Quest™

Rapid Recovery License Portal
Version 6.1.0

User Guide

Legend

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

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

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

Rapid Recovery License Portal User Guide
Updated - September 2017
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Contents

1

Getting started with the Rapid Recovery License Portal

This chapter describes the License Portal and how to get started, including information about registration, accounts, and more. It includes the following topics:

- About the License Portal
- Navigating the License Portal
- Getting started with the Rapid Recovery License Portal
- Understanding license numbers and license keys
- Signing up for an account and registering your license
- Logging on to the License Portal

About the License Portal

The Rapid Recovery License Portal provides access for you to download software, register Rapid Recovery appliances, and manage license subscriptions. From the License Portal, you can register your account, download and add AppAssure 5 Core and Agents, manage groups, track group activity, register machines, register appliances, invite users, and generate reports. Refer to the following topics for more information about the License Portal:

- About the License Portal server
- Understanding user accounts

About the License Portal server

The License Portal server is a Web portal that resides at a managed hosting location and provides around-the-clock support and availability.

The License Portal server controls access to product downloads and allows you to track Rapid Recovery deployments, view reports, and manage licenses.

The general workflow for using the License Portal is as follows:

- A user registers on the License Portal and creates an account.
- During the registration process, the License Portal automatically creates a default root group for the account and gives it a name.
- When the user logs on, the License Portal represents the user as an account for that session.
- For each account, a groups page displays all of the user's groups. A managed service provider can, for example, create separate groups for each customer and then create subgroups to further segregate agents and cores. The user can also use groups to view all cores and agents when logging on to the License Portal.

- A user can generate reports for each account to view different statistics, which can be helpful when managing customers. For more information, see the topic, Working with License Portal reports.
- A user with administrative rights can also edit licenses at subgroup levels.

> **NOTE:** At the root group, only a Quest Software administrator may change license settings. For assistance, please contact your sales representative.

Understanding user accounts

When logged on, a user account has access rights to a group or subgroups. Subgroups to which a user is linked inherit the user's access rights.

Within the Rapid Recovery License Portal, available user types consist of the following roles and a user can have multiple roles per user group:

- **Owner.** Full control to create, edit, and delete users, groups, cores, and agents. The owner also receives email notification about approving or denying users that are registered via subdomain.
- **Admin**. Full control to create, edit, and delete users, groups, cores, and agents. Admins can also approve or deny users on the License Portal Users page.
- **Reader**. Read rights for all of the information in the License Portal.

Supported web browsers

The following Web browsers are supported for using the Rapid Recovery License Portal.

- Microsoft Internet Explorer (IE) 9, IE 10, IE 11
- Mozilla Firefox - latest version as of the printing of this guide.
- Google Chrome - latest version as of the printing of this guide.

Navigating the License Portal

You can use the navigation links on the left side of the License Portal pages to navigate to specific areas of functionality for a currently selected group as described in the following table.

> **NOTE:** Navigation using the left menu is in context of the currently selected group. If you have the proper permissions to access more than one group, “bread crumb” links in the top menu allow you to navigate between groups. You can also access and navigate between groups by going to the Groups page.

Table 1. Navigation Links in Left Menu of License Portal

Navigation Link	Description
Dashboard	Presents a visual summary of status information (using charts and tables) about protected machines and licenses in your environment.
Licensing	Allows you to manage licenses if you have proper permissions.
Groups	Allows you to view and manage groups and subgroups. You can add subgroups and view all subgroups for the current group as well as edit and delete groups depending on your permissions.
Cores	Allows you to view and manage the Cores in your environment.
Machines	Allows you to view and manage the Agents in your environment.
Users	Allows you to view, invite, and manage users in your environment depending on your permissions.

Table 1. Navigation Links in Left Menu of License Portal

Navigation Link	Description
Downloads	Provides links for you to download the Rapid Recovery software.
Reports	Provides the ability to generate reports about License Portal activity and export them to a variety of formats.
Settings	Provides the ability to modify group information, including billing information, branding, and advanced license settings such as service polling and grace period.

At the top right area of the License Portal pages, you can access the links described in the following table.

Table 2. Navigation Links at Top of License Portal Pages

Navigation Link	Description
User Name	Displays the email address of the user who is logged on to the License Portal. This link provides access to Personal Settings for you to modify account profile information about the user, including logon credentials. This section also provides a link to log you out of the License Portal session.
Help	Provides access to Rapid Recovery License Portal documentation, a Contact Us page, and an About page. By default, the Contact Us page displays a dialog box that includes contact information for Quest. If your License Portal has been customized, this dialog box might display your organization's contact information.

Getting started with the Rapid Recovery License Portal

The purpose of the Rapid Recovery License Portal is to allow you to manage the software licenses that are deployed by you and your customers as well as track any appliance licenses that you have installed. For example, your customers are represented as groups in the License Portal, and each group has its own set of users and properties. As your groups or customers deploy Rapid Recovery software, you can track the activity for monitoring and billing purposes.

Refer to the following topics for information on quickly getting started with the Rapid Recovery License Portal:

- For information about obtaining a license key, see the topic, Understanding license numbers and license keys.
- For information about how to register on the License Portal, see the topic, Signing up for an account and registering your license.
- You can create groups to represent your customers or your organization’s workgroups as needed. For details on how to create a group, see the topic, Adding a group or subgroup.
- You can invite customers or other users to join the groups you create as needed. For details on how to invite users, see the topic, Inviting users and setting user roles.

Understanding license numbers and license keys

A software license key is required to download the Rapid Recovery Core and Rapid Recovery Agent software and to configure and protect machines. Refer to the following topics for information about the general process of getting your license key and downloading software.

How to obtain the license number

When you purchase software or appliances, you will receive a license number via email for your sales order. This license number is associated with any of your software license keys for the Rapid Recovery Core and Agent software.

> **NOTE:** The email address to which the license number email is sent is the email address associated with the end user field on the sales order. If this field is blank, the email is sent to the customer contact or MSP email address that is listed on the sales order.

If you do not receive this email at the email address that you are expecting, please check with your internal purchase ordering contact or contact your Quest sales representative for further help in verifying the sales order end user email information or any other additional help in acquiring your license key. Software customers who do not have a license number or who are having difficulties activating their licenses should contact Quest to enable the license at: https://support.quest.com/contact-us/licensing. If possible, please have your order number and end user email information that was provided on the sales order available prior to contacting Quest for licensing assistance to ensure faster service.

Understanding License Portal registration

To download Rapid Recovery software, you can visit the Rapid Recovery License Portal at the website URL that was provided to you (for example in the email you received upon purchase), and register for a License Portal account. Upon successful registration, you can log on to the License Portal to activate and download software.

When you download software from the License Portal, a software license key is generated and included in the downloaded installer. A different license key is generated when the type of license changes (for example, if you are upgrading from a trial to perpetual license). Upon purchase of software, you may also receive your software license key as a file attachment in an email from Quest, which will be sent to the end user email address associated with your contract. You can view license keys within the License Portal.

If you have purchased an appliance, your appliance is configured with a 30–day temporary software license key. To obtain a permanent software license key, you must log on to the License Portal at the website URL provided to you. You need to enter your license number to obtain a permanent software license key, and then go to your Core UI to enter the license key in the software.

> **NOTE:** When you register for a License Portal account, an email confirmation is sent to the email address you entered during your account registration process.

Signing up for an account and registering your license

You need to register your license to download and use Rapid Recovery software or appliances. If you do not currently have a License Portal account, you need to sign up for an account to access the Rapid Recovery License Portal.

When an initial user account is created for your organization in the License Portal, it is created as a default user with administrative rights. This account also has the root group associated with it, meaning it can have subgroups but has no parent group.

When you have received your license number, you can easily register it with your account. If you do not have a license number, you can register for a trial account and then add your full license later. This trial account will have a trial license, which means all user accounts, subgroups, and agents added to this account also will have trial licenses until a valid full license has been activated. Users with the administrator role can edit the license settings in subgroups.

> **NOTE:** At the root group, only a Quest administrator can change license settings. For assistance, contact your Quest sales representative.

To sign up for a License Portal account and register your license(s)

1 On the License Portal Login page, click the **Sign Up** link to sign up for an account, or click the link included in the welcome email from Quest that includes your license information.

   The Sign Up page opens.

2 Enter the account information as described in the following table.

   Table 3. License Portal account information

Field	Description
First Name	Enter the first name of the user. **NOTE:** This is a required entry.
Last Name	Enter the last name of the user. **NOTE:** This is a required entry.
Email Address	Enter a unique email address for the user. If you have already purchased your license, you should enter the email address that Quest Software has associated with your contract when you purchased the license. This email address should have received a License Number Confirmation Email. Alternately, you can enter an email address of any user who is already in your company's group. **NOTE:** This is a required entry.
Password	Enter a password for this account. **NOTE:** The password you enter must be at least eight characters long. For optimal security when creating a password, it is best to use a combination of upper and lowercase characters in combination with numeric and unique symbols.

   - If you have not yet purchased a license, you can download a free trial and add the license numbers later. To download a trial, select the **Download Free Trial** link, which opens the Free Trial page on the Quest website.

3 Click **Sign Up**. A Confirmation message appears stating that an email has been sent to the email address you just entered. This email includes a hyperlink for you to activate a newly created account.

