Quest® NetVault® Plug-in *for Nutanix Files* 14.0

User's Guide

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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.

NetVault Plug-in *for Nutanix Files* User's Guide
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Introduction

- About Quest® NetVault® Plug-in for Nutanix Files
- Supported Versions and Platforms
- Target audience
- Recommended additional reading

About Quest® NetVault® Plug-in *for Nutanix Files*

Quest NetVault Plug-in *for Nutanix Files* increases confidence in the recoverability of critical files and data on Nutanix Files and eliminates the need for writing complex backup and recovery scripts. Through an intuitive user interface and automated workflow process, the plug-in offers a centralized console to set up, configure, and create flexible backup policies that account for multiple recovery scenarios. Support for Full and Incremental Backups allows you to choose a preferred backup strategy. The plug-in minimizes downtime by allowing you to restore full Mount Targets or individual directories and files quickly and reliably with minimal interaction. Through automatic integration with a wide range of backup devices, you can be confident that your data is protected and safely stored off-site to meet your disaster recovery and business continuity goals.

Key benefits

- **Increases confidence and reduces risks for critical data:** The NetVault Plug-in *for Nutanix Files* provides total protection to Mount Targets on your Nutanix Files server without requiring you to write complex backup scripts. The plug-in allows snapshot-based point-in-time consistent Full and Incremental backup of Mount Targets on Nutanix Files. By relying on the NetVault Plug-in *for Nutanix Files* to implement your backup policies, you can be confident that your data is protected, and you are able to recover exactly what you need in the unfortunate event of a failure.
- **Shorten backup windows and improve device usage:** NetVault Plug-in *for Nutanix Files* increases the speed of Mount Target-level backups with high-performance Incremental backups. The plug-in uses the Mount Target Snapshot Diff API that Nutanix provides for backing up changed data.
- **Speeds up restores and reduces downtime:** With the NetVault Plug-in *for Nutanix Files*, backup administrators are no longer required to write scripts or run restore commands to recover lost data. The point-and-click feature reduces manual steps and errors during data recovery, and flexible recovery options allow you to recover full Mount Targets or individual files to the same or alternate location.
- **Ensure business continuity with automatic integration of backup devices:** The NetVault Plug-in *for Nutanix Files* supports a wide-range of disk-based devices, tape-based devices, and physical libraries and standalone drives. Off-site storage to tapes and disks gives you the confidence that your data is protected for disaster recovery purposes. With the NetVault Plug-in *for Nutanix Files*, the administrators need not be present 24x7. Even less-experienced administrators can initiate restores with the certainty that they are performed correctly and quickly, thus reducing downtime and improving business continuity.

Feature summary

- Full, Incremental, and Differential backups using CFT snapshots.
- Multi-protocol share support enables SMB (via the Windows/CIFS plugin), NFS (via the Linux plugin), or both.
- Partner Server registration for CFT-enabled change tracking
- Parallel backup and restore streams.
- Nutanix Files V4 API support with automatic V3 fallback.
- Configurable snapshot and snapshot difference timeouts.
- Restore options include overwriting newer files, resetting timestamps, and restoring Unix hard links.

Supported Versions and Platforms

The following table lists the supported software versions and platform requirements:

Component	Supported Versions
Nutanix AOS	6.5, 6.8, 7.0, 7.5.1,7.6
NetVault Backup Server (Linux)	RHEL 9/10, Rocky Linux 9/10, Alma 9/10
NetVault Backup Server (Windows)	Windows Server 2016, 2019, 2022, 2025
Minimum NetVault version	14.0.0.19

Target audience

This guide is intended for backup administrators and other technical personnel who are responsible for designing and implementing a backup strategy for the organization. A good understanding of Nutanix Files and the NetVault Server and Clients, and familiarity with the Operating system (OS) on which the plug-in is running is assumed.

Recommended additional reading

- *Quest NetVault Installation Guide:* This guide provides information about installing the NetVault Server and Client software.
- *Quest NetVault Administrator's Guide:* This guide provides information about configuring and using NetVault to protect your data. It provides comprehensive information about all NetVault features and functionality.
- *Quest NetVault CLI Reference Guide:* This guide provides information about using the NetVault command-line utilities.

