Toad for IBM DB2 7.0.x

Release Notes

Thursday, July 25, 2019

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About Toad for IBM DB2

With Toad, developers and database administrators can use a familiar, proven tool to manage databases. Toad empowers developers and administrators, of varying skill levels, to rapidly create and execute queries, automate database object management, and develop SQL more efficiently.

Toad also provides utilities to compare, extract and search for objects, manage projects, import/export data and administer the database, while increasing your productivity and delivering access to an active user community.

Toad for DB2 7.0.7 is a patch release with new enhancements and resolved issues.

New Features

In Toad for IBM DB2 7.0 the following new features were implemented:

General Features

Connection Manager

- Toad now allows users to specify their own custom connection string when creating connection profiles **SQL Editor**

SQL Editor

- Toad now supports Nicknames in **SQL Editor** - Code Completion feature

z/OS Specific Features

Automation

- A new "z/OS RTS Analysis" automation database activity has been added to report objects that might be in need of requiring a Reorg, Copy, or Runstats

DB2 z/OS Dashboard

- A new "Real Time Statistics" dashboard widget for DB2 z/OS connections has been added to quickly identify top objects that might be in need of requiring a Reorg, Copy, or Runstats

Data Grid

- Toad now supports viewing PDFs stored in BLOB columns for tables defined on DB2 for z/OS. A 'PDF' tab in the column cell editor has been added for this support

DB2 z/OS Database Explorer

- For DB2 z/OS tables, indexes and tablespaces Toad now displays current and historical object statistics on the Stats History tab. With these new features you can easily see how statistic data has changed over time for your objects

DB2 z/OS – Commands

- Toad now supports ACCESS DATABASE command. You can invoke the command dialog to generated and execute that command via right-click on any z/OS tablespace and selecting Commands | Access database

See Resolved Issues for more enhancements and resolved issues in this release of Toad for IBM DB2.

Learn More

Get the latest product information, find helpful resources, and join a discussion with the Toad for IBM DB2 team and other community members. Join the Toad for IBM DB2 community at Toad World.

System Requirements

Client Requirements

Before installing Toad, ensure that your client system meets the following minimum hardware and software requirements:

Requirement	Details
Platform	2 GHz processor (recommended minimum)
Memory	4 GB of RAM minimum, 16 GB recommended **Note:** The memory required may vary based on the following: • Applications that are running on your system when using Toad • Size and complexity of the database • Amount of database activity • Number of concurrent users accessing the database
Hard Disk Space	800 MB to install Toad 162 MB to run Toad **Note:** The disk space required may vary based on the edition of Toad selected for installation.
Operating System	Windows Server® 2008 R2 SP2 Windows Server® 2012 Windows Server® 2012 R2 Windows Server® 2016 Windows Server® 2019 Windows® 7 SP1 (32-bit or 64-bit) Windows® 8.1 (32-bit or 64-bit) Windows® 10, version 1809
.NET Framework	Microsoft® .NET Framework 4.7.1
Database	When connecting to a DB2 database/subsystem, ensure that you have a DB2 Client or IBM

Requirement	Details
Client	Data Server Driver installed. Toad supports DB2 Client versions 9.7.6 through 11.1.
	Toad has been tested with the following versions of the DB2 Client: 9.7.6, 9.7.9 , 10.1.0, 10.1.2, 10.1.3, 10.5.0, 10.5.2, 10.5.3, and 11.1.0.
Additional Requirements	**Web Browser** Microsoft® Internet Explorer® 11 or later **Screen** Toad supports screen resolutions up to 3200 x 1800 and display DPI settings up to 150%

Server Requirements

Before installing Toad, ensure that your server meets the following minimum hardware and software requirements:

Requirement	Details
Database Server	IBM DB2 for LUW 9.5, 9.7, 10.1, 10.5, 10.5.0.5, 11.1
	IBM DB2 for z/OS 10, 11, 12
	Note: Toad may support IBM DB2 Express and SWE in addition to listed above servers but note that no testing was performed on it.
	Note: Windows 8, 10 and Windows Server 2012 require the following Fix Pack in order to ensure registration of DLLs in Global Assembly Cache:

IBM DB2 LUW 10.5	Fix Pack 4
IBM DB2 LUW 10.1	Fix Pack 4
IBM DB2 LUW 9.7	Fix Pack 10

Note: To use Access 2016 64-bit to connect to an Access database in Toad, the Microsoft Access Database Engine is required and might not be included in the Access installation. The engine must match the architecture (bitness) of Toad.

