Quest

Continuing Support

Get extra time to upgrade or migrate to a fully supported product or version with extended support on end-of-life products.

WORLD-CLASS TECHNICAL SUPPORT

With annual maintenance on your Quest Software product, you receive comprehensive technical assistance from a global team of highly skilled support experts. Additionally, you get upgrade protection, access to the latest software versions and releases, remote technical support, unlimited online self-help resources, optional 24x7 coverage for business-critical outages and optional proactive Premier Support. But what happens when your product nears its end of life, and you need more time to upgrade or migrate? Continuing Support is our solution when you need additional time to upgrade or migrate to a fully supported product or version.

CONTINUING SUPPORT

Continuing Support is a maintenance renewal service option that provides you with one year of limited support after your software has reached its end-of-life or end-of-support date and is no longer supported through maintenance contracts. With Continuing Support, you receive continued access to the same knowledgeable global support team you are working with today.

HOW IT WORKS

You will need to complete your annual software maintenance renewal contract and sign an agreement for Continuing Support.

> Continuing Support provides an additional year of limited support beyond your software's end-of-life or end-of-support date.

BENEFITS:

- Allows additional time to plan for upgrades and migrations
- Enables business continuity
- Protects investment

Continuing Support provides you with uninterrupted access via phone, online and chat to the same trusted technical support team you have been working with for years and that will provide you with known work-around fixes and solutions.

Continuing Support features include:

- Uninterrupted access to the same trusted technical support via phone, online and chat

- Technical support experts who will provide known work-around solutions and fixes

- Access to product documentation and Knowledge Base articles

- Available for Standard Support (regional business hours), 24x7 Support or Premier Support, whichever level is renewed

- RMAs will remain in effect based on applicable appliance warranty policies

Continuing Support does not include:

- New code patches or fixes

- Enhancements

- Analysis of new defects

- Security alerts

- Regulatory, tax or legal updates

- Upgrade scripts

- Third-party components

- Previously released fixes or updates that Quest no longer supports

PRODUCT SUPPORT LIFECYCLE POLICY

The Quest Software Product Support Lifecycle is a series of phases during which Quest Software products are eligible for patches (fixes), technical support and downloads from the Support Portal. Our usual policy is to provide support on both current (n) and prior (n-1) versions. There are four phases: Full Support, Limited Support, Continuing Support and Discontinued.

FOR MORE INFORMATION

To learn more about Quest Software Support or how to renew your maintenance agreement, please contact your support renewal representative or visit the Quest Software Support Portal.

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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