

On Demand Migration Desktop Update Agent (DUA)

Release Notes

December 2024

To complete a migration project and reconfigure a user's applications, agents must be configured and deployed by administrators, then run on users' workstations.

Desktop Update Agent provides the ability to manage users' application reconfiguration activities from a single view within On Demand Migration. Migration administrators can configure which applications will be reconfigured, track each application's status, and send notices to remind users if required.

These release notes provide information about the On Demand Migration Desktop Update Agent deployment.

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Enhancements

The following enhancement is implemented in this release of On Demand Migration Desktop Update Agent.

General improvements	Issue ID
<p>Selection of the Outlook variant (Classic or New) to reconfigure</p> <p>Desktop Update Agent needs to close and restart Outlook during the reconfiguration process, Which Outlook variants to reconfigure will be based on the following:</p> <ul style="list-style-type: none"> • If New Outlook and/or Classic Outlook is configured and running when DUA starts, those Outlook variants will be stopped, reconfigured, then restarted. <ul style="list-style-type: none"> • If both variants are configured but only one is running when DUA starts, only the variant that is running will be reconfigured. • If neither New nor Classic Outlook is running when DUA starts, DUA will check the user's registry keys for the UseNewOutlook setting to determine which variant the user prefers. Classic Outlook or New Outlook will be reconfigured according to the value of that switch. <ul style="list-style-type: none"> • If the UseNewOutlook registry key is not present, DUA will check the computer for configured Outlook profiles (Classic) and reconfigure Classic Outlook if found. DUA will also check the computer for a user account for new Outlook, and reconfigure New Outlook if that account is found. • i NOTE: Either Outlook variant must be started to complete reconfiguration. In this scenario it is possible that the Desktop Update Agent will start both Outlook variants. • If none of these conditions match, Outlook configuration will be skipped. 	509138

After the Desktop Update Agent completes, if the Outlook variant that was reconfigured is not the one expected or preferred by the user, a second run can be performed to correct this. The migration administrator can set up a new Switch task for any affected users. The user should ensure their required Outlook variant is running and then manually start the Desktop Update Agent. DUA will then reconfigure that Outlook variant based on the criteria listed above.

Deprecated features

The following is a list of features that are no longer supported:

- Effective with the release of Desktop Update Agent version 2.2.1, the On Demand Migration API that is used by the Desktop Update Agent version 1.x releases will no longer be available. Desktop Update Agent version 1.x is no longer supported and the 1.x series agents will no longer be able to communicate with On Demand Migration.
- The “Direct Download” option is no longer supported.

Resolved Issues

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

Resolved Issues	Issue ID
Desktop Update Agent detects Outlook configured when the user is only set up for Teams.	521965
Desktop Update Agent does not open and show Outlook Completed when rerun after switching Outlook.	523925
Desktop Update Agent becomes unresponsive when new Outlook is updated from Classic Outlook using the 'Try the new Outlook' switch.	532054
Improved message displayed at the beginning of Desktop Update Agent reconfiguration Spanish edition.	523767
Message displayed at the beginning of Desktop Update Agent reconfiguration is in English in the Spanish edition.	521247
Outlook Reconfiguration - Unable to switch Outlook Classic if it is not running.	527977
Outlook Switch - When Desktop Update Agent is canceled before closing Outlook, the target profile is created but the status is not sent to On Demand Migration.	522344
When Classic and new Outlook co-exist only the Classic Outlook account is updated when Desktop Update Agent is run.	509138
When Teams is open during Desktop Update Agent reconfiguration, “Close Microsoft Teams now” does not reliably close Teams.	531207

Known issues

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

Table 1: General known issues

Known Issue	Issue ID
If running On Demand Desktop Update Agent as Administrator, it is not possible to update OneDrive. This is a Microsoft OneDrive limitation.	498466
On Windows 10, if the Desktop Update Agent reconfiguration task for OneDrive is interrupted before the restart, after restart a message displays that a folder cannot be found.	529144

