

Quest[®] Archive Manager 5.9.4 Release Notes

March 2023

These release notes provide information about the Quest[®] Archive Manager release.

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About this release

Archive Manager is a complete email and messaging content archiving software solution that enables you to capture, retain, and use advanced search, discover and explore your email system. Through Archive Manager, a single instance of each email message is captured and granular retention and disposition policies are applied, ensuring efficient and effective email and message archiving.

Archive Manager 5.9.4 is a minor release, with new features and functionality. See New features and Enhancement requests.

New features

New features in Archive Manager 5.9.4:

 Added ability to autologon securely into the QAM Server so that the ESM-Automation task and hence the ESM Archiving keeps on running in the background when the server is started and the screen gets locked automatically for security purposes.

See also:

- Enhancement requests
- · Resolved issues

Enhancement requests

The following is a list of enhancement requests addressed in this release.

Table 1. Enhancement requests

Enhancement request	Request ID
Updated the ADC according to the Microsoft change in naming convention of user's Name parameter	402504
Remove SPARK dependency from Archive Manager Installer	391542

Resolved issues

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

Table 2. General resolved issues

Resolved issue	Issue ID
User must have an option to change the trigger in the configuration	406620
Task needs to have secured auto login by which the archiving should be running in the background	406619
Task Scheduler needs to be modified with correct user	406618

Known issues

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

Table 3. Hosted Exchange known issues

Known issues Issue ID

System requirements

Before installing or upgrading to Archive Manager 5.9.4, ensure that your system meets the following minimum hardware and software requirements.

Hardware requirements

For a complete list of hardware requirements, please refer to the *Archive Manager Installation and Configuration Guide for Exchange* or *GroupWise*.

Supported platforms

Table 4. Supported platforms

Requirement	Details	
Microsoft SQL Server, 32-bit or 64-	• 2019	
bit version, Enterprise or Standard edition, any of the following:	• 2017	
, ,	• 2016 SP1 - SP2	
	• 2016	
	• 2014 SP1 - SP3	
	• 2014	
	• 2012 SP1 - SP4	
	• 2012	
	NOTE: Make sure the compatibility level setting in your SQL Server is not lower than SQL Server 2008.	
	NOTE: Archive Manager supports TLS 1.2 for connections to SQL Server 2008 R2 SP3 and later versions.	
Archive Manager Server	Windows Server 2019	
Operating System	Windows Server 2016	
	Windows Server 2012 R2	
	Windows Server 2012	
	 Windows Server 2008 R2 SP1 or RTM (will be deprecated in the next release) 	
	Windows Server 2008 SP2, 64-bit version (will be deprecated in the next release)	

Table 4. Supported platforms

Requirement	Details
Browser Versions	Microsoft Internet Explorer 11, 10, or 9 When using enhanced security on any server-based operating system, the Archive Manager Website must be added to the list of trusted sites to work correctly.
	Microsoft Edge
	Firefox (latest version) running on Windows or Macintosh.
	Chrome (latest version) running on Windows or Macintosh.
	Safari running on Macintosh or mobile devices.
	Android browsers
External Storage	File System
	NetApp SnapLock 7.2.4
	• EMC Centera 4.2.1, 4.2, 4.1, 4.0, 3.1.4
	EMC Atmos 2.0
	Caringo CAStor 6.5.4
	Hedvig Distributed Storage Platform Version 3.7.1

Table 5. Exchange messaging system

Requirement	Details
Microsoft Exchange, any of:	Exchange Online
	• 2019 CU1 - CU11
	• 2019
	• 2016 CU1 - CU22
	• 2016
	• 2013 CU1 - CU23
	• 2013 SP1
	• 2013
	• 2010 SP3 RU5 - RU29
Active Directory Services	Windows Server 2019
	Windows Server 2016
	Windows Server 2012 R2
	Windows Server 2012
	Windows Server 2008 R2
	Windows Server 2008
	Windows Server 2003

Table 6. Skype/Lync server system

Requirement	D	etails
Microsoft Skype/Lync, any of:	•	Skype for Business Server 2019
	•	Skype for Business Server 2015
	•	Lync Server 2013
	•	Lync Server 2010

Requirement	Details		
Novell GroupWise, any of:	• 18.1		
	• 18 SP1 - SP2		
	• 18		
	• 2014 R2 SP1 - SP3		
	• 2014 R2		
	• 2014 SP1 - SP2		
	• 2014		
	• 2012 SP1 - SP4		
	• 2012		
	NOTE: Archive Manager is not certified for use with clustered GroupWise host systems configured for parallel processing, load balancing, or fault tolerance.		
NetIQ eDirectory Services	 9.1 SP1 - SP2, 9.1, 9.0 SP1 - SP4, 9.0 on supported platforms 		

