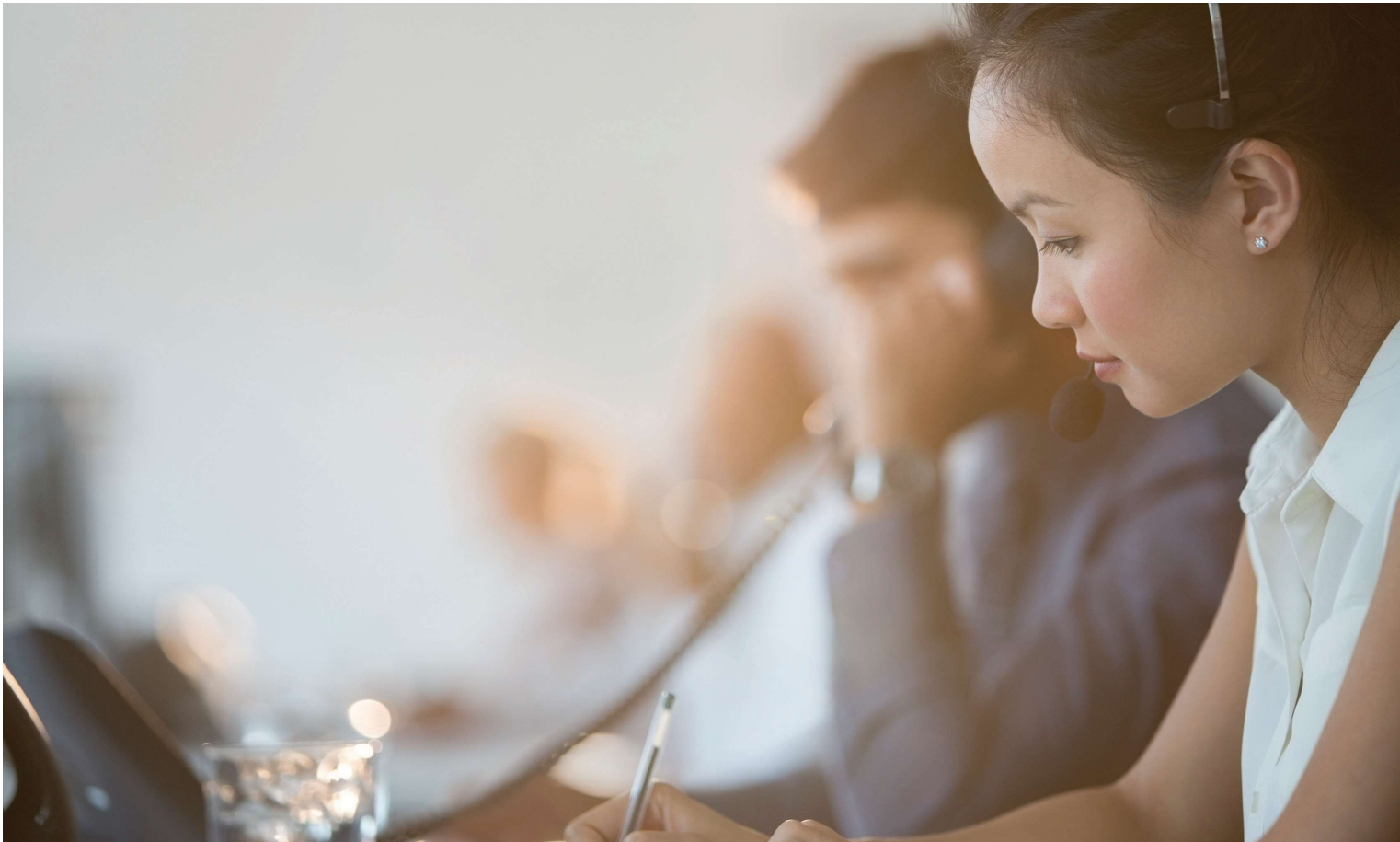




## Quest® Support guide



The Quest® Support team offers more than just technical answers. We build relationships to ensure your success. Our support team of more than 600 professionals has extensive experience in technology management and a deep understanding of our extensive software portfolio, appliances and cloud services. This means we know how important our products are to your business and we'll help you get every dollar out of your investment.

