

# Quest® Archive Manager 5.7

## Release Notes

**October 2019**

These release notes provide information about the Quest® Archive Manager release.

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## About this release

Archive Manager is a complete email and messaging content archiving software solution that enables you to capture, retain, and use advanced search, discover and explore your email system. Through Archive Manager, a single instance of each email message is captured and granular retention and disposition policies are applied, ensuring efficient and effective email and message archiving.

Archive Manager 5.7 is a minor release, with new features and functionality. See [New features](#) and [Enhancement requests](#).

## New features

New features in Archive Manager 5.7:

- New MAPI clients supported:
  - Outlook for Office 365 ProPlus Semi-Annual channel release version 1808
  - Outlook 2019 volume licensed
- Administration website enhancements:
  - Added support for applying retention policy to a specific folder.

- Web portal enhancements:
  - Enhanced Advanced Search: You can now search for messages that are NOT associated with one or more tags with the **Not contains** option in the **Tags** field, or messages that do NOT contain attachments of one or more specified file types.
  - Added support for tagging or untagging parent messages: When tagging or untagging one or more messages, you now have an option **Include Parent Messages** in the confirmation dialog to tag or untag their parent messages as well.
  - Added a new button **Export** in the message toolbar: This allows to export a message as MIME format.
- New platforms supported:
  - Exchange 2019 CU2
  - Exchange 2016 CU13
  - Exchange 2013 CU23
  - Exchange 2010 SP3 RU 27 - 29
  - Skype for Business Server 2019

**i** | **TIP:** This section of the online documentation will be updated for new platforms or clients supported by Archive Manager 5.7.

See also:

- [Enhancement requests](#)
- [Resolved issues](#)

# Enhancement requests

The following is a list of enhancement requests addressed in this release.

**Table 1. Enhancement requests**

Enhancement request	Request ID
Clean RPS logs generated in safe mode.	141752
Export message as MIME format directly instead of using Search Exporter.	141748
Set connection strings using Configuration Console when they are missing or invalid.	141730
Timeout when sending, forwarding or replying a message containing linked images.	141720
Add Email address to the login table for non mail-enabled users.	141717
Exchange Utility can work without autodiscover override setting in basic authentication mode.	141686
Exclude an attachment file type when using the Advanced Search.	141649
Exclude a tag when using the Advanced Search.	141648
Apply retention policy to a specific folder.	141515
ADC can get email address from the property where email address is actually configured.	141513
Remove tags from messages in the search result.	141475
Add tags to a message's parent messages.	141468

# Resolved issues

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

**Table 2. General resolved issues**

Resolved issue	Issue ID
Search Exporter gets the error "The underlying connection was closed: An unexpected error occurred on a receive".	156087
MAPI dataloader does not archive Bcc recipients.	155300
Some messages cannot be archived after applying hotfix 4.8.0.618.	142148
The ESM service fails to scan mailboxes with the MAPI error 8004010F.	141753
Dataloader cannot load a message with attachments that contain unicode metadata.	141732
Exchange Utility fails to handle invalid mailboxes.	141710
If you use "Send To Me" to forward a message containing another message as attachment, the sent date of the contained message will be changed to '01/01/2001' when it is viewed in Outlook.	141698
Search Exporter fails on missing attachments.	141687
The 500 error might occur when opening a message.	141683
Error occurs when creating an RSS feed for a search log where no user is specified.	141673
Retention policy for a group does not run correctly after removing users from the group.	141666
Incorrect sent date displaying on a resent reconstructed message.	141642
The administration guide should mention that Delegation Log report and Delegation Status report are available only in a hosted Exchange environment.	141613
The ESM service hangs on ending the mailbox scan.	141609
FSDL moves XML files to a wrong folder even though the message has been processed by dataloader.	141576

Table 2. General resolved issues

Resolved issue	Issue ID
Cannot print message body with Internet Explorer.	141574
The ESM service cannot handle the proxy credentials dialog box in Windows Server 2019 or 2016.	141469

## Known issues

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

Table 3. Website known issues

Known issue	Issue ID
Opening an attachment through the ArchiveManager folder in Outlook returns an invalid file extension.	774309

Table 4. Installer known issues

Known issue	Issue ID
The installation cannot be performed as the ArchiveMgr_Service user.	222623

Table 5. Client tools known issues

Known issue	Issue ID
Cannot install Outlook Form for Office 365 using Exchange Utility.	778008
IPM.TaskRequest items exported to PST by the Search Exporter can't be opened by Outlook from the PST. These items can be opened by copying the items into your Exchange Mailbox.	63703
The Exchange Utility performance is expected to be slower when it is used with Exchange 2010, as it will run in single-threaded mode with this mail server to avoid MAPI instabilities.	56776

Table 6. Hosted Exchange known issues

Known issues	Issue ID
Cannot configure remote access to hosted mailbox when email address is different with the login name.	652720
Exchange Utility doesn't work in a hosted Exchange environment.	610460
Offline Client cannot find user's mailbox in AM database.	358669

## System requirements

Before installing or upgrading to Archive Manager 5.7, ensure that your system meets the following minimum hardware and software requirements.

