

Quest® Enterprise Reporter 3.2

What's New



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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.

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What's New in Enterprise Reporter

3.2

Enterprise Reporter provides a unified solution for data discovery and report generation. Using the Enterprise Reporter Configuration Manager, administrators can easily configure and deploy discoveries to collect and store data. Once the data has been collected, the Report Manager allows users to produce reports that help organizations to ensure that they comply with industry regulations and standards, adhere to internal security policies, monitor hardware and software requirements, and fulfill many other reporting requirements.

As a result of ongoing research and development efforts, and in response to customer feedback, the following changes and improvements have been made in this release of Quest Enterprise Reporter.

Microsoft Teams Discoveries

As part of the Enterprise Reporter for Office 365 solution, Enterprise Reporter 3.2 now provides a new discovery type and new report library to support Microsoft Teams Discovery and Reporting. You can collect and report on Microsoft Teams. Basic information from the tenant and teams is always collected. You can optionally collect information for the following resources:

- Channels
- Applications
- Files and Folders

For a list of Microsoft Teams reports in the Enterprise Reporter library, see [Table 2](#).

Performance Enhancements

Computer Discovery

The Computer discovery now contains options for collecting installed software and hotfix information. Previously, this information was always collected.

Exchange Discovery

The Exchange discovery now contains options for collecting the following information that, previously, was always collected.

- System Public Folders
- Mailbox AD Permissions
- Mailbox Exchange Permissions
- Include System Delegates
- Mailbox Folder Permissions

The Exchange Discovery performance has also been improved significantly when collecting mailbox folders and permissions.

NTFS Collector

The number of PowerShell calls made to query Windows Servers and NAS Devices during collection has been reduced to improve collection times.

New Reports

New Active Directory Reports

The following new Active Directory reports have been added to the Report Library.

Table 1. New Active Directory Reports

Category	Report name	Report description
Active Directory	All Accounts	Shows accounts of all types including trust accounts and InetOrgPerson accounts. Contains a parameter to select the domains to be included in this report.
	Circular Nested Domain Groups	Shows information about groups which recursively contain themselves for the selected domains. Contains parameters to select the domains and organization units to be included in the report.

New Azure Reports

The following new Azure reports have been added to the Report Library.

Table 2. New Azure Reports

Category	Report name	Report description
Azure	Azure Tenant Password Reset Policies	Shows password reset policy information for the selected tenants. Contains parameters to select the tenants to be included in the report.
	Azure Tenant User Settings	Shows Azure tenant level user settings for selected tenants. Contains a parameter to select tenants to be included in the report.
Azure Active Directory	Circular Nested Azure Active Directory Groups	Shows information about groups which recursively contain themselves for the selected Azure tenants. Contains a parameter to select the tenants to be included in the report.
	Azure Active Directory Summary	The Azure Tenant Summary report has been renamed to the Azure Active Directory Summary report.

New Change History Reports

The following new Change History reports have been added to the Report Library.

Table 3. New Change History Reports

Category	Report name	Report description
Change History	Domain Group Membership Change History	Shows the changes made over time to domain group memberships. Contains parameters to select the domains, organizational units, groups, and date range to be included in the report.

New Exchange Online Reports

The following new Exchange Online reports have been added to the Report Library.

Table 4. New Exchange Online Reports

Category	Report name	Report description
Office 365 Exchange Online	Exchange Online Summary	Shows a summary of your Exchange Online organization for the selected Office 365 tenants. System public folders are excluded from this report. Contains a parameter to select the tenant to be included in the report.
Office 365 Exchange Online Groups	Mail-Enabled Dynamic Groups	Shows the dynamic groups for the selected Office 365 tenants. Membership rules will be shown for dynamic groups. Contains parameters to select the tenants and groups to be included in the report.
	Mail-Enabled Group Information	Shows the detailed information of mail-enabled groups for the selected Office 365 tenants. Mail-enabled groups include security and distribution group types. Contains parameters to select the tenants and groups to be included in the report.
	Mail-Enabled Group Membership by Identity	Shows all mail-enabled groups to which the selected identities belong. Groups include security and distribution group types. Contains parameters to select the tenants and identities to be included in the report.
	Mail-Enabled Groups and Members	Shows all identities that are members of the selected mail-enabled groups. Groups include security and distribution group types. Contains parameters to select the tenants and groups to be included in the report.
Office 365 Exchange Online Mailboxes and Public Folders	Mailbox Delegates	Shows the mailboxes for the selected delegates. Contains parameters to select the tenants and mailbox delegates to be included in the report.
	Mailbox Folder Information	Shows the mailbox folder information for the selected Office 365 tenants. Contains parameters to select the tenants and mailboxes to be included in the report.
	Mailbox Information	Shows the detailed mailbox information for the selected Office 365 tenants. Contains parameters to select the tenants and mailboxes to be included in the report.
	Mailbox Size Information	Shows the mailbox size information for the selected Office 365 tenants. Contains parameters to select the tenants and mailboxes to be included in the report.

