

Quest[®] On Demand Global Settings Release Notes

August 18, 2022

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.

New features

The following new features are available in this release.

Automatic updates for on-premises agents

If you have an agent installed and running and Quest has released a new version, the agent is automatically upgraded in your environment. When a new version of the agent is available, Quest will generate a package to be distributed to all organizations. Each installed agent will be updated. Updates do not require any manual intervention and the upgrade does not require a system reboot.

(359241)

Release history: Current release

2022/05/19

Enhancement	Issue ID
<p>As of May 19, you have the option to upgrade to the new consent experience that uses the Microsoft Authentication Library (MSAL) which provides better security and resilience. As of June 16, all users will be upgraded to the new consent experience.</p> <p>Microsoft is deprecating the Azure Active Directory Authentication Library (ADAL) and replacing it with the Microsoft Authentication Library (MSAL). For Quest On Demand applications with delegated permissions, you must regrant consent due to the migration to MSAL.</p>	240009

2022/04/28

Enhancement	Issue ID
<p>On Demand provides support for on-premises activities in hybrid environments. New functionality allows you to connect to your on-premises domains in a hybrid environment to perform data collection and management activities. When you click Tenants in the left navigation bar, you will see the new Hybrid Agents and Active Directory Domains tabs.</p> <p>By installing an agent with a unique key and specifying domains to which the agent is connected, you can review information and perform actions in your hybrid environment. You start the process to install and configure an agent by selecting Tenants in the left navigation bar and selecting Hybrid Agents.</p> <p>You can add on-premises domains to On Demand selecting Tenants in the left navigation bar and selecting Active Directory Domains. You can also add domains as part of the agent configuration process.</p>	261487

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

Module release notes

- [Audit](#)
- [Manage - Groups](#)
- [Manage - Licenses](#)
- [Migrate](#)
- [Recover](#)

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 whether 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 following procedures 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 next procedure. If you accessed On Demand as a Guest User and do not have a Quest account, follow 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 want 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 If you are a member of more than one organization, the Choose an organization page opens. Choose an organization and click **Select Organization**.

- OR -

If you are a member of only one organization, On Demand opens.

If you are not a member of an organization, complete the following steps.

- 1 In the Add organization name field, enter a name for your Quest On Demand organization.
- 2 In the Select Region field, select the region where you want your data to reside.
- 3 Click **Create New Organization**.

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

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/>

Release history: Previous releases

2021/05/13

Enhancement	Issue ID
<p>In On Demand, you can now add GCC and GCC High tenants in the U. S. region. Currently, only the Migration module support GCC and GCC High tenants.</p> <p>Commercial or GCC Tenant</p> <p>Commercial Office 365 tenants are open to any customer. GCC Office 365 tenants are for US public sector organizations and the contractor organizations that service them.</p> <p>GCC High Tenant</p> <p>GCC High tenants provide Office 365 services that adhere to additional US Department of Defense security requirements. Customer eligibility to GCC High tenants is restricted.</p> <p>For details, see the section titled Adding Tenants in the <i>On Demand Global Settings User Guide</i>.</p>	240000

2021/02/04

Enhancement	Issue ID
<p>New flexible filtering and column customization is available for the Settings Activity Trail. You can now create custom filtering to see the specific events that you want and add or remove columns from the displayed table.</p>	199537

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

2020/06/23

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

2020/02/06

Enhancement	Issue ID
Subscription management is now separated from all access control functions. The Billing Administrator role has been deprecated. 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> .	ODUI-24

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.

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