

Quest Desktop Authority 10.1

Release Notes

August 2017

These release notes provide information about the Quest Desktop Authority release.

Topics:

- [About Desktop Authority 10.1](#)
- [About Expert Assist 8.6.2](#)
- [New features](#)
- [Enhancements](#)
- [Deprecated features](#)
- [Resolved issues](#)
- [Known issues](#)
- [System requirements](#)
- [Product licensing](#)
- [Product improvement program](#)
- [Upgrade and installation instructions](#)
- [More resources](#)
- [Globalization](#)
- [About us](#)

About Desktop Authority 10.1

Desktop Authority enables admins to proactively provision and manage the complete Windows user environment. Using Validation Logic, a patented targeting engine, Desktop Authority can tailor the environment to the user based on over 40 criteria. Admins can map drives, manage printers, configure web browsers, Outlook profiles and much more. Customize settings based on Active Directory information, network information, or whether the user is connecting from a physical, virtual or published desktop. Desktop Authority lets admins eliminate login scripts, simplify and streamline group policies and add powerful new configuration options to traditional client management systems.

- Desktop Authority 10.1 is a minor release, with enhanced features and functionality. See [New features](#) and [Enhancements](#).

About Expert Assist 8.6.2

ExpertAssist is the perfect choice for anyone who has ever needed to access and control a PC or server from elsewhere, be it from down the hall or from halfway around the world. All that is required to control a PC or server is a web browser or WAP-enabled wireless device.

ExpertAssist is a remote administration tool that lets you control and administer Microsoft® Windows®-based computers over a local area network or the Internet. Originally designed for network administrators, the ExpertAssist has evolved to offer a wide variety of remote computing solutions for an equally wide variety of users. Today, the ExpertAssist provides many useful capabilities such as Java-based desktop remote control, file transfer protocol (FTP) for downloading and uploading of files, configuration of the host computer, remote-to-local printing, advanced scripting, and dozens of other features.

ExpertAssist acts as the host software on the machine that is to be controlled or accessed. The client (the remote computer that is used to access the host) requires no special software. The client software is any Java enabled web browser, such as Internet Explorer (IE version 11) and others. Many Remote Control features can also be accessed and controlled using such client software as that found in handheld PDAs and WAP-enabled mobile telephones.

- ExpertAssist 8.6.2 is a minor release, with no new functionality. See [Resolved issues](#).

New features

New features in Desktop Authority 10.1:

- **Off-Network Remote Management Support**

Extends the existing Remote Management capabilities of Desktop Authority to include off-network computers. Admins will now be able to remotely control an employee's computer while they are working from home and off the corporate network, even if there is no active VPN connection. All existing Expert Assist features (e.g. Remote Control, Helpdesk Chat, real-time Computer Management) will be available for Off-Network computers without the need to install and configure Remote Support Center, or any other application.

- **Support for New Platforms**

Desktop Authority 10.1 now supports Server 2016, Exchange 2016, and Exchange Online.

i **NOTE:** Exchange Online (Microsoft's cloud-based Exchange solution) support is limited to the on-premise configuration of supported versions of Microsoft Outlook (2016) as an Exchange Online email client. It does not include support for configuring any cloud-based (off-premise) Exchange Online server or client properties.

See also:

- [Enhancements](#)
- [Resolved issues](#)

Enhancements

The following is a list of enhancements implemented in Desktop Authority 10.1.

- **Performance and Stability Improvements**

We continue to work closely with our customers and have found and fixed numerous intermittent bugs, performance bottlenecks, and stability issues.

- **Security Enhancements**

Improved security through the updating of security related components and signed certificates.

Deprecated features

The following is a list of features that are no longer supported starting with Desktop Authority 10.1.

- Microsoft no longer supports Windows Vista or SQL Server 2005. This means that while systems running these products may work with Desktop Authority, these configurations are no longer actively tested or supported by Quest. Some references to this product are retained in the documentation and will still appear in the UI for the convenience of customers still transitioning from these products. All references will be removed in the next release of Desktop Authority.

