

Quest® Recovery Manager for Active Directory 10.0

Release Notes

February 2019

These release notes provide information about the Quest® Recovery Manager for Active Directory release.

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About Recovery Manager for Active Directory

Recovery Manager for Active Directory enables fast, online recovery. Comparison reports highlight what objects an attributes have been changed and deleted in Active Directory enabling efficient, focused recovery at the object or attribute level. Accurate backups and a quicker recovery enable you to reduce the time and costs associated with AD outages and reduce the impact on users throughout your organization.

Recovery Manager for Active Directory is based on patented technology.

Recovery Manager for Active Directory 10.0 is a major release with new features and functionality. See [New features](#).

New features

New features and enhancements in Recovery Manager for Active Directory 10.0:

New Features

Restore objects from encrypted backups in Recovery Manager Portal

Added an ability to restore objects from encrypted backups in Recovery Manager Portal.

Group Managed Service Account (gMSA) account can be used to access Backup Agent and backup files

The Group Managed Service Account (gMSA) account can be specified for the "Use the following account to access Backup Agent and backup files" option on the **Agent Settings** tab of the Computer Collection properties.

Support for 'Per Managed Person/Per Managed User' license type

Ability to specify custom credentials to install Offline Restore Agent in Repair Wizard

Now you can specify credentials to install Offline Restore Agent in Repair Wizard. This adds an ability to specify custom credentials (e.g. use account from another forest) to run the offline restore.

Resolved issues

The following is a list of issues addressed in this release.

Table 1: General resolved issues

Resolved Issue	Issue ID
Backing up backlinks may end up with warning "Failed to get members of local groups of domain" when run over unstable connection.	RMADFE-804
The Group Managed Service Account (gMSA) account can be specified for the "Use the following account to access Backup Agent and backup files" option on the Agent Settings tab of the Computer Collection properties .	RMADFE-1375
Active Directory account (assigned to backup scheduler) should not be lockout during replication.	RMADFE-1407
Agent-based online restore does not work in cross forest configurations if you use an account which is a member of the Protected Users security group.	RMADFE-1431
Email notifications from Recovery Manager Console should include name of console server.	RMADFE-1476
Added an option to specify credentials to install Offline Restore Agent on the Target Computer step of the Repair Wizard.	RMADFE-1501
Added an ability to set the connection timeout for the Recovery Manager Remote API Access service.	RMADFE-1590
Offline Restore Agent can crash when the 'Boot files' backup component is selected to restore.	RMADFE-1532
Enumerating target domain controllers in Online Restore Wizard may cause crash of Microsoft Management Console.	RMADFE-1601
Cannot set up alternate credentials for Backup Agent using Recovery Manager Console.	RMADFE-1603

Table 2: Recovery Manager Portal resolved issues

Resolved Issue	Issue ID
Added ability to restore objects from encrypted backups in Recovery Manager Portal.	RMADFE-1351

Known issues

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

Table 3: Recovery Manager for Active Directory known issues

Known Issue	Issue ID
Online Restore Wizard (agent-based restore) does not work on Windows Server 2016 with Local Security Authority (LSA) protection and Secure Boot enabled.	RMADFE-1966
Cannot perform RMAD upgrade if the SQL Server Always On group is enabled for the reporting database.	RMADFE-1146
Unexpected behavior when you upgrade operating system on the domain controller that has the Backup Agent installed from Windows Server 2003 to Windows Server 2008: After the upgrade, the Backup Agent may not work properly. WORKAROUND: Reinstall the Backup Agent on the domain controller.	163384
You may encounter the following unexpected behavior on the Backup Data Preparation step of the Online Restore Wizard: The wizard may not respond to any user action while it is processing a backup. WORKAROUND: Wait until the backup processing is finished.	167416
When you select the "Backup Agent Management" node in the Recovery Manager Console, you may observe the following issue: The Recovery Manager Console stops responding, showing the status "Discovering Backup Agent instances, please wait". WORKAROUND: Wait until the Backup Agent discovery completes.	183965
Unexpected behavior on the Reporting Options step in the Online Restore Wizard: When you select the "Include ChangeAuditor data in reports" check box, select a ChangeAuditor database, and click Next, you may encounter the error "Unable to connect to the ChangeAuditor database: <database>. Details: Login failed for user '<current user>'." This error shows up if the current user account does not have sufficient permissions to access the ChangeAuditor database. The expected behavior in the described situation is that the Online Restore Wizard should prompt you for credentials to access the ChangeAuditor database. WORKAROUND: Run the Online Restore Wizard under an account that has sufficient permissions to access the target ChangeAuditor database.	192269
You may encounter the following unexpected behavior while using the "Backup Agent Management" view in the Recovery Manager Console to view a list of Backup Agents: The list of Backup Agents may be incomplete. The cause of this behavior is that when you apply a filter on one or more columns in the "Backup Agent Management" view, there is no indication that the filter is applied. WORKAROUND: Check to see if a filter is applied on any columns in the "Backup Agent Management" view. Remove the filter if necessary.	200274
A compare operation performed in the Online Restore Wizard may take a significant time to	340796

