



On Demand Migration

Security Guide



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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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Introduction

Managing information system security is a priority for every organization. In fact, the level of security provided by software vendors has become a differentiating factor for IT purchase decisions. Quest strives to meet standards designed to provide its customers with their desired level of security as it relates to privacy, confidentiality, integrity, and availability.

This document describes the security features of On Demand Migration. This includes access control, protection of customer data, secure network communication, and cryptographic standards.

About On Demand Migration

On Demand Migration provides the following functionality in a robust project management interface with in-depth monitoring and reporting:

- Analyzes Microsoft Entra ID structure and highlights the problems that might adversely affect the migration.
- Migrates users, groups, and the related information between Microsoft Entra ID tenants or maps the existing source/target accounts.
- Migrates hybrid accounts (on-premises users/groups synchronized with Microsoft Entra ID.)
- Migrates Microsoft Office 365 mailboxes.
- Automatically redirects on-premise Outlook clients to the new Exchange Online.
- Grants access to the source tenant's resources and applications for the migrated/mapped accounts.
- Transfers OneDrive for Business content and permissions between tenants.
- Ensures uninterrupted workflows during the migration:
 - Automatically replaces email addresses in outgoing and incoming messages, as if the senders have already been migrated to the target tenant (Domain Coexistence feature.)
 - Shares free/busy information between tenants.

On Demand Migration is hosted in Microsoft Azure and delivers most of its functions via Microsoft Azure cloud services.

Hybrid accounts migration works via the secure connection with [Quest Migration Manager for Active Directory](#), installed on premises.

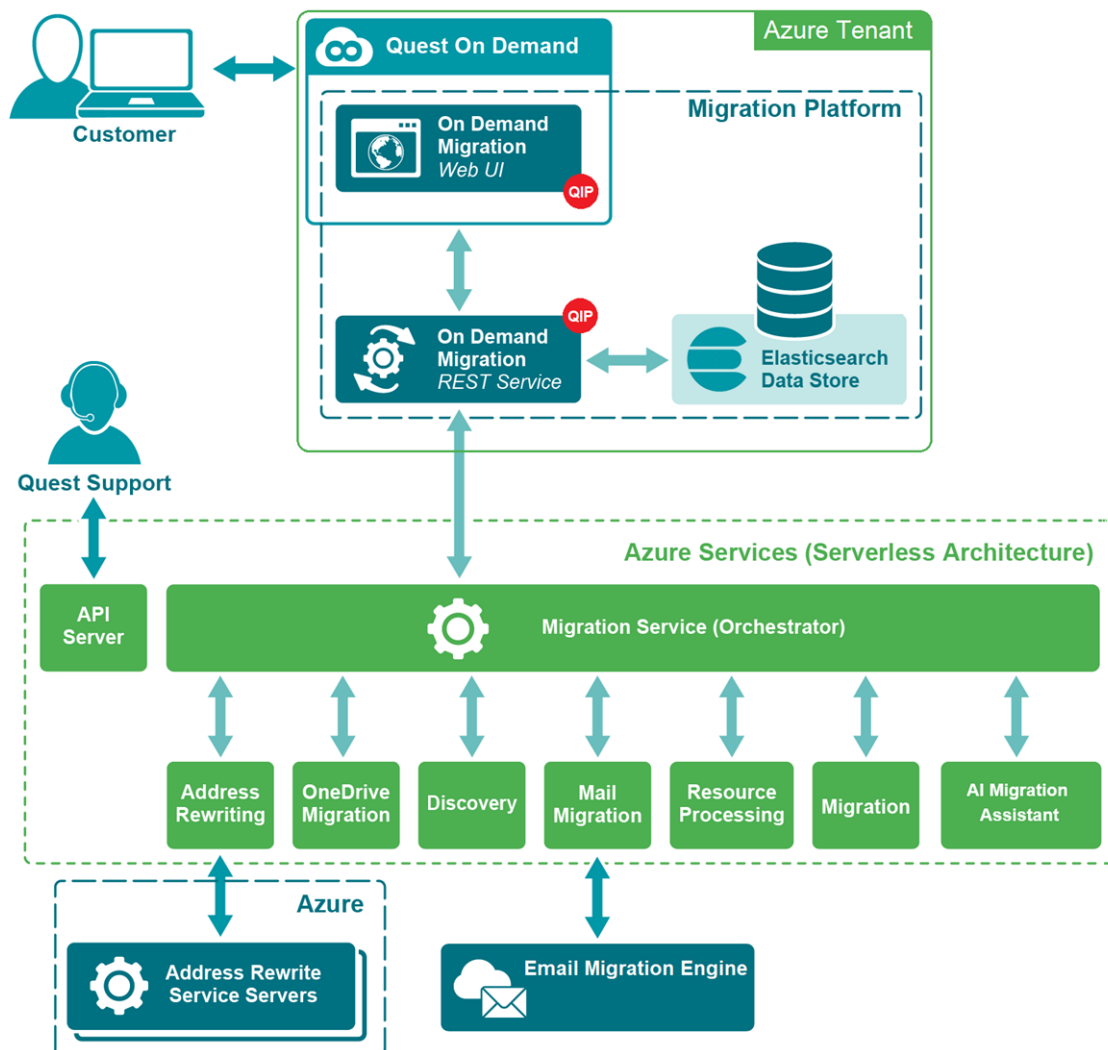
AI-powered Migration Assistant

On Demand Migration includes an AI-powered Migration Assistant service that uses AI to analyze and summarize issues encountered during migration tasks, providing suggested solution. This service is optional and requires the operator to initiate the analysis. The AI Migration Assistant service is available in all modules in the On Demand Migration suite.

