

Quest Software and NetPro Product Rationalization Roadmap

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White Paper

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EXECUTIVE SUMMARY

In September 2008, Quest Software announced its acquisition of privately-held NetPro Computing. This acquisition brings together a broad range of Active Directory- and Exchange Server-related solutions and is a significant step in Quest's strategy for the Windows management space.

The Windows Server system is critical to IT organizations because it forms the foundation upon which applications, networks, messaging systems, and desktops rely. By bringing together Quest and NetPro, the Quest Windows management group offers an unparalleled breadth and depth of solutions focused on better managing Windows, Active Directory, Exchange Server, and SharePoint.

Quest and NetPro solutions have some significant areas of similar functionality. This paper outlines the thinking behind our product decisions and describes the resulting products in each of the key solution areas:

- **Active Directory:** Quest will move forward with several NetPro products that provide superior auditing and reporting, efficiency, and availability.
- **Identity Management:** Quest will expand its leadership position by continuing to develop key NetPro products for identity management and compliance.
- **Compliance:** Quest will enhance its robust existing portfolio with key NetPro products to provide better visibility, auditing and alerting, and change prevention.
- **Exchange Server:** Quest will integrate the best features from NetPro's Exchange Server products and technologies into the existing Quest product line.
- **SharePoint:** NetPro's early SharePoint development efforts will be integrated into upcoming Quest products that support SharePoint.

Generally speaking, product support for discontinued products will continue through the end of 2009; specific policies related to current customer licenses and product support are discussed in the product descriptions in *Appendix 1: Product Roadmap*. Future documents will disclose additional product development plans, but this paper is designed to give interested parties a clear picture of today's Quest Windows management solutions.

- Quest is also pleased to continue [The Experts Conference](#), a leading technology conference founded by NetPro as The Directory Experts Conference. This conference fits well into Quest's existing focus on community and expertise, and provides Quest with additional opportunities to interact with new and existing customers, as well as to lead the industry in Active Directory and Exchange Server management expertise.

BACKGROUND

Windows-based organizations are becoming more sophisticated, and are dealing with more challenging industry, legal, and regulatory requirements. Enterprise reporting, access management, identity management, and compliance auditing are becoming more critical for organizations of all sizes. The Windows infrastructure is the foundation of our customers' businesses. That is, they rely on Windows desktop and Windows servers to support the applications and processes required for day-to-day business activities. They use Active Directory for authentication and authorization to critical resources; they use Microsoft Exchange for vital business e-mail communication; and they use Microsoft SharePoint for at least some of their business data storage and collaboration needs.

- **Active Directory**—Active Directory is of particular importance because it has become a de-facto authentication and authorization store for many organizations, making it the cornerstone of an organization's security, auditing, and compliance strategies. Active Directory also holds the key to the availability of business applications that use it as their authentication and authorization mechanism.
- **Exchange**—Active Directory holds the key to availability, but Exchange is the vehicle for moving that information between users. Not only are messaging systems highly complex and distributed, but the demands on the capacity, availability, and performance of messaging systems are increasing rapidly.
- **SharePoint**—SharePoint is becoming a repository for more and more critical data, and uses Active Directory as its primary means of authenticating users. Customer data, financial data, and much more is routinely found in SharePoint databases, along with increasingly critical corporate intellectual property.

It is important to note that security is the common challenge in all of these areas. Better security management is needed not only to protect against external threats, but also to ensure that organizations meet increasingly strict regulatory compliance and auditing requirements.

The dominance of the Windows platform—and the increasing reliance upon its key components to meet business requirements—combine to make the efficient management of the Windows environment a top priority among IT professionals. At Quest, we've witnessed the increasing importance that Windows plays in the enterprise. Because of this, the goal of our Windows management offerings is to provide solutions that help organizations manage this business-critical platform for better security, efficiency, and compliance. With the recent acquisition of NetPro Computing, Quest brings together the most comprehensive and best-of-breed suite of products for managing Windows, Active Directory, Exchange, and SharePoint infrastructures. Now we have the opportunity to integrate and coordinate the products and expertise of both organizations to maximize the benefit to customers—today and in the years to come.