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Details

Prerequisites for servers running Archive Manager services

- Microsoft .NET Framework 3.5 SP1 must be pre-installed (before running the installer)
- Supported Archive Manager Server Operating System version. Please verify that your mail system requirements are supported on the desired operating system.
- Visual C++ 2012 Redistributable for Visual Studio 2012 Update 4: vcredist x86.exe
- Visual C++ 2010 SP1 Redistributable Package: vcredist x86.exe
- Microsoft .NET Framework 4.5.2
- SQL Native Client (sqlncli.msi). SQL Native Client 2005 or above is required.

To enable text-string searches and indexing of file attachments: You must install iFilters for the file types you want to search and index.

- Microsoft offers a free pack of iFilters for its Office 2010 file types at http://www.microsoft.com/en-us/download/details.aspx?id=17062, (link current as of this release). SP2 can be applied via Windows Update or downloaded at http://support.microsoft.com/kb/2687447. This Filter Pack includes IFilters for the following formats: .docx, .docm, .pptx, .pptm, .xlsx, .xlsm, .xlsb, .zip, .one, .vdx, .vsd, .vss, .vst, .vdx, .vsx, and .vtx.
- iFilters for earlier-version Office file extensions (.doc, .rtf, .xls, .ppt, etc.), and for .txt, .htm and .html files, are installed with Microsoft Windows, and so should already reside on the Archive Manager server. You can verify their installation, and track and manage your iFilters generally, with a third-party iFilter browser; several are available at little or no cost from independent vendors.
- Adobe bundles a copy of its PDF 32-bit iFilter with its free Adobe Reader 11 software, and offers a free PDF iFilter 64 11.0.01 as a separate download. It is recommended that you use Adobe version 11 PDF iFilters, or FoxIt IFilters.
- Installing Adobe Reader X uninstalls PDF iFilters, which then need to be reinstalled. For additional information, see www.adobe.com.

Table 8.

Requirement

Details

Prerequisites for servers running Archive Manager websites

 Microsoft Internet Information Services (IIS) version 10, 8.5, 8.0, 7.5 or 7.0.

Certain role services are required to be manually selected and installed on the web server in order for the Archive Manager Website to run correctly. These roles include: Common HTTP Features; Static Content; ASP.net; ASP; Basic Authentication; Windows Authentication; IIS Management Tools and Scripts; and IIS Management Console.

- Microsoft ASP.NET (component of Windows, any supported Windows version).
- Azure Active Directory PowerShell for Graph (for working with Office 365 only): Please install it with the Administrator Account, or Archive Manager Application Pool's identity.
- ExchangeOnlineManagement (for working with Office 365 only): Please install it with the Administrator Account, or Archive Manager Application Pool's identity.
- PowerShell 3.0 or later versions.

The API web service endpoint can be configured to use Windows Authentication or Anonymous Authentication. When using Anonymous Authentication, the web service application performs security checks and authenticates the client using Basic Authentication (plain text user password authentication). When using Windows Authentication, IIS handles the authentication and provides the web service application with a confirmation of the authentication attempt.

When Archive Manager works in a pure Office 365 environment,

- Please do not change the authentication mode to Windows Authentication because no on-premises Windows logins will be archived by Archive Manager in this scenario.
- Users who have MFA (Multi-Factor Authentication) enabled in Office 365 cannot log in to the Archive Manager website, unless you have added the Archive Manager servers to Trusted IPs.

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Details

Archive Manager rights and permissions

- Administrator Account: The account you are logged in with when you run the Archive Manager Install program.
 - The user who runs the installer must be an administrator over the local computer, as well as on the SQL Server and the GroupWise Server.
 - The account you specify during the installation must have the same permissions.
- Service Account: (default account name is ArchiveMgr_Service):
 Specified in the Configuration Console. Used by the Directory
 Connector, Alert Service, Full-Text Index, Full-Text Search and Message
 Retention Services.
 - Account is granted full access to the Archive Manager and AfterMail TEMP databases by the installer.
 - Requires read access to AD, and to the Exchange Organization so it can determine Storage Group information.
 - Must be in the Users group on the local machine, and a member of the local IIS_WPG group on the Web Servers. This is typically done by the installer.
 - Is a member of ArchiveManagerServiceUsers group.
- ArchiveManagerServiceUsers Group: A Domain Group containing the -Service account.
 - Group is used by installer to apply permissions to file-system locations used by Archive Manager.

