

Foglight[™] for VMware vCenter ActionPack 7.1.0

User and Reference 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.
- i IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

Foglight for VMware vCenter ActionPack User and Reference Guide Foglight Version - 7.1.0 Cartridge Version - 7.1.0

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Using the Foglight for VMware vCenter ActionPack

This Foglight for VMware vCenter ActionPack User and Reference Guide provides requirements, configuration instructions, conceptual information, and instructions on how to use the Foglight for VMware vCenter ActionPack. With the Foglight for VMware vCenter ActionPack, Foglight can connect to a VMware vCenter Server and manage ESX servers and virtual machines.

This guide is intended for any user who wants to manage VMware vCenter hosts and virtual machines using Foglight.

i IMPORTANT: The Foglight High Availability feature is not supported in the current version of the ActionPack for VMware vCenter.

This chapter describes the requirements that need to be met for the ActionPack for VMware vCenter to work properly, and outlines the actions available in the actionpack.

Foglight for VMware vCenter ActionPack Support Matrix

Table 1. Support Matrix

ActionPack	ActionPack version	Requires vFoglight version	Supported Target Systems
VMware vCenter	5.6.2	6.6	vCenter Server v5.0
			vCenter Server v4.0 (vSphere)
			vCenter Server v2.5 update 4
			vCenter v2.5 update 3
			vCenter v2.5 update 2
			vCenter v2.5 update 1

i NOTE: You must install the vFoglight Cartridge for VMware 5.6.2 and the VMware Agent before you can use this ActionPack.

VMware vCenter

 In order to manage the guest OS settings, ensure that the VMware Tools are installed on the VM you are working with. You can download VMware Tools from http://downloads.vmware.com.

Actions

This section contains information about the actions included in the ActionPack for VMware vCenter.

Output Parameters

Name/Scripting name	Туре	Description
<pre>vmwareMksTicket/vmware MksTicket</pre>	Topology Object	[VMWVirtualMachine-Mks-Ticket]. An object that has credentials to log in to graphic console without password. This is a single use only parameter that has a time limit of up to 2 minutes.

Add CD-ROM (ISO)

Adds a virtual CD-ROM (ISO image).

Input Parameters

Name/Scripting name	Туре	Description	
VMware Virtual machine Topology Object /virtualMachine		[VMWVirtualMachine]. VMware Virtual machine.	
IDE Chanel/ideChanel	Integer	IDE chanel unit (0-1).	
Unit/unit	Integer	IDE chanel unit (0-3).	
Path to ISO image/isoDiskPath	String	Path to ISO image (the ISO image must be located on ESX server).	

Add Existing Virtual Disk

Adds an existing virtual disk to a virtual machine.

Name/Scripting name	Туре	Description
Path to the existing disk image file (*.vmdk)/existingDisk	String	The path to the existing virtual disk.
VMware Virtual machine/virtualMachine	TopologyObject	[VMWVirtualMachine]. Virtual machine to which the disk image will be added.

Add CD-ROM

Adds a virtual CD-ROM (use ATAPI).

Input Parameters

Name/Scripting name	Туре	Description	
VMware Virtual machine /virtualMachine TopologyObject		[VMWVirtualMachine]. VMware Virtual machin.	
IDE Channel/ideChanel	Integer	IDE chanel unit (0-1).	
Unit/unit	Integer	IDE chanel unit (0-3).	
Device name/deviceName	String	Device name.	

Add Virtual Disk

Creates a new virtual disk and adds it to a virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Data store/datastore	Topology Object	[VMWDatastore]. Data store on which virtual disk will be stored.
HDD disk size/diskSizeMB	Integer	Size of the HDD drive in MB.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine].Virtual machine to which the disk image will be added.

Add Virtual NIC

Adds a network card to a virtual machine

Input Parameters

Name/Scripting name	Туре	Description
Interface name/networkName	String	Virtual network to which a Virtual machine will be added
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine which will be added to a virtual network

Bind Networks

Binds VM NICs to destination networks by MAC addresses.

