

Quest® Identity Recovery for Microsoft Entra ID

Release Notes

April 14, 2026

These release notes provide information about the latest Quest® Identity Recovery for Microsoft Entra ID release.

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About Quest Identity Recovery for Microsoft Entra ID

Identity Recovery for Microsoft Entra ID allows you to backup and restore Microsoft Entra ID and Microsoft® 365 objects with their properties. These objects can be selected in a backup and then restored to Microsoft Entra ID or Microsoft 365 without affecting other objects or attributes. Using the granular restore, objects that were inadvertently deleted or modified can be recovered in a few minutes.

Key features of Identity Recovery for Microsoft Entra ID

- **Back up Microsoft Entra ID and Microsoft 365 users, groups, contacts, service principals, conditional access policies, and device information**
Identity Recovery for Microsoft Entra ID automatically backs up your directory on a regular basis.

- **Granular, selective restore of Microsoft Entra ID and Microsoft 365 users, groups, service principals, conditional access policies, devices, inactive mailboxes for permanently deleted users**
Users, groups, service principals, and devices can be selected in a backup and then restored to Microsoft Entra ID or Microsoft 365 without affecting other objects or attributes.
- **Backup and restore Microsoft Entra B2C users and groups**
Identity Recovery for Microsoft Entra ID supports Microsoft Entra B2C tenants.
- **Restore users or Microsoft 365 groups from the Recycle Bin**
Restore users and Microsoft 365 groups that were inadvertently moved to the Recycle Bin.
- **Cloud solution: backup snapshots are stored in the cloud**
Identity Recovery for Microsoft Entra ID does not require to install or maintain any additional software.
- **Comparison reporting**
This feature lets you view differences between the selected backup and live Microsoft Entra ID or Microsoft 365 and revert unwanted changes.
- **Integration with Recovery Manager for Active Directory**
Identity Recovery for Microsoft Entra ID can be integrated with Recovery Manager for Active Directory 9.0 or higher to restore on-premises objects that were synchronized with cloud by Microsoft Entra Connect.

! **CAUTION:** Microsoft Entra is a dynamic and rapidly evolving platform, which means its APIs may be updated or changed with limited notice. These ongoing changes may occasionally impact features in Identity Recovery for Microsoft Entra ID. When possible, Quest aims to provide timely notification to customers in cases of such impact. For the latest updates on Entra ID APIs, refer to the [Microsoft Entra ID documentation](#) and [Microsoft Graph Changelog](#).

Release History

The following lists the new features, enhancements, and resolved issues by deployment.

Current Deployment

Release: 1.9.10 (April 14, 2026)

Enhancement	Issue ID (ADO)
<ul style="list-style-type: none"> • On Demand is renamed to Security Management Platform. • On Demand Recovery is renamed to Identity Recovery for Microsoft Entra ID and is now part of Identity Recovery. Other updated UI labels include consents now under Identity Recovery, role names prefixed with Identity Recovery, and permissions grouped under Identity Recovery for Entra ID. 	ADO-618452

Previous Deployments

Release: 1.9.9 (April 8, 2026)

Enhancement	Issue ID (ADO)
Backing up Custom Claims Policy settings is now an option in the Configure backup dialog.	ADO-599208

Enhancement	Issue ID (ADO)
Service principals, devices, and conditional access policies are automatically unpacked from backups and no longer controlled by an option in the Backup Unpacking dialog.	ADO-614465
Restore of tenant level settings is now supported from the differences report.	ADO-584544
Deleted objects are now displayed as a single entry in the differences report without individual links.	ADO-502198
The differences report now displays specific attribute changes to Conditional Access policies (for example, policyIdentifier, policyDetail).	ADO-559300
Improved handling of service principals in the differences report for Conditional Access policies.	ADO- 225217

Resolved issue	Issue ID (ADO)
Restore of hard-deleted Conditional Access policies from the differences report fails with an Internal Server Error.	ADO- 582541
Restore of hard-deleted security groups fails when the Restore deleted objects from Recycle Bin option is not selected.	ADO-570151

Release: 1.9.8 (December 16, 2025)

Resolved issue	Issue ID (ADO)
Custom Claims Policy, a complex attribute of service principals, is incorrectly displayed as an object type in the unpacked objects list. This can cause service principals to be missing after unpacking.	ADO-596804
Misleading error message is displayed when attempting to restore gallery applications with a missing <code>appTemplateId</code> . On Demand Recovery does not support the restore of legacy gallery applications that do not use application templates (see known issue ADO-597496).	ADO-595320

Release: 1.9.7 (November 27, 2025)

Resolved issue	Issue ID (ADO)
Backup of Organization settings is skipped for scheduled backups.	ADO-594779
Organization is not displayed on the Unpacked objects tile on the Dashboard .	ADO-592311

Release: 1.9.5 (November 13, 2025)

Feature	Issue ID (ADO)
Support for backup and restore of Organization settings for a tenant. To back up Organization settings, you need to select the Back up Organization settings option when configuring backup options. In a previous release, new permissions were added to the On Demand Recovery Basic and Restore applications to support backing up and restoring Organization settings. When enabling this feature, ensure you have regranted consent to the permissions described in Release: 1.9.2 (September 25, 2025) .	ADO-495502

Feature	Issue ID (ADO)
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i **NOTE:** Restore of tenant level Organization settings is currently not supported from the differences report.

Resolved issue	Issue ID (ADO)
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When using REST API to collect Exchange Online links, backup can fail with a timeout error.	ADO-589405
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Release: 1.9.4 (October 29, 2025)

Resolved issue	Issue ID (ADO)
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Backups may fail if a large number of service principals are linked to a single Claims Mapping Policy.	ADO-586600
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Restore of Security Group fails if the Restore from Recycle Bin checkbox is not selected in the Restore Objects dialog.	ADO-570151
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Release: 1.9.3 (October 7, 2025)

Feature	Issue ID (ADO)
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Added support for backing up and difference reporting of Claims Mapping Policy for a service principal.	ADO-459787
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Added support for restoring Claims Mapping Policy for a service principal.	ADO-455139
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Added support for restoring relations between Claims Mapping Policies and service principals.	ADO-460800
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Resolved issue	Issue ID (ADO)
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Exchange Online PowerShell backup errors result in excessive retry requests, causing backup jobs to queue for days.	ADO-583494
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Exchange Online PowerShell backup commands may time out and fail to recover.	ADO-583495
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Deleted users are restored successfully but mailbox restoration fails due to a connection error, resulting in users being restored without mailboxes.	ADO-583279
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Release: 1.9.2 (September 25, 2025)