Prerequisites for servers running the Exchange Store Manager Service

- MAPI Support for Exchange Online:
 - Microsoft Outlook 2019 volume licensed (32-bit)
 - Microsoft Outlook 2013 SP1 (32-bit, requires KB3114941 and KB4022169)
- MAPI support for Exchange 2019, 2016, 2013 or 2010:
 - · Microsoft Outlook 2019 volume licensed (32-bit)
 - Microsoft Outlook 2013 SP1 (32-bit, requires KB3114941 and KB4022169)
 - Microsoft Outlook 2013 (32-bit)

IMPORTANT: The update KB3114816 for Office and later versions (except KB3114941 and KB4022169) should NOT be installed for Outlook 2013 SP1 because they may crash the ESM service due to a bug from Microsoft.

Table 8.

Requirement

Details

Prerequisites for servers running the Exchange Store Manager Service

Other considerations:

- When Exchange 2019, 2016 or 2013 works with Outlook 2019 or Outlook 2013 SP1 (32-bit, with KB3114941 and KB4022169 installed), and MAPI over HTTP is enabled on both ends:
 - The ESM service account must have full access permissions to the exported mailboxes. To grant full access, run the following command at the PowerShell command prompt on the Exchange server:

Add-MailboxPermission -Identity <mailboxIdentity> -User <your Archive Manager user or group> -AccessRights FullAccess -InheritanceType All -AutoMapping \$false

- For the MAPI Journal Data Loader, the data loader service user account must have full access permissions to the journal mailbox.
- For the Exchange Store Manager (ESM), the service user account must have Receive As and View Information Store Status permissions to the mail store from which the ESM will export mailboxes.
- For the MAPI Journal Data Loader, the data loader service user account must have Receive As and View Information Store Status permissions to the mail store that contains the journal mailbox.
- In a parent/child domain configuration, if you are installing Archive Manager in the child domain, you must create two accounts: an Exchange Store Manager account in the child domain for the Archive Manager installation, and another Exchange Store Manager account in the parent domain.

Table 8.

Requirement

Details

Prerequisites for servers running GroupWise services

Novell clients:

- Client for Open Enterprise Server 2 SP4, or
- Novell Client 2 SP4 for Windows Server 2008 R2 & 2012, or
- Novell Client 2 SP3 for Windows Server 2008 R2 & 2012, or
- Novell Client 2 SP2 for Windows Server 2008 & 2008 R2, or
- Novell Client 2 SP1 for Windows Server 2008 R2, or
- Novell Client 2 SP1 for Windows Server 2008

GroupWise clients:

The client version must match the server version. For example, if you are using GroupWise Server 2012, you must use GroupWise Client 12.0.0.

- 18.1.x
- 18.0.x
- 14.2.x
- 14.0.x
- 12.0.x

GroupWise Store Manager (GSM):

- Outlook MAPI and SQL Native Client are required for any GSM installation, and for TNEF. TNEF allows messages from Exchangebased mail systems to be processed with rich content, such as meeting invites.
- It is recommended that GSM run under a separate account than all of the other Archive Manager services.

NOTE: Archive Manager is not certified for use with clustered GroupWise host systems configured for parallel processing, load balancing, or fault tolerance.

NOTE: Archive Manager will only archive objects (Users, Resources and Groups) that are associated with E-Directory.

NOTE: File read, write and execute permissions are required for access to the wpdomain.db file and other associated files and folders.

NOTE: Supervisor-level permission is required for the Novell tree.