Name/Scripting name	Туре	Description
Virtual Machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine, on which nics will be restored.
Networks Names/networksNames	String	Array of the networks names to bind NICs to (This should include the same number of entries as the MAC Addresses array).
MAC Addresses/macAddresses	String	Array of the MAC addresses to match NICs (This should include the same number of entries as the MAC Addresses array).

Clone VM

Creates a clone of an existing virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Destination host/destHost	Topology Object	[VMWESXServer]. The host, on which the cloned virtual machine will be stored.
Destination datastore/destDatastore	Topology Object	[VMWDatastore]. The datastore,on which cloned virtual machine will be stored.
Template/asTemplate	Boolean	Specifies whether to create a virtual machine as a template or not.
VMWare Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine that will be cloned.
Virtual machine name/destVmName	String	Name of the cloned virtual machine.

Create Snapshot

Creates a snapshot of a virtual machine.

Name/Scripting name	Туре	Description
Memory state/isMemory	Boolean	If true, a dump of the internal state of the virtual machine (basically a memory dump) is included in the snapshot. When set to FALSE, the power state of the snapshot is set to powered off.

Name/Scripting name	Туре	Description
Quiesce/quiesce	Boolean	If true and the virtual machine is powered on when the snapshot is taken, <i>VMware Tools</i> are used to quiesce the file system in the virtual machine. This assures that a disk snapshot represents a consistent state of the guest file systems. If the virtual machine is powered off, or <i>VMware Tools</i> are not available, the quiesce flag is ignored.
Snapshot name/snapName	String	Name of the snapshot.
Snapshot description/snapDesc	String	Description of the snapshot.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine on which a snapshot will be created.

Output Parameters

Name/Scripting name	Туре	Description
Virtual Machine Snapshot/vfiVMwareVirtualM achineSnapshot	Topology Object	[VMWVirtualMachine]. Virtual Machine Snapshot.

Create VM

Creates a new virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
CPU count/cpuCount	Integer	Number of CPUs.
Datastore/datastore	Topology Object	[VMWDatastore]. Datastore on which virtual machine will be stored.
Disks sizes in GB/diskSizes	Array of integers	New disks sizes.
Guest OS ID/guest0sId	String	Short guest operating system identifier.
Memory size/memorySizeMB	Integer	Amount of virtual machine memory.
Network/networks	Topology Object	Array of [VMWNetwork]. Network or networks that a new virtual machine will be connected to.
Virtual machine name/virtualMachine	String	Name of the created virtual machine.

Output Parameters

Name/Scripting name	Туре	Description
Virtual machine name/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine.

Edit VM

Edits an existing virtual machine parameters.

Name/Scripting name	Туре	Description
Existing disks/existingDisks	Array of String	Paths to the existing disks that will be attached to edited VM.
New disks datastores /dataStores	Topology Object	Array of [VMWDatastore]. Array of datastores to which new disks will be connected.
Networks/nics	Topology Object	Array of [VMWNetwork]. Network or networks to which a new virtual machine will be connected.
New disks sizes in GB/diskSizesInGB	Array of integers	Size of new disks that will be attached to a virtual machine being edited.
New CPU limit/newCpuLimit	Long integer	New CPU limit.
New CPU number/newCpuNum	Integer	New number of CPUs on the virtual machine being edited.
New CPU reservation/newCpuReservation	Long integer	New CPU reservation.
New CPU shares/newCpuShares	Integer	New CPU shares.
New CPU shares level/newCpuSharesLevel	String	New CPU shares level.
New memory limit/newMemLimit	Long integer	New memory limit.
New memory reservation/newMemReserva tion	Long integer	New memory reservation.
New memory shares/newMemShares	Integer	New memory shares.
New memory shares level/newMemSharesLevel	String	New memory shares level.
New memory size/newMemMb	Long integer	New memory size.
New OS Id/newGuestId	String	New ID of operating system.
New VM name/newName	String	New VM name.

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine that will be edited.
NICs MACs/nicsMACs	Array of String	MAC addresses of the NICs to which networks will be connected.

Enter In Maintenance Mode

Puts an ESX host into maintenance mode.

