SharePlex® 12.4

Upgrade Guide

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About this Guide

This guide contains instructions for upgrading SharePlex environment. It is intended for administrators, consultants, analysts, and any other IT professionals tasked with upgrading SharePlex.

Other SharePlex documentation

For the complete SharePlex documentation set, go to https://support.quest.com/shareplex/technical-documents.

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Before you Upgrade

This section contains important information that you need to know before you select a SharePlex installer and begin the upgrade procedure.

Gather the Required Information

You will need the following information about the installation that you want to upgrade:

- Location of the SharePlex product directory
- Location of the SharePlex variable-data directory (or directories) in this instance of SharePlex.
- Name of the SharePlex administrator group (that contains the SharePlex administrator user).
- The ORACLE_SID and ORACLE_HOME (Oracle) or the database name (Open Target) associated with the installation you are upgrading. To determine this, look in the **default.yaml** file in the **data** sub-directory of the product directory.
- DSN name from `var/odbc/ODBC.ini` file.

Check interoperability

If you are upgrading some SharePlex installations in a configuration, but not others, view the SharePlex Release Notes for interoperability support between versions. Parameter settings may be required.

Who should perform the upgrade

Some steps in the upgrade procedures require the **Administrator** authorization level, which normally is only granted to the person or persons designated as the SharePlex Administrators. An upgrade can only be performed by a person who has this authorization and is familiar with SharePlex.

Check for new and deprecated parameters

- Review the release notes and Deprecated Parameters section of the SharePlex Reference Guide to determine if any of the parameters that you are using were deprecated in this release. SharePlex retains backward compatibility of your current parameter settings, including those that are newly deprecated, so that you do not need to stop processes to reconfigure settings. However, you should familiarize yourself with the new parameter or default functionality that replaces a deprecated parameter to determine whether any configuration changes are appropriate.
- Review the New features in this release and Enhancements in this release sections of the Release Notes for any new parameters that affect your current configuration. If any upgrade steps are required, they will be noted.

Upgrade on a source system

These requirements apply to SharePlex when it captures from an Oracle or PostgreSQL source database.

Verify inclusion of one-off builds

If you have received one-off builds of SharePlex, confirm that those builds are included as fixes in the new release that you are installing. This applies to Linux/Unix only as applicable.

To verify one-offs:

1. Run the **sp-bininfo** utility from the **util** subdirectory of the product directory of your current SharePlex installation.

   $ **cd** *path_to_SharePlex_proddir*/**util**

   $ ./**sp-bininfo**

2. Compare the CRs of each one-off shown in the **sp-bininfo** output with the CRs in the Resolved Issues section of the Release Notes that are included with the new SharePlexversion.
3. If any CRs of your one-offs are not shown in the Resolved Issues, the new version does not include that functionality, and you should not proceed with the upgrade. Contact SharePlex support to obtain the missing fixes.

Requirements to support character set conversion for Oracle database as a source

When replicating to an open target (non-Oracle), SharePlex supports replication from any Oracle Unicode character set and the US7ASCII character set. SharePlex posts data to Open Target in the Unicode character set, and therefore if the source data is Unicode or US7ASCII, no conversion on the target is required.

However, if the following are true, conversion is required on the target:

- If the character set of the source data is anything other than Oracle Unicode or US7ASCII, you must install an Oracle client on the target to perform the conversion to Unicode for posting to the target.
- If the data must be posted to the target database in any character set other than Unicode, you must install an Oracle client on the target to perform the conversion and use the **target** command to identify the target character set for Post to use.
- If you are replicating LOB data, conversion is required regardless of what the source character set is.

To perform conversion with an Oracle client on Linux:

1. Install an Oracle *Administrator* client on the target system. The client must be the Administrator installation type. The Instant Client and Runtime installation types are not supported.
2. Set ORACLE_HOME to the client installation. Set ORACLE_SID to an alias or a non-existing SID. SharePlex does not use them and a database does not have to be running.
3. Upgrade SharePlex using the Linux/Unix installer for your operating system.
4. Make certain the SP_OPX_NLS_CONVERSION parameter is set to the default of 1.