QUEST AND NETPRO: BETTER TOGETHER FOR YOU

In September 2008 Quest Software announced its acquisition of privately-held NetPro Computing. This was another step in Quest's strategy to solidify its leading position in Windows management. In 2000, Quest purchased FastLane, followed by the addition of Discus Data in 2003, the acquisition of Aelita Software in 2004, and the acquisition of ScriptLogic in 2007. Quest has also made significant investment specifically in identity management, acquiring Vintela in 2005 and PassGo Technologies in 2008. Quest has a strong track record for successfully integrating acquired companies and technologies.

Both Quest and NetPro have been recognized as innovators in the Windows management market. Together, we offer a broad range of quality products from a single vendor, backed by hundreds of person-years of Windows expertise. The experience and resources that the combined organization brings to bear on this opportunity is significant. Together, we have the ideal combination of products, skills, and experience to tame the most challenging Windows, Active Directory, Exchange, and SharePoint management issues.

Today's IT organizations prefer to work with fewer vendors for their management solutions. The Quest/NetPro combination provides the most comprehensive and best-in-class set of Windows management solutions of any vendor in the market. This enables our customers to use a single vendor for all their major management needs, and offers them consistent licensing, consistent support resources, an integrated sales team, and a way for us to better understand and meet their ongoing needs.

To be successful, these integrated solutions must be supported by a single strong brand. Quest will be the brand at the foundation of the Windows management group. Our strategy is to build on the Quest name by combining it with the strength of the NetPro reputation in the Windows management space. Products that carry the NetPro name will be rebranded with the Quest name as new releases are delivered to the market. All references to NetPro will be phased out over the course of 2008 and 2009.

In the end, customers want a vendor that reduces the complexity and cost of securely managing and migrating their Windows environments. The marriage of Quest and NetPro is uniquely equipped to meet that challenge.

MARKET REACTION

Researchers and analysts have been positive about the Quest Software acquisition of NetPro Computing, commonly citing the streamlined product portfolio and the unique capabilities that NetPro brings to Quest.

¹Enterprise Management Associates (EMA) stated, "This union will not only streamline the market of solutions for managing these anchor resources, it will also bring new capabilities to Quest, particularly in areas of IT risk management, that offer benefit in IT optimization beyond security and compliance alone." EMA also recognizes the value of NetPro's community interactions: "NetPro also brings to Quest a very visible and respected avenue of interaction with customers and IT professionals in The Experts Conference."

EMA states that NetPro's customers "have gone into a very respectable fold," and cites "Quest's very positive track record in acquisition integration."

INTEGRATION ROADMAP PHILOSOPHY

Methodology

Combining organizations like Quest and NetPro is difficult; the high degree of overlap in several product categories could easily lead to customer confusion, reduce our ability to properly support customers, and create a fragmented marketplace. We therefore spent a great deal of time and effort in developing a combined product lineup, and took pains to ensure that significant, mission-critical capabilities were maintained. We also strove to minimize the impact to customers by considering the existing customer base for each product along with its features.

We also sought input from industry analysts, whose ongoing conversations with IT professionals and executives give them a broad perspective on trends and issues across the entire community—our current and future customers. The balanced, vendor-neutral market view of well-respected analysts was an important factor in our decision-making process.

Goals

When determining our product roadmap, our goals were:

- Ensure that customers' investments in both Quest and NetPro products are maintained to the maximum degree possible
- Retain the best technology to provide superior solutions to our current and future customers
- Provide a clear path for customers to migrate to a supported solution when necessary
- Focus our research and development resources on the best technologies from both companies in order to produce high-quality products that offer superior value

Objectives

Therefore, our product roadmap has the following objectives:

- Where possible, provide one product that provides a superior solution for each customer challenge; superfluous products will be discontinued, although key features may be integrated into the retained product in future development cycles.
 - Select the solution that best meets market demands.
 - Minimize disruption to existing customers.
 - Consider the cost to maintain and develop the solution.
 - Consider integration and dependencies with other products.
- Continue supporting discontinued products through December 31, 2009.

