

Quest Partner Circle

Program Guide

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About Quest Software

Quest Software (Nasdaq: QSFT) is a highly innovative company focused on helping organizations simplify and reduce the cost of managing IT. By partnering with us, you gain access to a breadth of solutions in major categories of technology that rapidly deliver real value and cost savings while supporting your efforts to sell and deliver value added services.

We have more than 100,000 customers worldwide, including the top 10 companies in major vertical industry segments, from financial services to manufacturing and healthcare. Working together with you, Quest makes solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments.

Quest partners sell our more than 150 IT management products that reduce chaos and risk, while boosting staff productivity. With Quest, you are positioned as trusted advisors to our shared customers across the globe.

Quick Facts

- \$767 million total revenue generated in 2010
- \$493 million in cash is available for investments
- R&D investment accounts for 18.5% of revenues
- 100,000 customers served worldwide (87% of the Fortune 500)
- More than 60 offices established in 23 countries

Industry Leadership

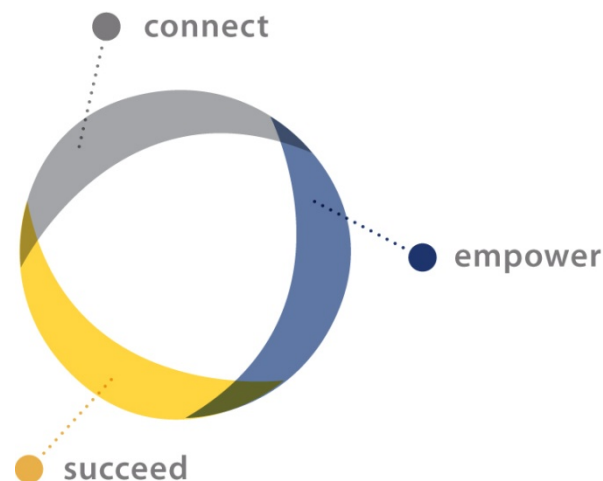
- 2010 Microsoft **Gold** Independent Software Vendor (ISV), **Silver** Virtualization Partner and **Silver** Unified Communications Partner
- Two-time winner, Microsoft Global ISV Partner of the Year Award
- 2010 Notes Migration Partner of the Year Finalist
- 2010 and 2011 winner of ACE Achievement in Excellence Award for Customer Satisfaction

Welcome

The Quest Partner Circle is a unified program that supports reseller, referral and distribution partners around the world. Through a transparent, predictable engagement model, our program enables you to sell the breadth of Quest’s solution offerings, drive incremental revenue, margins and customer satisfaction.

The program creates a single global framework, providing you with a common set of requirements and benefits, and consistent rules of engagement. It ensures close collaboration with Quest and myriad opportunities for you to deliver greater value to customers while boosting your profits across Quest’s core solution areas. These areas include identity and access management, application performance monitoring, data protection, administration and automation, migration and consolidation, and development and optimization.

Why choose small vendors with an unclear future to get innovative solutions or large, incumbent vendors with broad, complicated and expensive integrated solution suites? Quest offers the best of both worlds. We are a financially strong and pioneering vendor that will be around for the long term. With more than 60 offices around the world and 100,000 customers across all major horizontal and vertical segments, Quest boasts a rich array of more than 150 tools and solutions. And we also deliver more innovation, faster time to value and ROI than a “mega” vendor could ever provide. Quest is the ideal vendor choice because our unique position opens the door to \$16.7 billion in market potential—without any risk.



Quest is committed to your success. We have a global channel-focused team that is devoted to ensuring that you are connect, empowered and supported in a manner that puts you in the best position to succeed. We strive to enable you to focus on the right prospects, execute successful and profitable sales cycles and deliver exceptional customer outcomes.

Inside the Quest Partner Circle, you will:

- Connect with your customers in new and exciting ways, elevating conversations and leveraging the full depth and breadth of Quest solutions
- Be empowered with marketing tools and programs, strong discounts and incentives, and both sales and technical training in seven solution specializations
- Achieve success by expediting sales cycles and building deeper relationships with your new and existing customers

Satisfied customers become loyal ones who buy more and refer more, so the circle continues—more sales, more profits, and more margins.