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Learn more at [Quest Support](#)

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## ABSTRACT

This document is an overview of our [Support Program](#). It outlines its benefits and offerings, and how they maximize your support value.

## SUPPORT PORTAL REGISTRATION

At purchase, the primary contact designated on the order form is emailed the license number and the company's Account ID number. The license number identifies the purchased asset, and the Account ID identifies the purchasing organization.

Once the license number and Account ID number are received, you are prompted to register your product for support using the license number or service tag. This allows asset management, software downloads, access to support information and service request submissions.

When contacting support or registering your product for support on the Support Portal, you must provide either your license number (preferred) or your Account ID.

If you do not know the license number or Account ID, you can:

- Call via the numbers listed on the [Contact Support](#) page on our Support Portal.
- Fill out a Customer Service request on our [Customer Service](#) form.

## Group Administrator

A Group Administrator registers the product license number on the Support Portal. A group can have more than one administrator but requires at least one person for the product license registration. The administrator can add or remove support users and license users to the group, while a support user can submit service requests, download new software releases and view asset information. License users can obtain license keys via self-service or by contacting our license assistance administration.

## SUPPORT PORTAL: SELF-HELP SERVICES

The [Support Portal](#) makes it easy for you to get the most value from Quest® products with easy navigation, comprehensive self-service tools, and intelligent

search capabilities so you quickly find answers to your technical product questions. The [home page](#) is the starting point for finding support for individual products, engaging with the Quest support organization, managing your support account and working with our extensive set of self-service tools. The self-service tools sections are your single launching point for everything from Knowledge Base articles to technical documentation to video tutorials showing you how to get the best return on your investment in Quest solutions.

See our [Getting Started](#) video for a broader walk-through of the Quest Support Portal and self-service tools.

## Best-in-class Knowledge Base

[Knowledge articles](#) are produced by our technical support engineers. We encourage you to utilize the Knowledge Base to search for issue resolution prior to contacting support — chances are there's an answer for your issue or question.

## Contributing to the Knowledge Base

If you have uncovered a solution to an issue that we may not be aware of, you can create your own article by filling out the form with the problem description, cause and your resolution. Once reviewed for technical accuracy, the article will be published in the Knowledge Base.

## Technical documentation

Keep up to date with all [technical product](#) documentation when a product is updated or released. This technical product documentation is created by technical writers and is a great tool to help you get the most of out of your product.

## User forums (communities)

Discussion regarding Quest® products can be found on a number of [user forums](#) crossing multiple platforms. To simplify this, we offer a central location organized by product to help you easily find exactly the topics you need.

## Educational Services

The [Educational Services](#) section provides access to all the training courses available for Quest products.

These range from self-paced, virtual instructor-led to on site instructor-led. You can register online or by contacting us directly.

## CONTACTING SUPPORT

Our Support Portal, [support.quest.com](https://support.quest.com), is your primary source of information. For information on how to navigate the site, visit the [Getting Started](#) section to watch one of our Support Portal tour videos. If you are unable to find the information or perform the actions you need on our Support Portal, call the Support Center for your region using the numbers listed on the [Contact Support](#) page on our Support Portal.

## Social media and communities

We provide real-time assistance on social channels and community forums. Our dedicated support engineers participate in community discussions to provide a proactive approach to help you quickly find the answers you need. We encourage you to participate in our [Quest® community](#) by sharing your knowledge and promoting content you find helpful.

## Global coverage and supported languages

Quest Support offers worldwide coverage, with support engineers located across four geographic regions: North America, Europe, Latin America and Asia Pacific. These centers provide assistance in English with local language accommodated when possible.

## Support roles defined

There are several types of support professionals working in the Quest Support organization.

### Customer Service Representative

A Customer Service Representative (CSR) helps you submit a support request by phone.

