Metalogix® Diagnostic Manager 5.0

Release Notes

January 2020

These release notes provide information about Metalogix® Diagnostic Manager release.

- New Features

- Resolved Issues

- Known Issues

- Version History

- System Requirements

- Product Licensing

- Third Party Contributions

- About Us

This version of Metalogix Diagnostic Manager introduces the following features:

5.0

User Interface Redesign

User Interface has been redesigned in order to modernize the user experience. Users can still switch back to the old console if they choose to.

The following is a list of issues addressed in this release.

5.0

Description	Work Number
Resolved issue where the Monitored Pages collection was failing from the web front end with bound IPs.	421401
Resolved issue where ULS log data was not appearing.	426812

The following is a list of issues, including those issues attributed to third-party products, known to exist at the time of release.

Licensing

Description
If you delete a server from your SharePoint farm, the Metalogix Diagnostic Manager license assigned to the server is not automatically assigned to another server. If you want to assign the license to a different server, you must do so manually. **i** NOTE: SQL alias servers require their own Metalogix Diagnostic Manager license. If your SharePoint farm includes a SQL Server alias server and the real server is part of that same farm, then you must have an additional license for the alias server.

Operating System Support

Description
Diagnostic Manager no longer supports the use of Windows XP or Windows Server 2003 for hosting the Management Console or Collection Service, as these operating systems are not supported by version 4.5 of the Microsoft .NET Framework.

SQL Server

Description
• When you try to install the Diagnostic Manager Repository in a SQL Server with enforced encryption using Transport Layer Security (TLS) v. 1.2 the following error displays: Unable to connect to the specified SQL Server instance. [DBNETLIB][ConnectionOpen (SECDoClientHandshake().] SSL Security error... Would you like ignore this and future SQL server validations? **Solution**: You can click [Yes] to "Ignore SQL Server validations" but you will need to make sure that all the client machines that Diagnostic Manager will use to access the Repository are updated to TLS 1.2 as described in the Microsoft Support article https://support.microsoft.com/en-us/help/3135244/tls-1.2-support-for-microsoft-sql-server.
• Windows SharePoint Services 3.0 includes SQL Server Embedded Edition. You cannot use SQL Server Embedded Edition to host the Repository database and must use a complete installation of Microsoft SQL Server to host the repository.   You must also ensure that the Collection Service can connect to the SharePoint Configuration Database. You should verify the following settings:

Description
- The SQL Server Browser service on the SQL Server Embedded Edition host must be running.   - The Microsoft #SSEE instance must accept TCP/IP or Named Pipe connections.   You must disable the Hide Instance option in the SQL Server Configuration Manager.   - If your SharePoint farm uses an alias name for a SQL Server to connect to a SQL Server database, Metalogix Diagnostic Manager uses the actual name of the SQL Server to connect to the server and collect performance data, rather than the Alias. As a result, the actual name of the SQL Server appears in Metalogix Diagnostic Manager instead of the Alias. In consequence, you may note a different name for the SQL Server in the farm Central Administration page and in the Metalogix Diagnostic Manager server pages. This difference is normal and expected.   - When you select a server that hosts a SQL Server in the tree, the database file size in the Dashboard includes only SharePoint databases. In the Server details pane, the database file size includes all databases hosted by the SQL Server.

Monitored Pages

Description
• Public web pages that uses cookies are not able to be loaded as monitored pages.
• When a SharePoint Online page is monitored as a Public Web Page, only the redirection from the login page will be processed as load time. ℹ NOTE: If you want to monitor a SharePoint Online page, *always* select SharePoint Online as the Page Type.
• When a SharePoint on-premises page has an invalid URL, instead of displaying a page loading error in the UI, Page Status displays as "None" and Load Time displays as "N/A."
• Monitored Pages that are added *after* a Page Status Report is scheduled will not be included in the report. Workaround: Re-create the scheduled report to pick up the new pages.