Virtualization Support

Requirement	Details
Application Virtualization	When deploying Toad in a virtualization environment, for best results ensure the system accurately reflects the applicable client hardware and software requirements listed in this document.
	Toad has been developed using Microsoft guidelines (see Remote Desktop Services programming guidelines) and can be deployed and operated in virtualization environments such as Citrix XenApp, Microsoft App-V, and VirtualBox.
	See "Install Toad on Citrix Systems" (page 1) for more information.
Server Virtualization	Toad has been tested with the following: • Oracle VM 3.1 running on Red Hat Enterprise Linux 64-bit with Oracle 11gR2 • Oracle VM 2.2 running on Windows 2008 32-bit with Oracle 11gR2

User Requirements

User Requirements to Install Toad

Only Windows Administrators and Power Users can install Toad.

Note: The following exceptions exist for Power Users:

- A Power User can install Toad as long as this user belongs to the DB2ADMNS or DBUSERS group.

If an Administrator installs Toad, the Administrator can share the Toad shortcut icon on the desktop and menu items with any user—a Power User, Restricted User—on the computer.

If a Power User installs Toad, a Restricted User cannot do the following:

- Associate file extensions.
- View the Toad shortcut icon on the desktop or the Toad menu options in the Windows Start menu. As a workaround, Restricted Users can create a shortcut to Toad from the install directory and place the shortcut on their desktop.

User Requirements and Restrictions for Running Toad

The following describes the requirements and restrictions for users who launch and run Toad:

- A Windows Power User or Restricted User must belong to the DB2ADMNS or DB2USERS group. To add the user to one of these groups, select **Start | Control Panel | Administrative Tools | Computer Management | System Tools | Local Users and Groups | Groups | DB2ADMNS or DB2USERS**.
- A Windows Power User or Restricted User does not have the authority to add or remove DB2 catalog entries using the Toad Client Configuration wizard. However, these users can use the Import Profile function in the Toad Client Configuration wizard to import catalog entries to Toad.
- To take full advantage of Toad for DB2 LUW functionality, the user ID specified in the Toad connection profile for each DB2 for LUW database connection requires the authorizations listed in the following document:

  ToadDB2LUWAuthorizations.xls
- As a minimum requirement to manage a DB2 for z/OS subsystem in Toad, the user ID defined in the Toad connection profile for the subsystem must either have SYSADM privileges or SELECT privileges on the DB2 catalog tables. For a complete list of authorizations (and corresponding GRANT statements) a user requires to take full advantage of Toad for DB2 z/OS functionality, refer to the following document:

  ToadDB2zOSAuthorizations.doc
- To create or modify the QuestSoftware.ToadSecurity table to enable Toad Security, the user who maintains this table must have privileges to create, insert, update, and delete it. All other users need only the ability to read the QuestSoftware.ToadSecurity table to use Toad Security features.
- For information about defining a RACF, Unix, or Linux group as a Toad Security role, see the *About Setting Up Toad Security* topic in the Toad online help. This topic explains how to add the Toad Security icons to your toolbar and how to define Toad Security roles that apply to your current connection. (The ability to define RACF, Unix, and Linux groups as Toad Security roles works with DB2 for LUW 9 or later databases and DB2 for z/OS 8 or later subsystems.)

Resolved Issues and Enhancements

The following is a list of issues addressed and enhancements implemented in this release of Toad for IBM DB2:

Resolved Issues in 7.0.7

Feature	Resolved Issue / Enhancement	Defect ID
General	Support bundle now generates correctly.	QAT-14988
Object Details (DOV)	Several LUW Database Right-hand-side tabs have been re-written to access DB2 LUW Monitoring data via SQL which will allow those to work in Data Server Driver environments and with connection string connection profiles. Those include the Database Applications tab and the Monitor tab.	TDB-3915
Script Generation	Generating INSERT statements now works instantly even for tables with large numbers of rows.	TSS-1663/4512804
Pivot Grid	Pivot Grid column subtotals can now be	QAT-14608