Their responsibilities include, but are not limited to:

- Accurately and thoroughly logging your support requests into our tracking system
- Giving you the tracking number used to identify your support request

- Setting appropriate expectations regarding initial response times, based on your support agreement and the severity of your issue
- Resolving product-licensing issues

### Technical Support Engineer

Your support requests are assigned to a Technical Support Engineer (TSE). The TSE is your main contact for providing technical support and guidance.

Their responsibilities include, but are not limited to:

- Responding to support requests by website submission or telephone
- Recreating your technical environment to replicate and troubleshoot the issue
- Researching, identifying, and resolving the incident and subsequent issues
- Managing the escalation process to the research and development (R&D) department to resolve issues

### Premier Customer Success Manager

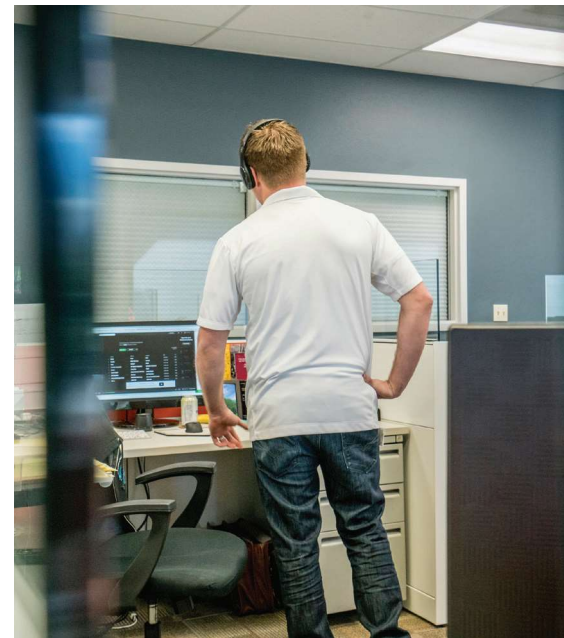
The Customer Success Manager (CSM) is a designated resource for customers who have purchased Quest® Premier Support. The CSM manages your onboarding session, providing you with a product and support overview. Additionally, they help you get started with your product to get the most value as quickly as possible. Your CSM conducts regularly scheduled review calls and provides status reports to help identify and prevent issues before they occur. They review support activity, including trend analysis, asset reports, and defect and product updates. The Premier CSM is available during their local business hours.

## SERVICE REQUEST MANAGEMENT PROCESS

### Opening a service request

Prior to creating a service request, you may want to review these helpful tips:

- Check the online help included with your product.
- Check the product documentation.
- Check release notes and self-service Knowledge Base articles on our Support Portal.



Severity levels provide insight to the business impact of the issue you are reporting. A lower severity level does not mean that we devote less time or energy to resolving your problem quickly and efficiently.

- Consult your product's community forum, if available (accessible through our Support Portal).
- Try to see if the problem is reproducible.
- Check to see if the problem is isolated to one machine or more.
- Note any recent changes to your system and environment.
- Note the version of your software and environment details, such as OS and database.
- Note the service tag of the appliance or solution (when applicable).
- Note your product license number as we require you to provide your license number on certain products.
- Note the issue description, including frequency of occurrence, error messages and any troubleshooting activities.
- Collect any relevant screenshots, technical service reports, log files and trace logs (when applicable).

#### Contact Quest to open a service request

You can open a service request using the [Service Request tool](#) on our Support Portal. You can also place a call to the Support Center in your region using the numbers listed on the [Contact Support](#) page on our Support Portal.

#### Service request severity levels and response times

All service requests are assigned a severity level from 1 to 4 based on the impact on your business. You determine the initial severity level when placing a request for assistance. Severity levels may be changed after initial contact and assessment of the issue from our support engineer, provided that you are in agreement.

Table 1 defines the severity levels and the targeted initial response time for our support offerings. It is helpful to clearly explain the business impact of your issue when you contact us.

