

# Quest<sup>®</sup> NetVault<sup>®</sup> Backup Plug-in *for Microsoft Office 365* 12.5 Release Notes

**December 2019**

These release notes provide information about the Quest<sup>®</sup> NetVault<sup>®</sup> Backup Plug-in *for Microsoft Office 365* release.

Topics:

- [About this release](#)
- [New features](#)
- [Known issues](#)
- [System requirements](#)
- [Product licensing](#)
- [Upgrade and installation instructions](#)
- [More resources](#)
- [Globalization](#)
- [About us](#)

## About this release

Quest NetVault Backup (NetVault Backup) Plug-in *for Microsoft Office 365* (Plug-in *for Microsoft Office 365*) 12.5 is a minor release. For complete product documentation, visit <https://support.quest.com/technical-documents>.

## New features

New features in NetVault Backup Plug-in *for Microsoft Office 365* 12.5:

- Added support for backing up and restoring Microsoft SharePoint Online. (DNPO365-353)
- Added support for backup up and restoring Microsoft Azure Active Directory (Azure AD). (DNPO365-199)
- Added support for network resiliency with a retry pattern for graphs and with configurable retry counts and delays in the config file. (DNPO365-536)

# Resolved issues

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

Table 1. General resolved issues

Known issue	Issue ID
Corrected an issue where if you used the <b>Change Settings</b> option in the NetVault Backup WebUI to configure or update the Application Domain, ID, or Password, the plug-in could not process backup and restore jobs.	DNPO365-116
Corrected an intermittent issue that occurred when restoring backups for which multistreaming was enabled and granular restore was not. If the stream count exceeded <b>3</b> , the restore might have been incomplete.	DNPO365-438

# Known issues

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

Table 2. General known issues

Known issue	Issue ID
If you perform a granular restore of Outlook or OneDrive, selecting the primary node—OneDrive or Outlook—and clearing any individual user nodes behaves correctly. However, if you select a user node and clear any subnodes, the plug-in restores all items for the selected user. That is, the plug-in ignores the cleared subnodes that are marked with a red X.	DNPO365-253, DNPO365-277
As designed, if a User/Group/SP is deleted and restored with one ID, and you attempt to restore it again, then the plug-in must restore it with a new ID as the first ID already exists. <b>Workaround:</b> Delete the previously restored object, and then perform the new restore.	DNPO365-523
Restoring of a user's OneDrive data fails with the error "User's mysite not found" <b>Workaround:</b> Complete the following steps: <ol style="list-style-type: none"><li>1 Log in to <a href="http://www.office.com">www.office.com</a> with the restored user account credentials.</li><li>2 Navigate to your apps.</li><li>3 Open the SharePoint app.</li><li>4 Open the OneDrive app. You should now have access to the user's OneDrive account.</li><li>5 In NetVault Backup, run the restore job of the OneDrive user.</li></ol>	DNPO365-699
When restoring Azure AD content and the default password "nvbu123*#\$" is used in the Set password for user(s) on the Restore Option screen, the restore job completes with the error "The specified password does not comply with password complexity requirements." <b>Workaround:</b> If the Azure AD user restore fails with aforementioned error, even though the password meets the complexity requirements, provide the same password in config file under stanza ":Azure AD User Password" and perform the restore again.	DNPO365-750
When restoring a modern SharePoint Online team site — which has an associated Office 365 Group that was automatically generated upon site creation — to a nonexistent site, a new site is created but the associated Office 365 Group is not created or associated with the restored site.	DNPO365-751
Web parts of classic SharePoint Online sites do not restore, because they use a specific template.	DNPO365-752

Table 2. General known issues

Known issue	Issue ID
When relocating the backup of a SharePoint Online site to a nonexistent site, a new site is created, but any custom permission levels that were created are not restored because the scope of the permission level is limited to the original site and its subsites.	DNPO365-753
If a SharePoint Online site contains a OneNote notebook, the notebook is not backed up and restored. The remainder of the site contents are restored.	DNPO365-795

## System requirements

Before installing Plug-in for Microsoft Office 365 12.5, ensure that your system meets the requirements outlined in the *Quest NetVault Backup Compatibility Guide* available at <https://support.quest.com/technical-documents>.

