

Quest[®] Archive Manager 5.9.5

Release Notes

August 2023

These release notes provide information about the Quest[®] Archive Manager release.

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About this release

Archive Manager is a complete email and messaging content archiving software solution that enables you to capture, retain, and use advanced search, discover and explore your email system. Through Archive Manager, a single instance of each email message is captured and granular retention and disposition policies are applied, ensuring efficient and effective email and message archiving.

Archive Manager 5.9.5 is a minor release, with new features and functionality. See [New features](#) and [Enhancement requests](#).

New features

New features in Archive Manager 5.9.5:

- 389625 - Support for Microsoft Graph Powershell in Exchange Online. For Prerequisite Configuration, refer Additional Configuration for Active Directory Connector Service section in Install Guide Exchange.
- 408644 - Deprecation of Remote PowerShell Protocol in Exchange Online

See also:

- [Enhancement requests](#)
- [Resolved issues](#)

Enhancement requests

The following is a list of enhancement requests addressed in this release.

Table 1. Enhancement requests

Enhancement request	Request ID
Enable Exchange Utility to reconstruct public folder	212131
Improve Exchange Utility performance to reconstruct the messages faster	304074
Shorten the profile name created by ESM Service	427561

Resolved issues

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

Table 2. General resolved issues

Resolved issue	Issue ID
Active Directory Connector Service Memory Leak	427560
ESM Worker thread piling up on task execution	429439
Search time is delayed by one hour during daylight saving	439387

Known issues

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

Table 3. Hosted Exchange known issues

Known issues	Issue ID
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System requirements

Before installing or upgrading to Archive Manager 5.9.5, ensure that your system meets the following minimum hardware and software requirements.

Hardware requirements

For a complete list of hardware requirements, please refer to the *Archive Manager Installation and Configuration Guide for Exchange* or *GroupWise*.

Supported platforms

Table 4. Supported platforms

Requirement	Details
Microsoft SQL Server, 32-bit or 64-bit version, Enterprise or Standard edition, any of the following:	<ul style="list-style-type: none">• 2022• 2019• 2017• 2016 SP1 - SP2• 2016• 2014 SP1 - SP3• 2014• 2012 SP1 - SP4• 2012 <p>NOTE: Make sure the compatibility level setting in your SQL Server is not lower than SQL Server 2008.</p> <p>NOTE: Archive Manager supports TLS 1.2 for connections to SQL Server 2008 R2 SP3 and later versions.</p>
Archive Manager Server Operating System	<ul style="list-style-type: none">• Windows Server 2022• Windows Server 2019• Windows Server 2016

Table 4. Supported platforms

Requirement	Details
Browser Versions	<ul style="list-style-type: none">• Microsoft Internet Explorer 11, 10, or 9 When using enhanced security on any server-based operating system, the Archive Manager Website must be added to the list of trusted sites to work correctly.• Microsoft Edge• Firefox (latest version) running on Windows or Macintosh.• Chrome (latest version) running on Windows or Macintosh.• Safari running on Macintosh or mobile devices.• Android browsers
External Storage	<ul style="list-style-type: none">• File System• NetApp SnapLock 7.2.4• EMC Centera 4.2.1, 4.2, 4.1, 4.0, 3.1.4• EMC Atmos 2.0• Caringo CASTor 6.5.4• Hedvig Distributed Storage Platform Version 3.7.1

Table 5. Exchange messaging system

Requirement	Details
Microsoft Exchange, any of:	<ul style="list-style-type: none">• Exchange Online• 2019 CU1 - CU11• 2019• 2016 CU1 - CU22• 2016• 2013 CU1 - CU23• 2013 SP1• 2013• 2010 SP3 RU5 - RU29
Active Directory Services	<ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016• Windows Server 2012 R2• Windows Server 2012• Windows Server 2008 R2• Windows Server 2008• Windows Server 2003

Table 6. Skype/Lync server system

Requirement	Details
Microsoft Skype/Lync, any of:	<ul style="list-style-type: none">• Skype for Business Server 2019• Skype for Business Server 2015• Lync Server 2013• Lync Server 2010

Table 7. GroupWise messaging system

Requirement	Details
Novell GroupWise, any of:	<ul style="list-style-type: none">• 18.1• 18 SP1 - SP2• 18• 2014 R2 SP1 - SP3• 2014 R2• 2014 SP1 - SP2• 2014• 2012 SP1 - SP4• 2012 <p>NOTE: Archive Manager is not certified for use with clustered GroupWise host systems configured for parallel processing, load balancing, or fault tolerance.</p>
NetIQ eDirectory Services	<ul style="list-style-type: none">• 9.1 SP1 - SP2, 9.1, 9.0 SP1 - SP4, 9.0 on supported platforms

Table 8.

