

On Demand Migration Desktop Update Agent (DUA) Version 1.2.3

Release Notes

June 2022

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

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About this release

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

Desktop Update Agent provides the following agent deployment capabilities:

- 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.
- Two deployment options to install the agent to the user's workstation.
- Support for OneDrive for Business and Microsoft Teams.
- Support for Microsoft 365 Apps license reset.
- Support for various client authentication mechanisms.
- Support for Outlook Profile reconfiguration.

Minimum 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.
- The permission to download and run an executable file. (optional)
- 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.

i **NOTE: Domain Move Migration**

Administrators should not schedule end-user Desktop Application cutover events and Domain Move Migration events as a single migration event. The On Demand Migration Desktop Update Agent relies on data which is placed into the user's source mailbox to perform and track the application switch tasks. Additional project configuration and migration tasks are needed to support a big bang migration of this type. Please contact your Quest Sales representative or Quest Support for additional information.

A future release will change the implementation of On Demand Migration data exchange with the Desktop Update Agent. One benefit of this change will be improved support for this type of migration event and a streamlined overall migration process. For more details on plans to release this feature, please contact your Quest Sales representative or Quest Support.

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 or Office are not installed on the workstation, those applications will be skipped and not impact any other applications present during the reconfiguration.

i | **NOTE:** Outlook is required on the workstation, as part of the current agent management process.

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:

- 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.
 - China: <https://autodiscover-s.partner.outlook.cn/autodiscover>
 - Germany: <https://autodiscover-s.outlook.de/autodiscover> (deprecated)
 - 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



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

Enhancements

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

Table 1: Enhancements in version 1.2.2

General improvements	Issue ID
Installer improved so that the agent does not need to be uninstalled before updating to a newer version.	362409
Update RestSharp to 106.15.0.	350956

Table 2: Enhancements in version 1.2.0

General improvements	Issue ID
Ability to retain OneDrive file locations when reconfiguring a OneDrive application.	253355
Windows 11 support.	312718

Table 3: Enhancements in version 1.1.2.0

General improvements	Issue ID
An information message is displayed if DUA times out waiting for the Microsoft OneDrive Set up wizard to complete.	318446

Table 4: Enhancements in version 1.1.1.0

General improvements	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

Table 5: Enhancements in version 1.1.0.0

Enhancements	Issue ID
Logging improvements	
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
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

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

Table 6: Resolved issues in version 1.2.3

Resolved Issue	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

Table 7: Resolved issues in version 1.2.2

Resolved Issue	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
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

Table 8: Resolved issues in version 1.2.1

Resolved Issue	Issue ID
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

Table 9: Resolved issues in version 1.2.0

Resolved Issue	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

Table 10: Resolved issues in version 1.1.3.0

Resolved Issue	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

Table 11: Resolved issues in version 1.1.1.0

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

Table 12: Resolved issues in version 1.1.0.0

Resolved Issue	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

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 13: General known issues

Known Issue	Issue ID
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

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.

Product licensing

Quest On Demand is a Software as a Service (SaaS) application where application software is hosted in the cloud and made available to users through quest-on-demand.com.

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

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

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

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

To enable a trial license with an existing Quest account

1. Go to <https://www.quest.com/on-demand/>
2. Scroll down to the module you are interested in and click **Try Online**.
3. On the Free Trial of <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>.

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand).

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

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

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

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions

- Chat with support engineers online
- View services to assist you with your product

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Legend

-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT, NOTE, TIP, MOBILE,** or **VIDEO:** An information icon indicates supporting information.

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