

Quest[®] On Demand Migration

Release Notes

January 11, 2022

Quest[®] On Demand Migration is an Office 365 tenant-to-tenant migration service that allows you to simply and securely migrate Office 365 information from Exchange, OneDrive, SharePoint and Teams. It is a part of the Quest[®] On Demand cloud-based platform solution.

These release notes provide information about the latest Quest[®] On Demand Migration release.

- [New features](#)
- [Enhancements](#)
- [Resolved issues](#)
- [Known issues](#)
- [Release history](#)
- [Incident response management](#)
- [System requirements](#)
- [Product licensing](#)
- [More resources](#)
- [Third-party contributions](#)

New Features

This release introduces new features in the following On Demand migration service modules:

Teams migration

Option to migrate Team membership

A new option has been added to the Migration Options step in the New Migration Task wizard for Teams. When you select this option, team members are migrated to teams in the target tenant giving you greater control over the teams migration process.

Groups migration

Option to migrate Group membership

A new option has been added to the Migration Options step in the New Migration Task wizard for Microsoft 365 Groups. When you select this option, group members are migrated to groups in the target tenant giving you greater control over the groups migration process.

Enhancements

The following is a list of enhancements implemented in On Demand Migration.

Table 1: Mail migration

Enhancement	ID
The <i>New Mail Migration Task</i> wizard offers the new option: Migrate Litigation Hold Settings , in the <i>Migration Options</i> step. When this option is selected, Litigation Hold settings along with Litigation Hold data such as Versions, Purges and Discovery Holds can be migrated.	313921

Resolved Issues

Table 2: SharePoint issues

Issue	ID
Discovery issues with HubSite site content: Specified method is not supported from Mappers.PrincipalToMemberEntityMapper.MapFromAsync	4993169-1
File Not Found error when migrating Lists	5009192-1
Discovery issues with non-HubSite from a MultiGeo tenant	5016482-1
Object reference not set to an instance of an object - PrepareImportJobController	5002929-1

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](#)
- [Account migration known issues](#)
- [OneDrive migration known issues](#)
- [Public folder migration known issues](#)
- [SharePoint migration known issues](#)
- [Teams migration known issues](#)

Table 3: General known issues

Known Issue	Issue ID
If the Skip if the target file is the same version or newer option is selected, files that were previously migrated and for which additional sharing permissions have been added may not appear in the Shared With Me panel of users who have been granted this additional sharing permission. Workaround: Remove and re-grant permissions directly to previously migrated files in the target.	ODM-1112
Statistics related to permissions can be incorrect in some specific cases.	ODM-872
Deletion of target object after the migration may not be reported.	ODM -855
In case the created Mailbox Switch task is edited and the mail forwarding direction is changed, all selected notification messages will be readdressed, but the wizard may not display notification settings correctly. Workaround: Select Run later and finish the task to re-open it. After the task is re-opened you can see the actual notification settings. Now you can schedule the task as necessary.	N/A
If you remove a tenant that is currently used in migration projects from On Demand, the affected projects can still be opened without any alerts or notifications. However, all project tasks will fail.	N/A
Mail Migration Task Wizard cannot be finished if you add and then clear the value in Exclude mail before and Exclude mail after fields. Workaround: Close the wizard and create a task anew.	ODM-176
Double-clicking Finish button in wizards may result in creating several duplicate tasks.	DO-728
All accounts must be matched or migrated <i>before</i> migrating the groups they belong to, or with the same task that migrate groups. Otherwise, the newly migrated accounts will not be added to the target groups. Workaround: Re-migrate the affected groups after all their members are migrated.	N/A
If you migrate a mail-enabled group with non mail-enabled members, some of those users might not be added to the target group. The following error is displayed for each affected user: " Group membership migration completed with errors. Couldn't find object [User GUID]. Please make sure that it was spelled correctly or specify a different object. " Workaround: Re-migrate the affected groups.	ODM-309
Deleting or moving a file in the OneDrive storage that is currently being migrated may result in aborting the storage transfer with Content transfer failed error. Other storages from the migration task are not affected. Workaround: Re-migrate the failed storage.	ODM-335
A search query entered by user to filter content may be lost in case the user switches tab.	ODM-293
Migration of Microsoft Office 365 groups and security groups with dynamic membership is not	ODM-37

Known Issue	Issue ID
supported.	
Migration fails if internal account is matched with external account and the following message is reported: Property usageLocation is invalid. / Insufficient privileges to complete the operation	ODM-1576
Migration of security group to distribution list or to mail-enabled security group fails (this migration cannot be supported) and the following message is reported: Unable to update the specified properties for objects that have originated within an external service	ODM-1566
Migration of Office 365 group to distribution list or to mail-enabled security group fails (this migration cannot be supported) and the following message is reported: REST API is not yet supported for this mailbox.	ODM -1567
After the migration, the calendar invites with Teams links may need to be updated.	ODM -788
In case of re-migration, On Demand Migration re-migrates mail and calendar items that have changed in the source mailbox to the target mailbox. Also, calendar items that have been removed from the source mailbox will be removed from the target mailbox. Re-migration of other types of items that have been modified or deleted in the source mailbox is not supported.	4781288-1
<p>Address Rewriting</p> <p>Due to Microsoft's Exchange Online limits on messages sent from the tenant that are calculated according to purchased Exchange Online licenses, some of the sent messages exceeding this limit will not be delivered within 24 hours and will wait in the queue to be send next day. If waiting time will be longer than 24 hours, the sender will receive an NDR.</p> <p>Workaround: To increase bandwidth you need to purchase more Exchange Online licenses</p>	4783213-1

