

Foglight™ for Virtualization, Enterprise Edition
8.6

Azure Virtual Machine Deployment Guide



© 2017 Quest Software Inc.

ALL RIGHTS RESERVED.

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

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

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

Quest Software Inc.
Attn: LEGAL Dept.
4 Polaris Way
Aliso Viejo, CA 92656

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

Patents


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


Trademarks


Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. "Apache HTTP Server", Apache, "Apache Tomcat" and "Tomcat" are trademarks of the Apache Software Foundation. Google is a registered trademark of Google Inc. Android, Chrome, Google Play, and Nexus are trademarks of Google Inc. Red Hat, JBoss, the JBoss logo, and Red Hat Enterprise Linux are registered trademarks of Red Hat, Inc. in the U.S. and other countries. CentOS is a trademark of Red Hat, Inc. in the U.S. and other countries. Fedora and the Infinity design logo are trademarks of Red Hat, Inc. Microsoft, .NET, Active Directory, Internet Explorer, Hyper-V, Office 365, SharePoint, Silverlight, SQL Server, Visual Basic, Windows, Windows Vista and Windows Server are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. AIX, IBM, PowerPC, PowerVM, and WebSphere are trademarks of International Business Machines Corporation, registered in many jurisdictions worldwide. Java, Oracle, Oracle Solaris, PeopleSoft, Siebel, Sun, WebLogic, and ZFS are trademarks or registered trademarks of Oracle and/or its affiliates in the United States and other countries. SPARC is a registered trademark of SPARC International, Inc. in the United States and other countries. Products bearing the SPARC trademarks are based on an architecture developed by Oracle Corporation. OpenLDAP is a registered trademark of the OpenLDAP Foundation. HP is a registered trademark that belongs to Hewlett-Packard Development Company, L.P. Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both. MySQL is a registered trademark of MySQL AB in the United States, the European Union and other countries. Novell and eDirectory are registered trademarks of Novell, Inc., in the United States and other countries. VMware, ESX, ESXi, vSphere, vCenter, vMotion, and vCloud Director are registered trademarks or trademarks of VMware, Inc. in the United States and/or other jurisdictions. Sybase is a registered trademark of Sybase, Inc. The X Window System and UNIX are registered trademarks of The Open Group. Mozilla and Firefox are registered trademarks of the Mozilla Foundation. "Eclipse", "Eclipse Foundation Member", "EclipseCon", "Eclipse Summit", "Built on Eclipse", "Eclipse Ready" "Eclipse Incubation", and "Eclipse Proposals" are trademarks of Eclipse Foundation, Inc. IOS is a registered trademark or trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. Apple, iPad, iPhone, Mac OS, Safari, Swift, and Xcode are trademarks of Apple Inc., registered in the U.S. and other countries. Ubuntu is a registered trademark of Canonical Ltd. Symantec and Veritas are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. OpenSUSE, SUSE, and YAST are registered trademarks of SUSE LCC in the United States and other countries. Citrix, AppFlow, NetScaler, XenApp, and XenDesktop are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries. AlertSite and DéjàClick are either trademarks or registered trademarks of Boca Internet Technologies, Inc. Samsung, Galaxy S, and Galaxy Note are registered trademarks of Samsung Electronics America, Inc. and/or its related entities. MOTOROLA is a registered trademarks of Motorola Trademark Holdings, LLC. The Trademark BlackBerry Bold is owned by Research In Motion Limited and is registered in the United States and may be pending or registered in other countries. Quest is not endorsed, sponsored, affiliated with or otherwise authorized by Research In Motion Limited. Ixia and the Ixia four-petal logo are registered trademarks or trademarks of Ixia. Opera, Opera Mini, and the O logo are trademarks of Opera Software ASA. Tevron, the Tevron logo, and CitraTest are registered trademarks of Tevron, LLC. PostgreSQL is a registered trademark of the PostgreSQL Global Development Group. MariaDB is a trademark or registered trademark of MariaDB Corporation Ab in the European Union and United States of America and/or other countries. Vormetric is a registered trademark of Vormetric, Inc. Intel, Itanium, Pentium, and Xeon are trademarks of Intel Corporation in the U.S. and/or other countries. Debian is a registered trademark of Software in the Public Interest, Inc. OpenStack is a trademark of the OpenStack Foundation. Amazon Web Services, the "Powered by Amazon Web Services" logo, and "Amazon RDS" are trademarks of Amazon.com, Inc. or its affiliates in the United States and/or other countries. Infobright, Infobright Community Edition and Infobright Enterprise Edition are trademarks of Infobright Inc. POLYCOM®, RealPresence® Collaboration Server, and RMX® are registered trademarks of Polycom, Inc. All other trademarks and registered trademarks are property of their respective

