Quest® Rapid Recovery 6.10

Release Notes

February 2025 Revised - September 2025

These release notes provide information about the Rapid Recovery release 6.10.

Topics include:

- About this release
- Quest Support policy
- New features
- Enhancements
- Deprecated features
- Resolved issues
- Known issues
- Where to find Rapid Recovery system requirements
- Product licensing
- Getting started with Rapid Recovery
- Globalization
- About us

About this release

Rapid Recovery software delivers fast backups with verified recovery for your VMs and physical servers, on-premises or remote. Rapid Recovery is software built for IT professionals who need a powerful, affordable, and easy-to-use backup, replication, and recovery solution that provides protection for servers and business-critical applications like Microsoft SQL Server, Oracle Database, Microsoft Exchange, and Microsoft SharePoint. Using Rapid Recovery, you can continuously back up and protect all your critical data and applications from a single web-based management console.

Rapid Recovery 6.10 is a minor release, with enhanced features and functionality. See New features and Enhancements for details.

NOTE: For more information about how major, minor, and maintenance releases are differentiated, see Rapid Recovery release designations.

Some features, previously integrated software tools, or platforms are no longer supported. For more information on these items, see Deprecated features.

As a minor release, defect fixes and known issues listed in this document are not cumulative.

For information relevant for any other release, please see the edition of release notes specific to that release on the Quest technical documentation website.

NOTE: Quest discourages using an Azure repository for storing original recovery points and recommends using it only for storing replicated recovery points. For more information, see "Replication with Rapid Recovery" in the *Rapid Recovery 6.10 User Guide.*

NOTE: Currently, the Rapid Recovery Core Console lets you connect to an Azure repository only from the source Core that replicates to it, and does not support the Connect to Existing feature. For more information, see https://support.quest.com/kb/332647.

Quest Support policy

Full support: For customers with a current maintenance contract, Quest Data Protection Support provides call-in or email support for the current major and minor release, when patched to the latest maintenance release. That release is known as N. Quest also fully supports N - 1. For Rapid Recovery, Quest also provides limited support for N - 2. For more information, see "Rapid Recovery support levels" in the *Rapid Recovery Release Notes*.

Limited support: Quest Data Protection Support may attempt to answer questions on other versions of our products, provided resources are available. However, if you are using an unsupported or discontinued version, no new patches or code fixes will be created for those versions. In such cases, we encourage you to upgrade to a currently supported version of the product.

Product support life cycle: Quest describes its product life cycle (PLC) support policy on its Support website (visit https://support.quest.com/rapid-recovery/, click **Product Life Cycle & Policies,** and then expand the topic **Product Support Life Cycle Policy**). To understand full support, limited support, and discontinued support, consult the detailed policy on the website referenced above.

New features

The following new features have been added to Rapid Recovery in release 6.10, or were not previously documented in earlier releases.

- Migration of protected machines between DVM repositories
- Added support for VMware vSphere 8.0.3
- Added support for Windows 11 version 24H2
- Added support for Windows Server 2025
- Added support for Oracle 23c (23ai)
- Added kernel support for version 6.9 - 6.11
- Added support for Ubuntu 24.10
- Added support for RHEL 8.10, RHEL 9.4 and 9.5
- Added support for AlmaLinux 8.10, AlmaLinux 9.4 and 9.5
- Added support for Rocky Linux 8.10 and 9.5
- Added support for Oracle Linux 8.0 - 8.10, 9.4 and 9.5
- Added support for Debian 11.11 and 12.7

Enhancements

The following is a list of enhancements implemented in Rapid Recovery 6.10.

Table 1: General enhancements

Enhancement
The status of events(Green and Red) in the event logs is clearer for colorblind users.
Added "Include XCP-ng drivers" option into Boot CD Wizard
Capture User Agent string for S3 and S3-compatible cloud providers

Deprecated features

The following is a list of operating systems and applications that have limited support due to end-of-life status as of Rapid Recovery 6.10:

- Operating systems:
  - Windows Server 2012 and 2012 R2 for Rapid Recovery Core installation and agent-based protection
- Hypervisors:
  - Hyper-V on Windows Server 2012 and 2012 R2 (for export)

The following applications are no longer supported by Rapid Recovery as of release 6.10:

- Hypervisor:
  - VMware Workstation 14.x

The following Intel Core processor families are no longer supported by Rapid Recovery Core installation or upgrade starting with 6.9 release:

- Nehalem (2008)
- Westmere (2009)

Please note that starting with the Rapid Recovery 6.10 release, the DocRetriever will no longer receive further updates.