New Features

Feature	Issue ID (Jira)	Issue ID (ADO)
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New permissions added to the On Demand Recovery Basic and Restore application to support a planned feature that allows for backing up and restoring organization settings. Basic: (consent version 2.4)	N/A	ADO-566783
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- Organization.Read.All (Application)

Feature	Issue ID (Jira)	Issue ID (ADO)
<ul style="list-style-type: none"> PeopleSettings.Read.All (Application) 		
Restore: (consent version 1.9)		
<ul style="list-style-type: none"> Organization.ReadWrite.All (Delegated) PeopleSettings.ReadWrite.All (Delegated) 		
<p>i NOTE: Although we recommend updating to the latest version of consents, re-granting consent is not required at this time for continued backups. After the feature to back up and restore organization settings is released, customers will need to enable this feature and re-grant consent to back up the new attributes.</p>		

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Unexpected error when checking if the tenant supports Delta API results in backup failures for customers with B2C tenants.	N/A	ADO- 583073
Backup of inactive mailboxes fails because of incompatibility with the latest version of the Exchange Online PowerShell module.	N/A	ADO-581542
Microsoft 365 group restore fails if the Group Lifecycle Policy's managedGroupTypes property is set to "All".	N/A	ADO-581769

Release: 1.9.0 (September 9, 2025)

New Features

Feature	Issue ID (Jira)	Issue ID (ADO)
Optimized the number of API requests during backup of application proxies.	N/A	ADO-571519

Release: 1.8.9 (July 24, 2025)

New Features

Feature	Issue ID (Jira)	Issue ID (ADO)
Added support for backup, unpack, and differences reporting for tenant level settings: Security Defaults.	N/A	ADO-417654
Added support for restore of tenant level settings: Security Defaults.	N/A	ADO-471784

Release: 1.8.7 (July 3, 2025)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Error "Storage metadata not found for CustomClaimsPolicy" occurs when restoring a service principal with no previously set attributes and claims. The service principal now restores successfully with a warning that custom claims metadata is missing.	N/A	ADO- 560676
Backup of inactive mailbox links fails when account names contain unescaped spaces or special characters.	N/A	ADO-567235
Misleading error message displayed when the backup of inactive mailbox links fails.	N/A	ADO-567234

Release: 1.8.6 (June 11, 2025)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Support for backing up and restoring inactive mailboxes of hard-deleted users. A checkbox labeled Back up linkage between users and inactive mailboxes is available under Backup options in the Configure backup dialog (accessed through Manage Backups on the Dashboard).	N/A	ADO-459790
New enterprise application (service principal) for Exchange Online PowerShell for Backup . This application is required to back up the linkage between users and mailboxes. You need to grant consent to Exchange Online PowerShell for Backup and assign the Global Reader role to the service principal.	N/A	ADO-547778
New enterprise application (service principal) for Exchange Online PowerShell for Restore . This application is required to manage Exchange Online and to read and write information to the tenant. To restore an inactive mailbox for a user, you need to grant consent to Exchange Online PowerShell for Restore and assign the Exchange Administrator role to the service principal.	N/A	ADO-547778

Release: 1.8.5 (May 27, 2025)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Restore fails when restoring service principals because the backup does not contain Custom Claims policy data.	N/A	ADO-560052
Error during restore of Conditional Access policies that include a link to the IncludeAuthenticationContextClassReferences property.	N/A	ADO-557275

Release: 1.8.2 (May 6, 2025)

New features

Features	Issue ID (Jira)	Issue ID (ADO)
<p>Permissions have been updated for Restore application. New consent version: 1.8. The following permissions have been added:</p> <ul style="list-style-type: none"> Policy.ReadWrite.ApplicationConfiguration - Allows the app to read and write your organization's application configuration policies, without a signed-in user. <p>NOTE: New permission required for feature to support restore of Custom Claims Policy. See ADO-542301. A regrant consent is required to use this new functionality.</p> <p>NOTE: An incorrect version was noted in customer pre-notification posted on February 4, 2025. New permission added to consent version 1.8, not consent version 1.9.</p>	N/A	ADO-556543
<p>Backup and restore of Custom Claims Policy for a service principal (aka SAML Attributes and Claims). The CustomClaimsPolicy complex attribute represents a claims policy that allows application admins to customize the claims emitted in tokens affected by this policy. See Quest On Demand Recovery Current Supported Attributes user guide for further details on this attribute.</p> <p>NOTE: Restore of the attribute CustomClaimsPolicy for a service principal is not supported from the difference report.</p>	N/A	ADO-542301

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
<p>Unable to restore "Default Policy" (aka SAML Attributes & Claims) - Not supported by Microsoft. See new features ADO-542301</p>	N/A	ADO-471685
<p>Restore user is using MSOL API (now deprecated) when restoring from recycle bin (Diff Restore Only - Old Restore Engine)</p>	N/A	ADO-555614

Release: 1.8.1 (May 6, 2025)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
<p>Restore of Application Proxy fails from diff restore due to addition of new attributes.</p>	N/A	ADO-550643

Release: 1.7.36 (March 12, 2025)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
<p>Backup service credentials still generate sign ins although the feature has been deactivated.</p>	N/A	ADO-543865

Release 1.7.34 (February 11, 2025)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Error during backup when backup have Named Location of type "PrivateLinkNamedLocation".	N/A	ADO-501130
Restore of any object fails if backups have CompliantNetworkNamedLocation object type.	N/A	ADO-534070
Restore of user fails if its linked to Conditional Access Policy and the policy is linked to another user that is not in tenant.	N/A	ADO-534296
Dashboard tile states unprotected due to no credentials.	N/A	ADO-539110
Restore of M365 group shows error in events if no policies found in group.	N/A	ADO-539111

Release 1.7.32 (January 23, 2025)

i **NOTE:** Due to mandatory enforcement of multifactor authentication (MFA) by Microsoft, the following features have been temporarily deprecated:

- Backup and restore of MFA authentication settings
- Backup and restore of MFA state per user
- Backup and restore of related data for inactive mailbox

For more information, please refer to On Demand Recovery [Product Notification](#).

