Quest® Identity Recovery for Microsoft Entra ID

Release Notes

October 1, 2026

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

> **NOTE: Commercial and FedRAMP (Government) Environments**
> This documentation covers both the commercial and FedRAMP-authorized environments of Identity Recovery for Microsoft Entra ID. Unless otherwise noted, features and behavior described here apply to both environments. Where functionality differs or is not available in the FedRAMP environment, a note appears at the top of the relevant section. Some features may become available in the FedRAMP environment on a later timeline than in the commercial environment due to authorization requirements. For a complete list of features not supported in the FedRAMP environment, see *Appendix – FedRAMP Support* in the Identity Recovery for Microsoft Entra ID User Guide.

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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

October 1, 2026

Resolved issue	ID
Unpacking a backup on the **Backups** page fails when no tenant is selected. A tenant is now selected automatically, and the **Unpack** option is disabled when **Show All** is selected in the tenant selector.	ADO-658644
Unpacking a backup can fail with the error "Timed out waiting for proxy to start on port N", even when a tenant is selected.	ADO-736074

Previous Deployments

September 15, 2026

Resolved issue	ID
When the Conditional Access policy ID in a backup differs from the mapped Microsoft Graph policy ID, the restore remains at 99% despite a successful policy update.	ADO-722616
Backups stored in the legacy storage location can display an empty object list on the **Unpack Objects** page after being unpacked.	ADO-723297
Restore tasks may hang when Microsoft Entra replication delays prevent a restored service principal from being associated with a Conditional Access policy.	ADO-723542
Restoring a Conditional Access policy may fail after the policy and its associated Named Location are hard deleted and restored, resulting in a malformed or incorrect policy restore error.	ADO-757703

August 18, 2026

Resolved issue	ID
Differences report displays a soft-deleted user as hard-deleted after the user is permanently deleted from Microsoft Entra ID, even though the user cannot be restored because the required backup data is unavailable.	ADO-718519
Retrieving a Custom Claims Policy can generate an internal server error that causes the backup to fail. The internal server error remains a known issue (see ADO-558027). When this error occurs, the policy is now skipped and the backup continues instead of failing.	ADO-723104

August 13, 2026

Resolved issue	ID
In some environments, restoring a deleted user may not restore the associated mailbox.	ADO-719169

August 12, 2026

Resolved issue	ID
When a Conditional Access policy and its referenced Named Location policy are deleted and restored, the relationship is not restored.	ADO-717954

July 28, 2026

Resolved issue	ID
Backups should not fail if some of the required consents have not been granted.	ADO-702540
Conditional Access Policy links not restored for hard-deleted group in tenants with large number of conditional access policies (100+).	ADO-658113

July 22, 2026

Deployment Regions: United States (US), Europe (EU) and United Kingdom (UK) regions

Enhancement	ID
Key security enhancements include:	ADO- 226267

Enhancement	ID
• Azure Managed Identities are now part of our authentication model, reducing reliance on secrets and credentials that require management and rotation. • Azure Key Vault authorization is transitioning from access policies to Azure Role-Based Access Control (RBAC) as part of ongoing security improvements, enabling more centralized access management, stronger privilege controls, and improved governance. • Backup storage security is enhanced with customer-specific container-level encryption. New backup containers are assigned dedicated Azure Storage encryption scopes, providing an additional layer of customer data isolation and protection. **NEEDS ATTENTION:** Recent security enhancements for Identity Recovery for Microsoft Entra ID require customers using the integration with RMAD to re-establish the connection. To reconnect, select Configure Connection on the Hybrid connection tile.	

Resolved issue	ID
Backup tasks do not check whether the Identity Recovery - Basic admin consent is granted for a tenant and display an unclear error message when the consent is missing.	ADO- 352542
Incorrect data is displayed in the **Difference** column when exporting differences from the differences report.	ADO-501723
Conditional Access Policy links not restored for hard-deleted group in tenants with large number of conditional access policies (100+).	ADO-658113

July 15, 2026

Deployment Regions: Australia (AU) and Canada (CA) regions

Enhancement	ID
Key security enhancements include: • Azure Managed Identities are now part of our authentication model, reducing reliance on secrets and credentials that require management and rotation. • Azure Key Vault authorization is transitioning from access policies to Azure Role-Based Access Control (RBAC) as part of ongoing security improvements, enabling more centralized access management, stronger privilege controls, and improved governance. • Backup storage security is enhanced with customer-specific container-level encryption. New backup containers are assigned dedicated Azure Storage encryption scopes, providing an additional layer of customer data isolation and protection. **NEEDS ATTENTION:** Recent security enhancements for Identity Recovery for Microsoft Entra ID require customers using the integration with RMAD to re-establish the connection. To reconnect, select Configure Connection on the Hybrid connection tile.	ADO- 226267