Known Issue	Issue ID
The OneDrive reconfiguration step drops all OneDrive connections on a computer when a restart is needed when switching one profile with the Preserve Existing Folder option enabled. Accounts that were not switched will need to log in to OneDrive again. This affects computers with multiple user profiles.	407423
When migrating "roaming" signatures with Outlook O365, even though the registry keys get set, the signatures are not used by Outlook.	411635
If the Desktop Update Agent is stopped suddenly (for example, due to an unexpected computer restart or stopping the agent through Task Manager), On Demand Migration will not be updated with the in-flight results. If progress in the agent is stopped between steps by choosing Cancel, the state of each step is reported to On Demand Migration and the On Demand Migration dashboard will reflect what was completed.	376672
DUA License reset is only supported for Azure Joined, Hybrid Azure Joined, or workplace joined, on Windows 10 1803 build and later.	268628
DUA will run office reset and clear saved credential cache with CD-Key version of the office installed.	267928

Release History

The following lists the new features, enhancements, and resolved issues by release.

Current Deployment

Desktop Update Agent version 2.4.1

December 2024

Enhancement	Issue ID
<p>Selection of the Outlook variant (Classic or New) to reconfigure</p> <p>Desktop Update Agent needs to close and restart Outlook during the reconfiguration process, Which Outlook variants to reconfigure will be based on the following:</p> <ul style="list-style-type: none"> If New Outlook and/or Classic Outlook is configured and running when DUA starts, those Outlook variants will be stopped, reconfigured, then restarted. <ul style="list-style-type: none"> If both variants are configured but only one is running when DUA starts, only the variant that is running will be reconfigured. 	

Enhancement

Issue ID

- If neither New nor Classic Outlook is running when DUA starts, DUA will check the user's registry keys for the UseNewOutlook setting to determine which variant the user prefers. Classic Outlook or New Outlook will be reconfigured according to the value of that switch.
 - If the UseNewOutlook registry key is not present, DUA will check the computer for configured Outlook profiles (Classic) and reconfigure Classic Outlook if found. DUA will also check the computer for a user account for new Outlook, and reconfigure New Outlook if that account is found.
 -  **NOTE:** Either Outlook variant must be started to complete reconfiguration. In this scenario it is possible that the Desktop Update Agent will start both Outlook variants.
- If none of these conditions match, Outlook configuration will be skipped.

After the Desktop Update Agent completes, if the Outlook variant that was reconfigured is not the one expected or preferred by the user, a second run can be performed to correct this. The migration administrator can set up a new Switch task for any affected users. The user should ensure their required Outlook variant is running and then manually start the Desktop Update Agent. DUA will then reconfigure that Outlook variant based on the criteria listed above.

Resolved Issues

Issue ID

Desktop Update Agent detects Outlook configured when the user is only set up for Teams.	521965
Desktop Update Agent does not open and show Outlook Completed when rerun after switching Outlook.	523925
Desktop Update Agent becomes unresponsive when new Outlook is updated from Classic Outlook using the 'Try the new Outlook' switch.	532054
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When Teams is open during Desktop Update Agent reconfiguration, "Close Microsoft Teams now" does not reliably close Teams.	531207

Previous Deployment

Desktop Update Agent version 2.4.0

August 2024

New Feature	Issue ID
Support for reconfiguring "New Outlook".	483557

Enhancement	Issue ID
Addressed minor code quality issues identified by code analysis tools.	509214
Logging enhancements:	493210 501627 509031
<ul style="list-style-type: none"> • User interface enhanced to display agent log state when log requested. • "Error" relating to a PowerShell script changed to a "Warning" to better reflect the issue. • "PackageName" and "PublisherID" not displayed in the logs when searching for Installed Packages. 	
Updates to support Microsoft libraries.	497711

Resolved Issues	Issue ID
DUA does not recognize Teams as configured at the end of the Teams reconfiguration step and continues to wait.	519973
Office activation is a trial license when switching between Microsoft Outlook and Office.	492780
Localization issues (Spanish and German):	498306 498467 498860 501388
<ul style="list-style-type: none"> • Some messages are not shown in correct language. • Link displayed for more information in an article of OneDrive in Windows Spanish edition opens the German edition. • "Next" button name updated to follow the instructions of the wizard in Spanish edition. • When the preconfiguration script has errors, the retry button "Reintentar" is not spelled correctly. 	