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Removal of backup option "Backup Conditional Access Policies and Service Principal Default Policies" and requirement for credentials. Conditional Access policies and Named Location policies are always backed up. Other policy types are not currently supported by On Demand Recovery. See Known Issues ADO-471685 and ADO-473450. To ensure service credentials are removed from configuration, click "Manage Backup", select the tenant and click Save. No changes are required but this forces the previously saved credentials to be removed from the configuration.	N/A	ADO-533250

Release 1.7.31 (January 08, 2025)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Backup schedule is lost if configured within ~3 minutes after adding tenant	N/A	ADO-225257

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Error in backup for user settings in B2C tenants	N/A	ADO-529808
Unpack failed if Difference report field value exceeds elastic limit	N/A	ADO-532993

Release 1.7.29 (December 12, 2024)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Ampersand symbol (&) in MSOL data cannot be parsed by New Restore Engine	N/A	ADO-531008

Release 1.7.26 (November 14, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Update Manage Restore dialog and Configure Restore dialogs with proper information	N/A	ADO-518707
Restore group(s) linked to group lifecycle policy	N/A	ADO-521948
Python upgrade to version 3.13	N/A	ADO-523248

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
"Difference" column in Diifference .csv export file currently displays the date instead of the actual difference	N/A	ADO-401741
Failed to restore Device attributes	N/A	ADO-512609
False Negative restore for Administrative Units with hard-deleted groups	N/A	ADO-517134

Release 1.7.25 (October 24, 2024)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Selected attributes are not saved in restore window when using non-default 50/100 items view	N/A	ADO-506415
Restore task is hanging at 63%	N/A	ADO-513708
Failure to restore Conditional Access policy with Grant access - requires authentication strength	N/A	ADO-514659
Group Lifecycle Policy not available by default, placeholder needed	N/A	ADO-517560
Failed Backup - Group Lifecycle Policies Links - Get bad status: 400, response: {"error":{"code":"Directory_ExpiredPageToken"}}	N/A	ADO-518203

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Failure to restore Conditional Access policy with Session - requires token protection for sign-in sessions	N/A	ADO-519208
Note removed regarding not providing service account credentials from Configure Restore dialog	N/A	ADO-519745
Misspelling in Configure Restore dialog	N/A	ADO-519980

Release 1.7.24 (September 11, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Backup Tenant Level Settings: Administrative Units including relationships	N/A	ADO-417650
Backup Tenant Level Settings: User Settings	N/A	ADO-417655
Backup for Tenant Level Settings: General Groups + Expiration + Naming Policy	N/A	ADO-417660
Restore Tenant Level Settings: User Settings	N/A	ADO-471781
Restore Tenant Level Settings: General Groups + Expiration + Naming Policy	N/A	ADO-471782
Restore: Administrative Units	N/A	ADO-471786
Unpack for Tenant Level Settings: User Settings	N/A	ADO-487997
Differences for Tenant Level Settings: User Settings	N/A	ADO-487999
Restore: Administrative Unit Relationship Members	N/A	ADO-497285
Restore: Administrative Unit Relationship - scopedRoleMembers	N/A	ADO-497286
Disable Difference restore for all Tenant Level Settings	N/A	ADO-497618

Release 1.7.23 (September 06, 2024)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Backup failed with error encoding `msol_users` - null value for displayName of user.	N/A	ADO-514668

Release 1.7.22 (September 05, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Implemented a white list for log messages.	N/A	ADO-494442
Escape special characters when generating msol_users target.	N/A	ADO-512929
Enhanced handling of data with special characters when indexing and converting msol_users target.	N/A	ADO-512933

Release 1.7.21 (August 27, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Permissions have been updated for Restore application. New consent version: 1.7. The following permissions have been added: <ul style="list-style-type: none">• Policy.ReadWrite.Authorization• Policy.ReadWrite.AuthenticationFlows• Policy.ReadWrite.ExternalIdentities• AdministrativeUnit.ReadWrite.All• User.ManageIdentities.All	N/A	ADO-PR98040

Release 1.7.20 (August 15, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Updated Manage Backups popup to include required roles needed to backup multifactor authentication settings and data related to inactive mailboxes.	N/A	ADO-509282
Updated Configure Restore popup to include required roles needed to restore multifactor authentication settings, data related to inactive mailboxes and Conditional Access policies.	N/A	ADO-509283

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
On Manage Backups popup, if all options are not enabled under Backup options, the password is not saved and an error displays while backing up.	N/A	ADO-509450

Release 1.7.19 (August 08, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Re-enablement of backup and restore of multifactor authentication settings and data related to inactive mailboxes.	N/A	ADO-503476

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Inconsistent results from restoring app registration - searching for a matching application for service principal <ID1> with applId <ID2>	N/A	ADO-505054
Mailbox is not restored for hard deleted MFA Users from Unpacked Objects.	N/A	ADO-505459

Release 1.7.17 (July 18, 2024)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Error restoring app registration - object reference not set to an instance of an object.	N/A	ADO-503796

Release 1.7.16 (July 17, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Retry Policy for restore operations - apply list of error messages for retry.	N/A	ADO-482811

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Failure to restore Conditional Access policy for deleted Service Principal.	N/A	ADO-499268
When a new consent version is available (re-grant consent required), restore operations will proceed with only a warning, not an error.	N/A	ADO-500212
Backups failing with error "An exception occurred while backing up Multifactor Authentication settings." Resolution: Error result of a functional outage and deprecation of API used to backup multifactor authentication settings and backup data related to inactive mailboxes. Features have been temporarily deprecated until the issue can be resolved. See Known Issue ADO-503476 .	N/A	ADO-503501

! New known issues

Known issue	Issue ID (Jira)	Issue ID (ADO)
Back up and restore of multifactor authentication settings and data required to connect inactive mailboxes to a restored user is temporarily not supported. Interface (API) was deprecated and needs to be replaced with new methods.	N/A	ADO-503476

Release 1.7.14 (June 18, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Restore User attributes: employeeType and employeeHireDate.	N/A	ADO-467085
Update Feature Name in events to Activity Trail.	N/A	ADO-492775

