Quest® On Demand Migration for Active Directory

Security Guide

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Legend

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

IMPORTANT, **NOTE**, **TIP**, **MOBILE**, or **VIDEO**: An information icon indicates supporting information.

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Introduction

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

This document describes the security features of Quest On Demand Migration for Active Directory (ODMAD). It reviews access control, protection of customer data, secure network communication, cryptographic standards and more.

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About On Demand Migration for Active Directory (ODMAD)

ODMAD provides the following functionality:

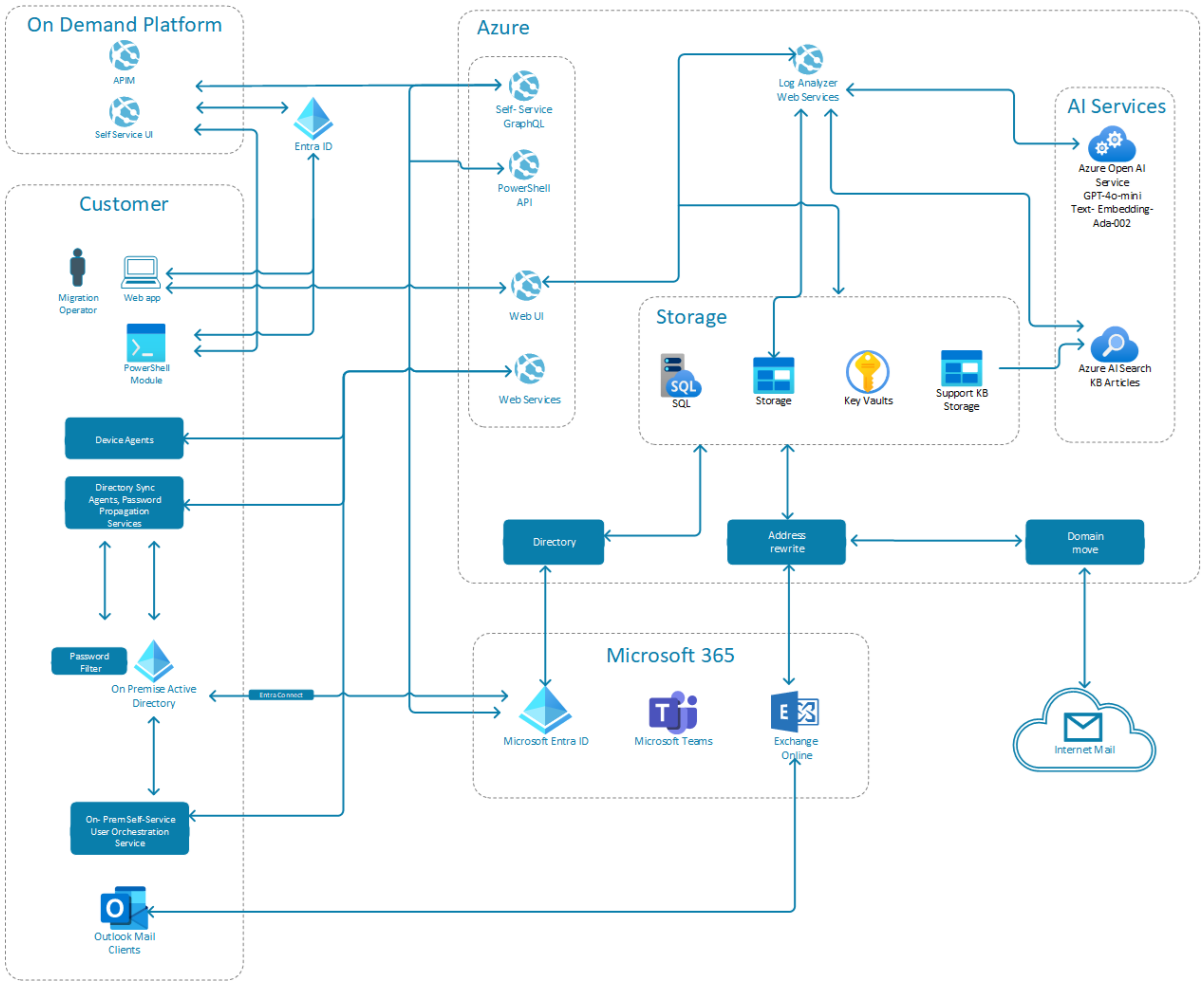
- Full tenant discovery of users, groups, domains and more.
- Move domains between tenants.
- Synchronize Active Directory and Microsoft Entra ID directories with customizable workflows.
- Migrate workstations, computers, servers, objects, users, groups and more.
- No servers, trusts, or network connectivity required.
- Data transformation and customizable mapping of directory attributes.
- Near-real time password hash synchronization.
- Password change propagation.
- Trustless SID History migration.
- AI-Powered Migration Assistant