- Provide customers with free upgrades to “go-forward” products as needed (requires customers to be current on maintenance and involves a change in the licensing model). Customers will “true up” on the new licensing model at no charge, provided they are current on maintenance.

GO-FORWARD PRODUCTS

This section summarizes the major “go-forward” products that current and future Quest customers will be using.

Market Need	Go Forward Products
Compliance auditing for Active Directory	InTrust Plug-in for Active Directory ChangeAuditor for Active Directory
Compliance auditing for Exchange	InTrust Plug-in for Exchange ChangeAuditor for Exchange
Compliance auditing for file servers	InTrust Plug-in for File Access ChangeAuditor for File Server
Compliance auditing for databases	InTrust for Databases
Change management for SQL Server	Change Director for SQL Server
Compliance auditing for Unix/Linux; Windows Log aggregation, storage and reporting	InTrust and Knowledge Portal
State-based configuration reporting	Reporter
Group policy management	GPOAdmin
Active Directory object and forest recovery	Recovery Manager for Active Directory (and Forest Edition)
Active Directory management and provisioning	ActiveRoles Server
Reporting and analysis for messaging	MessageStats
Active Directory diagnostics and optimization	Spotlight on Active Directory Pack
Self-service password reset	Password Manager

Other NetPro products that will go forward under the Quest brand include:

MissionControl with Business Insight Reports: Provides intelligent visualization, management, and troubleshooting capabilities for Microsoft Identity Lifecycle Manager (ILM)

SecurityManager: An automated configuration maintenance tool designed to configure Active Directory and related services according to industry best practices and internal policies, using a policy-based framework and extensive reporting

DS Expert: Speeds troubleshooting and awareness for Novell eDirectory

TurboChargeAD.org: A community resource for Active Directory expertise and information

ADMC: A free tool that adds change control, workflow, and business rule automation to Active Directory (distributed free through TurboChargeAD.org).

ReportAdmin for ACS: Provides reporting capabilities for logs that have been aggregated through Microsoft's Audit Collection Service (distributed free through TurboChargeAD.org).

LICENSING AND UPGRADES

All customers of both Quest and NetPro who are current on maintenance are entitled to updates of the functionality and products they already own, without additional licensing costs. Where Quest has made the decision to end the sales and development of a product, customers on current maintenance contracts will receive the go-forward product at no additional license cost.

Most Quest products in the affected product categories have traditionally been licensed on a "per-enabled-user" basis, meaning one license per enabled Active Directory user account was required; this licensing model will continue. Most NetPro products have traditionally been licensed on a "per heartbeat" basis, meaning one license per human being was required; this licensing model will be discontinued.

Where the NetPro product goes forward, licensing will be converted to a "per-enabled-user" licensing model, and customers requiring additional licenses to "true up" to this new licensing model will receive those additional licenses at no charge, allowing them to continue using their existing NetPro products in their existing environment at no additional cost.

By switching NetPro products to the Quest licensing models, customers using Quest and NetPro products will have similar licensing positions, and will be able to switch from discontinued products to "go-forward" products at no additional charge, provided the discontinued products are under a current maintenance contract.

If you own a product that's destined to be discontinued, generally speaking, your best option is to upgrade to the go-forward product as soon as possible. Provided you are current on maintenance, you can upgrade with no additional license cost. Alternatively, you can remain on the existing product until support for that product ends, which is on December 31, 2009.

Appendix 1: Product Roadmap provides specifics for each affected product.

Regardless of when you upgrade, Quest will work with you to discuss upgrade paths. Please contact your account executive for more information.

OBTAINING TECHNICAL SUPPORT

Initially, NetPro and Quest products will be supported by their respective support organizations, meaning you'll continue to work with the same support teams that you have in the past.

Therefore, for the next several months, you will continue to obtain support for your product as you always have:

For NetPro products, [contact the NetPro support organization](http://www.netpro.com/support/support-overview/) (visit <http://www.netpro.com/support/support-overview/> for details)

For Quest products, [contact Quest](https://support.quest.com/SUPPORT/index?page=home) (visit <https://support.quest.com/SUPPORT/index?page=home> for more details).