Table 4: Account migration known issues

Known Issue	Issue ID
Resource Processing is not available when GCC High tenants are used. Resource Processing is only available with commercial tenants.	251283
Resource Processing is not available when credentials are not provided.	248836
Source UPN and Primary SMTP will be used after migration for existing target hybrid accounts.	ODM-1251
In case of re-migration of hybrid account the Migration task state may appear to be completed before the actual completion.	ODM-1174
Source user mailbox is required to be kept to ensure receiving of mail messages addressed to this mailbox after migration. To remove these mailboxes you can manually configure forwarding in on-premises environment for all affected accounts after target mailboxes are provisioned.	ODM-1345
Hybrid accounts has New status even in case these accounts are in progress.	ODM-1053
Matching task may hang with In progress state in case on-premises connection credentials are not configured. No events are reported.	ODM-1383
Matching task may hang with In progress state in case of any issues related to connection problem of integration service, e.g., secret is not installed properly or unavailable.	ODM-1469
In case matched target hybrid account is removed intentionally, but source account is selected for the migration task, the target object will be provisioned and no event is reported.	ODM-1292
In case of any target conflicts related to existing objects in on-premises part processed by Quest	ODM-1255

Known Issue	Issue ID
Migration Manager, events generated by Quest Migration Manager will not appear in Events.	
Migration Task progress may be reported incorrectly. Refer to task details for actual information.	ODM-1175
Mail flow is not currently displayed for migrated objects.	ODM-1376
Mapping from file is not currently supported	ODM-1365
Mail addressed to target Room/Equipment/shared mailbox will not be redirected to source. Reason: forwarding from target to source after account migration for Room / Equipment / shared mailbox is not set.	ODM-1344
In case object is removed in source, during re-migration this object cannot be included in migration scope, but object status remains unchanged. In task details this object status is New .	ODM-1331
Migration tasks may hang with In progress state in case of any issues related to integration with Quest Migration Manager. No events are reported.	ODM-1332
Resource processing To allow target users access source SharePoint, linked guest users were created in the source and On Demand Migration immediately attempts to grant these user accounts necessary direct permissions. It can take time for guest accounts to replicate to SharePoint, which can result in a "User not found" error message for a guest account that has not yet been replicated during granting permissions. Workaround: Retry the SharePoint processing later.	ODM-1878

Table 5: OneDrive migration known issues

Known Issue	ID
If Migrate Sharing Link Permissions option is selected, some link sharing permissions will not migrate properly if the user has shared this file or folder with more than 30 users. Only 30 users will have permissions from the Sharing Links, while others will not be processed due to a Microsoft limitation.	ODM-1640

Table 6: Public folder migration known issues

Known Issue	ID
There is currently no way to stop running tasks.	PFM-76
After migration to the target, the folder name remains unchanged, even the original source folder has been renamed. On Demand Migration does not support renaming folders.	PFM-77

Table 7: SharePoint migration known issues

Known Issue	ID
When using collections with On Demand Migration for SharePoint, if a site is added to a collection after running a Discover SharePoint Contents task for the site, the child objects will not be added to the collection. Re-run the Discover SharePoint Contents task for the site to add the child objects to the collection.	
When using collections with On Demand Migration for SharePoint, if a SharePoint object is added to a collection without its parent or child elements, the SHOW PARENT and SHOW CONTENTS buttons may be active but will link to a blank a filtered list because the child or	

Known Issue	ID
parent is not included in the collection.	
When using collections with On Demand Migration for SharePoint, note that the Remove from Collection and Remove Collection functions are not yet available.	
Files and List Items cannot be migrated if same entities exist in target recycle bin.	163227,179261
The following events may be reported while migrating some folders from Document Libraries connected to Microsoft Teams: A file or folder with the name ... already exists... and Failed to lookup file info of object... The migration proceeds as expected.	173081
After migration the system account is specified as an author of migrated folder instead of the source folder author.	171641
Web address of this view in List View settings cannot be updated due to SharePoint limitations.	169946
Migrated discussion board replies are not tagged as "Best reply" on target.	157005
Custom content type assigned to documents is not migrated. All documents will have the default content type on target.	161588
Discussion List created by the site Community feature is renamed to <i>Community Discussion</i> in Team site (STS#3 template.)	168288
Files and list items are not migrated to subsites with the following characters in the URL: <, >, &, ", '.	169663
Site collection status is not updated if the migration task includes more than one site collection.	161760
The search field shows a limited number of characters. Only the first 22 characters are visible for the long search queries.	164683

