

Archive Manager for Files 8.10

Release Notes

April 2025

These release notes provide information about the Archive Manager for Files release 8.10.

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New Features

This version of Archive Manager for Files introduces the following features:

Feature	Description
Installer: Port selection for Files and ArchiveWeb	You can choose a port during a fresh installation.

Resolved issues

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

Description	Work Item	Case No.
Delete Job does not remove shortcut with special characters in file name	540060	
Refresh button is not working in archive tab	550436	
Windows could not start some FSA services after upgrade	550433	
ArchvieWeb: It is possible to mark an item for deletion even it is locked	547716	

Description	Work Item	Case No.
ArchiveWeb: Export results to ZIP in AUDIT failed	547670	
ArchiveWeb: Files disappear from the search grid after using Mark for deletion	547972	
ArchiveWeb: Preview on versioned item is not working	553698	
ArchiveWeb: Search in Exchange and Files in the same time is not getting Files result when Files is not enabled in "Set default search scope"	547899	
ArchiveWeb: Tags cannot be created for audit logs	552134	
Application hangs after click on folder with thousands folders inside	540957	
Archive operation is displayed as completed but the process is still in progress	549980	
HSM service crashes during error writing.	552376	
HSM: Corrupted encryption key is not updated	548691	
HSM: Mass retrieve test does not work with Encryption	547338	
HSM: AutoDeactivate setting is not loaded from database	546998	
Unable to log auditing data to Event log	277665	
Slow PostProcessing	541654	2131410
Add refresh button in to permission update tool	515051	
Add support for TLS 1.3 and chunk in Amazon S3 store	446211	

Version History

Resolved issues from previous versions are listed below.

Version 8.9

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

Description	Work item
"Object reference" error is displayed after right click over job properties	354198
Archived folders are not sorted in archive view tab	540958
ArchiveWeb: Editing tags are not working correctly	540927
ArchiveWeb: Files are not displayed in ListView	540862
ArchiveWeb: IndexOutOfRangeException during login	542093
ArchiveWeb: Permissions - Group permissions settings are not applied for members	540991
ArchiveWeb: Remove deleted groups/mailboxes not working correctly with Refresh all button	541026
ArchiveWeb: Search template cannot be deleted	542105
ArchiveWeb: Unable to add group in Roles	541038
File system permissions update tool: unhandled exception	546331
Keyword search does not work if 'Compress files by default' is set	525330
Manager window does not remember window size and position	540987
Missing Report file path in report	525164
Multiple sessions to the backup server are open	545392
Package upgrade failed when one component does not have db configured	536128
Packer pool is increasing	542061
Post Processing: Plugin has wrong schema after upgrade	543839
Post Processing: The Scope server name is case sensitive for ORACLE	541110
Restore is not working on folder level if the folder is on the restriction list	541126

Description	Work item
Scheduled job status remains as running	540174
Synchronization job failed to move an item	534764
Uninstall components using the Archive Manager Uninstall Wizard does not work	544182

Version 8.8

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

Description	Work item
Application hangs during job selection	527570
The shortcut does not work when the current version of the file is deleted	423692
Get version: Duplicate shortcut created when switching from html shortcut to normal shortcut	536066
When searching for locked files, unlocked versions of files will also be displayed	525222
Unable to install only Administrative tools from Features	535389
ArchiveWeb: Items are not visible in task preview for retention change request	532298
Get version: Duplicate file is created as *.tmp	345519
Synchronization job is not working on root folder for a Generic File Server	417989
PostProcessing: Scope server name is case sensitive	525073
Missing expression error in search (Oracle)	524980
HTML shortcut does not work for older versions	525219
Not able to select database type if you have installed SMTP, IMAP or OWA before the package start	531672
ArchiveWeb: Search with Locked field ends with ORA-00918 error 'column ambiguously defined'	534492

Description	Work item
Failed to activate Archive Manager for Files license if maintenance is valid but the data amount has been reached	539007
Job handling is not working properly	540184
HSM: Packer\Encryption\Task could not be deleted	401255
Unable to change target store in packer async task	435548
Unable to manage attached media stores	337734
Users tab is removed from configuration when Archive Manager for Files is uninstalled and Archive Manager for Exchange is still there and opposite	535398