Table 9. Client workstation

Requirement	Details	
Stubbed message reconstruction using the Outlook Form requires the following:	Microsoft Outlook for Office 365 ProPlus, or	
	Microsoft Outlook 2019, or	
	 Microsoft Outlook 2016, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7 SP1, or 	
	 Microsoft Outlook 2013, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7, or 	
	Microsoft Outlook 2010, 64-bit or 32-bit, running on Windows 10, 8, 7, or Vista SP1	
The Offline Client requires the	Microsoft Outlook for Office 365 ProPlus, or	
following:	Microsoft Outlook 2019, or	
	 Microsoft Outlook 2016, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7 SP1, or 	
	 Microsoft Outlook 2013, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7, or 	
	Microsoft Outlook 2010, 64-bit or 32-bit, running on Windows 10, 8, 7, or Vista SP1, and	
	Windows Installer 3.1 or later (only for installation).	
	Microsoft .NET Framework Version 4.5.2 and 3.5 SP1.	
	Microsoft SQL Server Compact 4.0	
	Visual Studio 2010 Tools for Office Runtime	
	MSXML 6.0 SP1	
The Search Exporter requires the	Microsoft Outlook for Office 365 ProPlus, 32-bit, or	
following:	Microsoft Outlook 2019, 32-bit, or	
	 Microsoft Outlook 2016, 32-bit only, running on Windows 10, 8.1, 8, or 7 SP1, or 	
	Microsoft Outlook 2013, 32-bit only, running on Windows 10, 8.1, 8, or 7, or	
	 Microsoft Outlook 2010, 32-bit only, running on Windows 10, 8, 7, or Vista SP1, and 	
	Windows Installer 3.1 or later (only for installation).	
	Microsoft .NET Framework Version 4.5.2 and 3.5 SP1.	

Upgrade and compatibility

Upgrades are supported from version 5.0.x to 5.9.4.

Product licensing

Your Archive Manager license can be activated from the License screen of the Administration Console.

On the **License** screen, click **Browse** to locate your license and **Install** to install it. You can overwrite an existing license by entering a new license and installing it. Once a valid license is installed, the following information is displayed:

- Type: The type of license purchased.
- Expires: The expiration date of the license.
- Seats Licensed: The number of seats available from the license.
- Seats Used: The number of seats currently used.

License information can also be viewed at any time by clicking the Help icon and selecting the Licenses tab.

If you are upgrading from Archive Manager 4.8 or earlier, you will need to exchange your license for an upgraded version. You can complete this automatically by going to http://license.quest.com/upgrade to upgrade to new license.

Upgrade and installation instructions

For upgrade and installation instructions, please refer to the *Archive Manager Installation and Configuration Guide* for Exchange or GroupWise.

More resources

Additional information is available from the following:

- Online product documentation (https://support.quest.com/archive-manager/technical-documents)
- Quest community (https://www.quest.com/Community)

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

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.

Third-party contributions

This product contains the following third-party components. For third-party license information, go to https://www.quest.com/legal/license-agreements.aspx. Source code for components marked with an asterisk (*) is available at https://opensource.quest.com.

Table 10. List of third-party contributions

Component	License or acknowledgment
AJAX Control TookKit 15.1.2.0	Copyright © 2012-2015 CodePlex Foundation License: New BSD
Angular.js 1.2.12	Copyright © 2010-2014 Google, Inc. License: MIT
Angular.js 1.3.18	Copyright © 2010-2014 Google, Inc. License: MIT
Angular Local Storage 0.4.0	gregory <greg@gregpike.ca> License: MIT</greg@gregpike.ca>
angular.mock 1.3.18	Copyright © 2010-2014 Google, Inc. License: MIT
angular-placeholder 1.1.0	Copyright © 2013 Monospaced License: MIT
angular-resource 1.3.18	Copyright © 2010-2014 Google, Inc. License: MIT
AngularUI Router 0.3.1	Copyright © 2013-2015 The AngularUI Team, Karsten Sperling License: MIT
ATL Server Library 9.0.70425	Copyright © Microsoft Corporation. All rights reserved. License: Microsoft Limited Permissive License (Ms-LPL)
Backbone.js 1.0.0	Copyright © 2009-2012 Jeremy Ashkenas, DocumentCloud Inc. License: MIT
background-size-polyfill 0.2.0	Copyright © 2012-2013 Louis-Rémi Babé License: MIT