Known Issue	Issue ID
complete (30+ minutes). Also, the compare operation may consume a significant amount of RAM. This issue only occurs if the number of objects being compared is 100,000+. WORKAROUND: Wait for the compare operation to complete.	
The Online Restore Wizard cannot find an object if the object name contains 1-9 digits when searching by the full object name, but can find it by the common mask, for example: 'u01' object can be found by 'u' and cannot by 'u01'. This issue may arise if the operating system version of a domain controller is greater or different from the RMAD Console machine operating system. WORKAROUND: Copy the esent.dll file from the domain controller where the backup was created to the product installation folder on the Recovery Manager Console machine.	88020172
You may receive the "ASR Error: Fail to exclude disk#1" error when performing the Backup or Restore operation on Windows Server 2008/2008R2-based domain controller. WORKAROUND: This error can be safely ignored because it does not affect the backup or restore process.	91020268
After the upgrade on the network isolated machine, the Recovery Manager Console is loaded too slowly. WORKAROUND: Uncheck the Check for publisher's certificate revocation option on the Advanced tab in the Internet Option dialog in Microsoft Internet Explorer.	92444398
Pre-installed Backup Agent can be upgraded during the backup creation. WORKAROUND: Do not upgrade Backup Agent if the backup operation is not finished.	91682822
When a user cancels the data replication process by Ctrl + C, by logoff, etc, the status of the replication session is stuck at "Running".	RMADFE-1271
Customer can add a few instances of the same RMAD console (by domain name and by IP).	RMADFE-1276
Cannot disable replication schedule when there is no replication console (the replication console was deleted).	RMADFE-1283

Table 4: Recovery Manager Portal known issues

Known Issue	Issue ID
Unexpected behavior when you use the Recovery Manager Portal to delegate restore or undelete permissions to a user or group that is not assigned any role in the Recovery Manager Portal: The delegation operation completes successfully. The expected behavior in this situation is that the Recovery Manager Portal should not allow you to delegate permissions to a user or group that has not been assigned any role in the portal. WORKAROUND: Before delegating restore or undelete permissions, ensure that the target user or group is assigned the appropriate role in the Recovery Manager Portal. For more information about assigning roles to portal users, see the "Using Recovery Manager Portal" chapter in the User Guide.	308044
The Recovery Manager Portal fails to show the result of a restore or undelete operation if while the restore or undelete is still running you switch to some other tab, and then return to the	317314

Known Issue**Issue ID**

Recovery tab.

WORKAROUND:

To ensure that all objects have been successfully restored or undeleted:

1. On the Recovery tab, click the button with the name of the operation you have just performed.
2. See the "Objects to restore" or "Objects to undelete" list. This list contains the objects whose restore has failed.

When selecting a backup the Recovery Manager Portal, you may encounter the error "No backup found for the last backup session." This issue occurs if the backup is located on the domain controller and in the Recovery Manager Console its storage location is specified using a UNC path.

340814

WORKAROUND: Select a backup stored locally on the Recovery Manager for Active Directory computer.

Cannot access the Recovery Manager Portal if the portal is installed in the child domain.

91616200

WORKAROUND: In the portal settings file C:\Program Files (x86)\Quest\Recovery Manager Portal\Enterprise.Portal.Console\bin\EnterprisePortalSettings.xml <add key="SimulateLogonForWebDelegation" value="false" /> (default = true)

System requirements

Before installing Recovery Manager for Active Directory 10.0, ensure that your system meets the following minimum hardware and software requirements.

i | **NOTE:** Recovery Manager for Active Directory can backup and restore domain controllers that are running on virtual machines in Amazon Web Services (AWS) or Microsoft Azure.

Recovery Manager for Active Directory requirements

Table 5: Recovery Manager for Active Directory system requirements

Requirement	Details
Processor	Minimum: 1.4 GHz Recommended: 2.0 GHz or faster
Memory	Minimum: 1 GB Recommended: 2 GB These figures apply only if the Active Directory domains managed by Recovery Manager for Active Directory include 1 million objects or less. Increase RAM size by 512 MB for every additional 1 million objects.
Hard disk space	x86 system Full installation including the prerequisite software: 1.5 GB of free disk space In case all the prerequisite software is already installed: 200 MB of free disk space x64 system Full installation including the prerequisite software: 2.7 GB of free disk space In case all the prerequisite software is already installed: 210 MB of free disk space NOTE: Additional storage space is required for a backup repository, at least the size of the backed-up Active Directory database file (Ntds.dit) and the SYSVOL folder plus 40MB for the transaction log files.
Display	SVGA at 1024 x 768 or higher
Operating system	NOTE: Machine that hosts the Recovery Manager for Active Directory console must have same or higher version of Windows operating system than the processed domain controllers. Otherwise, the online compare and restore operations cannot be performed via the console. Installation

