

Quest[®] On Demand Global Settings Release Notes

2020/09/24

These release notes provide information about the Quest[®] On Demand Global Settings release.

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About Quest On Demand

Quest On Demand is a cloud based management platform, providing access to multiple Quest Software Microsoft management tools through a single interface. Cloud based is a term that refers to applications, services or resources made available to users on demand via the Internet. Quest 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.

The Quest On Demand management platform is based on the concepts of organizations, task based modules and Azure AD tenants. When you sign up for the Quest On Demand service, you create an organization. The organization can subscribe to task based modules. Organization administrators can use the tools provided by the modules to perform administrative actions on Azure AD tenants.

Release history: Current release

2020/09/24

| Enhancement | Issue ID |
|--|-----------|
| <p>On Demand status information is available on the masthead, showing whether all modules are operational, and if there are partial or major outages. Scheduled maintenance that will include downtime can be displayed in a banner.</p> <p>You can click on Status Overview to view the On Demand Status page with details about outages or degraded performance, scheduled maintenance, and past incidents. For details, see the <i>On Demand Global Settings User Guide</i>.</p> | ODUI-1168 |

See [Release history: Previous releases](#) for a more complete release history.

Module release notes

- [Audit](#)
- [Group Management](#)
- [Migration](#)
- [Recovery](#)

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 relies 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

The following web browsers are supported with On Demand:

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

Product licensing

Quest 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.

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

You can sign in to Quest 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 Quest On Demand. To sign in as a Guest user, go to quest-on-demand.com and click **Continue as Guest**.

Trial licenses

Trial licenses are available. To enable a trial license, you must use a Quest account to sign in to Quest On Demand. Depending on if you need to create a Quest account, 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

The procedures below start from the Quest web site. You can also start the process from within the On Demand application:

- 1 In On Demand, go to the side navigation panel and click Services.
- 2 Locate the module you are interested in and click Learn More.
- 3 Click Try Online.

Continue with the first procedure below. If you entered On Demand as a Guest User and you do not have a Quest account, continue with the second procedure.

To enable a trial license with an existing Quest account

- 1 Go to quest-on-demand.com.
- 2 Scroll down to the module you are interested in and click **Try Online**.
- 3 On the Free Trial of <Module Name> page, click **Sign In for your Free Trial**.
- 4 Fill in your Quest account credentials and click **Sign In**.
- 5 Next:
 - If you are a member of only one organization, On Demand opens.
 - If you are a member of more than one organization, the Choose an organization page opens. Choose an organization and click Select Organization.
 - If you are not a member of an organization, complete the following steps.
- 6 In the Add organization name field, enter a name for your Quest On Demand organization.
- 7 In the Select Region field, select the region where you want your data to reside.
- 8 Click **Create New Organization**.

You can now add your Azure AD tenant and begin using the module. See the Global Settings User Guide for more information on working with Global Settings.

To create a Quest account and enable a trial license

- 1 Go to quest-on-demand.com.

- 2 Scroll down to the module you are interested in and click **Try Online**. To try online, you must create a Quest account and sign up for Quest On Demand.

Create a Quest account

- 3 Click **Create a Trial Account**.
- 4 Fill in the fields on the Create Account page. Note that the email and password entered here are the credentials you use to sign in to Quest On Demand.
- 5 Click **Create Account**.

The "We've sent you an email" page opens.

Sign in to Quest On Demand

- 6 Go to your email account and open the email from support.quest.com. Click on the verification link.
The Welcome to Quest On Demand page opens.
- 7 Click **Sign in**.
- 8 In the Add organization name field, enter a name for your Quest On Demand organization.
- 9 In the Select Region field, select the region where you want your data to reside.
- 10 Click **Create New Organization**.

You can now add your Azure AD tenant and begin using the module. See the *Global Settings User Guide* for more information on getting started with Quest On Demand.

More resources

Additional information is available from the following:

- Online product documentation
- 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.