Resolved issues

The following table includes a list of issues addressed in this release.

Table 2: Issues resolved in this release

Issue Description	Issue ID
The cluster cannot be protected if virtual machines have specific VHD set disk(s).	111562

Known issues

This topic contains known issues in the following categories:

- Core and Windows known issues
- Linux known issues
- Local Mount Utility issues

Table 3: Core and Windows known issues

Issue ID	Known Issue Description	Workaround	Functional Area
111617	MongoDB service fails to start after Rapid Recovery core upgrade on hardware which does not meet MongoDB system requirements (KB 4041708)		
111517	Error: "While Compliance mode is working; you cannot change the mode and retention period cannot be shortened!"		
111487	When adding a Linux VM to agentless protection (VMware), the error occurs: "The partition size is incorrect, please shrink the volume."		
111449	Transfer fails with GetResponse Timeout error after resizing an LVM volume.		
111444	Export hangs and the Core's UI is unresponsive if WriteCachingPolicy is ON		
111439	No ability to create repository with size more than 250 TB independently of FS allocation unit size		
111432	Core service is crashing in specific environment during restore from a cloud archive (Wasabi)		
111387	Core service crash with error "Not enough memory" and / or memory leak on specific environment		
111365	Core UI cannot be loaded if using SAML, it just tries loading in a loop		Core Console UI
111299	Oracle integrity check fails		Oracle DB Support
111206	Linux volume metadata is showing incorrectly.		
111113	SLES 12 SP5 fails to boot after BMR.		
111095	Export and BMR from Ubuntu 20.04 to		

Issue ID	Known Issue Description	Workaround	Functional Area
	VMware fails to boot.		
110991	[ZD] Multiple Cores have the same ID		Metadata
110954	[ZD] Restore is completed without any data restored (document is blank) and/or "Save as" is failing if DR, SQL and SP are installed on different servers		DocRetriever
110865	Linux machine hangs from time to time while snapshot if some i/o data was generated for the same volume	None	Transfer, Linux, Core Service
109771	After canceling an ESXi export task when all volumes are in the post-processing phase, an error message appears.		Virtual export
109575	On a specific environment, Core Console UI does not load, with the error "Attempted to read or write protected memory. This is often an indication that other memory is corrupt."		Core Console UI
109236	Transfer job for VM with SharedVHDX on SOFS appears to fail with errors "Session with the id has not been found: fileTransmitSessionId" and "The process cannot access the file because it is being used by another process: " but recovery points actually are created.		
108972	Trying to perform an "Open Exchange Database" job from a recovery point fails with error "Multiple concurrent writable mounts of a single volume are not supported."	Use the Local Mount Utility, or manually mount the recovery point and open the database.	
107978	When deploying the Rapid Recovery Agent from the Core server, the Microsoft Store Install Service disappears from the list of services visible on the protected machine.	No workaround at this time.	Agent installation
107947	On a specific environment, virtual export fails to start, with error: 'Cannot connect to a remote machine '{0}' ' sometimes on unstable environment.	Contact Quest Support for a patch to resolve this issue.	Virtual export
107855	On a specific Dell PowerEdge Windows server environment, protected machine hangs briefly (up to 1 minute) every hour when the Rapid Recovery Agent service starts, seemingly due to a 20-30 BCD query.	Perform BCD queries one at a time, sequentially, to avoid this issue. For diagnostic steps, see Quest Knowledge Base article 259558.	Agent unresponsive
107784	When protecting a cluster, there is no ability to add cluster nodes to Virtual	No workaround at this time.	Virtual export