Feature	Resolved Issue / Enhancement	Defect ID
	formatted.	
	Default subtotal summary type was changed to SUM for string values in Pivot Grid.	QAT-14837
	There is an new option to show aggregate total values for row categories that only have one value. The default is to not display totals when there is only one value.	QAT-14998
	It is now possible to display subtotals for single values. Click Set pivot grid properties on Pivot Grid toolbar to enable.	QAT-14998

Resolved Issues in 7.0.6

Feature	Resolved Issue / Enhancement	Defect ID
Automation	An issue when Excel spreadsheet exported during Automation was not displayed is now fixed.	QAT-14819/4498499
Installation	Users should be able to deploy license keys during installation. This was broken in Toad Data Point 5.0 and is now fixed.	QAT-14834/ 4510329, 4516827, 4516600
Pivot Grid	A scroll bar has been added to the row area in Pivot Grid.	QAT-14705
Query Builder	Vertical scroll bar is now displayed in Cross-Connection Query Mode of Query Builder.	QAT-14749
Query Builder	A Group By button for aggregated functions has been added to Query Builder.	QAT-14609

Resolved Issues in 7.0.5

There were no resolved issues in this version of Toad for IBM DB2.

Resolved Issues in 7.0.4

Feature	Resolved Issue / Enhancement	Defect ID
Data Generator	We have enhanced the DB2 Data Generator feature to include more data generation options including using a set of templates and allowing user to specify their own templates in use for generating data.	TDB-3894
Migration	We fixed an issue that might have occurred during object compare script generation - where several export temporary files - used for data migration and data preservation could have been generated with the same names.	TDB-3907/4470153
SQL Editor	Users can now select the directory to serialize large results sets. The option is located under Database	Script results	QAT-14377

Resolved Issues in 7.0.3

Feature	Resolved Issue / Enhancement	Defect ID
Automation	Usage connection from parent activity has been reworked. A new option From parent has been added which indicates whether the currently used connection should recursively search for parents	QAT-13279
Object Editor (DOE)	Toad added support for the BOOLEAN column datatype which was introduced in DB2 LUW 11.1.3	TDB-3889

Resolved Issues in 7.0.2

Feature	Resolved Issue / Enhancement	Defect ID
Automation	Error when .xlsm file could not be exported using Automation script has been fixed	QAT-14201
Connection Manager	Toad will now correctly prompt for passwords in Connections	TDB-3861
Dashboard	We addressed a performance issue in the Dashboard feature to reduce the number of SQL queries to populate widget values	TDB-3876
Pivot Grid	Pivot Grid now allows you to use Aggregated data values in a calculated field	QAT-14074
SQL Editor	New option in Tools	Options	Editor	Tools	Auto highlight selected word enables auto highlighting of selected words	TSS-1606

Resolved Issues in 7.0.1

Feature	Resolved Issue / Enhancement	Defect ID
Automation	Automation exception when comparing objects with no report file has been fixed	TDB-3843
Data Compare & Sync	Error when data cannot be filtered has been fixed	QAT-14057
Import Wizard	Toad now handles hidden columns within the Import Wizard	TDB-3648
Pivot Grid	Pivot Grid now supports Top N rows so one can sort and filter for top N values of pivoted data	QAT-12434
Query Builder	Corrected issue in Query Builder to reverse engineer SQL that contained a UNION and where condition	QAT-13812
Query Builder	Prior to executing mixed case aliases, the Query Builder would change to upper case causing the execution to fail	QAT-13581
Space Management	We fixed an issue in the DB2 z/OS Real Time Advisor feature where an exception might have been thrown when certain percentage computations were very large values	TDB-3857