# Hardware requirements

For a complete list of hardware requirements, please refer to the *Archive Manager Installation and Configuration Guide for Exchange or GroupWise*.

## Supported platforms

Table 7. Supported platforms

Requirement	Details
Microsoft SQL Server, 32-bit or 64-bit version, Enterprise or Standard edition, any of the following:	<ul style="list-style-type: none"><li>• 2017</li><li>• 2016 SP1 - SP2</li><li>• 2016</li><li>• 2014 SP1 - SP3</li><li>• 2014</li><li>• 2012 SP1 - SP4</li><li>• 2012</li><li>• 2008 R2 SP1 - SP3 (will be deprecated in the next release)</li><li>• 2008 R2 (will be deprecated in the next release)</li><li>• 2008 SP2 - SP4 (will be deprecated in the next release)</li></ul> <p><b>NOTE:</b> Make sure the compatibility level setting in your SQL Server is not lower than SQL Server 2008.</p> <p><b>NOTE:</b> Archive Manager supports TLS 1.2 for connections to SQL Server 2008 R2 SP3 and later versions.</p>
Archive Manager Server Operating System	<ul style="list-style-type: none"><li>• Windows Server 2019</li><li>• Windows Server 2016</li><li>• Windows Server 2012 R2</li><li>• Windows Server 2012</li><li>• Windows Server 2008 R2 SP1 or RTM</li><li>• Windows Server 2008 SP2, 64-bit version</li></ul>

**Table 7. Supported platforms**

<b>Requirement</b>	<b>Details</b>
Browser Versions	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 11, 10, or 9 When using enhanced security on any server-based operating system, the Archive Manager Website must be added to the list of trusted sites to work correctly.</li> <li>• Microsoft Edge</li> <li>• Firefox (latest version) running on Windows or Macintosh.</li> <li>• Chrome (latest version) running on Windows or Macintosh.</li> <li>• Safari running on Macintosh or mobile devices.</li> <li>• Android browsers</li> </ul>
External Storage	<ul style="list-style-type: none"> <li>• File System</li> <li>• NetApp SnapLock 7.2.4</li> <li>• EMC Centera 4.2.1, 4.2, 4.1, 4.0, 3.1.4</li> <li>• EMC Atmos 2.0</li> <li>• Caringo CAStor 6.5.4</li> <li>• Hedvig Distributed Storage Platform Version 3.7.1</li> </ul>

**Table 8. Exchange messaging system**

<b>Requirement</b>	<b>Details</b>
Microsoft Exchange, any of:	<ul style="list-style-type: none"> <li>• Exchange Online</li> <li>• 2019 CU1 - CU2</li> <li>• 2019</li> <li>• 2016 CU1 - CU13</li> <li>• 2016</li> <li>• 2013 CU1 - CU23</li> <li>• 2013 SP1</li> <li>• 2013</li> <li>• 2010 SP3 RU5 - RU29</li> </ul>
Active Directory Services	<ul style="list-style-type: none"> <li>• Windows Server 2019</li> <li>• Windows Server 2016</li> <li>• Windows Server 2012 R2</li> <li>• Windows Server 2012</li> <li>• Windows Server 2008 R2</li> <li>• Windows Server 2008</li> <li>• Windows Server 2003</li> </ul>

**Table 9. Skype/Lync server system**

Requirement	Details
Microsoft Skype/Lync, any of:	<ul style="list-style-type: none"> <li>• Skype for Business Server 2019</li> <li>• Skype for Business Server 2015</li> <li>• Lync Server 2013</li> <li>• Lync Server 2010</li> </ul>