Version 8.7

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

Description	Work item
Files server list UI issue when ListView settings is set in profile	524888
DirectArchive job archived temporary document file	525176
Archived file cannot be accessed directly from archive server machine by domain user account	460890
Compliance: do not add time in to LASTEMAILSENT when Access denied template is not set	524835
Support SMB_READ operation for retrieve archived files	520656
Data is saved in an infinite cycle when checksum is wrong	523775
ArchiveWeb: Calendar is not working correctly in Extend retention time window	524875
ArchiveWeb: Failed to check service status	524885
ArchiveWeb: Missing item details from retention history	524973

Version 8.6

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

Description	Work item
ArchiveWeb: File size sorting is not working correctly	514835
ArchiveWeb: Log content has format issues for long file paths	237902
ArchiveWeb: PDF document preview fix	517459
ArchiveWeb: Selecting all the items in subfolders doesn't work for the server and disk drive	521726
Delete job processes documents two times if expired documents are 'marked for deletion'	360684
HSM: "Unhandled exception" error during selection of encryption key path	514218
HSM: HSM Schema compression - Excluded files are compressed	523430
HSM: Move and copy async task is not started automatic after service restart	518783

Version 8.5

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

Description	Work item
ArchiveWeb: Duplicate item(s) appear in search results when paging is set to 10 or less and also the number of items per page is wrong	504938
ArchiveWeb: Unable to change a profile value two times on ORACLE	514466
ArchiveWeb: Tasks window does not open	513612
Checksum issues with some files	514033
Compatibility with Microsoft Distributed File System	498994
File selection is not working properly	503107
Incorrect search results when criteria contains brackets	503841

Description	Work item
Mark for deletion during restore	300414
Mark for deletion during restore is not working for HTML shortcuts	503106
Missing read only flag in HSM in some scenarios	506811
Protected Archive files cannot be accessed by users. Compliance feature not working as expected.	507905
Run application with local user	498018
ShortcutCreator Timeout expired	506970
Unable to authorize access to Google Drive	499203

Version 8.4

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

Description	Work item
ArchiveWeb: Async tasks not working correctly when more file servers are stored in one Files database	480794
ArchiveWeb: Search no results	478805
Disk space issue during Lucene optimization	497080
The error message "This file is currently not available for use on this computer." appears.	466363

Version 8.3

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

Description	Work item
Archiving fails for database mountpoints	472316
Nscale File Service in HSM cannot be deployed	464225
PostProcessing throws an error: <i>SQL Error: ORA-01422: exact fetch returns more than requested number of rows</i>	468166

Description	Work item
Sorting does not work in ArchiveWeb	464223
Stability issues with ArchiveWeb	470520
The PAM_FS_JOBLOGS database table grows very large	467867

Version 8.2

The following is a list of issues addressed in this release including build 8.2.0.275

Description	Work item
ArchiveWeb: Maximum number of search results does not work as expected.	464599
ArchiveWeb: Unable to use some functions when Turkish language is set.	464366
ArchiveWeb: Unexpected behavior when the "Show file server" permission is deactivated.	459263
HSM: Packer task does not work	431701
Original file names are not restored	417253
Unable to connect with a local user to Simple Path store	436365

Version 8.1.1

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

Description	Work item
ArchiveWeb: O365 Users cannot see content if is used for Archive Manager for Exchange and Files Edition	414406
ArchiveWeb: Search servers are displayed multiple times	404206
Reduce retention is not working on folders	413358

Version 8.1

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

Description	Work item
ArchiveWeb: Tags are not sorted alphabetically	398111
Restore of deleted files with special character in the folder structure was not working	388563
Searches with wild card filters does not return all the results	364217

Version 8.0.136

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

Description	Work item
HSM: KOMpliance store service crashes during HSM store operation	389955

Version 8.0.125

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

Description	Work item
HSM: NetApp SnapLock setting does not set proper LAST ACCESS DATE	367040

Version 8.0.107

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

Description	Work item
Apostrophes in AW keyword	315057
AW - File preview does not work when the decimal delimiter is a comma	343584
AW - keyword searches slow	310023
AW - Template of the search cannot be shared, as the grid in AW is empty	309048
Copy tool is not copying permissions	281209

Description	Work item
Failed to archive into S3 object storage	321608
Files not visible in Archive View	300744
High CPU and Memory load by Search Service	312002
HSM - Asynchronous packer not able to move HSM GZip files	318223
Illegal Characters displayed in ArchiveWeb	300826
Inconsistent keyword search results	307086
Index out of range	359150
mcopy: The system folder is created	305105
Unable to download large files from ArchiveWeb	296141

Notes and Notices

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)

Upgrade Considerations

A full database backup before the upgrade is strongly recommended. Upgrades from Archive Manager for Exchange 8.2 or later releases are supported. If Archive Manager for Exchange products or components are installed on other computers in a distributed architecture, all products or components must be updated to the same version.