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

Installing the Plug-in

- Prerequisites for installing the plug-in
- Installing or upgrading the plug-in
- Licensing the plug-in
- Removing the plug-in

Prerequisites for installing the plug-in

Before installing the plug-in, verify that the following prerequisites are met:

- Before you install Plug-in *for Nutanix Files 14.0* , install the NetVault Server and Client software on the machine. For more information about installing the NetVault Client and adding the Nutanix Server as a Heterogeneous Client, see the *Quest NetVault Installation Guide.*
- If installing Plug-in *for Nutanix Files 14.0* on a machine with the NetVault Client running a Windows operating system, make sure that this machine is in the same domain as the Nutanix Files server that you want to protect and that it can access the SMB Mount Targets that you want to protect on the Nutanix Files server.
- If installing Plug-in *for Nutanix Files 14.0* on a machine with the NetVault Client running a Linux or Unix operating system, make sure that the system is configured to use the appropriate authentication method and that it can access the NFS Mount Targets that you want to protect on the Nutanix Files server.
- To maintain name resolution, be sure that you have DNS configured on the environment where the plug-in is installed.

Installing or upgrading the plug-in

The following topic describes the process for installing the plug-in on a single client or upgrading an existing one. If you have multiple clients of the same type, you can use the NetVault Configuration Wizard to install the plug-in on multiple clients at the same time. For more information on using push installation to update multiple clients at the same time, see the *Quest NetVault Administrator's Guide.*

1. In the Navigation pane, click **Manage Clients**.
2. On the **Manage Clients** page, select the machine on which you want to install the plug-in, and click **Manage**.
3. On the **View Client** page, click the **Install Plugin** button ( ).
4. Click **Choose Plug-in File**, and navigate to the location of the **".npk"** installation file for the plug-in—on the installation CD or the directory to which the file was downloaded from the website.

   Based on the OS in use, the path for this software may vary on the installation CD.
5. Select the file entitled **"nutanixfiles-x-x-x-x-x.npk,"** where **xxxxx** represents the version number and platform, and click **Open**.
6. To begin installation, click **Install Plugin**. After the plug-in is successfully installed, a message is displayed.

Licensing the plug-in

Install the necessary license on the NetVault Server. For information about the licensing process, including how to obtain the proper license file, see the *Quest NetVault Installation Guide*.

Removing the plug-in

For details on removing the Plug-in *for Nutanix Files 14.0* in a clustered environment, see the applicable topic on working with client clusters in the *Quest NetVault Administrator's Guide*.

To remove the plug-in follow the steps below:

1. In the Navigation pane, click **Manage Clients**.
2. On the **Manage Clients** page, select the applicable client, and click **Manage**.
3. In the **Installed Software** table on the **View Client** page, select **Plug-in *for Nutanix Files 14.0*** , and click the **Remove Plugin** button ( ).
4. In the **Confirm** dialog box, click **Remove**.

Configuring the Plug-in

- Prerequisites for configuring the plug-in
- Configuring default plug-in settings

Prerequisites for configuring the plug-in

Consider the following prerequisites before you install Plug-in *for Nutanix Files*:

- Before configuring backups, ensure network connectivity, permissions, and licensing are in place. NetVault must be able to reach Prism over TCP 9440 (HTTPS) for REST API operations, and communicate with Nutanix Files nodes over NFS 2049 (TCP/UDP) and/or SMB 445 (TCP) depending on the protocol you plan to protect.
- Use a service account with the File Server Admin role so the plug-in can enumerate shares, register partner servers, and access backup data. Also confirm the Plug-in for Nutanix Files license is valid.
- From the Nutanix Prism Web UI, select the Nutanix Files instance you want to protect with the plug-in.
- Create a REST API access user name and password. A user account is required to make REST calls to Nutanix Files.
- Configure an Active Directory (AD) user as the backup administrator. This step gives the AD user read access for all of the shares for Nutanix Files, which overrides their default access.

  The AD user is called the Backup user in plug-in configuration.

  NOTE: If you plan to restore data to a Mount Target, the Backup user must also have write access. Consider assigning Nutanix Files Admin permissions to this user.

Configuring default plug-in settings

NetVault plug-ins have default settings that you need to configure before you can use them to back up your applications.

To configure the default plug-in settings:

1. In the Navigation Pane, click **Create Backup Job**, and click + next to the **Selections** list.
2. In the selection tree, open the applicable client node.
3. Click **Nutanix Files Plugin**, and select **Add Server** from the context menu.
4. Enter the following information:
   - **Server name:** Specify the name for the Nutanix Files server.
   - **Server URL:** Enter the complete URL for the Nutanix Files server; for example, https://nutanixfilesdemo.nutanix.local:9440).