**Table 10. GroupWise messaging system**

Requirement	Details
Novell GroupWise, any of:	<ul style="list-style-type: none"> <li>• 18.1</li> <li>• 18 SP1 - SP2</li> <li>• 18</li> <li>• 2014 R2 SP1 - SP3</li> <li>• 2014 R2</li> <li>• 2014 SP1 - SP2</li> <li>• 2014</li> <li>• 2012 SP1 - SP4</li> <li>• 2012</li> <li>• 8.0.3 HP3 - HP4 (will be deprecated in the next release)</li> <li>• 8.0.3 (will be deprecated in the next release)</li> <li>• 8.0.2 (will be deprecated in the next release)</li> </ul> <p><b>NOTE:</b> Archive Manager is not certified for use with clustered GroupWise host systems configured for parallel processing, load balancing, or fault tolerance.</p>
NetIQ eDirectory Services	<ul style="list-style-type: none"> <li>• 9.1 SP1 - SP2, 9.1, 9.0 SP1 - SP4, 9.0 on supported platforms</li> <li>• 8.8 SP8, SP7, SP6 on supported platforms (will be deprecated in the next release)</li> <li>• 8.7.3 on supported platforms (will be deprecated in the next release)</li> </ul>

Table 11.

Requirement	Details
Prerequisites for servers running Archive Manager services	<ul style="list-style-type: none"> <li>• Microsoft .NET Framework 3.5 SP1 must be pre-installed (before running the installer)</li> <li>• Supported Archive Manager Server Operating System version. Please verify that your mail system requirements are supported on the desired operating system.</li> <li>• Visual C++ 2012 Redistributable for Visual Studio 2012 Update 4: vc_redist_x86.exe</li> <li>• Visual C++ 2010 SP1 Redistributable Package: vc_redist_x86.exe</li> <li>• Microsoft .NET Framework 4.5.2</li> <li>• SQL Native Client (sqlncli.msi). SQL Native Client 2005 or above is required.</li> </ul> <p><b>To enable text-string searches and indexing of file attachments:</b> You must install iFilters for the file types you want to search and index.</p> <ul style="list-style-type: none"> <li>• Microsoft offers a free pack of iFilters for its Office 2010 file types at <a href="http://www.microsoft.com/en-us/download/details.aspx?id=17062">http://www.microsoft.com/en-us/download/details.aspx?id=17062</a>, (link current as of this release). SP2 can be applied via Windows Update or downloaded at <a href="http://support.microsoft.com/kb/2687447">http://support.microsoft.com/kb/2687447</a>. This Filter Pack includes iFilters for the following formats: .docx, .docm, .pptx, .pptm, .xlsx, .xlsm, .xlsb, .zip, .one, .vdx, .vsd, .vss, .vst, .vdx, .vsx, and .vtx.</li> <li>• iFilters for earlier-version Office file extensions (.doc, .rtf, .xls, .ppt, etc.), and for .txt, .htm and .html files, are installed with Microsoft Windows, and so should already reside on the Archive Manager server. You can verify their installation, and track and manage your iFilters generally, with a third-party iFilter browser; several are available at little or no cost from independent vendors.</li> <li>• Adobe bundles a copy of its PDF 32-bit iFilter with its free <a href="#">Adobe Reader 11</a> software, and offers a free <a href="#">PDF iFilter 64 11.0.01</a> as a separate download. It is recommended that you use Adobe version 11 PDF iFilters, or FoxIt iFilters.</li> <li>• Installing Adobe Reader X uninstalls PDF iFilters, which then need to be reinstalled. For additional information, see <a href="http://www.adobe.com">www.adobe.com</a>.</li> </ul>



Table 11.