4 Once you receive a confirmation email, click the hyperlink provided to register your license and activate your account. You need to register your license in order to begin using your software.The Add License Numbers page opens for you to add your license number(s).

5 Enter the license number you want to register, and then click **Add License Numbers**. (License numbers are generally of the format XXX-XXX-XXX. You can enter multiple license numbers.)

If you have purchased a license and are having trouble locating your license number, contact Quest support.

Completing account registration if you were invited to the License Portal

If you were invited to the license portal, you will have received an email notification stating you were invited with the link to the License Portal.

To complete registration if you were invited to the License Portal

1 In the email notification you received, click the link to log in or complete registration.

   If your account exists in your organization’s system, you will be logged in to the License Portal.

   If your account does not exist in your organization’s system already, the Sign Up page opens for you to register for a license portal account.

2 If you need to register for an account, enter the account information as described in the following table.

Table 4. License Portal account information

Field	Description
First Name	Enter the first name of the user. **NOTE:** This is a required entry.
Last Name	Enter the last name of the user. **NOTE:** This is a required entry.
Email Address	Enter a unique email address for the user. If you have already purchased your license, you should enter the email address that Quest Software has associated with your contract when you purchased the license. This email address should have received a License Number Confirmation Email. Alternately, you can enter an email address of any user who is already in your company's group. **NOTE:** This is a required entry.
Password	Enter a password for this account. **NOTE:** The password you enter must be at least eight characters long. For optimal security when creating a password, it is best to use a combination of upper and lowercase characters in combination with numeric and unique symbols.

3 Click **Sign Up**. A Confirmation message appears stating that an email has been sent to the email address you just entered. This email includes a hyperlink for you to verify your email address and log in.

Requesting a License Portal account

In some cases (for example for customized sub-domains), a user can register for an account by requesting access to the License Portal.

To request and register for an account

1 On the login page, enter an email address and click to **Request Access**.

The group owner will receive a notification stating that a user has requested access. If the request is approved, you will receive an email stating that your account was created.

2 In the email notification, click the link to log in or complete registration.

If your account exists in your organization’s system, you will be logged in to the License Portal.

If your account does not exist in your organization’s system already, the Sign Up page opens for you to register for a license portal account.

3 If you need to register for an account, enter the account information as described in the following table.

Table 5. License Portal account information

Field	Description
First Name	Enter the first name of the user. **NOTE:** This is a required entry.
Last Name	Enter the last name of the user. **NOTE:** This is a required entry.

Table 5. License Portal account information

Field	Description
Email Address	Enter a unique email address for the user. If you have already purchased your license, you should enter the email address that Quest Software has associated with your contract when you purchased the license. This email address should have received a License Number Confirmation Email. Alternately, you can enter an email address of any user who is already in your company's group. **NOTE:** This is a required entry.
Password	Enter a password for this account. **NOTE:** The password you enter must be at least eight characters long. For optimal security when creating a password, it is best to use a combination of upper and lowercase characters in combination with numeric and unique symbols.

4 Click **Sign Up**. A Confirmation message appears stating that an email has been sent to the email address you just entered. This email includes a hyperlink for you to verify your email address and log in.

Logging on to the License Portal

If you have previously registered on the License Portal, you need to enter your email address and password to log on.

If you have forgotten your logon information, you can reset your password by clicking the link, **Forgot your password?**. For more information on resetting your password, see the topic, Resetting your password.

> **NOTE:** If you have not registered at the License Portal, you need to do so to download software. For more information about registering and obtaining a license key, see Understanding license numbers and license keys.
>
> **NOTE:** If you use the same email address for the License Portal and the Quest Support Portal, please log in using your Support password.

To log on to the License Portal

1 Navigate to the License Portal, for example, at the website URL that was provided to you in the email you received upon purchase.

The Login page appears.

2 In the Email Address text box, enter the email address you associated with your License Portal account during the registration process.

3 In the Password text box, enter the password you defined for this account during the registration process.

> **NOTE:** If you have forgotten your password, click **Forgot your password?**. You are prompted to enter your email address, and then a new password is sent to that email address with instructions.

4 Click **Log On.**

> **NOTE:** The first time you log on to the License Portal, the Downloads page appears so that you can download the trial Core software. For subsequent logons, the Licensing page appears.

Resetting your password

If you have forgotten your password, you can easily reset it.

To reset your password

1. On the License Portal Login page, click the link, **Forgot your password?**.

   The Password Reset page opens.
2. Enter the email address associated with the user account for which you want to reset your password, and click **Send Reset Instructions**.
3. Check your email for the password reset link, and click the recovery link in the email you received.
4. On the Password Reset page, enter your new password. The Password Reset Success page opens. You also receive an email confirming your password reset.
5. You can log on with the new password.

2

Managing licenses in the Rapid Recovery License Portal

This chapter describes how to use the License Portal, including how to access and manage Rapid Recovery licenses. It includes the following topics:

- Downloading software from the License Portal
- Performing global searches in the License Portal
- Configuring personal settings
- Configuring email notification settings
- Managing users
- Managing groups
- Managing licenses
- Managing registered agent machines
- Managing cores
- Working with License Portal reports

Downloading software from the License Portal

From the Downloads page, you can easily download and install Rapid Recovery software. When you download software from this page and then install it on your machine(s), the associated component is added to the License Portal so that you can manage the associated licenses. Refer to the following topics for more information:

- Downloading and adding a Rapid Recovery core to the License Portal
- Downloading and adding an agent to the License Portal
- Downloading software for appliances

Downloading and adding a Rapid Recovery core to the License Portal

The Rapid Recovery Core, which is installed on a dedicated server, stores and manages the agents and backups of all protected machines in your environment. From the License Portal, you can download and run the Rapid Recovery Core installer. When the software is installed on the server, the Core is added to the License Portal so that you can manage associated licenses.

NOTE: Only users with administrative rights can download a core.

To download and add a Core to the License Portal

1 In the left navigation area of the License Portal, click **Downloads**.

2 Under the Windows-based Applications heading, next to Core Installer or Core Web Installer, click the **Download** button.

> **NOTE:** The Core Installer downloads the executable file in one task, while the Core Web Installer streams a download of the latest version of the Core, which runs directly from the Web and lets you pause and resume the process as needed. A license key is automatically generated and presented for you to enter to activate the subscription. The license key also appears in the confirmation email you receive after choosing your download option.

3 Click **Run** in the subsequent dialog boxes to install the software.

> **NOTE:** When the automatic installation of the Core executable file is complete, the Welcome screen appears.

For more information about installing the Rapid Recovery Core, see the *Quest Rapid Recovery Deployment Guide*.

Downloading and adding an agent to the License Portal

The Rapid Recovery Agent is comprised of the agent services and software that enable protection of your data. You install agent software on the Windows and Linux machines that you want to protect in your environment (for example, on an Exchange server, SQL server, Linux server, and so on). The agent tracks changed data blocks on the disk volume of the machine and creates snapshot images of the data to send to an associated Core.

From the License Portal, you can download and run the Agent installer. When the software is installed on a machine, the agent is added to the License Portal so that you can manage associated licenses.

> **NOTE:** You must have administrative privileges to download and add agents.

To download and add an Agent to the License Portal

1 In the left navigation area of the License Portal, click **Downloads**.

2 Under the Windows-based Applications or Linux-based Applications heading, next to the agent installer version you want to download, click **Download**, and then click **Run** in the resulting installer dialog box to install the software.

For Windows, you can choose from the following platform versions:

- x64 Windows Agent installer
- x86 Windows Agent installer

For Linux, you can choose from the following platform versions:

- x64 CentOS /RedHat Enterprise Linux Agent installer
- x86 CentOS/RedHat Enterprise Linux Agent installer
- x64 Ubuntu Agent installer
- x86 Ubuntu Agent installer
- x64 SUSE Linux Enterprise Server Agent installer
- x86 SUSE Linux Enterprise Server Agent installer

For more information about installing the AppAssure 5 or Rapid Recovery Agent on your machines, see the *Quest Rapid Recovery Deployment Guide*.

Downloading software for appliances

If you have a DL Series appliance, you need to use the Recovery and Update Utility (RUU) to upgrade to the latest version of the Rapid Recovery software (Do not use the Core Installer). The RUU is available in the Appliance Applications section of the Downloads page.

To download software for DL Series appliances

1. In the left navigation area of the License Portal, click **Downloads**.
2. Under the Appliance-based Applications heading, next to the software you want to download, click **Download**, and then click **Run** in the resulting installer dialog box to install the software.

Using the dashboard

You can view the License Portal Dashboard for a quick summary of License Portal status information. Depending on the selected group, Information about protected machines and licenses in your environment is displayed in charts and tables for at-a-glance viewing.

To use the dashboard

- In the left navigation area of the License Portal, click **Dashboard**.

  Graphs are displayed for the current group, showing current Machine information, including Active, Expired, Blocked, Paused, and Total machines. Current amount of protected data is also displayed. License information is displayed for Physical and Virtual active licenses, as applicable. The amount of Used Protected Data (GB) is also displayed.

Performing global searches in the License Portal

At the top of the License Portal pages, you can perform a global search for cores, agent machines, groups, or users. To help you with your search, when you enter search text, suggested input appears if available.

For easy navigation, results are returned on a Search Results page organized by Groups, Cores, Machines, or Users according to what is found. You can easily view details about and perform a number of actions on an entity that is returned in Search Results.