Over time, product support will be migrated to the Quest support organization. You will be informed well in advance when that change is scheduled to take place.

If your organization currently has extended, 24/7 support, that support will continue through your existing support contract.

You should take care to ensure that your product maintenance agreements remain current. Your account executive can help you understand any changes in maintenance that may go along with switching to another product, if necessary.

CONNECTING WITH COMMUNITY

Community Web Sites

Both Quest and NetPro have a long history of connecting closely with their user communities. Quest operates several well-regarded community Web sites, including ToadWorld.com, PowerGUI.org, Deadcat.net, and [many others](#). Quest is also a partner in broader, vendor-neutral communities, such as PowerShellCommunity.org.

For its part, NetPro founded and continues to hold the Directory Experts Conference, which was recently re-launched as [The Experts Conference](#) with added coverage for Exchange Server. NetPro also launched TurboChargeAD.org, a Web site that encourages information sharing between NetPro experts and the larger Active Directory administrator community. Both companies' events and communities are staffed by numerous experts, including multiple Microsoft MVP Award recipients.

Quest plans to continue and expand The Experts Conference (TEC) and NetPro's other community involvement. The TEC events scheduled for 2009 are planned to continue; more details are available at www.tec2009.com. Additional details about other community involvement will be forthcoming.

Free Tools

Both NetPro and Quest also provide important, well-received free tools to the community, including:

- PowerGUI, a graphical "shell" for Windows PowerShell, including a visual scripting environment
- Object Restore for Active Directory, a graphical utility that helps Active Directory administrators recover deleted objects using the Windows Server 2003 Tombstone Reanimation feature
- ADMC, which extends Active Directory's native tools to include workflow and change control capabilities
- AD Cmdlets for Windows PowerShell, which provide much-needed automation capabilities for Active Directory administration

Quest will continue offering these and other tools, and is planning to use TurboChargeAD.org as a broad portal to help administrators find and use these tools more easily and effectively. New free tools will also be made available from time to time; for example, NetPro's ReportADmin for ACS product will now be made available free at TurboChargeAD.org.

CONCLUSION

The combination of Quest Software and NetPro Computing gives customers of both companies—as well as future customers—a truly best-in-class selection of products for managing Windows, Active Directory, Exchange Server, and SharePoint. Customers can now find a single vendor to provide a complete solution set with superior features, robust support, and a rich path for future development. The community involvement of both Quest and NetPro will continue to grow, helping connect Quest more closely to the audience, deliver expertise in a variety of ways, and collect information about product trends and directions for the future.

APPENDIX 1: PRODUCT ROADMAP

The following sections provide details on each affected Quest and NetPro product, indicating which products will be discontinued, which products will be continued (the “go-forward” products), and what immediate actions customers of either Quest or NetPro must plan to take.

The table below summarizes the product roadmap. Simply locate each of your products in the left-hand column, and use the right-hand column to determine what the go-forward product is. If your go-forward product is different than the one you already own, review corresponding sections below for action items.

Existing NetPro Product	Go-Forward Product
AccessManager	ActiveRoles Server
ChangeAuditor for Active Directory	ChangeAuditor for Active Directory
ChangeAuditor for Exchange Server	ChangeAuditor for Exchange Server
ChangeAuditor for File Servers	ChangeAuditor for File Servers
ChangeAuditor for SQL Server	Quest Change Director for SQL Server
Directory Analyzer	Quest Spotlight on Active Directory Pack
Directory Troubleshooter	Quest Spotlight on Active Directory Pack
DNSAnalyzer	Quest Spotlight on Active Directory Pack
DSExpert	DSExpert
GPOADmin	GPOADmin
LogADmin	Quest InTrust
Message Analysis (NetControl for Exchange)	Quest MessageStats
Mission Control with Business Insight	Mission Control with Business Insight
NetMigrate for Exchange	Quest Migration Manager for Exchange
ReportADmin	Quest Reporter
ReportADmin for ACS	ReportADmin for ACS
RestoreADmin	Quest Recovery Manager for Active

