

Quest®



KACE® Systems Management Appliance 11.0

Patching Reference Guide



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Using the patching matrix

This document lists the latest versions of operating systems and software that are downloaded to your managed devices.

For complete information, see the applicable table.

Operating systems

This table lists the operating system versions that are uploaded to your managed devices during patching.

Platform	Publisher	Operating System (OS)	OS Edition	Architecture
Mac	Apple Computer, Inc.	macOS Catalina 10.15	ALL	x86_64
Mac	Apple Computer, Inc.	macOS High Sierra 10.13	ALL	x86_64
Mac	Apple Computer, Inc.	macOS Mojave 10.14	ALL	x86_64
Mac	Apple Computer, Inc.	macOS Sierra 10.12	ALL	x86_64
Windows	Microsoft Corporation	Windows 10	ALL	x64
Windows	Microsoft Corporation	Windows 10	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 1507	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1507	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 1511	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1511	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 1607	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1607	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 1703	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1703	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 1709	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1709	ALL	x86

Platform	Publisher	Operating System (OS)	OS Edition	Architecture
Windows	Microsoft Corporation	Windows 10 Version 1803	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1803	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 1809	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1809	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 1903	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1903	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 1909	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 1909	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 2004	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 2004	ALL	x86
Windows	Microsoft Corporation	Windows 10 Version 20H2	ALL	x64
Windows	Microsoft Corporation	Windows 10 Version 20H2	ALL	x86
Windows	Microsoft Corporation	Windows 7	ALL	x64
Windows	Microsoft Corporation	Windows 7	ALL	x86
Windows	Microsoft Corporation	Windows 7 Embedded Standard	ALL	x64
Windows	Microsoft Corporation	Windows 7 Embedded Standard	ALL	x86
Windows	Microsoft Corporation	Windows 7 Embedded Standard SP1	ALL	x64
Windows	Microsoft Corporation	Windows 7 Embedded Standard SP1	ALL	x86
Windows	Microsoft Corporation	Windows 7 SP1	ALL	x64
Windows	Microsoft Corporation	Windows 7 SP1	ALL	x86
Windows	Microsoft Corporation	Windows 8	ALL	x64
Windows	Microsoft Corporation	Windows 8	ALL	x86

Platform	Publisher	Operating System (OS)	OS Edition	Architecture
Windows	Microsoft Corporation	Windows 8.1	ALL	x64
Windows	Microsoft Corporation	Windows 8.1	ALL	x86
Windows	Microsoft Corporation	Windows Server 2008 R2	ALL	x64
Windows	Microsoft Corporation	Windows Server 2008 R2 SP1	ALL	x64
Windows	Microsoft Corporation	Windows Server 2012	ALL	x64
Windows	Microsoft Corporation	Windows Server 2012 R2	ALL	x64
Windows	Microsoft Corporation	Windows Server 2016	ALL	x64
Windows	Microsoft Corporation	Windows Server 2019	ALL	x64
Windows	Microsoft Corporation	Windows Server Version 1709	ALL	x64
Windows	Microsoft Corporation	Windows Server Version 1803	ALL	x64
Windows	Microsoft Corporation	Windows Server Version 1903	ALL	x64
Windows	Microsoft Corporation	Windows Server Version 1909	ALL	x64
Windows	Microsoft Corporation	Windows Server Version 2004	ALL	x64
Windows	Microsoft Corporation	Windows Server Version 20H2	ALL	x64

Applications

This table lists the software versions that are uploaded to your managed devices during patching.

Platform	Publisher	Product
Mac	Adobe Systems, Inc.	Acrobat 2015 for Mac
Mac	Adobe Systems, Inc.	Acrobat 2017 for Mac
Mac	Adobe Systems, Inc.	Acrobat 2020 for Mac
Mac	Adobe Systems, Inc.	Acrobat DC Continuous Track for Mac
Mac	Adobe Systems, Inc.	Acrobat Reader DC Continuous Track for Mac
Mac	Adobe Systems, Inc.	Adobe AIR

