

Quest® NetVault® Backup Plug-in *for NDMP*
11.4.5

**Application Notes for Oracle NAS 7000
Unified Storage Systems**



© 2018 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, Join the Innovation, and NetVault 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>. 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.

Contents

Introduction	4
About this document	4
Target audience	4
Recommended additional reading	4
Installation and configuration prerequisites	5
Installation prerequisites	5
Configuration prerequisites	5
Backing up data	6
About Backup Dump Levels	6
Important notes	6
Backing up data using the plug-in	7
Backing up individual data paths	9
Restoring data	10
Restoring data using the plug-in	10
Restoring Incremental Backups	12
Renaming or relocating data	13
Restoring data to an alternate filer	13
Prerequisites	13
Restore procedure	13
Searching for files in savesets	14
Viewing media list	14
Troubleshooting	15
Common errors	15
About us	16
We are more than just a name	16
Our brand, our vision. Together.	16
Contacting Quest	16
Technical support resources	16

Introduction

- [About this document](#)
- [Target audience](#)
- [Recommended additional reading](#)

About this document

This document provides information about using the Quest® NetVault® Backup Plug-in *for NDMP* (Plug-in *for NDMP*) with Oracle NAS 7000 Unified Storage Systems. It is intended as a supplement to the *Quest NetVault Backup Plug-in for NDMP User's Guide* that describes the common procedures for installing and configuring the plug-in.

Target audience

This document is intended for system administrators and others responsible for installing, configuring, and using the Plug-in *for NDMP*. An understanding of filer administration and the host platform is assumed.

Recommended additional reading

- NetVault Backup documentation
 - *Quest NetVault Backup Installation Guide*: This guide provides details on installing the NetVault Backup Server and Client software.
 - *Quest NetVault Backup Administrator's Guide*: This guide explains how to use NetVault Backup and describes the functionality common to all plug-ins.
 - *Quest NetVault Backup CLI Reference Guide*: This guide provides a description of the command-line utilities.
 - *Quest NetVault Backup Plug-in for NDMP Application Notes*: These notes provide filer-specific information.

You can download these guides from <https://support.quest.com/technical-documents>.

- Administrator's guide for your Network Data Management Protocol (NDMP)-based network-attached storage (NAS) appliance

Installation and configuration prerequisites

- [Installation prerequisites](#)
- [Configuration prerequisites](#)

Installation prerequisites

In addition to the prerequisites covered in the *Quest NetVault Backup Plug-in for NDMP User's Guide*, verify that the following requirements are met:

- **Hardware requirements:** For information about Hitachi NAS (HNAS) Servers, see the Hitachi Data Systems website at: <https://www.oracle.com>
- **Software requirements:** For information about software requirements and supported filer operating systems, see the *Quest NetVault Backup Compatibility Guide* available at: <https://support.quest.com/technical-documents>

i | **NOTE:** The installation and configuration procedures are described in the *Quest NetVault Backup Plug-in for NDMP User's Guide*.

Configuration prerequisites

In addition to the prerequisites covered in the *Quest NetVault Backup Plug-in for NDMP User's Guide*, verify that the following requirements are met:

- **User account for NDMP backups and restores:** From the administration interface, assign a DMA user name and password for NDMP backups and restores. Consult the relevant filer documentation for instructions on creating a user account.

Use this account when adding the NDMP Server to the plug-in.

- **Direct Access Recovery (DAR) requirements:** To use DAR, enable this feature on the filer.
- **DMA Tape Mode Setting:** Set the NDMP Service "DMA Tape Mode" to BSD on the filer.

Backing up data

- [About Backup Dump Levels](#)
- [Backing up data using the plug-in](#)
- [Backing up individual data paths](#)

About Backup Dump Levels

The Plug-in *for NDMP* supports both Full and Incremental Backups. The backup type is determined by the Dump Level that can be set to Level 0 for a Full Backup or Levels 1 through 9 for Incremental Backups:

- **Level 0 or Full Backup:** A Full Backup provides a backup of all the data in the selected path.
- **Level 1 through 9 or Incremental Backup:** The Incremental Backups base themselves on the most recent lower-level Incremental Backup, and include any data that has changed or is new since the last Full or Incremental Backup.