Resolved issues

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

Table 1: General resolved issues

Resolved Issue	Issue ID
Fixed issued with Folder Redirection elements trying to reset locations to default, even though they are already default.	2997
Fixed issue with some versions of Windows 10 being detected as Windows 2016.	2965
Fixed issues where new File/Registry Permission elements did not default to having the "Force use of 32-bit registry locations.." option unchecked.	2940
Fixed issue where setting Microsoft's loopback registry setting was causing the DA logoff script to run twice.	2937
Fixed issue where the DA script would not always properly execute over an wireless network connection.	2911
Fixed issue where the USB/Port Security component would not install on some Windows 7 machines.	2875
Added NLA support for DA script execution upon disconnection and re-connection to the domain.	2874
Fixed Remote Management issue where a user can view the remote desktop, but was only able to control the remote host for a few seconds after connection.	2799
Added more logging and exception handing to the Expert Assist client component.	2765

Resolved Issue	Issue ID
Fixed issue where a command window was being displayed to users during logoff events.	2589
Fixed General object issue where the "clear existing security policies" option was not working in certain cases.	2562
Fixed issue with Register.exe causing a crash of the Reporting tool on launch in certain situations.	2554
Fixed issue preventing the deletion of certain registry keys using Desktop Authority.	2553
Fixed issue with "Office 2016 Templates Folder" being missing from the Microsoft Office Settings object.	2537
Fixed Software Inventory reporting "no results" issue when using a wildcard for software name.	2502
ExpertAssist now uses SSL certificate with 2048 bit RSA Key size by default instead of 1024.	2491
Fixed "double count" issue with DA licensing where a terminal server session, launched from a DA managed workstation by a DA managed user, was consuming an additional DA license seat. In general, we count the number of DA managed machines (VMs, workstations, servers, laptops, tablets, etc.) and the number of active terminal server sessions by unique DA managed users that are not currently associated with a desktop session.	2469
Fixed issue with an unexpected error being observed when attempting to change the DA Admin user account in the console.	2438
Fixed issue with DA dialogs being displayed during logoff script execution.	2364
Fixed issue with the .slp and .sld files of deleted profiles not being automatically cleared from netlogon.	2355
Added "Peak License Usage" reports to help customers track their historic consumption of DA license seats.	2268
Fixed issue with an unsupported SQL 2005 Backwards Compatibility module being used by the DA installer.	2266
Added support for Windows Server 2016.	2157
Fixed issue with account lockouts after changing SLUSER password.	2214
Fixed issue with the current domain not being displayed in the DA Setup Tool.	2202
Fixed issue with the location of Knowledge Base (KB) links in slTrace.htm.	2195
Added the ability to configure "SMTimerInterval" from within web.config.	2177
DA can be configured to only cache the authenticating DC on the DA Server.	2150
Fixed issue where the Sltrace file wasn't correctly stating which operating systems DA supported setting the default browser.	2141
Fixed Microsoft Outlook Settings issue where signatures for new/reply were not being saved when set to 'leave alone'.	2135
Fixed issue with an excessive amount of files accumulating in c:\ProgramData\Microsoft\Crypto\RSA\MachineKeys folder.	2118
Fixed trusted driver issue with Expert Assist on Windows 10 Anniversary build 1607 (and later).	1777
Fixed Pre/Post Engine scripts issue where a user was not allowed to enter a path to a sub-directory.	1740