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Restore task Service Principal (restore selected - owners) freezes at 99%, but relation is still restored.	N/A	ADO-492169
Restore task succeeds but Conditional Access Policy is not restored because data is malformed or incorrect.	N/A	ADO-492486
User/Group restore does not reconnect user/group to the Conditional Access policy.	N/A	ADO-493719
Restore task fails to restore conditions for Conditional Access policies even if task finished successfully.	N/A	ADO-494698
Directory_ExpiredPageToken is not handled in get_graphio_ entities that cause backup failure.	N/A	ADO-496156

Release 1.7.12 (May 30, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Full rename of Azure Active Directory to Microsoft Entra ID. The URL for On Demand Recovery has been changed to https://quest-on-demand.com/#!/recovery/entraid .	N/A	ADO-462067

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Switch to Info log level (currently set to Debug).	N/A	ADO-494440

Release 1.7.11 (May 14, 2024)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Issues noticed with backend resources for Differences restore when restore engine is turned on.	N/A	ADO-491621

Release 1.7.10 (May 09, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Update to ODJRS SDK for retry policies in restore engine.	N/A	ADO-491910

Release 1.7.9 (April 24, 2024)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Restore of changed user mail attributes: mail, proxyAddresses, targetAddresses fails if user is hard deleted.	RMAZ-136	ADO-352530
On Demand Recovery does not restore an Microsoft 365 mailbox (either for user or for Office group) if it was permanently deleted.	RMAZ-137	ADO-352531
Certain attributes can be applied only for Hybrid objects.	RMAZ-308	ADO-352539
Restore of more than 10000 objects can lead to reduced performance.	RMAZ-576	ADO-352562
Restore for Conditional Access policy "Baseline policy: Require MFA for admins" is not supported.	RMAZ-998	ADO-359281
Restore user licenses fails: Cannot restore usageLocation.	N/A	ADO-394533
Default role cannot be restored when assigned in app registration along with custom role.	N/A	ADO-469437
Provision service is killed by Out Of Memory.	N/A	ADO-469748
Backup stores incorrect Connector data.	N/A	ADO-477065
Cannot restore User - failed restore task - when a user is a member of a dynamic group and relation is in the backup.	N/A	ADO-485074
MSOL get user request fails with Exception: SOAP operation failed with error: Collection was modified; enumeration operation may not execute.	N/A	ADO-487018
User's groups membership is not correctly restored due to hidden member - new permission Member.Read.Hidden added to application Quest On Demand - Recovery - Basic. For resolution of this issue, ensure to regrant consent to the application to consent version 2.3.	N/A	ADO-487918

Release 1.7.7 (March 21, 2024)

Resolved Issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Backup failed due to "Directory_ExpiredPageToken" error.	N/A	ADO-456166
UI improvements in Difference and backup task details.	N/A	ADO-479605
Restore of backlinks to restored hybrid Groups not working for Conditional Access policy.	N/A	ADO-481367

Release 1.7.6 (March 05, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Restore relations of policies to Service Principal, App Registration, Users and Guests, Groups, Directory Roles, Named Locations.	N/A	ADO-455142

Release 1.7.5 (February 20, 2024)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
No backup message - no missing backup but was missing backup cronjob - improve notification.	N/A	ADO-347585
Expired backup remains in retention table when org container was deleted.	N/A	ADO-474438
compliantNetworkNamedLocation for backup causing backup error - skip unsupported type.	N/A	ADO-475776

Release 1.7.3 (January 30, 2024)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Enabled Conditional Policies for backup using GraphAPI.	N/A	ADO-455135
Support option to "Perform differences operation" on the Unpack screen from Dashboard.	N/A	ADO-457124
Restore of Conditional Access Policies with GraphAPI.	N/A	ADO-459772
Enabled Named Location policies for backup using GraphAPI	N/A	ADO-459779
Restore of Named Location policies with GraphAPI	N/A	ADO-459780
Restore service credentials no longer needed for Conditional Access policies and Named Location policies.	N/A	ADO-471748

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Restore of conditional access policy will fail due to Microsoft deprecation of API. Error message will appear "Cannot update default conditional access policy: Status: 403, response: {'odata.error': {'code': 'Authorization_RequestDenied'}}".	N/A	ADO-452910

Release 1.7.0 (December 05, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Improved retention policies for new backups. Users can now set retention periods in custom number of days for retention policies.	N/A	ADO-453550

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Hard deleted application registrations able to be restored more than once.	N/A	ADO-456951
UI shows an error when restoring object using custom RBAC.	N/A	ADO-463497

Release 1.6.13 (November 30, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
New permissions for Basic and Restore applications/service principals.	N/A	ADO-454066

Release 1.6.12 (November 22, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Support for restoring hard deleted applications.	N/A	ADO-305138
Support for restoring soft deleted application registrations.	N/A	ADO-457117
An error message will display if restore consent has not been granted or needs regranting.	N/A	ADO-457273

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Restoring hard deleted service principal does not reference a valid application object.	N/A	ADO-262036
Attribute "identifierUri" not restored while restoring hard deleted application.	N/A	ADO-282865
Unable to restore application owner for hard deleted application registration.	N/A	ADO-368786
Hard deleted service principal cannot be restored due to missing privileges.	N/A	ADO-449175

Release 1.6.11 (November 09, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Not all attributes are displayed in the attributes' browser with multiple tenants in On Demand organization.	N/A	ADO-456721

Release 1.6.10 (November 02, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Combined backup of Conditional Access policies and Service Principal Default Policies options in Configure Backup dialog.	N/A	ADO-448017
Updated roles and permissions regarding restore application/service principal.	N/A	ADO-417336

Release 1.6.8 (October 05, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Backup statistics fails due to issue when downloading backup files.	N/A	ADO-452664

Release 1.6.7 (October 03, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
New application and service principal for Restore operations. New application and consent permissions will restore Microsoft 365 and Microsoft Entra data to your tenant. The consent granted with this application allows On Demand Recovery to access Microsoft Entra ID to write directory and group data.	N/A	ADO-417334
Separate service credentials can be specified for backup and restore operations. New Manage Restore settings available to specify service credentials for restore operations of advanced features. Advanced features include conditional access policies and service principal default policies. Service credentials specified in Manage backup settings are now only used for backup operations.	N/A	ADO-417336

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Expired backups showing on UI when deleted.	N/A	ADO-352540
Hanging backups when service account is specified.	N/A	ADO-450011