Requirement	Details
Prerequisites for servers running Archive Manager services	<ul style="list-style-type: none"> • Microsoft .NET Framework 3.5 SP1 must be pre-installed (before running the installer) • Supported Archive Manager Server Operating System version. Please verify that your mail system requirements are supported on the desired operating system. • Visual C++ 2012 Redistributable for Visual Studio 2012 Update 4: vc_redist_x86.exe • Visual C++ 2010 SP1 Redistributable Package: vc_redist_x86.exe • Microsoft .NET Framework 4.5.2 • SQL Native Client (sqlncli.msi). SQL Native Client 2005 or above is required. <p>To enable text-string searches and indexing of file attachments: You must install iFilters for the file types you want to search and index.</p> <ul style="list-style-type: none"> • Microsoft offers a free pack of iFilters for its Office 2010 file types at http://www.microsoft.com/en-us/download/details.aspx?id=17062, (link current as of this release). SP2 can be applied via Windows Update or downloaded at http://support.microsoft.com/kb/2687447. This Filter Pack includes iFilters for the following formats: .docx, .docm, .pptx, .pptm, .xlsx, .xlsm, .xlsb, .zip, .one, .vdx, .vsd, .vss, .vst, .vdx, .vsx, and .vtx. • iFilters for earlier-version Office file extensions (.doc, .rtf, .xls, .ppt, etc.), and for .txt, .htm and .html files, are installed with Microsoft Windows, and so should already reside on the Archive Manager server. You can verify their installation, and track and manage your iFilters generally, with a third-party iFilter browser; several are available at little or no cost from independent vendors. • Adobe bundles a copy of its PDF 32-bit iFilter with its free Adobe Reader 11 software, and offers a free PDF iFilter 64 11.0.01 as a separate download. It is recommended that you use Adobe version 11 PDF iFilters, or FoxIt iFilters. • Installing Adobe Reader X uninstalls PDF iFilters, which then need to be reinstalled. For additional information, see www.adobe.com.

Table 8.

Requirement	Details
Prerequisites for servers running Archive Manager websites	<ul style="list-style-type: none"> • Microsoft Internet Information Services (IIS) version 10, 8.5, 8.0, 7.5 or 7.0. Certain role services are required to be manually selected and installed on the web server in order for the Archive Manager Website to run correctly. These roles include: Common HTTP Features; Static Content; ASP.net; ASP; Basic Authentication; Windows Authentication; IIS Management Tools and Scripts; and IIS Management Console. • Microsoft ASP.NET (component of Windows, any supported Windows version). • Azure Active Directory PowerShell for Graph (for working with Office 365 only): Please install it with the Administrator Account, or Archive Manager Application Pool's identity. • ExchangeOnlineManagement (for working with Office 365 only): Please install it with the Administrator Account, or Archive Manager Application Pool's identity. • PowerShell 3.0 or later versions. <p>The API web service endpoint can be configured to use Windows Authentication or Anonymous Authentication. When using Anonymous Authentication, the web service application performs security checks and authenticates the client using Basic Authentication (plain text user password authentication). When using Windows Authentication, IIS handles the authentication and provides the web service application with a confirmation of the authentication attempt.</p> <p>When Archive Manager works in a pure Office 365 environment,</p> <ul style="list-style-type: none"> • Please do not change the authentication mode to Windows Authentication because no on-premises Windows logins will be archived by Archive Manager in this scenario. • Users who have MFA (Multi-Factor Authentication) enabled in Office 365 cannot log in to the Archive Manager website, unless you have added the Archive Manager servers to Trusted IPs.

Table 8.

Requirement	Details
Archive Manager rights and permissions	<ul style="list-style-type: none"> • Administrator Account: The account you are logged in with when you run the Archive Manager Install program. <ul style="list-style-type: none"> • The user who runs the installer must be an administrator over the local computer, as well as on the SQL Server and the GroupWise Server. • The account you specify during the installation must have the same permissions. • Service Account: (default account name is ArchiveMgr_Service): Specified in the Configuration Console. Used by the Directory Connector, Alert Service, Full-Text Index, Full-Text Search and Message Retention Services. <ul style="list-style-type: none"> • Account is granted full access to the Archive Manager and AfterMail_TEMP databases by the installer. • Requires read access to AD, and to the Exchange Organization so it can determine Storage Group information. • Must be in the Users group on the local machine, and a member of the local IIS_WPG group on the Web Servers. This is typically done by the installer. • Is a member of ArchiveManagerServiceUsers group. • ArchiveManagerServiceUsers Group: A Domain Group containing the -Service account. <ul style="list-style-type: none"> • Group is used by installer to apply permissions to file-system locations used by Archive Manager.
Prerequisites for servers running the Exchange Store Manager Service	<ul style="list-style-type: none"> • MAPI Support for Exchange Online: <ul style="list-style-type: none"> • Microsoft Outlook 2019 volume licensed (32-bit) • MAPI support for Exchange 2019 or 2016: <ul style="list-style-type: none"> • Microsoft Outlook 2019 volume licensed (32-bit)

Table 8.