To perform conversion with an Oracle client on Windows

1. Install an Oracle *Administrator* client on the target system. The client must be the Administrator installation type. The Instant Client and Runtime installation types are not supported.
2. In the SharePlex Registry key **\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\QuestSoftware\SharePlex***port_number*, set ORACLE_HOME to the Oracle client installation location, and set ORACLE_SID to an alias or a non-existing SID. No Oracle database is required. SharePlex only needs to use the client libraries.
3. Upgrade SharePlex using the Windows installer.
4. Make certain the SP_OPX_NLS_CONVERSION parameter is set to the default of 1.

To apply Unicode and US7ASCII data without conversion:

If the source data is Unicode or US7ASCII and you are not replicating LOB data, no conversion or Oracle client is needed. Set the SP_OPX_NLS_CONVERSION parameter to 0 to disable conversion, and then restart Post if it is running.

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Download the SharePlex Installer

There are different installers for SharePlex based on the type of operating system. This topic helps you understand the differences and the naming conventions used.

Linux and Unix

The SharePlex installer on Linux and Unix, as applicable, is a self-extracting installation file with the extension **.tpm**.

Oracle and Open Target:

There is a separate SharePlex installer build for each supported platform.

`SharePlex-release#-build#-platform-chipset.tpm`

For Oracle Solaris (Sun), there is a separate SharePlex installer build for each supported operating system version. If the operating system version that you have is not listed, choose the highest number that is *below* your version.

`SharePlex-release#-build#-platform-version-chipset.tpm`

The installer creates a temporary target directory, within the current directory, for extraction. This temporary target directory is removed upon installation completion. You can extract the files to a file system that is separate from the SharePlex installation location by using the -t option when running the **.tpm** file.

For example: `./SharePlex-12.4.0-b1-rhel-amd64-m64.tpm -t <directory>`

NOTE: The installation file (**.tpm**) file for the PostgreSQL database is available only for the Linux platform.

Windows

On Windows, the SharePlex installer is named **sp_setup_*version*.exe.** It is a bundle that contains SharePlex binaries for all of the supported databases and versions.

The installer installs the following items:

- The SharePlex binaries and files
- The **SharePlex for *database*** program
- The **Cygwin** environment (default **SharePlex\cygwin64**)

NOTE: Cygwin binaries will be present in the SharePlex installation directory.

- Windows registry entries under \HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432node.
- One or more **SharePlex *port_number*** Windows services (depending on the installed configuration)

Do not remove or modify any of these components while SharePlex is in production, including **SharePlex Installer**. These components all support SharePlex operation or upgrade.

Where to get SharePlex installers

Download the SharePlex installation package that matches the operating system you are using.

Additionally, download any SharePlex patches, so that you can install them after you install the base software.

Perform the below steps to download the SharePlex patches:

1. Go to the Quest Software Support page: http://support.quest.com/
2. Click **Download Software.**
3. In the search box, type **SharePlex**and press **Go**.
4. Click the arrow in the **Download** column for the version you need. You can also click the file name for access to more information and to download the file(s).
5. Transfer the file to system where you are installing SharePlex.
6. You are ready to begin the installation process. Be sure to thoroughly read the version specific Release Notes *prior* to running the installer.

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Upgrade on Linux/Unix

These instructions are for upgrading SharePlex when configured for an Oracle or PostgreSQL database running on a Linux or Unix system.

IMPORTANT!:

- If you are upgrading some SharePlex installations in a configuration, but not others, view the SharePlex Release Notes for interoperability support between versions.
- See Before you Upgrade on page 5 for any pre-installation items that apply to your SharePlex installation.
- You can upgrade SharePlex in the product directory that is currently being used, or you can upgrade to a new product directory. Instructions are supplied for both scenarios.

To upgrade SharePlex in the current product directory:

1. Log in to the system as the SharePlex installation owner.
2. (If using **copy/append**) In **sp_ctrl** on the target systems, stop **sp_sync_launcher** before applying the SharePlex upgrade.

   ```
   sp_ctrl> stop launcher
   ```

3. (applicable only for Oracle source) In **sp_ctrl** on the source system, use the **set param** command to stop DDL replication by setting the SP_OCT_REPLICATE_ALL_DDL parameter to 0.

   ```
   sp_ctrl> set param SP_OCT_REPLICATE_ALL_DDL 0
   ```

4. Shut down the SharePlex instance that you are upgrading.

   ```
   sp_ctrl> shutdown
   ```

   NOTE: Before shutting down the SharePlex instance, stop the Capture process if your source database is PostgreSQL with logical replication.