Release 1.6.6 (September 21, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Mailbox Restore - Integration with ODJRS Managed Identity	N/A	ADO-437473

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Error occurs when restoring multiple mailboxes - Request_BadRequest. Details: Another object with the same value for property userPrincipalName already exists	N/A	ADO-392130
Restore button: Improve experience - ensure that a tenant is selected by default (last selected tenant saved).	N/A	ADO-422990
Token generation is bypassing caching.	N/A	ADO-447099
Backup task progress is showing wrong information.	N/A	ADO-447989

Release 1.6.5 (September 12, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Cached delegated token prevents restore to complete successfully.	N/A	ADO-444541

Release 1.6.4 (August 31, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Group assignment is not restored for service principal when both service principal and group are deleted.	N/A	ADO-436526
Unpack task fails for very large backups (100m+ members).	N/A	ADO-445269

Release 1.6.2 (August 17, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Scheduled backup always skips policies regardless of configuration.	N/A	ADO-443290

Release 1.6 (August 03, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Ability to browse and view list of supported attributes per object type.	N/A	ADO-436418
Backup to support group members of directory role.	N/A	ADO-413845
Support restore of directory role group members.	N/A	ADO-416704
New backup settings - update Manage Backup screen with new settings and clearer requirements for service credentials.	N/A	ADO-421153
New Guide: Supported Attributes.	N/A	ADO-436419
Support of Application Extension attributes in Restore Browse.	N/A	ADO-421150
Implementation of new grid for selection of attributes by object type.	N/A	ADO-423358
Ability to browse and view list of supported attributes per object type.	N/A	ADO-436418

Release 1.5.110 (June 06, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Upgrade to Elasticsearch 7.17.0.	N/A	ADO-407771
Whitesource: Upgrade to Werkzerug 2.2.3.	N/A	ADO-416131

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Removal of Azure Active Directory Graph permissions from service principals.	N/A	ADO-415518

Release 1.5.108 (May 18, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Warnings are generated during backup due to missing 'await'.	N/A	ADO-426398

Release 1.5.105 (April 18, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Issue restoring mailbox link from hard-deleted users (restore of single mailbox).	N/A	ADO-416859

Release 1.5.102 (March 09, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Error while restoring conditional access policy.	N/A	ADO-410180

Release 1.5.101 (February 09, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Allow Global Reader permission to be specified for service accounts.	N/A	ADO-406402

Release 1.5.99 (January 24, 2023)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Addition of Application Registrations to backup statistics.	N/A	ADO-391346

Release 1.5.98 (January 10, 2023)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Disable restore button when no tenant is selected (instead of hiding).	N/A	ADO-385901

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Incorrect link in error message 'You need to upload certificates to make SAML SSO work again'.	N/A	ADO-401681

Release 1.5.97 (November 22, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
WCF Relay check hangs with '502' response code.	N/A	ADO-394935

Release 1.5.95 (November 08, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
WhiteSource vulnerability (high): py-1.11.0-py2.py3-none-any.whl - upgrade to version azure-cli - 2.40.0.	N/A	ADO-392484
Lost backup monitor works for 14+ hours due to 50 retries when elastic is unavailable.	N/A	ADO-393149
ODJRS: restoration of inactive mailbox takes too long and the job state never changes.	N/A	ADO-393716

Release 1.5.94 (October 27, 2022)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Addition of object counts for each object type.	N/A	ADO-373755

Release 1.5.93 (October 20, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Restoration of multiple users (more than 3) with a mailbox fails.	N/A	ADO-391323
Unpacking can be started when no backups has been created.	N/A	ADO-371726

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Support of Exchange Online modern authentication for difference restore operation.	N/A	ADO-384591
Support mailbox restore for Exchange Online and modern authentication - basic authentication deprecated.	N/A	ADO-384601

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Validate connection hangs in Manage Tenant dialog.	N/A	ADO-367197

Release 1.5.91 (September 20, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Lost backup monitor runs for 20+ hours due to increased retry attempts.	N/A	ADO-385655
AU tenant not displaying under Manage Backups and backups fail.	N/A	ADO-385072

Release 1.5.90 (September 16, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
SharePoint Online requests require longer timeout.	N/A	ADO-385275

Release 1.5.89 (September 16, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Backup failed with "NoneType' object is not subscriptable' error.	N/A	ADO-385203

Release 1.5.88 (September 15, 2022)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Update from Azure AD Graph API to Microsoft Graph API.	N/A	ADO-380999

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
WhiteSource vulnerability: lxml 4.6.5 - upgrade to version lxml 4.9.1.	N/A	ADO-372947
WhiteSource vulnerability: azure.storage.blob 12.10.0 - upgrade required.	N/A	ADO-376129
Invalid notification process for expired subscriptions and handling of data.	N/A	ADO-377289
If objects from different tenants were selected, the restore button should not be visible. Select only objects from a single tenant to restore.	N/A	ADO-379980
Task fails when roles are assigned to a service account via a group.	N/A	ADO-381764
Unable to read Default Policy for service principal and backup fails.	N/A	ADO-382912

Release 1.5.86 (July 12, 2022)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Enhancement to hybrid connection settings.	N/A	ADO-364499

Release 1.5.85 (June 30, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Unpacking fails for organization.	N/A	ADO-371256

Release 1.5.84 (June 07, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Lost backups monitor is not handling exceptions properly.	N/A	ADO-326952

Release 1.5.82 (May 17, 2022)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
Added option to perform differences operation during unpack.	N/A	ADO-349822
Enhanced the existing restore process to only read backup files that contain relevant data.	N/A	ADO-329253

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Saving customer credentials may fail due to changes in Azure KeyVault behavior.	N/A	ADO-328010

Release 1.5.80 (March 31, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Added fix to unpack and restore group with contacts.	N/A	ADO-346179

Release 1.5.75 (January 27, 2022)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Hybrid user restore from Recycle Bin will programmatically set user GivenName into different value.	N/A	ADO-319713

Release 1.5.72 (December 16, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Error during restore of AppRoles due to service principal object. Error was not displayed in the UI.	N/A	ADO-314295

Release 1.5.71 (November 30, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Hybrid restore: Clearing up "ReadOnly" Hybrid Object attributes for soft deleted user.	N/A	ADO-316891
Backup failures related to changes in Graph API.	N/A	ADO-320114