Requirement	Details
Prerequisites for servers running the Exchange Store Manager Service	<p>Other considerations:</p> <ul style="list-style-type: none"> • When Exchange 2019 or 2016 works with Outlook 2019 or Outlook 2016, and MAPI over HTTP is enabled on both ends: <ul style="list-style-type: none"> ▪ The ESM service account must have full access permissions to the exported mailboxes. To grant full access, run the following command at the PowerShell command prompt on the Exchange server: <pre data-bbox="740 464 1378 575">Add-MailboxPermission -Identity <mailboxIdentity> -User <your Archive Manager user or group> -AccessRights FullAccess - InheritanceType All -AutoMapping \$false</pre> ▪ For the MAPI Journal Data Loader, the data loader service user account must have full access permissions to the journal mailbox. • For the Exchange Store Manager (ESM), the service user account must have Receive As and View Information Store Status permissions to the mail store from which the ESM will export mailboxes. • For the MAPI Journal Data Loader, the data loader service user account must have Receive As and View Information Store Status permissions to the mail store that contains the journal mailbox. • In a parent/child domain configuration, if you are installing Archive Manager in the child domain, you must create two accounts: an Exchange Store Manager account in the child domain for the Archive Manager installation, and another Exchange Store Manager account in the parent domain.

Table 8.

Requirement	Details
Prerequisites for servers running GroupWise services	<p>Novell clients:</p> <ul style="list-style-type: none">• Client for Open Enterprise Server 2 SP4, or• Novell Client 2 SP4 for Windows Server 2008 R2 & 2012, or• Novell Client 2 SP3 for Windows Server 2008 R2 & 2012, or• Novell Client 2 SP2 for Windows Server 2008 & 2008 R2, or• Novell Client 2 SP1 for Windows Server 2008 R2, or• Novell Client 2 SP1 for Windows Server 2008 <p>GroupWise clients:</p> <p>The client version must match the server version. For example, if you are using GroupWise Server 2012, you must use GroupWise Client 12.0.0.</p> <ul style="list-style-type: none">• 18.1.x• 18.0.x• 14.2.x• 14.0.x• 12.0.x <p>GroupWise Store Manager (GSM):</p> <ul style="list-style-type: none">• Outlook MAPI and SQL Native Client are required for any GSM installation, and for TNEF. TNEF allows messages from Exchange-based mail systems to be processed with rich content, such as meeting invites.• It is recommended that GSM run under a separate account than all of the other Archive Manager services. <p>NOTE: Archive Manager is not certified for use with clustered GroupWise host systems configured for parallel processing, load balancing, or fault tolerance.</p> <p>NOTE: Archive Manager will only archive objects (Users, Resources and Groups) that are associated with E-Directory.</p> <p>NOTE: File read, write and execute permissions are required for access to the wpdomain.db file and other associated files and folders.</p> <p>NOTE: Supervisor-level permission is required for the Novell tree.</p>

Table 9. Client workstation

Requirement	Details
Stubbed message reconstruction using the Outlook Form requires the following:	<ul style="list-style-type: none">• Microsoft Outlook for Office 365 ProPlus, or• Microsoft Outlook 2019, or• Microsoft Outlook 2016, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7 SP1, or
The Offline Client requires the following:	<ul style="list-style-type: none">• Microsoft Outlook for Office 365 ProPlus, or• Microsoft Outlook 2019, or• Microsoft Outlook 2016, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7 SP1, or• Windows Installer 3.1 or later (only for installation).• Microsoft .NET Framework Version 4.5.2 and 3.5 SP1.• Microsoft SQL Server Compact 4.0• Visual Studio 2010 Tools for Office Runtime• MSXML 6.0 SP1
The Search Exporter requires the following:	<ul style="list-style-type: none">• Microsoft Outlook for Office 365 ProPlus, 32-bit, or• Microsoft Outlook 2019, 32-bit, or• Microsoft Outlook 2016, 32-bit only, running on Windows 10, 8.1, 8, or 7 SP1, or• Windows Installer 3.1 or later (only for installation).• Microsoft .NET Framework Version 4.5.2 and 3.5 SP1.