Architecture overview

The following schema shows the key components of the On Demand Migration architecture.

QIP - Quest Intellectual Property
High-Level Architecture



Authentication and Consents

Authentication is required when you log on to On Demand. Authorization is the consent required to create and access an On Demand organization.

Authentication of users

User access to On Demand Migration is authenticated with Microsoft Entra ID. Authenticating with Microsoft Entra ID offers inherent granular control and enables centralized configuration management. This method permits the configuration of advanced security layers using your own conditional access policies, including Multi-Factor Authentication (MFA), integration with Okta Inc., and other applications compatible with the Microsoft Authentication Library (MSAL).



The process of registering a Microsoft Entra ID tenant into On Demand Migration is managed through the standard Azure Admin Consent workflow.

A Microsoft Entra ID access token (constrained to the Quest On Demand application) is obtained when the user navigates through the authentication process. This Microsoft Entra ID access token has a lifetime limit of 10 minutes after which it is automatically refreshed if the user is actively using the application. The user is automatically logged out following a period of inactivity. If the user token is revoked in Microsoft Entra ID, the user will continue to have access to On Demand until the token expires after 10 minutes. User access to the On Demand organization can be also revoked within On Demand by an On Demand Organization Administrator, resulting in access loss after token expiry.

Quest On Demand Application Consent

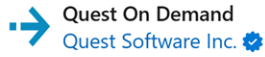
As part of the login process with Microsoft Entra ID, users must consent to the set of minimal permissions required by the Quest On Demand application. By default, all users are allowed to consent to applications for permissions that do not require administrator consent. This behavior might be deactivated in some Microsoft Entra ID tenants and may require tenant administrators to enable user consent flow for the Quest On Demand application.

The base consents required by Quest On Demand is shown below.



admin1@xclouddev.onmicrosoft.com

Permissions requested



This app would like to:

^ View your basic profile

Allows the app to see your basic profile (e.g., name, picture, user name, email address)

This is a permission requested to access your data in xclouddev.

^ Maintain access to data you have given it access to

Allows the app to see and update the data you gave it access to, even when you are not currently using the app. This does not give the app any additional permissions.

This is a permission requested to access your data in xclouddev.

Consent on behalf of your organization

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept



NOTE:

- The ability to consent on behalf of your organization is available if logging in as the global administrator in the tenant.
- The ability to request consents will only be available if the global administrator has enabled the admin consent workflow. For more details see the article [How to enable the admin consent workflow](#).
- The verified publisher domain and permissions will be clearly labeled and detailed.

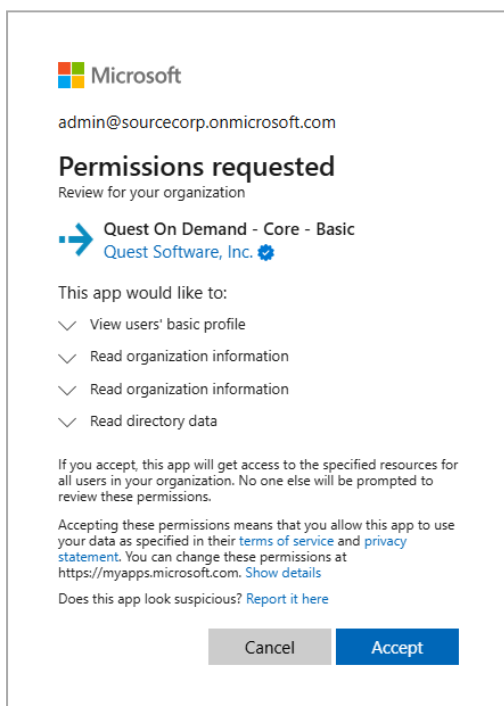
Administrator Consent and Service Principals

On Demand Migration requires access to the customer's Microsoft Entra ID and Office 365 tenancies. The customer grants that access using the Microsoft Admin Consent process, which will create a Service Principal in the customer's Microsoft Entra ID with minimum consents required by On Demand Migration. The Service Principal is created using Microsoft's OAuth certificate based [client credentials grant flow](#).

Customers can revoke Admin Consent at any time. For more details, see <https://learn.microsoft.com/en-us/entra/identity/enterprise-apps/delete-application-portal> and <https://docs.microsoft.com/en-us/skype-sdk/trusted-application-api/docs/tenantadminconsent>.