Examples:

- Level 1 Incremental Backup includes any data that has changed or is new since the last Level 0 or Full Backup.
- Level 2 Incremental Backup includes any data that has changed or is new since the last Level 1 Incremental Backup, and so on, up to dump level 9.

Important notes

- If a directory is included in a dump level 0 backup, it is included in all future dumps even if no changes have occurred. In this instance, the directory is empty and does not contain content. However, it does not negatively affect the recovery of data.
- Only one dump level is maintained for each selected set of data. For example, after performing Level 1, Level 2, and Level 3 Incremental Backups, if you perform a Full Backup, the dump level is reset to 0. The next instance of the Incremental Backup is based on the Full Backup.
- If an Incremental Backup fails, the subsequent backup is based on the most recent backup of a lower level. For example, if dump level 1 is completed successfully, but dump level 2 fails, dump level 3 is based on dump level 1. The failure of an Incremental Backup is noted in the NetVault Backup logs.

Backing up data using the plug-in

- 1 In the Navigation pane, click **Create Backup Job**.

— or —

In the Navigation pane, click **Guided Configuration**, and then on the **NetVault Configuration Wizard** page, click **Create Backup Jobs**.

- 2 In **Job Name**, specify a name for the job.

Assign a descriptive name that lets you easily identify the job for monitoring its progress or restoring data. The job name can contain alphanumeric and nonalphanumeric characters, but it cannot contain non-Latin characters. There is no length restriction. However, a maximum of 40 characters is recommended on all platforms.

- 3 In the **Selections** list, select an existing Backup Selection Set, or complete the following steps to create a set.

- a Next to the **Selections** list, click **Create New**.
- b On the **NetVault Backup Selections** page, open the NetVault Backup Server, and then open **NDMP Client**.
- c To display the **Volumes** node, open the applicable filer in the list of added servers.
- d Select the data that you want to back up:
 - **Back up all volumes:** Select the **Volumes** node.
 - **Back up individual volumes:** Open the **Volumes** node, and select the volumes that you want to back up.
- e Click **Save**, and in the **Create New Set** dialog box, type a name for the set.

i | **NOTE:** A set name can contain alphanumeric and nonalphanumeric characters, but it cannot contain non-Latin characters. On Linux OS, the names can have a maximum of 200 characters. On Windows OS, there is no length restriction. However, a maximum of 40 characters is recommended on all platforms.

- f To close the dialog box, click **Save**.

- 4 In the **Plugin Options** list, select an existing Backup Options Set, or complete the following steps to create a set.

- a Next to the **Plugin Options** list, click **Create New**.
- b Under **NDMP Backup Options**, configure the following settings.

Table 1. NDMP Backup Options

Option	Description
Dump Level	Select the type of backup that you want to perform. For a Full Backup, type or select 0. For an Incremental Backup, type or select any level from 1 to 9, based on the previous dump level.
Update /etc/dumpdates	The file “/etc/dumpdates” keeps a record of the backup, including the backup name, backup level, and snapshot time. Leave this check box selected if your backup strategy includes Incremental Backups. The information in this file is used to determine what data must be included in an Incremental Backup.

Table 1. NDMP Backup Options

Option	Description
Save File Information	This option allows you to browse individual files and directories while selecting data during restore. You cannot restore individual files and directories if you clear this check box. Quest recommends that you leave this check box selected.
Exclude	Use this option to specify files and directories that you want to exclude from the backup. Type the complete file path, starting with a forward slash (“/”). If the full path is not provided, the plug-in excludes any item that matches the entry. To separate multiple items, use a comma. You can use up to two wildcard characters per file. Wildcard characters can only be used at the first or the last place in the filename. For example, if you enter “/dir1/tmp*, *.o” in Exclude , the plug-in excludes the following items: <ul style="list-style-type: none"> Files and directories starting with the letters “tmp” in the directory /dir1. All files and directories with the extension “.o”. <p>Filenames are case-sensitive for NFS shares and case-insensitive for CIFS shares.</p>

- c Under **Sub Jobs**, configure the following settings.

Option	Description
Number of Backups to Run in Parallel	Type or select the number of jobs that can run concurrently. The default value is zero. With the default setting, all jobs in parallel, limited only by the availability of drives, network bandwidth, and other resources. To achieve the required result, set the same value for each job.
Delete Auto Generated Backup Jobs on Completion	The plug-in creates individual subjobs for each volume included in a backup. If this check box is not selected, all subjobs are listed on the Job Status page. This display can create confusion when you try to view the details of the parent job. To include only a single entry for the parent job, leave this check box selected.