#### Upgrade/downgrade of severity level

If, during the service request process, the issue either warrants assignment of a higher severity level than currently

assigned or no longer warrants the severity level currently assigned based on its current impact on the production environment, then the severity level can be upgraded or downgraded accordingly to the severity level that most appropriately reflects its current impact by the assigned TSE.

#### Closing a service request

Service requests remain open until you are satisfied that the issue has been resolved. Exceptions to this policy apply to requests for product enhancements and product defects.

You can close service requests via the [My Service Requests](#) section of our Support Portal.

#### Reopening a service request

You can reopen service requests that have been closed within 30 days of the close date. If you attempt to reopen a closed service request after 30 days, a new service request is created with a link to the original case. You have the ability to reopen your closed service requests from the [My Service Requests](#) section of our Support Portal.

#### Escalation guidelines

Our goal is to resolve all service requests in a satisfactory and timely manner; however, we realize that some situations may require increased attention and focus within the support team. You can raise the severity of a service request through the online Service Request tool on our Support Portal, or call us and request to speak with a support manager.

Upon your request, the support manager evaluates the case and creates an action plan. If you are not satisfied with the plan or with the progress of the case after the plan has been implemented, you can contact the director of technical support, who will review the service request with the support manager and determine if different or additional actions are required. Finally, if you are still dissatisfied, the situation should be brought to the attention of the global support leader.

For Premier customers, escalations are managed by their CSM.



Severity level	Description	Initial Response Standard Support	Initial Response 24x7 Support	Initial Response Premier Support
Level 1	<p><b>Critical business impact</b></p> <p>Customer's production use of our products on a primary business service, major application or mission-critical system is stopped or so severely impacted that the customer cannot reasonably continue work.</p> <p>For severity level 1 problems, we will begin work on the problem within one hour of notification and handle the issue as the highest priority until the customer is given a fix or workaround. Customer resources must be made available in severity level 1 situations and reasonably cooperate to help resolve the issue.</p> <p>Severity level 1 problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• System hangs or crash situations</li> <li>• Data loss or data corruption</li> <li>• Critical functionality not available</li> <li>• Quest® appliance is down (customer must be on site to troubleshoot)</li> </ul> <p>Severity level 1 issues must be reported via telephone.</p>	Within 1 hour	Within 1 hour	Within ½ hour
Note: Severity level 1 service requests cannot be logged through our Support Portal; call us to log a severity level 1 case.				
Level 2	<p><b>Significant business impact</b></p> <p>Important product features are unavailable with no acceptable work-around. Customer's implementation or production use of our products in a primary business service, major applications or mission-critical systems are functioning with limited capabilities or are unstable with periodic interruptions. The software may be operating but is severely restricted.</p> <p>Severity level 2 problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• Product error or failure forcing a restart or recovery</li> <li>• Severely degraded performance</li> <li>• Functionality is unavailable, but the system is able to operate in a restricted fashion</li> </ul>	Within 2 hours	Within 2 hours	Within 1 hour
Level 3	<p><b>Minimal business impact</b></p> <p>Product features are unavailable, but a workaround exists and the majority of software functions are still usable. Minor function or feature failure that the customer can easily circumvent or avoid. Customer's work has minor loss or operations functionality.</p> <p>Severity level 3 problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• Error message with workaround</li> <li>• Minimal performance degradation</li> <li>• Incorrect product behavior with minor impact</li> <li>• Questions on product functionality or configuration during implementation</li> </ul>	Within 4 hours	Within 4 hours	Within 2 hours
Level 3 is the default severity level setting.				
Level 4	<p><b>Nominal business impact</b></p> <p>A minor problem or question that does not affect the software function. For example, a request for information on how to use a particular feature, a general question or requests for documentation or enhancements.</p> <p>Severity level 4 problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• General requests for advice on product usage</li> <li>• Clarification on product documentation or release notes</li> <li>• Product enhancement request</li> </ul>	Within 1 business day	Within 1 business day	Within 4 hours

Table 1: Support offer severity levels defined

## QUEST SUPPORT SERVICES

Quest Support accommodates connected solutions by providing a comprehensive support plan to suit any business organization. Whether there is an issue with software, the hardware part of an appliance solution or one of our cloud-delivered technologies, our support engineers will collectively work to resolve the issue. We recognize how important our products are to your business environment, and we strive to help you maximize your software investment by offering a wide range of global support services to accommodate the varying needs of your organization.