Desktop Update Agent version 2.3.1

May 2024

Enhancement	Issue ID
Microsoft Entra ID (formerly Azure Active Directory) joined accounts can be reconfigured with the new Teams application.	488317
Microsoft.Identity.Client updated to the latest version.	489105

Resolved Issues	Issue ID
Error when trying to switch Teams: Access is denied.	486189
No profiles after switching Outlook using the Remove Original Profile option.	485688
When Teams fails, the guidance is to "Press Retry to try again", but the dialog does not contain a Retry button.	486187

Resolved Issues	Issue ID
Unhandled exception is displayed when DUA is installed on a computer where Microsoft Office is not installed.	487570
Improve error message if the switch application task is configured to update Outlook on a computer that does not have Outlook installed.	490427

Desktop Update Agent version 2.3.0

March 2024

Enhancement	Issue ID
Accessibility improvements: <ul style="list-style-type: none"> • Enabled keyboard (tab) navigation to the Options button ('cog' or 'gear' icon). • Provided accessibility text on the Options icon for screen reader to explain the purpose . • Fixed a navigation issue where the profile selection combobox would lose focus unexpectedly when changing selection. • Provided accessibility text on the profile selection combobox to explain the purpose. 	471574
The Desktop Update Agent can now reconfigure the new Microsoft Teams application.	479017

Resolved Issues	Issue ID
Corrected OneDrive setup issue where end user could be incorrectly prompted to choose a new OneDrive folder location during 'PreserveExisting' reconfiguration	460174
Error when Outlook profile is not found.	478671
Corrected minor localization issues.	472691

Desktop Update Agent version 2.2.2

January 2024

Enhancement	Issue ID
The Desktop Update Agent now allows the underlying .NET Framework to choose the best TLS version available in Windows. TLS 1.3 will be used where it is available.	462429
The agent now logs the On Demand Migration endpoint that it will contact. This will help identify misconfigurations related to tokens and the different processing regions.	459448
Agent enhanced to support use of the Desktop Update Agent with On Demand Migration Hybrid Exchange.	464123
Resolved Issues	Issue ID
If an incorrect passphrase is entered in the agent installer, a warning is issued and the installation will not complete. This avoids a situation where the agent would be installed, but no token would be stored.	446216

Resolved Issues	Issue ID
When switching multiple profiles on one computer, the status for the PowerShell Script steps could incorrectly reflect a previous run. The status now resets correctly for each profile.	449831
In some domain move scenarios involving a vanity domain, the Desktop Update Agent is unable to locate the source profile, because the source email and User Principal Name known to On Demand Migration will have changed as part of the move process. In this situation, the Desktop Update Agent may try to create a new profile using another discovered email address, which may result in an incorrectly configured user profile. As a result, Outlook might not be able to start and will report that the current set of folders cannot be opened. This change also resolves a OneDrive issue related to the same scenario.	464126
Added digital signatures to the Microsoft-derived scripts included with the Desktop Update Agent, which are used in the Office 365 application licensing step.	467724

Desktop Update Agent version 2.2.1

November 2023

Enhancement	Issue ID
Ability to specify a domain to use for switch application tasks. This is necessary when the DNS domain is moving at the same time as the users but is not being set as the primary SMTP address in the target tenant.	460649

October 2023

Enhancement	Issue ID
Desktop Update Agent can detect the new version of Microsoft Teams. At this time the agent cannot reconfigure the application. This update provides only detection and related messaging. (See Known issues .)	439471