owners.

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.

Foglight for Virtualization, Enterprise Edition Azure Virtual Machine Deployment Guide
Updated - August 2017
Foglight Version - 5.7.5.8
Software Version - 8.6

Contents

Deploying and Monitoring Virtual Appliance	5
Deploying virtual machine through Azure portal	5
Accessing Management Server console	9
Creating monitored agent	9
Creating an AWS agent	9
Creating Azure Performance Agent	11
About Us	16
We are more than just a name	16
Our brand, our vision. Together.	16
Contacting Quest	16
Technical support resources	16

Deploying and Monitoring Virtual Appliance

This guide provides instructions for deploying and monitoring the Foglight™ for Virtualization, Enterprise Edition appliance on Microsoft Azure (hereafter called Foglight-FVE-Azure-vApp).

For more information, see the following topics:

- [Deploying virtual machine through Azure portal](#)
- [Accessing Management Server console](#)
- [Creating monitored agent](#)

Deploying virtual machine through Azure portal

Before monitoring the Foglight-FVE-Azure-vApp, make sure to deploy your virtual machine on Microsoft Azure.

To deploy the virtual machine through the Azure portal:

- 1 Log into the [Azure portal](#).
- 2 On the left navigation panel, select **New**.
The *New MARKETPLACE* view opens.
- 3 In the *New MARKETPLACE* view, type “*foglight for virtualization*” in the search box, and then select *Foglight for Virtualization, Enterprise Edition* from the search result.
The *Foglight for Virtualization, Enterprise Edition* view opens.
- 4 In the *Foglight for Virtualization, Enterprise Edition* view, click **Create**.
The *Create virtual machine* view opens.
- 5 In the *Basics* step, specify the following information, and then click **OK**.

* Name
FVE ✓

VM disk type
SSD ▼

* User name
foglight

* Password
.....

* Confirm password
.....

Subscription
Eng.Ops.SBox.FoglightVirtualization ▼

* Resource group
 Create new Use existing
 FVE ▼

Location
West US ▼

- *Name* (mandatory): Specify the name of the virtual machine.
 - *VM disk type*: Indicate the disk type of the virtual machine. Quest recommends selecting *SSD* for this field.
 - *SSD*: Premium disks (SSD) are backed by solid state drives and offer consistent, low-latency performance. They provide the best balance between price and performance, and are ideal for I/O-intensive applications and production workloads.
 - *HDD*: Standard disks (HDD) are backed by magnetic drives and are preferable for applications where data is accessed infrequently.
 - *Password* (mandatory): Specify the password of the virtual machine.
 - *Confirm password* (mandatory): Type your password again.
 - *Subscription*: Select your subscription from the drop-down list.
 - *Resource group* (mandatory): A resource group is a collection of resources that share the same lifecycle, permissions, and policies. Do either of the following:
 - Select *Create new*, and then specify the name of this new resource group.
 - Select *Use existing*, and then select an existing resource group from the drop-down list.
 - *Location*: Indicate in which the virtual machine is located.
- 6 In the *Size* step, select any of the following, and then click **Select**.