Table 8: Teams migration known issues

Known Issue	ID
If the external sharing settings of the target tenant is more restrictive than the settings in the source tenant, then Office 365 groups and SharePoint items cannot be migrated to the target tenant. Workaround: Ensure that sharing settings in the target tenant is the same or less restrictive than the source tenant. You must create a fresh task to migrate the items.	259757
When two or more users are participants in a chat, the chat migration task event is not linked to any particular user.	256913
Planner migration: If there are more than 400 tasks in a bucket then On Demand migrates the first 400 tasks only.	
On Demand cannot migrate the file if the SharePoint admin center (under Settings Site Creation) has been used to change the default URL.	240044
Links to files and applications in Tabs are not supported if the files and applications are located outside the default SharePoint site of the Channel. These links are not migrated to the target and should be re-added manually by the target Channel owner.	223575
File links in team chats will not work after chat migration if the files are moved to another folder in the source tenant.	320875

Known Issue	ID
If you rename a tab in the source team and then re-migrate, the renamed tab will be migrated. The target will then have two tabs, one with the old name and one with the new name.	197275
Meeting links in Teams calendar items of migrated teams don't work because the links still point to source tenant.	196069
Provisioning of public teams is not supported for migration scenarios from one education tenant to another. Only private teams can be provisioned for these scenarios.	218826
<p>OneNote tabs migration fails if the team contains a large number of items (folders or files, some of which could be OneNote entities such as notebooks, sections or section groups) and the following error message is reported: Request failed with Forbidden status code (Forbidden). { "error": { "code": "10026", "message": "One or more of the document libraries on the user or group's OneDrive contains more than 20,000 OneNote items (notebooks, sections, section groups). Please try again later." ...</p> <p>Workarounds:</p> <p>Before proceeding with migration consider the following Microsoft recommendations to avoid the problem: https://docs.microsoft.com/en-us/archive/blogs/onenotedev/onenote-api-calls-fail-with-a-large-number-of-items-in-a-sharepoint-document-library</p> <p>-OR-</p> <p>Before proceeding with Teams migration use SharePoint migration to migrate the site collections for affected teams. Then retry Teams migration with Use previously migrated files option selected</p>	216192
When the team name in source tenant is different from the one in target tenant, a blank default team's notebook (with the target team name) will be created in target tenant. The original default team's notebook (with the source team name) will be migrated correctly by Team's migration. This results in two default team's notebook in target.	N/A
Archived teams are not supported. In case you need to migrate these teams, you need to unarchive them in the source to migrate and then archive them again in the source and in the target.	181522
<p>Target team settings are not updated if you re-run the provisioning task.</p> <p>Workaround: Update the target team settings manually or remove the team and re-run the provisioning task.</p>	N/A
Incremental migration migrates new messages that was created since the last migration. On Demand Migration for Teams cannot modify or delete messages on the target if they have been modified or deleted on the source.	167428
The target tenant's Global Administrator is displayed as the owner of all migrated 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
Channel isFavoriteByDefault property migration is not supported . Workaround: Enable Automatically show this channel in everyone's channel list option for the channel manually in your Teams client.	154722
<p>The memberships is not updated in Teams client immediately after provision. It takes a while before Microsoft synchronizes memberships between group and Teams.</p> <p>Workaround: Wait for membership synchronization</p>	N/A
The following warning is reported: Cannot migrate attachment ***: file not found	N/A

Known Issue	ID
<p>Workaround: Verify whether the file is not blocked or deleted in the source. File Migration task cannot migrate file in case it is not available.</p>	
<p>Target administrative account are added to source teams automatically. This is mandatory requirement for migration. The following warning is reported: Adding *** as a member of the group '****' on the source... No action required.</p>	N/A
<p>The following warning is reported: Cannot add *** as group ***: User Mapping does not exists. The team member or owner was not matched or migrated by Account migration project. Workaround:In Account Migration project match or migrate the account and then re-run provision task.</p>	N/A
<p>Resource processingIf EDU team group has been migrated in the Account Migration project first and then this EDU team is provisioned in the Teams Migration project, the error "Request failed with BadRequest status code (Bad Request)" is reported. Workaround: Delete the EDU team group created by Account Migration, then perform discovery and provision with Teams Migration project.</p>	N/A
<p>Private one-to-one chats with a Skype user are not migrated. The Microsoft Graph API List chat messages do not support querying messages of that type.</p>	N/A
<p>If you have personalized the name of a group chat then that personalized name will not be migrated. Post migration, on the target, the group chat name will revert to that supplied by Microsoft: the list of team members in the chat. Post migration on the target you can re-enter the name you gave to the group chat if you wish.</p>	N/A
<p>Private one-to-one chats are migrated as group chats. On the source the name of the chat is given by the other person in the chat; on the target the name of the chat is of the form " <i>name</i> and <i>name - migrated</i>". On the target the private chat becomes a group chat when the migration account granting consent to the tenant is added to the chat as a participant. This is by design to workaround Microsoft's API limitations. To preserve privacy this account is removed from the chat as soon as the chat migration is completed.</p>	N/A
<p>On the source a member removed from a chat can still see the history of the chat in the source. On the target, members cannot see the history of chats they have been removed from.</p>	N/A
<p>Individual messages larger than 4 MB will not migrate. Messages containing several inline messages can exceed 4MB. The chat will migrate without the large messages. An error will display in the On Demand Migration for Teams Events tab of the form: Request failed with RequestEntityTooLarge status code (Request Entity Too Large).</p>	N/A
<p>Users deleted on the tenant are not migrated, so do not show as members of a chat on the target. Deleted users do remain visible as members of a chat on the source. 1:1 chats, where one of the users is deleted, are migrated for the user that is still a member of the tenant.</p>	N/A
<p>Private one-to-one chats with an 'External user' (user from another tenant) are treated as follows. Private one-to-one chats initiated by an 'External user' are not migrated. Private one-to-one chats not initiated by an 'External user' are migrated, and in the title the external user's real name is replaced with the text 'External user'.</p>	N/A
<p>Links to attachments in chats that are migrated and archived cannot be opened from the Conversation History in the Teams client if you left-click the link.</p>	313562
<p>Workaround: Right-click the attachment and select Open Link in New Tab or Open Link in New Window from the context menu.</p>	