> **NOTE:** “Fuzzy” search is supported in global searches, meaning that results are returned based on close matching or relevance and not always exact matches.
>
> Also note that if a change is made in the License Portal, it may take up to 10 minutes to be propagated to the search engine and to appear in search results.

To perform a global search in the License Portal

1. At the top of the License Portal, in the Search text box, enter the text for which you want to search.

   > **NOTE:** You can search for cores, agent machines, groups, or users; and, for groups, you can search by the license number or license key as well.

2. Press the Enter key, or click the Search icon (which looks like a magnifying glass).

   Results are returned on the Search Results page. If no results are found, a message appears, stating ‘No results found.”

3 On the Search Results page, click the Groups, Cores, Machines, or Users tab as applicable, to locate the specific entity for which you were searching.

4 Click the name of the entity to view details.

The Details page includes identifying information, a history of modifications as well as information about associated entities, such as groups or machines, as applicable.

5 On the Details page, you can click a variety of actions depending on the type of entity you are viewing. For more information about the Details pages and associated actions, see the following topics:

- Viewing and working with user details
- Viewing and working with group details
- Viewing and working with machine details
- Viewing and working with core details

Configuring personal settings

You can customize personal settings for your License Portal account, such as your email address, name, and more. Complete the following steps to configure personal settings.

To configure personal settings

1 Click your user name, which is your email address, in the upper right corner of the License Portal, and then click **Personal Settings**.

The Account Profile page appears with the Personal Settings tab open.

2 To change your email address, click **Change** next to User ID, and then, in the Change Login Email Addresses dialog box, enter a new email address. (For security, you also need to enter your current password.)

3 On the Personal Settings tab, in the Language menu, select a default language for this account.

4 In the Time Zone menu, select a default time zone for this account.

5 Optionally, in the Comments text box, you can enter a description for the account.

6 Click **Save**.

Configuring email notification settings

You can modify email notification settings for a user account, such as specifying when to be notified by email when a particular event occurs.

Complete the following steps to configure email notification settings.

To configure email notification settings

1 In the upper right area of the License Portal, click your user name, which is your email address, and then click **Personal Settings**.

The Account Profile page appears.

2 Click the **Email Notifications** tab.

3 Select the options to notify your account when an event occurs. You can choose from the following options:

- A core was downloaded.
- License pool has exceeded the limit.

- License pool has changed.
- A user was added.
- A user was deleted.
- A group was added.
- A group was deleted.
- I was appointed as the group owner.
- A core grace period will expire soon.
- A core grace period has already expired.

4 Click **Save**.

Managing users

Within the License Portal, you can easily view and manage users. As an administrator, you can perform the following actions for a user: invite users to a group, set or modify access privileges, delete users, or assign users to groups. Refer to the following topics for more information about managing users.

- Viewing and searching for users
- Viewing and working with user details
- Inviting users and setting user roles
- Editing user roles
- Deleting a user
- Approving a user

Viewing and searching for users

Users are associated with groups and can be viewed from the User area of the License Portal. Admin users can invite new users to a group.

NOTE: To view the users in a group, the logged on user must have administrative privileges in the current user group.

To view and search for users

1 In the left navigation area of the License Portal, click **Users**.

2 You can view the following details for users in a group:

- **Status** - The status of the user as either Active or Pending Approval.
- **Full Name** - The first and last name of this user.
- **Email address** - The email address associated with this user account.
- **Last logon date** - The date this user last logged on.
- **Home group** - The group to which this user belongs.
- **Roles** - The type of role this user has.

3 To sort the list of users in the table, click the column heading by which you want to sort.

4 To filter the list of users or search for users, do the following:

a To search by name, email, or group, enter text in the text boxes that appear in the Full Name, Email, and Home Group columns.

b To search by last logon date, click the drop-down calendar in the Last Login column, and select a date or date range.

Any search results appear in the table below the search options you specified.

5 To start a new search, click the link, **Clear Filters**, in the Actions column.

> **NOTE:** You can export the list of users as needed. To export, on the **Export** drop-down menu, click **Export to XLS** or **Export to PDF** as appropriate. Microsoft Excel 2010 and higher are supported export formats.

Viewing and working with user details

In the License Portal you can view a variety of detailed information about a user, such as identifying information and modification history.

To view and work with user details

1 In the left navigation area of the License Portal, click **Users**.

2 In the Actions column of the user for which you want to view details, click the Details icon.

In the Details dialog box, you can view the user's email address, role, the root group to which this user belongs, and a history of modifications to this user account.

3 Click the following actions for this user as needed:

- **Revoke all Privileges** - To revoke the user's privileges from all the groups on the License Portal. Once privileges are revoked, the user cannot log on to the portal.
- **Edit Privileges** - To change the user's access privileges to License Portal functionality. For more information about setting user privileges for this user, see the topic, Editing user roles.

Inviting users and setting user roles

From within the License Portal, you can invite users into a group or subgroup and set roles for those users.

> **NOTE:** You must have administrative rights to invite, remove, or edit a user.

To invite users and set user roles

1 On the Users page, click **Invite**.

The Invite New User dialog box appears.

2 In the Invite New User dialog box, enter the information as described in the following table, and then click **Invite**.

Table 6. User Account Information

Field	Description
Email	Enter a unique email address for the user. **NOTE:** This is a required entry.
Role	Select the appropriate role(s) to assign to the user to control access to License Portal features and content. You can choose from the following and a user can have multiple roles per user group: • **Owner.** Provides full access to the portal including the ability to create, edit, and delete users, groups, cores, and agents. The owner also receives email notification about approving or denying users that are registered via subdomain. • **Admin**. Provides full access to the portal including the ability to create, edit, and delete users, groups, cores, and agents. • **Reader**. Provides view-only access to the portal.

The user will receive an email notification with a link to complete registration.

Editing user roles

Complete the steps in the following procedure to edit user roles and associated privileges.

NOTE: A user's access rights are inherited by their subgroup.

To edit user security privileges

1. On the Users page, in the Actions column for the user you want to modify, do one of the following:
   - Click the **Details** icon and then click **Edit Privileges**.
   - Click the **Edit** icon.

   NOTE: If you have numerous users in the group, you can easily filter the list of users and search to locate the user you want to modify. See the topic, Viewing and searching for users for more information.

   The User Role dialog box appears.
2. Select the appropriate role(s) for this user. You can choose from the following, and a user can have multiple roles per user group:
   - **Owner.** Provides full access to the portal including the ability to create, edit, and delete users, groups, cores, and agents. An owner also receives email notification about approving or denying users that are registered via subdomain.
   - **Admin**. Provides full access to License Portal content, including the ability to create, edit, and delete users, groups, cores, and agents.
   - **Reader**. Provides view-only access to License Portal content.
3. Click **Save**. The newly assigned privilege level appears in the Role column.

Deleting a user

Complete the following steps to remove a user from the current group.

To delete a user

1 On the Users page, in the Actions column for the user you want to delete, click the **Delete** icon.

  A confirmation message appears for you to verify that you want to remove the user from the current group.

2 Click **OK** to confirm.

Approving a user

As an administrator or group owner, you can easily approve a pending user for an existing group in the License Portal when users request account access via a subdomain.

> **NOTE:** You might also receive an email notification in which you can approve or deny the user account request by clicking the appropriate link in the email notification.

To approve a user

1 In the left navigation area of the License Portal, click **Users**.

2 On the Users page, select a user (with the pending status), and then click **Approve**.

  (Similarly, if you want to deny a user, click **Disapprove**.)

3 Click **OK** to approve the user.

  The user is approved for the root group, down to all subgroups.

Managing groups

Within the License Portal, you can easily view and manage groups and subgroups. As an administrator, you can add subgroups and view all subgroups for the current group as well as edit and delete groups.

> **NOTE:** Navigation using the left menu is in context for the currently selected group. If you have the proper permissions to access more than one group, “bread crumb” links in the top menu allow you to navigate between groups. You can also access and navigate between groups by going to the Groups page.

Refer to the following topics for more information about managing groups.

- Understanding groups
- Viewing and searching for groups
- Viewing and working with group details
- Adding a group or subgroup
- Deleting a group
- Editing group information
- Editing branding settings for the root group
- Adding company and billing information for a group

Understanding groups

Two types of groups are available in the License Portal and are based on software and appliances.Groups contain at least one user with access rights assigned to it. When an initial user account is created for your organization in the License Portal, it is created as a default user with administrative rights. When this registered user logs in, the License Portal represents the account as a root group, meaning it can have subgroups but has no parent group.

Software groups

Groups can represent partners, companies, and subgroups within companies. They include organization information, can have an unlimited number of cores, and can include other groups, with no limit to depth. They also contain license pools and license pool amounts. The number zero (0) represents an unlimited license pool. For a subgroup, the number zero (0) signifies that licenses are drawn from the parent license pool. For more information about license pools and license allocation in groups, see the topic Understanding license pools.

Appliance groups

The Rapid Recovery DL appliances have one global group for all appliances, and each appliance has a unique license key that comes with a set of license restrictions (capacity, number of agents, and so on). Customers with both software and appliance (or software capacity) licenses typically have two groups in the License Portal: a software group with one license key for all software cores, and an appliance, or software capacity, group that has as many keys as purchased appliances, each unique to an appliance.

