# Quest Desktop Authority 10.2

## Release Notes

**May 2018**

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

Topics:

## About Desktop Authority 10.2

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

- Desktop Authority 10.2 is a minor release, with enhanced features and functionality. See New features and Enhancements.

# About Expert Assist 8.7

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

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

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

- ExpertAssist 8.7 is a minor release, with no new functionality. See Resolved issues.

# New features

New features in Desktop Authority 10.2:

- **Remote Management User and Computer Lookup**

  Added user/computer lookup and quick launcher remote access options to the remote management tab. Admins can now quickly find any computer(s) a user recently accessed and easily perform actions like remote controlling, launching a remote cmd (or remote registry) session, or instantly view the latest DA trace file (useful for troubleshooting purposes).

See also:

- Enhancements
- Resolved issues

# Enhancements

The following is a list of enhancements implemented in Desktop Authority 10.2.

**Table 1: Server enhancements**

| Enhancement | Issue ID |
|---|---|
| Updated the version of OpenSSL being used within the product (1.0.2n). | 3565 |

**Table 2: Client (ExpertAssist) enhancements**

| Enhancement | Issue ID |
|---|---|
| Optimized ExpertAssist code to improve performance during remote control sessions. | 3193 |

**Table 3: Server (Console) enhancements**

| Enhancement | Issue ID |
|---|---|
| Desktop Authority now uses an SSL certificate with 2048 bit RSA Key size by default instead of 1024. The certificate will be 2048 bits for clean installs, or if a new certificate is created during an upgrade. | 3191 |
| Added the ability for admins to choose connection defaults (HTTP or HTTPS, NTLM authentication, etc) for remote control sessions. | 3290 |
| Added the ability for admins to specify both an execution start and end date for each setting within the Validation Logic Rules options. | 3336, 2590 |
| Added the ability to remove, and subsequently re-install or update, existing printer drivers. | 2198 |
| Microsoft Outlook Settings now includes the ability to add a hyperlink to a signature without the need to edit any HTML code. | 443 |

**Table 4: Server (Client) enhancements**

| Enhancement | Issue ID |
|---|---|
| Improved both server-side and client-side logging around some critical components (Sltrace, Slboost, SMWinService). | 3578, 3577, 3576, 3632, 3629, 3630 |

# Deprecated features

The following is a list of features that are no longer supported starting with Desktop Authority 10.2.

- N/A

# Resolved issues

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

**Table 5: Client resolved issues**

| Resolved Issue | Issue ID |
| --- | --- |
| Fixed issue with logoff events not being executed as expected when the loopback group policy setting is enabled. | 3206 |

**Table 6: Client (ExpertAssist) resolved issues**

| Resolved Issue | Issue ID |
| --- | --- |
| Fixed issue using ExpertAssist on computers with multiple screens. On some client operating systems (Windows 8 and later), admins were unable to select each screen independently during a remote-control session. | 2815, 2011, 10842 |
| Fixed issue where ExpertAssist was being unexpectedly re-installed during every login. | 3330, 3348 |
| Fixed ExpertAssist issue where the responsiveness of a remote connection would slow down and continue to degrade the longer the connection remains established. | 3356 |
| Fixed an intermittent issue that caused an "Access from IP XX.XX.XX.XX is not permitted"message to be displayed when attempting to login to ExpertAssist installed on a remote client machine. | 3316 |
| Fixed issue that caused a significant delay in the time it took for ExpertAssist to install, uninstall, or upgrade. | 3612 |

**Table 7: Client (USBPS) issues**

| Resolved Issue | Issue ID |
| --- | --- |
| Fixed unexpected USB/Port Security balloon alerts on Windows 10 related to read operations. | 2056 |
| Fixed issue with the USB/Port Security client installation becoming corrupted (causing repetitive reboots at login) after upgrading the operating system. | 2420, 1675 |