Alerts

Description
• Some users receive the error message, "File not found," when attempting to open an active alert on a SharePoint 2007 instance. The Metalogix Diagnostic Manager Dashboard requires System.Web.UI.DataVisualization, which is not included with .NET 3.51. Access the Microsoft Download Centerat http://www.microsoft.com/en-us/http://www.microsoft.com/en-us/download/details.aspx?id=14422download/details.aspx?id=14422 to install the Microsoft

Description
[Chart](#) [Control](#)s for.NET 3.5. This download includes the file necessary to avoid the "File not found" error message.

- When you disable a metric for a page, Metalogix Diagnostic Manager does not clear any existing, active alerts for the metric on that page. If you choose, you can manually clear the alerts for the page. Metalogix Diagnostic Manager does not create any additional alerts for the metric.

- For all Alert Thresholds except for Page Component Analysis and Page Load, the number of minutes specified for "Raise alert after metric exceeds threshold for…" is ignored (that is, alerts are raised immediately).

- The first interval of the Defragmentation Operation graphs does not display the correct value in the Metric History chart.

- If you enable database fragmentation collection and Metalogix Diagnostic Manager generates an alert for a database, the alert is not automatically cleared if you later mark the database as excluded from fragmentation collection. You should manually clear the alert for the database.

- If you have more than one SQL instance on the same disk, the "Disk Free Percent is Low" alert displays an extra alert per SQL instance.

Component Analysis Solution

Description
- If you attempt to deploy the Component Analysis and Web Dashboard solutions to a machine that is not a WFE server of a farm, you receive an unhandled exception. You must follow the steps to manually deploy these solutions in this type of server. For more information, see the Metalogix Diagnostic Manager Advanced Installation Guide.
- Metalogix Diagnostic Manager uses a SharePoint solution to collect component analysis data from the pages that you monitor and collect ULS log information. Metalogix Diagnostic Manager also relies on the SharePoint Master Pages to analyze the pages it monitors. If a monitored page does not use a MasterPage, then Metalogix Diagnostic Manager is unable to monitor it. In addition, SharePoint sends the same error message to Metalogix Diagnostic Manager for both a missing solution and a missing Master Page.

If Metalogix Diagnostic Manager displays an error message that it is unable to perform component analysis on a page because the solution is not installed and you have installed the solution, then the page does not use a Master Page. You can perform Page Load Time analysis for the page, and you can perform component analysis for pages on the same farm that do use Master Pages.

- Component Analysis solution does not work on Microsoft Network Load Balancing cluster. The root cause of the problem is that the Component Analysis solution cannot connect to the site to

Description
be monitored by using the cluster name from the node.

Workaround: Follow these steps to solve this problem:

1. Go to a cluster node that belongs to cluster NLB and verify that you are not able to login to the site (by using the cluster name) that you want to monitor using Diagnostic Manager. E.g. The following URL can be used for this test: http://ClusterName:Port/SitePages/Home.aspx?ideraspdmact=true after the proper credentials are provided, you should see Error 401.1.

2. Click Start, click Run, type regedit, and click OK.

3. In Registry Editor, locate and then click the following registry key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\MSV1_0

4. Right-click MSV1_0, point to New, and then click Multi-String Value.

5. Type BackConnectionHostNames, and then press ENTER.

6. Right-click BackConnectionHostNames, and then click Modify.

7. In the Value data box, type the host name(Virtual Name of NLB cluster) or the host names for the sites that are on the local computer, and then click OK.

8. Quit Registry Editor, and then restart the IISAdmin service.

9. Repeat from step 2 for all nodes that belong to the Network Load Balancing Cluster.

If the "Collect from ALL Web Front Ends" or "Collect from ONLY the following Web Front Ends" options are used to monitor a page by using the Component Analysis solution, the Alternate Map Access URL should be configured to include each server in the URL of the web application that is to be monitored.