For details about security in ODM, see the document On Demand Migration Current - Security Guide - General Migration.

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

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

Architecture Overview



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Azure Datacenter Security

Microsoft Azure datacenters have the highest possible physical security and are considered among the most secure datacenters in the world. They are subject to regular audits and certifications including Service Organization Controls (SOC) 1, SOC 2 and ISO/IEC 27001:2005. Relevant references with additional information about the Windows Azure datacenter security can be found here:

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

Overview of Data Handled by ODMAD

Domain Migrations

During domain migrations, ODMAD collects data for a variety of Microsoft Entra ID objects.

- Directory objects are processed using Microsoft Graph API and PowerShell.
- Objects include users, groups, contacts, teams, and Microsoft 365 groups.
- Properties include account name, email addresses, contact information, department, membership and more.
- Access to Microsoft Entra ID is granted by the customer using the Microsoft Admin Consent process and requires administrative credentials. Customers can revoke Admin Consent at any time. See https://msdn.microsoft.com/en-us/skype/trusted-application-api/docs/tenantadminconsent for details.
- ODMAD does not store credentials for administrative accounts.
- ODMAD generates and manages dedicated service accounts in each Microsoft 365 tenant used for PowerShell queries. The service accounts password is randomly generated to be unique and highly complex. The password is also encrypted with AES 256-bit encryption using Azure Key Vault and is never stored unencrypted.

Email Rewrite Service

During domain migrations from domain rewrite enabled projects, ODMAD rewrites email message recipients to provide seamless message delivery. There are two versions of the Domain Rewrite Service, and email messages are temporarily stored based on the rewrite mode.

- **Legacy Mode**
  Email messages are temporarily stored during processing and deleted as soon as they are written to the target. The temporarily stored messages are encrypted using AES symmetric-key encryption with a 256-bit key that is unique per message, randomly generated and only held in memory.
- **Advance and Express Domain Rewrite Mode**
  Email messages are temporarily stored in Azure blob storage during processing and deleted immediately after delivery. The temporarily stored messages are encrypted using Azure client-side encryption. Each message is encrypted using a unique 256-bit AES symmetric data encryption key, which is itself encrypted using a per-customer 2048-bit RSA asymmetric key pair stored in Azure Key Vault.

Directory Synchronization & Migration

ODMAD collects data for a variety of on premises and Microsoft Entra ID objects. The directory locations, objects and properties collected are configurable to ensure only the desired objects and properties are processed.

Microsoft Entra ID

- Directory objects are processed using Microsoft Graph API and PowerShell.
- Objects include users, groups, contacts, teams, and Microsoft 365 groups.

- Properties include account name, email addresses, contact information, department, membership and more.
- Access to Microsoft Entra ID is granted by the customer using the Microsoft Admin Consent process and requires administrative credentials. Customers can revoke Admin Consent at any time. See https://msdn.microsoft.com/en-us/skype/trusted-application-api/docs/tenantadminconsent for details.
- ODMAD does not store credentials for administrative accounts.
- ODMAD generates and manages dedicated service accounts in each Microsoft 365 tenant used for PowerShell queries. The service accounts password is randomly generated to be unique and highly complex. The password is also encrypted with AES 256-bit encryption using Azure Key Vault and is never stored unencrypted.