Platform	Publisher	Product
Mac	Adobe Systems, Inc.	Adobe Reader
Mac	Adobe Systems, Inc.	AdobeFlashPlayer
Mac	AdoptOpenJDK	OpenJDK for Mac
Mac	Amazon.com	Corretto for Mac
Mac	Apple Computer, Inc.	Command Line Tools for Xcode
Mac	Apple Computer, Inc.	iTunes
Mac	Apple Computer, Inc.	Malware Removal Tool 1.x
Mac	Apple Computer, Inc.	Pro Video Formats
Mac	Apple Computer, Inc.	Remote Desktop
Mac	Apple Computer, Inc.	Safari for macOS Catalina 10.15
Mac	Apple Computer, Inc.	Safari for macOS High Sierra 10.13
Mac	Apple Computer, Inc.	Safari for macOS Mojave 10.14
Mac	Apple Computer, Inc.	Safari for macOS Sierra 10.12
Mac	Apple Computer, Inc.	Safari Technology Preview
Mac	Atlassian Software Systems Ltd	HipChat
Mac	Audacity Team	Audacity for Mac
Mac	Cisco Systems, Inc.	Jabber for Mac
Mac	Cisco Systems, Inc.	Webex Meetings for Mac
Mac	Dropbox, Inc.	Dropbox for Mac
Mac	EverNote Corporation	Evernote for Mac
Mac	Fetch Softworks	Fetch
Mac	Foxit Software	FoxitPhantomPDF for Mac
Mac	Google	Google Chrome for Mac
Mac	Google	Google Earth for Mac

Platform	Publisher	Product
Mac	inkscape.org	Inkscape
Mac	Microsoft Corporation	Excel 2016 for Mac
Mac	Microsoft Corporation	Excel 365/2019 for Mac
Mac	Microsoft Corporation	Microsoft AutoUpdate for Mac
Mac	Microsoft Corporation	Microsoft Edge for Mac
Mac	Microsoft Corporation	Office 2011 for Mac
Mac	Microsoft Corporation	OneNote 2016 for Mac
Mac	Microsoft Corporation	OneNote 365/2019 for Mac
Mac	Microsoft Corporation	Outlook 2016 for Mac
Mac	Microsoft Corporation	Outlook 365/2019 for Mac
Mac	Microsoft Corporation	PowerPoint 2016 for Mac
Mac	Microsoft Corporation	PowerPoint 365/2019 for Mac
Mac	Microsoft Corporation	Skype for Business on Mac
Mac	Microsoft Corporation	Skype for Mac
Mac	Microsoft Corporation	Word 2016 for Mac
Mac	Microsoft Corporation	Word 365/2019 for Mac
Mac	Mozilla	Firefox for Mac
Mac	Mozilla	Thunderbird for Mac
Mac	Opera Software ASA	Opera for Mac
Mac	Oracle Corporation	JRE 8.x
Mac	Python Software Foundation	Python 3 for Mac
Mac	Slack Technologies	Slack for Mac
Mac	TeamViewer GmbH	TeamViewer for Mac
Mac	TechSmith Corporation	TechSmith Camtasia for Mac

Platform	Publisher	Product
Mac	TechSmith Corporation	TechSmith Snagit for Mac
Mac	The Apache Software Foundation	OpenOffice for Mac
Mac	The Document Foundation	LibreOffice for Mac
Mac	The GIMP developer community	GIMP for Mac
Mac	VideoLAN Team	VLC Media Player for Mac
Mac	VMWare, Inc.	VMware Fusion
Mac	VMWare, Inc.	VMware Horizon Client for Mac
Mac	VMWare, Inc.	VMware Tools for Mac
Mac	Zoom Video Communications, Inc.	Zoom Meetings for Mac
Windows	Adobe Systems, Inc.	Acrobat 2015
Windows	Adobe Systems, Inc.	Acrobat 2017
Windows	Adobe Systems, Inc.	Acrobat 2020
Windows	Adobe Systems, Inc.	Acrobat DC Continuous Track
Windows	Adobe Systems, Inc.	Acrobat Reader 2015
Windows	Adobe Systems, Inc.	Acrobat Reader 2017
Windows	Adobe Systems, Inc.	Acrobat Reader 2020
Windows	Adobe Systems, Inc.	Acrobat Reader DC Continuous Track
Windows	Adobe Systems, Inc.	Acrobat X
Windows	Adobe Systems, Inc.	Acrobat XI
Windows	Adobe Systems, Inc.	Adobe AIR
Windows	Adobe Systems, Inc.	Adobe Flash Player
Windows	Adobe Systems, Inc.	Adobe Reader X
Windows	Adobe Systems, Inc.	Adobe Reader XI
Windows	AdoptOpenJDK	OpenJDK