Content Summary

Description
• If you view the Content Summary for a Web application that was created after the most recent Content Summary operation and the Web application does not yet contain a site collection, the creation date for the Web application in the Content Summary view is N/A. The creation date for the Web application is based on the site collections it contains.
• If a farm or the component servers is not available when the Collection Service performs a Content Summary operation, an error occurs that indicates that the farm is not available.
• When the farm and the component servers are available again, an alert that includes the text "Http status 401: Unauthorized" appears the first time the Collection Service performs a Content summary Operation. This error appears as a result of the way that credentials are cached, and you may ignore it. Subsequent Content Summary operations should complete with no errors.

Description
• For SharePoint 2007 only, folders created by default in Meeting templates are not being displayed.
• For SharePoint 2013 using a 2010 user experience, document versions in Meeting templates are not being displayed.
• The List Option "Include Attachments" does not apply to SharePoint 2007 farms.

Indexer tab

Description
The Indexer tab is disabled on SharePoint 2013 farms because Metalogix Diagnostic Manager does not support monitoring for counters used for SharePoint 2007 and SharePoint 2010.

Inaccurate statistics

Description
• Monitored Pages do not take into account any script that is running on the page when calculating page load times.
• Under certain circumstances, the Management Console lists approximate disk sizes for Windows Server2008 hosts that do not have R2 installed. All other versions of Windows Server list correct disk size.
• If you remove a server from your SharePoint farm, the server continues to appear in the Metalogix Diagnostic Manager Management Console after the farm topology is refreshed manually or on a scheduled basis. The Collection Service continues to attempt to collect monitored server and monitored page data from the server. The server is retained in the Management Console to ensure the continued availability of the historical data collected for the server. Workaround: To stop the Collection Service from attempting to retrieve data from the server, you should right-click the server in the tree and click Disable Server.
• When you monitor a page, you can choose to monitor the page on specific Web front end (WFE) servers. You can also specify that the Collection Service should only use the provided URL. The Servers view includes in its server counts the servers that host any URL-only pages in the monitored farm. The names and other information for the hosts for URL-only pages are not included in the lists of servers. If the URL you specify includes the name of a known WFE, the page will be included in the count for that WFE. If you monitor pages by URL only, the total number of

Description
servers at the top of the Servers view will not match the number of servers listed at the bottom of the view.
Under certain circumstances, automatic proxy detection in Metalogix Diagnostic Manager can cause an inaccurate report of your page load times.
Workaround: If you are not using a proxy server, you can edit the configuration file for the collection service and manually disable proxy detection.
On the Collection Service host, edit the file <Installation Directory>\Metalogix\Metalogix Diagnostic Manager\CollectionService\CollectionService.exe.config. You should add the following lines before the </configuration> line:
<system.net>
<defaultProxy enabled="false"/>
</system.net>

Auto Refresh

Description
• An issue preventing Metalogix Diagnostic Manager from automatically refreshing the Multiple Instances Dashboard view.   Workaround: Press F5 to manually refresh the view.
• If you leave the Metalogix Diagnostic Manager Management Console running for a long period of time, certain items that do not change rapidly are updated only when you first display the page. Examples include the number of days remaining in the license on the home page, information about the farm in the Farm Overview tab, and so on.   Workaround: If you change to another page, then return to the original, the changed information appears.

Reports

Description
• When the results of an Alert History report contains an excessive number of alerts (generally, over 350,000) an Out of Memory exception or the message "A generic error occurred in GDI" displays. Workaround: Run the report on a narrower date range.

Description
• Statistics reports display only one legend when less than an hour's-worth of data has been collected and the Sample parameter is Minutes.   Workaround: Wait until at least an hour's-worth of data has been collected and re-run the report.

Graphs and Charts

Description

• Metalogix Diagnostic Manager can report performance data for the following SharePoint service types:
 	
  ▪ SharePoint Search Services
 	
  ▪ SharePoint Indexing Services
 	
  ▪ SharePoint Excel Calculation Services
 	
  If the message "Services not detected" appears in service graphs, one of the following is true:
 	
  - **The service type is not enabled on the selected server**. This is normal behavior for most servers.
 	
  - **The service type is enabled on the server. The service has started, but configuration is not yet complete.** When the server is configured and working properly, performance data for the service appears in the Metalogix Diagnostic Manager Management Console.
 	