Viewing and searching for groups

Complete the following steps to search for and view the groups in your License Portal account.

> **NOTE:** Navigation using the left menu is in context for the currently selected group. If you have the proper permissions to access more than one group, "bread crumb" links in the top menu allow you to navigate between groups. You can also access and navigate between groups by going to the Groups page.
>
> If you see a message about a group being blocked, you need to contact Quest Software support or your sales representative for assistance.

To view and search for groups

1. In the left navigation area of the License Portal, click **Groups**.
2. On the Groups page, you can view the following details for groups:
   - **Status** - The status of the group as either Active or Blocked.
   - **Name** - The name of the group.
   - **License** - The type of license associated with this group.
   - **Used License Pool** - Pools used by this group. This refers to the number of physical licensed agents in this group.
   - **Cores** - Number of AppAssure 5 or Rapid Recovery Cores in this group.
3. You can expand a group in the list to view any related subgroups.
4. To select a group, click the hyper-linked group name in the groups table.

   > **NOTE:** If you have proper access, you can select and view the root group by clicking the first bread crumb link that appears at the top of the License Portal groups page.

5. To sort the list of groups in the table, click the column heading by which you want to sort.
6. To filter the groups list or search for groups, do the following:
   a. To search by name, in the text box in the Name column, enter text for a group name.
   b. To search by license pool or number of cores, click the drop-down menu in the Used License Pool or Cores column, and enter a number or numeric range.

   Any search results are returned in the Group table.
7. To start a new search, click the link, **Clear Filters**. in the Actions column.

NOTE: You can export the list of users as needed. To export, on the **Export** drop-down menu, click **Export to XLS** or **Export to PDF** as appropriate. Microsoft Excel 2010 and higher are supported export formats.

Viewing and working with group details

In the License Portal you can view a variety of detailed information about a group, such as identifying information and modification history.

To view and work with group details

1. In the left navigation area of the License Portal, click **Groups**.
2. In the Actions column of the group for which you want to view details, click the Details icon.

   In the Details dialog box, you can view detailed information about the group including status, license type, group owner, the number of associated cores and agent machines, number of users, and group type (such as Software or Appliances). A history of modifications to this group is also displayed.
3. To delete this group from within the Details dialog box, click **Delete**.

Adding a group or subgroup

Complete the following steps to add a group or to add a subgroup to an existing group.

If you own and are managing appliances in the License Portal, you have the ability to add software groups for your Cores. When you are creating groups and you have both software and appliance licenses, you need to enure that you have selected Software Capacity (for appliances) or Software as appropriate for viewing the proper license(s) in the proper group(s).

License keys for appliances and software are different and are not interchangeable; therefore, if you want to use Core software (for replicating appliance agent snapshots to a core, for example), you need to create a new software group for that Core. (You will need the license key to download and activate the Core.)

NOTE: Only users with administrative rights can add groups and subgroups.

To add a group or subgroup

1. If you have both software and appliance licenses, at the top of the License Portal, click **Software** or **Software Capacity** on the drop-down as needed to select the type of group you are creating. (To add a sub-group, navigate to the group to which you want to add a sub-group.)
2. On the Groups page, do the following:
   - Click **Add Group**.
   - If you are creating a subgroup, navigate to and select a group to which you want to add a subgroup, and then click **Add Group.**

     If you have numerous groups in the table, you can easily filter the list of groups and search to locate the group to which you want to add a subgroup. See the topic, Viewing and searching for groups for more information.
3. In the Add Group dialog box, enter a name for the new group.

   NOTE: The Group Name is required.
4. In the Description text box, enter a description for the group, as needed.
5. Click **Add**.

Deleting a group

You can easily delete a group on the Groups page of the License Portal. When you delete a group, all users, agents, cores and subgroups of the group are also deleted.

Complete the steps in the following procedure to delete a group.

> **NOTE:** Only users with administrative rights can add or delete groups and subgroups.

To delete a group

1. On the Groups page, select a group, and then click **Delete**.
2. In the Confirmation dialog box, click **OK**.

Editing group information

In the License Portal, you can modify a variety of group settings. Complete the steps in the following procedure to modify identifying information for a group.

> **NOTE:** You must have proper permissions in the system to modify or add groups.

Refer to the following topics for more information about modifying other group settings.

- For information about modifying branding settings for the root group, see the topic, Editing branding settings for the root group.
- For information about adding or modifying company or billing information for a group, see the topic, Adding company and billing information for a group.
- For information about modifying metadata settings to collect additional server information for better insights on core and agent usage for reporting and billing, see the topic, Modifying metadata settings for the root group.
- For information about modifying license pools or license types for a group, see the topic, Managing licenses.

To edit group information

1. On the Groups page, in the Actions column of the group you want to modify, click the Settings icon. (You can also click Settings in the left navigation area of the License Portal if the group you want to modify is currently selected.)

   The Settings dialog box opens, displaying the Group Info tab.
2. Enter the group information as described in the following table.

   Table 7. Group Information

Field	Description
Group Name	Enter a name for the group. The group name is used to identify the group. **NOTE:** This is a required text box.
Owner	Displays the email address of the user who owns this group. This user represents the administrator for the group, who controls user registration and access. This user receives email notifications when users register for an account on a subdomain.
Subdomain	For a root group, if you have proper access, you can enter the subdomain for portal access. The subdomain represents the first part of the URL that directs users to the License Portal. **NOTE:** This field only appears for a root group. Also, note that the subdomain should consist of only letters and numbers with no spaces.

Table 7. Group Information

Field	Description
Reference ID	You can enter a reference ID to help you identify this group.
Description	Enter a description for the group.

3 You can select the **Show in Reports** checkbox to ensure the group appears in group-related reports.

4 Click **Save**.

Editing branding settings for the root group

The License Portal allows administrators with proper access to re-brand certain settings for the root group, such as images, logos or contact information. Complete the following steps to edit the branding settings for the root group.

To edit branding settings for the root group

1 Ensure that the root group is currently selected.

2 In the left navigation area of the License Portal, click **Settings**. (You can also click Settings in the left navigation area of the License Portal if the group you want to modify is currently selected.)

The Group Settings dialog box opens, displaying the Group Info tab.

3 Click the **Rebranding** tab.

4 Enter the branding information as described in the following table.

Table 8. Rebranding Information

Field	Description
Select Image	Browse to locate and select the image (with the .png, .jpg., or .gif file extension) you want to use to re-brand the License Portal with your company's logo.
Select Icon	Browse to locate and select the icon (with the .ico file extension) you want to use to re-brand the License Portal with your company's icon.
Contact Us	Select the set of Contact Information you would like to use for your License Portal. You can select one of the following options: • **Quest Software Contacts.** Uses the default Quest contact information for Rapid Recovery products. • **Same as Company Info.** Uses the contact information that is entered on the Company Info tab. • **Custom Contacts.** Lets you enter custom contact information in the contact fields.

5 You can click **Reset Branding** to revert settings back to the Quest Software defaults.

6 Click **Save**.

Adding company and billing information for a group

Complete the following steps to add company and billing information for a group or subgroup.

To add company and billing information for a group

1 On the Groups page, in the Actions column for the group you want to modify, click the Settings icon.

The Settings dialog box opens, displaying the Group Info tab.

2 Click the **Company Info** tab.

3 In the Company Info tab, enter the company information as described in the following table.

Table 9. Company Information

Field	Description
Company Name	Used to identify the company. Enter the name of the company.
Company Contact	Used to establish a point of contact for the company. Enter the name for the company contact.
Company Phone	Used to specify contact information for the company contact. Enter a phone number for the company contact.
Company Email	Used to specify contact information for the company contact. Enter an email address for the company contact.
Company Country	Used to identify the country in which the company is located. Select the country in which the company is located.
Company State (If US)	Used to specify the state where the company is located, if located in the United States of America. Select the state in which the company is located.
Company City	Used to specify the city where the company is located. Enter the city where the company is located.
Company Address	Used to specify the physical address of the company. Enter the physical address for the company.
Company Zip Code (If US)	Used to specify the postal address for the company's physical address. Enter the zip code for the company's physical address.

4 If the billing information is the same as the company information, ensure that the option **Billing information is the same as company information** is selected.

5 If the billing information differs from the company information, clear the checkbox, **Billing information is the same as company information**, and enter the billing information as described in the following table.

Table 10. Billing Information

Field	Description
Billing Name	Enter the name of the responsible party. The name is used to identify the party responsible for paying for services.
Billing Contact	Enter the name of the individual who is responsible for payment. It is used to establish a point of contact who is responsible for payment.
Billing Phone	Enter a phone number for the responsible party. The number is used to specify the contact information for the responsible party.
Billing Email	Enter an email address for the responsible party. It is used to specify the contact information for the responsible party.
Billing Country	Select the country where the responsible party is located. It is used to identify the country in which the responsible party is located.
Billing State (If US)	Select the state where the responsible party is located. It is used to specify the state where the responsible party is located, if located in the United States of America.
Billing City	Enter the city where the responsible party is located. It is used to specify the city where the responsible party is located.
Billing Address	Enter the physical address for the responsible party. It is used to specify the physical address where the responsible party is located.
Billing Zip Code (If US)	Enter a zip code for the physical address for the responsible party. It is used to specify the postal address for the physical address of the responsible party.