Platform	Publisher	Product
Windows	Altova, Inc.	DatabaseSpy 2019 Enterprise
Windows	Altova, Inc.	DatabaseSpy 2019 Professional
Windows	Altova, Inc.	DiffDog 2019 Enterprise
Windows	Altova, Inc.	DiffDog 2019 Professional
Windows	Amazon.com	Corretto
Windows	Apple Computer, Inc.	iCloud
Windows	Apple Computer, Inc.	iTunes
Windows	Audacity Team	Audacity
Windows	Autodesk, Inc.	AutoCAD
Windows	Autodesk, Inc.	AutoCAD Architecture
Windows	Autodesk, Inc.	AutoCAD Civil 3D
Windows	Autodesk, Inc.	AutoCAD Electrical
Windows	Autodesk, Inc.	AutoCAD LT
Windows	Autodesk, Inc.	AutoCAD Map 3D
Windows	Autodesk, Inc.	AutoCAD Mechanical
Windows	Autodesk, Inc.	AutoCAD MEP
Windows	Autodesk, Inc.	AutoCAD Plant 3D
Windows	Autodesk, Inc.	AutoCAD PnID
Windows	Autodesk, Inc.	AutoCAD Structural Detailing
Windows	Autodesk, Inc.	AutoCAD Utility Design
Windows	Autodesk, Inc.	Autodesk 3ds Max
Windows	Autodesk, Inc.	Autodesk 3ds Max Design
Windows	Autodesk, Inc.	Autodesk Advance Steel
Windows	Autodesk, Inc.	Autodesk Alias

Platform	Publisher	Product
Windows	Autodesk, Inc.	Autodesk Alias SpeedForm
Windows	Autodesk, Inc.	Autodesk CFD
Windows	Autodesk, Inc.	Autodesk Design Review
Windows	Autodesk, Inc.	Autodesk Fabrication CADmep
Windows	Autodesk, Inc.	Autodesk Fabrication CAMduct
Windows	Autodesk, Inc.	Autodesk Fabrication ESTmep
Windows	Autodesk, Inc.	Autodesk Fabrication RemoteEntry
Windows	Autodesk, Inc.	Autodesk Fabrication Tracker
Windows	Autodesk, Inc.	Autodesk Factory Design Utilities
Windows	Autodesk, Inc.	Autodesk Helius Composite
Windows	Autodesk, Inc.	Autodesk Helius PFA
Windows	Autodesk, Inc.	Autodesk Infracore
Windows	Autodesk, Inc.	Autodesk Inventor
Windows	Autodesk, Inc.	Autodesk Inventor LT
Windows	Autodesk, Inc.	Autodesk Inventor Publisher
Windows	Autodesk, Inc.	Autodesk Maya
Windows	Autodesk, Inc.	Autodesk Maya LT
Windows	Autodesk, Inc.	Autodesk Moldflow Adviser
Windows	Autodesk, Inc.	Autodesk Moldflow Design
Windows	Autodesk, Inc.	Autodesk Moldflow Flex
Windows	Autodesk, Inc.	Autodesk Moldflow Insight
Windows	Autodesk, Inc.	Autodesk MotionBuilder
Windows	Autodesk, Inc.	Autodesk Mudbox
Windows	Autodesk, Inc.	Autodesk Nastran

Platform	Publisher	Product
Windows	Autodesk, Inc.	Autodesk Nastran In-CAD
Windows	Autodesk, Inc.	Autodesk Navisworks
Windows	Autodesk, Inc.	Autodesk Recap
Windows	Autodesk, Inc.	Autodesk Recap Photo
Windows	Autodesk, Inc.	Autodesk Revit
Windows	Autodesk, Inc.	Autodesk Revit LT
Windows	Autodesk, Inc.	Autodesk Robot Structural Analysis
Windows	Autodesk, Inc.	Autodesk Showcase
Windows	Autodesk, Inc.	Autodesk Simulation Mechanical
Windows	Autodesk, Inc.	Autodesk Sketchbook
Windows	Autodesk, Inc.	Autodesk Structural Bridge Design
Windows	Autodesk, Inc.	Autodesk Vault
Windows	Autodesk, Inc.	Autodesk VRED
Windows	Box Inc.	Box Sync
Windows	CADSoftTools	ABViewer
Windows	CADSoftTools	ABViewer 11.x
Windows	CADSoftTools	ABViewer 12.x
Windows	Canneverbe Limited	CDBurnerXP
Windows	Cisco Systems, Inc.	Jabber
Windows	Citrix Systems, Inc.	Citrix Receiver for Windows LTSR
Windows	Corel Corporation	MindManager
Windows	Corel Corporation	WinZip Courier
Windows	Dominik Reichl	KeePass Password Safe 1.x
Windows	Dominik Reichl	KeePass Password Safe 2.x