On Premises Active Directory

- On-premises directory sync agents, running within the customers network, process Active Directory objects using LDAP or LDAPS (TLS 1.2) as configured within the user interface. Objects include users, groups, and contacts, computers, and servers. Properties include account name, email addresses, contact information, department, membership, and more.
- When the optional password sync feature is enabled, the password hash of all user accounts in scope are collected using an encrypted connection to a signed Password Filter. The connection is encrypted using AES256 and a key derived from a customer-selected passphrase. Password hashes are stored encrypted with AES256 in Azure SQL Storage. The AES256 key is stored in Azure Key Vault. Once co-existence is no longer required for a specific user, the customer should use the reconcile option to ensure that information is promptly deleted.
- When the optional password change propagation feature is enabled, a signed Password Filter receives notifications when source users change their passwords. It relays those changes to the Password Change Propagation Service, which uses LDAPS to update the passwords of target users. Passwords are stored on disk temporarily, doubly-encrypted, first using AES256 with a key derived from a customer-selected passphrase, then again using the Windows Data Protection API (DPAPI).
- On-premises directory sync agents, running within the customers network, securely encrypt and store administrative credentials locally on the agent's computer.
- On-premises device agents running locally on the end user's workstation collect device properties using WMI and PowerShell. Device properties include device name, domain name, user profile locations, and more.
- ODMAD optionally stores credentials required for network share re-permission, and Active Directory domain joins. These credentials are provided by migration operators and are encrypted with AES 256-bit encryption using Azure Key Vault and are never stored unencrypted.

AI-Powered Migration Assistant

On Demand Migration for Active Directory uses Artificial Intelligence to generate summary reports from logging data produced during directory synchronization operations. Reports may contain suggestions from the On Demand Migration Knowledge Base. This feature is optional and requires the operator to initiate the analysis.

- All data stays within your On Demand Region and reports are only available to view in the On Demand organization where they were generated.
- AI generated reports are cached for a period and then subsequently removed on the same schedule as the logs used to generate the report.

- Data is consumed by AI only when you request a report be generated.
- Data is used only to generate the summary report and will never be used for AI training.
- AI does not have access to privileged accounts or application consents and is not provided with the rights to perform any migration activities. All user-initiated AI activities are recorded for auditing purposes via the Activity Trail module in On Demand.

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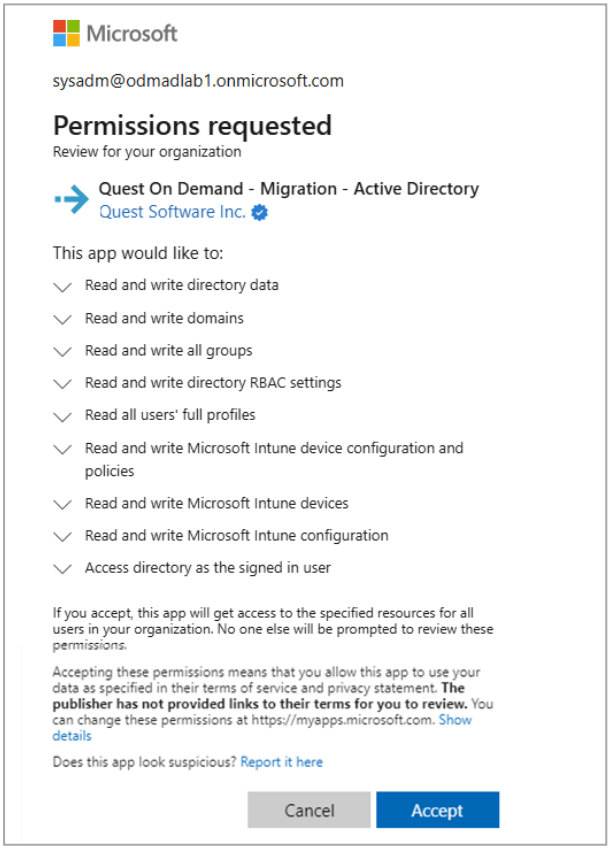
Admin Consent and Service Principals