Release History

December 14, 2021

Table 9: New features

Module	Feature	Description
SharePoint Migration	Upgrade Classic team sites to Modern team sites	A new option has been added to the New Migration Task for SharePoint to upgrade Classic team sites to Modern team sites.
Groups Migration	Mapping Groups	You can use a CSV file and the Map From File action to specify the mapping between source and target Microsoft 365 groups if you want to rename groups or merge one or more source groups to a specific group in the target tenant.

Table 10: Enhancements

Module	ID	Description
Mail migration	319972	X500 addresses are migrated as part of the mail migration task.
Teams Migration	320581	The Target Group Name column is available in the <i>M365 Group List View</i> . The column value indicates the name of the corresponding Microsoft 365 group in the target tenant if it exists.

Table 11: Resolved Issues

Module	ID	Description
Mail Migration	322321	When the Migration Scenario of the Mail Flow option is not set in the <i>New Mail Migration Task</i> , some mailboxes indicate the Mailbox Status as Forwarding to source.

November 24, 2021

Table 12: New features

Module	Feature	Description
One Demand Migration	Copy Diagnostics	Each task detail pane has a Copy Diagnostics button. Click Copy Diagnostics to copy relevant task properties to the clipboard. You can then paste the properties in a text file and provide the information to Technical Support for troubleshooting or use the properties in PowerShell commands.
Teams Migration	Avoid adding external users to target chats	A new option has been added to the New Migration Task for Microsoft Chats. When you select this option, external users in chats are not added to the chats that are migrated to the target tenant.

November 16, 2021

Table 13: Enhancements

Module	ID	Description
SharePoint Migration	266582	Each SharePoint site has its own version history of its files and each change to a file is saved with a new version. In the <i>Version Options</i> step of the <i>New Migration Task</i> wizard for SharePoint, you can control how many versions of files will be migrated to a target tenant.
Mail Migration	273591	The <i>New Mail Migration Task</i> wizard provides a new <i>Notification</i> step that you can configure to send email notifications about the success or failure of the mail migration. You can send the notification to one or more recipients.

November 01, 2021

Table 14: New features

Module	Feature	Description
Groups Migration	Merge Microsoft 365 Groups during Provisioning	The New Group Provision Task wizard features a new provisioning option: Merge with the existing group. When you select this option, accounts that are members of groups in the source tenant that are being provisioned will be added to the same group in the target tenant.

October 26, 2021

Table 15: New features

Module	Feature	Description
Account Migration	Create collections from a CSV file	You can now create and populate Account Collections with a CSV file with the following additional benefits: <ul style="list-style-type: none">• Multiple collections can be created with the same CSV file.• Existing collections can be specified in the CSV file to add additional accounts.• Accounts can be listed in multiple collections.

October 21, 2021

Table 16: New features

Module	Feature	Description
Mail Migration	Migration Meeting Links	When a calendar item with a link to a Microsoft Team meeting is migrated, the link to the original team meeting in the source tenant is retained. Use the <i>New Meeting Link Migration Task</i> to update Microsoft Team meeting links in the target tenant after the calendar items are migrated.

October 18, 2021

Table 17: New features

Module	Feature	Description
OnDemand Migration	Desktop Update Agent	Desktop Update Agent (DUA) provides enhanced support for Microsoft 365 applications and Outlook Profile reconfiguration for all users. You can manage the application reconfiguration activities of users from a single view in On Demand Migration to ensure the success of cross-tenant migration projects.