Platform	Publisher	Product
Windows	Don HO	Notepad++
Windows	dotPDN LLC	Paint.NET
Windows	Dropbox, Inc.	Dropbox
Windows	EverNote Corporation	EverNote
Windows	Foxit Software	Foxit Reader
Windows	Foxit Software	PhantomPDF
Windows	Foxit Software	PhantomPDF 8.x Business
Windows	Foxit Software	PhantomPDF 8.x Standard
Windows	GlavSoft LLC.	TightVNC
Windows	Google	Google Chrome
Windows	Google	Google Earth 7.x
Windows	Google	Google Earth Pro
Windows	Igor Pavlov	7-Zip 19.x
Windows	inkscape.org	Inkscape
Windows	inkscape.org	Inkscape 0.48
Windows	LogMeIn, Inc.	GoToMeeting 8.x
Windows	LogMeIn, Inc.	join.me 3.x
Windows	Martin Prikryl	WinSCP
Windows	Microsoft Corporation	.NET Framework Language Packs for Windows 7
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 1507 LTSB
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 1607
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 1703

Platform	Publisher	Product
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 1709
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 1803
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 1809
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 1903
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 1909
Windows	Microsoft Corporation	Adobe Flash Player for Windows 10 Version 2004
Windows	Microsoft Corporation	Adobe Flash Player for Windows Server 2016
Windows	Microsoft Corporation	Adobe Flash Player for Windows Server 2019
Windows	Microsoft Corporation	Adobe Flash Player for Windows Server, version 1903
Windows	Microsoft Corporation	Adobe Flash Player for Windows Server, version 1909
Windows	Microsoft Corporation	Adobe Flash Player for Windows Server, version 2004
Windows	Microsoft Corporation	Azure File Sync agent for Windows Server 2012 R2
Windows	Microsoft Corporation	Azure File Sync agent for Windows Server 2016
Windows	Microsoft Corporation	Azure File Sync agent for Windows Server 2019
Windows	Microsoft Corporation	BizTalk Server 2013
Windows	Microsoft Corporation	Definition Update for Windows Defender
Windows	Microsoft Corporation	Exchange Server 2010
Windows	Microsoft Corporation	Exchange Server 2013
Windows	Microsoft Corporation	Exchange Server 2016

Platform	Publisher	Product
Windows	Microsoft Corporation	Exchange Server 2019
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows 10
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows 7
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows 8.1
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows Server (SAC)
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows Server 2008 R2
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows Server 2012
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows Server 2012 R2
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows Server 2016
Windows	Microsoft Corporation	Malicious Software Removal Tool for Windows Server 2019
Windows	Microsoft Corporation	Microsoft Azure Information Protection Client
Windows	Microsoft Corporation	Microsoft Azure Information Protection Unified Labeling Client
Windows	Microsoft Corporation	Microsoft Dynamics CRM 2011
Windows	Microsoft Corporation	Microsoft Dynamics CRM 2011 SHS
Windows	Microsoft Corporation	Microsoft Dynamics CRM 2013
Windows	Microsoft Corporation	Microsoft Dynamics CRM 2015
Windows	Microsoft Corporation	Microsoft Dynamics CRM 2016
Windows	Microsoft Corporation	Microsoft Dynamics CRM 2016 SHS
Windows	Microsoft Corporation	Microsoft Edge
Windows	Microsoft Corporation	Microsoft Lync 2010

Platform	Publisher	Product
Windows	Microsoft Corporation	Microsoft Lync Server 2010
Windows	Microsoft Corporation	Microsoft Lync Server 2013
Windows	Microsoft Corporation	Microsoft SQL Server 2014
Windows	Microsoft Corporation	Microsoft SQL Server 2016
Windows	Microsoft Corporation	Microsoft SQL Server 2017
Windows	Microsoft Corporation	Microsoft SQL Server 2019
Windows	Microsoft Corporation	Microsoft SQL Server Management Studio v18
Windows	Microsoft Corporation	Office 2010
Windows	Microsoft Corporation	Office 2010 Server
Windows	Microsoft Corporation	Office 2013
Windows	Microsoft Corporation	Office 2013 Server
Windows	Microsoft Corporation	Office 2016
Windows	Microsoft Corporation	Office 2016 Server
Windows	Microsoft Corporation	Office 2019 Server
Windows	Microsoft Corporation	Office Click-To-Run
Windows	Microsoft Corporation	Office Online Server
Windows	Microsoft Corporation	Silverlight
Windows	Microsoft Corporation	Skype
Windows	Microsoft Corporation	Skype for Business Server 2015
Windows	Microsoft Corporation	System Center 2012 - App Controller
Windows	Microsoft Corporation	System Center 2012 - Operations Manager
Windows	Microsoft Corporation	System Center 2012 - Orchestrator
Windows	Microsoft Corporation	System Center 2012 - Virtual Machine Manager
Windows	Microsoft Corporation	System Center 2012 R2 - Operations Manager