Table 4. New Exchange Online Reports

Category	Report name	Report description
	Mailboxes With Delegates	Shows the mailbox delegates for the selected Office 365 tenants. Contains parameters to select the tenants and mailboxes to be included in the report.
	Mailboxes With Recent Logons	Shows the mailboxes in the selected tenants that have logged on in the selected time frame. Contains parameters to select the tenants, mailboxes, and time frame to be included in the report.
	Public Folder Information	Shows the public folder information for the selected Office 365 tenants. Contains parameters to select the tenants and public folders to be included in the report.
Office 365 Exchange Online Permissions	Mailbox Folder Permissions	Shows the mailbox folder permissions for the selected tenants. Contains parameters to select the tenants and mailboxes to be included in the report.
	Mailbox Permissions for Identity	Shows the mailbox permissions for an identity, including permissions derived through group membership. Contains parameters to select the identity and its group memberships, tenants, mailboxes, and types of mailboxes to be included in the report. Also includes the option to filter inherited or explicit permissions.
	Mailbox Permissions with Membership	Shows the mailbox permissions for the selected Office 365 tenants. If you choose to include nested groups, membership of the groups is displayed. Contains parameters to select the tenants, mailboxes, and types of mailboxes to be included in the report. Also includes the option to filter inherited or explicit permissions. Also contains a parameter to include nested group memberships and options for how they are displayed in the report.
	Public Folder Permissions for Identity	Shows all public folder permissions for an identity, including permissions derived through group membership. Contains parameters to select the identity and its group membership, tenants, and public folders to be included in the report.
	Public Folder Permissions with Membership	Shows the public folder permissions for the selected Office 365 tenants. If you choose to include nested groups, membership of the groups is displayed. Contains parameters to select the tenants and public folders to be included in the report. Also contains a parameter to include nested group memberships and options for how they are displayed in the report.
Office 365 Exchange Online Users and Contacts	Mail Contacts	Shows the details for mail contacts in the selected Office 365 tenants. Contains parameters to select the tenants and mail contacts to be included in the report.
	Mail-Enabled Users	Shows the details for mail-enabled users in the selected Office 365 tenants. Contains parameters to select the tenants and mail-enabled users to be included in the report.

New Hybrid Reports

The following new Hybrid reports have been added to the Report Library.

Table 5. New Hybrid Reports

Category	Report name	Report description
Hybrid	Exchange Hybrid Migrated Mailbox Permissions with Membership	Shows the permissions for the mailboxes migrated to Office 365 in an Exchange hybrid environment. If you choose to include nested groups, membership of the groups is displayed. Contains parameters to select the tenants, mailboxes, and mailbox types to be included in the report. Also includes the option to filter inherited or explicit permissions.
	Exchange Hybrid Migrated Mailboxes	Shows mailboxes that have been migrated to Office 365 in an Exchange hybrid environment. Contains parameters to select the tenants and mailboxes to be included in the report.

New Microsoft SQL Server Reports

The following new Microsoft SQL Server reports have been added to the Report Library.

Table 6. New Microsoft SQL Server Reports

Category	Report name	Report description
Microsoft SQL Server Permissions	SQL Server Instance Permissions	Shows SQL Server instance permissions for the selected instances. Contains parameters to select the SQL Servers and SQL Server instances to be included in the report.