5. Verify that all SharePlex processes in that SharePlex instance are stopped, and stop any that are still running.

   ```
   # ps -ef | grep sp_
   sp_ctl> stop process
   ```

6. (Optional) If you need to upgrade the Oracle or PostgreSQL database, do so now.
7. Tar up the existing SharePlex product directory and move the tar file to different location as a backup.

8. Run the SharePlex installation program.
    a. Log in to the system as the user that will be named as the SharePlex Administrator during this installation. This user will own the installation files and binaries.
    b. If **sp_cop** is running, shut it down.
    `sp_ctrl>` **shutdown**
    c. Copy the installation file to a temporary directory where you have write permissions.
    d. Grant executable permissions to the file.
    #**chmod 555***installation_file*
    e. Run the .tpm file. If installing SharePlex in a cluster, run the installer from the primary node (the one to which the shared disk is mounted)
    # ***./installation_file***
    f. Verify that the information shown on the first screen corresponds to the version and platform (Oracle or PostgreSQL) you are upgrading.
9. Verify that the information shown on the first prompt corresponds to the version and platform (Oracle or PostgreSQL) that you are upgrading.
10. Follow the prompts to supply the following information:

Prompt	Input
Installation type	Select the current product directory of the SharePlex installation you are upgrading.
SharePlex Admin group	Select the DBA-privileged group to which the SharePlex Administrator user belongs.
Proceed with upgrade?	Press Enter to confirm the SharePlex environment and proceed with the upgrade.
License key (do you want to upgrade?)	Press **Enter** to accept the default of **N** (no) to keep the existing license, or enter Y to specify a new license key if required for this upgrade.

Please specify platform for license key (select a number):	Select the appropriate number from the following list of platforms to install the license key:
	`1) Oracle`
	`2) PostgreSQL`
	`3) SQL Server`
	`4) MySQL`
	`5) MariaDB`
	`6) Snowflake`
	`7) Kafka`
	`8) Event Hubs`
	`9) JMS`

Prompt	Input
	10) File - Local Storage 11) File - Cloud Storage 12) All Platforms q) Quit License Utility **NOTE:** To install a trial version of SharePlex, users need to select the **All Platforms** option.
License key	(If Y was selected) Enter the new license key that you received from Quest.

NOTE: The installer will upgrade the default variable-data directory that is listed in the **default.yaml** file, which is located in the **data** sub-directory of the product directory.

11. Run the database setup utility for each variable-data directory in the installation of SharePlex that you upgraded. See the SharePlex Installation and Setup Guide to run the various database setups.
12. Start SharePlex using the following syntax with options as appropriate.

    ```
    $ cd /productdir/bin
    $ ./sp_cop [-uidentifier] &
    ```

    where:

    - **-u***identifier* starts **sp_cop** with the unique identifier for the instance you are upgrading, and is only needed if there are multiple instances of **sp_cop** running on the system.

    NOTE: After upgrading, to bring up your existing setup, activate the same configuration file again if your source is PostgreSQL with logical replication. This will add newly created SharePlex internal tables to the publication used for logical replication before starting the Capture process.

13. (applicable only for Oracle source) In **sp_ctrl** on the source system, set the the SP_OCT_REPLICATE_ALL_DDL parameter to 1.

    ```
    sp_ctrl> set param SP_OCT_REPLICATE_ALL_DDL 1
    ```

To upgrade SharePlex to a new product directory:

1. Shut down **sp_cop**.

   ```
   sp_ctrl> shutdown
   ```

2. (Optional) If you need to upgrade the Oracle or PostgreSQL database, do so now.
3. Tar up the existing SharePlex product directory and move the tar file to different location as a backup.

4. Run the SharePlex installer and, when prompted to specify the product directory location, select **New Installation**.
   You are prompted for the following:

Prompt	Input
Installation type	Select <**New Installation**>.
Product directory location (path)	Enter the path to the SharePlex installation directory. If the specified directory does not exist, the installer creates it. If the directory exists, it must be empty. The installer quits if the directory contains prior SharePlex installations or other files. (Applicable only for Oracle source) In a cluster, install on the shared disk. For more information, see Installation and setup for Oracle cluster in the *Installation and Setup Guide* document.
Variable data directory location	Specify an empty directory. The installer creates the specified directory if it does not exist. **IMPORTANT!** Do not install this directory into the SharePlex product directory. (Applicable only for Oracle source) In a cluster, install the variable-data directory on the shared disk. For more information, see Installation and setup for Oracle cluster in the *Installation and Setup Guide* document.
SharePlex Admin group	Enter the DBA-privileged group to which the SharePlex Administrator user belongs, which will own the SharePlex binaries. If the default group of the SharePlex Administrator is **oinstall**, select any option, and make certain this user is listed under **oinstall** in the **etc/group** file. For more information, see Installer checklist in the *Installation and Setup Guide* document.
TCP/IP port for SharePlex	Enter the port number to use for SharePlex TCP/IP communications.
License key (do you have?)	Press **Enter** to accept the default of **Y** (yes). If you do not have a license, enter **no**. For licensing on a cluster, see Installation and setup for Oracle cluster in the *Installation and Setup Guide* document. At any point before you run SharePlex you can add the license key with the **splex_add_key** utility. For more information, see SharePlex license utilities in the

Prompt	Input
	Installation and Setup Guide document.

Please specify platform for license key (select a number):	Select the appropriate number from the following list of platforms to install the license key:
	`1) Oracle`
	`2) PostgreSQL`
	`3) SQL Server`
	`4) MySQL`
	`5) MariaDB`
	`6) Snowflake`
	`7) Kafka`
	`8) Event Hubs`
	`9) JMS`
	`10) File - Local Storage`
	`11) File - Cloud Storage`
	`12) All Platforms`
	`q) Quit License Utility`
	NOTE: To install a trial version of SharePlex, users need to select the **All Platforms** option.

License key	Enter the license key you received from Quest.

5. Export the `SP_SYS_VARDIR` environment variable to the *existing* variable-data directory (*not* the temporary one) that you want to upgrade.
6. Run the database setup utility using the existing SharePlex database user. See the SharePlex Installation and Setup Guide to run the various database setups.
7. Start **sp_cop**.
   `$` /*productdir*/**bin**/**sp_cop** [**-u***identifier*] [**-s**] **&**

4

Upgrade on Linux/Unix for Open Target Databases

These instructions are for upgrading SharePlex when configured for an open target database running on a Linux or Unix system.

IMPORTANT!

- If you are upgrading some SharePlex installations in a configuration, but not others, view the SharePlex Release Notes for interoperability support between versions.
- Perform the upgrade on all Linux machines that host open targets involved in SharePlex replication.
- See Before you Upgrade on page 5 for any pre-installation items that apply to your SharePlex installation.

PRE-REQUISITE FOR SNOWFLAKE DATABASE SETUP:

If any user has used Snowflake setup utility of a version prior to 11.4, they should first perform the following cleanup steps:

1. Drop the role 'SHAREPLEX_ROLE' from the Snowflake account using the owner role. For example, if 'SHAREPLEX_ROLE' was created with a user having the 'ACCOUNTADMIN' role, execute the following query using the same privileges:

   ```
   drop role "SHAREPLEX_ROLE";
   ```

2. Drop the table 'SHAREPLEX_OPEN_TRANS' from the target DB.SCHEMA. Refer to the query below:

   ```
   drop table SHAREPLEX_OPEN_TRANS;
   ```

   Re-run the Snowflake setup utility now, following the guidelines below. 'SHAREPLEX_ROLE' will be re-created correctly by the setup using the 'USERADMIN' role."

To run the upgrade:

1. Log in to the system as the user that will be named as the SharePlex Administrator during this installation. This user will own the installation files and binaries.
2. (Reinstallations) If **sp_cop** is running, shut it down.
3. Copy the installation file to a temporary directory where you have write permissions.
4. Grant executable permissions to the file.

   # **chmod 555** *installation_file*

5. Run the .tpm file. If installing SharePlex in a cluster, run the installer from the primary node (the one to which the shared disk is mounted)

   # *./installation_file*

6. You are prompted for the following:

Prompt for:	Input
Installation type	Select <**New Installation**>.
Product directory location (path)	Enter the path to the existing SharePlex installation directory.
Variable data directory location	Enter the name of the existing variable-data directory.
SharePlex Admin group	Enter the DBA-privileged group to which the SharePlex Administrator user belongs, which owns the SharePlex binaries.
TCP/IP port for SharePlex	Enter the port number of the SharePlex instance you are upgrading.
License key (do you want to upgrade?)	Press **Enter** to accept the default of **N** (no) to keep the existing license, or enter Y to specify a new license key if required for this upgrade.