October 12, 2021

Table 18: Enhancements

Module	ID	Description
SharePoint Migration	253137	Migration of SharePoint sites based on the Publishing Portal templates is now supported.
Teams Migration	ODMTOG-12	Migration of teams and groups with dynamic membership is now supported. Please refer to Microsoft documentation about dynamic membership. Merging of teams and groups with dynamic membership is not supported. A warning message is generated if you attempt to merge teams and groups with dynamic membership.
Teams Migration	ODMTOG-55	When channel posts or messages are migrated a new Archive option is now available in the Migration Options step of the <i>New Migration Task</i> wizard. When you select this option you can also specify a time span to determine the set of messages to archive. An archive HTML file for each team channel from the source tenant is added to the corresponding team channel in the target tenant. A new tab called <i>Conversation History</i> is also created in the target channel and the archived messages are displayed there

September 23, 2021

Table 19: Enhancements

Module	ID	Description
Teams Migration	ODMTOG-56	<p>The <i>New Teams Discovery Task</i>, <i>New Groups Discovery Task</i> and <i>New Teams and Groups Discovery Task</i> wizards offer more granular control of the collection of statistics for messages, plans and tasks. The following options are available:</p> <ul style="list-style-type: none">• Collect Message statistics for Teams• Collect Plan and Task statistics for Teams• Collect Plan and Task statistics for Groups• Collect Plan and Task statistics for Teams and Groups <p>The additional information collected by the <i>Collect Statistics Task</i> that are started by selecting one or more of these options are used in the migration process for teams and groups, and helps improve the performance of the migration task.</p>

September 16, 2021

Table 20: New features

Module	Feature	Description
OneDrive Migration	Migration destination folder	You can now specify a destination folder in the target tenant where all OneDrive files will be migrated. The following option is now available in the Migration Options step of the New OneDrive Migration Task wizard. <i>Relative folder path</i> - specify the relative path to a folder where the OneDrive contents will be migrated.

Table 21: Enhancements

Module	ID	Description
OneDrive migration	287908	The ability to migrate all versions of OneDrive files has been restored in the <i>New OneDrive Migration Task</i> wizard. You can select the following option in the <i>Versions Options</i> step of the wizard. <i>All versions</i> - The latest version of the file will be migrated, and all previous versions of the file will be migrated if the latest version does not exceed a specified size limit.
Teams Migration	273225	The <i>Migration Options</i> step in the New Migration Task wizard has been simplified. When migrating Teams, you can now choose from the following options: <ul style="list-style-type: none">• <i>Channel Posts(Messages)</i> - Migrate the posts or messages in a channel.• <i>Channel Files</i> - Migrate the files, attachments, OneNote, Word, Excel and PowerPoint apps in the channel.• <i>Planner</i> - Migrate the Planner buckets, tasks, comments and the corresponding Planner tabs in teams.• <i>Group Mailbox</i> - Migrate the Microsoft 365 Group mailbox.

Table 22: Resolved Issues

Module	ID	Description
Mail Migration	4928286-1	License assignment cannot be skipped for Hybrid shared mailbox

September 09, 2021

Table 23: Enhancements

Module	ID	Description
OneDrive migration	251642	The New OneDrive Migration Task offers a more granular set of options to define the file versions that can be migrated. The following settings and options are now available when you choose to migrate more versions: <ul style="list-style-type: none">• <i>Number of versions</i> - sets the maximum number of version to migrate.• <i>Size limit</i> - sets the limit for the latest file version. All other versions are migrated if the latest version does not exceed this limit.

Module	ID	Description
		<ul style="list-style-type: none"> • Latest version and preceding versions - Migrates the latest version and the preceding versions in chronological order restricted to the size limit of the latest version. • Latest version and daily latest from preceding days - Migrates the latest version and the latest version from each preceding day restricted to the size limit of the latest version.

September 01, 2021

Table 24: New features

Module	Feature	Description
Teams Migration	Merge and migrate Chat messages	<p>The following options are available in the Chat migration wizard:</p> <p>Migrate chats with unmatched users - this option lets you migrate chats that include users who are not mapped or matched with user accounts in the target tenant. Use this option if there are user accounts in chat messages that are redundant because the user accounts will not be mapped, matched or migrated to the target account.</p> <p>Skip OneDrive status check - this option lets you ignore any verification of OneDrive accounts and results in faster chat migration. Chat messages of users will be migrated regardless of their OneDrive status in the target tenant. However, links to OneDrive files attached to chat messages will work when the OneDrive account has been migrated and the files are successfully migrated to the OneDrive account in the target tenant.</p>

August 24, 2021

Table 25: Enhancements

Module	ID	Description
Account migration	267969, 267973	<p>The following new columns are available in the Account List View:</p> <ul style="list-style-type: none"> • Sync Status - indicates whether the account is synchronized with the on-premise Active Directory or Azure Active Directory (In-Cloud). The tool tip displays the status value. • Type - account type as defined in Microsoft Active Directory: <i>User accounts</i> like Guest, Mailbox-enabled, Mail-enabled and Non-mail-enabled; <i>Resource mailboxes</i> like Equipment, Room, Scheduled and Shared; <i>Groups</i> like Distribution, Mail-enabled-security, Microsoft 365 (not associated with teams), Security and Teams.

You can filter the list of accounts using the *Environment* filter for the Sync Status column and *Type* filter for the Type column.

