

Foglight® 5.9.x

System Requirements and Platform Support Guide



© 2019 Quest Software Inc.

ALL RIGHTS RESERVED.

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

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

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

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

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

Patents


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


Trademarks


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

owners.

Legend

-  **WARNING:** A **WARNING** icon indicates a potential for property damage, personal injury, or death.

-  **CAUTION:** A **CAUTION** icon indicates potential damage to hardware or loss of data if instructions are not followed.

-  **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Foglight System Requirements and Platform Support Guide
Updated - July 2019
Software Version - 5.9.x

Contents

Hardware requirements and guidelines	5
About hardware requirements	5
Server components and tiers	5
Single-tier hardware requirements	6
Multi-tier hardware requirements	6
Agent Manager resource requirements	7
Supported platforms	8
Supported platforms for the Management Server	8
Final platform support notice	9
Supported external databases	9
Supported platforms for the Agent Manager	11
Final platform support notice	12
Operating system patch requirements for the JRE	12
Validated web browsers	13
End of support notice	13
What about other browsers?	13
Supported PDF report viewer	13
About Us	14
We are more than just a name	14
Our brand, our vision. Together.	14
Contacting Quest	14
Technical support resources	14

Hardware requirements and guidelines

This *System Requirements and Platform Support Guide* contains information on the hardware requirements and supported platforms for this release of Foglight®. Please review the information in this guide before installing Foglight.

This guide is intended for Foglight system administrators. The first topic lists the system requirements for the Management Server and database repository for 32-bit and 64-bit platforms. The next topic lists the platforms supported for the Management Server, database repository, and the Agent Manager, as well as validated web browsers and PDF viewer.

i | **IMPORTANT:** Foglight discontinued support for the following operating systems starting with Foglight 5.9.4 release: 32-bit Windows, 32-bit Linux, Solaris SPARC64, and Solaris x86-64. If you are still using these platforms and need further assistance, contact Quest Support.

- [About hardware requirements](#)
- [Single-tier hardware requirements](#)
- [Multi-tier hardware requirements](#)
- [Agent Manager resource requirements](#)

This topic lists the hardware requirements (CPU, RAM, and disk storage) for 64-bit installations of the Foglight Management Server and the database repository.

About hardware requirements

The hardware needed to run Foglight can vary widely depending on several factors, including:

- The number and type of agents that are being used
- The persistence and data-rollup policies
- Agent configuration settings

You should not consider doing a production implementation without conducting a proper scoping and sizing exercise with a qualified Quest Software Inc. representative. You can arrange for a sizing analysis by contacting your Quest Software Inc. Sales Representative. At a minimum, you are required to provide hardware matching the specifications in this topic.

Server components and tiers

Each Foglight® Management Server installation consists of two components:

- The Foglight Management Server
- The Foglight Database Repository

Setting up Foglight to run both of its components on the same machine is known as a *single-tier* installation. Using separate machines for each component is known as a *multi-tier* installation. Whichever configuration you choose,

each component requires its own specifically-dedicated resources. To help facilitate sizing, the resources required to support each component are listed separately.

Single-tier hardware requirements

To install Foglight in a single-tier configuration, you must have hardware capable of running both the Management Server (JVM) and database repository together. The requirements are listed below.

Table 1. Server and database (64-bit platforms)

CPU	4-way 2.4 GHz 64-bit CPUs—one of the following: <ul style="list-style-type: none"> • 1 quad core • 2 dual core • 4 single core
RAM	12 GB in total: <ul style="list-style-type: none"> • 6 GB for Management Server (4 GB for Heap, 2 GB for Java Virtual Machine) • 4 GB for database repository • 2 GB for operating system
Storage	If using built-in embedded database repository: <ul style="list-style-type: none"> • 120 GB, 10000 RPM hard disk or better If using external database repository: <ul style="list-style-type: none"> • For Management Server: 40 GB, 7200 RPM hard disk or better • For Database Repository: 80 GB, 10000 RPM hard disk or better

Multi-tier hardware requirements

To install Foglight® in a multi-tier configuration, you must have separate hardware for each of the Management Server (JVM) and database repository. The requirements are listed below.