Input Parameters

Name/Scripting name	Туре	Description
Timeout/timeout	Integer	The task is completed when the host successfully enters maintenance mode or the timeout expires. If the timeout expires, the task must contain a timeout fault. If the timeout is less than or equal to zero, there is no timeout.
Host/esxResource	Topology Object	[VMWESXServer]. Server.

Exit From Maintenance Mode

Takes the host out of maintenance mode.

Input Parameters

Name/Scripting name	Туре	Description
Timeout/timeout	Integer	The task is completed when the host successfully enters maintenance mode or the timeout expires. If the timeout expires, the task must contain a timeout fault. If the timeout is less than or equal to zero, there is no timeout.
Host/esxHost	Topology Object	[VMWESXServer]. Turns off the maintenance mode for a host.

Get MAC Addresses

Returns the MAC addresses of all VM NICs. The MAC addresses are separated with the comma (',') symbol.

Name/Scripting name	Туре	Description
VMware Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. VMware Virtual machine.

Get Host State

Checks if a VMware ESX(i) host is on and available.

Input Parameters

Name/Scripting name	Туре	Description
Host/ESXServer	Topology Object	[VMWESXServer]. The host for which the state will be checked.

Output Parameters

Name/Scripting name	Туре	Description
Power status of a ESX host/power_status	String	Power status of a server: STATE_ON, STATE_OFF, STATE_FAILED

Get VM Metrics

NOTE:

i NOTE: Make sure that the VMware Tools is installed. You can download VMware Tools fromhttp://downloads.vmware.com/

Returns the following data:

- · Guest heartbeat status
- Virtual machine power state
- Amount of memory in MB
- Number of CPUs
- CPU performance statistics in MHz
- Host memory utilization in MB
- Guest memory utilization in MB

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which metrics will be retrieved.

Output Parameters

Name/Scripting name	Туре	Description
Guest host name/guestHostName	String	Name of the guest OS host.
Guest IP address/guestIpAddress	String	IP address of the guest OS.
The guest heartbeat/guestHeartbeatSta tus	String	The heartbeat status is classified as: * gray - VMware Tools are not installed or not running. * red - No heartbeat. Guest operating system may have stopped responding. * yellow - Intermittent heartbeat. May be due to guest load. * green - Guest operating system is responding normally.
Guest tools status/guest_toolsStatus	String	Status of WMware tools on the guest OS.
Virtual machine power state/runtime_powerState	String	Defines a simple set of states for a virtual machine: poweredOn, poweredOff, suspended.
Memory size/config_hardware_memor yMB	String	Memory size, in MB.
Number of CPUs/config_hardware_numCPU	String	Number of virtual CPUs present in this virtual machine.
CPU performance/summary_quickSt ats_overallCpuUsage	String	Basic CPU performance statistics, in MHz. Valid while the virtual machine is running.
Host memory/summary_quickStats _hostMemoryUsage	String	Host memory utilization statistics, in MB. This is also known as consumed host memory. This is between 0 and the configured resource limit. Valid while the virtual machine is running.
Guest memory/summary_quickStats _guestMemoryUsage	String	Guest memory utilization statistics, in MB. This is also known as active guest memory. The number can be between 0 and the configured memory size of the virtual machine. Valid while the virtual machine is running.

Get VM State

Returns the power state of a virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which the state will be retrieved.

Output Parameters

Name/Scripting name	Туре	Description
Power status of a virtual machine/powerStatus	String	Power status of a virtual machine. (poweredOn, poweredOff, suspended, unknown)

Get Writable Datastore on VM Host

Returns the writeable datastore on a virtual machine's ESX host (virtual machine datastore is checked primarily).

Input Parameters

Name/Scripting name	Туре	Description
VMware Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. The virtual machine that is scanned for a writable datastore.

Output Parameters

Name/Scripting name	Туре	Description
Writeable datastore/writable_ds	Topology Object	Writeable datastore on VM host.

Move VM

Moves a virtual machine to a different host

Name/Scripting name	Туре	Description
Data store/datastoreName	Topology Object	[VMWDatastore]. Datastore to which a virtual machine will be moved.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. A virtual machine for which the state will be checked.

Reboot Guest OS

Reboots the guest operating system.