	Directory
SecurityManager	SecurityManager
SelfServiceADmin	Quest Password Manager
Existing Quest Product	Go-Forward Product
ActiveRoles Server	ActiveRoles Server
Change Director for SQL Server	Change Director for SQL Server
Group Policy Manager	NetPro GPOAdmin
InTrust Plug-in for Active Directory	InTrust Plug-in for Active Directory
InTrust for Databases	InTrust for Databases
InTrust Plug-in for Exchange	InTrust Plug-in for Exchange
InTrust Plug-in for File Access	InTrust Plug-in for File Access
InTrust	InTrust
Knowledge Portal	Knowledge Portal
MessageStats	MessageStats
Password Manager	Password Manager
Recovery Manager for Active Directory	Recovery Manager for Active Directory
Recovery Manager for Active Directory Forest Edition	Recovery Manager for Active Directory Forest Edition
Reporter	Reporter
Spotlight on Active Directory	Spotlight on Active Directory Pack

Quest products not listed in this table are not affected by the NetPro acquisition.

Quest ActiveRoles Server and NetPro AccessManager

These products overlap in the area of access management and permissions provisioning. Broadly, both solution sets are designed to centralize enterprise-wide permissions management across a broad range of resources, including files, folders, Exchange mailboxes, and more. ActiveRoles Server also provides identity provisioning features.

The Quest product provides a more mature feature set with better capabilities, and the Quest product has a superior market presence, user experience, and adoption.

Access Management and Active Directory Provisioning	
Product	Status
Quest ActiveRoles Server	Continued
NetPro AccessManager	Discontinued Supported until 31 December 2009

Action Items	
Quest Customers	NetPro Customers
No action necessary	When your organization switches to ActiveRoles Server, be sure to increase your license count to reflect the new licensing model (no additional license fee)

Quest InTrust Plug-in Family, NetPro ChangeAuditor Family and NetPro LogAdmin

The core InTrust product will be continued for compliance auditing for Unix/Linux and log aggregation, storage, and reporting. LogAdmin, whose functionality overlaps with InTrust, will be discontinued in favor of the core InTrust product, which provides better cross-platform log consolidation and archiving capabilities.

Both ChangeAuditor and the various InTrust plug-ins will be continued at this time. We have found that these products use inherently different approaches, making each of them valuable in their own right. We will continue to sell and support these products through at least January 2010; our goal is to create a new log collection, auditing, and alerting solution that combines the strengths of both ChangeAuditor and InTrust. Once that product is available, customers currently on maintenance agreements will receive a free upgrade to that new, combined solution. For more details about our rationalization of these products, refer to *Appendix 2: InTrust and ChangeAuditor*.

The only exception is ChangeAuditor for SQL Server: this product will be discontinued in favor of Quest Change Director for SQL Server.

Unix/Linux Auditing and Log Management	
Product	Status
Quest InTrust	Continued

Action Items	
Quest Customers	NetPro Customers
No action necessary	No action necessary

SQL Server Auditing	
Product	Status
NetPro ChangeAuditor for SQL Server	Discontinued Supported until 31 December 2009
Quest Change Director for SQL Server	Continued

Action Items	
Quest Customers	NetPro Customers
No action necessary	When your organization switches to Change Director for SQL Server, be sure to increase your license count to reflect the new licensing model (no additional license fee)

Active Directory Auditing	
Product	Status
Quest InTrust Plug-in for Active Directory	Continued
NetPro ChangeAuditor for Active Directory	Continued

Action Items	
Quest Customers	NetPro Customers
No action necessary	Be sure to increase your license count to reflect the new licensing model (no additional license fee)

Exchange Server Auditing	
Product	Status
Quest InTrust Plug-in for Exchange	Continued
NetPro ChangeAuditor for Exchange	Continued

Action Items	
Quest Customers	NetPro Customers
No action necessary	Be sure to increase your license count to reflect the new licensing model (no additional license fee)

File Server Auditing	
Product	Status
Quest InTrust Plug-in for File Access	Continued
NetPro ChangeAuditor for File Systems	Continued