Table 2. Management Server (64-bit platforms)

CPU	2-way 2.4 GHz 64-bit CPUs—one of the following: <ul style="list-style-type: none"> • 1 dual core • 2 single core
RAM	8 GB in total: <ul style="list-style-type: none"> • 6 GB for Management Server (4 GB for Heap, 2 GB for Java Virtual Machine) • 2 GB for operating system
Storage	40 GB, 7200 RPM hard disk or better

Table 3. Database Repository (32-bit and 64-bit Platforms)

	32-bit	64-bit
CPU	2-way 2.4 GHz CPUs—one of the following: <ul style="list-style-type: none"> • 1 dual core • 2 single core 	

Table 3. Database Repository (32-bit and 64-bit Platforms)

	3 GB in total:	6 GB in total:
RAM	<ul style="list-style-type: none"> • 2 GB for database repository • 1 GB for operating system 	<ul style="list-style-type: none"> • 4 GB for database repository • 2 GB for operating system
Storage	<ul style="list-style-type: none"> • 80 GB, 10000 RPM hard disk or better 	

Agent Manager resource requirements

Foglight® Agent Manager uses minimal system resources, whether running on a monitored host or monitoring remotely. The amount used depends on a variety of factors including the number of agents running on the monitored host, the amount of data being collected, and whether the Management Server is running.

CAUTION: This section is intended to provide general information that is applicable to most Foglight installations. You should not consider doing a production implementation without conducting a proper scoping and sizing exercise with a qualified Quest representative.

The following table lists the system resources typically used by the Agent Manager while it is running.

Table 4. Agent Manager: Typical resource requirements

CPU Usage	<ul style="list-style-type: none"> • Varies greatly by cartridge/agent, the amount of data being collected, and the complexity of the technology being monitored • Average is 4.8% CPU utilization
RAM	<ul style="list-style-type: none"> • Varies greatly by cartridge/agent, the complexity of the technology being monitored, and Agent Manager configuration • Agent Manager base memory requirement is 256 MB. Additional memory may be required depending on the deployed agent types and instances. <p>Example agent package requirements</p> <p>Foglight for Infrastructure — 12 MB on deployment and 4 MB for each agent instance. Foglight for VMware — 2560 MB on deployment.</p>
Storage	May use up to 1 GB of hard disk for installation, operation, and temporary data storage

Supported platforms

This chapter lists the platforms supported for the Foglight® Management Server and database repository, for the Foglight Agent Manager, and for the Operating System cartridge. It also lists the requirements for other software used with Foglight.

- [Supported platforms for the Management Server](#)
- [Supported external databases](#)
- [Supported platforms for the Agent Manager](#)
- [Validated web browsers](#)
- [Validated web browsers](#)
- [Supported PDF report viewer](#)

Supported platforms for the Management Server

The Foglight® Management Server is supported on the platforms listed in the following table. These platforms have passed quality assurance testing with Foglight.

i | **IMPORTANT:** Foglight discontinued support for the following operating systems starting with 5.9.4 Foglight release: 32-bit Windows, 32-bit Linux, Solaris SPARC64, and Solaris 86-64. If you are still using these platforms and need further assistance, contact Quest Support.

- Foglight is a multi-threaded software application running in a Java Virtual Machine (JVM). It runs on, and takes advantage of, MultiThreading and HyperThreading (also known as Simultaneous MultiThreading) enabled environments.
- Unless you are running the installer in console mode, verify that you have an X Window System™ environment prior to installing Foglight on UNIX® platforms.

Table 5. Management Server platforms (64-bit platforms)

Operating System	Version
CentOS Linux® ^a	5.x
	6.x
	7.x

Table 5. Management Server platforms (64-bit platforms)

Operating System	Version
Microsoft® Windows®	Server 2008 R2
	Server 2012
	Server 2012 R2
	Server 2012 R2 Core
	7 (Professional or above)
	10
	Server 2016
	Server 2019
Novell® SUSE Linux® Enterprise Server ^a	10 ^b
	11
	12
Oracle Linux® ^a	5.x
	6.x
	7.x
Red Hat® Enterprise Linux® ^a	AP/Server 5.x
	6.x
	7.x
Ubuntu® Linux®	12.04.x LTS
	14.04.x LTS
	16.04.x LTS
	18.04 x LTS

- a. On 64-bit RPM-based Linux platforms, the 32-bit version of *libgcc*.rpm* must be installed for the installer and Management Server to run. On 64-bit Ubuntu, the *ia32-libs* package must be installed.
- b. Embedded database is not supported on this version.

Final platform support notice

The following operating system is not supported in this release:

- Microsoft® Windows Server® 2003

Support for the following operating system will be discontinued in an upcoming Foglight® release. This platform is supported in this release. We hope this notice of planned support changes helps you plan your upgrades.