Resolved Issues	Issue ID
Handling of the PowerShell configuration scripts updated so that when errors occur, but are ignored within the PowerShell scripts, the agent will not report the script status as Failed.	455167
Agent fails to run the Outlook reconfiguration step where PST files are associated with the new profile.	445809
After an Outlook switch, the 'From' field in Outlook displays 'Microsoft Exchange' instead of the name of the sender.	443287

Desktop Update Agent version 2.2

August 2023

Enhancement	Issue ID
Ability to refresh accounts before running the switch task.	438878

June 2023

Enhancement	Issue ID
Ability to run custom PowerShell scripts before and/or after the desktop application reconfiguration.	248615
Added Spanish language localization.	402932
If Teams cannot be reconfigured because they are Microsoft Entra ID-joined, users can choose to skip the Teams step of the migration process.	401374
User interface redesigned to conform to On Demand Migration look and feel.	398170
Report agent version and FQDN to ODM when querying for reconfiguration task steps, to aid in tracking agent readiness and in troubleshooting.	417541

Resolved Issues	Issue ID
Changed the method used to create the Outlook profile during the Outlook reconfiguration. This eliminates issues where a "Helper dialog" would appear and prompt for basic credentials.	418963
Improved troubleshooting information sent to ODM when reconfiguration steps fail, to speed up issue resolution.	412345
Agent can process Teams reconfiguration when multiple users are signed into Teams on the same computer.	423556
Suppress invalid file name characters from Target tenant name when renaming the OneDrive folder.	428845

Desktop Update Agent version 2.1

May 2023

Resolved Issues	Issue ID
Problems when Windows Known Folders Move is used to redirect user folders to OneDrive.	419154

April 2023

Resolved Issues	Issue ID
Added support for removing the source Profile and any associated files, if this option is chosen in the Switch Task.	274628
Changed Redemption libraries to version 5.27 to resolve sporadic credential dialog issues.	415849
If an installation exits because the mandatory Token/Passphrase parameters are missing, the user is presented with a usage guidance dialog.	417064
During a migration, the OneDrive step will clear the OneDrive identity cache.	411148

March 2023

Resolved Issues	Issue ID
The Outlook Redemption library that is shipped with the agent has been updated to the latest version.	411364

Resolved Issues	Issue ID
Date added to the top of the log file.	413473
Corrected issues uninstalling and upgrading the agent when deploying with a GPO.	413267
<p>i NOTE:</p> <p>This version of the installer is designed for GPO deployment and does not have the Token/PassPhrase options in the interface.</p> <p>To manually install the agent, run MSIExec.exe in an elevated command or PowerShell prompt and enter: <code>msiexec /qb /i "ODM_DesktopUpdateAgent.msi" PASSPHRASE="Insert Passphrase Here" TOKEN="Insert Token Here"</code></p>	
When Outlook, Teams, or On Demand Migration are not present an error message should not be displayed. This information is captured in the log file.	412894

February 2023

Enhancements	Issue ID
Ability to continue the migration process even if the Outlook reconfiguration step fails.	394084

Resolved Issues	Issue ID
Logging improvements to make more information available by default.	392122 393919 392123
The Outlook Redemption library that is shipped with the agent has been updated to the latest version to address Autodiscover connectivity .	393916
Fixed an issue affecting Outlook 2016 and 2019 where signatures would not transfer for some accounts.	410619

January 2023

Enhancements	Issue ID
Ability to setup a DUA token expiration notification.	409479
Ability to setup a DUA token revoke notification.	410401

November 2022

Enhancements	Issue ID
<p>If the agent is unable to rename the OneDrive folder during the migration , OneDrive must be restarted. This will allow the folder to be renamed and the agent to process any remaining steps.</p> <p>If needed, users are presented with the option to either restart OneDrive immediately or have the rename triggered on their next restart.</p>	362169

Resolved Issues	Issue ID
When parsing the list of Windows services in the registry, the agent expected a String value. Unexpected characters, such as wide characters (two bytes per character), would result in a System.InvalidCastException error and the agent closing unexpectedly.	392606
Optimization: When no eligible profiles are found, On Demand Migration requests will not be made.	385561
Fix that prevents the 32-bit agent from running unnecessarily on computers with 64-bit OS and	386464