- **REST API user name:** Enter the REST API account user name.
- **REST API Password:** Enter the password associated with the REST API user account.
- **Backup user domain:** Enter the AD domain name for the user you created as the Backup user.
- **Backup user name:** Enter the user name for the user you created as the Backup user.
- **Backup user password:** Enter the password for the user you created as the Backup user.

5 To save the settings, click **OK**.

6 To edit a saved configuration for server, click the server node and select **Edit** from the context menu. You can change all of the configuration information except for the server name.

Backing up Data

- Backing up data: an overview
- About backup types
- About multistream backups
- Performing backups
- Using backup policies

Backing up data: an overview

Plug-in *for Nutanix Files* supports snapshot and CFT-based full and incremental backups at the Mount Target level.

Important considerations

- Backups cannot be performed if the Nutanix Files server is inaccessible.
- To back up SMB Mount Targets, install Plug-in *for Nutanix Files* on a Windows client.
- To back up NFS Mount Targets, install Plug-in *for Nutanix Files* on a Linux client.
- For CFT-based incremental backups of Mount Targets, the plug-in maintains the latest snapshot of each Mount Target included in the selection set with each backup job.

NOTE: Because you can have no more than 20 snapshots for each Mount Target, you can have no more than 20 backup jobs for a Mount Target.

About backup types

The NetVault Plug-in *for Nutanix Files* supports the following backup types:

- **Full Backup:** A Full Backup provides a backup of all selected files and folders. Full Backups take longer to complete and consume more backup media. However, restores are faster since the plug-in is only required to restore a single saveset. Full Backups serve as the base backups for subsequent Incremental and Differential Backups.
- **Incremental Backup:** An Incremental Backup provides a backup of files that are new or have changed since the last Full or Incremental Backup. Incremental Backups consume minimum storage space and are quicker to perform. However, data recovery can take more time depending on the number of savesets that the plug-in is required to restore.
- **Differential Backup:** Differential backups identify all the changes since the last full backup. The difference is computed between the Fullback's snapshot and the current snapshot, to ensure the complete set of changes are captured since the last full backup.

About multistream backups

The NetVault Plug-in *for Nutanix Files* can be configured to perform multistream operations when you are backing up multiple Mount Targets. Multistream backups improve backup performance by using parallel streams to transfer data.

During multistream backups, the plug-in splits the Backup Selection Set is into smaller selection groups with single Mount Targets and uses separate child processes to perform parallel backups of these selection groups.

You can use the multistream options to back up multiple Mount Targets simultaneously. You can specify the maximum number of parallel data streams that the plug-in can use for each job. The plug-in allows up to 32 parallel streams.

Performing backups

The procedure for performing backups includes the steps outlined in the following topics.

IMPORTANT: To back up access control lists, the backup user specified in the plug-in configuration should have administrator privileges on the Nutanix Files server or in Active Directory.

- Selecting data for a backup
- Setting backup options
- Finalizing and submitting the job

Selecting data for a backup

You must use sets—Backup Selection Set, Backup Options Set, Schedule Set, Target Set, and Advanced Options Set—to create a backup job.

TIP: To use an existing set, click **Create Backup Job**, and select the set from the **Selections** list.

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

   You can also start the wizard from the Guided Configuration link. In the Navigation pane, click **Guided Configuration**. 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 when monitoring its progress or restoring data. The job name can contain alphanumeric and nonalphanumeric characters, but it cannot contain non-Latin characters. On Windows, there is no length restriction. However, a maximum of 40 characters is recommended.

3. Next to the **Selections** list, click ✚.
4. In the list of plug-ins on the **NetVault Selections** page, open **Nutanix Files**, and expand the server name node to display the list of Mount Targets.

   TIP: If the plug-in is running on a Windows client, then only SMB or multiprotocol Mount Targets where primary protocol is SMB are available for selection. If the plug-in is running on a Linux client, then only NFS or multiprotocol Mount Targets where the primary protocol is NFS are available for selection.

   IMPORTANT: Only Mount Targets with CFT Backup capabilities are available for selection.

5. Select the Mount Targets that you want to back up.

IMPORTANT: If you are performing an Incremental Backup, select the Backup Selection Set of the last Full Backup.

6 Click **Save**, enter a name in the **Create New Set** dialog box, and click **Save**.

The 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.

Setting backup options

The next step involves creating the Backup Options Set or selecting an existing one.

TIP: To use an existing set, in the **Plugin Options** list, select the set that you want to use.

To select the backup options:

1 Next to the **Plugin Options** list, click ✚.

2 In the **Backup Type** section, select **Full or Incremental** whichever is applicable.

A Full Backup performs a complete backup of the set of items that have been selected. A Full Backup does not depend on any other backup and can be restored in a single step. An Incremental Backup backs up the set of items that have changed since the last backup.