- Novell® SUSE Linux Enterprise Server 10

Supported external databases

Foglight® Management Server requires a database repository. You have the option of using either the embedded PostgreSQL® database included with Foglight®, or an external PostgreSQL, Oracle®, SQL Server®, or MySQL™ database. The embedded database is included with the Management Server and it follows the same lifecycle, it stops and starts with the server. If you use an external database, you are responsible for its procurement, installation, and management. Using an external database may improve the Management Server performance.

i | **NOTE:** For databases that have different editions, only the editions intended or licensed for production use are supported for use with Foglight. “Express” or “Lite” editions may be used to test Foglight, but should not be used in a production deployment.

Table 6. Supported external databases

Database	Supported Versions
PostgreSQL®	<ul style="list-style-type: none"> 9.4.x, 9.5.x, 9.6.x, and 10.x
MySQL™	<ul style="list-style-type: none"> 5.1.45 or later on 5.1.x branch 5.5.20 or later on 5.5.x branch 5.6.18 or later on 5.6.x branch 5.7.9 or later on 5.7.x branch
Oracle	<ul style="list-style-type: none"> 9i R2 (9.2.x branch) 10g R2 (10.2.x branch) 11g R1 (11.1.x branch) 11g R2 (11.2.x branch) 12c R1 (version 12.1.x branch) 12c R2 (version 12.2.x branch)
SQL Server^a	<ul style="list-style-type: none"> SQL Server 2005 (version 9.00.1399.06 or later) SQL Server 2008 (version 10.0.1600 or later) SQL Server 2008 R2 SQL Server 2012 SQL Server 2014 SQL Server 2016 SQL Server 2017

- a. Foglight Database Repository can configure SQL Server Always On Availability Group for high availability on the back-end database. This only applies to SQL Server 2012 and above.

You can run your external database on any operating system supported by your database vendor, but Quest only provides support for external database issues that can be reproduced on one of the operating systems (32- or 64-bit) listed in the following table.

Table 7. Supported operating system versions

Operating System	Version
HP-UX	11i v3
IBM® AIX®	5.3
Microsoft® Windows®	Server 2008 R2 Server 2012 Server 2012 R2 Server 2016 Server 2019 10
Oracle Solaris®	10 (Update 8) 11
Red Hat® Enterprise Linux®	6.x 7.x

Supported platforms for the Agent Manager

The following table lists the platforms that are supported for the Foglight[®] Agent Manager (FgIAM).

Table 8. Supported Agent Manager platforms

Operating System	Version	OS Architecture	Valid Installer(s)
CentOS Linux [®]	5.x	IA-32	<i>fglam-<ver>-linux-ia32.bin</i>
	6.x	x86-64	<i>fglam-<ver>-linux-ia32.bin^a</i>
	7.x		<i>fglam-<ver>-linux-x86_64.bin</i>
HP-UX	11i v2	Itanium	<i>fglam-<ver>-hpux-ia64.bin</i>
	11i v3		
IBM [®] AIX ^{®b}	6.1	POWER	<i>fglam-<ver>-aix-powerpc.bin^{a, c}</i>
	7.1		
Microsoft [®] Windows [®]	Vista (SP1 or above)	IA-32	<i>fglam-<ver>-windows-ia32.exe</i>
	7 (Professional or above)	x86-64	<i>fglam-<ver>-windows-ia32.exe^a</i>
			<i>fglam-<ver>-windows-x86_64.exe</i>
	8 (Pro, Enterprise)	IA-32	<i>fglam-<ver>-windows-ia32.exe</i>
	8.1		
	10		
	Server 2008		
	Server 2008 R2	x86-64	<i>fglam-<ver>-windows-ia32.exe^a</i>
	Server 2012	x86-64	<i>fglam-<ver>-windows-x86_64.exe</i>
Server 2012 R2			
Server 2012 R2 Core			
Server 2016			
Server 2019			
Novell [®] SUSE Linux [®] Enterprise Server	10	IA-32	<i>fglam-<ver>-linux-ia32.bin</i>
	11	x86-64	<i>fglam-<ver>-linux-ia32.bin^a</i>
			<i>fglam-<ver>-linux-x86_64.bin</i>
	12 SP1 and SP2		
Oracle [®] Linux [®]	4.x	IA-32	<i>fglam-<ver>-linux-ia32.bin</i>
	5.x	x86-64	<i>fglam-<ver>-linux-ia32.bin^a</i>
	6.x		<i>fglam-<ver>-linux-x86_64.bin</i>
	7.x		
Oracle Solaris [®]	10 (including Zones) ^d	x86-64	<i>fglam-<ver>-solaris-x86_64.bin</i>
		SPARC	<i>fglam-<ver>-solaris-sparc.bin^{a, b}</i>
	11 (including Zones) ^c	x86-64	<i>fglam-<ver>-solaris-x86_64.bin</i>
		SPARC	<i>fglam-<ver>-solaris-sparc.bin^e</i>