Resolved issue	ID
Backup tasks do not check whether the Identity Recovery - Basic admin consent is granted for a tenant and display an unclear error message when the consent is missing.	ADO- 352542
Incorrect data is displayed in the **Difference** column when exporting differences from the differences report.	ADO-501723

1.9.13 (June 9, 2026)

Feature	ID
Support for backup and restore of cross-tenant access settings (Microsoft cloud settings and default settings) for a tenant. The following permission is added to the Restore application to support the restore of cross-tenant access settings: • Policy.ReadWrite.CrossTenantAccess **NOTE:** This permission is included in the latest consent version for the Restore application (1.10). Re-granting admin consent is not required, but we recommend updating to the latest consent version for the Restore consent type to ensure full functionality of this feature.	ADO-460918 ADO-596874 ADO-614907

Enhancement	ID
Soft-deleted security groups can now be restored from the Recycle Bin during restore operations.	ADO-620394

Resolved issue	ID
Restore of administrative units fails if the `Description` attribute is null or missing.	ADO-642431

1.9.12 (May 20, 2026)

Resolved issue	ID
The differences report does not show removed members of a Microsoft 365 group when the **Back up linkage between users and inactive mailboxes** option is enabled.	ADO-629322
When an object is hard deleted and then restored, the differences report previously showed **Object hard deleted** and **New object** entries; now, restored objects are no longer shown as differences unless further changes are made.	ADO-225182
In the differences report, you cannot filter by **Object soft deleted** because it is missing from the **Change Type** filter.	ADO-622491
When restoring Conditional Access policies from the differences report, events for the restore task do not display the object name.	ADO-625452
When restoring multiple Conditional Access policies from the differences report, events for the restore task show the same policy name for all policies.	ADO-625452
When restoring a user who is a member of a group with an app role assignment, the group is unexpectedly removed from the app role assignment.	ADO-635611

1.9.10 (April 14, 2026)

Enhancement	ID
• 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

1.9.9 (April 8, 2026)

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

1.9.8 (December 16, 2025)

Resolved issue	ID
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 `appTemplateId`. 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

1.9.7 (November 27, 2025)

Resolved issue	ID
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

1.9.5 (November 13, 2025)

Feature	ID
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 1.9.2 (September 25, 2025) . **NOTE:** Restore of tenant level Organization settings is currently not supported from the differences report.	ADO-495502

Resolved issue	ID
When using REST API to collect Exchange Online links, backup can fail with a timeout error.	ADO-589405

1.9.4 (October 29, 2025)

Resolved issue	ID
Backups may fail if a large number of service principals are linked to a single Claims Mapping Policy.	ADO-586600
Restore of Security Group fails if the **Restore from Recycle Bin** checkbox is not selected in the **Restore Objects** dialog.	ADO-570151

1.9.3 (October 7, 2025)

Feature	ID
Added support for backing up and difference reporting of Claims Mapping Policy for a service principal.	ADO-459787
Added support for restoring Claims Mapping Policy for a service principal.	ADO-455139
Added support for restoring relations between Claims Mapping Policies and service principals.	ADO-460800

Resolved issue	ID
Exchange Online PowerShell backup errors result in excessive retry requests, causing backup jobs to queue for days.	ADO-583494

Resolved issue	ID
Exchange Online PowerShell backup commands may time out and fail to recover.	ADO-583495
Deleted users are restored successfully but mailbox restoration fails due to a connection error, resulting in users being restored without mailboxes.	ADO-583279

1.9.2 (September 25, 2025)

Feature	ID
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) • Organization.Read.All (Application) • PeopleSettings.Read.All (Application) Restore: (consent version 1.9) • Organization.ReadWrite.All (Delegated) • PeopleSettings.ReadWrite.All (Delegated) **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.	ADO-566783

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

1.9.0 (September 9, 2025)

Feature	ID
Optimized the number of API requests during backup of application proxies.	ADO-571519

1.8.9 (July 24, 2025)

Feature	ID
Added support for backup, unpack, and differences reporting for tenant level settings: Security Defaults.	ADO-417654
Added support for restore of tenant level settings: Security Defaults.	ADO-471784

1.8.7 (July 3, 2025)

Resolved issue	ID
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.	ADO-560676
Backup of inactive mailbox links fails when account names contain unescaped spaces or special characters.	ADO-567235
Misleading error message displayed when the backup of inactive mailbox links fails.	ADO-567234

1.8.6 (June 11, 2025)

Feature	ID
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).	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.	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.	ADO-547778

1.8.5 (May 27, 2025)

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

1.8.2 (May 6, 2025)

Features	ID
Permissions have been updated for Restore application. New consent version: 1.8. The following permissions have been added: • Policy.ReadWrite.ApplicationConfiguration - Allows the app to read and write your organization's application configuration policies, without a signed-in user. **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.	ADO-556543