NOTE:

NOTE: Make sure that the VMware Tools is installed. You can download VMware Tools fromhttp://downloads.vmware.com/

Input Parameters

Name/Scripting name	Туре	Description
VMware Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which the OS will be rebooted.

Reboot Host

Reboots the selected host.

Input Parameters

Name/Scripting name	Туре	Description
Host /esxResource	Topology Object	[VMWESXServer]. ESX(i) server.
Force flag/force	Boolean	A flag to specify if the host should be rebooted or not.

Register VM

Registers a virtual machine with a VMware ESX(i) server.

Name/Scripting name	Туре	Description
Host/ESXServer	Topology Object	[VMWESXServer]. Host on which the virtual machine should be registered
Virtual Machine configuration file/configFilePath	String	A path to virtual machine configuration file (.VMX).
Virtual machine name/vmName	String	Name of the virtual machine.

Remove All NICs

Removes all existing NICs for a Virtual Machine

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which network cards will be removed.

Remove NICs Extended

Remove NICs for Virtual Machine (Extended version).

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine from which network cards will be removed.
Networks to delete/networksToDelete	List of strings	[List <string>]. MAC addresses of the network interfaces that will be disconnected from networks.</string>

Remove All Snapshots

Deletes all snapshots of a virtual machine.

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which snapshots will be removed.

Remove All Virtual Disks

Deletes all virtual disks of a virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. A virtual machine from which all virtual disks will be removed.

Remove Virtual Disks Extended

Removes the specified virtual disks of a virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. A virtual machine from which the specified virtual disks will be removed.
Disks paths/disksPathsToDelete	List of strings	[List <string>]. The paths to disks to be deleted.</string>

Remove Snapshot

Deletes a snapshot of a virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Snapshot/snapshot	Topology Object	[VMWVirtualMachine Snapshot]. The snapshot that will be deleted.
Flag/snapRemoveChildren	Boolean	Specifies if you want to remove the entire snapshot sub-tree.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which snapshot will be deleted.

Remove VM

Deletes a virtual machine.

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	VMWVirtualMachine]. Virtual machine that will be deleted.

Reset VM

Restarts the virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine that will be restarted.

Revert Snapshot

Restores a virtual machine from its snapshot.

Input Parameters

Name/Scripting name	Туре	Description
VMware Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. VMware Virtual machine.
Snapshot name/snapName	String	The name of the snapshot that will be used to restore a virtual machine.

Resolve NICs

Sets target network for all virtual NICs.

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Snapshot that will be used to restore a virtual machine.
New network/newNetwork	Topology Object	[VMWNetwork]. Network to which NICs will be attached.

Set Custom Attribute

Associates (for each name-value pair) an attribute value with the resource parameter (host or virtual machine).

An attribute should exist. Action assumes that all attributes exist, in other words, those are created manually using the VMware Infrastructure Client.

Input Parameters

Name/Scripting name	Туре	Description
Host or VM/resource	Topology Object	[VMWVirtualMachine] or [VMWESXServer]. Represents a target host or virtual machine.
Attribute names/attributeNames	Array of strings	Names (keys) of attributes to be changed.
Attribute values/attributeValues	Array of strings	Values of attributes to be assigned.

Set Annotation

Sets annotation for a virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine to be edited.
New annotation of VM/newAnnotation	String	New annotation for the VM.

Set Virtual NIC Network

Sets a NIC network.

Name/Scripting name	Туре	Description
New NIC network/newNetwork	Topology Object	[VMWNetwork]. A new network to be assigned to a NIC.
NIC/nic	Topology Object	[vfi-VMware-VirtualNic]. NIC to which a new network will be assigned.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which the NIC network will be set.