Requirement**Details**

- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2 with or without any Service Pack
- Microsoft Windows Server 2012 with or without any Service Pack
- Microsoft Windows Server 2008 R2 without Service Pack or with Service Pack 1
- Microsoft Windows Server 2008 with Service Pack 1 or Service Pack 2
- Microsoft Windows 10
- Microsoft Windows 8.1 with or without any Service Pack
- Microsoft Windows 8 with or without any Service Pack
- Microsoft Windows 7 without Service Pack or with Service Pack 1
- Microsoft Windows Vista with Service Pack 2

Targets for backup, restore, or compare operations

- Microsoft Windows Server 2016 including Server Core installation
- Microsoft Windows Server 2012 R2 with or without any Service Pack (including Server Core installation)
- Microsoft Windows Server 2012 with or without any Service Pack (including Server Core installation)
- Microsoft Windows Server 2008 R2 without Service Pack or with Service Pack 1 (including Server Core installation)
- Microsoft Windows Server 2008 with Service Pack 1 or Service Pack 2 (including Server Core installation)
- Microsoft Windows Server 2003 R2 without Service Pack or with Service Pack 2 (not supported for Bare Metal Recovery)
- Microsoft Windows Server 2003 without Service Pack or with Service Pack 1 or Service Pack 2 (not supported for Bare Metal Recovery)

The Windows Server Backup feature is supported for Windows Server 2008 R2 or higher. Make sure that the feature is installed on all domain controllers in your environment.

Microsoft .NET Framework

- Microsoft .NET Framework version 4.5.2 or higher

Microsoft SQL Server and its components**Microsoft SQL Server versions**

One of the following version is required:

- Microsoft SQL Server 2016 with or without any Service Pack (Enterprise, Business Intelligence, Standard, Express, Web, or Developer Edition)

Requirement	Details
	<ul style="list-style-type: none"> Microsoft SQL Server 2014 with or without any Service Pack (Enterprise, Business Intelligence, Standard, Express, Web, or Developer Edition) Microsoft SQL Server 2012 with or without any Service Pack (Enterprise, Business Intelligence, Standard, Express, Web, or Developer Edition) <p>Microsoft SQL Server components</p> <ul style="list-style-type: none"> Microsoft System CLR Types for SQL Server 2012 If this component is not installed, it will be installed automatically by the RMAD setup. <p>Microsoft SQL Server Reporting Services To display reports, Recovery Manager for Active Directory can integrate with Microsoft SQL Server Reporting Services (SRSS) 2012, 2014 and 2016.</p>
Microsoft Windows PowerShell	Microsoft Windows PowerShell version 3.0 or later
Microsoft Windows Installer	Microsoft Windows Installer 4.5
Microsoft Management Console	Microsoft Management Console 3.0
Integration with ChangeAuditor for Active Directory	To provide information on who modified particular Active Directory objects, Recovery Manager for Active Directory can integrate with ChangeAuditor for Active Directory from version 6.0 to 7.0.1.

If any prerequisite software is not installed, the Setup program automatically installs it for you before installing Recovery Manager for Active Directory. If the prerequisite software to be installed is not included in this release package, it is automatically downloaded.

Recovery Manager Portal requirements

Table 6: Component requirements

Requirement	Details
Processor	1 GHz or faster
Memory	512 MB or more
Hard disk space	x86 system: 850 MB or more x64 system: 2 GB or more
Display	SVGA at 1024 x 768 or higher
Operating system	You can install the Recovery Manager Portal on a computer running one of the following operating systems (both x86 and x64 platforms are supported): <ul style="list-style-type: none"> Microsoft Windows Server 2016

Requirement	Details
	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 R2 with or without any Service Pack • Microsoft Windows Server 2012 with or without any Service Pack • Microsoft Windows Server 2008 R2 with Service Pack 1 or later • Microsoft Windows Server 2008 with Service Pack 2 or later
Web browser	To access the Recovery Manager Portal, you can use Microsoft Internet Explorer 8 or higher.
Microsoft .NET Framework	Microsoft .NET Framework version 4.5.2 or higher
Microsoft Internet Information Server (IIS)	Microsoft Internet Information Services (IIS) 8.5, 8.0, 7.5, or 7.0.
Microsoft SQL Server and its components	<p>Microsoft SQL Server versions</p> <p>One of the following versions is required:</p> <ul style="list-style-type: none"> • Microsoft SQL Server 2016 with or without any Service Pack (Enterprise, Business Intelligence, Standard, Express, Web, or Developer Edition) • Microsoft SQL Server 2014 with or without any Service Pack (Enterprise, Business Intelligence, Standard, Express, Web, or Developer Edition) • Microsoft SQL Server 2012 with or without any Service Pack (Enterprise, Business Intelligence, Standard, Express, Web, or Developer Edition) <p>Required Microsoft SQL Server components</p> <ul style="list-style-type: none"> • Microsoft System CLR Types for SQL Server 2012 If this component is not installed, it will be installed automatically by the RMAD setup.