Resolved Issues	Issue ID
Outlook. Uninstall will now remove the registry key that was created by the GPO deployment process.	384618

October 2022

Enhancement	Issue ID
The migration state for OneDrive has been updated to display the OneDrive Migration State.	357162
The migration state for mailboxes has been updated to use mailbox status.	355930
Ability to skip the migration status validation during the configuration of the switch application task.	356643

Desktop Update Agent version 2.0

Enhancement	Issue ID
Previous versions of Desktop Update Agent relied on hidden message stored in the source mailbox on Outlook to retrieve application reconfiguration details from On Demand Migration. The current implementation removes this limitation by allowing users to reconfigure their application using their target Microsoft 365 tenant account if the agent cannot access the source mailbox through Outlook.	322542

Resolved Issues	Issue ID
	369021
When running DUA for more than one user on the same workstation, the Microsoft 365 application license reset step may fail with an Access Denied error in the DUA logs. This is caused by a temporary file, output.txt, that is left behind in the directory C:\ProgramData\Quest\DUA\WPJCleanUp. This fix gives the file a unique name, and removes it after processing, unless some other error is encountered during the license cleanup step.	370854

Enhancements	Issue ID
	362409
Update RestSharp to 106.15.0.	350956

Resolved Issues	Issue ID
After switching Outlook and running DUA with Source Profile selected, the Outlook status may display as 'not started' instead of 'reconfiguration completed'.	358570
	360998

Resolved Issues	Issue ID
	352609

Enhancements	Issue ID
Ability to retain OneDrive file locations when reconfiguring a OneDrive application.	253355
Windows 11 support.	312718
Resolved Issues	Issue ID
Agent sending unexpected status "Configured for different user" to On Demand Migration.	324563
Microsoft Teams failed to switch due to hooks.json issue.	324564
French localization issues.	323528
Unexpected runtime exceptions reported in the exit stage of the supporting DUA agents.	323735
.NET version updated to 4.7.2.	324623
Issue when One Drive target email and UPN are different than the source.	331372
Resolved Issues	Issue ID
Incorrect DUA version is displayed in the Windows Apps & Features list.	321690
DUA version is not displayed in the About box.	321656
DUA closes unexpectedly after successfully completing the Microsoft Outlook step in the migration project.	321806
Enhancements	Issue ID
An information message is displayed if DUA times out waiting for the Microsoft OneDrive Set up wizard to complete.	318446
Enhancements	Issue ID
An information message is displayed when no agent is found. This is to alert the user so that the agent does not exit silently.	317410
Resolved Issues	Issue ID
Issue when multiple profiles are available and a user selects a profile other than the first in the list.	316641
Enhancements	Issue ID
Logging improvements	
	282268
Communication improvements	
On Demand Migration API calls now include automatic retry. This improves robustness in case of transient issues with internet connectivity.	267172
TLS 1.2 support for improved connection security.	285254
User Experience enhancements	
Agent localized for Simplified Chinese, German, French, and Japanese.	269016

Enhancements	Issue ID
Various usability improvements.	289479
Ability to close Outlook and/or Teams from within DUA.	289478
Tasks reordered to resolve a Teams issue.	275077

Resolved Issues	Issue ID
An exception related to timeout waiting for OneDrive credentials.	277959
Unable to attach the PST file to Outlook after reconfiguration.	302055
Issue with Teams moving to target when Outlook Profile is not processed.	275077

Incident response management

Quest Operations and Quest Support have procedures in place to monitor the health of the system and ensure any degradation of the service is promptly identified and resolved. On Demand relies on Azure and AWS infrastructure and as such, is subject to the possible disruption of these services. You can view the following status pages:

- Quest On Demand: <https://status.quest-on-demand.com/>
- Azure Services: <https://azure.microsoft.com/en-ca/status/>
- AWS Services: <https://status.aws.amazon.com/>

System requirements

Before you begin a migration project and agent deployment, ensure that your systems meet the following minimum requirements.