Resolved Issue	Issue ID
Added a "Run as x64 process (only for batch and cmd scripts)" checkbox to the Application Launcher object.	520
Fixed issue with Legal Notices being incorrectly formatted.	446
Fixed issue with limited support for Windows 2016.	2477
Fixed Trusted Driver issue with ExpertAssist and Windows 10 Anniversary Edition (or later) with secure boot on.	2454 1777
Fixed Trusted Driver on Windows 10 Anniversary Edition.	2385
Fixed issue related to signed drivers with Quest SHA-1 code signing certificate with SHA-1 digest algorithm for Vista/2008 compatibility.	2608
Removed the warning dialog about trusted driver support.	2642
Fixed issue with DA Installer trying to download and deploy the embedded SQL 2008 R2 Express database to Windows 2016 Server.	2530
Fixed issue with missing Windows 2016 Server check box in Validation Logic.	2168

Table 2: Group Policy Templates (User Management) resolved issues

Resolved Issue	Issue ID
Fixed issue with Citrix Receiver settings using GP Templates not saving.	645
Fixed group policy template parser error with Office 2013 template.	347
Fixed issue where editing a Group Policy Template element causes lost of existing settings.	513
Fixed GP Template issue where settings for certain adm files weren't being saved.	2495
Fixed GP Template issue where settings for certain adm files weren't being loaded.	2494

Table 3: Folder Redirection (User Management) resolved issues

Resolved Issue	Issue ID
Fixed possible timing issue when dependent elements (Folder Redirection, Shortcuts) are being executed at Logon.	1870

Table 4: Pre/Post Engine Scripts resolved issues

Resolved Issue	Issue ID
Fixed issue in the Pre/Post engine scripts where the user was not allowed to enter a path to a subdirectory.	1740

Table 5: USB/Port Security (User Management) resolved issues

Resolved Issue	Issue ID
Fixed Issue with Desktop Authority's kernel mode drivers (ExpertAssist, USB/Port Security) and Windows 10 Version 1607 (Anniversary Edition) or later.	1675
Fixed USB/Port Security issue when more than 2 permission sets are applied per element. Using more than 2 permission sets per element is no longer supported.	1393

Table 6: Desktop resolved issues

Resolved Issue	Issue ID
Fixed issue with Error: "WKIX32.exe is missing or corrupt" observed on client machines.	662
Fixed issue with no Exchange Online support. Desktop Authority now supports Exchange Online (Microsoft's cloud-based Exchange solution) when used with the Microsoft Outlook email client.	1708
Fixed Inactivity issue on Windows 10 where the countdown timer is being displayed immediately after a machine has been unlocked.	2131
Fixed issue with \$freespace showing 0 when drive still has some free space available.	2127
Fixed junction point issue when redirecting folders on Windows 10 Enterprise machines.	1893
Improved detection of Off/On Network status even when NLA service is stopped.	2117
Fixed issue with Off Network Support is getting re-enabled on client after disabling it.	2251
Fixed issue where the engine wasn't checking for the appropriate pre-req before installing USB Port Security on Windows 7.	2114

Table 7: Documentation resolved issues

Resolved Issue	Issue ID
Updated Licensing FAQ documented.	2229
Fixed issue with published help documents.	2483

Table 8: Exchange/Outlook resolved issues

Resolved Issue	Issue ID
Fixed issue with no support for Exchange 2016.	623
Fixed issue with the creation of Outlook 2016 mail profiles.	2265

Table 9: DA Console resolved issues

Resolved Issue	Issue ID
Fixed issue with broken license link in the DA console.	541

Table 10: ExpertAssist resolved issues

Resolved Issue	Issue ID
Fixed Issue with CVE-2016-2183 Sweet32 vulnerability in 8.6.0 and 8.6.1 versions of EA	2149

Known issues

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

Table 11: General known issues

Known Issue	Issue ID
DA's client doesn't always install on the first attempt during an upgrade from a very old version.	2878
All available computers are not always being displayed when DA's default resource browser is being used.	2804
No global option to change the User and Computer object refresh interval.	2636
Local Account Management element is not changing the administrator's username when it contains period and a wifi network connection is being used.	2634
Issue installing the DA Reporting Tool msi to a non system drive. A "invalid drive" error is displayed.	2609
Issue displaying a PNG image as a custom logo.	2462
Continually rebooting after upgrading from Windows 7 to Windows 10. See KB: https://support.quest.com/desktop-authority/kb/208444 .	2420
DA does not re-install printer drivers that were disabled after upgrading to Windows 10.	2198