System Requirements

The requirements described below are applicable for installing the Archive Manager for Files server



NOTE: System requirements for optional components of the Archive Manager for Files are described in the corresponding document for each optional component.

Hardware

Component	Minimum specification	Recommended specification
Number of Processor Cores	4	8
Main Memory	4 GB	12 GB
Hard Disk	10 GB	10 GB



NOTE: The application, log files and cache folders require 10 GB of HDD space. If the Archive Manager for Files server includes the database, and is used as a local storage for archived messages, then the the Hard Disk size must be revised to add more space for the database and the file store.

Operating System

- Windows Server 2016
- Windows Server 2019
- Windows Server 2022
- Windows Server 2025



NOTE: Latest updates and service packs for servers are recommended.

Windows Server Roles

- Web Server (IIS)
 - Web Server / Common HTTP Features / HTTP Redirection
 - Web Server / Performance / Dynamic Content Compression
 - Web Server / Security / Basic Authentication
 - Web Server / Security / Windows Authentication
 - Web Server / Application Development
 - .NET Extensibility 4.5
 - ASP.NET 4.5
 - Management Tools / IIS 6 Management Console
 - Management Tools / IIS 6 Management Compatibility / IIS 6 Metabase Compatibility
 - Management Tools / Management Service

Windows Features

- Remote Server Administration Tools
 - Role Administration Tools / AD DS and AD LDS Tool / Active Directory module for Windows PowerShell
- .NET Framework 4.8 Features / .NET Framework 4.8
- .NET Framework 4.8 Features / ASP.NET 4.8
- .NET Framework 4.8 Features / WCF Services (all checkboxes under this item)

Redistributable packages

- Microsoft Visual C++ 2013 Redistributable Package (x64)
- Microsoft Visual C++ 2015-2022 Redistributable Package (x64)
- Microsoft Visual C++ 2015-2022 Redistributable Package (x86)

.NET 4.8

Download and install .NET Framework 4.8 from the following link:

<https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-web-installer>

Database Servers and Drivers

- Microsoft SQL Server 2014 to Microsoft SQL Server 2022
 - Microsoft OLE DB Driver 18 for SQL Server, or newer
- Azure SQL Database
- Oracle 19c
 - Oracle client (x86 or x64)

Web Browsers

Web browsers are required for ArchiveWeb and is included here because this optional component is installed automatically if Express installation is considered.

- Microsoft Edge current version
- Mozilla Firefox current version
- Chrome current version
- Opera current version

File Systems (Sources)

- Windows Server 2016
- Windows Server 2019
- Windows Server 2022
- Windows Server 2025
- NTFS including mount-point support
- ReFS
- NetApp Filer (Cluster Mode only)
- EMC VNX

Clients and protocols

- Windows Clients
- Macintosh clients when CIFS/SMB protocol is used
- AFP protocol (e.g. ExtremeZ-IP software)

Additional Information

- Installations on Domain Controllers are not supported.
- For remote archiving on Windows shares, NetApp (Cluster Mode) or VNX, we recommend installing the software on a dedicated server.
- The software installs web applications into the Default Web Site. This could cause conflict with other applications like Microsoft CRM or Microsoft SharePoint. To change the installation website, manual changes are required after the installation. Please contact Technical support in such cases.
- Archive Manager for Files is fully supported in a virtualized environment.