Release 1.5.69 (November 04, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Restore on-premises objects source and directory synced displayed incorrect information.	N/A	ADO-251281

Release 1.5.66 (September 28, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
An error displays that cannot update the default conditional access policy.	N/A	ADO-262144

Release 1.5.65 (July 20, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Hard deleted group/user did not reflect in Differences tab.	N/A	ADO-265552
Differences tab hangs when the user clicks refresh.	N/A	ADO-265263/ADO-238672

Release 1.5.63 (June 23, 2021)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
When deleting a group, all links that were affected by this action are shown in the Differences report, e.g. Microsoft Entra group membership, SharePoint groups membership, conditional access policies, group owners, and application assignments.	N/A	ADO-351389

Release 1.5.60 (June 01, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
The backup configuration dialog does not behave properly when incorrect credentials provided.	N/A	ADO-261437

Release 1.5.59 (May 18, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Issue with running backup when no tenant selected.	N/A	ADO-258581
Policies not always restored due to caching of objects.	N/A	ADO-258490

Release 1.5.57 (May 04, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
A notification was not sent after a missed backup due to timeout of services.	N/A	ADO-255103
Hard deleted user failed to add owner to Service Principal due to insufficient privileges.	N/A	ADO-248651
Configure backup dialog was unable to open for B2C clients.	N/A	ADO-255021

Release 1.5.56 (April 29, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Restoration of a deleted user had failed.	N/A	ADO-254604
Multi-factor authentication status was incorrect when restoring multi-factor authentication settings.	N/A	ADO-234914
Service Principal restore did not reference a valid application object.	N/A	ADO-252945
Intermittent backup failures occurred for unknown reason.	N/A	ADO-257344

Release 1.5.55 (March 23, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
SharePoint user is not created during the restore operation.	N/A	ADO-251607
On Demand Recovery displays timeout error.	N/A	ADO-251978

Release 1.5.53 (March 16, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Fixed the discrepancy between data reported from the Backup tab and the Unpacked tab.	N/A	ADO-248218

Release 1.5.46 (January 25, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Failed backup event and email notification.	N/A	ADO-226221
Changes in appRoles are not shown in Differences.	N/A	ADO-226199
Differences report did not show conditional access policy change.	RMAZ-1169	ADO-225252
Role assignment is not restored for single sign-on applications.	RMAZ-691	ADO-225247

Release 1.5.45 (January 12, 2021)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Difference report: The deleted conditional access policy may fail to appear.	N/A	ADO-234723
Object search functionality did not work correctly when partial criteria was entered.	N/A	ADO-234912
Linking hard deleted user to service principal owner or application owner gave insufficient permission error.	N/A	ADO-235423
Restoration of user failed due to invalid location.	N/A	ADO-225236

Release 1.5.39 (December 01, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Backup failing due to the deletion of a tenant	N/A	ADO-228850

Release 1.5.35 (November 03, 2020)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
On the Unpacked Objects tab, there is now a Mail Enabled filter. This allows you to filter by users and groups who do or do not have a mailbox.	RMAZ-648	ADO-216080

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Changes made to appRoles attributes were not displayed in the Differences report.	RMAZ-1084	ADO-348200

Release 1.5.34 (October 05, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Made adjustments to the Application Proxy backup and restore feature to compensate for the modification that Microsoft made to an API endpoint.	RMAZ-1623	ADO-348180

Release 1.5.33 (October 01, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Second restore of hard deleted user unable to complete due to more than one user being found when matching.	RMAZ-1606	ADO-348179

Release 1.5.32 (September 24, 2020)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
From this version, On Demand Recovery restores Microsoft Entra Application Proxy applications.	RMAZ-1335	ADO-348241
Application Proxy settings can be restored from the Differences report.	RMAZ-1435	ADO-348286

Release 1.5.31 (August 27, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
On Demand Recovery can restore/validate application role assignments that have invalid IDs.	RMAZ-1436	ADO-348287

Release 1.5.29 (August 13, 2020)

New features

Feature	Issue ID (Jira)	Issue ID (ADO)
From this version, On Demand Recovery restores gallery applications using Beta API .	RMAZ-1559	N/A

Release 1.5.26 (July 28, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
On Demand Recovery may display wrong timestamps for hybrid objects on the Events screen.	RMAZ-1482	ADO-348305

Release 1.5.25 (July 23, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
The Hybrid restore operation does not randomly restore some hybrid attributes.	RMAZ-1443	ADO-348172

Release 1.5.22 (June 30, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Backup creation can fail when getting a password from Azure Key Vault.	RMAZ-1452	ADO-348174
Hybrid recovery from encrypted backups does not work.	RMAZ-1448	ADO-348173

Release 1.5.21 (June 18, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Hybrid recovery stability has been improved.	RMAZ-1317	ADO-348157

Release 1.5.20 (June 16, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Improved stability of On Demand Recovery backups.	RMAZ-1442	ADO-348171

Release 1.5.18 (June 09, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
The ssoSettings attribute of a service principal cannot be restored for the corresponding non-gallery Application.	RMAZ-1432	ADO-348170

Release 1.5.17 (June 02, 2020)

Resolved issues

Resolved issue	Issue ID (Jira)	Issue ID (ADO)
Backup settings did not display correctly in the "Create backup" dialog due to a problem with the empty 'created' field.	RMAZ-1428	ADO-348169

Known issues

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

CAUTION: Microsoft Entra is a dynamic and rapidly evolving platform, which means its APIs may be updated or changed with limited notice. These ongoing changes may occasionally impact features in Identity Recovery for Microsoft Entra ID. When possible, Quest aims to provide timely notification to customers in cases of such impact. For the latest updates on Entra ID APIs, refer to the [Microsoft Entra ID documentation](#) and [Microsoft Graph Changelog](#).