**Table 8: Client (Engine) resolved issues**

| Resolved Issue | Issue ID |
| --- | --- |
| Fixed issue where a 16-second delay was being experienced at logon in some environments where clients have no or limited internet connectivity. | 3323 |
| Fixed issue where a "Do you trust this printer?" dialog was locking the DA script when trying to add or upgrade a printer connection. | 3394 |
| Fixed issue with a 3 minute logoff delay in some environments where Google File Stream is in-use. | 3571 |

| Resolved Issue | Issue ID |
| --- | --- |
| Fixed issue where some files were being unnecessarily copied down to clients during every login. On slower networks, this resulted in noticeable delays since the copy operation was being done synchronously. | 3614, 3591 |

**Table 9: Client (Logging) resolved issues**

| Resolved Issue | Issue ID |
| --- | --- |
| Fixed issue with a vague error being displayed in sltrace log file when a domain user logs in and the sluser account is locked out. | 3168 |
| Fixed issue where many of the bookmark links in the user trace file were broken\invalid in certain browsers. | 1972 |

**Table 10: Reporting resolved issues**

| Resolved Issue | Issue ID |
| --- | --- |
| Fixed licensing data collection issue which caused inaccurate license usage reports. | 3315, 3311 |

**Table 11: Server (Console) resolved issues**

| Resolved Issue | Issue ID |
| --- | --- |
| Fixed localization issue in Reporting where the day and month fields were being misinterpreted leading to inaccurately blank reports for some regional settings. | 2934 |
| Fixed issue with unexpected error ("Identity check failed for outgoing message..") when a customer generated self-signed certificate was being used. | 3117 |
| Fixed issue upgrading from 10.0 after slcustopt.ini was used to add the Office 2016 Templates setting. | 3151 |
| Fixed data corruption issue with Shortcut elements after the multi-edit console feature has been used to modify more than a single shortcut element at once. | 3172 |
| Fixed issue configuring additional mailboxes in Outlook 2016. In some cases, additional mailboxes were added more once. | 3187 |
| Fixed issue with a "Business Logic" error being displayed when importing very old profiles exported from earlier versions of Desktop Authority. | 3188 |
| Fixed issue with unexpected ASP.net errors with ONRM (Off-Network Remote Management) that causes the management console to crash. | 3253 |
| Fixed issue with incorrectly branded profile export path. | 3271 |
| Fixed GP Templates issue when using an ADMX GPO to enable certain IPV6 settings. "Disable all tunnel interfaces" was being incorrectly enabled. | 3289 |
| Fixed issue where the profile history feature was not showing user information on all pages. | 3505 |

| Resolved Issue | Issue ID |
|---|---|
| Fixed issue with an unexpected business logic error ("Object reference not set to an instance of an object") when attempting to use the Remote Control button within the Remote Management tab. | 3544 |
| Fixed issue where CBMConfig.xml.gzip gets locked in some customer environments | 3525 |
| Fixed issue where deleted AD (Active Directory) accounts, still associated with an existing RBA (Role Based Administration) or superuser group, were causing severe errors ("Object reference not set" exceptions) in different places throughout the management console. | 3599, 3281, 3298, 3283, 3284, 3285 |
| Fixed issue with Group Policy Templates elements where data, related to admx policies with long entries, was not being displayed in a user-friendly manner. | 3277 |
| Fixed issue with Group Policy Templates where some Chrome settings were not being displayed after importing the Chrome admx. | 3136 |

**Table 12: Server (Logging) resolved issues**

| Resolved Issue | Issue ID |
|---|---|
| Fixed issue where the published information inside the DAsitemap.ini and the DAlocmap.ini were not always being time-stamped internally with the last published date and time after replication. | 2188 |

**Table 13: Server (Replication) resolved issues**

| Resolved Issue | Issue ID |
|---|---|
| Fixed replication issue observed after an upgrade from 9.2. In some cases, the post-upgrade replication failed with a "Replication Failed: preparation error occurred:.." error being logged. | 3170 |
| Fixed issue where ExpertAssist.exe was not being replicated during the replication process. | 3472 |