ODMAD requires access to the customer's Microsoft Entra ID and Office 365 tenants. The customer grants that access using the Microsoft Admin Consent process, which will create a Service Principal in the customer's Microsoft Entra ID with minimum consents required. The Service Principal is created using Microsoft's OAuth auth code grant flow https://docs.microsoft.com/en-us/azure/active-directory/develop/v2-oauth2-auth-code-flow

Customers can revoke Admin Consent at any time. See https://docs.microsoft.com/en-us/azure/active-directory/manage-apps/delete-application-portal and https://docs.microsoft.com/en-us/skype-sdk/trusted-application-api/docs/tenantadminconsent for details.

Below is the Admin Consent screen, see Operational Security > Permissions Required to Configure and Operate for a complete list of permissions required by ODMAD.



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Location of Customer Data

When a customer signs up for On Demand, they select the region in which to run their On Demand organization. All computation is performed in and all customer data is stored in the selected region. The currently supported regions can be found here: https://regions.quest-on-demand.com/. ODMAD customer data is stored in the selected region, entirely within Azure Services provided by Microsoft. For more information, see Achieving Compliant Data Residency and Security with Azure.

- Customer data is stored in Azure SQL and is automatically replicated for failover using Azure SQL Active Geo replication. See this Microsoft reference for details: https://docs.microsoft.com/en-us/azure/azure-sql/database/active-geo-replication-overview
- Application logs are stored in Azure storage tables. Windows Azure Storage, including the Blobs, Tables and Queues storage structures, by default get replicated three times in the same datacenter for resiliency against hardware failure. The data are replicated across different fault domains to increase availability. All replication datacenters reside with the geographic boundaries of the selected region. See this Microsoft reference for details: https://docs.microsoft.com/en-us/azure/storage/common/storage-redundancy
- DKIM and TLS certificates used by ODMAD Email Rewrite Services are stored in Microsoft Key Vault.

When the optional password change propagation feature is enabled, passwords are stored temporarily on the local disks of source domain controllers and a server in the target domain, all within the customer's on-premises environment. Passwords are doubly-encrypted, first using AES256 with a key derived from a customer-selected passphrase, then again using the Windows Data Protection API (DPAPI)

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Privacy and Protection of Customer Data

Sensitive customer data collected and stored by ODMAD from Microsoft Entra ID and on premises Active Directory includes users, password hashes, groups, contacts, and teams.

- All data is secured at rest using SQL Transparent Data Encryption (TDE) with Microsoft managed keys. For more information see https://docs.microsoft.com/en-us/azure/azure-sql/database/transparent-data-encryption-tde-overview
- Azure storage account data is secured at rest using storage service encryption with Microsoft managed keys. For more information see https://docs.microsoft.com/en-us/azure/storage/common/storage-service-encryption
- Service account passwords and password hashes (while already encrypted at-rest) are additionally encrypted with AES 256-bit encryption using Azure Key Vault.
- ODMAD Email Rewrite Services encrypt email messages using AES encryption and a unique, randomly generated 256-bit key that is unique per message and only held in memory.
- When the optional password change propagation feature is enabled, passwords are stored temporarily on the local disks of source domain controllers and a server in the target domain, all within the customer's on-premises environment.

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Separation of Customer Data

ODMAD is designed to prevent data from commingling by logically separating customer data. Customer data are differentiated using a Customer Organization Identifier. The Customer Organization Identifier is a unique identifier obtained from Quest On Demand that is created when the customer signs up for the application. This identifier is used throughout the solution to ensure strict data separation of customers' data.

Customer data is further separated as customer related services are isolated from any other OS process by the Microsoft Service Fabric exclusive process model. See https://docs.microsoft.com/en-us/azure/service-fabric/service-fabric-hosting-model#exclusive-process-model for more information.