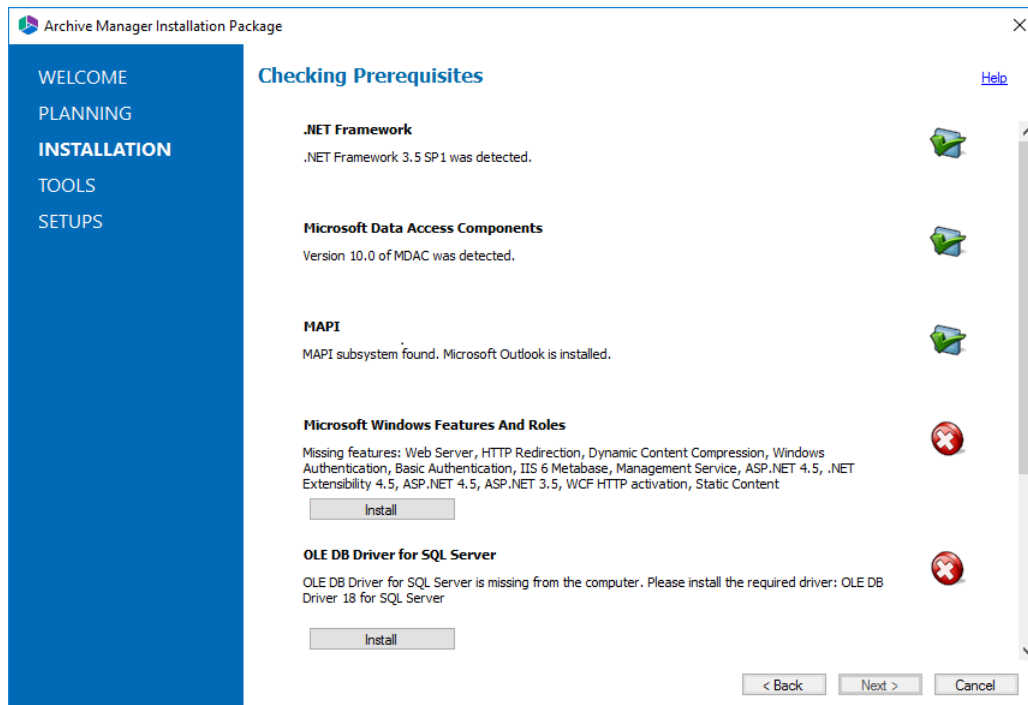
Product Licensing

Archive Manager for Files is available for a free trial. The free trial is valid for 30 days (date of first login + 29 more days).

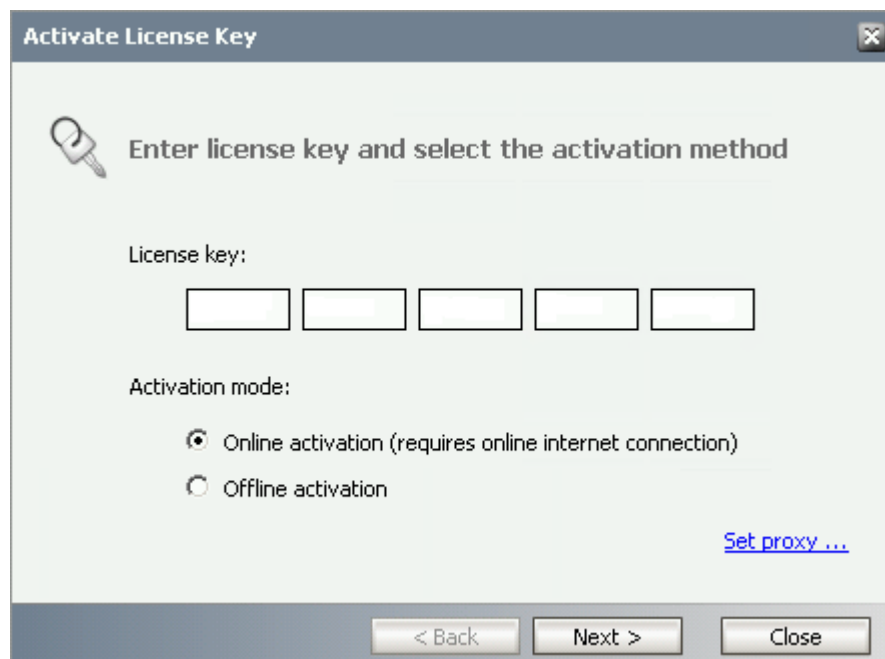
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2. Click the **Download Free Trial** button.
3. Fill and submit the **Download Your Free Trial** form.
4. Download the installer from the link in the email you receive from Quest.
5. Verify the [System Requirements](#) and install Archive Manager for Files.

Steps to activate your license online

1. Run the installation wizard from the Archive Manager Installation Package.
2. Follow the installation steps until you reach the **Checking Prerequisites** page.



3. Click **Validate your license** button for the Archive Manager for Files product license. The *Activate License Key* window appears.



4. Enter your license key and click **Next**.

i | **NOTE:** If the internet access is filtered out by proxy on the Archive Manager server, click the **Set proxy** link to enter the respective parameters.

5. The license will be validated and you can continue the installation.

i | **NOTE:** See the Archive Manager for Files 8.10 Quick Start Guide for more information about online and offline license activation.

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