With all the support offering levels, you will have access to trained Quest® support engineers as well as access to our comprehensive self-service Support Portal. Requests for assistance may be logged from our Service Request page in the portal or by telephone.

### Standard Support

Standard Support is available during regular business hours for a single geographic region as defined by the support region (Americas, EMEA or Asia Pacific) on the Contact Technical Support page of our Support Portal.

With the purchase of Standard Support, you will receive the following elements of service:

- Unlimited 24x7 access to our [Support Portal](#)
- Technical support resources available during local business hours
- Access to online forums, documents, videos and Knowledge Base
- Online service request management
- Basic how-to troubleshooting
- The latest software/firmware upgrades
- Unlimited phone and chat support
- Next business day (NBD) parts delivered (for applicable solutions)
- Support is provided in English with local language accommodated when possible

### 24x7 Support

24x7 Support is the appropriate option if you require around-the-clock support coverage or support across multiple time zones. This service provides 24x7 support for severity level 1 issues, including weekends and public holidays. All other severity level issues will be handled during local business hours.

24x7 Support is essential if you are performing critical IT operations such as performance monitoring, data protection, identity management or security. 24x7 Support is available for most of your products and mandatory for select products. Contact your sales representative for further details.

You will receive the following:

- All the features included with Standard Support
- Technical support resources 24x7 for severity level 1 issues
- Support calls will be handled by regional support teams during local business hours, and managed by the global support queue outside those hours
- NBD parts and labor (for applicable solutions)

### Premier Support

Our highest level of on-premises support offerings is designed for those with complex environments requiring a closer service relationship and a more proactive approach to support service delivery.

One of the key features under Premier Support is the provision of a CSM. Your CSM focuses on your unique IT environment and business objectives to establish a long-lasting relationship within your organization to ensure long-term success with your Quest® products. This highly personalized and proactive level of support features the following services:

- Premier Support features included with either Standard Support or 24x7 Support
- Faster response times, escalation and resolution



- A named CSM
- Proactive product updates and knowledge sharing
- Monthly review calls and status reports
- A single point of accountability to engage Quest resources
- Support onboarding to enable on Support Portal, support and product information

- Proactive prevention of issues and mitigation of risk

## COMMITMENT TO CUSTOMER SATISFACTION

Information gathered from surveys has a direct impact on our support programs and the service we provide. This information is used to make changes that directly enhance our ability to continue to deliver world-class support.



Support features	Standard	24x7	Premier <sup>1</sup>
Maximum response time for severity level 1 issues	1 hour	1 hour	30 minutes
Technical support coverage	Regional hours <sup>2</sup>	24x7 <sup>2</sup>	24x7 <sup>2</sup>
Online forums, documents, videos and knowledge base	✓	✓	✓
Online service request management	✓	✓	✓
Latest software upgrades	✓	✓	✓
Phone support	✓	✓	✓
Email support	✓	✓	✓
Chat support <sup>3</sup>	✓	✓	✓
Collaborative 3rd party assistance	✓	✓	✓
Weekend & holiday support for severity 1 issues		✓	✓
Faster response times			✓
Named Customer Success Manager (CSM) – your advocate within Quest/OI			✓
Support onboarding			✓
Monthly review calls and status reports			✓
Proactive product updates and knowledge sharing			✓
Annual Product Roadmap review session			✓
CSM monitors escalations			✓

Table 2: Support programs at a glance

Support is provided in English with local language accommodated when possible.

There are some products that require 24x7 Support. See your sales account representative for details.

1 Not available on all products. Contact your sales representative for details. One Identity Support Coverage is determined by the product maintenance contract.