Table 12: Group Policy Templates (User Management) known issues

Known Issue	Issue ID
Unable to configure a Word 2010 policy to "Enabled" in Group Policy Templates.	10342
On Add/Remove ADMX files there is no ability to remove.	10028
Group policy template settings are getting lost when the Ctrl-alt-del.admx is added to an existing element.	10840

Table 13: Shortcuts (User Management) known issues

Known Issue	Issue ID
On shortcut element, after browsing to an icon file and then clicking on "load icons", the console shows yellow bar message and clears out the path.	553
Shortcut "User Start Menu (Pin)" option is not working for Windows 10.	438

Table 14: Logging (User Management) known issues

Known Issue	Issue ID
The Logging viewer does not show more than 10 records.	10387

Table 15: USB/Port Security (User Management) known issues

Known Issue	Issue ID
Issue where MP3 Players are not accessible if the USB storage settings are set to read only.	9695
Issue where the end-user can read, write and synchronize data using iTunes on all Apple devices when the USB/Port Security Storage is set to Deny.	9786 9793
Issue where the end-user can access, read, write and manipulate data on Motorola tablet with Android OS when the USB/Port Security Storage is set to Deny.	9798 9803
Incorrect pop up USB/Port Security Alert showing a denied read operation, instead of a denied write operation.	9629
Allowing write only (with no read) access to USB Storage does not work.	9645
Some MP3 players are not accessible when the USB Storage is set to Read Only,	9695
With USB Storage set to Deny, user can read, write, and synchronize data through iTunes on Apple iPad device.	9786
With USB Storage set to Deny, user can read, write, and synchronize data through iTunes on iPod device.	9793
With USB Storage set to Deny, domain user/admin can read, write and manipulate data on Motorola tablet with Android OS.	9798
With MP3 Players set to Deny, user is able to access, read, and write MP3 files on Motorola tablet with Android OS.	9803
With USB storage set to Deny the usb storage device card reader Transcend is accessible on Windows 8.1x86 and 7x64, works (not accessible) on 8x64.	10698
Blocking Unclassified Devices (USB/ Port Security) causes Wifi to become locked on Microsoft Surface 2 Pro tablet.	10769
Allowed Exception or Overrides not working for USB Wireless Adapater from TP-LINK when Unclassified USB Devices are denied.	10830
When disable USB Security with administrative override there is no information being logged when coping files to/from the device.	10869
Incorrect classification of some USB CD/DVD writers as USB device as mass storage.	10955
Some firmware revs of Surface Pro 3 docking station does not work correctly with USB/Port Security component installed.	1734
USB/Port Security is causing a Startech.com Multi Card reader not loading all the drives.	872
Incompatibility between Dells Desktop Protection Encryption program and USB Port Security.	871

Known Issue	Issue ID
Support for USB Port Security on Vista x64 and x86 has been discontinued.	2403
Unexpected USB/Port Security balloon alerts on Windows 10 related to read operations even though those operations are correctly being allowed.	2056