The base consents required by Quest On Demand and all associated online services for both source and target tenants is shown below.

Quest On Demand - Core - Basic



On Demand Migration

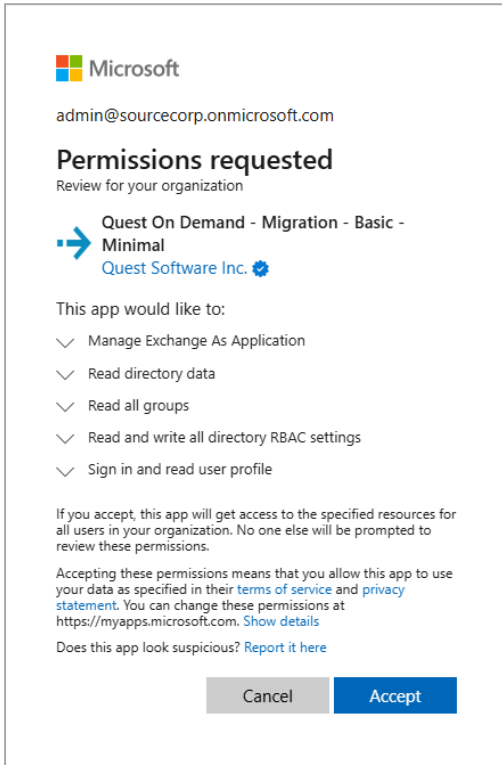
The base consent required by all On Demand Migration services is.

Quest On Demand - Migration - Basic - Minimal or **Quest On Demand - Migration - Basic - Full** consent for the source tenant.

Quest On Demand - Migration - Basic - Full consent for the target tenant.



The consents apps are as shown below:

Quest On Demand - Migration - Basic - Minimal



Microsoft
admin@sourcecorp.onmicrosoft.com

Permissions requested
Review for your organization

 **Quest On Demand - Migration - Basic - Minimal**
Quest Software Inc. 

This app would like to:

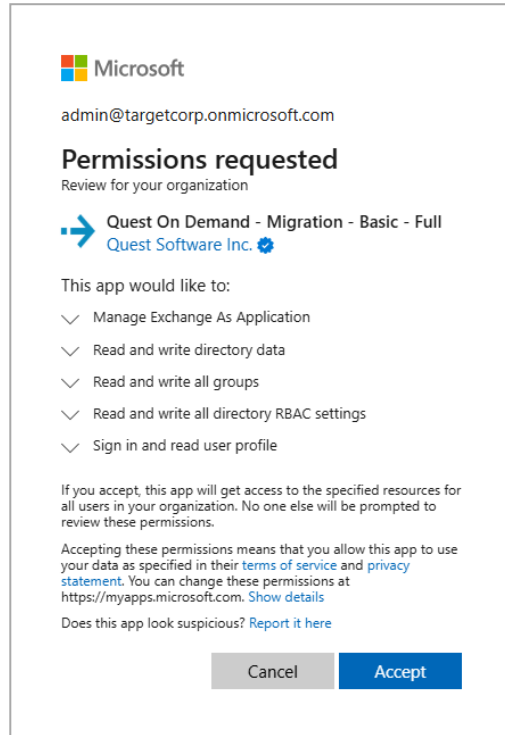
- Manage Exchange As Application
- Read directory data
- Read all groups
- Read and write all directory RBAC settings
- Sign in and read user profile

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)



Does this app look suspicious? [Report it here](#)

Quest On Demand - Migration - Basic - Full



Microsoft
admin@targetcorp.onmicrosoft.com

Permissions requested
Review for your organization

 **Quest On Demand - Migration - Basic - Full**
Quest Software Inc. 

This app would like to:

- Manage Exchange As Application
- Read and write directory data
- Read and write all groups
- Read and write all directory RBAC settings
- Sign in and read user profile

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

On Demand Migration for Mailboxes

In addition to the base consents, On Demand Migration for Mailboxes requires one of the following consents:

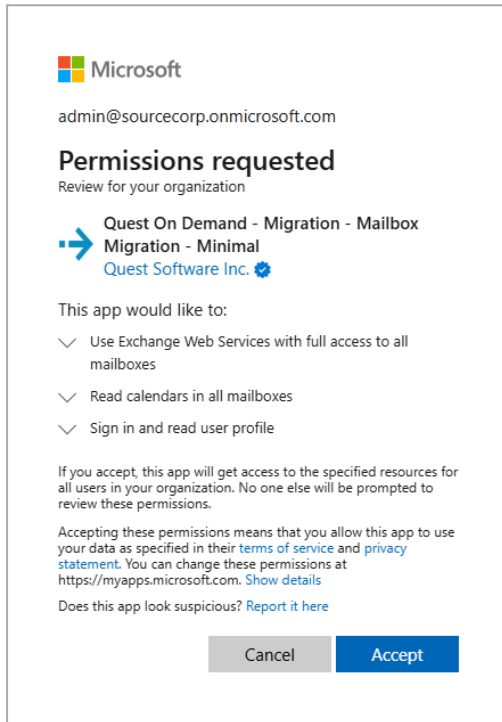
Quest On Demand - Migration - Mailbox Migration - Minimal or **Quest On Demand - Migration - Mailbox Migration - Full** consent for the source tenant.