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Component	License or acknowledgment
Bootstrap 3.3.5	Copyright © 2011-2015 Twitter, Inc.
	License: MIT
C3 0.4.11	Copyright © Masayuki Tanaka 2014
	License: MIT
Caringo CAStor SDK 1.3.2	Copyright © Caringo 2010
	License: BSD
CFileVersionInfo 1	Copyright © 2003 Armen Hakobyan
One dential Management 4.0.0	License: Code Project Open License (CPOL) 1.0.2
Credential Management 1.0.2	iLya Lozovyy
D2 2 5 47	License: Apache 2.0
D3 3.5.17	Copyright © 2017 Mike Bostock. License: BSD
EasyByte RTM-2-HTML 8.0	Copyright © EasyByte Software Ltd 2008
Lasybyte KTIW-2-ITTIME 0.0	License: EasyByte RTF-2HTML v8 1.0
EasyMail .Net Edition 8.0	Copyright © 2003-2004 Quiksoft Corporation. All rights reserved.
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Font Awesome 4.7.0	Dave Gandy
	License: Font: SIL OFL 1.1, CSS: MIT
HTML Agility Pack 1.3.1.0	Copyright © 2003-2005 Simon Mourier
	License: Creative Commons 2.5
HTML-to-RTF Pro DLL .Net 4.5.7.21	SautinSoft, Maxim Sautin, 2002-2011
	License: SautinSoft 7-20-2011
Infragistics NetAdvantage for .NET	Copyright © Infragistics, Inc. 2010
10.2	License: Infragistics NetAdvantage for .NET 2010 Vol 2 May 2011
jCarousel 0.2.8	Copyright © 2006 Jan Sorgalla
	License: MIT
JQuery 1.4.2	Copyright © 2010, John Resig
	License: MIT
JQuery 1.5.1	Copyright © 2011, John Resig
10	License: MIT
JQuery 1.8.2	Copyright © 2012 jQuery Foundation and Other Contributors License: MIT
10.1.am. 4.44.4	
JQuery 1.11.1	Copyright © 2005, 2014 jQuery Foundation, Inc. and other contributors License: MIT
JQuery 3.1.0	Copyright © jQuery Foundation and other contributors
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Json.NET 4.5	Copyright © 2007 James Newton-King
	License: MIT
Log4Net 1.2.10	Copyright © 2004-2011 The Apache Software Foundation
	License: Apache 2.0
Lucene.net 2.9.2	Copyright © 2006 The Apache Software Foundation
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MD5 1.0	Copyright © 1991-2, RSA Data Security, Inc. Created 1991. All rights reserved
	License: RSA MD5C.C 1991-2
	Portions derived from the RSA Data Security, Inc. MD5 Message-Digest Algorithm
MAPI33.Net 5	Copyright © 2003 - 2005 Sergey Golovkin
	License: MAPI33.Net 1
Microsoft.IdentityModel.Clients.Activ	Copyright © Microsoft Corporation
eDirectory 5.2.5	License: MIT
Modernizr 2.8.3	Copyright © Faruk, Paul, Alex, Ryan, Patrick, Stu, and Richard. License: MIT & BSD
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moment-timezone.js 0.5.13	Copyright © JS Foundation and other contributors
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mutationobserver-shim 0.3.1	Copyright © Graeme Yeates
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NetApp Data ONTAP 4.0	Copyright © 2003-2005 Network Appliance, Inc.
	License: NetApp Manageability SDK 04-29-11
Novell GroupWise Trusted	Copyright © 1993-2003 Novell, Inc. All rights reserved.
Application API 1.0	License: Novell Developer License
Polyfill.js 0.1.0	Copyright © 2013 Philip Walton
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Pure 0.6.0	Copyright © 2014 Yahoo! Inc.
	License: BSD
Rangy 1.3.0	Copyright © 2015, Tim Down
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RegistryMonitor 1.0	Copyright © 2005 Thomas Freudenberg
	License: Thomas Freudenberg RegistryMonitor
RestSharp 104.1	Copyright © 2010 John Sheehan
	License: Apache 2.0
RTF to PDF Converter Library for	Copyright © Outside Software 2007
.NET 2.0 1.3	License: Winnovative Redistributable

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Component	License or acknowledgment
RTF-to-HTML DLL .Net 3.2.8.24	SautinSoft, 2007-2011
	License: SautinSoft 7-20-2011
Select2 3.4.8	Copyright © 2012 Igor Vaynberg
	License: Apache 2.0
Select2 4.0.2	Copyright © Kevin Brown.
	License: MIT
SharpZipLib 0.85.4.369	Copyright 2001-2007 Mike Krueger, John Reilly
	License: SharpZipLib License
Sortable 3.4.8	Copyright © RubaXa
	License: MIT
spin.js 1.2.4	Copyright © 2011 Felix Gnass
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Submodal 1.5	Copyright © 2008 Seth B, Subimage LLC
	License: MIT
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TimeZone Converter 2.0.0.0	Copyright © 2017 Matt Johnson
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tinymce 4.6.4	Copyright © 2017 Ephox
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TinyXml 2.5.3	Copyright © SourceForge
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	This product contains portions of the PAWN scripting software (formerly known as SMALL).
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Underscore.js 1.8.3	Copyright © 2009-2015 Jeremy Ashkenas, DocumentCloud Inc.
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Underscore.string 2.0.0	Copyright © 2010 Esa-Matti Suuronen
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