

KACE Desktop Authority 11.0

Release Notes

January 2019

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

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About Desktop Authority 11.0

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 11.0 is a major release, with enhanced features and functionality. See [New features and Enhancements](#).

i **IMPORTANT:** Starting in version 11.0, Desktop Authority has migrated to a new licensing system. All license keys and files from earlier versions (pre 11.0) are no longer valid and a new license key is required to proceed with the current installation. Please visit <https://support.quest.com/kb/264001> for more information.

i **IMPORTANT:** The security status of the Desktop Authority installation file can become "blocked" after download, inhibiting the ability of the product to be properly installed. Please see Desktop Authority [KB 262298](#) for information on detecting and resolving this issue.

About Expert Assist 8.7.1

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

New features

New features in Desktop Authority 11.0:

- **NLA Configuration (3020)**

Admins can now configure Desktop Authority's NLA options from within the Console. The Network Location Awareness (NLA) feature is used to configure the DA Client Service to automatically detect when an off-network computer (e.g. employee working remotely) establishes a new connection to the parent domain via a network change (e.g. using a VPN connection).

IMPORTANT: Existing customers who have already manually configured Desktop Authority's NLA options (directly through modifying the clients' registry) may lose their existing NLA configuration upon upgrade. Please see Desktop Authority [KB 266154](#) for more information.

- **Microsoft OneDrive local folder synchronization (4076)**

Admins can now leverage Desktop Authority to centrally synch local folders to OneDrive.

See also:

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

Enhancements

The following is a list of enhancements implemented in Desktop Authority 11.0.

Table 1: Security enhancements

Enhancement	Issue ID
All Microsoft .NET Framework dependent components have been updated to utilize version 4.6 of the framework. Version 4.6 is now required and automatically deployed, if necessary. This provides Desktop Authority with better security, improved performance, and increased stability.	3814
SMBv1 dependency removal	3671
TLS1.0,1.1 dependency removal	3467, 3730

Table 2: Java enhancements

Enhancement	Issue ID
<p>Java OpenJDK Support: Desktop Authority now supports the OpenJDK version of Java for use with ExpertAssist, thus providing a Java maintenance cost savings option for customers not wanting to use Oracle JDK (also supported).</p> <p>IMPORTANT: OpenJDK is automatically deployed by ExpertAssist if no supported version of Java is found. However, in some cases previously installed versions of Java (Oracle or OpenJDK) may not have been cleanly uninstalled. This situation can prevent the ability to properly detect when the OpenJDK version needs to be automatically deployed. Please see Desktop Authority KB 266071 for more information on detecting and resolving this issue.</p>	3759

Table 3: Validation Logic enhancements

Enhancement	Issue ID
Validation Logic now allows the targeting of Window 10 machines at a more granular build level.	3988

Table 4: SQL Server enhancements

Enhancement	Issue ID
Allows an existing SQL Server 2017 database to be targeted during the installation of Desktop Authority.	3640

Table 5: Licensing enhancements

Enhancement	Issue ID
Upgrade to newer Quest licensing framework - Provides an improved mechanism for customers needing to retrieve their latest license key from the Support portal.	3724

Table 6: Off Network Support (ONS) enhancements

Enhancement	Issue ID
Off Network support using MS Azure as primary storage: This enhancement provides the option to use either Azure or AWS as a cloud storage provider.	4006
Off-Network provisioning of domain-joined machines: Admins can now provision remote employee machines while they are off-network but are still connected to the internet.	4007

Deprecated features

The following is a list of features that are no longer supported starting with Desktop Authority 11.0.

- N/A

Resolved issues

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

Table 7: Client resolved issues

Resolved Issue	Issue ID
Fixed issue where ExpertAssist would sometimes permanently change the wallpaper on a client workstation after the remote-control session was disconnected.	3453, 3767
Fixed issue with .NET error ("There was a failure initializing profiling API attach infrastructure..") in the Event Viewer when .NET 3.5 has not been installed/enabled. NOTE: DA now requires .NET 4.6 for all .net dependent components.	3245, 2356

Table 8: Client (ExpertAssist) resolved issues

Resolved Issue	Issue ID
Fixed issue with an unexpected crash of the ExpertAssist client component during (or following) a remote-control session.	3946, 4111, 4196, 4200, 4201, 4202, 4227

Resolved Issue	Issue ID
Fixed ExpertAssist issue where the remote screen wasn't being displayed if IBM Notes was running on host computer.	3853
Fixed ExpertAssist focus issue within the Computer Management -> Processes section of the ExpertAssist UI.	3810
Fixed issue where ExpertAssist authentication box was missing the NTLM option on IE.	3589
Fixed ExpertAssist issue where the responsiveness of a remote connection would slow down and continue to degrade the longer the connection remains established.	3357

Table 9: Manager Console issues

Resolved Issue	Issue ID
Fixed issue with inadequate logging around GPO Deployment Provisioning.	3817
Fixed issue where ExpertAssist.exe was not being properly replicated with certain Default Website configurations.	3765, 3723
Fixed issue with an unexpected error in the Manager Console after changing to custom certificate.	3728
Fixed issue with unexpected Vista references with the Service Pack Deployment screens (UBM and CBM).	3261
Fixed issue where some help links were not being redirected to the correct version specific content.	3065
Fixed issue with the Web Browser object where Firefox Quantum wasn't always being detected as being installed.	3803

Table 10: Client (Engine) resolved issues

Resolved Issue	Issue ID
Fixed issue where Windows 10 desktop was getting classified as laptop in CBM and UBM.	3673
Fixed issue with missing encoding declaration in wkix32.exe.config.	3573