Quest On Demand - Migration - Mailbox Migration - Full consent for the target tenant.

When the On Demand Migration project is created, the Quest group is automatically added to the exchange administrator role for mailboxes.

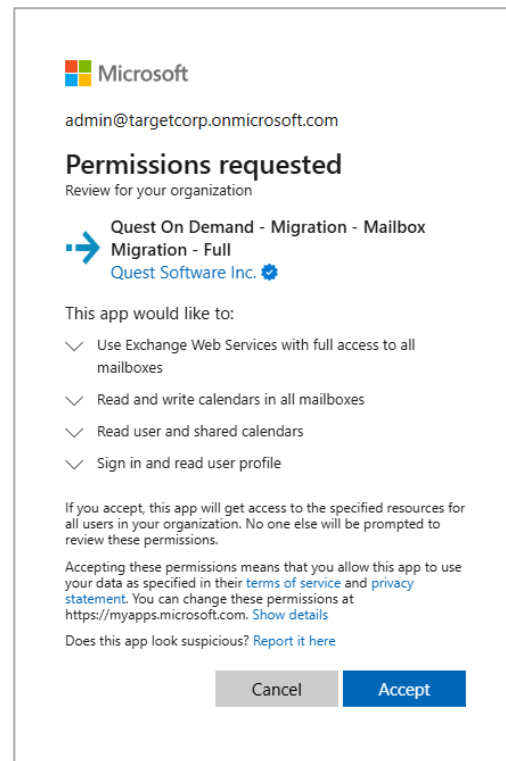
The consent apps are as shown below:

Quest On Demand - Migration - Mailbox Migration - Minimal



The screenshot shows a Microsoft consent dialog for the user admin@sourcecorp.onmicrosoft.com. The title is "Permissions requested" and it asks to review permissions for the organization. The app being requested is "Quest On Demand - Migration - Mailbox Migration - Minimal" by Quest Software Inc. The permissions listed are: "Use Exchange Web Services with full access to all mailboxes", "Read calendars in all mailboxes", and "Sign in and read user profile". A note states that accepting these permissions grants access to specified resources for all users in the organization. A link to "Show details" is provided. At the bottom, there are "Cancel" and "Accept" buttons.

Quest On Demand - Migration - Mailbox Migration - Full



The screenshot shows a Microsoft consent dialog for the user admin@targetcorp.onmicrosoft.com. The title is "Permissions requested" and it asks to review permissions for the organization. The app being requested is "Quest On Demand - Migration - Mailbox Migration - Full" by Quest Software Inc. The permissions listed are: "Use Exchange Web Services with full access to all mailboxes", "Read and write calendars in all mailboxes", "Read user and shared calendars", and "Sign in and read user profile". A note states that accepting these permissions grants access to specified resources for all users in the organization. A link to "Show details" is provided. At the bottom, there are "Cancel" and "Accept" buttons.

On Demand Migration for OneDrive

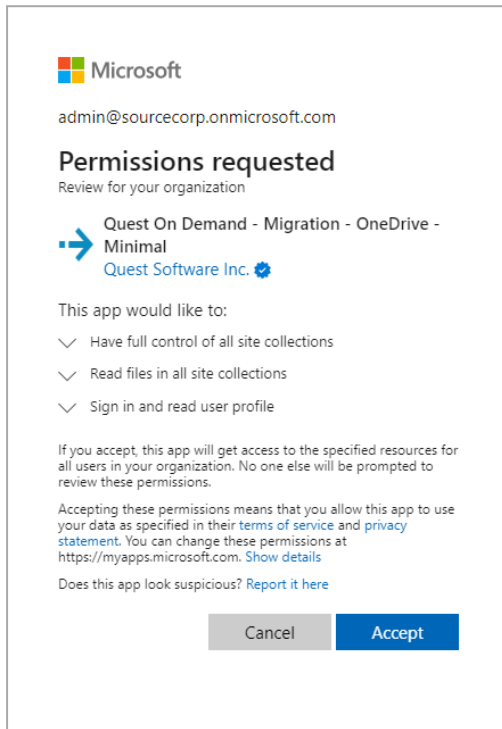
In addition to the base consents, On Demand Migration for OneDrive requires the following consents:

Quest On Demand - Migration - OneDrive - Minimal or **Quest On Demand - Migration - OneDrive - Full** consent for the source tenant.