Please specify platform for license key (select a number):	Select the appropriate number from the following list of platforms to install the license key:
	`1) Oracle`
	`2) PostgreSQL`
	`3) SQL Server`
	`4) MySQL`
	`5) MariaDB`
	`6) Snowflake`
	`7) Kafka`
	`8) Event Hubs`
	`9) JMS`
	`10) File - Local Storage`
	`11) File - Cloud Storage`
	`12) All Platforms`
	`q) Quit License Utility`
	NOTE: To install a trial version of SharePlex, users need to select the **All Platforms** option.

License key	(If Y was selected) Enter the new license key that you received from Quest.

7. Run the appropriate Database Setup utility for your database to upgrade the SharePlex database account. See SharePlex utilities in the "SharePlex Installation and Setup Guide".
8. Repeat all of the installation procedures for all Unix and Linux machines that host an Open Target database.

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Upgrade on Windows

These instructions are for upgrading SharePlex on the Windows platform.

IMPORTANT!

- If you are upgrading some SharePlex installations in a configuration, but not others, view the SharePlex Release Notes for interoperability support between versions.
- On Windows, install SharePlex on **all nodes** of each cluster, on the same port number, with identical path names. This is required to make the binaries and the required Cygwin components available to all nodes, and to establish Registry entries.
- See Before you Upgrade on page 5 for any pre-installation items that apply to your SharePlex installation.
- On **Windows** Server, Oracle 19c versions below 19.6 have an Oracle bug (29865658) that causes the SharePlex **ora_setup, Reader,** and **Poster** processes to get stuck. This bug is fixed in version 19.6 and later.To avoid this issue with SharePlex, either upgrade the Oracle 19c database to version 19.6 or higher. Users need to contact Oracle to obtain a patch for bug **29865658** or set the `CLIENT_STATISTICS_LEVEL` database parameter to 'OFF'.

To upgrade SharePlex from 10.x to 12.x on Windows for Oracle target:

1. Log into Windows as the SharePlex Administrator.
2. On the target, set the SP_OPO_UPDATE_SCN parameter to 1 and restart the Poster process.
3. On the target, run **show_scn** for the source Oracle Data Source ID. The Poster process will be in a "stopped by user" state.
4. Note down the SCN value from the last posted SCN. (In case of multiple targets, select the minimal SCN value.) Also, copy the reconcile commands from the **show_scn** output.
5. Deactivate the configuration on the source.
6. Shut down SharePlex on the source and target/s.
7. Run **ora_cleansp** on the source and respective cleanup utility on targets, even if the target SharePlex is not upgraded.
8. Take a backup of the configuration and relevant files from the 10.x installation var directory.
9. Uninstall SharePlex and PTC Nutcracker.

10. Run the **sp_setup** installation program and follow the prompts:

Prompt	Input
Destination Folder	Install the upgrade into the existing SharePlex product directory.
Port number	Select the port that this instance of SharePlex currently uses.
Variable Data directory	Specify the existing SharePlex variable-data directory.
Program Manager group	Specify the existing Programs menu location.
Confirm installation	Confirm the installation information.
Finish	If you were prompted to restart the system, you may do so at any time after exiting the installer.

11. Install SharePlex with separate prod and var directories, following the installation process. For more information about the installation process see SharePlex Installation and Setup Guide .
12. Run the appropriate setup utility for the upgraded SharePlex.
13. Using spUtils, add a license for the respective database, install the SharePlex service, and start the service.
14. Run **sp_ctrl** and stop the Poster process on the target.
15. Activate the configuration using the SCN noted in step 4.
16. On the target, execute the reconcile commands from the **show_scn** output in sp_ctrl.
17. On the target, start the Poster service.
18. Verify that replication is working correctly.

To upgrade SharePlex from 10.x to 12.x on Windows for open targets:

1. Log into Windows as the SharePlex Administrator.
2. On the source Oracle database, run `SELECT current_scn FROM V$DATABASE;` and note down the SCN value.
3. Stop the capture service on the source and wait for the Poster queue to be empty.
4. Deactivate the configuration on the source.
5. Shut down SharePlex on the source and target/s.
6. Run **ora_cleansp** on the source and respective cleanup utility on targets, even if the target SharePlex is not upgraded.
7. Take a backup of the configuration and relevant files from the 10.x installation var directory.
8. Uninstall SharePlex and PTC Nutcracker.