Features	ID
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.	
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 Identity Recovery for Microsoft Entra ID Supported Attributes Guide for further details on this attribute. **NOTE:** Restore of the attribute CustomClaimsPolicy for a service principal is not supported from the difference report.	ADO-542301

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

1.8.1 (May 1, 2025)

Resolved issue	ID
Restore of Application Proxy fails from diff restore due to addition of new attributes.	ADO-550643

1.7.36 (March 12, 2025)

Resolved issue	ID
Backup service credentials still generate sign ins although the feature has been deactivated.	ADO-543865

1.7.34 (February 11, 2025)

Resolved issue	ID
Error during backup when backup have Named Location of type "PrivateLinkNamedLocation".	ADO-501130
Restore of any object fails if backups have CompliantNetworkNamedLocation object type.	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.	ADO-534296
Dashboard tile states unprotected due to no credentials.	ADO-539110
Restore of M365 group shows error in events if no policies found in group.	ADO-539111

1.7.32 (January 23, 2025)

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 issue	ID
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.	ADO-533250

1.7.31 (January 08, 2025)

Resolved issue	ID
Backup schedule is lost if configured within ~3 minutes after adding tenant	ADO-225257
Error in backup for user settings in B2C tenants	ADO-529808
Unpack failed if Difference report field value exceeds elastic limit	ADO-532993

1.7.29 (December 12, 2024)

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

1.7.26 (November 14, 2024)

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

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

1.7.25 (October 24, 2024)

Resolved issue	ID
Selected attributes are not saved in restore window when using non-default 50/100 items view	ADO-506415
Restore task is hanging at 63%	ADO-513708
Failure to restore Conditional Access policy with Grant access - requires authentication strength	ADO-514659
Group Lifecycle Policy not available by default, placeholder needed	ADO-517560
Failed Backup - Group Lifecycle Policies Links - Get bad status: 400, response: {"error": {"code":"Directory_ExpiredPageToken"	ADO-518203
Failure to restore Conditional Access policy with Session - requires token protection for sign-in sessions	ADO-519208
Note removed regarding not providing service account credentials from Configure Restore dialog	ADO-519745
Misspelling in Configure Restore dialog	ADO-519980

1.7.24 (September 11, 2024)

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

1.7.23 (September 06, 2024)

Resolved issue	ID
Backup failed with error encoding `msol_users` - null value for displayName of user.	ADO-514668

1.7.22 (September 05, 2024)

Feature	ID
Implemented a white list for log messages.	ADO-494442
Escape special characters when generating msol_users target.	ADO-512929
Enhanced handling of data with special characters when indexing and converting msol_ users target.	ADO-512933

1.7.21 (August 27, 2024)

Feature	ID
Permissions have been updated for Restore application. New consent version: 1.7. The following permissions have been added: • Policy.ReadWrite.Authorization • Policy.ReadWrite.AuthenticationFlows • Policy.ReadWrite.ExternalIdentities • AdministrativeUnit.ReadWrite.All • User.ManageIdentities.All	ADO-PR98040

1.7.20 (August 15, 2024)

Feature	ID
Updated Manage Backups popup to include required roles needed to backup multifactor authentication settings and data related to inactive mailboxes.	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.	ADO-509283

Resolved issue	ID
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.	ADO-509450

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	ID (Jira)	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
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
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:** 1. Install the corresponding application from Azure Gallery once again to re-create the service principal object. 2. Install SSL certificates for the application.	RMAZ-690	ADO-352565

Known issue	ID (Jira)	ID (ADO)
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.		
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: `Set-MsolUser -UserPrincipalName <name of the account> -PasswordNeverExpires $true` 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 Access Policies and Named Locations with new Graph API.	N/A	ADO-473450
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 claimsPolicy may generate an internal server error for some service principals. When this occurs, the policy is skipped and the backup continues.	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

Known issue	ID (Jira)	ID (ADO)
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	ID (Jira)	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 Objects view.	RMAZ-373	ADO-352551
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	RMAZ-907	ADO-352573

Known issue	ID (Jira)	ID (ADO)
unable to open its IChannelListener". **Workaround**: Restart the Recovery Manager Hybrid Connect service.		
Import-Module ADSync command may not work correctly on the Microsoft Entra Connect host. **Workarounds:** • Make sure that *Import-Module* 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	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
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. For information on working with Identity Recovery for Microsoft Entra ID, see the Identity Recovery for Microsoft Entra ID User Guide.

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. For information on working with Identity Recovery for Microsoft Entra ID, see the Identity Recovery for Microsoft Entra ID User Guide.

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
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Identity Recovery for Microsoft Entra ID Release Notes
Updated - October, 2026