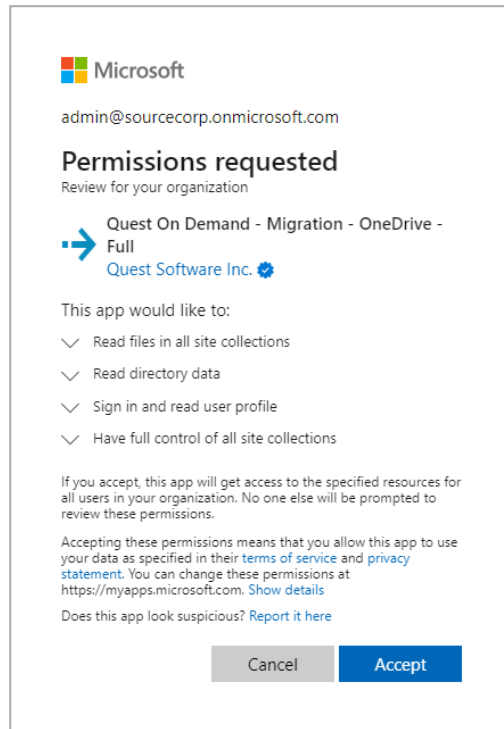
Quest On Demand - Migration - OneDrive - Full consent for the target tenant.

The consent apps are as shown below:

Quest On Demand - Migration - OneDrive - Minimal



Quest On Demand - Migration - OneDrive - Full



On Demand Migration uses the Microsoft Exchange Online PowerShell API with support for the "limited permissions" model for Accounts, Email, SharePoint, Teams and OneDrive migrations, without needing global administrator permissions during migration. After the consent has been granted by the tenant's global administrator account, all migration operations will use the token generated through the app Service Principal.

The consent process for On Demand Migration for OneDrive will create a Service Principal in the customer's Microsoft Entra ID tenant with the following permissions.

- Permissions required for On Demand Migration (Groups, Users, Contacts) as described in this [Security Guide](#).
- Permissions required for On Demand Migration for SharePoint as described in the [On Demand Migration for SharePoint Security Guide](#).

Role based access control

Quest On Demand is configured with default roles that cannot be edited or deleted, and allows you to add custom roles to make permissions more granular. Each access control role has a specific set of permissions that determines what tasks a user assigned to the role can perform. For more information about role-based access control, see the [Quest On Demand Migration User Guide](#).

Azure datacenter security

Microsoft Azure datacenters have the highest possible physical security and are considered among the most secure and well protected datacenters in the world. They are subject to regular audits and certifications including Service Organization Controls (SOC) 1, SOC 2 and ISO/IEC 27001:2005.

Relevant references with additional information about the Windows Azure datacenter security can be found here:

- Microsoft Azure Trust Center: <https://azure.microsoft.com/en-us/overview/trusted-cloud/>
- Microsoft Trust Center Compliance: <https://www.microsoft.com/en-us/trust-center/compliance/compliance-overview?service=Azure#icons>
- Microsoft's submission to the Cloud Security Alliance STAR registry: <https://cloudsecurityalliance.org/star/registry/microsoft/>
- Whitepaper: Standard Response to Request for Information – Security and Privacy: <http://www.microsoft.com/en-us/download/details.aspx?id=26647>
- Microsoft Global Datacenters: Security & Compliance: <https://www.microsoft.com/en-us/cloud-platform/global-datacenters>
- Azure data security and encryption best practices: <https://docs.microsoft.com/en-us/azure/security/fundamentals/data-encryption-best-practices>

Overview of data managed by On Demand Migration

On Demand Migration manages the following type of customer data:

- Microsoft Entra ID and Office 365 users, groups and contacts with their properties returned by Microsoft Entra ID Graph API including account name, email addresses, contact information, department, membership and other properties. Part of the information is stored in the product database.
- Product works with end-user mailbox and OneDrive content. The content processed by the product is not persistently stored by the product. OneDrive data content is temporary stored in Azure blob storage and is encrypted at rest for the period of migrating particular OneDrive account.
- Some data from end-user mailbox/OneDrive content can be stored by the product for troubleshooting purposes. This includes data to identify the items where some troubleshooting is required, e.g., mail item subject, OneDrive file names. The data are stored in product Elasticsearch database, Azure table storage and Application Insight and is encrypted at rest.
- The application does not store or deal with end-user passwords of Microsoft Entra ID objects.
- The application stores administrative account name and password to perform migration operations. The data are stored in Azure Key Vault and is encrypted at rest.

When domain coexistence is turned on, all outgoing mail traffic from the customer's source tenant is routed through Address Rewrite Service which changes the addresses in mail headers. The independent instance of Address Rewrite Service is created for each migration project.

The domain coexistence can be disabled at any moment from the On Demand Migration UI, which completely removes the Address Rewrite Service from outgoing mail processing, thus all outgoing mail will be sent directly from Exchange Online.

Check [On Demand Migration User Guide](#) for the detailed list of all customer configuration changes related to Domain Coexistence.

AI-powered Migration Assistant

On Demand Migration uses Artificial Intelligence to generate summary reports from event logs produced during migration tasks. This feature is optional and requires the operator to initiate the analysis.