Program Overview

When you become part of the Quest Partner Circle, you join more than 4,500 partners worldwide of all types and sizes. From value-added resellers and national partners to regional system integrators and referral partners, our partner community sells both point products and complete solution offerings from Quest. We work closely with you to meet the unique needs of your customers.

The Quest Partner Circle includes organizations that architect, integrate, implement, deploy and operate the systems that enable our mutual customers to conduct business in today's highly competitive marketplace.

Our key partner categories are:

Regional Partners and corporate resellers:

Large National or multi country organizations focused on the sale of hardware and software to commercial and public sector accounts. These partners offer advanced services in the areas of software asset management, volume licensing, and custom contract options for their customers.

Distributors:

Wholesale sales organizations focused on selling hardware and software to resellers who in turn sell to end customers.

Referral Partners:

Regional System Integrators, VARs, Consulting Services organizations, and other partner types that may or may not resell Quest solutions. These partners identify new opportunities and are directly involved in driving recommendations and purchase decisions.

Partner Structure

We recognize that you're not well served by a one-size-fits-all approach to a vendor/partner relationship. That's why the Quest Partner Circle is a tiered program that enables partners of all types and sizes to succeed.

The Quest Partner Circle has three membership levels: Registered, Premier, and Elite. Each level offers distinct benefits that directly reflect your level of engagement and commitment as a partner.

As you continue to invest in the Quest Partner Circle, you will be empowered by an increasing commitment from Quest in the form of rewards, sales incentives and dedicated support.

Registered Partner

- Support from Quest authorized distributor
- Access to automated benefits and support via our partner portal
- Path to Premier Partner level for top achievers

As a Quest Registered Partner, you will benefit from standard discounts as well as gain access to the Quest partner portal, which includes the Quest Partner Learning Center (PLC). There are no revenue, contractual or training requirements. You simply source Quest solutions from your distribution channel of choice.

Premier Partner

- Managed by Quest partner account team
- Access to advanced benefits
- Commitment to investing in specializations

As a Quest Premier Partner, you are committed to established goals for revenue and basic industry competencies that prepare you to succeed in key technology segments. When your team members are industry-certified (e.g., VCP, VCAP, and VCDX from VMWare), your organization is demonstrating its commitment and meeting key success criteria.

The Premier level also requires certification in Quest solutions, further bolstering your team's education and opportunity for successful partnership. In return, Quest provides significant product discounts as well as marketing support to help you drive interest and demand in the marketplace, including marketing planning and market development funds (MDF) -eligible campaign development for our top Premier partners.

Elite Partner

- Strongest financial incentives
- Dedicated partner sales and marketing team support
- Direct access to quest products
- Executive level technical support

As a Quest Elite Partner, you are committed to meeting the highest revenue expectations as well as securing advanced levels of industry competency and supplemental certification from Quest. In return, Quest offers you maximum product discounts, as well as assistance in technical and business planning. You also reap powerful marketing benefits, including market development funds (MDF) and assistance with campaign planning, development and execution.

In addition to the benefits enjoyed by Registered and Premier partners, you will receive a dedicated partner management resource, the opportunity to participate in Quest's Circle of Trust partner advisory council, and an invitation to our annual partner conference.

Program Benefits

The Quest Partner Circle is designed with your success in mind and provides compelling program benefits that will support your business goals. Whether you are a Registered, Premier, or Elite partner, you profit from incremental business growth and rewards based on revenue and solution specialization achievements.

The program benefits are structured to recognize your level of investment in—and contribution to—selling solutions that drive mutual success. As your knowledge of our products and services grows, so too will the benefits you receive from Quest.

	Registered	Premier	Elite
Program Benefits			
Access to Quest Products	Via Distributor	Via Distributor	✓
Channel Account Management	Via Distributor	Shared	Dedicated
NFR Licenses	Via Distributor	Via Distributor	✓
Partner Advisory Council		✓	✓
Annual Partner Summit		✓	✓
Access to Technical Resources		✓	✓
Product Discounts or % Margins	Via Distributor	Via Distributor	✓
Referral Fee Eligible	✓	✓	✓
Net-New Customer Acquisition Bonus		✓	✓
Professional Services Discounts		✓	✓
Special Bid Pricing		✓	✓
Special Promotional Opportunities	✓	✓	✓
Sales Resources and Tools			
Deal Registration	✓	✓	✓
Case Studies and Success Stories		✓	✓
Competitive Information		✓	✓
Customer Evaluation Software		✓	✓