Requirement	Details
Prerequisites for servers running Archive Manager websites	<ul style="list-style-type: none"> <li>• Microsoft Internet Information Services (IIS) version 10, 8.5, 8.0, 7.5 or 7.0.  Certain role services are required to be manually selected and installed on the web server in order for the Archive Manager Website to run correctly. These roles include: Common HTTP Features; Static Content; ASP.net; ASP; Basic Authentication; Windows Authentication; IIS Management Tools and Scripts; and IIS Management Console.</li> <li>• Microsoft ASP.NET (component of Windows, any supported Windows version).</li> <li>• <a href="#">Azure Active Directory PowerShell for Graph</a> (for working with Office 365 only): Please install it with the Administrator Account, or Archive Manager Application Pool's identity.</li> <li>• PowerShell 3.0 or later versions.</li> </ul> <p>The API web service endpoint can be configured to use Windows Authentication or Anonymous Authentication. When using Anonymous Authentication, the web service application performs security checks and authenticates the client using Basic Authentication (plain text user password authentication). When using Windows Authentication, IIS handles the authentication and provides the web service application with a confirmation of the authentication attempt.</p> <p><b>NOTE:</b> Please do not change the authentication mode to Windows Authentication in a pure Office 365 environment because no on-premises Windows logins will be archived by Archive Manager in the scenario.</p>
Archive Manager rights and permissions	<ul style="list-style-type: none"> <li>• <b>Administrator Account:</b> The account you are logged in with when you run the Archive Manager Install program. <ul style="list-style-type: none"> <li>• The user who runs the installer must be an administrator over the local computer, as well as on the SQL Server and the GroupWise Server.</li> <li>• The account you specify during the installation must have the same permissions.</li> </ul> </li> <li>• <b>Service Account:</b> (default account name is ArchiveMgr_Service): Specified in the Configuration Console. Used by the Directory Connector, Alert Service, Full-Text Index, Full-Text Search and Message Retention Services. <ul style="list-style-type: none"> <li>• Account is granted full access to the Archive Manager and AfterMail_TEMP databases by the installer.</li> <li>• Requires read access to AD, and to the Exchange Organization so it can determine Storage Group information.</li> <li>• Must be in the Users group on the local machine, and a member of the local IIS_WPG group on the Web Servers. This is typically done by the installer.</li> <li>• Is a member of ArchiveManagerServiceUsers group.</li> </ul> </li> <li>• <b>ArchiveManagerServiceUsers Group:</b> A Domain Group containing the -Service account. <ul style="list-style-type: none"> <li>• Group is used by installer to apply permissions to file-system locations used by Archive Manager.</li> </ul> </li> </ul>

Table 11.

Requirement	Details
Prerequisites for servers running the Exchange Store Manager Service	<ul style="list-style-type: none"> <li>• MAPI Support for Exchange Online:               <ul style="list-style-type: none"> <li>• Microsoft Outlook for Office 365 ProPlus Semi-Annual channel release version 1808 (32-bit)</li> <li>• Microsoft Outlook 2019 volume licensed (32-bit)</li> <li>• Microsoft Outlook 2013 SP1 (32-bit, requires KB3114941 and KB4022169)</li> </ul> </li> <li>• MAPI support for Exchange 2019, 2016, 2013 or 2010:               <ul style="list-style-type: none"> <li>• Microsoft Outlook for Office 365 ProPlus Semi-Annual channel release version 1808 (32-bit)</li> <li>• Microsoft Outlook 2019 volume licensed (32-bit)</li> <li>• Microsoft Outlook 2013 SP1 (32-bit, requires KB3114941 and KB4022169)</li> <li>• Microsoft Outlook 2013 (32-bit)</li> </ul> </li> </ul>
	<p><b>IMPORTANT:</b> Due to a bug from Microsoft that may crash the ESM service, the following registry keys will be automatically removed from the server running the MAPI client Outlook for Office 365 ProPlus:</p> <pre>HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Common\Experiment HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Common\ExperimentEcs HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Common\ExperimentTas HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Common\Licensing\CurrentSkuIdForApp</pre>
	<p><b>IMPORTANT:</b> The update KB3114816 for Office and later versions (except KB3114941 and KB4022169) should NOT be installed for Outlook 2013 SP1 because they may crash the ESM service due to a bug from Microsoft.</p>

Table 11.

Requirement	Details
Prerequisites for servers running the Exchange Store Manager Service	<p><b>Other considerations:</b></p> <ul style="list-style-type: none"> <li>• When Exchange 2019, 2016 or 2013 works with Outlook for Office 365 ProPlus, Outlook 2019, or Outlook 2013 SP1 (32-bit, with KB3114941 and KB4022169 installed), and MAPI over HTTP is enabled on both ends: <ul style="list-style-type: none"> <li>▪ The ESM service account must have full access permissions to the exported mailboxes. To grant full access, run the following command at the PowerShell command prompt on the Exchange server: <pre data-bbox="740 589 1378 701">Add-MailboxPermission -Identity &lt;mailboxIdentity&gt; -User &lt;your Archive Manager user or group&gt; -AccessRights FullAccess - InheritanceType All -AutoMapping \$false</pre> </li> <li>▪ For the MAPI Journal Data Loader, the data loader service user account must have full access permissions to the journal mailbox.</li> </ul> </li> <li>• For the Exchange Store Manager (ESM), the service user account must have <b>Receive As</b> and <b>View Information Store Status</b> permissions to the mail store from which the ESM will export mailboxes.</li> <li>• For the MAPI Journal Data Loader, the data loader service user account must have <b>Receive As</b> and <b>View Information Store Status</b> permissions to the mail store that contains the journal mailbox.</li> <li>• In a parent/child domain configuration, if you are installing Archive Manager in the child domain, you must create two accounts: an Exchange Store Manager account in the child domain for the Archive Manager installation, and another Exchange Store Manager account in the parent domain.</li> </ul>

Table 11.