Table 16: DA Console known issues

Known Issue	Issue ID
Issue where the column width in the Desktop Authority Manager is not behaving properly when using Internet Explorer 11. Workaround: Use Mozilla Firefox, Google Chrome (version 44 or earlier) or Internet Explorer 11.	10700
Profile tree doesn't automatically updated after 'Export and Delete'.	10130
Cannot see all records via the Desktop Authority log files viewer.	10387
Console: Font shifting after adding hyperlink in signature (IE).	10715
The disabling of the slBypass feature is no longer working.	10928
In User Management, Removing registry keys with a sub keys is causing an error.	28
Unable to grant profile access permissions to a group.	658
Global option > User mgmt option for "Always restart computer" is not working.	632
On shortcut element, after browsing to an icon file and then clicking on "load icons", console shows yellow bar message and clears out the path.	553
Legal Notice is incorrectly formatted with the unexpected double spacing of text.	446
Web reporting link not available to non-superusers.	10875
Computer PO: Sorting by timing has wrong order.	10731
Remote Management profile: permissions checkboxes is incorrectly checking.	10594
Remote Management tab: Favorites has no icon.	10834
Security Policy - UAC tab setting for UAC enable/disable no longer matches the OS settings.	10059
Security Policy - enable UAC not setting the UI to the default setting although SLtrace shows UAC=enabled.	10060
Setup Tool: cannot edit DA Configuration properties.	10647
Hosted Exchange Servers are currently not supported by Desktop Authority.	1689
DA console times out when trying to copy/paste one element from a very large list of existing elements.	3091
DA is very slow when loading for any user that only has read only access to the console.	1544

Table 17: Global Options known issues

Known Issue	Issue ID
Issue with configuring the Debug Mode setting in the User Management Global Options caused the DA Manager service to periodically time out during the replication process.	10688

Workaround: Retrying replication attempt eventually resolved the issue.

Table 18: ExpertAssist known issues

Known Issue	Issue ID
(For Windows 7 and Windows 2008 R2) If logging on without providing domain name on login page, the user will be logged into the remote management session as domain user only in case the local user with the same user name and password isn't found on the remote computer. The defect is caused by the Windows behavior described in the 1st paragraph of the Microsoft's KB article: http://support.microsoft.com/kb/245683 .	1581 409
Connection to a target machine containing underscores “_” in the name renders an error message.	98 2080
(For Microsoft's Windows Vista, Windows Server 2008, Windows 7 with User Account Control enabled) The “Cannot write <PATH>. Access is denied.” message shown in File Transfer when copying files from remote computer to the root of the local hard drive, if the browser has been initially started without elevated privileges.	100 4983
(Applicable only for Microsoft Windows 7 and Windows Server 2008 R2 with the “change wallpaper” function enabled) The slide show mode in wallpaper is deactivated after Remote Control management.	101 4984
Unable to remote control Windows 8.1 machines that have dual screens.	10842 2011
"Shift" key doesn't work after pressing "CapsLock" key in Remote Control.	10973
Multiple security related popups while establishing a remote management session.	1223
Issue using ExpertAssist on computers with multiple screens. The admin is unable to select each screen independently during a remote control session.	2815

Table 19: Local Account Management known issues

Known Issue	Issue ID
Possible conflict with setting local administration password in both a General and Local Account Management element.	9673
Local User Account: Days since last used field remains blank after adding users.	9722

Table 20: Server Manager known issues

Known Issue	Issue ID
Server Manager: Endless 'Querying' for DA Admin service if DCOM is disabled on remote host.	10338
Server Manager User/Computer Replication Status column text do not match for "red status".	9908
Powered off server is querying and calculating most of the time in Server Manager.	10833
SMWinService.log grows continually. Error code: 1305 GetAdminServiceInfo error ScriptLogic.DAConsole.Common.ExceptionHandling.DAErrorException: ErrServiceDataRegistryAbsent.	10916

Table 21: Web Browser known issues

Known Issue	Issue ID
Web Browser Proxy Exceptions do not apply correctly when *. is not added before the domain & suffix.	10362
"Prevent users from making changes to proxy settings" option in Windows internet Settings do not get apply to Internet options LAN settings, if applying settings to Firefox only.	10193
IE10/IE11 issue with the web browser element when changing the home page from having multiple tabs to one.	10854
For Web Browser, some controls and settings are not locked in Firefox – Connection page, when using the option to prevent users from changing any settings on connection page in the web browser object.	551
Firefox built in add-ons exceptions are not removed, when the option "Delete any exceptions from client that are not defined here" is enabled.	546
Password exceptions for Firefox can no longer be set on the client using the DA Manager Console, due to the way how Firefox is handling this process now.	545
No ability to manage Chrome in the web browser object .	320