2 Regional hours and phone numbers are listed at <https://support.quest.com/essentials/phone-number-listing>. 24x7 Support enhances regional hours with extended coverage for severity 1 issues on Saturday, Sunday and holidays. Support calls will be handled by regional support teams during published regional hours and managed by the global support team outside those hours.

3 Not available on all products and regions.



## Transactional email-based survey

We strive to continually improve our service to you; therefore, every time a service request is closed, we provide you with the opportunity to give us feedback on the quality of assistance received. The survey asks you to assess the engineer's performance as well as your overall satisfaction with how your service request was managed. The Support Management team reviews your response to ensure that all your feedback is heard and addressed, as needed.

## Solution feedback

We provide a survey in our Support Portal's Knowledge Base section to help us understand if the information we provided was useful in your situation. We continuously monitor this feedback and make adjustments and updates to solutions as required.

## APPLIANCE WARRANTY

For solutions that include an appliance, if we determine a hardware part needs to be replaced, a replacement part is delivered to your location based on the terms of your agreement. Regardless of the service response level purchased, some component parts are specifically designed for easy removal and replacement and are designated as Customer Replaceable (CR). If during the diagnosis we determine that a service request can be resolved with a CR designated part, we ship the part to you. If the part is not designated as CR, we provide on-site parts replacement during the next business day or within four business hours based on the service level you purchased.

Learn more about [Quest Support Services](#).

## PRODUCT SUPPORT LIFECYCLE POLICY

The Product Support Lifecycle Policy describes the phases during which our products are eligible for patches (fixes), support and downloads from our Support Portal.

It is our policy to provide support and fixes on current versions of our products

when you are under a current support agreement. Fixes to older versions are at our discretion. We strive to put resources behind the most recent product releases in order to continually improve and enhance the value of our products.

We will attempt to answer questions about older versions of our products provided that resources are available; however, if you are using a discontinued version, we encourage you to upgrade to the currently supported product version. Our usual support policy is to provide support on both the current (n) and prior (n-1) versions of our products. Refer to the [product lifecycle table](#) on your [Product Support](#) page or [Knowledge Base](#) for specific supported versions of your product.

### Full support

- Product is fully supported and is the generally available release or version.
- The most current released version of a product and one or more prior releases are included.
- Enhancement requests for this release are accepted and may be considered for future releases.
- Maintenance releases or hot fixes are periodically made available for this release.
- Release or version is fully supported by both support and development.
- Release or version is available for download from our Support Portal.\*

### Limited support

- Support is available for this release or version, and we use best efforts to provide known workarounds or fixes.
- No new code fixes will be generated except under extreme circumstances and at our discretion.
- Enhancement requests are not accepted.
- You are encouraged to plan an upgrade to a release or version on full support.
- Release or version is available for download from our Support Portal.\*

### Discontinued

- This includes release or versions that are retired or discontinued.



\* Certain software released prior to November 1, 2016 may not be available for download. Quest's recommendation is to retain a local copy of all software on site for back up and disaster recovery purposes.

- No new patches or fixes will be created for this release.
- Release is not available for download from our Support Portal.
- Support provides assistance with upgrading to a supported version.
- Support is not obligated to provide assistance on this version of the product.

### ACQUIRED PRODUCT SUPPORT

We recognize that certain support offerings and policies may change as the acquired company is fully integrated into the Quest® Support organization. Our goal is to make sure the continuity of services remains as synergistic as possible during this time. To help during the transition, we provide information and links about recent acquisitions on our Support Portal.

For questions or support for a product that we have recently acquired, contact Customer Service using the numbers listed on the [Contact Support page](#) on our Support Portal.

### PRODUCT ENHANCEMENTS

If you are interested in submitting a product enhancement request, you can do so via the community portal, by creating a service request, or by logging in to the product-specific customer portal and navigating to the appropriate section.

For enhancements submitted by creating a service request with Quest® Support, once documented, the request is submitted into the enhancement review system and an identification number is provided to you. Your service request will remain open until a decision has been made regarding your request.