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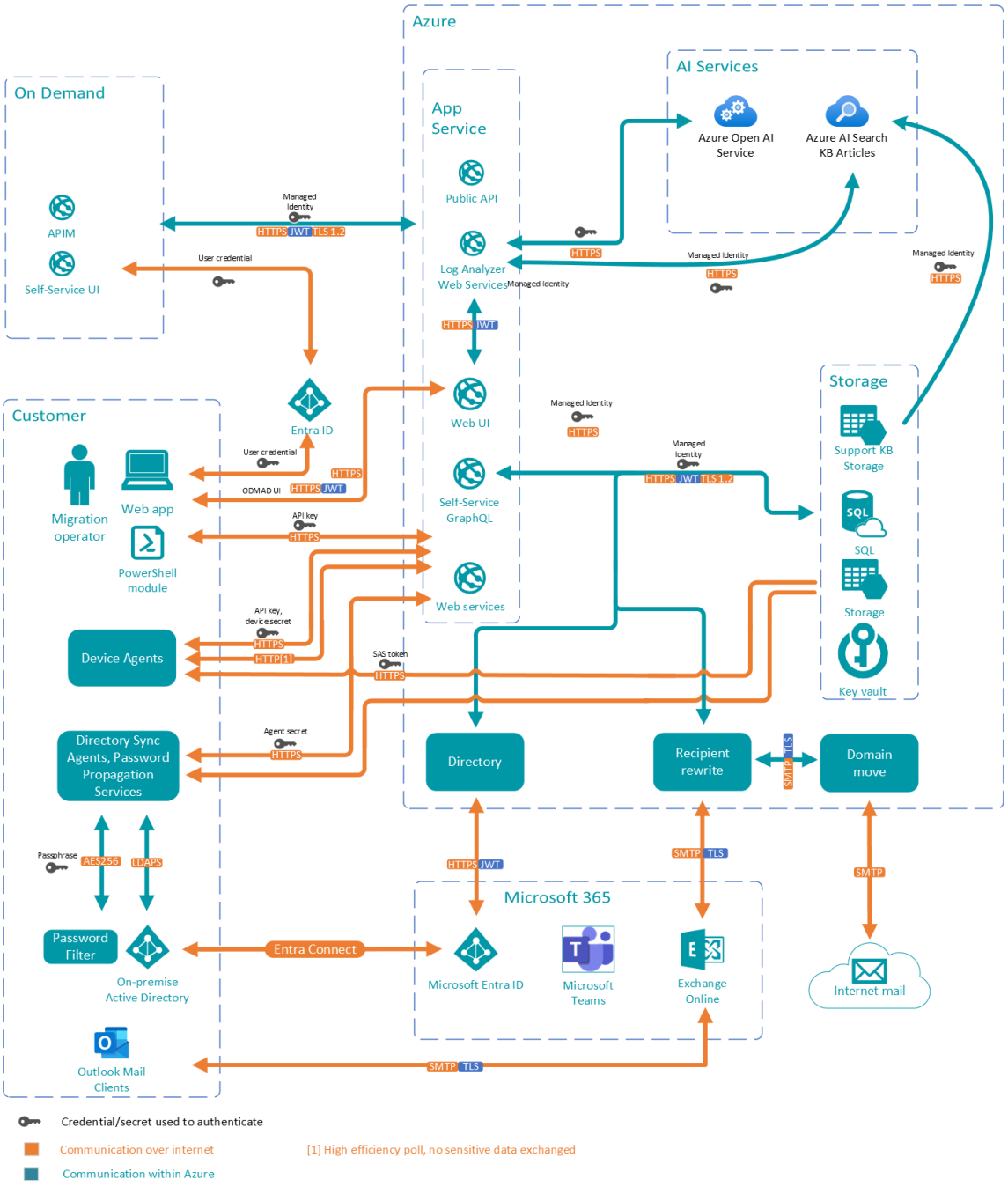
Network Communications