	Registered	Premier	Elite
Support Benefits			
Phone and Online Support	✓	✓	✓
Service Case Submission and Tracking	✓	✓	✓
Business Critical Support		✓	✓
Executive Level Sponsorship			✓
Technical Resources and Support			
Training	✓	✓	✓
Access to Partner Learning Center (PLC)	✓	✓	✓
Sales Training	✓	✓	✓
Pre-Sales Training	Recommended	✓	✓
Implementation Training		✓	✓
Access to Quest Cloud Computing Platform		✓	✓
Certification		✓	✓
Marketing Benefits			
PartnerZone Portal Access	✓	✓	✓
Partner Communications	✓	✓	✓
Access to Partner Marketing Manager		✓	✓
Product Roadmap Briefing		✓	✓
Marketing Plan Assistance from Quest		✓	✓
Marketing Development Funds (MDF) Program		✓	✓
Joint Marketing/Co-Branded Material & Campaigns		✓	✓
Joint Promotional Marketing Campaigns		✓	✓
Quest-Led Marketing Events – Opt-in		✓	✓

Program Requirements

The three membership levels of the Quest Partner Circle program differ in their requirements and associated benefits. Quest works with you to determine which level best matches your company profile and suits your desired level of commitment. Once you are a Quest Partner Circle member, you will have the opportunity to achieve higher membership levels through enhanced commitment.

	Registered	Premier	Elite
Base Program Requirements			
Partner Agreement	Via Distributor	✓	✓
Credit Check	Via Distributor	✓	✓
Application Acceptance	Via Distributor	✓	✓
Annual Program Fee		USD 500	USD 500
Company Profile in Partner Directory		✓	✓
Partner Annual Business Plan		✓	✓
Business Plan Reviews		Semi-annually	Quarterly
Commercial Customer References		10	20
Federal/SLED Customer References		5	10
Sourcing Relationship Established	✓	✓	✓
Enrollment in Partner Zone Portal	✓	✓	✓
Sales Attainment			
Annual Sales Quota		\$\$	\$\$\$
Monthly Pipeline and Forecast Reporting		✓	✓
Monthly Forecast Review with Channel Managers		✓	✓

	Registered	Premier	Elite
Partner Resources			
Designated Champion		Shared	Dedicated
Pre-Sales Resources		1-2	2-3
Inside and Field Sales	Recommended	1-3	2-4
Fed/SLED Direct Sales and Pre-Sales		3-4	5-7
Marketing Resource		Recommended	1
Marketing			
Marketing Plan		✓	✓
Demand Generation Activities (per Marketing Plan)		✓	✓
Joint Case Study Development		✓ (Selected)	✓
Partner Training and Certification Requirements			
Sales Training and Certification	Optional	Required	Required
Quest Certified Sales Specialist	Optional	1-2	1-4
Technical Training and Certification	Optional	Required	Required
Quest Certified Pre-Sales Consultant	Optional	1	1-3
Quest Certified Advanced Pre-Sales Consultant	Optional	Dependent on solution complexity	Dependent on solution complexity
Quest Certified Implementation Consultant	Optional	1	1-2
Quest Certified Solution Architect	Optional	Dependent on solution complexity	Dependent on solution complexity
Industry Certifications Earned from Other Vendors	Optional	1+	1+
Solution Specializations	Optional	1	1+

* Program requirements may vary by region: contact your in-region channel manager for more details.

Partner Training and Certification

Quest supports its partners with a professional enablement model that combines sales and technical training in seven different areas of solution specialization. Our programs empower you to sell our innovative solutions and to serve as trusted advisors to our shared customers across the globe.

By investing in our enablement programs, you will develop the knowledge and skills necessary to sell, demonstrate, and implement Quest products, as well as deliver related services. These capabilities will drive productivity for your customers and generate revenue for you.

Training Overview

The role-based curriculum offered by Quest follows industry best practices to deliver modular, scalable training on Quest's key solution areas. We offer web-based and instructor-led training according to your needs and solution requirements.