Issue ID	Known Issue Description	Workaround	Functional Area
	Standby		
107756	There is no ability to set Core Connection Timeout in UI		
107755	When creating an archive using the Archive Wizard, if you return from the *Options* wizard page back to the *Machines* page, there is no ability to edit the date range.	Close the wizard without saving the archive, and run through the wizard again.	Archiving, usability
107346	When restoring or performing virtual export of a volume with 512-bytes per sector to a volume with 4096-bytes per sector, a warning message does not appear.	For workaround, please see Quest Knowledge Base article 144232.	Virtual export, notifications
107304	On a specific appliance environment, the error message "GetResponse Timed Out" appears when trying to open the *Appliance* page.	Contact Quest Support for a patch to resolve this issue.	Appliance, Core Console UI
107182	Encryption key does not apply to cluster nodes during cluster protection.	Select encryption key for nodes manually in Settings.	Encryption
106938	On a specific appliance environment, the "Storage Hardware" information is not available on the *Appliance Health* page.	Contact Quest Support for a patch to resolve this issue.	Appliance, Core Console UI
106545	When upgrading a Core (in languages other than English) that protects machines with Agent version earlier than 5.4.3.106, the *Compatibility* page of the Rapid Recovery Core Installer wizard incorrectly shows Agent version 7 in the message instead of Agent 6.2 or Agent 6.3 (based on the installer being used).	None available. Disregard the version number. Protected machines with supported operating systems will be upgraded to Rapid Recovery Agent version 6.3.	Installer, localization
105830	Rollup job does not merge replicated recovery points according to the retention policy if seed drive for older recovery points was not consumed.	Consume the seed drive on the target core.	Rollup jobs, replication, seed drive
105445	Trustedinstaller process called during every metadata request from Agent, consuming about 100MB of additional RAM.	Contact for a patch to address this issue.	Metadata
103477	If the Quest NetVault Backup with BMR plugin is installed on the same server as the Rapid Recovery Core, then ESXi exports fail.	Copy the following DLLs from Coreservice\vddk\bin to the Coreservice folder, and then restart the Core service: • glib-2.0	Virtual exports

Issue ID	Known Issue Description	Workaround	Functional Area
		• gobject-2.0 • gvmomi • iconv • intl • libcurl • libxml2 • vixDiskLibVim	
102390	Drive letters are not assigned on an exported machine that is identical to the original machine.	Assign drive letters manually, or contact Support for a script to run on the exported machine that solves the issue.	Virtual exports
97451	Volume letters are not assigned after BMR for GPT partitions of ESXi Agentless VM.	Assign drive letters manually.	BMR, ESXi agentless
27309 93141	ESXi virtual export with automatic disk mapping using default configuration for the VM configuration location fails with unclear error. The Failure Reason is "Task 'ReconfigVM_Task' failed: Invalid configuration for device '0'."	Reduce the number of concurrent exports.	Virtual exports, ESXi

Go to the top of the *Known issues* topic.

Table 4: Linux known issues

Issue ID	Known Issue Description	Workaround	Functional Area
111206	Linux volume metadata displays incorrectly.		Linux, Metadata
110865	If I/O data is generated for a volume on a Linux machine, the Linux machine may not respond during a snapshot.		Linux, protected volumes
107984	When installing Rapid Recovery Agent on a Linux machine, minor misspellings appear on the command line for firewall settings.	No workaround at this time. The text "Configured manualy. May be reconfigured…" is expected to be changed to "Configured manually. This may be reconfigured...".	Linux, Agent installation

Table 5: Local Mount Utility known issues

Issue ID	Known Issue Description	Workaround	Functional Area
108540	Toast pop-up notifications appear outside of the Local Mount Utility application window/frame.	No workaround at this time.	Notification
107756	Tthere is no ability to set Core Connection Timeout using the LMU UI.	You can set the Core Connection Timeout using the Windows registry using key CoreConnectionTimeout. For more information, see Quest Knowledge Base article 210006.	LMU, Connection timeout

Where to find Rapid Recovery system requirements

For every software release, Quest reviews and updates the system requirements for Rapid Recovery software and related components. This information is exclusively available in the release-specific *Rapid Recovery System Requirements Guide*. Use that document as your single authoritative source for system requirements for each release.

You can find system requirements and all other documentation at the technical documentation website at https://support.quest.com/rapid-recovery/technical-documents/.

NOTE: The default view of the technical documentation website shows documentation for the most recent generally available version of the Rapid Recovery software. Using the filters at the top of the page, you can view documentation for a different software release, or filter the view by document type.