Table 11: Reporting resolved issues

Resolved Issue	Issue ID
Fixed issue saving and generating new reports using the Reporting wizard.	3910
Fixed issue where the Reporting console did not open. Error - Initialize Failed: Violation of Primary Key Constraint.	3909
Fixed issue with a broken help link within the Reporting Tool.	3706

Table 12: Server (Console) resolved issues

Resolved Issue	Issue ID
Fixed issues where TLS 1.1 and 1.2 were not fully supported.	3322

Table 13: Server (Replication) resolved issues

Resolved Issue	Issue ID
Fixed issue with replication where the provisioning mode set within slboost.ini was always being reset to default.	2387

Table 14: Server (Installer/Upgrade) resolved issues

Resolved Issue	Issue ID
Fixed issue in Installer where the Licensing page wasn't always being shown during a Custom upgrade.	4162

Table 15: Setup Tool resolved issues

Resolved Issue	Issue ID
Fixed issue with a broken help link within the Setup Tool.	3703

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
Windows 10 shows duplicate DA icons in system tray.	4203
Unexpected SQL errors in smwinservice log on German OS when using SQL 2014.	4087

Table 17: Role Based Administration known issues

Known Issue	Issue ID
User and Computer Lookup is not added to existing RBA global roles as a choice	3726

Table 18: 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 19: 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 20: Message Box (User Management) known issues

Known Issue	Issue ID
Message Box cycle date range not always saving the date properly.	3883

Table 21: 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

Known Issue	Issue ID
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
On some versions of Windows 10 (e.g. 1803), domain admins may see the following balloon from the USB/Port Security client: "The Read operation you are attempting on the device \\Device\Harddisk0\DR0: was denied because of restrictions in effect on this computer." The message is benign and doesn't affect any functionality.	3922

Table 22: 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, configured with "run once" validation logic, to re-execute on all clients where it previously ran.	3294
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
Possible critical error message being displayed when trying to access the Manager Console while using a custom certificate configured with certain non-standard certificate properties. Workaround: Switch to using the product's default self-signed certificate.	3548

Table 23: 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
Error when clicking EA v5 registry.	3326
Upgrade of ExpertAssist failed due to the incomplete removal of a previous version.	4051

Table 24: 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 25: Server Manager known issues

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

Table 26: 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 27: 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 28: 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
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 29: 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
A configured custom certificate is sometimes changed to a self-sign certificate during upgrade.	3705
The security status of the Desktop Authority installation file can become "blocked" after download, inhibiting the ability of the product to be properly installed. Please see Desktop Authority KB 262298 for information on detecting and resolving this issue.	4013
The Desktop Authority ONRM Maintenance Service does not start in some server environments and an IdentityNotMappedException error is logged. This is usually returned when a SecurityIdentifier cannot be mapped. For example, when a SID cannot be translated to an NT user, AD users were deleted, or there is no access to the domain controller who performs the translation. NOTE: The service is only needed if the ONRM (Off-Network Remote Management) feature is in-use.	3251

Table 30: 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 31: 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 32: 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 11.0, ensure that your system meets the following minimum hardware and software requirements.

Operating System requirements

Table 33: 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 34: 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 35: Software requirements

Requirement (Server side)
Microsoft .NET Framework 4.6

Requirement (Server side)

i **NOTE:** On older server operating systems, such as Microsoft Windows Server 2008, a reboot may be necessary to complete any required .NET upgrade to a supported version.

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:** The following Microsoft SQL Server versions are supported: 2008, 2008 R2, 2012, 2014, 2016 and 2017. Please see the Installation and Upgrade Guide for more information.

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 Windows Installer 3.1

Hardware requirements

Table 36: Hardware requirements

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

Expert Assist System requirements

Table 37: 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 38: 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 (Oracle JDK and OpenJDK supported) IMPORTANT: OpenJDK is automatically deployed by ExpertAssist if no supported version of Java is found. However, in some cases previously installed versions of Java (Oracle or OpenJDK) may not have been cleanly uninstalled. This situation can prevent the ability to properly detect when the OpenJDK version needs to be automatically deployed. Please see Desktop Authority KB 266071 for more information on detecting and resolving this issue.

Upgrade and compatibility

Desktop Authority 11.0 supports upgrades from Desktop Authority 9.2 or greater.

Product licensing

To enable a trial license

Please contact your Quest Sales Representative in order to obtain a Desktop Authority License key.

i | **NOTE:** A valid license is required in order to complete any Desktop Authority installation.

To enable Desktop Authority during installation:

During the installation process, a dialog will appear requesting the License Key. Enter the required license key.

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 key.
4. Click Register when finished.

5. You will automatically be logged out of the Manager Console once the new license key has been applied, and updated license information will be shown once a new login has been completed.

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

Third Party Attributions

Third Party Attributions

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

Table 39: List of Third-Party Contributions

Component	License or Acknowledgement
AWS SDK for .NET 3.3.24	<p>Copyright Notice</p> <p>Amazon's trademarks and trade dress may not be used in connection with any product or service that is not Amazon's, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits Amazon. All other trademarks not owned by Amazon are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Amazon.</p> <p>License URL: http://www.apache.org/licenses/LICENSE-2.0</p>
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jQuery 1.3.2	<p>License URL: https://opensource.org/licenses/mit-license.php</p>
jQuery 1.7.1	<p>Copyright Notice</p> <p>Copyright (c) 2011, John Resig</p> <p>License URL: http://www.scribd.com/doc/90995863/jquery-1-7-1-js</p>
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UDT 4.10	<p>Copyright Notice</p>

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zlib 1.2.3

See: <https://www.quest.com/legal/third-party-licenses.aspx>

JQuery UI.Layout 1.2.0

Copyright Notice

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* \$Date: 2008-12-27 02:17:22 +0100 (sab, 27 dic 2008) \$ *

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