- All data stays within your On Demand Region and reports are only available to view in the On Demand organization where they were generated.
- AI generated reports are removed when the associated object or task are deleted by the user or when the parent project or organisation is deleted.
- Data is consumed by AI only when you request a report be generated.
- Data is used only to generate the summary report and will never be used for AI training.

- AI does not have access to privileged accounts or application consents and is not provided with the rights to perform any migration activities. All user-initiated AI activities are recorded for auditing purposes via the Activity Trail module in On Demand.

Location of customer data

When a customer signs up for On Demand, they select the region in which to run their On Demand organization. All computation is performed, and all data is stored in the selected region. The currently supported regions can be found here: <https://regions.quest-on-demand.com/>.

Mail messages intended for processing by Address Rewrite Service servers are temporary stored at Azure Virtual Machine disks before being delivered to recipients. The data are encrypted at rest.

Windows Azure Storage, including the Blobs, Tables, and Queues storage structures, are replicated three times in the same datacenter for resiliency against hardware failure. The data is replicated across different fault domains to increase availability. All replication datacenters reside within the geographic boundaries of the selected region.

See this Microsoft reference for more details: <https://docs.microsoft.com/en-us/azure/storage/common/storage-redundancy>

Privacy and protection of customer data

The most sensitive customer data processed by On Demand Migration is the Microsoft Entra ID and Office 365 data including users, groups and contacts and their associated properties, content of emails and OneDrive for Business. On Demand Migration does not store or deal with end-user passwords of Microsoft Entra ID objects.

- OneDrive for Business content for a particular user is temporarily stored during migration. The data is deleted once the migration task for the user is completed. The data is encrypted at rest when stored.
- Mail messages processed by Address Rewrite Service are temporarily stored on the disks of Azure Virtual Machine where Address Rewrite Service is deployed. Once delivered, they are deleted from mail queues and removed from the disks. The data are encrypted at rest.
- Some user, group, contact properties are stored as a part of migration project to be displayed in UI and handled correctly during migration. The data are deleted once migration project is deleted.
- All migration project data and logs are encrypted at rest.
- Hybrid accounts are processed by Quest Migration Manager for Active Directory, deployed in on-premises environment. On Demand Migration has access to the migration progress only (events, errors, etc.) Account properties and other data are not stored and processed in the cloud.

To ensure that customer data is kept separate during processing, the following policies are strictly applied in On Demand Migration:

- All temporarily artifacts created for each customer during migration is stored in separate Azure storage containers and will be saved for a maximum of 30 days for troubleshooting use. Temporary artifacts such as migration logs may contain metadata of objects, but never their content.
- This information is protected through the Azure built-in data-at-rest server-side encryption mechanism. It uses the strongest FIPS 140-2 approved block cipher available, Advanced Encryption Standard (AES) algorithm, with a 256-bit key.
- A separate Elasticsearch server instance is used for each customer.
- A separate Azure Virtual Machine is used as mail transfer agent for each customer.
- On-premises deployment of [Quest Migration Manager for Active Directory](#) can be configured by customer to ensure the required level of security and data protection. Refer to the [Quest Migration Manager for Active Directory technical documents](#) for details.
- The integration of On Demand Migration with [Quest Migration Manager for Active Directory](#) is secured by a secret that can be re-issued at any moment. Once re-issued, the original secret is immediately revoked.

More information about Azure queues, tables, and blobs:

- <https://docs.microsoft.com/en-us/azure/storage/blobs/storage-blobs-introduction>
- <https://docs.microsoft.com/en-us/azure/security/security-storage-overview>

- <https://docs.microsoft.com/en-us/azure/storage/common/storage-service-encryption>

Separation of customer data

A common concern related to cloud-based services is the prevention of commingling of data that belongs to different customers. On Demand Migration has architected its solution to specifically prevent such data commingling by logically separating customer data stores.

Customer data are differentiated using a Customer Organization Identifier. The Customer Organization Identifier is a unique identifier obtained from the Quest On Demand Core that is created when the customer signs up with the application.

This identifier is used throughout the solution to ensure strict data separation of customers' data in Elasticsearch storage and during processing. A separate Elasticsearch server instance is used for each customer.

When domain coexistence is turned on, separate Azure Virtual Machines, Network Security Groups and inbound IP address are used as an outgoing mail transfer agent for each migration project.