TIP: To avoid long restore times, take a full backup at regular intervals.

3 In the **Maximum Number of Parallel Streams** box, enter the applicable number.

The default is **4.** You can enter up to 32 to improve load balancing or performance, or both. However, if you are using tape drives, the number of parallel backup streams selected *must* be equal to or less than the number of available drives.

4 The name can contain alphanumeric and nonalphanumeric characters, but it cannot contain non-Latin characters. On Windows, there is no length restriction; however, a maximum of 40 characters is recommended.

Finalizing and submitting the job

1 Use the **Schedule**, **Target Storage**, and **Advanced Options** lists to configure any additional required options.

2 Click **Save** or **Save & Submit**, whichever is applicable.

TIP: To run a job that you have already created and saved, select **Manage Job Definitions** in the Navigation pane, select the applicable job, and click **Run Now**.

You can monitor progress on the **Job Status** page and view the logs on the **View Logs** page. For more information, see the *Quest NetVault Administrator's Guide*.

Using backup policies

You can use policies to submit one or more jobs that target one or more similar clients. The following procedure outlines the basic process. For more information, see the *Quest NetVault Administrator's Guide*.

1 In the Navigation pane, click **Manage Policies**.

2 On the **Manage Policies** page, click **Add**.

3 Enter a **Policy Name**, and click **Add job**.

4 On the **Create Policy Job** page, complete the applicable sections, and click **Save**.

5 Click **Add Clients**, and select the applicable Nutanix clients.

6 To save the policy definition, click **Save Policy**.

Restoring Data

- Restoring data using the plug-in
- Searching for files in savesets
- Viewing media list
- Renaming and relocating data during restore
- Restoring data to an alternate client

Restoring data using the plug-in

The following steps describe how to restore Nutanix Files data using Plug-in *for Nutanix Files*.

IMPORTANT: To restore access control lists, the backup user specified in the plug-in configuration should have administrator privileges on the Nutanix Files server or in Active Directory.

To restore 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 alphabetically by saveset name. You can sort the list by a different column or reverse the sort order by clicking the column heading. The arrowhead next to the column name indicates the sort order.

You can click **Load more** to load the next set of records, if available. Each load action fetches a maximum of 5000 records. This button is disabled if there are no more records to load.

By default, the table is sorted by creation date and time. You can sort the table by one or more columns, as required.

NetVault Plug-in *for Nutanix Files* web application supports multiple-column sorting for the tables. However, the first sorted column takes the highest precedence over the sorting of other columns. For example, if the table is sorted by the 'Start Time' as the primary sort, selecting sort options on the 'ID/ Instance/ Phase' column does not affect the list order.

To sort by a column, click the column header; to change the sort direction, click the column header again. Repeat this step for other columns by which you want to sort the table.

The arrowhead next to the column name indicates the sorting order (up for ascending order and down for descending order). A blue arrowhead is used to indicate the sort order for the primary column.

To remove a sort, click the column header for the corresponding column until the arrowhead is no longer displayed.

To choose the following actions in a column, click the column menu:

Option	Description
Sort Ascending	Sorts the column in ascending order.
Sort Descending	Sorts the column in descending order.
Columns	Select/ clear to show/ hide the required column (s).

To set the filter options, view the page size setting, sorting order in the table, export the records, or edit table settings, click the icons at the lower- right corner of the table.

For more information, see the topic on customizing tables in the NetVault WebUI in the *Quest NetVault Administrator's Guide*.

2 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, 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.

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

- **Restore entire saveset:** Select the primary or the root node.
- **Restore individual items:** Open the parent node, which is the server node and Mount Target node. Browse through the directory tree, and locate the files that you want to restore. To include a file or a directory, select the corresponding check box. When you select a parent node, all the child items within the node are automatically included in the restore job.
- **Exclude child items**: To exclude a file or directory within a selected parent node, click the corresponding check box to replace the check mark with a cross.

4 On the **Create Selection Set** page, click **Edit Plugin Options**, and configure the following options.

Table 2. NetVault Plug-in *for Nutanix Files* Restore Options

Option	Description
Overwrite Newer Files	By default, the plug-in overwrites existing files on the restore destination with the backed-up version in the saveset. If you do not want to overwrite the existing files, clear this check box.
Reset File Timestamps	By default, timestamps for restored files are reset to what is recorded in the backup saveset. To restore the files with current timestamp, clear the check box.
Reset Directory Timestamps	By default, directories are restored with current timestamp. To reset the timestamp to what is recorded in the saveset, select this check box. To use this option, you must also select the **Reset File Timestamps** check box.
Maximum Number of Parallel Streams	By default, the maximum number of parallel streams is 4. The maximum number of streams permitted is 32.