Requirement	Details
Prerequisites for servers running GroupWise services	<p><b>Novell clients:</b></p> <ul style="list-style-type: none"> <li>• Client for Open Enterprise Server 2 SP4, or</li> <li>• Novell Client 2 SP4 for Windows Server 2008 R2 &amp; 2012, or</li> <li>• Novell Client 2 SP3 for Windows Server 2008 R2 &amp; 2012, or</li> <li>• Novell Client 2 SP2 for Windows Server 2008 &amp; 2008 R2, or</li> <li>• Novell Client 2 SP1 for Windows Server 2008 R2, or</li> <li>• Novell Client 2 SP1 for Windows Server 2008</li> </ul> <p><b>GroupWise clients:</b></p> <p>The client version must match the server version. For example, if you are using GroupWise Server 2012, you must use GroupWise Client 12.0.0.</p> <ul style="list-style-type: none"> <li>• 18.1.x</li> <li>• 18.0.x</li> <li>• 14.2.x</li> <li>• 14.0.x</li> <li>• 12.0.x</li> <li>• 8.0.x (will be deprecated in the next release)</li> </ul> <p><b>GroupWise Store Manager (GSM):</b></p> <ul style="list-style-type: none"> <li>• Outlook MAPI and SQL Native Client are required for any GSM installation, and for TNEF. TNEF allows messages from Exchange-based mail systems to be processed with rich content, such as meeting invites.</li> <li>• It is recommended that GSM run under a separate account than all of the other Archive Manager services.</li> </ul> <p><b>NOTE:</b> Archive Manager is not certified for use with clustered GroupWise host systems configured for parallel processing, load balancing, or fault tolerance.</p> <p><b>NOTE:</b> Archive Manager will only archive objects (Users, Resources and Groups) that are associated with E-Directory.</p> <p><b>NOTE:</b> File read, write and execute permissions are required for access to the wpdomain.db file and other associated files and folders.</p> <p><b>NOTE:</b> Supervisor-level permission is required for the Novell tree.</p>

**Table 12. Client workstation**

<b>Requirement</b>	<b>Details</b>
Stubbed message reconstruction using the Outlook Form requires the following:	<ul style="list-style-type: none"> <li>• Microsoft Outlook for Office 365 ProPlus, <b>or</b></li> <li>• Microsoft Outlook 2019, <b>or</b></li> <li>• Microsoft Outlook 2016, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7 SP1, <b>or</b></li> <li>• Microsoft Outlook 2013, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7, <b>or</b></li> <li>• Microsoft Outlook 2010, 64-bit or 32-bit, running on Windows 10, 8, 7, or Vista SP1</li> </ul>
The Offline Client requires the following:	<ul style="list-style-type: none"> <li>• Microsoft Outlook for Office 365 ProPlus, <b>or</b></li> <li>• Microsoft Outlook 2019, <b>or</b></li> <li>• Microsoft Outlook 2016, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7 SP1, <b>or</b></li> <li>• Microsoft Outlook 2013, 64-bit or 32-bit, running on Windows 10, 8.1, 8, or 7, <b>or</b></li> <li>• Microsoft Outlook 2010, 64-bit or 32-bit, running on Windows 10, 8, 7, or Vista SP1, <b>and</b></li> <li>• Windows Installer 3.1 or later (only for installation).</li> <li>• Microsoft .NET Framework Version 4.5.2 and 3.5 SP1.</li> <li>• Microsoft SQL Server Compact 4.0</li> <li>• Visual Studio 2010 Tools for Office Runtime</li> <li>• MSXML 6.0 SP1</li> </ul>
The Search Exporter requires the following:	<ul style="list-style-type: none"> <li>• Microsoft Outlook for Office 365 ProPlus, 32-bit, <b>or</b></li> <li>• Microsoft Outlook 2019, 32-bit, <b>or</b></li> <li>• Microsoft Outlook 2016, 32-bit only, running on Windows 10, 8.1, 8, or 7 SP1, <b>or</b></li> <li>• Microsoft Outlook 2013, 32-bit only, running on Windows 10, 8.1, 8, or 7, <b>or</b></li> <li>• Microsoft Outlook 2010, 32-bit only, running on Windows 10, 8, 7, or Vista SP1, <b>and</b></li> <li>• Windows Installer 3.1 or later (only for installation).</li> <li>• Microsoft .NET Framework Version 4.5.2 and 3.5 SP1.</li> </ul>

## Upgrade and compatibility

Upgrades are supported from version 5.0.x to 5.7.