## Upgrade and compatibility

Plug-in for Microsoft Office 365 12.5 requires NetVault Backup 12.1 or later. For complete supported-platform information, see the *Quest NetVault Backup Compatibility Guide*.

## Product licensing

To obtain the license key for your NetVault Backup Server environment, determine the NetVault Machine ID of your main NetVault Backup Server. Also identify the machine IDs of any clients running application plug-ins, such as Oracle, MySQL, PostgreSQL, SQL Server, and Exchange.

You can use the NetVault Configuration Wizard to install the product license keys. Alternatively, you can install the license keys from the Manage Clients page.

- [Obtaining a machine ID](#)
- [Installing a license key using the configuration wizard](#)
- [Installing a license key from the Manage Clients page](#)

## Obtaining a machine ID

- 1 Start the NetVault Backup WebUI.
- 2 In the Navigation pane, click **Manage Clients**.
- 3 In the **NetVault Backup Clients** list, select the applicable machine, and click **Manage**.
- 4 On the **View Client** page, note the machine ID exactly as it is displayed in the **Client Summary** table.

# Installing a license key using the configuration wizard

- 1 In the **Navigation** pane, click **Guided Configuration**.
- 2 On the **NetVault Configuration Wizard** page, click **Install Licenses**.
- 3 In the **NetVault Backup Clients** list, select the applicable machine, and click **Next**.
- 4 In the **Enter the license key string** box, type or copy and paste the license key, and click **Apply**.  
After the key is applied successfully, a message is displayed.

# Installing a license key from the Manage Clients page

- 1 In the **Navigation** pane, click **Manage Clients**.
- 2 In the **NetVault Backup Clients** list, select the applicable machine, and click **Manage**.
- 3 On the **View Client** page, click **Install License**.
- 4 In the **Install License** dialog box, type or copy and paste the license key, and click **Apply**.  
After the key is applied successfully, a message is displayed.
- 5 To dismiss the dialog box, click **Close**.

# Upgrade and installation instructions

For upgrade and installation instructions, see the *Quest NetVault Backup Plug-in for Microsoft Office 365 User's Guide*. If you are upgrading from the 12.1 version of the plug-in, be aware of the following:

- You must use the Microsoft .NET Framework, version 4.7.2 or later, on your NetVault Backup Server and Clients.
- After you complete the upgrade, you must reenter the **Application Password** on the **Configure** dialog box.

**!** **CAUTION:** Do not use the **Change Settings** option in the WebUI to enter or update the **Application Domain, ID, and Password settings**.

# More resources

Additional information is available from the following:

- [Online product documentation](#)
- [NetVault community](#)

# 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 supports any single-byte or multi-byte character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Far-East Asia.

The release is localized to the following languages: Chinese (Simplified), French, German, Japanese, Korean.

## About us

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

## Technical support resources

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 <https://www.quest.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (\*) is available at <https://opensource.quest.com>.

**Table 3. List of third-party contributions**

<b>Component</b>	<b>License or acknowledgment</b>
Microsoft.Graph 1.15.0	©Microsoft. All rights reserved.
Microsoft.Graph 1.17.0	MIT N/A
Microsoft.IdentityModel.Clients.ActiveDirectory 3.17.1	
Microsoft.IdentityModel.Logging 5.2.1	
Microsoft.IdentityModel.Tokens 5.2.1	
Microsoft Graph Beta 0.8.0-preview	Copyright 2019 Microsoft Corporation MIT N/A
Newtonsoft.Json.dll 6.0.1.17001	MIT N/A

© 2019 Quest Software Inc.

**ALL RIGHTS RESERVED.**

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.  
Attn: LEGAL Dept.  
4 Polaris Way  
Aliso Viejo, CA 92656

Refer to our website (<https://www.quest.com>) for regional and international office information.

**Patents**

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

**Trademarks**

Quest Software, Quest, the Quest logo, and NetVault are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

**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.
  
-  **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.