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

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Release history: Previous releases

2020/06/23

| Enhancement | Issue ID |
|--|-----------------|
| Support is added for the United Kingdom (UK) geographic region. For more information, see the chapter titled “Managing Organizations and Regions” in the <i>On Demand Global Settings User Guide</i> . | XCLOUD-9636 |

2020/02/06

| Enhancement | Issue ID |
|---|----------|
| <p>Subscription management is now separated from all access control functions. The Billing Administrator role has been deprecated.</p> <p>Quest On Demand subscriptions are associated with an email address. To activate a subscription, the email address of the subscription owner must be added to the Subscription Owners list on the Settings > Subscriptions > Shared Subscriptions page. For more information, see Settings > Subscriptions in the <i>On Demand Global Settings User Guide</i>.</p> | ODUI-24 |

2019/12/01

| Enhancement | Issue ID |
|---|-----------|
| <p>to improve subscription management, only the Billing Administrator role has the permission setting Can manage billing. The permission setting has been removed from all other administrator roles.</p> <p>When a user creates an organization, two roles are assigned: On Demand Administrator and On Demand Billing Administrator.</p> | ODBE-8774 |
| <p>If a tenant administrator changes the name of a tenant, On Demand now displays the new name for the tenant on the Tenants page.</p> | ODBE-8942 |

| Resolved Issue | Issue ID |
|---|----------|
| <p>Resolved an issue where the side navigation panel contains multiple links for each module.</p> | ODUI-800 |

2019/11/19

| Resolved Issue | Issue ID |
|---|----------|
| <p>Resolved an issue where a user with a valid subscription and correct access control settings receives an access denied message when attempting to open a module.</p> | ODUI-801 |

2019/11/06

| Enhancement | Issue ID |
|--|----------|
| <p>On Demand Dashboard</p> <p>All users now see the On Demand dashboard when they sign in. The dashboard provides the following features:</p> <ul style="list-style-type: none">• Tenant filter• Tenant summary• Needs your attention!• Module tiles <p>For information, see On Demand Home page in the <i>On Demand Global Settings User Guide</i>.</p> | ODUI-710 |

2019/10/11

| Enhancement | Issue ID |
|---|-----------------|
| Access Control enhancement. Some access control role permissions are now partitioned into services. Where applicable, you can now configure user access permission for a specific service. For example, you can add an Audit module administrator and configure the Selected Services permission for access to Azure AD - Audit Logs. If available, the Selected Services field is located beneath the main permission setting for the module. | 679 |

2019/10/08

| Enhancement | Issue ID |
|--|-----------------|
| Users now receive email notification when a role is assigned to their user ID. | 8893 |

2019/10/04

| Enhancement | Issue ID |
|--|-----------------|
| Users now receive email notification when a role is removed or when they are removed from an organization. | 8134 |

2019/09/19

| Enhancement | Issue ID |
|--|-----------------|
| Quest On Demand now supports the Microsoft Azure data center in Australia. When you create an organization, you can specify Australia as the host region.. | 8902 |

2019/09/11

| Enhancement | Issue ID |
|---|-----------------|
| On the tenants page, each tenant tile now displays the number of users in the tenant. The user count is divided into Cloud only and Hybrid users. | ODUI-74 |

2019/08/22

| Enhancement | Issue ID |
|--|-----------------|
| Under Access Control, on the Role and User pages, you can now assign multiple roles to a user. | 552 |

2019/08/01

| Enhancement | Issue ID |
|--|----------|
| You can now configure notifications on the new Settings > Notifications page. A notification is an email sent to one or more recipients following an event. For example, after a backup failure event, specified recipients receive a notification email. | 496 |

2019/07/25

| Enhancement | Issue ID |
|---|----------|
| On premises agents can now be installed through the new Settings > Agents page. The Group Management module is now available in the Europe Azure region. | 173 |
| User management is now performed using the Access Control feature. The Permissions page has been removed. With access control, when you add a user to an organization, you also assign a role. The role determines what permission level a user has and ultimately, what tasks the user can perform. | 552 |

2019/07/08

| Enhancement | Issue ID |
|---|----------|
| To avoid confusion with the Audit module, the audit log feature Settings > Audit has been renamed Settings > Activity Trail . | 421 |

2019/06/06

| Enhancement | Issue ID |
|---|----------|
| The masthead drop-down menu now includes the Account Settings option. The Account Settings page contains user configuration settings. Currently, you can enable or disable the session monitoring cookie. | 192 |

2019/05/02

| Enhancement | Issue ID |
|--|----------|
| The dashboard Needs Your Attention tile now displays the subscription status for modules and features. | 33 |
| The dashboard now includes the Policy Management modules. | 177s |

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