Product licensing

Before you use and manage any version of Rapid Recovery, AppAssure, or DL series backup appliance, you must first obtain a software license. To purchase a license for the first time, contact the Quest Data Protection Sales team by completing the web form at https://www.quest.com/register/95291/. A sales representative will contact you and arrange for the license purchase.

If you need to renew or purchase additional licenses, please contact the Quest Support Renewals team by completing the web form at https://support.quest.com/contact-us/renewals.

After each license purchase, you must activate the license on the Rapid Recovery License Portal. From this portal, you can then download your Rapid Recovery license files.

When you initially install Rapid Recovery Core, you are prompted to upload these license files the first time you open the Rapid Recovery Core Console.

Some users start with a trial license, which has limited capabilities. Once a trial period expires, the Rapid Recovery Core stops taking snapshots. For uninterrupted backups, upgrade to a long-term subscription or perpetual license before the trial period expires. If you purchase a license after backups are interrupted, performing this procedure resumes your backup schedule.

When using a software license in standard phone-home mode, the Rapid Recovery Core Console frequently contacts the Rapid Recovery License Portal server to remain current with any changes made in the license portal. This communication is attempted once every hour. If the Core cannot reach the license portal after a grace period, the Core stops taking snapshots for non-trial licenses. The grace period (10 days by default) is configurable (from 1 to 15 days) in the license group settings on the license portal.

If a Core does not contact the license portal for 20 days after the grace period, it is removed from the license pool automatically. If the Core subsequently connects to the license portal, the Core is automatically restored on the license portal.

Use of phone-home licenses requires Rapid Recovery users to accept a limited use of personal information, as described in the privacy policy shown when you install Core software. For more information, see the topic "General Data Protection Regulation compliance" in the *Rapid Recovery User Guide*.

NOTE: When registering or logging into the license portal, use the email address that is on file with your Quest Sales representative. If upgrading from a trial version, use the email address associated with the trial version. If you need to use a different email address, contact your Sales representative for assistance.

Complete the following steps to license your Rapid Recovery software.

1. **Open your registration email.** When you first purchase a license from Quest, you receive an email from the Quest licensing system. The email includes your license entitlements, expiration date (if relevant), registered email address, and Quest license number. The license number is typically 9 digits, in format 123-456-789. Other formats are supported, as described in the topic "Understanding Rapid Recovery licenses" in the *Rapid Recovery Installation and Upgrade Guide*.
2. **New users: Register for the Rapid Recovery License Portal.** If you have not previously created an account on the Rapid Recovery License Portal, then do the following:
    a. **Sign up for an account.** In a web browser, access the license portal registration URL, https://rapidrecovery.licenseportal.com/User/Register.
    The *Sign Up* page appears.
    b. **Complete the form.** Enter the information requested, review and accept the privacy policy and terms of use, and click **Sign Up**.
    The *Confirm Email* page appears.
    c. **Verify your account information.** Check your email and verify your account information by clicking **Verify email address**.
    The *Add License Numbers* page appears.
    d. **Proceed to step 4**.
3. **Existing users: Log into the Rapid Recovery License Portal.** If you previously registered a license portal account to use with AppAssure or Rapid Recovery, then do the following:
    a. **Use existing credentials.** Log into the Rapid Recovery License Portal.
    b. **Open the License Numbers dialog box.** On the *Licensing* page, underneath your license pool information, click the **License Numbers** link.
    The *License Numbers* dialog box appears.
    c. **Proceed to step 4**.
4. **Enter your license numbers.** For each Quest license number included in your welcome email, click in the **License Number** text box and enter or paste your license number. Then click **+ Add License Numbers**. When satisfied, click **Close**.
The *License Number* dialog box closes.
5. **Review updated license information.** Review license type and license pool information displayed on the *Licensing* page.

Getting started with Rapid Recovery

The following topics provide information you can use to begin protecting your data with Rapid Recovery.

Rapid Recovery Core and Agent compatibility
Upgrade and installation instructions
More resources
Obtaining Rapid Recovery software

Rapid Recovery Core and Agent compatibility

The following table provides a visual guide of the compatibility between supported versions of Rapid Recovery Core and Rapid Recovery Agent.