Platform	Publisher	Product
Windows	Microsoft Corporation	System Center 2012 R2 - Orchestrator
Windows	Microsoft Corporation	System Center 2012 R2 - Virtual Machine Manager
Windows	Microsoft Corporation	System Center 2012 SP1 - App Controller
Windows	Microsoft Corporation	System Center 2012 SP1 - Operation Manager
Windows	Microsoft Corporation	System Center 2012 SP1 - Virtual Machine Manager
Windows	Microsoft Corporation	System Center 2016 - Data Protection Manager
Windows	Microsoft Corporation	System Center 2016 - Operations Manager
Windows	Microsoft Corporation	System Center 2016 - Orchestrator
Windows	Microsoft Corporation	System Center 2016 - Virtual Machine Manager
Windows	Microsoft Corporation	System Center Operations Manager 1807
Windows	Microsoft Corporation	Visual C++ 2005
Windows	Microsoft Corporation	Visual C++ 2008
Windows	Microsoft Corporation	Visual C++ 2010
Windows	Microsoft Corporation	Visual Studio 2005
Windows	Microsoft Corporation	Visual Studio 2008
Windows	Microsoft Corporation	Visual Studio 2010
Windows	Microsoft Corporation	Visual Studio 2012
Windows	Microsoft Corporation	Visual Studio 2013
Windows	Microsoft Corporation	Visual Studio 2015
Windows	Mozilla	Firefox
Windows	Mozilla	Firefox ESR
Windows	Mozilla	SeaMonkey 2.x

Platform	Publisher	Product
Windows	Mozilla	Thunderbird
Windows	Opera Software ASA	Opera
Windows	Oracle Corporation	JDK 11.x
Windows	Oracle Corporation	JDK 8.x
Windows	Oracle Corporation	JRE 8.x
Windows	Oracle Corporation	VirtualBox 5.x
Windows	Oracle Corporation	VirtualBox 6.x
Windows	pdfforge GmbH	PDFCreator
Windows	Piriform Ltd	CCleaner
Windows	Piriform Ltd	Defraggler
Windows	Piriform Ltd	Recuva
Windows	Piriform Ltd	Speccy
Windows	RealNetworks, Inc.	RealPlayer
Windows	RealVNC Ltd.	VNC 5.x
Windows	RealVNC Ltd.	VNC Connect
Windows	RingCentral, Inc.	RingCentral Meetings
Windows	RingCentral, Inc.	RingCentral Rooms
Windows	Simon Tatham	PuTTY
Windows	Slack Technologies	Slack
Windows	Stefan Küng	TortoiseSVN
Windows	TeamViewer GmbH	TeamViewer
Windows	TeamViewer GmbH	TeamViewer Host
Windows	TechSmith Corporation	Camtasia 18.x
Windows	TechSmith Corporation	Camtasia 19.x

Platform	Publisher	Product
Windows	TechSmith Corporation	Camtasia 9.x
Windows	TechSmith Corporation	SnagIt 13.x
Windows	TechSmith Corporation	SnagIt 18.x
Windows	TechSmith Corporation	SnagIt 19.x
Windows	TechSmith Corporation	TechSmith Camtasia
Windows	TechSmith Corporation	TechSmith SnagIt
Windows	The Document Foundation	LibreOffice
Windows	The GIMP developer community	GIMP
Windows	The GIMP developer community	GIMP 2.9.x
Windows	The Pidgin developer community	Pidgin
Windows	Tim Kosse	FileZilla
Windows	UltraVnc	UltraVnc
Windows	VideoLAN Team	VLC Media Player
Windows	VMWare, Inc.	VMware Horizon Client
Windows	VMWare, Inc.	VMware Remote Console
Windows	VMWare, Inc.	VMware Tools
Windows	VMWare, Inc.	Workstation 14.x Pro
Windows	VMWare, Inc.	Workstation Player
Windows	VMWare, Inc.	Workstation Player 14.x
Windows	VMWare, Inc.	Workstation Pro
Windows	win.rar GmbH	WinRAR
Windows	Wireshark Foundation	Wireshark
Windows	Wireshark Foundation	Wireshark 1.12.x
Windows	Wireshark Foundation	Wireshark 2.2.x

Platform	Publisher	Product
Windows	Wireshark Foundation	Wireshark 2.4.x
Windows	Wireshark Foundation	Wireshark 2.6.x
Windows	Zoom Video Communications, Inc.	Zoom Meetings
Windows	Zoom Video Communications, Inc.	Zoom Outlook Plugin

About us

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit www.quest.com.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product.

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Legend



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



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

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