- d Click **Save**, and in the **Create New Set** dialog box, type a name for the set.
- e To close the dialog box, click **Save**.

- 5 Select or create the Schedule Set, Target Set, and Advanced Options Set.

For more information about these sets, see the *Quest NetVault Backup Administrator's Guide*.

- 6 To submit the job for scheduling, click **Save & Submit**.

You can monitor the job progress from the **Job Status** page and view the logs from the **View Logs** page.

To save the job definition without scheduling it, click **Save**. You can view, edit, or run this job from the **Manage Job Definitions** page. This job is not displayed on the **Job Status** page until you submit it.

For more information about **Job Status**, **View Logs**, and **Manage Job Definitions**, see the *Quest NetVault Backup Administrator's Guide*.

Backing up individual data paths

- 1 In the Navigation pane, click **Create Backup Job**.

— or —

In the Navigation pane, click **Guided Configuration**, and then on the **NetVault Configuration Wizard** page, click **Create Backup Jobs**.

- 2 In **Job Name**, specify a name for the job.

Assign a descriptive name that lets you easily identify the job for monitoring its progress or restoring data. The job name can contain alphanumeric and nonalphanumeric characters, but it cannot contain non-Latin characters. There is no length restriction. However, a maximum of 40 characters is recommended on all platforms.

- 3 Next to the **Selections** list, click **Create New**.

- 4 On the **NetVault Backup Selections** page, open the NetVault Backup Server, and then open **NDMP Client**.

- 5 Select the applicable filer, and in the **Actions** list, click **Enter Backup Path**.

- 6 In the **NDMP Backup Request** dialog box, configure the **Directory** option.

Specify the volume or the complete path to the directory that you want to back up. Use the following format to specify the backup path:

```
/export/<file system>/<parentDirectory>/<subdirectory>
```

Example:

```
/export/FS08/testdata_fs08/data
```

- 7 Set the **Dump Level** and the remaining backup options.

For more information, see [NDMP Backup Options](#).

- 8 To save the settings, click **OK**.

- 9 Complete [Step 5](#) and [Step 6](#) in [Backing up data using the plug-in](#).

Restoring data




- Restoring data using the plug-in
- Restoring Incremental Backups
- Renaming or relocating data
- Restoring data to an alternate filer
- Searching for files in savesets
- Viewing media list

Restoring data using the plug-in

- 1 In the Navigation pane, click **Create Restore Job**.

On the **Create Restore Job — Choose Saveset** page, the saveset table provides a list of available savesets.

The table shows the saveset name (Job Title and Saveset ID), creation date and time, saveset size, and saveset status. The saveset status is indicated using the following icons.

Icon	Description
	Saveset is online (all segments are online).
	Saveset is partially online (some segments are online).
	Saveset is offline (all segments are offline).

The saveset list is sorted by creation date (newest to oldest). You can sort the list by one or more columns, as required. The arrowhead next to the column name indicates the sort order.

- 2 To filter the saveset list, use the following filter options.

Filter	Description
Client	Displays savesets created for particular clients. The default selection is Any . <ol style="list-style-type: none"> 1 To use this filter, click the Client box. 2 In the Choose Client dialog box, select the clients. 3 To close the dialog box, click OK.
Plugin Type	Displays savesets created using a particular plug-in. The default selection is Any . <ol style="list-style-type: none"> 1 To use this filter, click the Plugin Type box. 2 In the list, select the plug-in.

Filter	Description
Date	<p>Displays savesets created during a specified period. The default selection is Any.</p> <ol style="list-style-type: none"> To use this filter, click the Date box. In the list, select the option that you want to use. The available options are Last 24 hours, Last Week, Last Month, Last 6 Months, Last Year, and Any.
Job	<p>Displays savesets created for particular jobs. The default selection is Any.</p> <ol style="list-style-type: none"> To use this filter, click the Job box. In the Choose Job dialog box, select the jobs. To close the dialog box, click OK.

- Select the saveset that you want to use, and click **Next**.

When you select a saveset, the following details are displayed in the **Saveset Information** area: job ID number, job title, tag, server name, client name, plug-in name, saveset date and time, retirement setting, Incremental Backup or not, archive or not, and saveset size.