Table 6: Compatibility between supported Core and Agent versions

Version	6.5 Core	6.6 Core	6.7 Core	6.8 Core	6.9 Core	6.10 Core
6.5 Agent	Fully compatible	Fully compatible	Fully compatible	Partially compatible (limited support)	Not compatible	Not compatible
6.6 Agent	Not compatible	Fully compatible	Fully compatible	Fully compatible	Partially compatible (limited support)	Not compatible
6.7 Agent	Not compatible	Not compatible	Fully compatible	Fully compatible	Fully compatible	Partially compatible (limited support)
6.8 Agent	Not compatible	Not compatible	Not compatible	Fully compatible	Fully compatible	Fully compatible
6.9 Agent	Not compatible	Not compatible	Not compatible	Not compatible	Fully compatible	Fully compatible
6.10 Agent	Not compatible	Not compatible	Not compatible	Not compatible	Not compatible	Fully compatible

Upgrade and installation instructions

Quest recommends users carefully read and understand the *Rapid Recovery Installation and Upgrade Guide* before installing or upgrading. See the section "Installing Rapid Recovery" for a step-by-step general installation approach. The approach includes requirements for a software license and for an account on the Rapid Recovery License Portal; adherence to the system requirements; installing a Core; creating a repository; and protecting machines with the Agent software or agentlessly. It also suggests use of the QorePortal.

All existing users should read the section "Upgrading to Rapid Recovery." This content describes upgrading factors, provides an overview of upgrading, and includes procedures upgrading Core, and upgrading Agent on Windows and Linux machines.

Additionally, Quest requires users to carefully review the release notes for each release, and the Rapid Recovery system requirements for that release, prior to upgrading. This process helps to identify and preclude potential issues. System requirements are found exclusively in the *Rapid Recovery System Requirements Guide*.

When planning an implementation of Rapid Recovery, for guidance with sizing your hardware, software, memory, storage, and network requirements, see Quest Knowledge Base article 185962, Sizing Rapid Recovery Deployments."

If upgrading from a currently supported major and minor version of Rapid Recovery Core (6.1x or 6.2x), then run the latest Core installer software on your Core server. If upgrading from a version of AppAssure or Rapid Recovery Core that is not currently supported, use a two-step upgrade process. First, upgrade using a supported Core installer such as 6.2.1; then run the latest Core installer software.

If using replication, always upgrade the target Core before the source Core.

To protect machines running supported operating systems with the latest Rapid Recovery Agent features, upgrade or install Rapid Recovery Agent on each.

> **CAUTION: Ensure that you check system requirements for compatibility before upgrading. For protected machines with operating systems that are no longer supported, you can continue to run older supported versions of Agent. In some cases, you can protect those machines agentlessly.**

You can use the same installer executable program (standard, or web installer) to perform a clean installation or to upgrade an existing version of Rapid Recovery Core, Rapid Recovery Agent, or the Local Mount Utility. If upgrading from versions earlier than release 5.4.3, you must first upgrade to 5.4.3 and then run a more recent installer on the same machine. For more information, see the *Rapid Recovery Installation and Upgrade Guide*.

When upgrading a protected Linux machine from AppAssure Agent to Rapid Recovery Agent version 6.x, you must first uninstall AppAssure Agent. For more information and specific instructions, see the topic "Installing or upgrading Rapid Recovery Agent on a Linux machine" in the *Rapid Recovery Installation and Upgrade Guide*.

You can also use the Rapid Snap for Virtual feature to protect virtual machines on supported hypervisor platforms agentlessly. Important restrictions apply. For more information on benefits or restrictions for agentless protection, see the topic "Understanding Rapid Snap for Virtual" in the *Rapid Recovery User Guide*.

For information on downloading Rapid Recovery software, see Obtaining Rapid Recovery software.

License requirements

New Core users must purchase a long-term subscription or perpetual license to use Rapid Recovery.

Some Rapid Recovery Core users start with a trial license, which uses a temporary license key for the duration of the trial. After the trial period expires, you can continue to restore from existing backups, but cannot perform new backups or replication until you purchase a long-term subscription or perpetual license. You must then activate the license on the Rapid Recovery License Portal, download Rapid Recovery license files, and associate them with your Core.