Resolved Issues in 7.0

Feature	Resolved Issue	Defect ID
Automation	A new "z/OS RTS Analysis" automation database activity has been added to report objects that might be in need of requiring a Reorg, Copy, or Runstats	TDB-3569
	We fixed an issue in the Compare Objects - Automation activity - where an exception was being thrown when a report file was not specified	TDB-3843
Compare Object	We addressed the issue where running Object Compare with the "Format object body before comparing" option selected could cause Toad to hang	TDB-3574/4184774
Connection Manager	When four or more database profile connections are set to "open at startup" Toad displayed an intermittent error can stating that the Data Server Driver is in error. This has now been addressed	TDB-3554/4165781
	We fixed the issue where the Connection Manager filtering feature stopped working after connecting to a database	TDB-3668/4298525
Data Compare & Sync	When generating the PDF comparison report file, we fixed the issue where the duration to generate the report took a very long time and the report was incomplete	TDB-3657/4222452
Data Grid	Toad now supports viewing PDF's stored in BLOB columns for tables defined on DB2 for z/OS. A 'pdf' tab in the column cell editor has been added for this support	TDB-3542
	Specifying a custom Time format could cause Toad to throw an exception. This issue has been addressed	TDB-3520
Database Explorer	On the Security tab, Toad will now display Users that only have been granted explicit Role permissions	TDB-3634/4178936
Import Wizard	Toad now handles tables with hidden columns within Import Wizard	TDB-3648/4255762
Explain Plan	Toad now supports host variables formatted such as :H:H in plan/package statements on the Access Path tab	TDB-3398
	We fixed the issue where Explain plans were not showing for SQL statements with Host variables inside packages	TDB-2659/3220331
Export Wizard	We fixed an issue that occurred when sending a result set to Export Wizard when a host variable was used in the query creating the result set. Toad now successfully generates the export file.	TDB-3783/4371810
Object Details (DOV)	For DB2 z/OS Tables, Indexes and Tablespaces Toad now displays current and historical object statistics on the Stats History tab. With these new features you can easily see how statistic data has changed over time for your objects	TDB-3422
Real Time Statistics	We fixed an issue in the DB2 z/OS Real Time Advisor feature where an exception might have been thrown when certain percentage computations were very large values	TDB-3857/4404706
Script Generation	When generating scripts containing multiple Triggers (for example for Object Alters or in Object Compare), Toad	TDB-3560

Feature	Resolved Issue	Defect ID
	was not generating the Trigger DDL in the order in which existing Triggers were created. This has now been addressed	
	On z/OS, scripted dataset template statements were missing the CYL or TRK keywords. This has now been addressed	TDB-3561
	Toad now correctly scripts trigger body contents when there are whitespace characters at the end of lines within the body	TDB-3630/4214958
	We fixed an issue, when during an LUW table extended alter, GRANT statements were not always getting re-generated in the alteration script	TDB-3684/4313758
Space Calculator	We fixed an issue in the LUW Space Calculator where the Total Size and Used Size were not always displaying accurate values	TDB-3754/4357765
SQL Editor	Toad now supports Nicknames in the SQL Editor - Code Completion feature	TDB-3519/4144694
	Toad now supports host variables with spaces after a leading colon (like : HOSTVAR) on the Explain tab and and for execution within the Editor	TDB-2674/3222711
	We fixed an issue that occurred when executing a SQL statement with a host variable in the SQL Editor. If the query returned more rows than the 'Number of rows to initially fetch' editor Options value, when scrolling the result set, the user could obtain a DB2 CLI0100E error	TDB-3780
SQL Recall	The SQL Recall feature can now be disabled by setting the SQL Recall "Number of statements to display" option to zero	TDB-3543
z/OS Commands	Toad now supports the ACCESS DATABASE command. You can invoke the command dialog to generated and execute that command via right-click on any z/OS tablespace and selecting Commands	Access database	TDB-3551

Known Issues

The following is a list of issues known to exist at the time of this release.

Feature	Description	Support Case/Defect ID
Object Details	When a DB2 object is created, DB2 implicitly creates authority for the user who created that object. In the system catalog tables those are shown as SYSIBM as the Grantor. When migration\compare\extended alter scripts are generated Toad does not generate GRANT statements in those scripts for authorizations granted by SYSIBM because those are granted implicit authorizations that have been created by DB2.	TDB-870
Debugger	You might encounter issues with initializing Unified Debugger sessions if the version of the DB2 for LUW server on which you are debugging is earlier than 10.1 fix pack 2.	N/A