DS11_V2 Standard ★	DS12_V2 Standard ★	DS13_V2 Standard ★
2 Cores	4 Cores	8 Cores
14 GB	28 GB	56 GB
4 Data disks	8 Data disks	16 Data disks
6400 Max IOPS	12800 Max IOPS	25600 Max IOPS
28 GB Local SSD	56 GB Local SSD	112 GB Local SSD
Load balancing	Load balancing	Load balancing
Premium disk support	Premium disk support	Premium disk support
215.76 USD/MONTH (ESTIMATED)	427.06 USD/MONTH (ESTIMATED)	767.81 USD/MONTH (ESTIMATED)

- **DS11_V2**: Select this option for an environment that includes less than 1000 VMs.
- **DS12_V2**: Select this option for an environment that includes less than 3000 VMs.
- **DS13_V2**: Select this option for an environment that includes more than 3000 VMs.

7 In the **Settings** step, specify the following information, and then click **OK**.

Storage

Use managed disks No Yes

Network

* Virtual network >
FVE-vnet

* Subnet >
default (192.168.0.0/24)

* Public IP address >
None

* Network security group (firewall) >
(new) FVE-nsg

Extensions

Extensions >
No extensions

High availability

* Availability set >
None

Monitoring

Boot diagnostics Disabled Enabled

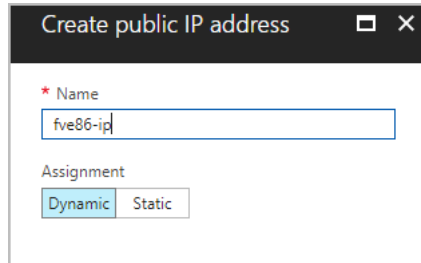
Guest OS diagnostics Disabled Enabled

* Diagnostics storage account >
fveddiag923

- **Storage**: Enable this feature to have Azure automatically manage the availability of disks to provide data redundancy and fault tolerance, without creating and managing storage accounts on your own.
- **Storage account** (available for non-managed disks only): Disks for Azure virtual machines are created in storage accounts. Create a new storage account or select an existing account.
- **Network**:
 - **Virtual network** (mandatory): Virtual networks are logically isolated from each other in Azure. You can create a new virtual network or select an existing one. Virtual machines in the same virtual network can access each other by default.

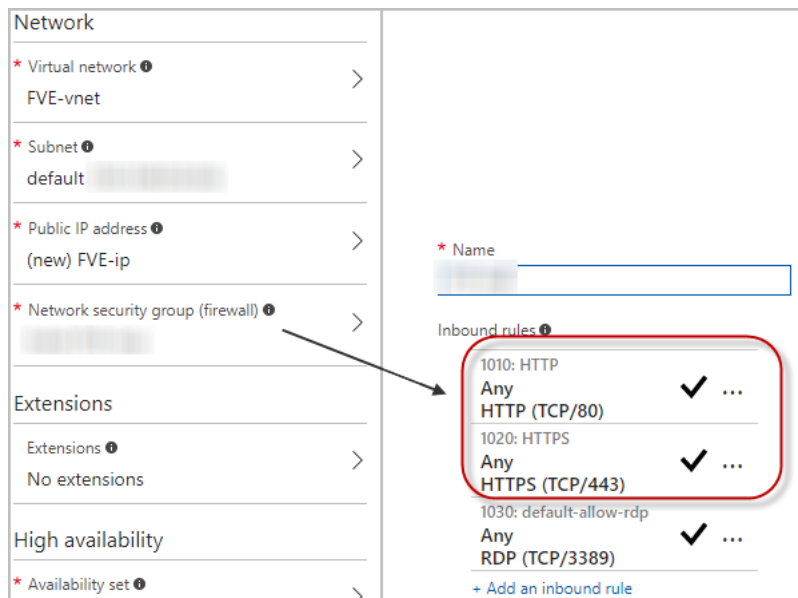
- *Subnet* (mandatory): A subnet is a range of IP addresses in your virtual network, which can be used to isolate virtual machines from each other or from the Internet.
- *Public IP address* (mandatory): Use a public IP address if you want to communicate with the virtual machine from outside the virtual network.

To create a new public IP address, specify the name of IP address, select dynamic or static alignment, and then click **OK**.



- *Network security group (firewall)* (mandatory): A network security group is a set of firewall rules that control traffic to and from your virtual machine.

i **NOTE:** Ensure that HTTP (TCP/80) and HTTPS(TCP/443) ports in the *Inbound rules* area are enabled.