Product management reviews open enhancement requests on a periodic basis and considers them for inclusion in a future product release. Product enhancements are not considered or implemented in current or prior product releases. There is no guarantee that a specific enhancement request will be implemented in a future version of our products. At our discretion, we may determine that certain enhancements to functionality in the product can be offered for an additional charge or as a chargeable option. All suggested

enhancements shall become the sole and exclusive property of Quest and may be used by Quest in any way without restriction or obligation to you.

### PRODUCT DEFECTS

If your issue is determined to be a defect in our software, it is recorded in our defect tracking system and a unique defect ID is provided. Your service request remains open until a decision has been made regarding the defect. Notifications of new product releases are emailed to you if you have configured your profile on our Support Portal to receive product notifications. Product release notes contain a list of resolved issues that were addressed in the release. We do not guarantee that all defects identified will be fixed in a future release of the product.

### PRODUCT LICENSING

Our products have license keys generated for your use. Some products require a new license key when upgrading software to a new release or patch. We recommend that prior to any migration or upgrade of our products, new licenses are confirmed as functioning properly because some license keys are machine and machine name specific.

If you have questions about licensing of a product, complete the form available on our Support Portal [Licensing Assistance page](#). A licensing representative will respond to your query within 24 hours.

### SUPPORT FOR TRIAL USERS

We offer software trials on selected products for evaluation purposes. Support for trial software is limited to 30 days from the registration date. Service requests for your trial product may only be submitted during the first 30 days of your testing period.

### ADDITIONAL SERVICES

There may be times when additional resources are required to solve your case. We can work with Quest Services to ensure a reliable handoff of your issue.

#### Quest Services for your solutions

Quest® adoption services ensure your IT staff is effectively using your solution to its fullest potential. Quest deployment



services help you quickly install and configure your product properly.

Quest software-enabled services combine the strengths of our proprietary software, tools and domain expertise to reduce complexity, demands on your IT staff and costs. Quest Services help you:

- Experience faster time to value.
- Get a customized solution to meet your unique business needs.
- Quickly and properly deploy your solution.
- Reduce risk and uncertainty.
- Overcome internal resource constraints.

Visit [Quest Professional Services](#).

### **Educational Services for our solutions**

Our Educational Services provide the necessary expertise to help you get the most out of your software purchase, appliance or cloud service. Our certified instructors bring years of industry experience and in-depth product knowledge to every class they teach. Who better to teach your employees about our products than the experts who know the applications and the underlying technology best? Whether you need us to facilitate private group training on site or online, or you want to attend a public course provided at a Quest training facility or through the Quest Virtual Classroom, we have the program to meet your needs. By the end of class, your staff will know best practices, tips and tricks and how to optimize functionality, as well as have an understanding about how the product impacts your business.

Visit [Quest Educational Services](#).

### **SUPPORT POLICY ON CUSTOMIZATIONS**

A customization indicates functionality and configurations added to a Quest® product that are not provided as part of the standard generally available product release and, as such, would be outside the scope of the support and maintenance services provided herein. Customizations can include new or modified scripts used within or alongside our products as well as additional functionality, such as custom reports, dashboards, rules and automated actions, developed

by you, your partners or our services organization.

### **Support and customizations**

Technical support does not perform or maintain customizations. The design and development of customizations to our products is your responsibility. Assistance from technical support is limited to helping ensure that the product's functionality, which enables the addition of customizations, is functioning as expected. Alternatively, you may obtain guidance through product-specific support sites or the Support Portal Knowledge Base.

### **Advanced assistance**

If more thorough and detailed assistance is needed to design and develop customizations, we recommend that you engage our Quest Services organization or fully certified partners to assist. Their expertise in designing customized solutions will ensure that you receive maximum value and product adoption. In addition to providing post-implementation expert services, Quest Services also offers a variety of prepackaged customizations for products that may meet your specific requirements.