New Microsoft Teams Reports

The following new Microsoft Teams reports have been added to the Report Library.

Table 7. New Microsoft Teams Reports

Category	Report name	Report description
Office 365 Microsoft Teams	Microsoft Team Applications Information	Shows all the Microsoft Team Applications for the selected tenants. Contains parameters to select the tenants, teams, and applications to be included in the report.
	Microsoft Team Channels Information	Shows all the Microsoft Team Channels for the selected tenants. Contains parameters to select the tenants, teams, and channels to be included in the report.
	Microsoft Team Files and Folders Information	Shows file and folder information for the selected tenants and drives. Contains parameters to select the tenants, teams, drives, and files and folders to be included in the report. Contains a parameter to select the files and folders to be excluded from the report.

Table 7. New Microsoft Teams Reports

Category	Report name	Report description
	Microsoft Team Members	Shows all the members of the Microsoft Teams for the selected tenants. Contains parameters to select the tenants and teams to be included in the report.
	Microsoft Team Owners Information	Shows all the Microsoft Team Owners for the selected tenants. Contains parameters to select the tenants and teams to be included in the report.
	Microsoft Team Settings Information	Shows all the Microsoft Teams for the selected tenants. Contains parameters to select the tenants and teams to be included in the report.
	Microsoft Teams for Identity	Shows all teams to which the selected identities belong. Contains parameters to select the tenants and identities to be included in the report.
	Microsoft Teams Summary	Shows a summary of Microsoft Teams for the selected Office 365 tenants. Contains a parameter to select the teams to be included in the report.
	Microsoft Teams with Guest Members	Shows only Microsoft Teams with guest members for the selected tenants. The information is based on all completed Microsoft Teams and Azure Active Directory discoveries. Contains parameters to select the tenants to be included in the report.

New NTFS Reports

The following new NTFS reports have been added to the Report Library.

Table 8. New NTFS Reports

Category	Report name	Report description
NTFS Files	File Details	Shows file details for the selected computers and paths. Contains parameters to select the computers, folders, and files to be included in the report.

New Office 365 Reports

The following new Office 365 reports have been added to the Report Library.

Table 9. New Office 365 Reports

Category	Report name	Report description
Office 365	Office 365 Overview	Shows a high-level overview for the selected Office 365 tenants. Overview includes summary information for Azure Active Directory, Office 365 Exchange Online, OneDrive, and Microsoft Teams.

New Report Types

The following new report types have been added to the Report Library.

Table 10. New Report Types

Category	Report name	Report description
Microsoft Teams	Teams and Settings	Provides information on Microsoft Teams and its settings. Contains fields for Teams Tenant and Teams Identity.
	Teams Applications	Provides information on Microsoft Team Applications. Contains fields for Teams Tenant, Teams Identity, and Teams Application.
	Teams Channels	Provides information on Microsoft Team Channels. Contains fields for Teams Tenant, Teams, Teams Identity, and Teams Channel.
	Teams Drive Items	Provides information on Microsoft Team Drive Items. Contains fields for Teams Tenant, Teams Identity, Teams Drive, Teams Drive Item, Created By, and Last Modified By.
	Teams Members	Provides information on Microsoft Teams members. Contains fields for Teams Tenant, Teams Identity, and Teams Member.
	Teams Owners	Provides information on Microsoft Team Owners. Contains fields for Teams Tenant, Teams Identity, and Teams Owner.
SQL Server Reports	Permissions for SQL Server Instances	Provides permission information on SQL Server instance. Contains fields for the SQL Server, the permission, the grantor, and the grantee.

New Reporting Options

All Reports

The following new options are now available for all reports.

Table 11. New Options Available for All Reports

Option	Description
Export to...	When running reports, in addition to the existing Export to CSV option, there is a new Export To... option that provides the ability to save the report information to a file without running the report. Formats supported include PDF, HTML, MHT, RTF, XLS, XLSX, TXT, BMP, GIF, JPG, PNG, TIFF, EMF, and WMF files.
Scheduling	Reports can now be scheduled to run in specific months. This option is especially helpful when running quarterly and yearly reports.

New Discovery Options

Several discoveries have new collection options to improve the ability to fine tune the information being collected.