All of the training and certification information you need to understand and register for our programs is available on PartnerZone, our robust partner portal, which is protected and accessible only to Quest partners.

Sales Training

Quest offers sales training through the Partner Learning Center, which is a web-based learning system accessed through PartnerZone. This is a self-paced program to provide you with a thorough understanding of Quest's solutions in seven areas of specialization. With its focus on market analysis, business drivers and product positioning, the training program will help you identify new opportunities and propose the right combination of Quest products to best meet your customers' needs.

You are also encouraged to participate in Quest's Partner Education Series. These monthly webcasts offer overviews of Quest solutions and showcase how to position them to address customer challenges. Led by expert teams within Quest, these webcasts provide tips on how to identify opportunities that will help generate revenue. You can register for live webcasts or view the archived sessions at your convenience.

Pre-sales Training

Our pre-sales training courses help you to discover how to present, demonstrate and deliver proof-of-concept implementations for Quest's key products. These free courses build upon the sales training offered on the Partner Learning Center. Some courses are offered online while others at the advanced level are offered as in-person training, led by experienced Quest instructors.

Implementation Training

Gain the expertise to install, configure and implement Quest's complex products in your customer environments. This level of training is for consultants who are responsible for architecting and deploying Quest products during field engagements. These multi-day courses, provided for a fee, are presented in a

variety of ways—traditional classroom training, virtual instructor-led training, and web-based training offered on demand in the Partner Learning Center.

Quest Certification Program for Partners

The Quest Partner Certification Program provides certifications to validate and distinguish your competency and expertise. There are well-defined training goals for each level of certification, with training curriculums available for sales, pre-sales and implementation staff.

SALES	<p>Quest Certified <i>Sales Specialist</i></p>	<ul style="list-style-type: none"> •Articulate the value proposition •Identify new opportunities •Propose solutions
PRE-SALES	<p>Quest Certified <i>Pre-sales Consultant</i></p>	<ul style="list-style-type: none"> •Present a standard demonstration
	<p>Quest Certified <i>Advanced Pre-sales Consultant</i></p>	<ul style="list-style-type: none"> •Present a standard demonstration •Plan and deliver a custom demonstration or proof of concept
POST-SALES	<p>Quest Certified <i>Administrator</i></p>	<ul style="list-style-type: none"> •Administer and manage a Quest product in a customer environment
	<p>Quest Certified <i>Implementation Consultant</i></p>	<ul style="list-style-type: none"> •Install, configure and deploy Quest solutions
	<p>Quest Certified <i>Solution Architect</i></p>	<ul style="list-style-type: none"> •Design and architect a solution for a customer environment

By participating in Quest’s Partner Training and Certification programs, you will:

- Earn additional program discounts around specialization
- Establish credibility as trusted advisor
- Increase deal close rate
- Boost customer satisfaction and nurture long-term loyalty
- Increase independence from Quest experts
- Ensure smoother solution implementations

Technical Support

Quest has a long-standing reputation for delivering excellent customer service around the world. More than 300 highly skilled support professionals manage 140,000 cases annually—and we win awards regularly. Our customers consistently rate Quest support engineers among the best in the industry.

By joining the Quest Partner Circle, you guarantee your customers access to knowledgeable, trained and certified support engineers who are passionate about customer service.

Both phone and online support is provided to all Quest partners. The following support offerings apply to our three membership levels.

Standard Support for Registered Partners

As a Registered Partner, you receive Standard Support, which includes a wide range of product support and maintenance services available during our regular office hours (Monday – Friday) within a single global region (North America, Europe, Asia-Pacific).

Business Critical Support for Premier Partners

As a Premier Partner, you benefit from our Business Critical Support offering. This provides a 24x7x365 services to assist you across multiple global regions or to provide coverage for business-critical systems outside of Quest support office hours.

Business Critical Support + Executive Level Sponsorship for Elite Partners

As an Elite Partner, you enjoy our highest level of Quest support. In addition to all the services of Business Critical Support, you also receive Executive Level Sponsorship. This means you have direct access to named contacts within the Quest support management team, increased visibility within the Quest global support organization and Quest support management involvement in business review sessions.

Marketing Resources and Support

Our powerful Marketing Resources and Support program provides everything from logo guidelines to complete, partner-ready campaigns. We are vigilant in ensuring that you are well informed about how to take the best advantage of it; our multi-faceted partner communications strategy is second to none.