Upgrade and compatibility

Upgrades are supported from version 5.0.x to 5.9.5.

Product licensing

Your Archive Manager license can be activated from the **License** screen of the Administration Console.

On the **License** screen, click **Browse** to locate your license and **Install** to install it. You can overwrite an existing license by entering a new license and installing it. Once a valid license is installed, the following information is displayed:

- **Type:** The type of license purchased.
- **Expires:** The expiration date of the license.
- **Seats Licensed:** The number of seats available from the license.
- **Seats Used:** The number of seats currently used.

License information can also be viewed at any time by clicking the Help icon and selecting the **Licenses** tab.

If you are upgrading from Archive Manager 4.8 or earlier, you will need to exchange your license for an upgraded version. You can complete this automatically by going to <http://license.quest.com/upgrade> to upgrade to new license.

Upgrade and installation instructions

For upgrade and installation instructions, please refer to the *Archive Manager Installation and Configuration Guide for Exchange or GroupWise*.

More resources

Additional information is available from the following:

- Online product documentation (<https://support.quest.com/archive-manager/technical-documents>)
- Quest community (<https://www.quest.com/Community>)

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.

About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

Technical support resources

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

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

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.

- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

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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Component	License or acknowledgment
AJAX Control Toolkit 15.1.2.0	Copyright © 2012-2015 CodePlex Foundation License : New BSD
Angular.js 1.2.12	Copyright © 2010-2014 Google, Inc. License : MIT
Angular.js 1.3.18	Copyright © 2010-2014 Google, Inc. License : MIT
Angular Local Storage 0.4.0	gregory <greg@gregpike.ca> License : MIT
angular.mock 1.3.18	Copyright © 2010-2014 Google, Inc. License : MIT
angular-placeholder 1.1.0	Copyright © 2013 Monospaced License : MIT
angular-resource 1.3.18	Copyright © 2010-2014 Google, Inc. License : MIT
AngularUI Router 0.3.1	Copyright © 2013-2015 The AngularUI Team, Karsten Sperling License : MIT
ATL Server Library 9.0.70425	Copyright © Microsoft Corporation. All rights reserved. License : Microsoft Limited Permissive License (Ms-LPL)
Backbone.js 1.0.0	Copyright © 2009-2012 Jeremy Ashkenas, DocumentCloud Inc. License : MIT
background-size-polyfill 0.2.0	Copyright © 2012-2013 Louis-Rémi Babé License : MIT
Bootstrap 3.3.5	Copyright © 2011-2015 Twitter, Inc. License : MIT
C3 0.4.11	Copyright © Masayuki Tanaka 2014 License : MIT
Caringo CAStor SDK 1.3.2	Copyright © Caringo 2010 License : BSD
CFileVersionInfo 1	Copyright © 2003 Armen Hakobyan License : Code Project Open License (CPOL) 1.0.2
Credential Management 1.0.2	iLya Lozovyy License : Apache 2.0

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Component	License or acknowledgment
D3 3.5.17	Copyright © 2017 Mike Bostock. License: BSD
EasyByte RTM-2-HTML 8.0	Copyright © EasyByte Software Ltd 2008 License: EasyByte RTF-2HTML v8 1.0
EasyMail .Net Edition 8.0	Copyright © 2003-2004 Quiksoft Corporation. All rights reserved. License: EasyMail .Net Edition Software License Agreement 052305.0
EMC Centera API 3.1	Copyright © 2006 EMC Corporation. All Rights Reserved License: EMC Development Kit 1.0
EWS Managed API 2.2.1.0	Copyright © Microsoft Corporation. All rights reserved. License: MIT
Font Awesome 4.7.0	Dave Gandy License: Font: SIL OFL 1.1, CSS: MIT
HTML Agility Pack 1.3.1.0	Copyright © 2003-2005 Simon Mourier License: Creative Commons 2.5
HTML-to-RTF Pro DLL .Net 4.5.7.21	SautinSoft, Maxim Sautin, 2002-2011 License: SautinSoft 7-20-2011
Infragistics NetAdvantage for .NET 10.2	Copyright © Infragistics, Inc. 2010 License: Infragistics NetAdvantage for .NET 2010 Vol 2 May 2011
jCarousel 0.2.8	Copyright © 2006 Jan Sorgalla License: MIT
jQuery 1.4.2	Copyright © 2010, John Resig License: MIT
jQuery 1.5.1	Copyright © 2011, John Resig License: MIT
jQuery 1.8.2	Copyright © 2012 jQuery Foundation and Other Contributors License: MIT
jQuery 1.11.1	Copyright © 2005, 2014 jQuery Foundation, Inc. and other contributors License: MIT
jQuery 3.1.0	Copyright © jQuery Foundation and other contributors License: MIT
jQuery UI 1.8.12	Copyright © 2011 AUTHORS.txt License: MIT
jQuery UI 1.10.3	Copyright © 2013 jQuery Foundation and other contributors License: MIT
jQuery-Placeholder 2.0.7	Copyright © Mathias Bynens License: MIT
jquery.qtip 1.0.0-rc3	Copyright © 2009 Craig Thompson License: MIT
Json.NET 4.5	Copyright © 2007 James Newton-King License: MIT
Log4Net 1.2.10	Copyright © 2004-2011 The Apache Software Foundation License: Apache 2.0
Lucene.net 2.9.2	Copyright © 2006 The Apache Software Foundation License: Apache 2.0

