468a-a6e0-7c3d9464bc1e Copyright 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023 Python Software Foundation; Copyright 1991-1995 Stichting Mathematisch Centrum Amsterdam |
| yappi 1.6.0 | MIT N/A |

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| ElasticSearch 2.x | Apache 2.0 Copyright 2009-2015 Elasticsearch https://www.elastic.co |
| Docker v1.6.2 | Apache 2.0 https://github.com/docker/ |
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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

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-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

On Demand Recovery Release Notes
Updated - July 03, 2025
Version - 1.8.7