- On the **Create Selection Set** page, select the data that you want to restore:

- **Restore entire saveset:** Select the root node.
- **Restore individual files and directories:** Select the target files and directories in the selections tree. The selections tree can only be browsed if the **Save File Information** option was selected during backup.

i | **NOTE:** If you omit child-level items after selecting the parent node, the job fails. To perform selective restores, open the parent node, and select each item that you want to restore.

- Click **Edit Plugin Options**, and configure the following settings.

Table 2. Restore options

Option	Description
NDMP Server	This option specifies the target filer name. It is only required when you want to restore data to an alternate filer. By default, it is set to the name of the original filer from which the data was backed up. Do not change the NDMP Server while restoring data to the same filer.
Direct Access Restore Mode	<p>Select the appropriate Direct Access Restore (DAR) mode from the following:</p> <ul style="list-style-type: none"> • Use Direct Access Restore if Possible: To perform a direct-access restore if the backup was direct and the mover and data server can complete a direct-access restore, select this option. If these conditions are not met, a nondirect-access restore is performed. • Use Direct Access Restore by Recovering Individual Files: To restore a directory and its file contents, select this option. When you use this option, empty directories in the saveset are ignored. You must select this option if any item was omitted during data selection; otherwise, the restore job fails. • Only Do Direct Access Restore: To force a direct-access restore, select this option. It can be only used if the backup was direct and the mover and data server can complete a direct-access restore; otherwise the restore job fails. • Never Do Direct Access Restore: To perform a standard nondirect-access restore, select this option.

- i** | **NOTE:** To restore individual items from a saveset created without the **Save File Information** option, configure the following additional options:
- **Restore Path:** Type the full file path to the item that you want to restore.
 - **Rename Path:** To rename or relocate the item during restore, type the new file path and name.

- i** | **IMPORTANT:**
- When individual files are selected for DAR, their parent-level directory permissions are not restored.
 - When running DAR, NetVault Backup organizes the restore requests into groups of 1024 files at a time. When a restore job consists of more than 1024 total files, multiple restore requests are issued. So, multiple log entries are displayed for the job.

6 To save the settings, click **OK**, and then click **Next**.

7 In **Job Name**, specify a name for the job.

Assign a descriptive name that lets you easily identify the job for monitoring its progress. The job name can contain alphanumeric and nonalphanumeric characters, but it cannot include non-English characters. There is no length restriction. However, a maximum of 40 characters is recommended on all platforms

In the **Target Client** list, the client from which data was backed up is selected by default. Do *not* change this setting.

8 Select or create the Schedule Set, Restore Source Set, and Advanced Options Set.

For more information about these sets, see the *Quest NetVault Backup Administrator's Guide*.

9 To submit the job for scheduling, click **Submit**.

You can monitor the job progress from the **Job Status** page and view the logs from the **View Logs** page. For more information about these functions, see the *Quest NetVault Backup Administrator's Guide*.

Restoring Incremental Backups

The incremental restores build on each other. To restore an Incremental Backup, you must have all the backups from Level-0 through the last backup in the backup sequence that you want to restore.

1 Restore the Full or Level 0 Backup.

For more information, see [Restoring data using the plug-in](#).

2 Restore each Incremental Backup in the backup sequence, starting with the lowest-level backup and going to the last backup that you want to restore (that is, in the same order in which they were created).

For each dump level, follow the steps outlined in [Restoring data using the plug-in](#).

- i** | **IMPORTANT:** All NDMP backups are effectively snapshots of the volume. When you restore a dump backup in an increment series, it restores all the data in the saveset. At the same time, it deletes the files present on the filer, but not available in that saveset. Thus, it reconstructs the subtree as it was at the time of backup.

Renaming or relocating data

When restoring a backup, you can rename the directories to create a copy of the data instead of overwriting of the existing versions. You can also relocate the data to a different volume. This procedure can be useful if the original volume is down or if you are dealing with limited bandwidth or capacity.

i | **NOTE:** This feature is only available to savesets that were created with the **Save File Information** option.

To rename or relocate data during restore:

- 1 Complete [Step 1](#) through [Step 4](#) in [Restoring data using the plug-in](#)
- 2 Select the volume that you want to rename, and in the **Actions** list, click **Rename**.
- 3 In the **Restore Rename** dialog box, provide the following information.
 - To rename a file or directory, type the new name.
 - To relocate the item to a different volume, type the volume name. You can also rename while relocating by specifying a new path. The volume to which you are relocating must exist.
- 4 To close the dialog box, click **OK**.