- *Extensions*: Add new features, like configuration management or anti-virus protection, to your virtual machine using extensions.
- *Availability set* (mandatory): To provide redundancy to your application, we recommend that you group two or more virtual machines in an availability set.
- *Boot diagnostics*: Enable this feature to capture serial console output and screenshots of the virtual machine running on a host to help diagnose startup issue.
- *Guest OS diagnostics*: Enable this feature to get metrics every minute for your virtual machine. You can use them to create alerts and stay informed on your application.
- *Diagnostics storage account* (mandatory): Metrics are written to a storage account so you can analyze them with your own tools.

8 In the *Purchase* step, review the summarized information, and then click **Purchase**.

The virtual machine is now being deployed on Microsoft Azure.

Accessing Management Server console

After deploying your virtual machine(s) on Microsoft Azure, enter `http://<public-IP-address>` in your Internet browser to open the management server console.

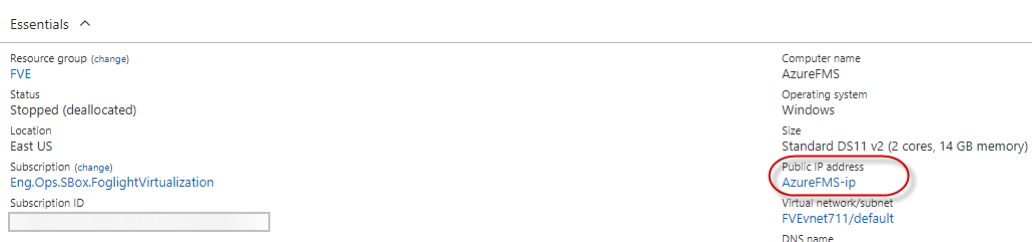
i | **IMPORTANT:** The default credentials for the Management Server console are: **Username:** `foglight`.
Password: `foglight`.

To find the public IP address:

- 1 Log into the [Azure portal](#).
- 2 On the left navigation panel, select **Virtual Machines**, and then browse to select your virtual machine.
- 3 Click your virtual machine.

The *Overview* view of this virtual machine opens by default.

- 4 Check the value of *Public IP address* in the *Essentials* area.



Creating monitored agent

The monitored agent(s) can be any of the following types:

- AWS Cloud agent: For more information, see [Creating an AWS agent](#) on page 9.
- Azure Performance agent: For more information, see [Creating Azure Performance Agent](#) on page 11.
- On-Premises agent: To create and monitor On-Premises agents, make sure to set up external Foglight Agent Manager in your private network before creating an agent. For more information about how to set up Foglight Agent Manager, refer to [Installing external Agent Managers](#).
 - VMware agent: For instructions about how to create a VMware agent, visit [Configuring monitoring agents for data collection](#).
 - Hyper-V agent: For instructions about how to create a Hyper-V agent, visit [Configuring monitoring agents](#).
 - Rapid Recovery agent: For instructions about how to create a Rapid Recovery agent, visit [Creating Rapid Recovery Agent](#).

Creating an AWS agent

Each AWS Agent monitors the assets inside the selected region. To monitor an AWS environment, AWS Identity and Access (IAM) users need use Access Keys to secure REST or HTTP query protocol requests. Create an IAM user with the following privileges to use the Foglight for Virtualization, Enterprise Edition:

- `AmazonSSMFullAccess`
- `AmazonEC2ReadOnlyAccess`
- `IAMReadOnlyAccess`
- `AWSHealthFullAccess`

To collect EC2 Memory metrics and Linux Volume metrics, make sure to assign the following privileges for an IAM user when creating the EC2 instance that is to be launched and monitored:

- *AmazonEC2RoleforSSM*
- *CloudWatchFullAccess*

A complete setup includes the following two steps:

- 1 Get the authentication information through AWS Management Console. For more information, see [Getting authentication information through console](#) on page 10.
- 2 Create an AWS Agent on the Foglight Management Server. For more information, see [Creating an AWS Agent](#) on page 11.