- All communication to the ODMAD - including the user interface and associated Azure services - are secured with HTTPS. There are no unsecured external HTTP calls within ODMAD.
- All communication with Microsoft Entra ID uses OAuth2 access tokens for Microsoft Graph API operations and HTTPS for PowerShell operations.
- On-premises directory sync agents communicate with on-premises Active Directory using LDAP or LDAPS over TLS 1.2 as configured within the user interface and communicate with ODMAD cloud services using HTTPS.
- When the optional password sync feature is enabled, on-premises directory sync agents communicate with a signed Password Filter over an encrypted named pipe. The connection is encrypted using AES256 and a key derived from a customer-selected passphrase. On-premises device agents poll the Device Agent Cache Service (DACS) using unencrypted UDP or HTTP for efficiency. No sensitive information is exchanged, just a Boolean value indicating when there are jobs queued for the device agent. If DACS indicates there are jobs queued, the device agent communicates securely with the ODMAD web service using HTTPS to retrieve the job details.
- When the optional password change propagation feature is enabled, password changes are relayed between on-premises servers doubly-encrypted, first using AES256 and a key derived from a customer-selected passphrase, then using HTTPS over TLS 1.2. Target passwords are updated using LDAPS, with optional SSL certificate pinning to verify the identity of the target domain controller.
- ODMAD reads and writes content using HTTPS over TLS 1.2 data channels.
- ODMAD Email Rewrite Services communicates with Microsoft 365 tenants using TLS 1.2 encrypted data channels.


Azure
On Demand
APIM
Self-Service UI
Managed Identity
HTTPS JWT TLS 1.2
User credential
App Service
Public API
Log Analyzer Web Services
Managed Identity
HTTPS JWT
AI Services
Azure Open AI Service
Azure AI Search KB Articles
HTTPS
Managed Identity
HTTPS
Managed Identity
HTTPS
Storage
Support KB Storage
SQL
SQL
Storage
Key vault
Customer
Entra ID
Web UI
Managed Identity
HTTPS
Migration operator
Web app
PowerShell module
User credential
HTTPS
ODMAD UI
HTTPS JWT
API key
HTTPS
Self-Service GraphQL
Managed Identity
HTTPS JWT TLS 1.2
Web services
API key, device secret
HTTPS
HTTP [1]
Device Agents
SAS token
HTTPS
Agent secret
HTTPS
Directory Sync Agents, Password Propagation Services
Directory
Recipient rewrite
SMTP TLS
Domain move
Passphrase
AES256
LDAPS
HTTPS JWT
SMTP TLS
SMTP
Password Filter
On-premise Active Directory
Entra Connect
Microsoft 365
Microsoft Entra ID
Microsoft Teams
Exchange Online
Internet mail
Outlook Mail Clients
SMTP TLS
Credential/secret used to authenticate
Communication over internet
Communication within Azure
[1] High efficiency poll, no sensitive data exchanged

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Authentication of Users

- ODMAD relies Microsoft Entra ID for authentication which provides customers with an integrated authentication experience where you can move from ODMAD to a Microsoft portal seamlessly, without multiple logins and passwords. All while keeping your account security under your organization's policies, rules, and security protocols.
- ODMAD also supports Multi Factor Authentication (MFA) for organizations that have enabled MFA within Microsoft 365.
- Registering a Microsoft Entra tenant into ODMAD is handled through the Azure Admin Consent workflow and customers can revoke Admin Consent at any time. See https://msdn.microsoft.com/en-us/skype/trusted-application-api/docs/tenantadminconsent for details.

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Role Based Access Control

Quest On Demand is configured with default roles that cannot be edited or deleted and also allows you to add custom roles to make permissions more granular. Each access control role has a specific set of permissions that determines what tasks a user assigned to the role can perform. For more information on role-based access control, please refer to the Quest On Demand product documentation.

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FIPS 140-2 compliance

ODMAD cryptographic usage is based on Azure FIPS 140-2 compliant cryptographic functions. ODMAD makes use of FIPS 140-2 compliant encryption keys that are stored in Microsoft Key Vault.