In addition to the resources and support outlined below, Elite and Premier partners are invited to Quest trade shows, seminars, webcasts, and special events. We keep you apprised of these and other opportunities through PartnerZone, e-newsletters, email alerts, and social media channels.

Quest Partner Portal – PartnerZone

All members of the Quest Partner Circle have access to PartnerZone—a secure, worldwide partner portal providing instant access to sales tools, training, marketing materials, deal registration, partner program materials and more. PartnerZone is your gateway to success!

Our growing list of materials available on PartnerZone includes:

- Quest sales tools, including presentations, battle cards and customer kits
- Quest corporate logos and partner logo package (EPS and JPEG) with guidelines for use
- Lead-generating marketing programs, including packaged marketing campaigns; Marketing Development Fund (MDF) program details and MDF request forms

Partner Marketing Manager

If you're a top Premier or Elite partner, you are assigned a partner marketing manager who works closely with your team to ensure your success in the field. Premier partners benefit from the support of a manager serving a number of other partners, while Elite partners enjoy the support of a dedicated resource. Our experienced marketers can help with everything from integrated demand generation programs to sales rallies. Their job is to help prepare you to take full advantage of the enormous market potential that Quest represents.

Marketing Plan Development

Your marketing manager assists in the development of your marketing plan to maximize the opportunity for success. Marketing plan development support is reserved for Elite partners, who review and update their plans with their Quest marketing manager on a quarterly basis. These plans will outline demand generation and MDF activities, assess and provide strategic insight to secure key accounts, assist with customer segmentation, and more.

MDF Program

The Quest MDF program is a multi-million dollar subsidy that supports campaigns or activities led by Premier and Elite partners. To qualify for MDF dollars, your activities must be designed to generate leads, increase brand awareness, and/or promote Quest product solutions locally, regionally or within strategically targeted customer segments.

The MDF program reimburses up to 50% of the costs associated with the co-branded, partner-led activity and/or sales initiative designed to generate demand and benefit both you and Quest. It clearly demonstrates Quest's commitment to making you successful! To take advantage of the Quest MDF program, you must be a top Premier or an Elite partner.

Examples of activities eligible for MDF investment include:

- Customer centric information sessions
- Quest & Partner awareness and thought-leadership initiatives
- Lead-generation programs/campaigns
- Lead-nurturing and sales acceleration activities

Marketing Campaigns

You have access to packaged Quest marketing campaigns through PartnerZone. These campaigns provide everything you need to execute an integrated, effective promotional activity. Packaged by solution area and localized for regional markets, each campaign includes a complete set of sales training materials, ready-made communications templates, customer-facing resources, and marketing assets. You simply co-brand the material by adding your company details and logo where applicable. Packaged marketing campaigns are eligible for MDF dollars.

Listing in Quest Partner Circle Directory

You are encouraged to complete and maintain your profile in the Quest Partner Circle directory. This directory promotes our partners to prospective and existing customers and to Quest sales managers.

Sales Resources and Support

The Quest Partner Circle offers an extensive set of sales tools and resources to support you at every step of the sales cycle. These include:

- Datasheets
- Campaign sales guides
- Solution briefs
- Sales kits
- Sales scripts
- Customer-level presentations
- Battle cards

If you're a Premier or Elite partner, you will also enjoy access to customer evaluation, demonstration and not-for-resale software (NFRs).

In addition, you have access to solution-specific, Quest-authored case studies and success stories, as well as white papers that examine the challenges that Quest's solutions address in the marketplace and clearly illustrate benefits to customers.

To help you build an effective sales strategy, Quest provides a range of competitive intelligence tools. Comparison matrices, positioning statements, in-depth industry analysis and related tools specific to regions and solution specializations are also available. This insight will help you better target your customers, determine the key success factors in your market segment, and identify the strengths and weaknesses of your competitors.

Sales Incentives

Quest offers attractive financial rewards to eligible partners for driving sales of Quest solutions. We base our discount pricing on three factors:

- **Membership Level:** Basic discounts increase with your partner level – Registered, Premier or Elite.
- **Areas of Specialization:** If you hold a certificate of specialization in the solutions you are selling—e.g., migration, data protection, virtualization, etc.—you will receive a second layer of discounts on those solutions.
- **Deal Registration:** By successfully registering an opportunity through our deal registration system, you will be eligible to receive a third incremental layer of discounts when the registered deal closes.