Getting authentication information through console

To create and retrieve a user's Access Keys through the AWS IAM console:

- 1 Log into the AWS IAM console at: <https://console.aws.amazon.com/iam/>.
- 2 Click **IAM** under the *Security, Identity & Compliance* column.
- 3 On the left navigation panel, click **Users**.

The *Resource Groups* view opens on the right.

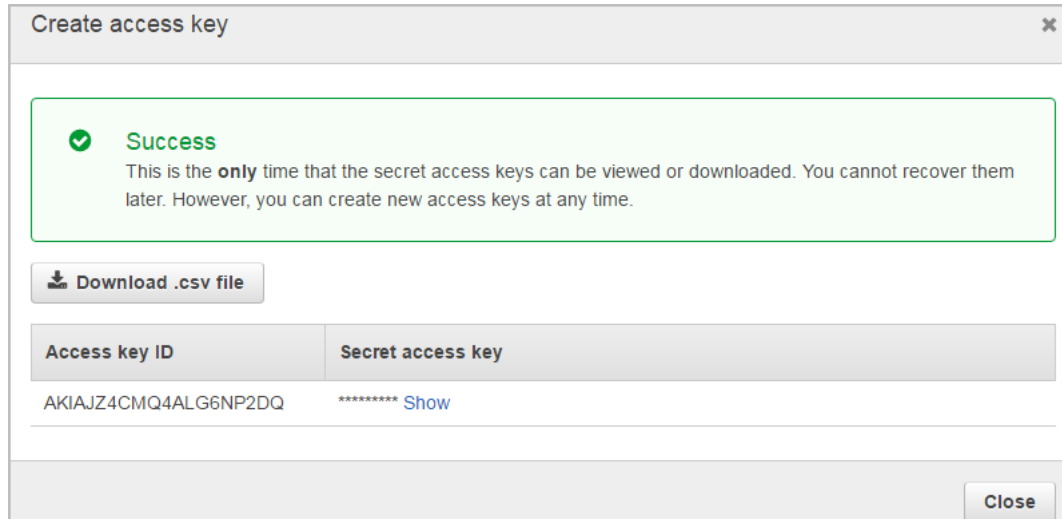
- 4 In the *Resource Groups* view, click the user which Access Key is to be retrieved.

The *User Summary* view opens.

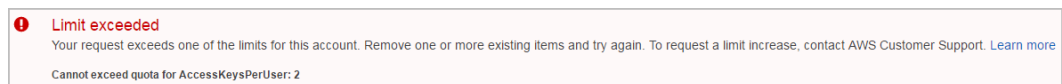
- 5 In the *User Summary* view, click **Security credentials**, then the *Sign-in credentials* view opens.

- 6 In the *Access keys* area, click **Create access key**.

The **Create access key** dialog box appears and shows the access key and Secret access key.




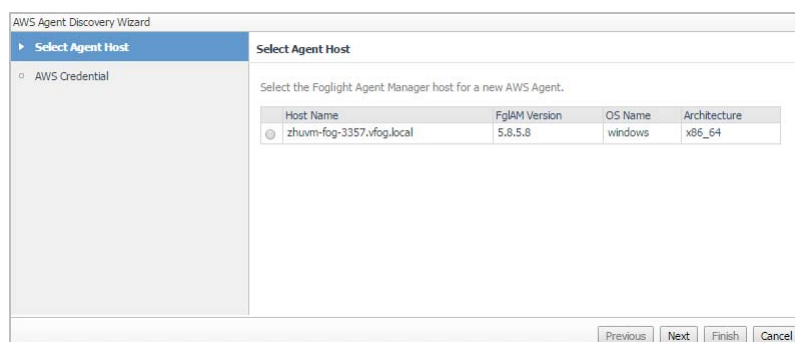
- 7 Click **Download .csv file** to keep the access key and secret access key somewhere safe.
- 8 (Optional) If you see the *Limit exceeded* message, click the **×** button next to the **Status** column to delete an access key that is not being used. Then repeat [Step 6](#) to create and retrieve a new access key.