	Workaround: If the DB2 server version is earlier than DB2 for LUW 10.1 fix pack 2, copy DB2DBGM.JAR from the Toad client installation to the following location on the server: • DB2 instance home path/SQLLIB/JAR (Unix or AIX computer) • DB2 instance home path\SQLLIB\JAR (Windows computer) **Notes**: If the DB2 server version is DB2 for 10.1 fix pack 2, use the JAR file supplied with your DB2 version. If replacing the JAR file as described in the workaround, make sure you back up the original JAR file on the server before replacing it with the one from the Toad client installation.	
Export Wizard/ One Click Export	Avoid using Excel for exporting if your data has numeric values that require a high precision because Excel's precision is limited to 15 digits. If you export numbers with more precision, the values are rounded. If you export boundary numbers (max, min), rounded numbers will exceed the data type limit.	N/A
Installation	Network and LAN installations are currently not supported.	N/A
	Toad uses hardcoded values instead of some variables such as %USERNAME% in several path names and therefore App-V environment is not supported. For installation adhere to Windows Installer Best Practices, see here.	TDB-1009/2297051-1
Space Management	If running Toad for IBM DB2 6.0 or earlier in a pureScale environment and the QUEST.SH_SNAPSHOT procedure had been installed, the procedure will have to be redefined. Please, follow these steps: 1. Drop procedure QUEST.SH_SNAPSHOT 2. Right click a tablespace 3. Select **Space Management | View Space History** 4. Click **Yes** when prompted to run the install script for the procedure 5. Execute the script	N/A
SQL Editor	Toad does not handle DBMS_OUTPUT in the SQL Editor.	ST90710
z/OS Utilities	When using Utilities as the data preservation method and the length of a column tied to columns from other tables via RI is reduced. When executing the alter script the load fails with a DSNU334I INPUT FIELD INVALID error pointing to the altered column. The load cards show the old length for the altered column which appears to be the problem.	ST44753

Third Party Known Issues

The following is a list of third party issues known to exist at the time of release of Toad for IBM DB2 7.0.

Feature	Description	Support Case/Defect ID
DB2 Client	In case Toad and a 9.5, 9.7 or 10.1 DB2 client is installed on Windows 8 or Windows Server 2012 IBM setup recommendation #1618434 has to be applied.	N\A
Data Server Driver	Installer of Data Server Driver 10.5.4 and newer may need to be run with Administrator permissions.	TDB-2306
LUW Procedure Script Tab	After installing DB2 LUW v10.1.3, the script tab for LUW procedures is empty. This is due to an issue introduced by IBM in fixpack 3 regarding the NULLIF SQL function. IBM APAR IC96725 addresses this issue.	TDB-180/2303729-1
DB2 z/OS invalid Timestamp values returned	When the IBM DB2 Analytics Accelerator is used in conjunction with DB2 z/OS, along with an IBM DB2 .Net Data Provider v10.1.3, timestamp values returned from queries are invalid. Since Toad DB2 v5.6 uses the IBM DB2 v10.1.3 .Net Data provider, invalid timestamp values can be returned within Toad 5.6. IBM PMR 8862756 has been opened on this topic. Please consult that PMR for a work-around.	N\A
LUW Procedure Debugging	When the user is running DB2 Server 10.1.3 with a database that has been migrated from a previous release, the debugger will fail with a reference to SYSDEBUGPRIVATE. This occurs from an IBM bug in the db2updv10 update utility. IBM APAR IC96837 addresses this issue. This has been resolved in IBM DB2 10.1 FixPack 4.	TDB-708/2425004-1
Debugger	The Debugger may not advance to the next line under certain circumstances. Those circumstances include DECLARE statements with multiple variables defined on a single line and IF statements with multiple conditions defined on a single line. **Workaround**: In procedures that are to be debugged: The procedure text should be modified to separate DECLARE variables onto different lines and IF statements separated to have conditions on separate lines.	ST70691
	LUW: The following error message is displayed when you attempt to modify a watch value during a Debug session on a DB2 for LUW 9 database: "ERROR [57011] [IBM][DB2/NT] SQL0954C Not enough storage is available in the application heap to process the statement. SQLSTATE=57011" The call to modify the watch value fails on DB2, and the server runs out of heap memory. **Workaround**: To avoid the heap memory issue, increase the application heap size on the server.	CR188846
Export Wizard/ One Click Export	To export to an Office 2003 or 2007 Excel instance, the Office Primary Interop Assemblies (PIAs) must be installed. You can install the PIAs from one of the following locations: • 2003 PIAs: http://www.microsoft.com/en-us/download/details.aspx?id=20923	N/A