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 Migration relies on Microsoft Azure infrastructure and as such is subject to the possible disruption of the related 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 Internet Explorer 11
- Microsoft Edge
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

System requirements for Client Update Agent deployment

- Microsoft Windows 7 or later
- Microsoft Outlook 2010 (minimal supported version is 14.0.7159.5000, October 13, 2015, update for Outlook 2010 (KB3085604)), 2013 (minimal supported version 15.0.4779.1001, December 8, 2015, update for Outlook 2013 (KB3114349)) or 2016

i **NOTE:** Client Update Agent supports the MAPI over HTTP only. If the Outlook version is earlier than specified above and uses RPC over HTTP instead of MAPI over HTTP, it must be upgraded to minimal supported version.

System requirements for Desktop Update Agent deployment

Software Requirements

- Microsoft 365 (formerly Office 365 or MSO) 32-bit or 64-bit when Office re-activation option is selected
- Outlook 2016 (32-bit or 64-bit) or higher (Including Click to Run version and ISO version)
- OneDrive for Business (Most recent updates recommended)
- Microsoft Teams (Most recent updates recommended)
- Windows 7 (32-bit or 64-bit) or Windows 10 (32-bit or 64-bit)
- .NET 4.0.x or higher (4.6.x or higher recommended)
- Supports HTTPS Port 443

**NOTE:**

Outlook is required on the workstation, as part of the current agent management process.

If OneDrive for Business, Microsoft Teams, or Office are not installed on the workstation, these applications will be skipped and will not impact any other applications present during the reconfiguration.

Authentication Requirements

- Multi-Factor Authentication (MFA)
- Active Directory Federation Services (AD FS)
- Single Sign On (SSO) with mixed authentication modes, such as:
 - Modern Authentication (ADAL)
 - Forms Authentication
 - Windows Integrated Authentication

Product Licensing

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 On Demand as a Guest user and review the solutions that the product offers. As a Guest user, you can add your Azure AD tenant and look for problems that can be solved by On Demand. To sign in as a Guest user, go to quest-on-demand.com and click **Continue as Guest**.

Trial subscriptions are available. Visit Quest® On Demand Migration page for more information and pricing: <https://www.quest.com/products/on-demand-migration/>

To start a trial subscription



NOTE: You can use the product free during a 30-day trial period for a limited number of users allowed to be migrated

1. Open <https://www.quest.com/products/on-demand-migration/>.
2. Scroll down to the module you want to try and click **Try Online**.
3. To proceed you should read and accept license agreement.
4. Select **Sign In for your Free Trial** option to use your existing Quest account, or **Create a Trial account** option to create a new account.
5. You will receive an email containing step by step instructions on starting your trial period for the product.

To purchase a commercial subscription

1. Open <https://www.quest.com/products/on-demand-migration/>.
2. Click **Request Pricing** and fill in the necessary details.
3. Click **Contact Sales** to request pricing and get help with your business needs.

The product licensing is based on the number of **unique source accounts** processed by the migration and/or matching tasks. The licenses are only consumed once the task is started (either automatically or manually). Simply adding accounts to the tasks without starting them does not consume the licenses. Shared, Room, Equipment mailboxes, and guest users do not consume licenses.

i | **NOTE:** The license is **permanently** assigned to the source account. Thus, you can use this account in any number of tasks (migration, re-matching, etc.) without consuming the additional licenses.

There are no data limits for OneDrive, SharePoint, mailbox and public folders content migration.

For more information on available subscriptions and licensing refer to [On Demand Global Settings User Guide](#).

More resources

Additional information is available from the following:

- [Online product documentation](#) (enter On Demand Migration in the Product search field)
- [Quest On Demand community](#)

Third-party contributions

This product contains the third-party components listed below. For more third-party license information, go to <https://quest.com/legal/license-agreements.aspx>.

Table 26: List of third-party contributions

Component	License or Acknowledgment
BouncyCastle.Crypto.dll 1.8.1	The use of this copyright is governed by the MIT License . Copyright © 2000 - 2017 The Legion of the Bouncy Castle Inc. (http://www.bouncycastle.org)
cpptestsdk 2.10.16	The use of this copyright is governed by the MIT License . Copyright © Microsoft Corporation. All rights reserved.
CsvHelper 12.1.2	The use of this copyright is governed by the dual licensing under Microsoft Public License (MS-PL) and Apache 2.0 License . Copyright © 2009-2019 Josh Close and Contributors. All rights reserved.
Exchange Web Services Managed API 2.2.0	The use of this copyright is governed by the MIT License . Copyright © Microsoft Corporation. All rights reserved.
Microsoft.Azure.Relay 1.0.0	The use of this copyright is governed by the MIT License . Copyright © 2016 Microsoft Azure. All rights reserved.
Microsoft.Identity.Client 4.30.1	The use of this copyright is governed by the MIT License . Copyright © Microsoft Corporation. All rights reserved.
Microsoft.IdentityModel.Clients.ActiveDirectory 5.2.9	The use of this copyright is governed by the MIT License . Copyright © Microsoft Open Technologies. All rights reserved.
Microsoft.IdentityModel.Logging 1.1.3	The use of this copyright is governed by the MIT License . Copyright © Microsoft Corporation. All rights reserved.
Microsoft.IdentityModel.Protocols 2.1.3	The use of this copyright is governed by the MIT License . Copyright © Microsoft Corporation. All rights reserved.
Microsoft.IdentityModel.Protocols.OpenIdConn 2.1.3	The use of this copyright is governed by the MIT License . Copyright © Microsoft Corporation. All rights reserved.