Password and SIDHistory Recoverability Tool

You can only use the Password and SIDHistory Recoverability Tool if Microsoft's Active Directory Recycle Bin is not enabled in your environment.

Product licensing

The Recovery Manager for Active Directory license specifies the licensed number of user accounts in the Active Directory domains protected with the product. If the actual number of user accounts exceeds the licensed number, Recovery Manager for Active Directory does not stop functioning but displays a warning message each time you back up data. In this case, you need to purchase and install a new license key file allowing you to back up a greater number of user accounts or revoke licenses from the domains whose backups you no longer need. To view information about and manage the installed license key file, you can use the License tab in the **About** dialog box: in the Recovery Manager Console, right-click the Recovery Manager for Active Directory console tree root, and then click **About**.

Installing license key file

You need to supply a valid license key file when installing Recovery Manager for Active Directory.

To install a license key file

1. In the Setup Wizard, on the **User Information** page, click **Browse license** to display the **Select License File** dialog box.
2. Locate the Quest license file (*.dlv) and click **Open**.

Updating license key file

If you have purchased a new license key file, use the Recovery Manager Console to update the license key file.

To update the license key file

1. In the Recovery Manager Console, right-click the **Recovery Manager for Active Directory** console tree root, and then click **About**.
2. In the **About** dialog box, click the **License** tab, and then click **Install License File**.
3. In the **Update License** dialog box, enter the path and name of the license key file, and then click **OK**.

Revoking licenses

When the actual number of user accounts exceeds the licensed number, Recovery Manager for Active Directory returns a warning message each time you back up data. In this case, you can revoke licenses from the domains whose backups you no longer need. The revoked licenses are returned to the pool of available licenses and you can allocate them to a different domain.

! **CAUTION:** When you revoke licenses from a domain, all backups created by Recovery Manager for Active Directory for that domain get deleted. You should only revoke licenses from a domain if you no longer need backups created for that domain.

To revoke licenses from a domain

1. In the console tree, right-click the root node, and then click **About**.
2. In the About dialog box, click the **License** tab.
3. On the **License** tab, select the domain from the **License Usage** list, and then click **Revoke**.
4. In the confirmation message box, click **Yes**.

Getting started

Upgrade and installation instructions

Recovery Manager for Active Directory 10.0 supports upgrade from version 8.6.1 or higher.

Starting from version 8.8, it is recommended to manually upgrade pre-installed Backup Agents to the latest version on every domain controller. For versions prior to 8.8, the upgrade of Backup Agents is required.

i **IMPORTANT:** Upgrade from Recovery Manager for Active Directory version 8.6 is not supported due to specific installation and upgrade issues found in version 8.6. Those issues are resolved in versions since 8.6.1.

Therefore, if version 8.6 is installed, perform the following steps:

1. Export the necessary scheduled backup creation tasks.
2. Remove Recovery Manager for Active Directory 8.6 from your computer.
Note that all your settings and data are preserved, except for scheduled backup creation tasks.
3. Install Recovery Manager for Active Directory 10.0.
4. Create new or import existing scheduled backup creation tasks.

Additional resources

Additional information is available from the following:

- Online product documentation [Support Portal](#).
- Recovery Manager Community
<https://www.quest.com/community/products/recovery-manager/fforum>

Globalization

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

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

About us

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.

Technical support resources

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

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

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

Third-party contributions

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

Table 7: List of third-party contributions

Component	License or acknowledgment
Boost 1.34.1	Boost 1.0
ZLib 1.1.4	zlib 1.2.3
MinHook 1.3.2.1	MinHook 1.3.2.1 Copyright 2009 Tsuda Kageyu All rights reserved.
Task Scheduler Managed Wrapper 2.5.8	MIT

zlib 1.2.3 License

License

```
/* zlib.h -- interface of the 'zlib' general purpose compression library
version 1.2.3, July 18th, 2005
```

Copyright (C) 1995-2005 Jean-loup Gailly and Mark Adler

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Jean-loup Gailly jloup@gzip.org

Mark Adler madler@alumni.caltech.edu

```
*/
```

MinHook - The Minimalistic API Hooking Library for x64/x86

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Legend

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

An information icon indicates supporting information.

Recovery Manager for Active Directory Release Notes

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