	2007 PIAs: http://www.microsoft.com/en-us/download/details.aspx?id=18346	
	Date formatting issues occur when exporting table data to an Excel file or instance. These issues seem to occur especially when exporting dates previous to 1900. **Workaround**: For better results, try exporting the data to a CSV file.	ST70817
Object Editor (DOE)	z/OS: Executing a procedure causes "Invalid SQL syntax" message when parameter listing has a new line character separating parameters. IBM has opened PMR 80539,756 to investigate this issue. **Workaround**: Remove the new line character and separate the parameters by the spaces.	ST87770

Getting Started

Contents of the Release Package

The Toad release package contains the following products:

1. Toad for IBM DB2 7.0
2. Product Documentation, including:

   - Installation Guide
   - Online Help
   - Release Notes

Installation Instructions

See the *Toad for IBM DB2 Installation Guide* for more information.

Toad for DB2 Editions

Each Toad for DB2 is packaged with additional Quest products to expand your experience. The following products may be part of your Toad for DB2 Edition:

Toad for DB2 7.0

Benchmark Factory

SQL Optimizer for IBM DB2 LUW

SQL Optimizer for IBM DB2 z/OS

Spotlight on IBM DB2 for LUW

Toad Data Modeler

The following Toad for IBM DB2 Editions are available:

Linux, Unix, and Windows (LUW) Editions

Edition	Licensed
Toad for IBM DB2 Base Edition	Toad for IBM DB2 Base
Toad for IBM DB2 Professional Edition	Toad for IBM DB2 Professional
Toad for IBM DB2 Xpert Edition	Toad for IBM DB2 Professional SQL Optimizer for IBM® DB2® LUW
Toad for IBM DB2 Developer Edition	Toad for IBM DB2 Professional SQL Optimizer for IBM® DB2® LUW Benchmark Factory™—IBM DB2 Edition
Toad for IBM DB2 DBA Edition	Toad for IBM DB2 Professional

	SQL Optimizer for IBM® DB2® LUW
	Benchmark Factory™—IBM DB2 Edition
	Spotlight™ on IBM® DB2® LUW
	Toad Data Modeler
Toad DB Admin Module	Toad DB Admin Module*

IBM DB2 z/OS Editions

Edition	Licensed
Toad for IBM DB2 Base Edition	Toad for IBM DB2 Base
Toad for IBM DB2 Professional Edition	Toad for IBM DB2 Professional
Toad for IBM DB2 Xpert Edition	Toad for IBM DB2 Professional
	SQL Optimizer for IBM® DB2® z/OS
Toad for IBM DB2Developer Edition	Toad for IBM DB2 Professional
	SQL Optimizer for IBM® DB2® z/OS
	Benchmark Factory™—IBM DB2 Edition
Toad DB Admin Module	Toad DB Admin Module*

i NOTE: The DB Admin Module Add-on can be added to any edition of Toad.

i IMPORTANT: Your license key determines the edition and will enable Toad for DB2 functionality accordingly. In many cases, if functionality is disabled within Toad, you may not have an appropriate license to use it. When Toad is running, you can see which components are licensed by selecting **Help | About**.

Product Licensing

To activate a purchased commercial license

1. In the Licensing dialog, enter your license (Authorization) key.
2. Enter the site message included with the license key.

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 is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. 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.

This release has the following known capabilities or limitations: If the user overrides the default installation path during installation, the new path specification cannot contain Unicode characters.

** (This limitation applies ONLY to the Xpert edition of Toad for IBM DB2 for z/OS and to the DBA edition of Toad for IBM DB2 for LUW) SQL Optimizer for IBM DB2 z/OS and Toad Remote Script Execution (for IBM DB2 LUW or z/OS) support single-byte character sets only. These features do not support double-byte or multi-byte character sets. All IBM DB2 client and server installations should be configured to use the same or compatible character encodings and the same locale and regional options.

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.

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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

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