

On Demand Migration Desktop Update Agent (DUA)

Release Notes

October 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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New features

New features in Desktop Update Agent :

- Support for reconfiguring "New Outlook".

i **NOTE:** If configured, the Microsoft 365 App License reconfiguration will run before the Microsoft Outlook configuration.

See also:

- [Enhancements](#)

Enhancements

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

| General improvements | 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. | |

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 |
|--|----------|
| 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 |
| <ul style="list-style-type: none">Some messages are not shown in correct language. | 498467 |
| <ul style="list-style-type: none">Link displayed for more information in an article of OneDrive in Windows Spanish edition opens the German edition. | 498860 |
| <ul style="list-style-type: none">"Next" button name updated to follow the instructions of the wizard in Spanish edition. | 501388 |
| <ul style="list-style-type: none">When the preconfiguration script has errors, the retry button "Reintentar" is not spelled correctly. | |

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 |
|---|----------|
| 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 |

| Known Issue | Issue ID |
|---|----------|
| 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 2.4.0

October 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. | |

| Resolved Issues | Issue ID |
|--|----------|
| <ul style="list-style-type: none"> When the preconfiguration script has errors, the retry button “Reintentar” is not spelled correctly. | |

Previous Deployments

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 |
| 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 | 460174 |

| Resolved Issues | Issue ID |
|--|-----------------|
| OneDrive folder location during 'PreserveExisting' reconfiguration | |
| 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 |
| 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 |
| Date added to the top of the log file. | 413473 |
| Corrected issues uninstalling and upgrading the agent when deploying with a GPO. | 413267 |



NOTE:

This version of the installer is designed for GPO deployment and does not have the Token/PassPhrase options in the interface.

To manually install the agent, run MSIExec.exe in an elevated command or PowerShell prompt and enter: `msiexec /qb /i "ODM_DesktopUpdateAgent.msi" PASSPHRASE="Insert Passphrase Here" TOKEN="Insert Token Here"`

| | |
|---|--------|
| 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 |

| Resolved Issues | Issue ID |
|---|-----------------|
| 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 |
|--|-----------------|
| 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. If needed, users are presented with the option to either restart OneDrive immediately or have the rename triggered on their next restart. | 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 Outlook. | 386464 |
| 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 |

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 |
| 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 |
| 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

| Resolved Issues | 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 |

Desktop Update Agent version 1.2.0

| 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 |

Desktop Update Agent version 1.1.3.0

| 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 |

Desktop Update Agent version 1.1.2.0

| Enhancements | Issue ID |
|--|-----------------|
| 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

| 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 |

Desktop Update Agent 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 | 282268 |

| Enhancements | Issue ID |
|---|----------|
| of the session. By default, a less verbose log is generated. | |
| 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 |
| 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 | |
| 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>.

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On Demand Migration Desktop Update Agent

Updated - October 2024