### **Educational Services**

We recommend that you obtain appropriate product training before attempting to design, develop and implement any customization to our products. Our training courses will equip you with the necessary knowledge and ability to design and implement effective changes to our products. For more details on the training services available, refer to the Quest Educational Services section.

### **Maintaining customizations**

Careful consideration should be given to all customizations during future migration or upgrade exercises to new product or platform versions. Customizations could inhibit the upgrade itself and may require a level of rework to continue functioning properly. Technical support does not take ownership for any customizations. We strongly encourage you to document and maintain records on any implemented customization work. These records can be useful in determining whether problems are caused by customization or are a defect in the core product.

We recommend that you obtain appropriate product training before attempting to design, develop and implement any customization to our products.

## SUPPORT POLICY ON VIRTUALIZATION

Our products leverage the binary compatibility offered through virtualization technologies, which provide complete transparency to the operating systems and applications deployed. As a result, for all service requests received where the product is being used in a virtual environment, we assume that the problem is common to both native and virtual operating environments and that we require you to recreate the problem in a native environment if and when there is reason to believe that the problem is unique to the virtual environment itself.

From a purely functional perspective, our products operate in exactly the same way; however, we can make no guarantees with respect to performance or scalability in a virtualization environment running multiple virtual instances. Configuration aspects, such as CPU, memory availability, I/O subsystem and network infrastructure, can all influence such a deployment, which should be given careful consideration to ensure that the virtual layer has the necessary resources available to provide a satisfactory user experience.

## SUPPORT POLICY READINESS FOR THIRD-PARTY PLATFORMS AND TECHNOLOGIES

We provide full details of all systems requirements, together with platform and third-party product versions supported on our products, in the release notes published for each product. These include operating system versions, service-pack levels, mail clients or server versions, database versions, browsers and other related technology supported, as well as which particular version level our products have been formally tested and certified to run against. The support of future platform versions, new service packs and other related technologies is generally taken into consideration and addressed during the regular product maintenance and release cycles of our products. Contact Quest® Support if you have questions regarding the current support status of any product and a particular related platform, patch or third-party product support not explicitly documented in our release notes, and

we will provide collaborative assistance with the product in question.

For more information about the latest third-party platforms and versions supported, review the system requirements section of the release notes for your product or search the Knowledge Base on our Support Portal. Please note that while we do not directly or officially support third-party software, we work closely with many other providers to ensure that you receive the best possible service at all times.

## RENEWING YOUR SUPPORT

The Quest Renewals team can assist you with questions regarding your support maintenance contract or upgrading to another support offering.

A Quest renewal representative will send you a renewal notice prior to the end of your current support contract. To avoid unnecessary interruptions of support services, contact the [Quest Renewal team](#) if you have any questions about the status of your current support contract or pending renewal.

## FULL SUPPORT AND MAINTENANCE POLICY

You must purchase maintenance and support services for all copies of each licensed product or none at all for that product. You may not cancel maintenance on a subset of licenses to reduce maintenance fees.

## UPGRADING YOUR SUPPORT PROGRAM

Our goal is to meet your specific business requirements. As your business needs change, we may have the flexibility to modify your Support Program to better align with those needs. If you would like to discuss your support contract, contact your [Support Renewal representative](#).

## LAPSED SUPPORT

Without a current support contract, you are not able to contact Quest for technical assistance or access many services on our Support Portal, such as the Knowledge Base or chat functionality. We cannot provide assistance if you allow your support contract to lapse or if you





choose not to purchase support until after a support issue arises.

## **VULNERABILITY REPORTING**

A security vulnerability is a flaw or weakness in the design, implementation, operation or management of a product or service that could be exploited to violate the system's security policy. To protect businesses and organizations worldwide, it is critical that the broader community of IT and security professionals report potential vulnerabilities as soon as they are recognized. This allows

industry experts to take appropriate action to resolve any vulnerability that is discovered.

When an instance of vulnerability is suspected, please submit a service request through standard support channels; external reporters, please use the vulnerability submission form found in the link below.

Review [vulnerability reporting information](#).





## ABOUT QUEST

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

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