  - **The service type is enabled and configured on the server**. Rarely, problems with the Windows Management Instrumentation (WMI) system on the server can prevent Metalogix Diagnostic Manager from accessing some or all of the WMI data for the server. When you correct the issues with the WMI system, the performance data for the service appears in the Management Console.

• When a chart contains a large number of data types and you choose to show the legends for the chart, the legend may take the majority of the area assigned to the chart and make it difficult to view the chart itself.   Workaround: If this happens, expand the chart to full size or use the legend for reference, then close it.
• The message "No data available" may appear in place of a chart in the Metalogix Diagnostic Manager Management Console. This error can appear when the Collection Service is unable to retrieve the data from the server or when the metric does not apply to the server.
• In the Page Availability graph in the Page Status view, the number of data collections represented by each data point in the graph varies, depending on the total time represented by the graph. Any single data point in the graph can represent one or many individual attempts to collect data. In

Description
the graph, a page is unavailable if it is unavailable for any single attempt to collect data in the time period the data point represents. This does not indicate that the page was unavailable every time the page availability was tested. It is possible for the Page Load Time graph to indicate successful loading at the same time that the Page Availability graph indicates that the page is unavailable. The Page Load Time graph is based on an average of all load times for the period in the graph.
• When you monitor a page, you can specify that Metalogix Diagnostic Manager monitors the page on one or more WFEs. If you stop monitoring the page on a WFE, the WFE continues to appear on the Page Availability graph in the Page Status view. Since availability is no longer monitored on the WFE, the page is unavailable in the graph for the unmonitored period. No alert is generated when the page appears to become unavailable. In the same way, if you add a WFE to the list of WFEs on which the page is monitored, the page appears as unavailable on the WFE for any unmonitored period. No alert is generated when the page appears to become available.
• The gallery option "Stacked 100%" may generate an error in the Diagnostic Manager Console for some charts using the milliseconds unit. Workaround: Avoid using the stacked style and millisecond unit in combination.

Windows Services

Description
• When a Windows Service's Start Mode is Automatic (Delayed Start), the (Delayed Start) designation does not display in the Management Console for Windows 2008R2 and Windows 2012 servers.
• When a Windows Service's Status includes (Trigger Start), that designation does not display in the Management Console for any server, regardless of its version.

Online Help

Description
When Help is invoked from within the Management Console UI, table header text does not display and the resolution of the page is poor. Workaround: Perform the following *one-time* procedure: 1. From within either the Windows Control Panel or Internet Explorer, open Internet Options. 2. Click the Security tab.

Description
3. Select Local intranet then click [Sites].
4. Click [Advanced].
5. Add the following text to the Websites list: about:internet.
6. Return to the Management Console, open any Help page, then press [F5].

Override SIMPLE Repository Recovery

Description
Metalogix Diagnostic Manager assumes that the performance of the Metalogix Diagnostic Manager Repository database is more important than the ability to perform transaction level backups. The product will automatically set the Recovery Model of the repository database to SIMPLE. Workaround: If you want to override this behavior and set the Recovery Model to another option, you must set a flag in the Collection Service configuration file to prevent the automatic behavior. To prevent the automatic behavior, set the Enforce Recovery Model to FALSE in the CollectionService.exe. config file, and then restart the Collection Service.

Resolved issues from previous versions are listed below.

Version 4.15

New Features

No New Features

Fixed Issues

Description	Work Item
Resolved issue where after upgrading to 4.13.37.0 user was unable to see SQL Server stats.	403519
Resolved issue where after upgrading to 4.13.37.0 users were not able to see ULS in the console.	403777
Resolved issue where server metrics are not appearing for a short period of time, even though the collection service is running.	410437

Version 4.14

The following is a list of items addressed in this release.

Features

- Added the ability to compare two farms.

- Added functionality that automatically adds a monitor page for the root web application if the solution is detected.

- Added a topology view widget to the dashboard.

- Added a server wizard which provides users with the option to default alerting or to customize alerting threshold options.

- Added separate reporting node for each Farm, Server Group, Office 365.