General Requirements

- Client has been licensed for On Demand Migration.
- Access to a Global Administrator account for each Microsoft 365 tenant.
- Disable policies that prevent Outlook Profile, OneDrive for Business, and Microsoft Teams application changes or creation.
- If applicable, users have been provided new or temporary password for the account in the new target destination Microsoft 365 tenant.
- Source and target users have matching attribute values to identify and pair objects together for mailbox and OneDrive content synchronization.

i **TIP:** Try [Password Sync](#) for On Demand Migration Active Directory to keep your migrated hybrid users synchronized so when they are moved, they keep their existing password.

License Requirements

Before starting a migration, each target user account must be licensed for each application that will be reconfigured using Desktop Update Agent. The following licenses are required:

- Exchange Online if configuring Outlook profiles.
- SharePoint Online if configuring OneDrive for Business application.
- Microsoft Teams if configuring Microsoft Teams application.

i **NOTE:** On Demand Migration can automatically assign these licenses to target user accounts during the email and OneDrive migration process.

Software Requirements

i **NOTE:** If OneDrive for Business, Microsoft Teams, Outlook, or Office are not installed on the workstation, those applications will be skipped and not impact any other applications present during the reconfiguration.

The minimum version requirements for software installed on user's workstations:

- Outlook 2016 (32-bit or 64-bit) or higher
- OneDrive for Business (Most recent updates recommended)
- Microsoft Teams
- Windows 10 (32-bit or 64-bit) or Windows 11
- .NET 4.7.2 or higher
- Microsoft 365 Apps (Office Click-to-Run Version Only)

i **NOTE:**

- Microsoft Office Professional Plus is not supported for Office license reset.
- Azure Active Directory is now Microsoft Entra ID.

Network Requirements

The minimum network requirements to run Desktop Update Agent:

- The On Demand Migration API for the Desktop Update Agent is secured by Microsoft Entra ID through a Quest tenant. If your network restricts access to Microsoft Entra ID tenants, ensure that the Quest tenant "quest.com"/91c369b5-1c9e-439c-989c-1867ec606603 is added to the permitted tenant list.
- Internet access using port 443.
- Internet access to download the executable (optional).
- Internet access to connect to Microsoft 365.

- Internet access to On Demand Migration Endpoints. (**NOTE:** Proxies or security applications that intervene in network access may prevent the agent from connecting to On Demand Migration. Check the agent logs for details if this occurs.)
 - Internet access to Exchange Online "Autodiscover" endpoints at:
 - Global: <https://autodiscover-s.outlook.com/autodiscover>
Optionally, you can use the equivalent '.us' Government Community Cloud (GCC) endpoints, when applicable.
 - US:
 - <https://odmduaproduspublicapi.azurewebsites.net/api/v2.0/GetSwitchAppsOptions>
 - <https://odmduaproduspublicapi.azurewebsites.net/api/v2.0/SetSwitchAppsResults>
 - Europe:
 - <https://odmduaprodeupublicapi.azurewebsites.net/api/v2.0/GetSwitchAppsOptions>
 - <https://odmduaprodeupublicapi.azurewebsites.net/api/v2.0/SetSwitchAppsResults>
 - Canada:
 - <https://odmduaprodcapublicapi.azurewebsites.net/api/v2.0/GetSwitchAppsOptions>
 - <https://odmduaprodcapublicapi.azurewebsites.net/api/v2.0/SetSwitchAppsResults>
 - UK:
 - <https://odmduaprodukpublicapi.azurewebsites.net/api/v2.0/GetSwitchAppsOptions>
 - <https://odmduaprodukpublicapi.azurewebsites.net/api/v2.0/SetSwitchAppsResults>
 - Australia:
 - <https://odmduaprodaupublicapi.azurewebsites.net/api/v2.0/GetSwitchAppsOptions>
 - <https://odmduaprodaupublicapi.azurewebsites.net/api/v2.0/SetSwitchAppsResults>
 - Local access to read/write the following registry keys on the end-user's workstation:
 - Outlook 2016: HKEY_CURRENT_USER\Software\Microsoft\Office\16.0
 - Outlook 32-bit: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office
 - Outlook 64-bit: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office

i **NOTE:** During this process, the Outlook Profile will be copied to a new Profile directed to the target account. Due to this configuration, a new OST download will occur based on each user's current cache settings, if enabled. To avoid network congestion try disabling or curtailing the cache settings to a lower amount of data then slowly increase it as needed. This can be accomplished through policies.

