

Quest[®] On Demand Recovery for Teams

Release Notes

March 2021

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

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About On Demand Recovery for Teams

Quest On Demand Recovery for Teams is a Software as a Service (SaaS) recovery platform where you can automatically or manually back up your Microsoft Teams data in an Office 365 tenant, and restore your deleted teams from their most recent backup.

Key features

Key features in On Demand Recovery for Teams:

- **Back up your teams.** On Demand Recovery for Teams supports the following backup methods:
 - **Schedule backup:** daily full backup of teams settings, membership and channels at UTC-0, daily incremental backup of files at UTC-6, and hourly incremental backups of conversations.
 - **Create backup manually:** a full backup of teams settings, membership and channels, and an incremental backup of files and conversations run whenever you want.
- **Restore deleted teams.** On Demand Recovery for Teams restores deleted teams from their most recent backup. This includes:
 - Teams permanently deleted and teams in the Azure recycle bin.
 - SharePoint files permanently deleted and SharePoint files in the SharePoint recycle bin.

Release history

Current release

2021/2/4

This release introduces the following enhancements:

Table 1: Enhancements

Issue ID	Description
	For scheduled backups, the weekly full backup of files is replaced with a daily incremental backup of files at UTC-6. When creating a manual backup, there will be an incremental backup of files.

Known issues

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

- [General known issues](#)
- [Known issues during backup](#)
- [Known issues during restore](#)
- [Known issues once the restore task is complete](#)

Table 2: General known issues

Known Issue	Issue ID
Limitation: Teams in a Multi-Geo-enabled tenancy are not supported. (Teams experience in a Microsoft 365 or Office 365 OneDrive and SharePoint Online Multi-Geo-enabled tenancy)	226421

Table 3: Known issues during backup

Known Issue	Issue ID
During backup, the service account will be added to Teams as a member.	227557
Cannot complete backup while MFA (Multi-Factor Authentication) is enabled for the user provided SharePoint admin. Workaround: Disable MFA then initiate backup using On Demand Recovery for Teams.	226420

Table 4: Known issues during restore

Known Issue	Issue ID
During restore, the service account will be added as the owner (creator) of the restored Teams.	246723
All or some files may not be restored if the restore action takes place within 2 hours of the site being hard-deleted. Workaround: If the site is hard deleted then should the customer wait more than two hours to restore?	240298
On restore of teams that have been permanently deleted there are initial workaround steps required in the following circumstances: If the SharePoint site is still active and the group connected status is still connected to group, then use the SharePoint Admin Centre to delete the SharePoint site so it will be moved to 'deleted sites', then use On Demand Recovery for Teams to restore. If the SharePoint site is soft deleted (in the recycle bin) and the group connected status is still connected to group, then use the SharePoint Admin Centre to restore the SharePoint site, then use On Demand Recovery for Teams to restore.	208023
On restore, there may be a delay seeing restored teams in the teams client. Workaround: The Azure AD Global Administrator that granted consent to the tenant (the On Demand Recovery for Teams service account) should login to the teams client and post a message in each of the restored teams.	226422
Error "Failed to restore user" in some cases related to the owner property. Workaround: Try again to restore.	226423

Table 5: Known issues once the restore task is complete

Known Issue	Issue ID
When a restore fails, delete the incompletely restored Teams and site before attempting to restore again.	207355
Microsoft Teams conversation order - Restored conversations are in ascending order of the creation time of the root message. The newest created conversation thread is shown at the bottom. This	226417

Known Issue	Issue ID
differs from the original order. In the original order the last replied thread is shown at the bottom.	
Microsoft Teams messages - Announcement headline text is empty after restore.	223248
Microsoft Teams messages - A string in the format "Originally posted by: <author> at <original creation time>" is added to the beginning of a message after restore to reflect the original authorship of the message, and the string is repeatedly added to the message as you back up and restore the team again.	198447
Microsoft Teams messages - If the root message of a conversation is deleted then that entire conversation including replies will not be restored.	226050
Microsoft Teams messages - The target tenant's Global Administrator is displayed as the owner of all restored messages on the target: The original owner and creation time of a message are displayed in the first line of the message starting with "Originally posted by..."	157045
Microsoft Teams reactions - Restore of reactions is not supported yet.	N/A
SharePoint document library and files - If the SharePoint site has been permanently deleted then access permissions to documents and files granted to users outside of the team will not be restored.	223843
Cannot open Files link when the file backup is older than the conversation.	215635
Restore of Microsoft Teams channel isFavoriteByDefault property is not supported. Workaround: Enable Automatically show this channel in everyone's channel list option for the channel manually in your Teams client.	228145
The memberships is not updated in Teams client immediately after restore. It takes a while before Microsoft synchronizes memberships between group and Teams. Workaround: Wait for membership synchronization.	N/A
A team might get a delay of less than 24 hours to show in the Teams client after restore. This is due to the team client's synchronization with Azure Active Directory.	N/A

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 for Teams supports the following browsers:

- Internet Explorer 11
- 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 are available. To enable a trial license, you must use a Quest account to sign up for Quest On Demand. 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 for Teams page, click **Sign In for your Free Trial**.
4. Fill in your Quest account credentials and click **Sign In**.
The Welcome to Quest On Demand page opens.
5. In the **Add organization name** field, enter a name for your Quest On Demand 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 Azure AD tenant and begin using the module. See the [Global Settings User Guide](#) for more information on working with Quest On Demand.

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 Quest On Demand.

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 Quest On Demand.
 - c. Click **Create Account**.
The “We’ve sent you an email” page opens.
4. Sign in to Quest On Demand.
 - a. 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.
 - b. In the **Add organization name** field, enter a name for your Quest On Demand 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 Azure AD tenant and begin using the module. See the [Global Settings User Guide](#) for more information on working with Quest On Demand.

More resources

Additional information is available from the following:

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

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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Legend

-  **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.

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