General known issues

Known issue	Issue ID (Jira)	Issue ID (ADO)
If you restore two groups which are members of the third group which was deleted, the third group can be duplicated after the restore operation. This issue is applied only to non-Office Groups which support nesting. Workaround: To avoid this issue, the user needs either to restore groups one by one (order is not important) or restore all of them at once.	RMAZ-18	ADO-226239
Identity Recovery for Microsoft Entra ID does not restore Distribution List members and will display the error "Status: 400, Code: Request_BadRequest. Details: Unable to update the specified properties for objects that have originated within an external service."	RMAZ-174	ADO-348192
If two users perform the unpack operation simultaneously with the selected "Clear objects" option in the same organization, one of the processed backups will not be unpacked (or will be partly unpacked). Workaround: Do not select the "Clear objects" option. Also, the restore operation may fail if the user is trying to unpack the backup that is currently processed by another user.	RMAZ-270	ADO-225214
Old backups (backups that were created before you remove the tenant) are not shown in the Identity Recovery for Microsoft Entra ID user interface if the same tenant was removed and then added again. If you need to unpack, restore or delete old backups, please contact Quest Support.	RMAZ-273	ADO-352537
Backup task does not check the Admin consent status, but if the Admin consent is not granted for the tenant, the following error occurs: "The identity of the calling application could not be established."	RMAZ-315	ADO-352542
The restore operation from the Differences view may fail if you run Refresh before the restore operation is completed.	RMAZ-352	ADO-352545
An incorrect (empty) object count may be displayed in the "details pane" of the Restore from Diff task.	RMAZ-354	ADO-352546
When using the differences report to restore relations where the source or target object is not in the backup, an exception occurs or the task hangs.	N/A	ADO-622953

Known issue	Issue ID (Jira)	Issue ID (ADO)
Workaround: Restore the new object from the Unpacked Objects list view.		
If you enable Azure Multi-Factor Authentication (MFA), you should regrant Admin Consent for the Identity Recovery for Microsoft Entra ID module. Otherwise, you will get the following error during the restore operation: "Failed to refresh access token. StatusCode: 400. ErrorCode: interaction_required. Due to a configuration change made by your administrator, or because you moved to a new location, you must use multi-factor authentication to access".	RMAZ-405	ADO-352553
Identity Recovery for Microsoft Entra ID does not support backup and restore of Microsoft Entra tenants created in Azure Germany, or U.S. Government.	RMAZ-566	ADO-352561
If a user does not have the service account for the tenant, Identity Recovery for Microsoft Entra ID cannot restore permanently deleted service principals provisioned from Azure Gallery. Workarounds: <ol style="list-style-type: none"> 1. Install the corresponding application from Azure Gallery once again to re-create the service principal object. 2. Install SSL certificates for the application. 3. Configure single sign-on (SSO) options for the service principal (if any). 4. After that, Identity Recovery for Microsoft Entra ID will be able to apply properties from the backup. 	RMAZ-690	ADO-352565
Identity Recovery for Microsoft Entra ID does not restore MFA authentication methods for a hard deleted user if the mobile application was assigned to this user. NOTE: If any of the following Voice Call/SMS/Office Phone was set up as an authentication method for a user, Identity Recovery for Microsoft Entra ID will restore all MFA data for this user.	RMAZ-777	ADO-352568
If you restore a permanently deleted user with the enabled Self-Service Password Reset option, Multi-Factor Authentication methods will be displayed as not verified after restore.	RMAZ-798	ADO-352570
Identity Recovery for Microsoft Entra ID does not support MFA enabled accounts for backup creation. To set the account password to never expire, use the following PowerShell command: <code>Set-MsolUser -UserPrincipalName <name of the account> -PasswordNeverExpires \$true</code> For more details, refer this article https://support.office.com/en-us/article/set-an-individual-user-s-password-to-never-expire-f493e3af-e1d8-4668-9211-230c245a0466	RMAZ-779	ADO-352569
A tenant verification failed message appears when user adds tenant to Identity Recovery for Microsoft Entra ID (Core only).	N/A	ADO-264595
Identity Recovery for Microsoft Entra ID does not support backups dated before October 2019.	N/A	ADO-394268
Unable to restore all other policy types - only support Conditional	N/A	ADO-473450

Known issue	Issue ID (Jira)	Issue ID (ADO)
Access Policies and Named Locations with new Graph API.		
Unable to update mail-enabled group attributes.	N/A	ADO-475481
Restoring app role ends with exception 'Failed to update service principal application roles Cannot modify or delete entitlement with origin Application.'	N/A	ADO-511582
Legacy policies in effect cause following error on restore of MFA authentication methods: "Cannot enable SMS sign-in on phone authentication method as the credential policy is not enabled on the user." Workaround: Transition to new Authentication methods policies if possible. Microsoft will deprecate legacy MFA policies from September 2025.	N/A	ADO-518702
Retrieving Custom Claims Policy generates an internal server error in some tenants across different regions, resulting in failed backups.	N/A	ADO-558027
Some tenants may have legacy policies in effect that allow users to set up authentication methods not permitted by current policies. If there is a conflicting policy, Identity Recovery for Microsoft Entra ID restores the user's authentication method but returns the error: "Cannot enable SMS sign-in on phone authentication method as the credential policy is not enabled on the user."	N/A	ADO-498821
Restore of gallery applications fails if there is no appTemplateID. Legacy gallery applications that do not use application templates are not supported.	N/A	ADO-597496

Hybrid only known issues

Known issue	Issue ID (Jira)	Issue ID (ADO)
Granular restore of object membership from the Differences view is not supported. Workaround: Go to the Objects view, find the group that you want to restore and select the member attribute in the attribute list to restore links.	RMAZ-252	ADO-225173
Cannot download hybrid credentials with the Error 404 "Not found" may occur. This issue occurs if you try to get credentials right after the registration - it takes about one minute to create the Relay credentials.	RMAZ-311	ADO-352541
If the same on-premises object is selected in different unpacked backups on the Objects view, Identity Recovery for Microsoft Entra ID will perform the hybrid restore of the object on the first selected backup date.	RMAZ-355	ADO-352547
If multiple objects are selected for restore and there is Directory Synchronization Service Account among them, the restore operation will fail for all objects with the error "Failed on-premise restore. Error: Value cannot be null".	RMAZ-358	ADO-352548
Hybrid restore (from Objects or Differences view) uses attribute values from the on-premises backup. So, these values may be different from the corresponding values shown in the Differences or	RMAZ-373	ADO-352551