**Table 14: Server (Installer/Upgrade) resolved issues**

| Resolved Issue | Issue ID |
|---|---|
| Fixed issue with a FIPS validation error being displayed during the installation of Desktop Authority when installing to a FIPS environment with the ONRM (Off-Network Remote Management) feature enabled. | 3593 |
| Fixed issue where an Express upgrade resulted in the trusted SSL from the domain's CA being reset to a new self-signed certificate. | 3171 |
| Fixed issue where the Installer does not read ONRM settings from the Setup Tool during an upgrade. | 3478 |
| Fixed issue with unexpected license errors being displayed in the Installer and Setup Tool logs. | 3475 |

**Table 15: Setup Tool resolved issues**

| Resolved Issue | Issue ID |
|---|---|
| Fixed issue where scheduled reports using the Setup Tool SMTP settings were not being sent unless the SMTP username and password fields were populated (even if the exchange server is configured to work without a username\password). | 3308 |

# Known issues

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

**Table 16: General known issues**

| Known Issue | Issue ID |
|---|---|
| All available computers are not always being displayed when DA's default resource browser is being used. | 2804 |
| Local Account Management element is not changing the administrator's username when it contains period and a wifi network connection is being used. | 2634 |
| Issue installing the DA Reporting Tool msi to a non system drive. A "invalid drive" error is displayed. | 2609 |
| Issue displaying a PNG image as a custom logo. | 2462 |

**Table 17: Group Policy Templates (User Management) known issues**

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

**Table 18: Shortcuts (User Management) known issues**

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

**Table 19: USB/Port Security (User Management) known issues**

| Known Issue | Issue ID |
|---|---|
| Issue where the end-user can read, write and synchronize data using iTunes on all Apple devices when the USB/Port Security Storage is set to Deny. | 9786 |
| Issue where the end-user can access, read, write and manipulate data on Motorola tablet with Android OS when the USB/Port Security Storage is set to Deny. | 9798 9803 |
| Some MP3 players are not accessible when the USB Storage is set to Read Only, | 9695 |
| With USB storage set to Deny the usb storage device card reader Transcend is accessible on Windows 8.1x86 and 7x64, works (not accessible) on 8x64. | 10698 |
| When disable USB Security with administrative override there is no information being logged when coping files to/from the device. | 10869 |
| Incorrect classification of some USB CD/DVD writers as USB device as mass storage. | 10955 |
| Some firmware revs of Surface Pro 3 docking station does not work correctly with USB/Port Security component installed. | 1734 |
| USB/Port Security is causing a Startech.com Multi Card reader not loading all the drives. | 872 |
| Incompatibility between Dells Desktop Protection Encryption program and USB Port Security. | 871 |
| Some Android smartphones and other mass storage devices are not reporting proper USB device classification information to Desktop Authority's USBPS( USB/Port Security) driver. This can cause access to still be allowed to these devices after a client has been configured to not allow access to mass storage devices. | 3293 |

**Table 20: DA Console known issues**

| Known Issue | Issue ID |
|---|---|
| Issue where the column width in the Desktop Authority Manager is not behaving properly when using Internet Explorer 11. Workaround: Use Mozilla Firefox, Google Chrome (version 44 or earlier) or Internet Explorer 11. | 10700 |
| Profile tree doesn't automatically updated after 'Export and Delete'. | 10130 |
| Cannot see all records via the Desktop Authority log files viewer. | 10387 |
| Console: Font shifting after adding hyperlink in signature (IE). | 10715 |
| The disabling of the slBypass feature is no longer working. | 10928 |
| Web reporting link not available to non-superusers. | 10875 |
| Remote Management tab: Favorites has no icon. | 10834 |
| Security Policy - UAC tab setting for UAC enable/disable no longer matches the OS settings. | 10059 |
| Security Policy - enable UAC not setting the UI to the default setting although SLtrace shows UAC=enabled. | 10060 |
| DA is very slow when loading for any user that only has read only access to the console. | 1544 |
| Importing a previously exported CBM (Computer Based Management) profile results in the all elements being imported with new UIDs (Unique IDs). This causes any re-imported element, | 3294 |

