

# On Demand Migration Desktop Update Agent (DUA)

## Release Notes

### October 2022

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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# New features

New features in Desktop Update Agent :

- The computer may have to be restarted to allow the OneDrive folder to be renamed as part of the migration process. An option has been added that allows end users to select when to do the required restart.

See also:

- [Enhancements](#)

# Enhancements

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

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

# Deprecated features

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

- The “Direct Download” option is no longer supported.

**i** | **NOTE:** If required, you can use this method with ‘legacy’ 1.x agents, but you will not have access to new features.

# Resolved Issues

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

## General resolved issues

Resolved Issue	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

Resolved Issue	Issue ID
Fix that prevents the 32-bit agent from running unnecessarily on computers with 64-bit OS and Outlook.	386464
Uninstall will now remove the registry key that was created by the GPO deployment process.	384618

## 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
<p>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.</p> <p>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.</p>	376672
DUA License reset is only supported for Azure Joined, Hybrid Azure Joined, or workplace joined, on Windows 10 1803 build and later.	268828
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

### Last Updated November 2022

Enhancement	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

Enhancement	Issue ID
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 Outlook.	386464
Uninstall will now remove the registry key that was created by the GPO deployment process.	384618

## Previous Deployments

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
<p>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.</p> <p>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.</p>	322542

### Desktop Update Agent version 1.2.3

Resolved Issues	Issue ID
Ability to locate source One Drive account when the source UPN and email are not the same.	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

### Desktop Update Agent version 1.2.2

Enhancements	Issue ID
Installer improved so that the agent does not need to be uninstalled before updating to a newer version.	362409

<b>Enhancements</b>	<b>Issue ID</b>
Update RestSharp to 106.15.0.	350956

<b>Resolved Issues</b>	<b>Issue ID</b>
After switching Outlook and running DUA with Source Profile selected, the Outlook status may display as 'not started' instead of 'reconfiguration completed'.	358570
When Outlook.exe is not found in the expected registry path, the agent will also search the ClickToRun path. This will correct the Null Pointer Exception (NPE) error in the "SecureString ConvertToSecureString" when the Outlook.exe is not found.	360998

## Desktop Update Agent version 1.2.1

<b>Resolved Issues</b>	<b>Issue ID</b>
When DUA performs the Outlook reconfiguration task, Outlook will not be restarted immediately. It will be restarted after the agent has performed all of the required tasks. If Outlook is running when DUA starts the OneDrive reconfiguration task, users are prompted to close Outlook before proceeding. This avoids Outlook potentially using files from OneDrive and blocking the local folder rename action.	352609

## Desktop Update Agent version 1.2.0

<b>Enhancements</b>	<b>Issue ID</b>
Ability to retain OneDrive file locations when reconfiguring a OneDrive application.	253355
Windows 11 support.	312718
<b>Resolved Issues</b>	<b>Issue ID</b>
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

## Desktop Update Agent version 1.1.3.0

<b>Resolved Issues</b>	<b>Issue ID</b>
Incorrect DUA version is displayed in the Windows Apps & Features list.	321690
DUA version is not displayed in the About box.	321656

<b>Resolved Issues</b>	<b>Issue ID</b>
DUA closes unexpectedly after successfully completing the Microsoft Outlook step in the migration project.	321806

## Desktop Update Agent version 1.1.2.0

<b>Enhancements</b>	<b>Issue ID</b>
An information message is displayed if DUA times out waiting for the Microsoft OneDrive Set up wizard to complete.	318446

## Desktop Update Agent version 1.1.1.0

<b>Enhancements</b>	<b>Issue ID</b>
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

<b>Resolved Issues</b>	<b>Issue ID</b>
Issue when multiple profiles are available and a user selects a profile other than the first in the list.	316641

## Desktop Update Agent version 1.1.0.0

<b>Enhancements</b>	<b>Issue ID</b>
<b>Logging improvements</b>	
A single unified log file is created for each run with a name based on the workstation name and time of the session. By default, a less verbose log is generated.	282268
<b>Communication improvements</b>	
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
<b>User Experience enhancements</b>	
Agent localized for Simplified Chinese, German, French, and Japanese.	269016
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 (Most recent updates recommended)
- 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.

## Network Requirements

The minimum network requirements to run Desktop Update Agent:

- The On Demand Migration API for the Desktop Update Agent is secured by Azure Active Directory through a Quest tenant. If your network restricts access to Azure Active Directory 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 2010: HKEY\_CURRENT\_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows Messaging Subsystem
    - Outlook 2013: HKEY\_CURRENT\_USER\Software\Microsoft\Office\15.0
    - 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

## 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:** After DUA runs, my Outlook source profile is not removed. Is this expected?  
**Answer:** Currently, yes. A future release will add the ability to remove the source profile once updates are complete.
- **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 Azure AD 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](https://quest-on-demand.com).