Table 10. List of third-party contributions

Component	License or acknowledgment
MD5 1.0	Copyright © 1991-2, RSA Data Security, Inc. Created 1991. All rights reserved License : RSA MD5C.C 1991-2 Portions derived from the RSA Data Security, Inc. MD5 Message-Digest Algorithm
MAPI33.Net 5	Copyright © 2003 - 2005 Sergey Golovkin License : MAPI33.Net 1
Microsoft.IdentityModel.Clients.ActiveDirectory 5.2.5	Copyright © Microsoft Corporation License : MIT
Modernizr 2.8.3	Copyright © Faruk, Paul, Alex, Ryan, Patrick, Stu, and Richard. License : MIT & BSD
moment.js 2.14.1	Copyright © Tim Wood, Iskren Chernev, Moment.js contributors License : MIT
moment-timezone.js 0.5.13	Copyright © JS Foundation and other contributors License : MIT
mutationobserver-shim 0.3.1	Copyright © Graeme Yeates License : MIT
NetApp Data ONTAP 4.0	Copyright © 2003-2005 Network Appliance, Inc. License : NetApp Manageability SDK 04-29-11
Novell GroupWise Trusted Application API 1.0	Copyright © 1993-2003 Novell, Inc. All rights reserved. License : Novell Developer License
Polyfill.js 0.1.0	Copyright © 2013 Philip Walton License : MIT
Pure 0.6.0	Copyright © 2014 Yahoo! Inc. License : BSD
Rangy 1.3.0	Copyright © 2015, Tim Down License : MIT
RegistryMonitor 1.0	Copyright © 2005 Thomas Freudenberg License : Thomas Freudenberg RegistryMonitor
RestSharp 104.1	Copyright © 2010 John Sheehan License : Apache 2.0
RTF to PDF Converter Library for .NET 2.0 1.3	Copyright © Outside Software 2007 License : Winnovative Redistributable
RTF-to-HTML DLL .Net 3.2.8.24	SautinSoft, 2007-2011 License : SautinSoft 7-20-2011
Select2 3.4.8	Copyright © 2012 Igor Vaynberg License : Apache 2.0
Select2 4.0.2	Copyright © Kevin Brown. License : MIT
SharpZipLib 0.85.4.369	Copyright 2001-2007 Mike Krueger, John Reilly License : SharpZipLib License
Sortable 3.4.8	Copyright © RubaXa License : MIT

Table 10. List of third-party contributions

Component	License or acknowledgment
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System.Management.Automation.dll 10.0.10586.0	Copyright © Microsoft Corporation. All rights reserved. License: MICROSOFT .NET LIBRARY 1.0
TimeZone Converter 2.0.0.0	Copyright © 2017 Matt Johnson License: MIT
tinymce 4.6.4	Copyright © 2017 Ephox License: LGPL
TinyXml 2.5.3	Copyright © SourceForge License: zlib/libpng license 1.0 This product contains portions of the PAWN scripting software (formerly known as SMALL).
Twitter Bootstrap 2.0.3	Copyright © 2012 Twitter, Inc. License: Apache 2.0
ui-select2 0.0.5	Copyright © AngularUI Team License: MIT
Underscore.js 1.3.1	Copyright © 2009-2012 Jeremy Ashkenas, DocumentCloud Inc. License: MIT
Underscore.js 1.8.3	Copyright © 2009-2015 Jeremy Ashkenas, DocumentCloud Inc. License: MIT
Underscore.string 2.0.0	Copyright © 2010 Esa-Matti Suuronen License: MIT

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