6 Click **Save**.

Modifying metadata settings for the root group

The License Portal allows administrators with proper access to collect additional server information/metadata for better insights on core and agent usage for reporting and billing. Complete the following steps to edit the metadata settings for the root group.

To edit metadata settings for the root group

1. Ensure that the root group is currently selected.
2. In the left navigation area of the License Portal, click **Settings**.

   The Group Settings dialog box opens, displaying the Group Info tab.
3. Click the **Advanced** tab.
4. Select the appropriate checkboxes for the extended metadata you would like to collect. You can select from the following:

   Table 11. Type of metadata collected

Metadata type	Description of information collected
SQL Server	The SQL Server metadata per agent, such as if the agent has a SQL server, the server version, and number of databases
Exchange	The Exchange Server metadata per agent, such as if the agent has an Exchange server, the server version, and number of databases
Encryption	• For an agent, whether it is Encrypted • For a core, the number of encryption keys
Virtualization	• Whether a machine is virtualized • If the machine is virtualized, the type of virtual host (for example: Hyper-V, VMware, XenServer, EC2, or VirtualBox)

Managing licenses

The License Portal server manages licenses and license expiration on a machine-by-machine basis for Rapid Recovery software agents. Licensing for DL Series appliances is based on the capacity of the repositories on the appliance.

Refer to the following topics for more information about understanding and managing licenses in the License Portal.

- Understanding software license types
- About appliance licensing
- Understanding license pools
- Downloading or viewing your license key
- Viewing license numbers
- Viewing license pool information for a group
- Changing the license pool for software groups
- Changing the license type for a subgroup
- Extending an appliance license
- Moving an appliance license
- Detaching an appliance license from a core
- Assigning an appliance license

- Understanding billing for software licenses
- Understanding billing for appliance licenses
- Understanding disposal of software licenses
- Adding a license to the License Portal

Understanding software license types

The three types of software licenses that are available are:

- **Trial**. A 14-day license. Upon expiration of a trial license, the machine for which the trial license was active is automatically deactivated and receives the status, “Expired.” A trial license can be extended one time by the group administrator user from a 14-day to a 28-day license. If a registered user's account migrates from a trial to a subscription license, the user cannot register for another trial license.
- **Subscription**. A license that is valid for a limited time based on the subscription interval. You have usage rights to functionality while the subscription is active.
- **Perpetual**. A perpetual license with no expiration date that represents a set number of available licenses that can be used when adding new agents.

A License Portal account can be associated with either a subscription or perpetual license. The default is a subscription license and is defined by the user when the account is created. Only administrators can change license types for subgroups in which the root group does not have non-trial licenses. For information about changing the license type for a subgroup, see the topic, Changing the license type for a subgroup.

The license type can be established for a group and all subgroups. In this case, for example, if the license type defined for the group is subscription, all subgroups of the group also have a subscription license. When a license expires, the agent license expires, and the agent stops taking snapshots.

> **NOTE:** Licensing for the DL Series appliance is based on the capacity of the repositories on the appliance. This approach differs from the Rapid Recovery software. For more information, see the topic, About appliance licensing.

About appliance licensing

Licensing for the DL Series appliance can be an agent-based appliance package or based on the capacity of the repositories on the appliance. If you have purchased a DL appliance, your appliance is configured with a 30–day temporary software license. To obtain a permanent license key, you must log on to the Rapid Recovery License Portal to register the appliance. You need to enter the appliance license number to obtain the permanent license key file, and then change or add the license key in the Core software.

Refer to the following topics for more information about working with appliances in the License Portal.

- For information about registering your appliance on the License Portal, see the topic, Signing up for an account and registering your license.
- For information about changing a license key in the Rapid Recovery software, see the topic, “Changing A License Key” in your *Rapid Recovery DL Series User Guide* at https://support.quest.com/dl-series-backup-and-recovery-appliances/.
- For more information about licensing and billing for appliances, refer to the topic Understanding billing for appliance licenses.

Understanding license pools

This topic describes how licenses are allocated (using License Pools) in the Rapid Recovery License Portal, including how licenses are allocated among groups, how offline machines are handled in the license pool count, and how licenses can be released back into the pool.

Refer to the following topics for more information about working with license pools.

- For more information about changing the license pool, see the topic, Changing the license pool for software groups.
- For information about viewing license pools, see the topic Viewing license pool information for a group.

How licenses are allocated among groups

A license pool is used to administer (non-trial) software licenses in the Rapid Recovery License Portal. The number assigned to the pool indicates how many licenses can be allocated. Each group maintains a number (or pool) of allocated licenses, and a license pool with an Unlimited designation, represents an unlimited pool of licenses. For a subgroup, licenses are drawn from the parent license pool. License pools can be set at group and subgroup levels and at the Core level for appliances. See the topic Understanding groups for more information about groups and licenses and how they differ for software and appliances.

For example, if the license pool is set to 50, a group can allocate a maximum of 50 licenses across the group and subgroups. Once the threshold of group licenses is met, if additional agent licenses are needed, these agents need to use trial licenses, and a notification email is sent to the group administrator about the license pool being exceeded. If the license pool is set to Unlimited for the group, an unlimited number of licenses can be distributed for the group.

Administrators can also choose to define a value for the license pool and set an option to “draw licenses from a parent group.” Doing so specifies that no less than the quantity of licenses defined for the license pool are allocated.

License pools can have the following states in the License Portal:

- Unlimited - An unlimited number of licenses can be distributed for the group.
- Numeric value (non-zero) - The limit imposed on the licenses that can be distributed for the group.
- Disabled - The usage of certain type of agents (or all) agents for protection purposes in disabled for this group/core.
- Drawn from parent - The subgroups share limits from the parent group.

The display of License Pool information in the License Portal also depends on your license pool settings and requirements, the types of machines being protected (that is, if you have protected physical machines as well as virtual machines), and the type of license and group (for example, if you have a capacity-based license). Users can see the following categories in the License Pool section of the Licensing page depending on their specific licensing.

- **License Pool** - The limit that applies to the sum of protected physical machines and protected virtual machines. If hypervisor licensing is enabled, you will see hypervisor information in the license portal. A protected (installed) agent associated with a hypervisor does not consume the License Pool; instead, such agents are licensed as part of the hypervisor machine. The license pool does not count agents on protected hypervisors but does include the number of CPU sockets on protected hypervisors. It also includes protected virtual agents if they are not associated with a hypervisor explicitly.

NOTE: Hypervisors have licensed priority in a license pool. For example, if you have a License Pool = 5 and are protecting a hypervisor with a CPU count of 4 and 5 agents. The total of licenses consumed would therefore be 9. They are assigned by default as follows: 4 go to the hypervisor, 1 goes to the agent (which are ordered by the protection timestamp, where the older timestamp gets a license first.)

- **Capacity License Pool** - A limit that applies to the data in use, that is, the sum all used space on protected volumes. The total protected volume space on all agents (virtual and physical) is used to calculate this pool usage. It cannot be mixed with agent & hypervisor licenses.

How licenses can be added back to the license pool

In the License Portal, you can block agents or downgrade agents to a trial license, which frees the associated licenses and adds them back to the license pool. For information about how to block or downgrade an agent, see the topic, Working with agent machines.

> **NOTE:** Offline machines still consume licenses. If you need to move a license from one AppAssure 5 or Rapid Recovery Core to another, you should delete an agent that consumes a license from the Core. The license is added back to the license pool and can then be used by another core.

Downloading or viewing your license key

When you purchase software or appliances, you will receive a license number associated with your account that will also be associated with any software license keys for the Rapid Recovery Core and Agent software.

You can easily download a license key file for your Rapid Recovery software (or view your license key for your AppAssure 5.4.1 versions and earlier) from within the License Portal.

To download or view your license key

1. In the left navigation area of the License Portal, click **Licensing**.
2. On the License page, on the License Key drop-down menu**,** click one of the following:
   - **License Key** - To download the license key file to your browser.
   - **Legacy Key** - To view the license key (for AppAssure 5.4.1 versions and prior). The License Key dialog box appears showing the license key associated with the current group.

Viewing license numbers

When you purchase software or appliances, you will receive a license number associated with your account that will also be associated with any software license keys for the Core and Agent software.

You can easily view your license numbers from within the License page.

To view license numbers

1. In the left navigation area of the License Portal, click **Licensing**.
2. For software groups, on the License page, click the **License Numbers** link. The License Numbers dialog box appears to display your registered license numbers.

   > **NOTE:** If you have a non-phone home (NPH) license key (for an appliance group), you can request to have an email sent to you that contains the key. The email will be sent only to the registered user. To do so, on the License page, click the **NPH Keys** link.

3. For an appliance group, on the License page, the table displays appliance-only license numbers. If you have both appliances and software licenses, you can click **Add License**, which opens the License Numbers dialog box, to view all license number (both software and appliance).

For information about adding license numbers, see the topic, Adding a license to the License Portal.

Viewing license pool information for a group

The License Portal displays the number of available, used, and reserved software licenses for a group. License pools and license constraints are shown only if restrictions are imposed over the license metrics.

For more information about understanding license pools, see the topic, Understanding license pools.

To view license pool information for a group

1 Ensure the group for which you want to view licensing information is currently selected on the Groups page of the License Portal.