All Discoveries

The following new options have been added to all discoveries.

Table 12. New Discovery Options

Option	Description
Scheduling	Discoveries can now be scheduled to run in specific months. This option is especially helpful when collecting information related to running quarterly and yearly reports.

Active Directory Discovery

The following options have been added to Active Directory discoveries.

Table 13. New Active Directory Discovery Options

Option	Description
Active Roles Server Credentials	Optionally provide credentials to be used for contacting the Active Roles Server during collection.

Computer Discovery

The following options have been added to Computer discoveries.

Table 14. New Computer Discovery Options

Option	Description
Installed software	Optionally collect information about installed software.
Hotfixes	Optionally collect information about hotfixes.

Exchange Discovery

Collecting information from Exchange 2019 is now supported. The following options have been added to Exchange discoveries.

Table 15. New Exchange Discovery Options

Option	Description
Mailbox AD Permissions	If collecting permissions, you can enable this option to collect mailbox Active Directory permission information, including mailbox subfolder permissions.
Mailbox Exchange Permissions	If collecting permissions, you can enable this option to collect Exchange mailbox permission information.
System Public Folders	If collecting public folders, you can enable this option to collect system public folders.
Mailbox Folder Permissions	If collecting permissions, you can enable this option to collect Exchange mailbox folder permissions.
Include System Delegates	If collecting mailbox delegates, you can enable this option to include system delegates.

File Storage Analysis Discovery

The File Storage Analysis Scopes page has been updated to improve the overall layout and to make the choice of options and dependencies clearer and more logical.

The following options have been added to File Storage Analysis discoveries.

Table 16. New File Storage Analysis Discovery Options

Option	Description
Directory Symbolic Links	Optionally collect information about directory symbolic links.

NTFS Discovery

The following options have been added to NTFS discoveries.

Table 17. New NTFS Discovery Options

Option	Description
Collect file details	Optionally collect file details including author information. NOTE: Microsoft Office must be installed on the Enterprise Reporter node computer for this information to be collected by the NTFS discovery.
Exclude folders	Optionally enter a folder name in the Add Global field of the Scopes page and folders matching that name (and all of their subfolders) will be excluded from the collection.

Table 17. New NTFS Discovery Options

Option	Description
Filter	The domain browser now includes a filter option that supports searching for computers.
Search	The Search option has been enhanced to work with a larger range of Search Within.

Office 365 Exchange Online Discovery

The following options have been added to Exchange Online discoveries.

Table 18. New Office Exchange Online Discovery Options

Option	Description
Collect mailbox folders	If collecting mailboxes, you can enable this option to collect mailbox folders on Exchange Online mailboxes.
Collect mailbox folder permissions	If collecting permissions, you can enable this option to collect Exchange Online mailbox folder permission information.
Collect mailbox statistics	If collecting mailboxes, you can enable this option to collect Exchange Online mailbox statistics.

Enhanced Data Collection

A number of discovery types have had new attributes added to them as part of the default collection. These attributes have been added in order to support commonly requested reports. In some cases, report types have been added. To create reports using these new attributes, you need to know the associated report type.

New Active Directory Discovery Attributes

The following data collection has been added to the Active Directory discovery.

Table 19. New Active Directory Discovery Attributes

Data Being Collected	Associated Report Type
Display Name of Active Directory Secured Object	All Active Directory report types

New Azure Active Directory Discovery Attributes

The following data collection has been added to the Azure Active Directory discovery.

Table 20. New Azure Active Directory Discovery Attributes

Data Being Collected	Associated Report Type
Password Hash Sync	All Azure tenant reports
Domain level user password reset properties	All Azure tenant reports
Domain level user settings	All Azure tenant reports

New Exchange Online Discovery Attributes

The following data collection has been added to the Exchange Online discovery.