Creating an AWS Agent

To create an AWS agent:

- 1 Log in to the Foglight browser interface.
- 2 Ensure that the navigation panel is open.
To open the navigation panel, click the right-facing arrow  on the left.
- 3 On the navigation panel, under *Homes*, click **Cloud Manager**.
The **Cloud Manager** dashboard opens.
- 4 In the **Cloud Manager** dashboard, click **Administration**, and then click **Add** or **Create AWS Agent**.
The **Agent Setup Wizard** dialog box opens.



- 5 In the *Select Agent Host* view, select the agent manager on which the new agent is to be deployed, and then click **Next**.
- 6 In the *AWS Credential* view, specify the following values, as needed, then click **Finish**.
 - *Account Id*: The display name of this account.
 - *Access Key*: The access key retrieved in [Getting authentication information through console](#).
 - *Secret Key*: The secrete access key retrieved in [Getting authentication information through console](#).

The new AWS Agent is created, and its data is to be displayed on the **Monitoring** tab after a few minutes.

Creating Azure Performance Agent

Each Azure Performance Agent monitors the subscriptions inside the same Azure Active Directory (AD). To collect the Azure data, you need register an application in Azure AD, and this application needs be granted the following privileges for all subscriptions to be monitored by Foglight for Virtualization, Enterprise Edition:

- *Reader*
- *Storage Account Contributor*

To fully enable the monitoring of Azure environment, Foglight for Virtualization, Enterprise Edition requires to create an Azure Performance Agent that is to be authenticated using *Azure Active Directory ID (Tenant ID)*, *Application ID*, and *Access Key*.

A complete setup includes the following two steps:

- 1 Get the authentication information using Azure Command Line Interface (CLI). For more information, see [Getting authentication information through CLI](#) on page 12.

Or

Get the authentication information through the Azure portal. For more information, see [Getting authentication information through Azure portal](#) on page 12.

- 2 Create an Azure Performance Agent on the Foglight Management Server. For more information, see [Creating Azure Performance Agent](#) on page 14.

Getting authentication information through CLI

To get Tenant ID, Application ID, and Access Key through CLI:

i | **NOTE:** Ensure that Azure CLI has been installed in the environment. For details about how to install Azure CLI, visit [Install Azure CLI 2.0](#).

- 1 Run the `azure login` command to log into the Azure account.
- 2 Run the `azure config mode arm` command to set CLI as the Azure Resource Manager (ARM) mode.
- 3 Run the `azure account show` command to get the value of *Tenant ID* that is used for [Creating Azure Performance Agent](#). Make sure to keep this *Tenant ID* somewhere safe.
- 4 Run the following command to create an Active Directory (AD) application. The value of *password* is the *Access Key* to be used for [Creating Azure Performance Agent](#). Make sure to keep this *password* somewhere safe.

```
azure ad app create --name "FoglightAzureMonitoringAuth" --home-page  
"http://app.quest.com" --identifier-uris "http://app.quest.com" --password  
"Passwrod"
```

After executing this command, the returned *AppId* value is the *Application ID* to be used in [Step 5](#) and for [Creating Azure Performance Agent](#). Make sure to keep this *AppId* somewhere safe.

- 5 Create a Service Principal by:
 - 1 Running the `azure ad sp create {app-id}` command, if your Azure CLI version is lower than 0.10.2.
 - 2 Running the `azure ad sp create -a {app-id}` command, if your Azure CLI version is 0.10.2 or later.
- 6 Run the following command to grant the Reader permission for the subscription to be monitored.


i | **NOTE:** The value of *objectId* is the Object Id returned after executing the command in [Step 5](#), and the value of *subscription-Id* represents the subscription to be monitored.

```
azure role assignment create --objectId {object-Id} --roleName Reader --subscription  
{subscription-Id}
```

Getting authentication information through Azure portal

To get Tenant ID, Application ID, and Access Key through the Azure portal:

- 1 Log into the [Azure portal](#).
- 2 On the left navigation panel, select **Azure Active Directory**.

The *Azure Active Directory* view that belongs to your account opens.
- 3 In the *Azure Active Directory* view, select **MANAGE > Properties**, and then click  to copy the *Directory ID* that is also known as *Tenant ID*.
- 4 In the *Azure Active Directory* view, select **MANAGE > App registrations**, and then click **New application registration**.