## Product licensing

Your Archive Manager license can be activated from the **License** screen of the Administration Console.

On the **License** screen, click **Browse** to locate your license and **Install** to install it. You can overwrite an existing license by entering a new license and installing it. Once a valid license is installed, the following information is displayed:

- **Type:** The type of license purchased.
- **Expires:** The expiration date of the license.
- **Seats Licensed:** The number of seats available from the license.
- **Seats Used:** The number of seats currently used.

License information can also be viewed at any time by clicking the Help icon and selecting the **Licenses** tab.

If you are upgrading from Archive Manager 4.8 or earlier, you will need to exchange your license for an upgraded version. You can complete this automatically by going to <http://license.quest.com/upgrade> to upgrade to new license.

# Upgrade and installation instructions

For upgrade and installation instructions, please refer to the *Archive Manager Installation and Configuration Guide for Exchange or GroupWise*.

## More resources

Additional information is available from the following:

- Online product documentation (<https://support.quest.com/archive-manager/technical-documents>)
- Quest community (<https://www.quest.com/Community>)

## 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.

## About us

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](http://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.

## Third-party contributions

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

Table 13. List of third-party contributions

Component	License or acknowledgment
AJAX Control Toolkit 15.1.2.0	Copyright © 2012-2015 CodePlex Foundation <a href="#">License: New BSD</a>
Angular.js 1.2.12	Copyright © 2010-2014 Google, Inc. <a href="#">License: MIT</a>
Angular.js 1.3.18	Copyright © 2010-2014 Google, Inc. <a href="#">License: MIT</a>
Angular Local Storage 0.4.0	gregory <greg@gregpike.ca> <a href="#">License: MIT</a>
angular.mock 1.3.18	Copyright © 2010-2014 Google, Inc. <a href="#">License: MIT</a>
angular-placeholder 1.1.0	Copyright © 2013 Monospaced <a href="#">License: MIT</a>
angular-resource 1.3.18	Copyright © 2010-2014 Google, Inc. <a href="#">License: MIT</a>
AngularUI Router 0.3.1	Copyright © 2013-2015 The AngularUI Team, Karsten Sperling <a href="#">License: MIT</a>
ATL Server Library 9.0.70425	Copyright © Microsoft Corporation. All rights reserved. <a href="#">License: Microsoft Limited Permissive License (Ms-LPL)</a>
Backbone.js 1.0.0	Copyright © 2009-2012 Jeremy Ashkenas, DocumentCloud Inc. <a href="#">License: MIT</a>
background-size-polyfill 0.2.0	Copyright © 2012-2013 Louis-Rémi Babé <a href="#">License: MIT</a>

**Table 13. List of third-party contributions**

<b>Component</b>	<b>License or acknowledgment</b>
Bootstrap 3.3.5	Copyright © 2011-2015 Twitter, Inc. <a href="#">License: MIT</a>
C3 0.4.11	Copyright © Masayuki Tanaka 2014 <a href="#">License: MIT</a>
Caringo CAStor SDK 1.3.2	Copyright © Caringo 2010 <a href="#">License: BSD</a>
CFileVersionInfo 1	Copyright © 2003 Armen Hakobyan <a href="#">License: Code Project Open License (CPOL) 1.0.2</a>
Credential Management 1.0.2	iLya Lozovyy <a href="#">License: Apache 2.0</a>
D3 3.5.17	Copyright © 2017 Mike Bostock. <a href="#">License: BSD</a>
EasyByte RTM-2-HTML 8.0	Copyright © EasyByte Software Ltd 2008 <a href="#">License: EasyByte RTF-2HTML v8 1.0</a>
EasyMail .Net Edition 8.0	Copyright © 2003-2004 Quiksoft Corporation. All rights reserved. <a href="#">License: EasyMail .Net Edition Software License Agreement 052305.0</a>
EMC Centera API 3.1	Copyright © 2006 EMC Corporation. All Rights Reserved <a href="#">License: EMC Development Kit 1.0</a>
EWS Managed API 2.2.1.0	Copyright © Microsoft Corporation. All rights reserved. <a href="#">License: MIT</a>
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