9. Run the **sp_setup** installation program and follow the prompts:

Prompt	Input
Destination Folder	Install the upgrade into the existing SharePlex product directory.
Port number	Select the port that this instance of SharePlex currently uses.
Variable Data directory	Specify the existing SharePlex variable-data directory.
Program Manager group	Specify the existing Programs menu location.
Confirm installation	Confirm the installation information.
Finish	If you were prompted to restart the system, you may do so at any time after exiting the installer.

10. Install SharePlex with separate prod and var directories, following the installation process. For more information about the installation process see SharePlex Installation and Setup Guide .
11. Run the appropriate setup utility for the upgraded SharePlex.
12. Using SpUtils, add a license for the respective database, install the SharePlex service, and start the service.
13. Run **sp_ctrl** and activate the configuration using the SCN noted in step 2.
14. Verify that replication is working correctly.

NOTE: If you are upgrading SharePlex from Oracle to an Open Target, it is recommended to perform the upgrade when there are no transactions on the database. Users may encounter out-of-sync issues on the Open Target, which will need to be resolved manually. Additionally, error logs related to the processing of duplicate records may appear in the target logs.

To upgrade SharePlex from 12.x to 12.x on Windows

NOTE: *Do not* uninstall SharePlex before upgrading. Install the upgrade over the existing version.

1. Log into Windows as the SharePlex Administrator.
2. (If using **copy/append**) Stop **sp_sync_launcher** on the target systems before applying the SharePlex upgrade.

   `sp_ctrl>` **stop launcher**
3. (Oracle as source only) In **sp_ctrl**, use the **set param** command to stop DDL replication (if active) by setting the SP_OCT_REPLICATE_ALL_DDL parameter to 0.

   `sp_ctrl>`**set param SP_OCT_REPLICATE_ALL_DDL 0**

   IMPORTANT! Keep the setting at 0 until prompted otherwise.

4. Stop the SharePlex service:
    a. Run **SpUtils** from the shortcut on the Windows desktop.
    b. Select the **SharePlex Services** tab**.**
    c. Select the correct port, and then stop the SharePlex service.
    d. Close the utility.
    e. Go to **Services**, right-click on **CYGWIN cygserver**, and click **Stop**.
5. Run the **sp_setup** installation program and follow the prompts:

Prompt	Input
Destination Folder	Install the upgrade into the existing SharePlex product directory.
Port number	Select the port that this instance of SharePlex currently uses.
Variable Data directory	Specify the existing SharePlex variable-data directory.
Program Manager group	Specify the existing Programs menu location.
Confirm installation	Confirm the installation information.
SharePlex license	Accept the existing license shown or enter a new one if applicable.
Finish	If you were prompted to restart the system, you may do so at any time after exiting the installer.

6. From **SpUtils**, start the SharePlex service.
7. (Source only) To enable DDL replication again, set the the SP_OCT_REPLICATE_ALL_DDL parameter to 1.

6

Verify Partition Schemes

If you are upgrading from a SharePlex version earlier than 9.0, the method of creating and storing partition schemes and row partitions for horizontal partitioning has changed. This information no longer is stored in the database.

When you run database setup during an upgrade, it converts the data from the SHAREPLEX_PARTITION table to the new internal storage format. After the conversion, you can view the partitions with the **view partitions** command in **sp_ctrl** to ensure that the partitions converted properly.

NOTE: For more information about the **view partitions** command, see the SharePlex Reference Guide.

To view row partitions:

1. Run sp_ctrl on the source system.
2. Issue the following command with either option, depending on whether you want to view all partitions or just those for a particular partition scheme.

   `sp_ctrl>` view partitions for {*scheme_name* | **all**}

The following is an example of converted partition schemes. Note that the conversion program populates the **Name** field with the name of the queue from the **Route** column.

```
Scheme          Name            Route                              Hash      Condition
-----------     -------------   --------------------------------   ------    -------------
--
HASH4           hash            sys02:hash|#@o.ora112              4         ROWID
TEST_CT         highvalues      sys02:highvalues@o.ora112                    sales>=10000
TEST_CT         lowvalues       sys02:lowvalues@o.ora112                     sales<10000
```

About us

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/contact.

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