Supported Authentication

On Demand Migration Desktop Update Agent supports environments that use:

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

Localization

In this release, supported languages for the Desktop Update Agent include English, Chinese (Simplified), French, German, Japanese, and Spanish.

FAQs

The following is a list of frequently asked questions for On Demand Migration Desktop Update Agent.

- **Question:** Does DUA support multiple accounts in a single Outlook profile?
Answer: Currently DUA does not support reconfiguring Outlook when multiple mailbox accounts are associated with a single profile. Each additional mailbox must be added manually.
- **Question:** How does DUA preserve the OneDrive folder and why was my source folder renamed?
Answer: Microsoft OneDrive for Business automatically sets the local folder name as “OneDrive – [OrganizationName]” where OrganizationName is the tenant organization name. This is the default folder name format cannot be changed.
To preserve the source OneDrive local folder, DUA must disconnect the source account and rename the folder based on the target tenant’s organization name. For example, if the target tenant’s Organization Name is XYZCorp, the folder will be renamed to “OneDrive – XYZCorp”.
- **Question:** Will the end-user’s synchronized local SharePoint folders be preserved when the Preserve Source OneDrive Folder option is enabled?
Answer: Users must re-sync their local SharePoint folders after DUA has disconnected the source OneDrive account and added the target OneDrive account on their workstation.
Local SharePoint folder syncs connected to the source OneDrive account are not preserved.
The migration administrator must validate that SharePoint migrations are completed successfully to ensure users have access to the target tenant’s SharePoint sites.
- **Question:** What happens if several Switch Tasks have been created? For example, can we create separate tasks for each type of application?
Answer: Desktop Update Agent acts on the most recent switch task. Previously created tasks are not processed by the agent.

- **Question:** How do I silently deploy Desktop Update Agent using a Command Line script?
Answer: To deploy DUA using a command line, use the following procedure:
 1. Download the Desktop Update Agent MSI file from the Downloads page. (The Token Key value found on the Downloads page and the Passphrase used when generating the token are required.)
 2. Create and run the PowerShell command with the required Token (Token Value) and Passphrase (Passphrase Value) values. For example: `msiexec.exe /I 'C:\DUA\ODM_DesktopUpdateAgent 2.0.msi' TOKEN=##### PASSPHRASE=##### /qn`
- **Question:** Desktop Update Agent cannot retrieve my user email address information when running, and the DUA agent log reports a message similar to "AADSTS500021: Access to 'Quest' tenant is denied." How can I fix this?
Answer: Desktop Update Agent needs to communicate with the On Demand Migration API to perform the application reconfiguration, and the API is secured by Microsoft Entra ID through a Quest Software tenant. If your network restricts access to Azure Active Directory tenants, DUA cannot find the user's email information, and the DUA agent log reports a message similar to "AADSTS500021: Access to 'Quest' tenant is denied.". Ensure that the Quest tenant "quest.com"/91c369b5-1c9e-439c-989c-1867ec606603 is added to the permitted tenant list. Additional details related to Tenant Restriction Configuration can be found in [Microsoft documentation](#).

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 with a trial license, add your Microsoft Entra tenant, and sample the solutions the product can offer.

To enable a trial license with an existing Quest account

1. Go to <https://www.quest.com/on-demand/>
2. Scroll to the module you are interested in and click **Try Online**.
3. On the Free Trial of <Module Name> page, accept the license agreement, and click **Sign In for your Free Trial** .
4. Click **Sign in with Microsoft**.
5. Select your account in the upper right corner and 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 Microsoft Entra 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 to the module you are interested in and click **Try Online**.