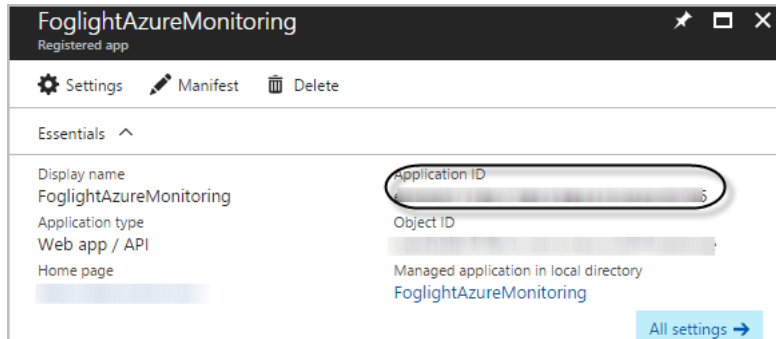
The *App registrations > Create* view opens.
- 5 Type the following information, as needed, and then click **Create**.
 - *Name*: type the name of the application.
 - *Application type*: select Web app / API.

- **Sign-on URL:** type the URL address where users can sign in and use the application.

The *App registrations > Create* view closes and the *App registrations* list is refreshed automatically.

- 6 In the *App registrations* list, select the application created in [Step 7](#).

Keep the *Application ID* displayed in the Application details view somewhere safe.

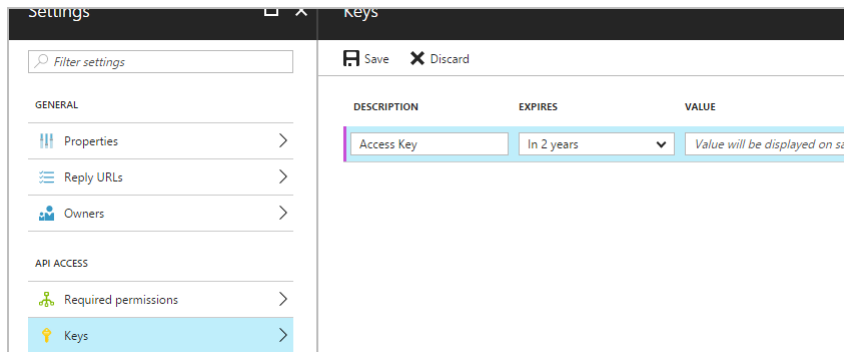


- 7 In the Application details view, click **All settings**. The *Settings* view opens on the right view.

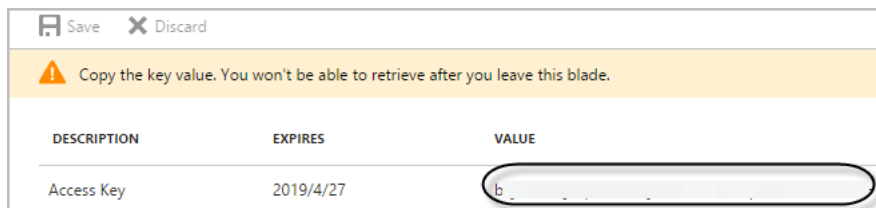
- 8 In the *Settings* view, click **Keys**.

The *Keys* view opens.

- 9 In the *Keys* view, specify the values of *DESCRIPTION* and *EXPIRES*, and then click **Save**.



- 10 Keep the key value as prompted.

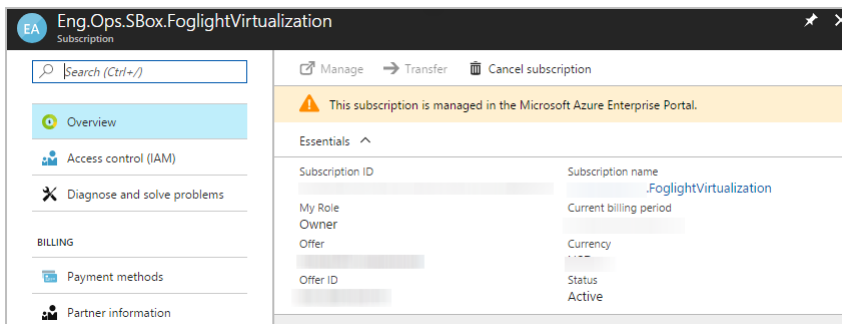


- 11 Click **Microsoft Azure** on the top right corner, to return the default dashboard that appears once logged into the Azure portal.