Component	License or Acknowledgment
Microsoft.IdentityModel.Tokens 5.1.3	The use of this copyright is governed by the MIT License . Copyright © Microsoft Corporation. All rights reserved.
Microsoft.Rest.ClientRuntime 2.3.11	The use of this copyright is governed by the MIT License . Copyright © 2019 Microsoft Corporation. All rights reserved.
Microsoft.Rest.ClientRuntime.Azure 3.3.7	The use of this copyright is governed by the MIT License . Copyright © 2019 Microsoft Corporation. All rights reserved.
Json.NET 12.0.3	The use of this copyright is governed by the MIT License . Copyright © 2007 James Newton-King. All rights reserved.
Polly 7.1.0.0	The use of this copyright is governed by the BSD License . Copyright © 2015-2017 App vNext
RestSharp 106.11.7	Use of this copyright is governed by the Apache 2.0 license . Copyright © 2009-2020 John Sheehan, Andrew Young, Alexey Zimarev and RestSharp community.
SSH.Net 2016.1.0	The use of this copyright is governed by the MIT License .
System.IdentityModel.Tokens.Jwt 5.1.3	The use of this copyright is governed by the MIT License . Copyright © Microsoft Corporation. All rights reserved.

The Apache Software License, Version 2.0

January 2004 (<http://www.apache.org/licenses/>)

TERMS AND CONDITIONS FOR USE, REPRODUCTION, AND DISTRIBUTION

1. Definitions.

"License" shall mean the terms and conditions for use, reproduction, and distribution as defined by Sections 1 through 9 of this document.

"Licensor" shall mean the copyright owner or entity authorized by the copyright owner that is granting the License.

"Legal Entity" shall mean the union of the acting entity and all other entities that control, are controlled by, or are under common control with that entity. For the purposes of this definition, "control" means (i) the power, direct or indirect, to cause the direction or management of such entity, whether by contract or otherwise, or (ii) ownership of fifty percent (50%) or more of the outstanding shares, or (iii) beneficial ownership of such entity.

"You" (or "Your") shall mean an individual or Legal Entity exercising permissions granted by this License.

"Source" form shall mean the preferred form for making modifications, including but not limited to software source code, documentation source, and configuration files.

"Object" form shall mean any form resulting from mechanical transformation or translation of a Source form, including but not limited to compiled object code, generated documentation, and conversions to other media types.

"Work" shall mean the work of authorship, whether in Source or Object form, made available under the License, as indicated by a copyright notice that is included in or attached to the work (an example is provided in the Appendix below).

"Derivative Works" shall mean any work, whether in Source or Object form, that is based on (or derived from) the Work and for which the editorial revisions, annotations, elaborations, or other modifications represent, as a whole, an original work of authorship. For the purposes of this License, Derivative Works shall not include works that remain separable from, or merely link (or bind by name) to the interfaces of, the Work and Derivative Works thereof.

"Contribution" shall mean any work of authorship, including the original version of the Work and any modifications or additions to that Work or Derivative Works thereof, that is intentionally submitted to Licensor for inclusion in the Work by the copyright owner or by an individual or Legal Entity authorized to submit on behalf of the copyright owner. For the purposes of this definition, "submitted" means any form of electronic, verbal, or written communication sent to the Licensor or its representatives, including but not limited to communication on electronic

mailing lists, source code control systems, and issue tracking systems that are managed by, or on behalf of, the Licensor for the purpose of discussing and improving the Work, but excluding communication that is conspicuously marked or otherwise designated in writing by the copyright owner as "Not a Contribution."

"Contributor" shall mean Licensor and any individual or Legal Entity on behalf of whom a Contribution has been received by Licensor and subsequently incorporated within the Work.

2. **Grant of Copyright License.** Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable copyright license to reproduce, prepare Derivative Works of, publicly display, publicly perform, sub-license, and distribute the Work and such Derivative Works in Source or Object form.

3. **Grant of Patent License.** Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable (except as stated in this section) patent license to make, have made, use, offer to sell, sell, import, and otherwise transfer the Work, where such license applies only to those patent claims that can be licensed by such Contributor that are necessarily infringed by their Contribution(s) alone or by combination of their Contribution(s) with the Work to which such Contribution(s) was submitted. If You institute patent litigation against any entity (including a cross-claim or counterclaim in a lawsuit) alleging that the Work or a Contribution incorporated within the Work constitutes direct or contributory patent infringement, then any patent licenses granted to You under this License for that Work shall terminate as of the date such litigation is filed.