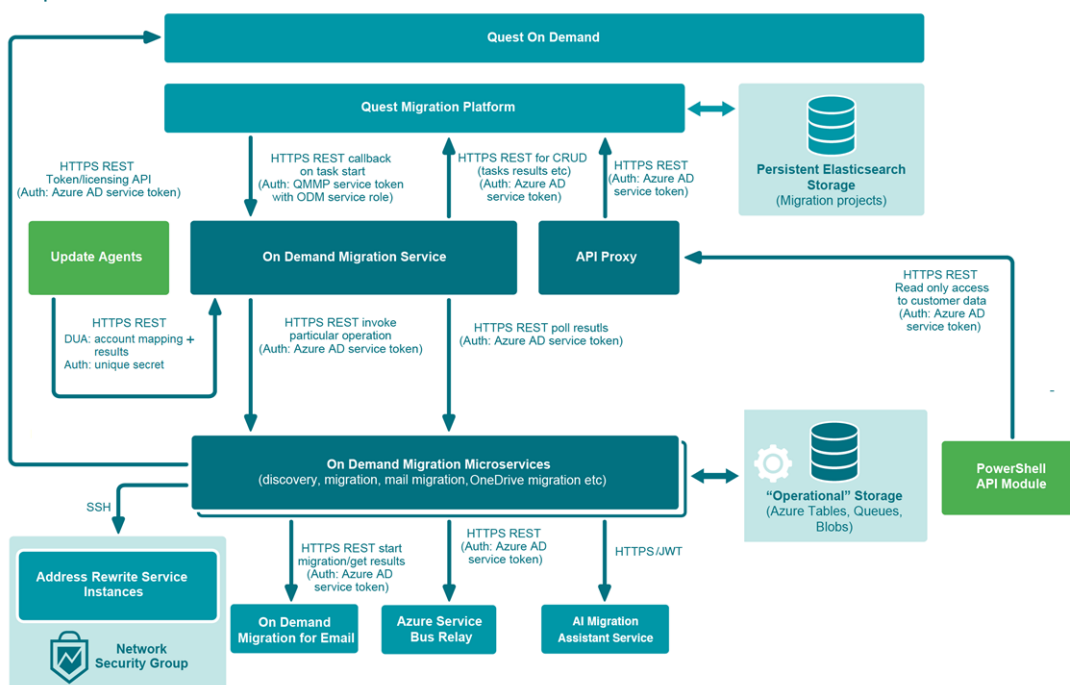
Network communications

Internal network communication within Azure includes:

- Inter-service communication between On Demand Migration components, On Demand Core and the On Demand Platform
- Communication to customer Microsoft Entra ID tenants

The following scheme shows the communication configuration between key components of On Demand Migration.

Component Communication Architecture



The network communication is secured with HTTPS and is not visible to the external public internet.

Inter-service communication uses OAuth authentication using a Quest Microsoft Entra ID service account with the rights to access the services. No backend services of On Demand Migration can be used by end-users.

On Demand Services accepts the following network communication from outside Azure:

- Access to On Demand Migration web UI.
- Desktop Update Agent (DUA) deployed on customer on-premises workstations accessing On Demand Migration backend.
- PowerShell cmdlets to access the On Demand Migration backend. These PowerShell cmdlets are used internally by Quest Support in read-only mode to access customers' Quest On Demand organizations, migration projects, tasks, events, and object metadata for troubleshooting purposes only.

All external communication is secured with HTTPS.

The On Demand Migration user interface uses OAuth authentication with JWT token issued to a logged in user.

All requests from Desktop Update Agents (DUA) deployed on customer's workstations are signed with the certificate, issued by On Demand Migration. The certificate is deployed (either automatically or manually) by customer's IT specialist to each workstation's certificate store. The certificate can be revoked at any time by generating a new one using On Demand Migration interface.

Communication between DUA and On Demand Migration is secured with HTTPS/TLS 1.2 and secret-based authentication.

PowerShell cmdlets used by Quest Support are using Microsoft Entra ID authentication to access the On Demand Migration service. The user of the PowerShell API should be a Quest Microsoft Entra ID member with the appropriate role assigned.

There are no unsecured HTTP calls within On Demand Migration.

FIPS 140-2 compliance

On Demand Migration cryptographic usage is based on Azure FIPS 140-2 compliant cryptographic functions. For more information, see: <https://docs.microsoft.com/en-us/azure/storage/blobs/security-recommendations>

SDLC and SDL

The On Demand team follows a strict Quality Assurance cycle.

- Access to source control and build systems is protected by domain security, meaning that only employees on Quest's corporate network have access to these systems. Therefore, should an On Demand developer leave the company, this individual will no longer be able to access On Demand systems.
- All code is versioned in source control.
- All product code is reviewed by another developer before check in.

In addition, the On Demand Development team follows a managed Security Development Lifecycle (SDL) which includes:

- MS-SDL best practices
- Threat modeling.
- OWASP guidelines.
- Automated static code analysis is performed on a regular basis.
- Automated vulnerability scanning is performed on a regular basis.
- Segregated Development, Pre-Production, and Production environments. Customer data is not used in Development and Pre-Production environments.

On Demand developers go through the same set of hiring processes and background checks as other Quest employees.

Third Party assessments and certifications

Penetration testing

On Demand has undergone a third party security assessment and penetration testing yearly since 2017. The assessment includes but is not limited to:

- Manual penetration testing.
- Static code analysis with Third Party tools to identify security flaws.

A summary of the results is available upon request.