Use of this software is governed by the Software Transaction Agreement found at [www.quest.com/legal/sta.aspx](https://www.quest.com/legal/sta.aspx) and the SaaS Addendum at [www.quest.com/legal/saas-addendum.aspx](https://www.quest.com/legal/saas-addendum.aspx). This software does not require an activation or license key to operate.

You can sign in to Quest On Demand as a Guest user and sample the solutions the product can offer. As a Guest user, you can add your Azure AD tenant and look for problems that can be solved by Quest On Demand. To sign in as a Guest user, go to [quest-on-demand.com](https://quest-on-demand.com) and click **Continue as Guest**.

Trial licenses are available. To enable a trial license, you must use a Quest account to sign up for Quest On Demand. Use one of the following procedures:

- [To enable a trial license with an existing Quest account](#)
- [To create a Quest account and enable a trial license](#)

### ***To enable a trial license with an existing Quest account***

1. Go to <https://www.quest.com/on-demand/>
2. Scroll down to the module you are interested in and click **Try Online**.
3. On the Free Trial of <Module Name> page, click **Sign In for your Free Trial**.
4. Fill in your Quest account credentials and click **Sign In**. The Welcome to Quest On Demand page opens.
5. In the **Add organization name** field, enter a name for your Quest On Demand organization.
6. In the **Select Region** field, select the region where you want your data to reside.
7. Click **Create New Organization**.

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

## To create a Quest account and enable a trial license

1. Go to <https://www.quest.com/on-demand/>
2. Scroll down to the module you are interested in and click **Try Online**.
3. To try online, you must create a Quest account and then sign up for Quest On Demand.
4. Create a Quest account.
  - a. Click **Create a Trial Account**.
  - b. Fill in the fields on the Create Account page. Note that the email and password entered here will be the credentials you use to sign in to Quest On Demand.
  - c. Click **Create Account**. The “We’ve sent you an email” page opens.
5. Sign in to Quest On Demand.
  - a. Go to your email account and open the email from support.quest.com. Click on the verification link. The Welcome to Quest On Demand page opens.
  - b. In the **Add organization** name field, enter a name for your Quest On Demand organization.
  - c. In the **Select Region** field, select the region where you want your data to reside.
  - d. Click **Create New Organization**.

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

## More resources

Additional information is available from the following:

- Online product documentation <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**

Component	License or Acknowledgement
Microsoft.Bcl.AsyncInterfaces 6.0	The MIT License (MIT) Copyright (c) 2007 James Newton-King
Microsoft.Extensions.DependencyInjection 6.0	The MIT License (MIT) Copyright (c) 2007 James Newton-King

<b>Component</b>	<b>License or Acknowledgement</b>
Microsoft.Extensions.DependencyInjection.Abstractions 6.0	The MIT License (MIT) Copyright (c) 2007 James Newton-King
Microsoft.Extensions.Http 6.0	The MIT License (MIT) Copyright (c) 2007 James Newton-King
Microsoft.Extensions.Logging 6.0	The MIT License (MIT) Copyright (c) 2007 James Newton-King
Microsoft.Extensions.Logging.Abstractions 6.0	The MIT License (MIT) Copyright (c) 2007 James Newton-King
Microsoft.Extensions.Options 6.0	The MIT License (MIT) Copyright (c) 2007 James Newton-King
Microsoft.Extensions.Primitives 6.0	The MIT License (MIT) Copyright (c) 2007 James Newton-King
Microsoft.IdentityModel.Abstractions 6.18	The MIT License (MIT) Copyright (c) 2007 James Newton-King
Microsoft.Identity.Client 4.45.0	MIT License (MIT) Copyright © Microsoft Corporation. All rights reserved.
Microsoft.IdentityModel.Clients.ActiveDirectory 5.2.9	MIT License (MIT) Copyright © Microsoft Corporation. All rights reserved.
Newtonsoft.Json 13.0.1	Newtonsoft.Json.dll 3.5.0.0 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",

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RestSharp 106.15.0	<p>Apache 2.0 license. Copyright © 2009-2020 John Sheehan, Andrew Young, Alexey Zimarev and RestSharp community.</p>

## 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 Microsoft 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](http://www.quest.com).

## Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications

- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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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

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