| Known Issue | Issue ID |
|---|---|
| configured with "run once" validation logic, to re-execute on all clients where it previously ran. | |
| DA console times out when trying to copy/paste one element from a very large (700+) list of existing elements. | 3091 |
| Manager refresh event causes you to jump to the top of a long list of elements | 3300 |
| TLS 1.0 needs to be enabled on the Desktop Authority Manager server even if later TLS versions (eg. 1.1 or 1.2) are currently enabled. | 3322 |

**Table 21: ExpertAssist known issues**

| Known Issue | Issue ID |
|---|---|
| (For Microsoft's Windows Vista, Windows Server 2008, Windows 7 with User Account Control enabled) The "Cannot write <PATH>. Access is denied." message shown in File Transfer when copying files from remote computer to the root of the local hard drive, if the browser has been initially started without elevated privileges. | 100 4983 |
| (Applicable only for Microsoft Windows 7 and Windows Server 2008 R2 with the "change wallpaper" function enabled) The slide show mode in wallpaper is deactivated after Remote Control management. | 101 4984 |
| "Shift" key doesn't work after pressing "CapsLock" key in Remote Control. | 10973 |
| Multiple security related popups while establishing a remote management session. | 1223 |
| Intermittent error ("Error while installing DesktopAuthority Mirror Driver..") being displayed in the ExpertAssist log file when installing/upgrading the ExpertAssist client on a Windows 7 machine. | 3465 |
| The ExpertAssist client still tries connecting to the LAN gateway even when the ONRM (Off-Network Remote Management Feature) has been disabled. | 3304 |
| EA authentication box is missing NTLM on IE but it shows in Chrome | 3589 |

**Table 22: Local Account Management known issues**

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

**Table 23: Server Manager known issues**

| Known Issue | Issue ID |
|---|---|
| Server Manager: Endless 'Querying' for DA Admin service if DCOM is disabled on remote host. | 10338 |
| Server Manager User/Computer Replication Status column text do not match for "red status". | 9908 |

| Known Issue | Issue ID |
|---|---|
| Powered off server is querying and calculating most of the time in Server Manager. | 10833 |
| SMWinService.log grows continually. Error code: 1305 GetAdminServiceInfo error ScriptLogic.DAConsole.Common.ExceptionHandling.DAErrorException: ErrServiceDataRegistryAbsent. | 10916 |

**Table 24: Web Browser known issues**

| Known Issue | Issue ID |
|---|---|
| Web Browser Proxy Exceptions do not apply correctly when *. is not added before the domain & suffix. | 10362 |
| "Prevent users from making changes to proxy settings" option in Windows internet Settings does not get applied to Internet options LAN settings, if applying settings to Firefox only. | 10193 |
| IE10/IE11 issue with the web browser element when changing the home page from having multiple tabs to one. | 10854 |
| For Web Browser, some controls and settings are not locked in Firefox – Connection page, when using the option to prevent users from changing any settings on connection page in the web browser object. | 551 |
| Firefox built in add-ons exceptions are not removed, when the option "Delete any exceptions from client that are not defined here" is enabled. | 546 |
| Password exceptions for Firefox can no longer be set on the client using the DA Manager Console, due to the way how Firefox is handling this process now. | 545 |
| No ability to manage Chrome in the web browser object . | 320 |
| Errors ("FireFox: Exception caught in GetPref while parsing for pref line..") in sltracecc logfile when attempting to use the Web Browser feature to set certain Firefox 57 (or later) browser settings on client machines. | 3568 |