2 In the left navigation area of the License Portal, click **Licensing**.

The Licensing page displays license type as well as a License Pool section as applicable to the license type that shows available licenses for adding new agents, the number of licenses currently being used, and the licenses currently Reserved, if any, for subgroups.

NOTE: Depending on your license pool settings and group types, you might see two categories of License Pool information, including information about total licenses allocated for physical and virtual machines or capacity-based licensing. Therefore, this page can potentially display a License Pool or Capacity License Pool.

For Software Capacity/appliance groups, the License page also shows license constraints. For appliance-based licensed Cores, you will only see the constraints for total repository size.

For more information about license pools and how licenses are allocated among groups, see the topic, Understanding license pools.

For information about changing license pools for subgroups, see the topic, Changing the license pool for software groups.

Changing the license pool for software groups

As business drivers change, you can reallocate software licenses between subgroups as needed. Two things to consider when redistributing license pools are:

- You cannot reduce the size of the license pool to a number that is less than the sum of the combined and allocated group and subgroup licenses.
- You cannot reduce the license pool to a number that is less than the sum of the license pool for subgroups.The maximum value for the license pool for a subgroup is calculated in the same way.

For more information about license pools and license pool consumption, see the topic, Understanding license pools.

NOTE: Only users with administrative rights can change license pools for a subgroup. An administrator can edit license settings at the root group only when adding a new license number.

To change the license pool

1 Ensure that the group for which you want to modify the license pool is currently selected.

2 On the Licensing page, in the License Pool menu, select and configure one of the following options as needed.

- **Reserve** - Specify a number of licenses to hold in reserve for the group. This number cannot exceed the number in the parent group.
- **Draw from Parent** - (For subgroups) Select this option to allocate licenses from the available licenses in the parent group.
- **Disabled** - Select this option to disable the license pool. If you select this option, you will not be able to add agents to the group, and licenses cannot be consumed by this group. An agent would be added with a trial license in this case.

3 Click **Apply Changes**.

Allocating virtual and physical licenses for MSPs

If you have an MSP license type for a software group and have a limited number of virtual and physical machine licenses, you can reallocate the number of licenses reserved for virtual and physical machines as needed. You can adjust the licenses at the root group level only. For more information about license pools and license pool consumption, see the topic, Understanding license pools.

NOTE: Only users with administrative rights can change license pools and allocate licenses. An administrator can edit license settings at the root group only when adding a new license number.

To adjust the number of licenses reserved for physical and virtual licenses

1. Ensure that the root group is selected.
2. In the left navigation area of the License Portal, click **Licensing**.
3. In the License drop-down menu, specify a number for the reserved license count.

Changing the license type for a subgroup

Complete the following steps to change the license type for a subgroup. For more information about the available license types, see the topic, Understanding software license types.

NOTE: Only users with administrative rights can change license types for a subgroup. An administrator can edit license settings at the root group only when adding a new license number.

To change the license type for a subgroup

1. Ensure that the group for which you want to modify the license type is currently selected.
2. On the Licensing page, in the License Type drop-down, select **Perpetual**, **Trial**, or **Subscription**.
   - For a Subscription license type, you can click **Never Expires** or click **Expires On** to select an expiration date.
   - To apply the Subscription license type to all related subgroups, click **Apply to all subgroups**.

     NOTE: When an agent license expires, the agent stops taking snapshots.
3. Click **Apply Changes**.

Extending an appliance license

If you have proper permissions, you can extend an existing license for your appliance after your initial purchase, for example, add a license that you purchased to extend the capacity parameters of a current license.

To extend an appliance license

1. On the License page, click the license you want to extend to view details.
2. On the License Details page, under Additional Licenses, add the new license number, and then click **Add License**.
3. View details under License Constraints for Core to verify the license details (for example, the capacity expansion parameter).

Moving an appliance license

If you have multiple cores, you can move or assign a license for your appliance to a core in a different subgroup.

To move an appliance license between groups

1. On the License page, select the license you want to move.
2. Click **Move**.
3. In the Move to Another Group dialog box, from the New Group drop-down menu, select the subgroup to which to move the license.
4. Click the **Move** button.
5. Navigate to the License page for the subgroup to which you moved the license.
6. Select the license, and then click **Assign**.
7. In the Assign License dialog box, under Select Core, select the core to which to assign this license.
8. Click the **Assign** button.

Detaching an appliance license from a core

You can easily remove a current license for your appliance from being associated with a Rapid Recovery Core without deleting the license.This is useful, for example, if you want to keep a license from being currently allocated or make a license available to be assigned to another subgroup.

> **NOTE:** When you detach a license, the Core with which the license was associated cannot contact the License Portal and will stop taking snapshots if a new license is not applied during the grace period of ten days.

To detach an appliance license

1. On the License page, select the license you want to detach from a core.
2. Click **Detach**.
3. In the Detach License dialog box, click the **Detach** button.

Assigning an appliance license

In the License Portal, you can assign an appliance license that you have added to the License Portal to an existing Rapid Recovery Core.

> **NOTE:** You can also assign a license by applying the license key on the Core side, that is, if the same license was not previously detached from the Core explicitly on the License Portal.

To assign a license

1. On the License page, select the license you want to assign.
2. In the Core column, click **Assign**.
3. In the Assign License dialog box, under Select Core, select the core to which to assign this license.
4. Click the **Assign** button.

Understanding billing for software licenses

Subscription licenses are paid on a monthly basis and therefore include all enabled, registered, and deactivated agents. Collectively, all agents for the billing month account for the total subscription licenses for that period. Agents that were deactivated in the previous billing month are not included in the calculation.

Users pay for the licenses that they need, which is determined at the time of purchase. Bills are generated on the first day of each month for the previous month.

Perpetual licenses are licenses in perpetuity, and therefore, monthly billing does not occur for them.

Understanding billing for appliance licenses

Subscription licenses for appliances are paid on a monthly basis and, therefore, include all enabled, registered, and deactivated capacity. Collectively, all capacity for the billing month accounts for the total subscription licenses for that period. Capacity that was deactivated in the previous billing month is not included in the calculation. Users pay for the licenses that they need, which is determined at the time of purchase. Bills are generated on the first day of each month for the previous month.

Understanding disposal of software licenses

You can choose to dispose of a license by downgrading the license, blocking an agent or core, deleting a core, or uninstalling the Rapid Recovery application. When you do so, the license is allocated back into the license pool. For more information about downgrading or blocking an agent or core, see the topics, Working with core machines and Working with agent machines.

Adding a license to the License Portal

Once you are logged in to the License Portal, you can add license numbers.This is helpful when you have purchased additional licenses or have upgraded a license.

For information about extending a license (for example, to add capacity to an existing license) see the topic, Extending an appliance license.

To add a license number

1. In the left navigation area of the License Portal, click **Licensing** (ensuring that the group for which you want to add a license number is currently selected.)
2. Click the **License Numbers** link. The License Numbers dialog box appears.
3. Click **Add**.
4. In the Manage License Number dialog box, enter the license number, and then click **Activate**.

   A notification of successful registration appears, which also lists the software license key or includes a software license file for you to download. This notification includes the instructions for you to apply the software license key to your appliance as follows:

   a. Launch the Core Console for your appliance.
   b. Navigate to Core Configuration - Licensing.
   c. Click **Change License Key**.
   d. Copy and paste the software license key. Or, if you have a license file, browse to and specify the file location.
   e. Save your changes.
5. Click **OK**.

Managing registered agent machines

The Machines area of the License Portal displays the Rapid Recovery Agents for the current group. This view lets you view and manage licenses on a machine-by-machine basis.

Refer to the following topics for more information about viewing and managing agent machines.

- Viewing and searching for registered agent machines
- Viewing and working with machine details
- Working with agent machines

Viewing and searching for registered agent machines

In the License Portal, you can easily view and search for registered agent machines.

To view and search for registered agent machines

1 Ensure that the group for which you want to view machines is currently selected.

2 In the left navigation area of the License Portal, click **Machines**.

A list of agents appears in a table on the Machines page. The following information is displayed for the machines.

- **Status** - The status of the machine as active, paused, or blocked. If an agent is paused, it does not take snapshots but can be resumed from the associated Core.The license is also still counted in the pool, If an agent is blocked, snapshots cannot be resumed from the Core; the agent must be “unblocked”. The license of a blocked machine is not counted in the pool.
- **Display Name** - The display name of the machine.
- **Group** - The group to which this machine belongs.
- **Core** - The Core to which this agent belongs.
- **Replicated To** - The Core to which this agent is sending replication snapshots if applicable.
- **License** - The type of license for this machine.
- **License Expires** - The expiration status and the date the license expires, if applicable; for example, Expired, Never, a future date, and so on.
- **Version** - The version of Agent software installed on this agent.

3 To sort the list of machines in the table, click the column heading by which you want to sort.

4 To filter the machines list or search for machines, do the following:

a To search by name, in the text box in the Machine Name column, enter text for a machine name.

b To search by license pool or number of cores, click the drop-down menu in the Used License Pool or Cores column, and enter a number or numeric range.

Any search results are returned in the table.

5 To start a new search, click the link, **Clear Filters**. in the Actions column.

> **NOTE:** You can export the list of users as needed. To export, on the **Export** drop-down menu, click **Export to XLS** or **Export to PDF** as appropriate. Microsoft Excel 2010 and higher are supported export formats.