Known issue	Issue ID (Jira)	Issue ID (ADO)
Objects view.		
Restore of the usageLocation cloud attribute does not work for the "Exchange Hybrid" scenario.	RMAZ-457	ADO-352554
A restore of a hybrid cloud user that was permanently deleted may fail, if Microsoft Entra Connect cannot synchronize the newly created user from the on-premises Active Directory to the cloud. Workaround: Force Microsoft Entra Connect initial synchronization to fix this issue, then restart the restore operation.	RMAZ-485	ADO-352559
Cannot restore cloud attributes for a permanently deleted user in hybrid scenario after the user was recreated by Microsoft Entra Connect. The following error will arise: "Another object with the same value for property userPrincipalName already exists "	RMAZ-720	ADO-352566
Identity Recovery for Microsoft Entra ID cannot restore the onPremisesDistinguishedName property for permanently deleted users in hybrid scenario. In this case you will get the following error message: "Property 'onPremisesDistinguishedName' is read-only and cannot be set" error.	RMAZ-721	ADO-352567
Hybrid restore may fail with the following error: "The ChannelDispatcher at 'sb://backupaad-rmaz-hybrid-us.servicebus.windows.net/org-f555beae-38fa-4d0a-b502-08c4b93b01da' with contract(s) 'HybridRestoreServiceContract' is unable to open its IChannelListener". Workaround: Restart the Recovery Manager Hybrid Connect service.	RMAZ-907	ADO-352573
Import-Module ADSync command may not work correctly on the Microsoft Entra Connect host. Workarounds: <ul style="list-style-type: none"> • Make sure that <i>Import-Module</i> is available globally on the Microsoft Entra Connect host. -OR- • Copy the AADSync.psm1 file manually from the Recovery Manager Portal machine to the PowerShell default folder on the Microsoft Entra Connect host. 	RMAZ-931	ADO-352574

Quest Migration and Management Platform known issues

Known issue	Issue ID
You may see a "white screen" instead of spinning preloader when starting Identity Recovery for Microsoft Entra ID.	QMMP-74
The "Select all" option does not work properly in the "Select attributes" dialog that opens when you click Browse in the Restore Objects dialog. If you select the "Select all" check box, all attributes will be selected, but will not be restored.	QMMP-130
Invalid sorting of data by 'Task Name' and 'Object Name' fields in the Events view.	QMMP-142
Resizing issue: Shows gray overlay on small displays when the side bar was initially in the expanded state.	QMMP-159

Known issue	Issue ID
Scrolling hangs if there are more than 10000 objects in a list. Workaround: Use sorting or filtering option to narrow your search scope.	QMMP-177, QMMP-182
The timelines on the Events and Backups show incorrect results if you select an interval in the timeline and then click any date range link on the left side of the screen.	QMMP-184
If you work with Internet Explorer 11, dialogs launched from the Differences and Dashboard screens may show controls from the lower layer. Workaround: Resize the browser window.	QMMP-201
Details panel on the Objects view shows tasks in a random order.	QMMP-221
On the Dashboard view, if you click on any specific status in the objects widget, you will be redirected to the Objects view with this status as a filter. Then, if you go back to Dashboard and click on the widget title (total number of objects), you will be redirected to Objects with the previous status filter.	QMMP-228

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. Security Management Platform 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 Security Management Platform services: <https://status.quest-on-demand.com/>
- Azure Services: <https://azure.microsoft.com/en-ca/status/>
- AWS Services: <https://status.aws.amazon.com/>

System requirements

Identity Recovery for Microsoft Entra ID supports the following browsers:

- Microsoft Edge
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

Product licensing

Identity Recovery for Microsoft Entra ID 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 Data Processing Addendum at www.quest.com/legal/dpa.aspx. This software does not require an activation or license key to operate.

You can sign in to as a Guest user and sample the solutions the product can offer. As a Guest user, you can add your Microsoft Entra tenant and look for problems that can be solved by Identity Recovery for Microsoft Entra ID. To sign in as a Guest user, go to quest-on-demand.com and select **Continue as Guest**.

Trial licenses are available. To enable a trial license, you must use a Quest account to sign up for Identity Recovery for Microsoft Entra ID. Use one of the following procedures:

- To enable a trial license with an existing Quest account
- To create a Quest account and enable a trial license

To enable a trial license with an existing Quest account

1. Go to <https://www.quest.com/on-demand/>.
2. Scroll down to the module you are interested in and select **Try Online**.
3. On the Free Trial of Recovery page, select **Sign In for your Free Trial**.
4. Fill in your Quest account credentials and select **Sign In**. The Welcome to page opens.
5. In the **Add organization name** field, enter a name for your organization.
6. In the **Select Region** field, select the region where you want your data to reside.
7. Select **Create New Organization**.

You can now add your Microsoft Entra tenant and begin using the module. See the [Identity Recovery for Microsoft Entra ID User Guide](#) for more information on working with Identity Recovery for Microsoft Entra ID.

To create a Quest account and enable a trial license

1. Go to <https://www.quest.com/on-demand/>.
2. Scroll down to the module you are interested in and select **Try Online**.
To try online, you must create a Quest account and then sign up for Identity Recovery for Microsoft Entra ID.
3. Create a Quest account.
 - a. Select **Create a Trial Account**.
 - b. Fill in the fields on the Create Account page. Note that the email and password entered here will be the credentials you use to sign in to Security Management Platform.
 - c. Select **Create Account**.
The "We've sent you an email" page opens.
4. Sign in to Security Management Platform.
 - a. Go to your email account and open the email from support.quest.com. Click on the verification link.
The Welcome to page opens.
 - b. In the **Add organization name** field, enter a name for your organization.
 - c. In the **Select Region** field, select the region where you want your data to reside.
 - d. Click **Create New Organization**.

You can now add your Microsoft Entra tenant and begin using the module. See the [Identity Recovery for Microsoft Entra ID User Guide](#) for more information on working with Identity Recovery for Microsoft Entra ID.

More resources

Additional information is available from the following:

- [Identity Recovery for Microsoft Entra ID product documentation](#)
- [Quest On Demand community](#)
- [Product trials and subscriptions](#)

Third-party contributions

This product contains the third-party components listed below. For third-party license information, go to <https://quest.com/legal/license-agreements.aspx>.

List of Third-Party Contributions

Quest Identity Recovery for Microsoft Entra ID

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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
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- Engage in community discussions
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- View services to assist you with your product

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Legend

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

Identity Recovery for Microsoft Entra ID Release Notes
Updated - April, 2026
Version - 1.9.10