Table 8. Supported Agent Manager platforms

Operating System	Version	OS Architecture	Valid Installer(s)
Red Hat® Enterprise Linux®	AP/Server 5.x	IA-32	<i>fglam-<ver>-linux-ia32.bin</i>
	6.x	x86-64	<i>fglam-<ver>-linux-ia32.bin^a</i>
	7.x		<i>fglam-<ver>-linux-x86_64.bin</i>
Ubuntu® Linux	12.04.x LTS	x86-64	<i>fglam-<ver>-linux-x86_64.bin</i>
	14.04.x LTS		

a. Installer includes a 32-bit JRE, so the maximum heap size is limited to a 32-bit address space, even on a 64-bit operating system.

b. Before installing or upgrading the Agent Manager, ensure that the latest OS service packs are installed.

c. This platform will switch to a 64-bit JRE when support for 32-bit operating systems is removed (see [Final platform support notice](#) on page 12).

d. See the [Support Policy on Virtualization](#) on our support portal for important information on using Foglight in virtual environments on these platforms.

e. Installer includes a 32-bit JRE. While Solaris 11 only supports 64-bit SPARC hardware, the maximum heap size is still limited to a 32-bit address space. This platform will switch to a 64-bit JRE in a future release.

Operating system patch requirements for the JRE

Foglight™ requires a Java Runtime Environment (JRE) to run, both for the Management Server and for the Agent Manager that runs on monitored hosts.

Foglight installs the JREs it needs, but you must ensure that any machine that will run a component of Foglight has its operating system patched to the minimum patch level required to support this JRE. This release of Foglight uses the following Java versions:

Management Server: Java 8

Agent Manager: Java 8

Check with your operating system vendor for the latest operating system patches required to run this version of Java on your system. Foglight cannot check this during installation.

Final platform support notice

The following operating system is not supported in this release:

- Microsoft® Windows Server® 2003

Support for the following operating systems will be discontinued in an upcoming Foglight® release. These platforms are supported in this release. We hope this notice of planned support changes helps you plan your upgrades.

- Oracle® Linux® 4.x
- Novell® SUSE Linux Enterprise Server 10

Validated web browsers

The Foglight user interface is designed to work with standards-compliant Web browsers. The following table lists the Web browsers that is tested and validated for use with this release of Foglight.

Table 9. Validated web browsers

Browser Type	Version / Patch Level Validated
Internet Explorer®	11.239.18362.0
Microsoft® Edge	44.18362.1.0
Firefox®	65.0
Safari	12.1.2
Chrome™	75.0.3770.142

End of support notice

Support for Microsoft® Internet Explorer® 8, 9, and 10 is discontinued as of this Foglight release.

Microsoft ended the support for these versions on January 12, 2016. For more information, visit <https://support.microsoft.com/en-us/lifecycle?p1=13418>.

What about other browsers?

The Foglight user interface also works on recent releases of other standards-compliant Web browsers. This cannot be guaranteed because they have not been tested. If you are using a different browser and encounter a rendering or navigation problem, we recommend trying one of the validated browsers to see if that resolves your issue. Quest will only provide support for browser issues that can be reproduced on a validated browser.

The validation testing criteria used by Quest's Quality Assurance team is as follows:

- Browsers are tested on applicable operating systems including Windows® Server 2008, Windows Server 2012, Windows Vista, Windows 7, Windows 8, Windows 10, Red Hat® Desktop Linux®, Novell® SuSE Linux Enterprise Desktop, and Mac OS® X.
- The latest browser version or patch release available at the time of this Foglight release was used for testing. Newer browser versions will be validated as part of our next release.

Supported PDF report viewer

To view PDF reports in Foglight, Adobe Acrobat Reader version 7.0.9 (or later) is preferred.

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/>.

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.