**Table 25: Desktops known issues**

| Known Issue | Issue ID |
|---|---|
| When auto-hide is enabled for the taskbar and Desktop Authority runs it causes the Start Button to disappear. | 10914 |

**Table 26: Exchange/Outlook known issues**

| Known Issue | Issue ID |
|---|---|
| After upgrading from MS Office 2010 to 2013, there are multiple .ost files in the client machine's C:\Users\username\AppData\Local\Microsoft\Outlook folder | 10810 |
| The ability to fully embed an image within an email signature is currently not supported by Desktop Authority | 1676 |

| Known Issue | Issue ID |
|---|---|
| The "From" field shown in the Outlook properties on a client machine (after the email account has been configured using Desktop Authority) displays sender is "Microsoft Exchange" instead of the user's email. However, emails are still sent correctly and all recipients see the correct display name of the sender. | 3476 |
| Adding Safe Senders, Recipients or blocked senders using the Microsoft Outlook Settings feature doesn't work with Outlook 2016. | 3167 |

**Table 27: Installation known issues**

| Known Issue | Issue ID |
|---|---|
| Installer gets exception if an installation path is extremely long. | 10273 |
| Installer database screen sometimes doesn't see the existing SQL instance. | 10604 |
| IIS error during install. | 10634 |
| .Net error ("There was a failure initializing profiling API attach infrastructure..".) in event viewer when .net 3.5 has not been installed/enabled. There is, however, no effect on functionality. | 3245,2356 |

**Table 28: Validation Logic known issues**

| Known Issue | Issue ID |
|---|---|
| The time picker in CBM validation logic has a display issue at some resolutions. | 10899 |
| CBM (Computer Based Management) elements set to execute at Shutdown/Startup do not get applied when a machine is configured to use "Fast Startup". This is because a true shutdown or startup event does not occur during a "fast shutdown" or "fast startup". | 3270 |

**Table 29: General profile object known issues**

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

**Table 30: Inactivity profile object known issues**

| Known Issue | Issue ID |
|---|---|
| Editing an existing Inactivity element that has the action set to "Restart" displays the wrong boundary info for the duration field (actual value is unchanged). This is a display issue and does not affect functionality. | 3319 |

# System requirements

Before installing Desktop Authority 10.2, ensure that your system meets the following minimum hardware and software requirements.

## Operating System requirements

**Table 31: Operating System requirements**

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

## Browser requirements

**Table 32: Browser requirements**

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

## Software requirements

**Table 33: Software requirements**

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

**Requirement (Server side)**

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

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

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

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

Microsoft .NET Framework version 2.0 SP1

Microsoft Windows Installer 3.1

# Hardware requirements

**Table 34: Hardware requirements**

| Requirement | Details |
| --- | --- |
| Processor | Minimum 2.0 GHz quad core equivalent |
| Memory | 16 GB |

# Expert Assist System requirements

**Table 35: Expert Assist System requirements**

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

# Expert Assist Web Browser system requirements

**Table 36: Expert Assist Web Browser system requirements**

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

# Upgrade and compatibility

Desktop Authority 10.2 supports upgrades from Desktop Authority 9.2 or greater.

# Product licensing

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

### *To enable a trial license*

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

### *To enable Desktop Authority during installation:*

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

### *To enable Desktop Authority following installation:*

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

1. Click the Registration link in the lower right corner of the Desktop Authority Manager.

2. In the Registration dialog, click the Add new license link.

3. Once on the registration dialog, enter the required license information Name, Company and Key or click on the Import button to browse out to the supplied Register.ini file.

4. Click Register when finished.

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

# Product improvement program

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

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

# Upgrade and installation instructions

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

# More resources

Additional information is available from the following:

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

# Globalization

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

This release supports any single-byte or multi-byte character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand).

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

# About us

## We are more than just a name

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

## Our brand, our vision. Together.

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

## Contacting Quest

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

## Technical support resources

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

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

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions

- Chat with support engineers online

- View services to assist you with your product