- Added the ability to include priority in email alert responses.

- Added third party contributions to documentation.

Fixed Issues

Description	Work Item
Resolved issue where the fastest growing site collections and sites were not being updated when the growth was at 0.	344460
Resolved issue where some files were not being removed during uninstall of the product.	350110
Resolved issue where SQL servers where not discovered until a refresh was performed several times.	361317
Resolved issue where the SharePoint version was not being detected for SharePoint 2018 farms.	386166
Resolved issue where certain metrics were being listed int he alerts view that could not be configured from the default alert thresholds.	386184
Resolved issue where pages were being included in the top web application reports.	389643
Resolved issue where the URL provided to monitor a page was failing for WFE1 when it is configured to monitor through WFE2.	390560
Resolved issue where installer is searching for Diagnostic manager .msi files when the installer is a .exe file	390791
Resolved the mispelling for unlicensed servers in farm/server group dashboard	395579

Resolved issue where there was a difference between the upgraded vs the fresh Diagnostic Manager Repository in the SPMetricInfo table.	395935
Resolved issue of arithmetic overflow being displayed when the growth is large.	396143
Resolved the issue where it was not possible to remove a farm when the transaction log was almost full.	397058
Resolved issue where the average collection interval from a site collections is different from web applications.	397218
Resolved issue where a red message was being displayed for Top Sites report instead of displaying the fastest growing sites when there was growth.	397805
Resolved issue where 2 reports were missing in the reports node located under the server group.	398042
Resolved issue where the removal of a farm was causing instability with the Working Queue.	398709
Resolved issue where "This feature will be installed when required" was not available for installation of Management Console.	399237
Resolved issue where the dashboard was displaying number of servers incorrectly int he server group when the servers of the server group were unlicensed.	399254
Resolved issue where total site size chart vertical legends were incorrect in the Web sites of a site collection node from the content summary.	399749
Resolved issue where an object reference error was being displayed when a farm was removed and it was not removed from the Diagnostic Manager jobs on the home Dashboard.	400049
Resolved issue where a quest window was being displayed, preventing users from finishing the wizard which adds an Office 365 farm.	400489
Resolved issue where Active Alerts were displaying an alert details when there were no alerts on the Monitor Pages.	401817
Resolved issue where active alerts from home/farm/server group dashboard were being redirected to reports node, not to active alerts.	401723

Version 4.13

The following is a list of items addressed in this release.

Features

- You can now customize default alert thresholds and add the servers to monitor at the time you add a Server Group to the Management Console.

- When you edit an alert threshold, you can now set an Alert Priority, which will allow you to sort alerts in the Alert View according to relative importance.You can now customize default alert thresholds for a SharePoint farm or O365 tenant at the time you add it to the Management Console.

- You can view the status of Windows Services on a selected server, set an alert to be notified if a Windows Service is not running, and even start and stop Window Services from the Management Console.

- You can now generate Content Summary reports for SharePoint Online tenant environments.

- The Current Traffic Analytic Report shows the number of visits and unique views for selected sites within your SharePoint Online environment(s).

- The Default Alert Thresholds dialog now has an option to reset all alerts to their original default values.

- You can now perform the same actions on a server's Windows Services from the Management Console (such as Start/Stop and Enable/Disable) that you can from the server itself.

Fixed Issues

Description	Work Item
The issue "*Failed to add request farm(s). This farm has already been added to your Collection Service*. Duplicate Web Application ID" has been resolved.	378230

Version 4.12.123.0

The following is a list of items addressed in this release.

Fixed Issues

Description	Work Item
The issue "*Failed to add request farm(s). This farm has already been added to your Collection Service*. Duplicate Web Application ID" has been resolved.	378230

Version 4.12.76

The following is a list of items addressed in this release.

New Features

- Add Server Group Wizard Enhancements. You can now customize default alert thresholds and add the servers to monitor at the time you add a Server Group to the Management Console. The Default Alert Thresholds dialog now has an option to reset all alerts to their original default values.
- Windows Services Actions. You can now perform the same actions on a server's Windows Services from the Management Console (such as Start/Stop and Enable/Disable) that you can from the server itself.