Table 21. New Exchange Online Discovery Attributes

Enable This Option	Data Being Collected	Associated Report Type
Collect Mailbox Statistics	Last Logon Time	Exchange Online Mailboxes
Collect Mailbox Statistics	Is Archived (True/False)	Exchange Online Mailboxes
Collect Mailbox Statistics	Total Item Count	Exchange Online Mailboxes
Collect Mailbox Statistics	Total Item Size	Exchange Online Mailboxes
Collect Mailbox Statistics	Is Total Item Size Unlimited (True/False)	Exchange Online Mailboxes
Always Collected	Is Shared	Exchange Online Mailboxes
Always Collected	Remote Recipient Type	Exchange Online Mailboxes
Always Collected	Mailbox Move Target MDB	Exchange Online Mailboxes
Always Collected	Mailbox Move Source MDB	Exchange Online Mailboxes
Always Collected	Mailbox Move Flags	Exchange Online Mailboxes
Always Collected	Mailbox Move Remote Host Name	Exchange Online Mailboxes
Always Collected	Mailbox Move Status	Exchange Online Mailboxes
Always Collected	Is Dir Synced	Exchange Online Mailboxes

New File Storage Analysis Discovery Attributes

The following data collection has been added to the File Storage Analysis discovery.

Table 22. New File Storage Analysis Discovery Attributes

Enable This Option	Data Being Collected
Include Hidden Shares	Hidden Shares including Home Directories

New Microsoft SQL Discovery Attributes

The following data collection has been added to the Microsoft SQL discovery.

Table 23. New Microsoft SQL Discovery Attributes

Data Being Collected	Associated Report Type
SQL Server Instance level permissions	Permissions for SQL Server Instances

New NTFS Discovery Attributes

The following data collection has been added to the NTFS discovery.

Table 24. New NTFS Discovery Attributes

Enable This Option	Data Being Collected	Associated Report Type
Collect file details	File details	File Information
Include Hidden Shares	Hidden Shares including Home Directories	

Enhanced Security

FIPS 140-2 Mode Compatibility

Enterprise Reporter can now function in Microsoft Windows environments where FIPS 140 revision 2 (FIPS 140-2) mode is enabled. For more information about FIPS 140-2 mode, see <https://docs.microsoft.com/en-us/windows/security/threat-protection/security-policy-settings/system-cryptography-use-fips-compliant-algorithms-for-encryption-hashing-and-signing>.

User-Initiated Encryption Key

Enterprise Reporter now allows the administrator to initiate the generation of an encryption key. This encryption key is used with FIPS 140-2 compliant algorithms to secure all Enterprise Reporter credentials by encrypting passwords. The new Encryption Key Manager provides for the management of the user-initiated encryption key. Ensuring you backup and maintain this key for your Enterprise Reporter deployment ensures the security of all passwords used in Enterprise Reporter.

i | **NOTE:** During the upgrade to Enterprise Reporter 3.2, a new encryption key will be automatically generated and all passwords will be re-encrypted using this key. It is recommended to use the Encryption Key Manager to backup the new key.

Encryption Key Manager

Enterprise Reporter makes use of FIPS 140-2 compliant encryption to secure user credentials and now provides an encryption key management tool. Using this utility, you can generate, export, import, or reset encryption keys for Enterprise Reporter.

i | **NOTE:** The Encryption Key Manager is installed with the Enterprise Reporter server and must be run on the same computer as the server.

New Security Group for Discovery Nodes

The new Reporter_Discovery_Nodes security group allows discovery nodes to access an Enterprise Reporter server and store collected data. The Node Credential account supplied when configuring a node must be a member of the Reporter_Discovery_Nodes security group. There is no longer a requirement for the Node Credential account to be a member of the Reporter_Discovery_Admin group. The new Reporter_Discovery_Nodes security group was added to Enterprise Reporter to support node and server authentication in conjunction with securing node access to the Enterprise Reporter encryption key.

i | **NOTE:** During the upgrade to Enterprise Reporter 3.2, the procedure will attempt to add any existing node service accounts to this new group as members. If this fails due to improper permissions to update group membership, the service accounts must be manually added to the group before any nodes can be upgraded.

Enterprise Reporter Server Startup Procedure

The Enterprise Reporter server startup procedure has been updated to allow for the validation and creation of encryption keys. If a valid encryption key is not found for the product, the server will still start but no clients will be able to connect. The server will report to the client with a specific error message indicating why the client cannot connect. Use the Enterprise Reporter Encryption Key Manager to manage your keys. You can import an existing key, generate a new key, and backup a key.