This layered approach means that the more you engage with Quest, the more empowered you will be to drive a profitable relationship and your own success. As you develop your partnership with Quest, it pays to achieve technical certification in numerous solution specializations, register your deals and move

Deal Registration Program

The Quest Partner Circle Deal Registration program provides an extensive deal tracking and reporting system that covers all product lines and geographies. Quest's standard processes and definitions guarantee that the leads you would generate as a Premier or Elite partner anywhere in the world are acknowledged and protected.

Subject to local regional policies, we offer two categories of deal registration: one for new customers (that have not done business with Quest in the preceding 36 months) and one for existing customers that are interested in other Quest products and services. In either scenario, the program rewards you for increasing the demand for Quest solutions by generating leads and creating new opportunities.

Key Feature of this program include:

- One-stop deal registration site for all product lines through PartnerZone
- Automatic creation of registered leads
- Visibility into the status of your submitted registrations
- Registrations valid for 90 days with option to renew for an additional term (subject to Quest review and approval)

Referral Fee Program

We have a number of valued partners who do not resell products. To recognize their contribution to our success, Quest Partner Circle Referral Fee program is available all partners. The objective of the program is to acknowledge and reward you for your role in the sales cycle.

As it is with margins and discounts, the amount of the referral fee is determined by which Quest Partner Circle membership level you have achieved and your level of sales involvement. This fee is negotiated and agreed to in advance. It is intended for Partners who are not reselling product but supporting our sales efforts.

Sales Involvement

Quest-Led Selling

- Facilitate introduction to key decision makers
- Facilitate introduction to technical staff involved in the decision making process
- Have significant relationship with key decision/technical decision makers to provide intelligence into Prospect's priorities

Collaborative Selling:

- Meet all commitments from Quest-led selling
- Assist Quest with necessary information to respond appropriately to RFI/RFP
- Joint presentation to prospect
- Endorsement and/or design of Quest solutions into prospect's project

- Participate as part of the sales team – regular team communication
- Assist in assessment of technical environment, sizing and other requirements

Partner Led Selling:

- Act as prime contact for the prospect – managing the sales cycle
- Manage POC leveraging appropriate Quest resources
- Manage RFP submission/submit quote
- Negotiate pricing/discount/services
- Lead the sales team strategy – regular team communications

Here are the steps for receiving a referral fee:

- You register your engagement as early in the sales cycle as possible.
- Your registration will be reviewed and approved by a Quest sales manager
- You sign the teaming agreement with Quest
- Your opportunity will be tracked in our CRM system

You will receive payment 45 days after Quest receives payment from the customer.

Be Part of the Inner Circle of Success

The Quest Partner Circle empowers you to build your business with Quest, through a compelling portfolio of products and services to address the evolving requirements of your customers. Through a transparent, predictable model that enables engagement according to your unique needs, Quest Partner Circle will enable you to derive profitable revenue streams from the breadth of Quest solutions while building a strong foundation for customer trust, satisfaction and loyalty.

In the Quest Partner Circle, you will be informed, prepared and supported through a combination of training, marketing tools, incentives, and sales resources. Don't delay. To complete a partner application form, go to www.Quest.com/partnercircle.

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Updated—December, 2011

About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for administration and automation, data protection, development and optimization, identity and access management, migration and consolidation, and performance monitoring, go to www.quest.com.

Contacting Quest Software

PHONE 800.306.9329 (United States and Canada)

If you are located outside North America, you can find your local office information on our Web site.

EMAIL sales@quest.com

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USA

Contacting Quest Support

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a commercial version and have a valid maintenance contract.

Quest Support provides around-the-clock coverage with SupportLink, our Web self-service.

Visit SupportLink at <https://support.quest.com>.

SupportLink gives users of Quest Software products the ability to:

- Search Quest's online Knowledgebase
- Download the latest releases, documentation and patches for Quest products
- Log support cases
- Manage existing support cases

View the Global Support Guide for a detailed explanation of support programs, online services, contact information and policies and procedures.

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