Table 22: Desktops known issues

Known Issue	Issue ID
Data collection files occasionally takes a long time to process.	10982
Unable to create shortcuts to website using Google Chrome as the target.	379
Shortcuts to pin to user start menu are getting pinned multiple times	10755
Removing registry keys with a sub keys occasionally causes an error.	10900
When auto-hide is enabled for the taskbar and Desktop Authority runs it causes the Start Button to disappear.	10914
CBMConfig.xml.gzip file is modifying on each replication.	10388
Issue provisioning machines in some environments related to dasitemap.ini.	2188
Desktop upgrade issue after changing TMP variable to c:\Temp .	660

Table 23: Exchange/Outlook known issues

Known Issue	Issue ID
Multiple OST files are being configured in Outlook 2013	10363
After upgrading from MS Office 2010 to 2013, there are multiple .ost files in the client machine's C:\Users\username\AppData\Local\Microsoft\Outlook folder	10810
Enable Cache Exchange Mode causes GAL in Outlook to display empty	448
The ability to fully embed an image within an email signature is currently not supported by Desktop Authority	1676
No ability to add hyperlink in Outlook settings without editing HTML code	443
There is no ability to embed images in outlook signatures using the Microsoft Outlook Settings object.	1676

Table 24: Installation known issues

Known Issue	Issue ID
Installer gets exception if an installation path is extremely long.	10273
Installer database screen sometimes doesn't see the existing SQL instance.	10604
IIS error during install.	10634
Issues with DAStatusSrv.ocx after an upgrade.	10922

Table 25: Validation Logic known issues

Known Issue	Issue ID
HP EliteBook 840gi laptop is being detected as a desktop.	10954
Wildcard VL for OU is not working from CBM.	10863
The time picker in CBM validation logic has a display issue at some resolutions.	10899
No ability to specify a start date with Validation Logic .	2590

Table 26: General profile object known issues

Known Issue	Issue ID
Password expiration warning alerts (configured within a General object profile element) are not showing on newer Operating systems.	3017

System requirements

Before installing Desktop Authority 10.1, ensure that your system meets the following minimum hardware and software requirements.

Operating System requirements

Table 27: Operating System requirements

Requirement	Details
Web Console Manager	Microsoft Windows Server 2008 Standard/Enterprise (including 64-bit) Microsoft Windows Server 2008 R2 Standard/Enterprise Microsoft Windows Server 2012 Microsoft Windows Server 2012 R2 Standard/Enterprise Microsoft Windows Server 2016
Client side components	Microsoft Windows 7 (including 64-bit) Microsoft Windows 8.1 (including 64-bit) Microsoft Windows 10 (including 64-bit) Microsoft Windows Server 2008 Standard/Enterprise (including 64-bit) Microsoft Windows Server 2008 R2 Standard/Enterprise Microsoft Windows Server 2012 Microsoft Windows Server 2012 R2 Standard/Enterprise Microsoft Windows Server 2016

Browser requirements

Table 28: Browser requirements

Requirement	Details
Minimum	Internet Explorer 11, Firefox 3.6, or Chrome 24
Recommended	Internet Explorer 11, Firefox latest version, Chrome latest version, Microsoft Edge latest version

Software requirements

Table 29: Software requirements

Requirement (Server side)
Microsoft .NET Framework version 3.5 SP1

Requirement (Server side)

Microsoft SQL Server 2008/2014 R2 Express (depending on server operating system) – Installed if an existing SQL Server instance is not selected. Desktop Authority will prompt to start the Computer Browser Service (if disabled)

i **NOTE:** Please see the Installation and Upgrade Guide for a complete list of supported existing Microsoft SQL Server installations.