Viewing and working with machine details

In the License Portal you can view a variety of detailed information about a machine, such as identifying information and modification history.

To view machine details

1 In the left navigation area of the License Portal, click **Machines**.

2 In the Actions column of the machine for which you want to view details, click **Details**.

In the Details dialog box, you can view detailed information about the machine.

This information includes: Status, License type, the associated core machine type, amount of protected data (in GB), version of Rapid Recovery software, IP address, expiration date (if applicable), the machine to which this machine is replicated (if applicable), gateway address, Operating System, and last heartbeat (which is the last time this machine checked in with the License Portal). A history of modifications made to this machine is also displayed.

3 Click the following actions for this machine as needed:

- **Pause Protection** - To pause protection for this machine, which temporarily stops the machine from taking snapshots. It can then be resumed from the associated Core.
- **Upgrade** - To upgrade the license on this machine (for example, from trial to perpetual or subscription).You must have enough licenses in the pool to support the upgrade.
- **Extend License** - Extends the expiration date of a trial license, which extends the expiration date by two weeks for the agent machine. An Administrator can extend the expiration date once per agent.

Working with agent machines

In the Machines area of the License Portal, you can complete a variety of tasks, including pausing protection for agent machines, upgrading or downgrading the licenses for agent machines, and more.

To work with agent machines

- In the left navigation area of the License Portal, click **Machines**, select the machine(s) you want to work with, and, in the menu above the machines table, click the action you want to perform as described in the following table. (You can use the mouse to point and select multiple machines.)

> **NOTE:** If you have a large number of machines, for your convenience, you can easily filter the machines list to search for a specific machine. See the topic, Viewing and searching for registered agent machines for more information about searching the list of machines.

Table 12. Agent Machine Options

Option	Description
Pause Protection	Pauses protection for a machine. When you pause a machine, you temporarily stop the machine from taking snapshots. It can then be resumed from the associated Core. **NOTE:** When a machine is paused, it is still counted in the license pool,
Resume Protection	Resumes protection of the machine, which starts taking snapshots again. **NOTE:** You can also resume and pause protection from the Core.
Downgrade	Downgrades the license version (for example, from perpetual or subscription to trial) and removes the machine from the license pool. This is helpful if you do not want to consume the license pool. **NOTE:** Users with administrator privileges can downgrade a machine one time. Downgrades apply for non-trial agents.

Table 12. Agent Machine Options

Option	Description
Upgrade	Upgrades the license (for example, from trial to perpetual or subscription).You must have enough licenses in the pool to support the upgrade.
Extend License	When downgrading to a trial license, it automatically goes to expired status, You can extend the expiration date using this command, which extends the expiration date for two weeks for the agent. An Administrator can extend the expiration date once per agent.
Block	Blocks the agent. Blocking is helpful, for example, in the event that a customer needs to block an agent but does not have access to the remote core. When you block an agent machine, you block the functionality to take snapshots and stop consumption of the license pool.A blocked agent is still billed for the current month. It is not billed for the next month. The License Status displays as “Blocked.”
Unblock	Makes a blocked agent visible again. When you unblock, you can select from the following options. • **Unblock and Resume** - Unblocks the agent and makes it active again. • **Unblock and Pause** - Unblocks the agent, but the agent cannot take snapshots. It can be resumed from the Core. • **Unblock and Downgrade** - Unblocks the agent and downgrades the license to a a trial license so that it is not consuming your license pool.

Managing cores

The Cores area of the License Portal displays the Cores for the current group. This view lets you view and manage licenses on a machine-by-machine basis. Refer to the following topics for more information about viewing and managing Rapid Recovery Cores.

- Viewing and searching for cores
- Viewing and working with core details
- Working with core machines

Viewing and searching for cores

In the License Portal, you can easily view and search for core machines.

To view and search for Cores

1. Ensure that the group for which you want to view cores is currently selected.
2. In the left navigation area of the License Portal, click **Cores**.

   A list of cores appears in a table on the Cores page. The following information is displayed for the cores.

   - **Status** - The status of the machine as active or blocked. If a core is blocked it is no longer protecting data, and the license of a blocked machine is not counted in the pool.
   - **Display Name** - The display name of the core machine.
   - **Group** - The group to which this core belongs.
   - **Machines** - The number of protected agent machines associated with this core.
   - **Replicated Machines** - The number of agent machines replicated to this core.
   - **Protected Data** - The sum (in GB) of protected space used for protected and replicated agents.

- **Last Contact** - The last date that the Core contacted the License Portal.
- **Version** - The version of Core software installed on this core.

3 To sort the list of cores in the table, click the column heading by which you want to sort.

4 To filter the list of cores or search for cores, do the following:

   a To search by name, in the text box in the Display Name column, enter text for a core name.

   b To search by protected data, click the drop-down menu in the Protected Data column and enter a range of data amounts in GB.

   c To search by date of last contact, click the drop-down menu in the Last Contact column and enter a date range.

   Any search results are returned in the table.

5 To start a new search, click the link, **Clear Filters**. in the Actions column.

> **NOTE:** You can export the list of users as needed. To export, on the **Export** drop-down menu, click **Export to XLS** or **Export to PDF** as appropriate. Microsoft Excel 2010 and higher are supported export formats.

Viewing and working with core details

In the License Portal you can view a variety of detailed information about a core, such as identifying information and modification history.

To view and work with core details

1 In the left navigation area of the License Portal, click **Cores**.

2 In the Actions column of the Core for which you want to view details, click the Details icon.

   In the Details dialog box, you can view detailed information about the Core including, the status, IP address, group to which this core belongs, number of associated machines, amount of space consumed in the repository or amount of protected data (in GB), version of Rapid Recovery software, gateway address, operating system, and last heartbeat (which is the last communication with the License Portal).

   A history of modifications made to this Core as well as a list of the associated agent machines are also displayed. You can click the following actions for this core as needed:

   - **Delete** - To delete the Core from the License Portal.
   - **Block** - To block the Core, which blocks the agents that it is protecting. This prohibits the agents from taking snapshots. It also stops the consumption of the license pool and changes the License Status to “Blocked.”

Working with core machines

In the Cores area of the License Portal, you can perform a variety of tasks, including blocking and deleting cores. When you block a core machine, you automatically block the agents that it is protecting, which prohibits the agents from taking snapshots and stops consumption of the license pool.

To work with core machines

1 In the left navigation area of the License Portal, click **Cores**.

> **NOTE:** If you have a large number of cores, for your convenience, you can easily filter the cores list to search for a specific core. See the topic, Viewing and searching for cores for more information about searching the list of machines.

2 Select the Core(s), and, in the menu above the table, click the action you want to perform as described in the following table. (You can use the mouse to point and select multiple cores.)

Table 13. Core Options

Option	Description
Block	Blocks the Core. When you block a core, it blocks the agents that it is protecting, which prohibits the agents from taking snapshots. It also stops the consumption of the license pool.A blocked core is still billed for the current month. It is not billed for the next month. The License Status displays as “Blocked.”
Unblock	Makes a blocked core visible again. When you unblock, you can select from the following options. • **Unblock and Resume** - Unblocks the Core and makes associated agents active again. • **Unblock and Pause** - Unblocks the Core, but the agents cannot take snapshots. You must navigate to the agents to resume protection. **NOTE:** When a machine is paused, it is still counted in the license pool. • **Unblock and Downgrade** - Unblocks the Core and downgrades the license to a a trial license so that it is not consuming your license pool.
Delete	Deletes the Core from the License Portal.
Detach	Detaches a license from the Core, for example, removes a current license for your appliance from being associated with a Core without deleting the license.

Viewing core settings

On the Licensing page, as an administrator, you can view certain core settings and associated limits that apply to the Cores in your groups. These settings include total repository size, snapshot interval, log truncation, virtual standby exports, and more. The settings that are displayed are determined by the type of and number of licenses you have purchased.

To view core settings

1 In the left navigation area of the License Portal, click **Licensing**.

2 Under the heading, License Constraints for Core, you can view the settings described in the following table.

Table 14. Core Settings

Setting	Possible Values and Description
Total repository size on the core	• No limit - The size of the repository is not limited. • Limit to - The size of the repository is limited to a specified size in TB.
Repositories count	• No limit - The number of repositories is not limited. • Limit to - The number of repositories is limited to a specific number.
DVM repository on CIFS share or NAS	• Allowed - This feature is allowed. • Not Allowed - This feature is not allowed.
Minimum snapshot interval	• No limit - There is no limit specified for the snapshot interval. • Minimum - The snapshot interval is set to a minimum specified number of minutes before a snapshot is taken.