- 12 On the left navigation panel, click **Subscriptions**.

The *Subscriptions* view opens.

- 13 In the *Subscriptions* view, click the subscription that you want to monitor, then the Subscriptions details view opens.




- 14 In the Subscription details view, click **Access control (IAM)**, then *Access control (IAM)* view opens on the right.
- 15 Click **Add**. The *Add Permissions* view opens.
- 16 In the Add Permissions view, select *Reader* from the **Role** drop-down list, search for the application created in [Step 7](#), and then click **Save**.
- 17 Repeat [Step 11](#) to [Step 16](#), to assign the *Storage Account Contributor* role to the application created in [Step 7](#).

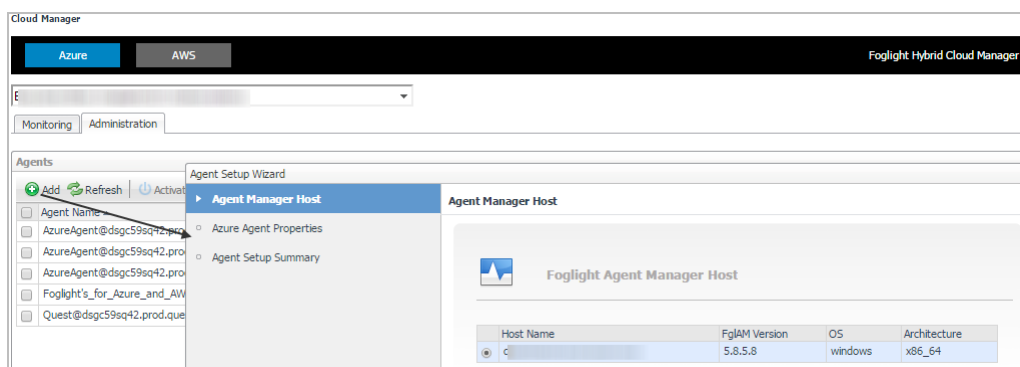
Repeat this procedure if there are multiple applications to be monitored.

NOTE: Diagnostics settings must be enabled to collect metrics for both ARM-deployed virtual machines and standard Storage Account. For more information, visit [How to enable metrics using the Azure portal](#).

Creating Azure Performance Agent

To create an Azure Performance Agent:

- 1 Log in to the Foglight browser interface.
- 2 Ensure that the navigation panel is open.
To open the navigation panel, click the right-facing arrow  on the left.
- 3 On the navigation panel, under *Homes*, click **Cloud Manager**.
The **Cloud Manager** dashboard opens.
- 4 In the **Cloud Manager** dashboard, click **Administration**, and then click **Add**.
The **Agent Setup Wizard** dialog box opens.



- 5 In the *Agent Manager Host* view, select the agent manager on which the new agent is to be deployed, and then click **Next**.
- 6 In the *Azure Agent Properties* view, specify the following values, as needed, then click **Next**.

- *Tenant Directory ID* *: The value of *Tenant ID* retrieved in [Getting authentication information through CLI](#) or [Getting authentication information through Azure portal](#).
- *Tenant Alias Name*: The display name that identifies your Tenant
- *Application ID* *: The value of *Application ID* retrieved in [Getting authentication information through CLI](#) or [Getting authentication information through Azure portal](#).
- *Access Key* *: The value of *Access Key* retrieved in [Getting authentication information through CLI](#) or [Getting authentication information through Azure portal](#).

7 In the *Agent Setup Summary* view, confirm the agent information, and then click **Finish**.

The new Azure Performance Agent is created, and its data is to be displayed on the **Monitoring** tab after a few minutes.

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 www.quest.com/contact.

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.