Other General Enhancements

Manage Logs

You can now install a log viewer with the Enterprise Reporter Server, Report Manager or Configuration manager. You can drag one or many logs onto the log viewer where they will display as one correlated list to aid in troubleshooting. You can limit the log entries that are displayed by applying filtering on dates or properties.

Multi-factor Authentication Support

The Enterprise Reporter Tenant Application Manager now supports multi-factor authentication when creating and configuring applications.

Azure Application Validation for Discoveries

When creating Azure Active Directory, Azure Resource, Exchange Online, Microsoft Teams, or OneDrive discoveries, Enterprise Reporter now validates that the required Azure applications have been configured. The Scopes page of each discovery will display a warning message above the tenant name to indicate when further configuration is required.

- The Azure Active Directory discovery checks for the Azure application.
- The Azure Resource discovery checks for the Azure and Resource applications.
- The Exchange Online discovery checks for the Azure application.
- The Microsoft Teams discovery checks for the Azure and Teams applications.
- The OneDrive discovery checks for the Azure and OneDrive applications.

Moved Azure Reports

The following reports have been moved within the report library from the Azure category to the Azure | Active Directory category.

- Azure Password Reset Policies
- Azure Tenant Information
- Azure Tenant Summary
- Azure Tenant User Settings

Removed Duplicate Report

The report, Active Directory | Health Check | User | Locked Out Accounts has been removed from the report library. The remaining report Active Directory | Locked Out Accounts can be used as a replacement.

Removed Hybrid Report

The following Hybrid report has been removed from the report library.

- Exchange and Exchange Online Mailbox Permissions for Account

Suppress known discovery errors

All discoveries can now be configured to suppress known or frequent errors so that unknown or less common errors are easier to notice and review. When managing discovery tasks, there is a new column that indicates which discoveries have errors suppressed. The list of current suppressions will be hidden by default but can be displayed or deleted by expanding the Suppression section of the Errors window for each discovery.

Office 365 Exchange Online Data Relocated

Previously, all information collected by Exchange Online discoveries was stored with Exchange On-Premises information. Now, all information collected by Exchange Online discoveries will be stored separately.

i | **NOTE:** All existing Exchange Online information will be removed from Enterprise Reporter during the upgrade process. Exchange Online discoveries will need to run following the upgrade to collect the latest information.

IT Security Search Integration

New Attributes Supported

You can now configure Enterprise Reporter to send information collected about the following Enterprise Reporter discoveries to the IT Security Search Repository after every discovery: Microsoft Teams, OneDrive.

If Enterprise Reporter is configured to send Azure Active Directory information to the IT Security Search repository, Multi-factor Authentication attributes will now be included.

Expanded Support for NAS Devices

You can now collect information from Network Attached Storage (NAS) Devices running the following operating systems

- NetApp® 9.4
- NetApp® 9.3

Expanded Support for Windows Servers

You can now collect information from computers running the following operating systems

- Windows Server® 2019 and 1809
- Windows Server® 2016 and 1803

Location Support for Node Temp Files

Temporary files created while discoveries collect data are stored in the user's temp folder by default. Setting an alternate location to store these temporary files is now supported.

New Database Content Wizard Cleanup Options

The Database Content Wizard Cleanup Utility has been updated with options to support new discovery types.

- Azure Active Directory
- Azure Resource
- Exchange
- Exchange Online
- Microsoft Teams
- One Drive

Enhanced Database Content Wizard Backup

The Database Content Wizard Backup Utility has been updated with support for new discovery configurations.

- Azure Active Directory
- Azure Resource
- Exchange
- Exchange Online
- Microsoft Teams
- One Drive

Updated Database Size Estimator

The Database Size Estimator Utility has been updated with support for new discovery configurations.

- Microsoft Teams has been added to the Office 365 tab and will be included in the final estimation calculations.
- Exchange Online estimates have been increased to accommodate the collection of mailbox folders.

New Online Quest Support Feature

Enterprise Reporter Configuration Manager and Report Manager now each contain an option to search Quest Knowledge Articles and Quest Community Discussions to answer questions or obtain additional information about using the full capabilities of Enterprise Reporter.

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

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.