Table 14. Core Settings

Setting	Possible Values and Description
Maximum snapshots per day	• No limit - There is no limit specified for the snapshot interval. • Maximum - The snapshot interval is set to a maximum specified number of snapshots that can be taken per day.
Rollup retention policy	• Custom - There is a custom rollup retention policy for this core.
Simultaneous rollups	• No limit - There is no limit specified for simultaneous rollups. • Limit to - Simultaneous rollups are limited to a specified number.
Replication source cores (inbound)	• No limit - There is no limit specified for the number of replication source cores. • Limit to - The number of replication source cores is limited to a specified number. • Disable - This feature is disabled.
Replication target cores (outbound)	• No limit - There is no limit specified for the number of replication target cores. • Limit to - The number of replication target cores is limited to a specified number. • Disable - This feature is disabled.
Virtual standby exports	• No limit - There is no limit specified for the number of virtual standby exports allowed. • Limit to - The number of virtual standby exports is limited to a specified number. • Disable - This feature is disabled.
Encryption keys	• No limit - There is no limit specified for the number of encryption keys allowed. • Limit to - The number of encryption keys is limited to a specified number. • Disable - This feature is disabled.
Archive to cloud	• Allowed - This feature is allowed. • Not Allowed - This feature is not allowed.
Mountability check	• Auto or manual - Mountability checks can be performed manually or automatically. • Auto only - Mountability checks are limited to the automatic setting only. • Manual only - Mountability checks are to be performed manually only. • Disable - This feature is disabled.
Attachability check	• Auto or manual - Attachability checks can be performed manually or automatically. • Auto only - Attachability checks are limited to the automatic setting only. • Manual only - Attachability checks are to be performed manually only. • Disable - This feature is disabled.

Table 14. Core Settings

Setting	Possible Values and Description
Exchange log truncation	• Auto or manual - Exchange log truncation can be performed manually or automatically. • Auto only - Exchange log truncation is limited to the automatic setting only. • Manual only - Exchange log truncation is to be performed manually only. • Disable - This feature is disabled.
SQL log truncation	• Auto or manual - SQL log truncation can be performed manually or automatically. • Auto only - SQL log truncation is limited to the automatic setting only. • Manual only - SQL log truncation is to be performed manually only. • Disable - This feature is disabled.

Working with License Portal reports

In the Rapid Recovery License Portal you can generate reports about License Portal activity for any group. You can export the reports to any of the following formats: XLS, XLSX, PDF, RTF, MHT, TXT, CSV, or Image. Refer to the following topics for more information about License Portal reports:

- About the License Portal reports
- Generating reports and setting up report subscriptions
- Managing report subscriptions

About the License Portal reports

The License Portal offers reports for the following categories.

- Summary category
- User category
- Group category
- Cores category
- License category
- Drill-down reports

Summary category

The following report is available for the Summary category.

- **Dashboard Report** - Displays the total number of machines for a group and all its subgroups. It includes the following information:
  - The number of active licenses for a period of time.
  - Total space protected for a period of time.
  - Graphic, which shows a ratio of all machines by status.

  The Dashboard Report also contains the following drill-downs:

- Total machines
- Active machines
- Inactive machines
- Blocked machines
- Expired machines

User category

The reports described in the following table are available for the User category.

Table 15. Types of Reports for User Category

Report	Description
List of Users	Displays all users, including those added and deleted.
Added Users	Displays the list of users added during a specified period of time. You can use this report to view the group and all subgroups.
Deleted Users	Displays the list of users that were deleted during a specified period of time.

Group category

The reports described in the following table are available for the Group category.

Table 16. Types of Reports for Group Category

Report	Description
List of Groups	Displays all the subgroups in the selected group (any depth). It contains the following drill-downs: • Group Name • Group Path, which leads to the Group Page
Added Groups	Displays the list of groups that were added to the group or any subgroup during a specified time span. It contains the following drill-downs: • Group Name • Group Path, which leads to the Group Page.
Deleted Groups	Displays the list of deleted groups within a current group or its subgroups over a specified time span.

Cores category

The reports described in the following table are available for the Cores category.

Table 17. Types of Reports for Cores Category

Report	Description
List of Cores	Shows the list of cores in a selected group, including all subgroups. It contains the following drill-downs: • Group Name • Group Path, which leads to the Group Page.
Added Cores	Displays the list of cores that were added over a period of time, including groups and all subgroups. It contains the following drill-downs: • Core Name • Group • Group Path, which leads to the Group Page
Deleted Cores	Displays the list of cores that were deleted over a period of time. It includes the group and all subgroups. It contains the following drill-downs: • Group Name • Group Path, which leads to the Group Page

Machines category

The reports described in the following table are available for the Machines category.

Table 18. Types of Reports for Machines Category

Report	Description
List of Machines	Shows the list of machines in a selected group, including all the subgroups. It includes the following drill-downs: • Machine Name • Group • Group Path, which leads to the Group Page
Added Machines	Displays the list of machines that were added over a period of time, including groups and all subgroups. It contains the following drill-downs: • Machine Name • Group • Group Path, which leads to the Group Page
Paused/Inactive Machines	Displays the list of machines that were paused/inactive over a period of time, including groups and all subgroups. It contains the following drill-downs: • Machine Name • Group • Group Path, which leads to the Group Page
Deleted Machines	Displays the list of machines that were deleted over a period of time. It includes the group and all subgroups. It contains the following drill-downs: • Group Name • Group Path, which leads to the Group Page

License category

The reports listed in the following table are available for the License category.

Table 19. Types of Reports for License Category

Report	Description
Activated Licenses Report	Displays the list of machines that were activated over a specified period. It contains the following drill-downs: • Machine Name • Group • Group Path, which leads to the Group Page
Active Licenses Report	Displays a list of active licenses for a group and its subgroups. It contains the following drill-downs: • Machine Name • Group • Group Path, which leads to the Group Page
Blocked Licenses Report	Displays a list of blocked licenses for a group and its subgroups. It contains the following drill-downs: • Machine Name • Group • Group Path, which leads to the Group Page
Expired Licenses Report	Displays a list of expired licenses for a group and its subgroups. It contains the following drill-downs: • Machine Name • Group • Group Path, which leads to the Group Page
Trial Licenses Report	Displays the list of trial licenses for a group and its subgroups. It contains the following drill-downs: • Machine Name • Group • Group Path, which leads to the Group Page

Drill-down reports

Many reports support drill-down, for which, you can click links in a report, and a corresponding report appears. For example, when you click a group name, the report for the selected group appears.

The following drill-down reports are available:

- **Total machines**. Shows the number of machines for the selected group, including all subgroups. You can drill-down to view the following:
  - Machine Name
  - Group
  - Group Path
  - Current status
  - Company name
  - Current space protected
- **Active machines**. Shows the number of active machines for the selected group, including all subgroups. You can drill down to view the following:
  - Machine Name

    - Group
    - Group Path
    - Current status
    - Activation Date
    - Days Active
    - Current space protected
- **Inactive machines**. Shows the number of inactive machines for the selected group, including all subgroups. You can drill down to view the following:
    - Machine Name
    - Group
    - Group Path
    - Current status
    - Company name
    - Deactivation Date
    - Days Inactive
    - Current space protected
- **Expired Machines.** Shows the number of expired machines for the selected group, including all subgroups. You can drill down to view the following:
    - Machine Name
    - Group
    - Group Path
    - Current status
    - Company name
    - Current space protected
- **Blocked machines.** Shows the number of machines for a selected group and its subgroups, including machines blocked by Rapid Recovery. You can drill down to view the following:
    - Machine Name
    - Group
    - Group Path
    - Current status
    - Company name
    - Block Date
    - Days Blocked
    - Current space protected
- **Machine Name**. Shows the machine details and machine's core details.
- **Group/Group Name**. Displays group details.
- **Path/Group Path**. Redirects to the group path that was clicked.

Generating reports and setting up report subscriptions

You can easily generate License Portal reports and set up report subscriptions. Refer to the topic, About the License Portal reports, for information about the different types of reports available in the License Portal.

To generate a report and set up a report subscription

1. Ensure the group for which you want a report is currently selected.
2. In the left navigation area of the License Portal, click Reports.
3. Select a report category, the type of report to run, and then click **Go**.
4. To subscribe to this report on a recurring basis, click **Subscribe**, and then do the following:
   a. In the Subscribe dialog box, select a subscription type as Daily, Weekly, or Monthly.
   b. Click **Add** to automatically run the report on a recurring basis.
   c. For information about managing your report subscriptions, see the topic, Managing report subscriptions.

Managing report subscriptions

You can tailor your subscriptions to have reports electronically sent on a daily, weekly, or monthly basis.

For more information about reports and setting up report subscriptions, refer to the following topics.

- See the topic, About the License Portal reports, for more information about the different types of reports available in the License Portal.
- See the topic, Generating reports and setting up report subscriptions, for more information about setting up report subscriptions.

To manage report subscriptions

1. In the upper right area of the License Portal, click your user name, which is your email address, and then click **Personal Settings**.
2. On the Account Profile page, click the **Subscriptions** tab.
3. To modify the frequency of your report subscription, do the following:
   a. In the Actions column, click the Actions drop-down list for the report subscription you want to modify, and then click **Edit Subscription**.
   b. In the Settings dialog box, from the drop down menu, select one of the following report frequency options, and then click **Save**:
      - **Daily**. The selected report is sent every day.
      - **Weekly**. The selected report is sent every Friday.
      - **Monthly**. The selected report is sent at the end of each month.
4. To unsubscribe from a report, on the Actions drop-down list for the report from which you want to unsubscribe, click **Unsubscribe**.

Third party components

This product contains the following third-party components. For detailed third-party license information, go to http://www.quest.com/legal/license-agreements.aspx

Third Party Contributions

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Castle Windsor 3.3.0	Copyright © 2004-2015 Castle Project **License**: Apache 2.0
Google Charts	Copyright © 2015 Google Inc. All rights reserved. **License**: Google APIs Terms of Service Dec 9, 2011
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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 http://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.

Index

L

M

V

W