3. Accept the license agreement and click **Create a Trial Account**.
4. Fill in the fields on the Create Account page and click **Sign Up**. Note that the email and password entered here will be the credentials you use to sign in to On Demand.
5. You will receive an email from support.quest.com. Click the **Start your free trial** link.
6. Sign in to On Demand with your Quest account or with Microsoft.
7. Select your account in the upper right corner and enter a name for your Quest On Demand organization.
8. In the **Select Region** field, select the region where you want your data to reside.
9. Click **Create New Organization**.

You can now add your Microsoft Entra tenant and begin using the module. See the Global Settings User Guide for more information on working with Quest On Demand.

i | **NOTE:** You can also manage subscriptions from within the On Demand application through **Settings | Subscriptions**.

More resources

Additional information is available from the following:

- Online product documentation <https://support.quest.com/on-demand-migration/current/technical-documents>.

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 2: List of Third-Party Contributions

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Microsoft.Extensions.DependencyInjection 8.0.0	The MIT Template 2020 License Copyright (c) 2007 James Newton-King
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Microsoft.Extensions.Logging 8.0.0	The MIT Template 2020 License Copyright (c) 2007 James Newton-King
Microsoft.Extensions.Options 8.0.2	The MIT Template 2020 License

Component	License or Acknowledgement
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Microsoft.Extensions.Primitives 8.0.0	The MIT Template 2020 License Copyright (c) 2007 James Newton-King
Microsoft.Identity.Client 4.64.0	The MIT Template 2020 License Copyright © Microsoft Corporation. All rights reserved.
netstandard 4.8.3761.0	Apache License Version 2.0, January 2004 http://www.apache.org/licenses/
Newtonsoft.Json 13.0.3	The MIT Template 2020 License Copyright © James Newton-King 2008
Polly 7.2.4	BSD-3-Clause License Copyright © 2015-2017
RestSharp 106.15.0	Apache 2.0 license. Copyright © 2009-2020 John Sheehan, Andrew Young, Alexey Zimarev and RestSharp community.
System Buffers 4.6.28619.1	The MIT Template 2020 License Copyright (c) Microsoft Corporation.
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System.Diagnostics.DiagnosticSource 8.0.0	The MIT Template 2020 License
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System.Globalization.Extensions 4.8.3761.0	Apache License Version 2.0, January 2004 http://www.apache.org/licenses/
System.Memory 4.6.31308.01	The MIT Template 2020 License
System.Net.Sockets 4.8.4121.0	Apache License Version 2.0, January 2004 http://www.apache.org/licenses/
System.Numerics.Vectors 4.6.26515.06	The MIT Template 2020 License Copyright (c) .NET Foundation and Contributors
System.Runtime.CompilerServices.Unsafe 6.0.21.52210	The MIT Template 2020 License Copyright (c) .NET Foundation and Contributors
System.Runtime.InteropServices.RuntimeInformation 4.8.3761.0	Apache License Version 2.0
System.Security.Cryptography.Algorithms 4.8.3761.0	Apache License Version 2.0, January 2004 http://www.apache.org/licenses/

Component	License or Acknowledgement
System.Security.SecureString 4.8.3761.0	Apache License Version 2.0, January 2004 http://www.apache.org/licenses/
System.Text.Encodings.Web 8.0.23.53103	The MIT Template 2020 License
System.Text.Json 8.0.5	The MIT Template 2020 License
System.Threading.Overlapped 4.8.3761.0	Apache License Version 2.0, January 2004 http://www.apache.org/licenses/
System.Threading.Tasks.Extensions 4.6.28619.01	The MIT Template 2020 License
System.ValueTuple 4.6.26515.06	The MIT Template 2020 License Copyright (c) .NET Foundation and Contributors
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- Engage in community discussions
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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.

On Demand Migration Desktop Update Agent

Updated - December 2024