Version 4.12.24

The following is a list of items addressed in this release.

Features

- Customize Default Alert Thresholds When Adding a Farm or O365 Tenant. You can now customize default alert thresholds for a SharePoint farm or O365 tenant at the time you add it to the Management Console.
- Windows Service Monitoring. You can view the status of Windows Services on a selected server, set an alert to be notified if a Windows Service is not running, and even start and stop Window Services from the Management Console.
- Reports for SharePoint Online. You can now generate Content Summary reports for SharePoint Online tenant environments. The Current Traffic Analytic Report shows the number of visits and unique views for selected sites within your SharePoint Online environment(s).

Fixed Issues

Description	Work Item
The issue "Incorrect DB showing for Content Summary Web App" has been resolved.	354580

You can install Metalogix Diagnostic Manager on any computer that meets or exceeds the hardware, software, and permission requirements. When you install multiple components on a single host computer, the computer should meet or exceed all of the requirements for the components.

Consider the following requirements when you install Metalogix Diagnostic Manager in a typical environment.

- Hardware Requirements

- Software Requirements

- Permission Requirements

Hardware Requirements

Metalogix Diagnostic Manager requires the following hardware on any computer that hosts a component.

Hardware Type	Requirement
CPU	2 GHz
Memory	1 GB
Hard Drive Space	200 MB total for all components

Software Requirements

Metalogix Diagnostic Manager components have the following general software requirements, as well as specific requirements outlined in the following sections. If a service pack is not specified, a service pack is not required for that version of the software.

Account Requirements

If your installation included the Collection Service, you must activate your Metalogix Diagnostic Manager license on the server where it was installed.

The conventional way to activate Metalogix Diagnostic Manager is over the Internet. If the machine on which Metalogix Diagnostic Manager is installed does not have Internet access or you want to use a secure connection, you can either specify a proxy server to use to connect to the internet, or request a license file to activate the license offline.

ℹ NOTE: If you do not activate your license immediately after installing the Collection Service, it will display when you attempt to invoke Metalogix Diagnostic Manager. You cannot begin to use the application until your license is activated.
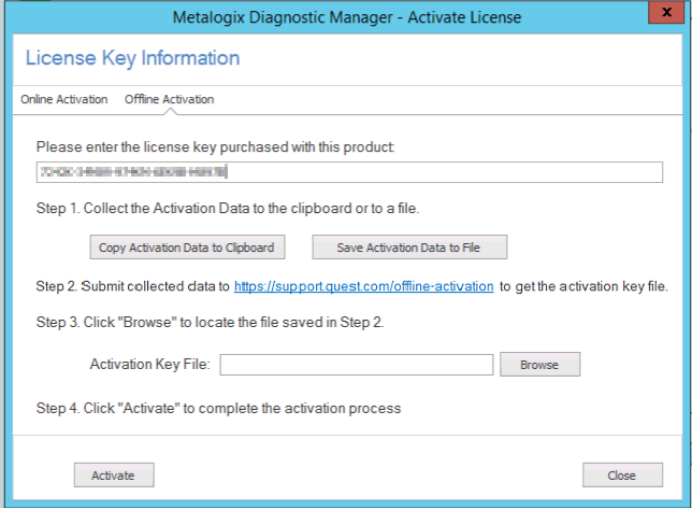
To activate your Metalogix Diagnostic Manager license:

1. In the Activate License dialog box, enter the license key.
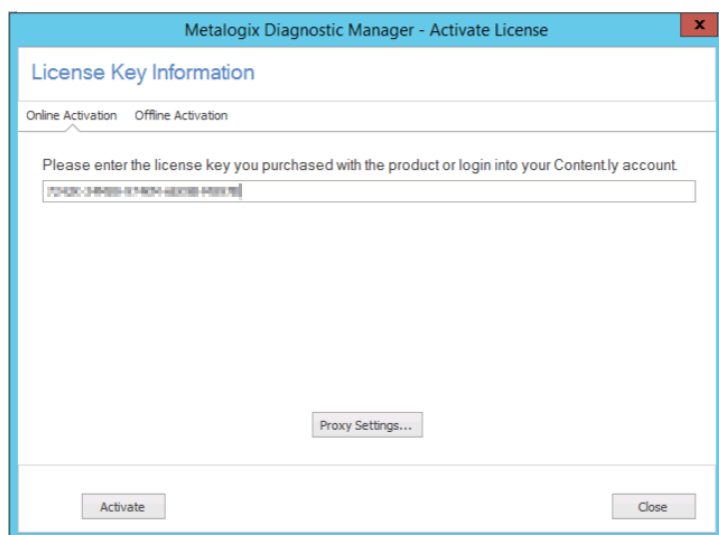
2. Use the information in the following table to determine the appropriate option to use to activate the license.

If ...	Then ...
you want to activate the license online from the local machine	click [Activate].

you want to activate the license online using a proxy	a) Make sure the **Use a proxy server to access Internet** box is checked
	
	b) Click [Proxy Settings...].
	
	c) Make sure the **Proxy Settings** dialog has been completed with the following information:
	
	  ▪ the **Proxy Server** name or IP address and **Proxy Port** or the **Proxy Server** url
	
	  ▪ the credentials to be used when connecting to the internet.
	
	d) To verify connection to the proxy server, click [Test].
	
	e) Click [OK] to dismiss the dialog.

If ...	Then ...

you want to activate the license without internet access	a) Switch to the **Offline Activation** tab.
	
	b) On the Activate License dialog, enter the license activation key.
	
	c) Follow the instructions that display in the dialog to complete the activation process:
	
	    I. **Collect the Activation Data**. You have the option to either **Copy Activation Data to Clipboard** or **Save Activation Data to (text) File**.
	
	    II. **Submit collected data.** Go to https://support.quest.com/offline-activation and follow the instructions for submitting your activation data.
	
	NOTE: When your activation key is returned, you have the option of copying it to the clipboard or saving it to a data file. Make sure that you choose the option to save to a data file as it is the only method that the Activate License dialog allows.
	
	    III. Upload the **Activation Key File** obtained from to the Activate License dialog.
	
	    IV. Click **[Activate]**.
	
	d) When the License activation succeeded message displays in the lower-left corner of the dialog, click **[Close]**.
	
	CAUTION: Installations using offline activation must be manually refreshed every 365 days. If you originally activated your Metalogix Diagnostic Manager license

If ...	Then ...
	offline and it has been active for more than 365 days, when you launch the Management Console the splash screen may display a message that your license has expired.

This product contains the following third-party components. For full text of third-party license information, see https://www.quest.com/legal/third-party-licenses.aspx.

Component	License or Acknowledgment
BlackHen.Threading.dll - 1.0.1793.22241	Use of this component is governed by Code Project Open License (CPOL) 1.02. Copyright © 2004 Richard Schneider and Black Hen Limited (www.blackhen.co.nz)
MRG.Controls.UI.dll - 1.0.0.0 1.0	Article Copyright 2006 by Martin Gagne Component Copyright © CodeProject, 1999-2018
NUnit 2.6.3.13283	Copyright © 2002-2012 Charlie Poole or Copyright © 2002-2004 James W. Newkirk, Michael C. Two, Alexei A. Vorontsov or Copyright © 2000-2002 Philip A. Craig
SNMP SharpNet 0.7.8	Use of this component is governed by the GNU Lesser General Public License 2.1. Copyright © Milan Sinadinovic 2008. Source code available at: https://www.snmpsharpnet.com/
TracerX 6.0	Use of this component is governed by the Code Project Open License (CPOL) 1.02. Copyright (c) 2007-2018 Mark A. Lauritsen
Wintellect's Power Collection for .NET 1.0.2141.24679	Use of this component is governed by the Eclipse Public License 1.0. Copyright © 2004-2005, Wintellect. Source code available at: http://www.eclipse.org/legal/epl-v10.html

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