4. **Redistribution.** You may reproduce and distribute copies of the Work or Derivative Works thereof in any medium, with or without modifications, and in Source or Object form, provided that You meet the following conditions:

(a) You must give any other recipients of the Work or Derivative Works a copy of this License; and

(b) You must cause any modified files to carry prominent notices stating that You changed the files; and

(c) You must retain, in the Source form of any Derivative Works that You distribute, all copyright, patent, trademark, and attribution notices from the Source form of the Work, excluding those notices that do not pertain to any part of the Derivative Works; and

(d) If the Work includes a "NOTICE" text file as part of its distribution, then any Derivative Works that You distribute must include a readable copy of the attribution notices contained within such NOTICE file, excluding those notices that do not pertain to any part of the Derivative Works, in at least one of the following places: within a NOTICE text file distributed as part of the Derivative Works; within the Source form or documentation, if provided along with the Derivative Works; or, within a display generated by the Derivative Works, if and wherever such third-party notices normally appear. The contents of the NOTICE file are for informational purposes only and do not modify the License. You may add Your own attribution notices within Derivative Works that You distribute, alongside or as an addendum to the NOTICE text from the Work, provided that such additional attribution notices cannot be construed as modifying the License.

You may add Your own copyright statement to Your modifications and may provide additional or different license terms and conditions for use, reproduction, or distribution of Your modifications, or for any such Derivative Works as a whole, provided Your use, reproduction, and distribution of the Work otherwise complies with the conditions stated in this License.

5. **Submission of Contributions.** Unless You explicitly state otherwise, any Contribution intentionally submitted for inclusion in the Work by You to the Licensor shall be under the terms and conditions of this License, without any additional terms or conditions. Notwithstanding the above, nothing herein shall supersede or modify the terms of any separate license agreement you may have executed with Licensor regarding such Contributions.

6. **Trademarks.** This License does not grant permission to use the trade names, trademarks, service marks, or product names of the Licensor, except as required for reasonable and customary use in describing the origin of the Work and reproducing the content of the NOTICE file.

7. **Disclaimer of Warranty.** Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are

solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License.

8. Limitation of Liability. In no event and under no legal theory, whether in tort (including negligence), contract, or otherwise, unless required by applicable law (such as deliberate and grossly negligent acts) or agreed to in writing, shall any Contributor be liable to You for damages, including any direct, indirect, special, incidental, or consequential damages of any character arising as a result of this License or out of the use or inability to use the Work (including but not limited to damages for loss of goodwill, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses), even if such Contributor has been advised of the possibility of such damages.

9. Accepting Warranty or Additional Liability. While redistributing the Work or Derivative Works thereof, You may choose to offer, and charge a fee for, acceptance of support, warranty, indemnity, or other liability obligations and/or rights consistent with this License. However, in accepting such obligations, You may act only on Your own behalf and on Your sole responsibility, not on behalf of any other Contributor, and only if You agree to indemnify, defend, and hold each Contributor harmless for any liability incurred by, or claims asserted against, such Contributor by reason of your accepting any such warranty or additional liability.

END OF TERMS AND CONDITIONS

BSD License

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

* Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

* Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

* Neither the name of <name-of-copyright-holder> nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Microsoft Public License (MS-PL)

This license governs use of the accompanying software. If you use the software, you accept this license. If you do not accept the license, do not use the software.

1. Definitions

The terms "reproduce," "reproduction," "derivative works," and "distribution" have the same meaning here as under U.S. copyright law. A "contribution" is the original software, or any additions or changes to the software. A "contributor" is any person that distributes its contribution under this license. "Licensed patents" are a contributor's patent claims that read directly on its contribution.

2. Grant of Rights

(A) Copyright Grant- Subject to the terms of this license, including the license conditions and limitations in section 3, each contributor grants you a non-exclusive, worldwide, royalty-free copyright license to reproduce its contribution, prepare derivative works of its contribution, and distribute its contribution or any derivative works that you create.

(B) Patent Grant- Subject to the terms of this license, including the license conditions and limitations in section 3, each contributor grants you a non-exclusive, worldwide, royalty-free license under its licensed patents to make, have made, use, sell, offer for sale, import, and/or otherwise dispose of its contribution in the software or derivative works of the contribution in the software.

3. Conditions and Limitations

(A) No Trademark License- This license does not grant you rights to use any contributors' name, logo, or trademarks.

(B) If you bring a patent claim against any contributor over patents that you claim are infringed by the software, your patent license from such contributor to the software ends automatically.

(C) If you distribute any portion of the software, you must retain all copyright, patent, trademark, and attribution notices that are present in the software.

(D) If you distribute any portion of the software in source code form, you may do so only under this license by including a complete copy of this license with your distribution. If you distribute any portion of the software in compiled or object code form, you may only do so under a license that complies with this license.

(E) The software is licensed "as-is." You bear the risk of using it. The contributors give no express warranties, guarantees, or conditions. You may have additional consumer rights under your local laws which this license cannot change. To the extent permitted under your local laws, the contributors exclude the implied warranties of merchantability, fitness for a particular purpose and non-infringement.

MIT License (MIT)

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

About us

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. 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

© 2022 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 Web site (<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, the Quest logo, and Join the Innovation 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

 **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.

On Demand Migration Release Notes

Updated - January 11, 2022