Certification

On Demand is included in the scope of the Platform Management ISO/IEC 27001, 27701, 27017 and 27018 certification:

- ISO/IEC 27001:2022 Information technology — Security techniques — Information security management systems — Requirements: Certificate Number: 1156977-8, valid until 2028-07-27.
- ISO/IEC 27701:2019 Information security, cybersecurity and privacy protection — Privacy information management systems — Requirements and guidance: Certificate Number: 1156977-8, valid until 2028-07-27
- ISO/IEC 27017:2015 Information technology — Security techniques — Code of practice for information security controls based on ISO/IEC 27002 for cloud services: Certificate Number: 1156977-8, valid until 2028-07-27.
- ISO/IEC 27018:2019 Information technology — Security techniques — Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors: Certificate Number: 1156977-8, valid until 2028-07-27.

Quest Software, Inc. has successfully completed a SOC 2 examination of its On Demand solution. The examination was performed by an independent CPA firm for the scope of service described below.

- Examination Scope: Quest On Demand Platform
- Selected SOC 2 Categories: Security
- Examination Type: Type 2
- Review Period: August 1, 2024, to July 31, 2025
- Service Auditor: Schellman & Company, LLC

Operational security

Source control and build systems can only be accessed by Quest employees on Quest's corporate network through domain security. If a developer or any other employee with access to On Demand Migration including On Demand Migration leaves the company, the individual immediately loses access to the systems.

All code is versioned in source control.

Access to data

Access to On Demand Migration data is restricted to:

- Quest Operations team members
- Quest Support team members working closely with On Demand Migration product issues. Support team members will have read-only access to customer's Quest On Demand organizations, projects, tasks, events, and object metadata for troubleshooting purposes only
- The On Demand Migration development team to provide support for the product

Access to On Demand Migration data is restricted through the dedicated Quest Microsoft Entra ID security groups. For different types of data (e.g., product logs, customer data, and sensitive data) different access levels and lists of allowed people are assigned.

Permissions required to configure and operate On Demand Migration

Quest Operations team members have access to the Quest's production Azure Subscription and monitor this as part of normal day to day operations. On Demand Migration developers have no access to Quest's production Azure subscription.

To access On Demand Migration, a customer representative opens the On Demand website and signs up for an On Demand account. The account is verified via email; thus a valid email address must be provided during registration.

An organization is automatically created once the new account is created.

Prerequisites:

Microsoft Entra ID Global Administrator must give the Admin Consent to provision On Demand Migration for the customer's Microsoft Entra ID with the following permissions:

Microsoft Graph

- Read all groups
- Read and write all groups
- Read and write directory data
- Read directory data

Microsoft Entra ID

- Read and write directory data
- Read directory data

OAuth 2.0 Permission Grants

Microsoft Graph

- Access directory as the signed in user
- Read all groups
- Read and write all groups
- Read and write directory data
- Read directory data

Microsoft Entra ID

- Read all groups
- Read and write all groups
- Read and write directory data
- Read directory data
- Sign in and read user profile

[Microsoft Graph permissions reference - Microsoft Graph | Microsoft Docs](#)

Operational monitoring

On Demand Migration internal logging is available to Quest Operations and On Demand Migration development teams during the normal operation of the platform. Personally Identifiable Information (PII) data (e.g. mail item subject, OneDrive file names, error messages reporting user names or email addresses, etc.) can become a part of internal logging for troubleshooting purposes.

The recorded information includes date and time, actor, a description and customized fields of the event but no details about the content of the data migrated (emails title/body, attachments, SharePoint/Teams files/Channels content).

The On Demand solution leverages Azure App Insight to collect all environment and application specific logs, auditing of user activities, system, and system administration activities. The logs are encrypted at rest starting in Application Insight and Azure tables then written to WORM storage within Azure to prevent tampering.

A *customer only* log is used when an error occurs which contains the Title of the object migrated (e.g. mail item subject, OneDrive file names, error messages reporting user names or email addresses, etc.). This information is only visible to customers and can be used to ease Customer Support Request troubleshooting. This feature is optional and can be turned off completely by the customer but as a consequence only GUID/ID will be available to determine which migrated data faced the error and can thus make troubleshooting much harder.

Production 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 Migration relies on Azure infrastructure and as such, is subject to the possible disruption of these services.

- Quest On Demand services status page is available at <https://status.quest-on-demand.com/>
- Azure services status page is available at <https://azure.microsoft.com/en-ca/status/>

Customer measures

On Demand Migration security features are only one part of a secure environment. Customers must implement their own security practices when proceeding with data handling. Special care needs to be given to protecting the credentials of the Microsoft Entra ID tenants global administrator accounts and Office 365 tenants global administrator accounts.

Quest Software creates technology and solutions that build the foundation for enterprise AI. Focused on data management and governance, cybersecurity and platform modernization, Quest helps organizations address their most pressing challenges and make the promise of AI a reality. Around the globe, more than 45,000 companies including over 90% of the Fortune 500 count on Quest Software. For more information, visit www.quest.com or follow Quest Software on [X \(formerly Twitter\)](#) and [LinkedIn](#).

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