Set VM CPU Allocation

Allows allocating processor resources for a virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Shares level/sharesLevel	String	Shares level can be: "low", "normal", "high" or "custom". The level is a simplified view of shares. Levels map to a pre-determined set of numeric values for shares. If the shares value does not map to a predefined size, then the level is set as custom.
Limit value/limit	Long integer	The utilization of a virtual machine/resource pool will not exceed this limit, even if there are available resources. This is typically used to ensure a consistent performance of virtual machines / resource pools independent of available resources. If set to -1, then there is no fixed limit on resource usage (only bounded by available resources and shares). Units are MHz.
Reservation value/reservation	Long integer	Amount of resource that is guaranteed available to the virtual machine or resource pool. Reserved resources are not wasted if they are not used. If the utilization is less than the reservation, the resources can be utilized by other running virtual machines.
Shares value/shares	Integer	The number of shares allocated. Used to determine resource allocation in case of resource contention. This value is only set if level is set to custom. If level is not set to custom, this value is ignored.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which properties will be changed.

Set VM Guest ID

NOTE:

NOTE: Make sure that the VMware Tools is installed. You can download VMware Tools fromhttp://downloads.vmware.com/.

Sets the type of an operating system for a virtual machine.

Name/Scripting name	Туре	Description
Guest ID/newGuestId	String	The type of operating system.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which the guest operating system will be changed.

Set VM Memory

Sets the amount of memory for a virtual machine. The value is round down to the nearest multiple of four (4).

Input Parameters

Name/Scripting name	Туре	Description
Memory size/memoryMb	Long integer	Amount of Virtual machine memory, in MB.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which the amount of memory will be changed.

Set VM Memory Allocation

Allows allocating memory resources for a virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Shares level/sharesLevel	String	Shares level can be: "low", "normal", "high", "custom". The level is a simplified view of shares. Levels map to a pre-determined set of numeric values for shares. If the shares value does not map to a predefined size, then the level is set as custom.
Limit value/limit	Long integer	The utilization of a virtual machine/resource pool will not exceed this limit, even if there are available resources. This is typically used to ensure a consistent performance of virtual machines / resource pools independent of available resources. If set to -1, then there is no fixed limit on resource usage (only bounded by available resources and shares). Units are MB.
Reservation value/reservation	Long integer	Amount of resource that is guaranteed available to the virtual machine or resource pool. Reserved resources are not wasted if they are not used. If the utilization is less than the reservation, the resources can be utilized by other running virtual machines. Units are MB.
Shares value/shares	Integer	The number of shares allocated. Used to determine resource allocation in case of resource contention. This value is only set if level is set to custom. If level is not set to custom, this value is ignored.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which memory allocation will be changed

Set VM Name

Sets a name for a virtual machine.

Name/Scripting name	Туре	Description
New name of VM/newName	String	New name of a virtual machine.
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which the name will be changed.

Set VM Virtual CPU

Sets the number of virtual CPUs in virtual machine.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which the CPU number will be changed.
Virtual machine/newNumCPUs	Integer	The number of virtual CPUs for the VM.

Shutdown Guest OS

NOTE:

i NOTE: Make sure that the VMware Tools is installed. You can download VMware Tools fromhttp://downloads.vmware.com/

Shuts down the guest operating system.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine which operating system will be shut down.

Shutdown Host

Shuts down the selected ESX(i) server.

Name/Scripting name	Туре	Description
Host/esxResource	Topology Object	[VMWESXServer]. ESX(i) server.

Name/Scripting name	Туре	Description
Force flag/force	Boolean	Flag to specify if the host should be shut down regardless of whether it is in maintenance mode or not.

Standby Guest OS

NOTE:

NOTE: Make sure that the VMware Tools is installed. You can download VMware Tools from http://downloads.vmware.com/

Issues a command to the guest operating system asking it to prepare for a suspend operation. Does not wait for the guest operating system to complete the operation.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for which the OS will be suspended.

Start VM

Powers on a virtual machine and boots the guest operating system (if one is installed).

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine for that will be started.

Stop VM

Powers a virtual machine off.

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine that will be shut down.

Suspend VM

Pauses the virtual machine. All transactions are frozen until the virtual machine is resumed.

Input Parameters

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine that will be suspended.

Unregister VM

Unregisters a VM on VMware ESX server (without files deletion).

Name/Scripting name	Туре	Description
Virtual machine/virtualMachine	Topology Object	[VMWVirtualMachine]. Virtual machine that will be unregistered from a VMware vCenter host.

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 https://www.quest.com/company/contact-us.aspx or call +1-949-754-8000.

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.