After you close the dialog box, the plug-in updates the corresponding node in the selections tree to display the new name and location for the file or directory.
- 5 Complete [Step 5](#) through [Step 9](#) in [Restoring data using the plug-in](#).

Restoring data to an alternate filer

To relocate a backup to an alternate filer, use the following procedure. This procedure can be useful during a server migration or disaster recovery operation.

Prerequisites

Before you start the restore procedure, add the target filer to the plug-in. For more information, see the *Quest NetVault Backup Plug-in for NDMP User's Guide*.

Restore procedure

- 1 Complete [Step 1](#) through [Step 4](#) in [Restoring data using the plug-in](#).
- 2 To rename or relocate data during restore, complete [Step 2](#) and [Step 3](#) in [Renaming or relocating data](#).
- 3 Click **Edit Plugin Options**, and in the **NDMP Server box**, type the name of the target filer.
- 4 Select the appropriate DAR method.

For more information about the available options, see [Restore options](#).
- 5 Complete [Step 6](#) through [Step 9](#) in [Restoring data using the plug-in](#).

Searching for files in savesets

The **Search** option on the **Create Restore Job — Choose Saveset** page allows you to find specific files or data items without opening any savesets or browsing through their contents. You can use filenames or regular expressions to find the data items that you want to restore.

- 1 On the **Create Restore Job — Choose Saveset** page, click **Search**.
- 2 In the **Search for files in savesets** dialog box, configure the following options:
 - **Search String:** Type the search string.
 - **Regular expression search:** To use POSIX (Portable Operating System Interface for Unix) regular expressions in the **Search String** box, select this check box.
 - **Case sensitive:** To perform a case-sensitive search, select this check box.
- 3 Click **Search**. On the **Search Results** page, you can view the savesets that contain the specified files or data items.
- 4 Select the items you want to restore. You can only restore items from one saveset. Click **Next**.
- 5 Complete [Step 5](#) through [Step 9](#) in [Restoring data using the plug-in](#).

Viewing media list

The **Media List** option on the **Create Restore Job — Choose Saveset** page lets you view information about the media items used to store a backup. You can view details about the data segments and index segments for a backup.

- 1 On the **Create Restore Job — Choose Saveset** page, select the applicable saveset.
- 2 In the **Saveset Information** area, click **Media List**.

In the dialog box that is displayed, you can view the following details:

 - **Backup size:** This area shows the total size of the saveset in number of bytes
 - **Data segment table:** This table shows information about the media items that contain the data segments. You can view the following details: media label, media group label, stream ID, starting byte number, ending byte number, and media location
 - **Index segment table:** This table shows information about the media items that contain the index segments. You can view the media label and media location.
- 3 To close the dialog box, click **Close**.

Troubleshooting

- [Common errors](#)

Common errors

The following is a list of some common errors and their solution.

Table 3. Troubleshooting

Description	Symptom	Solution
The NetVault Backup Service fails to start on a Windows-based NetVault Backup Server.	Check the Windows Event Viewer for the following message: PDT FATAL: lock file "postmaster.pid" already exists	NetVault Backup cannot start if the PostgreSQL database that is used to store the system data does not start. To correct this issue, delete the " postmaster.pid " file from the location referenced in the log and restart the NetVault Backup Server.
After restarting the machine, the NetVault Backup Service sometimes fails to start on a Windows-based NetVault Backup Server.	Check the Windows Event Viewer for the following message: FATAL: could not create any TCP/IP sockets " for a PostgreSQL source	NetVault Backup cannot start if the PostgreSQL database that is used to store the system data does not start. To correct this issue, start the Task Manager, and click Show processes from all users . You can see multiple instances of postgres32.exe running on the system. To remove all instances of postgres32.exe , select any instance of this process, and click End Process . Start the NetVault Backup Service.
The NetVault Backup Service starts, and then stops immediately on a Linux-based machine.	No error messages are displayed.	This issue can occur if the Postgres service cannot resolve the host name localhost , and fails to start. Check the /etc/hosts file, and if the file does not contain an entry for localhost , add the entry.

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 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.