For more information about licensing, see the following resources:

- For information about activating your new license and obtaining Rapid Recovery license files for your Core, see Product licensing in these release notes.
- For information about managing licenses from the Rapid Recovery Core, including uploading license files to associate them with the Core, see the topic "Managing Rapid Recovery licenses" in the *Rapid Recovery Installation and Upgrade Guide*.
- For information about managing license subscriptions and license groups on the license portal, see the latest edition of the *Rapid Recovery License Portal User Guide*.

More resources

Additional information is available from the following resources. (Each link opens in a new tab or window.)

- Technical documentation
- Videos and tutorials
- Knowledge base
- Technical support forum
- Training and certification
- Rapid Recovery License Portal
- Quest QorePortal
- In-product help is available from the Rapid Recovery Core Console by clicking .

Obtaining Rapid Recovery software

You can obtain Rapid Recovery software using the following methods:

- **Download from the QorePortal.** If you have an active maintenance agreement, you can log into the QorePortal at https://qoreportal.quest.com/. From the top menu, click **Settings**, and from the left navigation menu, select **Downloads**. Here you will have access to installers for various Rapid Recovery components, including Core, Agent, LMU, DR, and more.
- **Download from the License Portal.** If you have already registered Rapid Recovery in the Rapid Recovery License Portal, you can log into that portal at https://licenseportal.com. From the left navigation menu, click **Downloads**, and download the appropriate software.
- **Download trial software from the Support website.** To download trial software, navigate to the Rapid Recovery Rapid Recovery website at https://support.quest.com/rapid-recovery and from the left navigation menu, click **Software Downloads**. Here you can access trial versions of Rapid Recovery Core, Agent (for Windows or Linux), tools and utilities, and more. Trial versions function for 14 days, after which time you must purchase and register a subscription or perpetual license to continue using Rapid Recovery. To purchase a license, fill out the web form at https://support.quest.com/contact-us/licensing and select **Obtain a license for my product**.

You can also obtain the Rapid Recovery Agent software from within the Rapid Recovery Core Console using the following methods:

- **Protecting machines with the wizard.** If the Rapid Recovery Core is installed, you can deploy the Agent software to the machine you want to protect from the Protect Machine Wizard or the Protect Multiple Machines Wizard. Using these wizards, you can also choose to add machines to protection using an older installed version of Agent. For more information about these wizards, see the topics "Protecting a Machine" and "About protecting multiple machines" in the *Rapid Recovery User Guide*.
- **Use the Deploy Agent Software feature.** If the Rapid Recovery Core is installed, you can deploy the Agent software from the Core to one or multiple machines. This is useful for upgrading Agent to one or more machines simultaneously. From the **Protect** drop-down menu on the Rapid Recovery Core Console, select **Deploy Agent Software** and complete details in the resulting wizard. For more information about using this feature, see the topic "Deploying Agent to multiple machines simultaneously from the Core Console" in the *Rapid Recovery User Guide*.
- **Download Agent or LMU from the Rapid Recovery Core Console.** From a network-accessible Windows machine you want to protect, you can log into the Rapid Recovery Core Console and download the Agent software. From the icon bar, click More and then select **Downloads**. From the *Downloads* page, you can download the web installer to install Agent or the Local Mount Utility on Windows machines.

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 in the *Rapid Recovery System Requirements Guide*.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. 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. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand).

Multi-language support is available for this product. The user interface for this release is localized to the following languages: Chinese (Simplified), French, German, Japanese, Korean, (Brazilian) Portuguese, Spanish.

This release has the following known capabilities or limitations:

- QorePortal is in English only.
- Reports are in English only.
- All currently supported versions of Rapid Recovery Core require the . Microsoft .NET Framework version 4.8. Earlier releases of Rapid Recovery used different versions of the .NET Framework. There is no downgrade option available. If you upgrade versions of Rapid Recovery to a release using a more recent version of the .NET Framework, and then subsequently decide to return to a prior version, you must perform a new installation of the appropriate Core and Agent software.
- Logs and KB articles for Rapid Recovery are in English only.
- Technical product documentation for this release is in English only.

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.

Rapid Recovery
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