Microsoft Internet Information Services (IIS) 7, 7.5, 8 or 10 based on the Operating System of the server

- IIS 7 will be installed to 2008 servers
- IIS 7.5 will be installed to 2008 R2 servers
- IIS 8.0 will be used on 2012 servers
- IIS 8.5 will be used on 2012 R2 servers
- IIS 10 will be used on 2016 servers

Microsoft .NET Framework version 2.0 SP1

Microsoft Windows Installer 3.1

Hardware requirements

Table 30: Hardware requirements

Requirement	Details
Processor	Minimum 2.0 GHz dual core equivalent
Memory	4 GB

Expert Assist System requirements

Table 31: Expert Assist System requirements

Requirement
Microsoft Windows Server 2012
Microsoft Windows Server 2012 R2
Microsoft Windows Server 2008 (32-bit or 64-bit) any Service Packs
Microsoft Windows Server 2008 R2 any Service Packs
Microsoft Windows 10 (32-bit or 64-bit)
Microsoft Windows 8.1 (32-bit or 64-bit)
Microsoft Windows 7 (32-bit or 64-bit) Service Pack 1 or later
Microsoft Windows Server 2016

Expert Assist Web Browser system requirements

Table 32: Expert Assist Web Browser system requirements

Requirement
Internet Explorer 11
Mozilla Firefox latest version
Google Chrome latest version
Microsoft Edge latest version
Latest Java Runtime Environment

Upgrade and compatibility

Desktop Authority 10.1 supports upgrades from Desktop Authority 9.2 or greater.

Product licensing

i | **NOTE:** Beginning with version 9.3, Desktop Authority does not phone home for product licensing.

To enable a trial license

When required, during installation, enter your User Name and Company Name in the appropriate fields. Users evaluating Desktop Authority should leave the serial set to the default value (30-Day Evaluation).

To enable Desktop Authority during installation:

During the installation process, a dialog will appear requesting the User Name, Company Name and Serial Number. Enter the required license information Name, Company and Key or click on the Browse button to locate the supplied Register.ini file. Once the registration file is selected the User Name, Company Name and Serial number will be filled in with the information from the registration file

To enable Desktop Authority following installation:

Once Desktop Authority licenses are purchased, you must register them with the software. Registering the licenses will remove the evaluation time period shown on the Desktop Authority client side splash screen and in the Desktop Authority Manager.

1. Click the Registration link in the lower right corner of the Desktop Authority Manager.
2. In the Registration dialog, click the Add new license link.
3. Once on the registration dialog, enter the required license information Name, Company and Key or click on the Import button to browse out to the supplied Register.ini file.
4. Click Register when finished.

5. Once the registration information is saved, be sure to logout of the Manager and then back in to see the newly licensed features.

Product improvement program

To assist in the development of new features, as well as drive future improvements, we have implemented a Product Improvement Program. Feedback from this program provides Product Management with valuable insight into how our products are being used. This information is essential to help the R&D team prioritize existing enhancement requests within the roadmap of the each product. Participation is voluntary, and no personal contact information is ever collected.

Please see the Administrator Guide for more information on the Product Improvement Program, including how to enable/disable the collection of data at any time.

Upgrade and installation instructions

Complete upgrade and installation instructions can be found in the Installation and Upgrade Guide.

More resources

Additional information is available from the following:

- Installation and Upgrade Guide
- Getting Started Guide
- Administrator Guide
- Reporting Guide
- Data Dictionary
- Database Diagram
- ExpertAssist User Guide

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 supports any single-byte or multi-byte character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. 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. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand).

This release has the following known capabilities or limitations: There are no known limitations running the product in any of the supported markets.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit <https://www.quest.com/company/contact-us.aspx> or call +1-949-754-8000.

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

© 2017 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document..

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.



Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

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.

Desktop Authority Release Notes

Updated - August 2017

Version - 10.1