5 Click **OK** to save the settings, and then click **Next**.

6 On the **Create Restore Job** page, specify a name for the job. Assign a descriptive name that allows you to easily identify the job for monitoring its progress.

A job name can contain alphanumeric and non-alphanumeric characters, but it cannot contain non-Latin characters. There is no length restriction. However, a maximum of 40 characters is recommended on all platforms.

7 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 Administrator's Guide*.

9 Click **Submit** to submit the job for scheduling.

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 Administrator's Guide*.

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.

To search for data items in savesets:

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 instead of Elasticsearch in the **Search String** box, select this check box.
- **Use legacy search method**: This check box is displayed if both cataloged and non-cataloged savesets are included in the search.

  If only non-cataloged savesets are included in the search (or if "Use legacy search method" option is selected), the legacy search is used.

  If only cataloged savesets are included in the search (or if "Use legacy search method" option is not selected), the catalog search is used.

3 To search the data items in one or more specific savesets, select the desired saveset (s) and click **Search**. If you do not select any saveset, then all savesets are included in the search. On the **Search Results** page, you can view the specified files or data items. The following search results page is displayed when catalog search is configured and enabled on your NetVault Plug-in *for Nutanix Files* system.

4 Select the items you want to restore. You can only restore items from one saveset.

5 Click **Restore selected items**.

6 Complete Step 3 through Step 9 in Restoring data using the plug-in.

For more information on searching for files in savesets, see the *Quest NetVault Administrator's Guide.*

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.

To view the media details for a saveset:

1 On the **Create Restore Job — Choose Saveset** page, select the applicable saveset.

2 In the **Saveset Information** area, click **Media List**.

3 In the dialog box that appears, 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.

4 Click **Close** to close the dialog box.

Renaming and relocating data during restore

To restore a file or directory without overwriting the existing copy, you can rename or relocate the item during restore.

To rename or relocate a file or directory:

1 Complete Step 1 through Step 3 in Restoring data using the plug-in.

2 Select the file or directory that you want to rename or relocate and click **Rename**.

3 In the **Rename/Relocate** dialog box, provide the following information:

- **Rename:** Type a new name for the selected item. When specifying the filename, include the extension. Otherwise, the file is restored with no extension. For example, when renaming the file “old.txt,” if you type “new” in the **Rename** box, the file is restored without the “.txt” extension.
- **Relocate**: Type the full path to the new restore location.

> **NOTE:** To rename an item without changing its location, use only the **Rename** option. To change the restore location without changing the name, use only the **Relocate** option. Use both options if you want to rename the item and change its location.
>
> You cannot rename the server and Mount Target node.
>
> You can relocate an entire server backup to a different Nutanix Files server only when the destination server has the same Mount Targets as in the selected saveset. If the names of the Mount Targets on the destination server are different from the Mount Targets in the selected saveset, rename the Mount Targets in the saveset to match the Mount Target names on the server.
>
> When relocating an individual directory or file, specify the full network path; for example, \\<server name>\<Mount Target>\<desired path on the Mount Target>. The server name is the name with which the Nutanix Files server is configured during plug-in configuration.

Click **OK** to close the dialog box.

After you close the dialog box, the plug-in updates the corresponding node in the selection tree to display the new name and location for the file or directory.

4 Complete Step 4 through Step 9 in Restoring data using the plug-in.

Restoring data to an alternate client

During restore, you can relocate a backup to an alternate client. This procedure can be useful during a server migration or disaster recovery operation.

Prerequisites

Before you start the restore procedure, verify that the following requirements are met:

- Install the NetVault Server or Client software on the target client. The software version must be the same as or higher than the original server or client.
- Add the target client to the NetVault Server.

Restore procedure

To relocate data to an alternate client:

1. Complete Step 1 through Step 6 in Restoring data using the plug-in.
2. In the **Target Client** list, select the restore target.

   Alternatively, click **Choose**, and in the **Choose the Target Client** dialog box, select the restore target. Click **OK** to close the dialog box.
3. Complete Step 8 and Step 9 in Restoring data using the plug-in.

NOTE: You can also use the **Rename** and **Relocate** options while restoring data to an alternate client. For more information about these options, see Renaming and relocating data during restore.

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.

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.