More information:

- Microsoft and FIPS: https://www.microsoft.com/en-us/trustcenter/compliance/fips
- Microsoft FIPS backgrounder: https://aka.ms/fips-backgrounder
- Encryption in the Microsoft Cloud: https://docs.microsoft.com/en-us/office365/securitycompliance/office-365-encryption-in-the-microsoft-cloud-overview
- Azure Storage: https://docs.microsoft.com/en-us/azure/storage/common/storage-security-guide

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SDLC and SDL

The ODMAD Development team follows a managed Software Development Lifecycle (SDLC).
The ODMAD team follows a strict Quality Assurance cycle.

- Access to source control and build systems is protected by domain security. Only employees on Quest's corporate network have access to these systems. If an On Demand developer leaves the company, they will no longer be able to access On Demand systems.
- All code is versioned in source control.
- All product code is reviewed by another developer before checking in.

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

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

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

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Third party assessments and certifications

Penetration testing

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

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

A summary of the results is available upon request. All security recommendations are planned to be incorporated in near-term product releases.

Certification

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

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

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

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

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Operational Security

Source control and build systems can only be accessed by Quest employees. If an employee with access to ODMAD leaves the company the individual loses access to all systems. All code is versioned in source control.

Who at Quest has Access to Data

Access to ODMAD data is restricted to:

- Quest Operations team members
- Selected Quest Support team members working on product issues.
- Selected development team members working with the Operations and Support teams.

Access to ODMAD data and resources is restricted through Azure RBAC and Microsoft Entra ID security groups. For each type of data (e.g., product logs, customer data, and sensitive data) different access levels and lists of allowed people are assigned.

Permissions Required to Configure and Operate

To access ODMAD, a customer representative goes to On Demand website and signs up for an On Demand account. When an account is created an organization is also automatically created. As part of the sign-up process, they must provide a valid email address and must have access to this email account to receive and respond to a verification email from Quest Software.

A Microsoft Entra ID Global Administrator must give the Admin Consent to provision ODMAD with the following Microsoft.Graph permissions:

Read and write all groups (Group.ReadWrite.All)

Permission Definition: Allows the app to create groups and read all group properties and memberships on behalf of the signed-in user. Additionally, allows group owners to manage their groups and allows group members to update group content.

Application Purpose: Used by the app to Sync services to provide OneDrive migration activities.

Read and write directory data (Directory.ReadWrite.All)

Permission Definition: Allows the app to have the same access to information in the directory as the signed-in user.

Application Purpose: Used by Discovery and Provisioning Services to discover all workloads (such as Organizations, available SKUs, users, groups, contacts, etc.) and to automate M365 licensing.

Read and write role management data for Microsoft Entra ID (RoleManagement.ReadWrite.Directory)

Permission Definition: Allows the app to assign roles to Microsoft Entra ID accounts.

Application Purpose: Used by the app to assign roles to service accounts to ensure the minimum effective rights are granted.

Read and write all groups (User.Read.All)

Permission Definition: Allows the app to read and write the full set of profile properties, reports, and managers of other users in your organization, on behalf of the signed-in user.

Application Purpose: Used by Discovery services to identify user mailbox properties.

Operational Monitoring

ODMAD internal logging is available to Quest Operations and ODMAD development teams during the normal operation of the platform. Some Personally Identifiable Information (PII) (e.g. usernames, email addresses, email aliases, etc.) can become a part of internal logging for troubleshooting purposes. Quest Operations team members have access to Quest's production Azure Subscription and monitor this as part of normal day-to-day operations.

Production Incident Response Management

Quest Operations and Quest Support have procedures in place to monitor the health of the system and ensure any degradation of the service is promptly identified and resolved. ODMAD relies on Azure infrastructure and as such, is subject to the possible disruption of these services.

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

Security Incident Response Management

For its On Demand solution, Quest has established a formal process of preparation, detection, analysis, containment, eradication, recovery, and post-incident activities. In accordance with international privacy laws, Quest has also established a Security Breach Notice process.

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Customer Measures

ODMAD security features are only one part of a secure environment. Customers need to operate by their own best security practices when proceeding with auditing their data. Special care needs to be given to protecting the credentials of the Microsoft Entra Tenants Global Administrator accounts and On Premises Active Directory Administrator accounts.

About us

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

Technical support resources

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

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

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product