Action Items	
Quest Customers	NetPro Customers
No action necessary	Be sure to increase your license count to reflect the new licensing model (no additional license fee)

Event Log Collection	
Product	Status
Quest InTrust	Continued
NetPro LogADmin	Discontinued Supported until 31 December 2010

Action Items	
Quest Customers	NetPro Customers
No action necessary	When your organization switches to InTrust, be sure to increase your license count to reflect the new licensing model (no additional license fee)

Quest Spotlight for Active Directory, NetPro DirectoryAnalyzer and DirectoryTroubleshooter

Because these three products are essentially complementary, all of them will be continued. Rather than making each product available individually, all three will be combined into a new product pack, "Quest Spotlight on Active Directory Pack."

Active Directory Analysis and Troubleshooting	
Product	Status
Quest Spotlight on Active Directory	Continued / Combined
NetPro DirectoryAnalyzer	Continued / Combined
NetPro DirectoryTroubleshooter	Continued / Combined

Action Items	
Quest Customers	NetPro Customers
Existing DirectoryAnalyzer and DirectoryTroubleshooter customers will convert to a per-enabled-user licensing model (at no charge); customers on current maintenance for DirectoryAnalyzer, DirectoryTroubleshooter, or Spotlight on Active Directory will receive the new combined Quest Spotlight on Active Directory Pack at no charge.	

NetPro DSExpert

NetPro DSExpert provides health and performance monitoring for Novell eDirectory. As a unique product in the combined company, it will be continued.

Directory Services Health and Performance	
Product	Status
NetPro DSExpert	Continued

Action Items	
Quest Customers	NetPro Customers
No action necessary	No action necessary

Quest Group Policy Manager and NetPro GPOADmin

GPOADmin is a better product in terms of features and usability; Group Policy Manager would require significant investment to match the feature set and provide as good a user experience. Group Policy Manager will be discontinued.

Group Policy Management	
Product	Status
Quest Group Policy Manager	Discontinued Supported until 31 December 2009
NetPro GPOADmin	Continued

Action Items	
Quest Customers	NetPro Customers
Switch to GPOADmin (no charge)	When your organization upgrades to the next release of GPOADmin, be sure to increase your license count to reflect the new licensing model (no additional license fee)

Quest MessageStats and NetPro Message Analysis (NetControl for Exchange)

As a new product, NetPro Message Analysis has a relatively small customer base; MessageStats has a large customer base and a more mature feature set. Message Analysis will be discontinued.

Exchange Server Reporting and Analysis	
Product	Status
Quest MessageStats	Continued
NetPro NetControl for Exchange – Message Analysis	Discontinued Supported until 31 December 2009

Action Items	
Quest Customers	NetPro Customers
No action necessary	When your organization switches to MessageStats, be sure to increase your license count to reflect the new licensing model (no additional license fee)

NetPro Mission Control

As a unique product in the combined company, Mission Control will continue to be sold and developed as a management toolset for ILM.

Microsoft Identity Lifecycle Manager	
Product	Status
NetPro MissionControl with Business Insight	Continued

Action Items	
Quest Customers	NetPro Customers
No action necessary	When your organization upgrades to the next release of MissionControl, be sure to increase your license count to reflect the new licensing model (no additional license fee)

Quest Migration Manager for Exchange and NetPro NetMigrate

NetMigrate will be discontinued in favor of the more robust Migration Manager for Exchange, which also has a significantly larger customer base. Existing NetMigrate customers can choose to complete their current migrations, or work with Quest to switch to Migration Manager for Exchange.

Exchange Server Migration	
Product	Status
Quest Migration Manager for Exchange	Continued
NetPro NetMigrate	Discontinued Supported until 31 December 2009

Action Items	
Quest Customers	NetPro Customers
No action necessary	Either complete your migration using NetMigrate, or switch to Migration Manager for Exchange

Quest Reporter and NetPro ReportAdmin

Reporter has a larger existing customer base, and provides a better single solution for state-based Active Directory reporting, Access Control Lists (ACLs), and NTFS permissions. Reporter will be our go-forward product; NetPro ReportAdmin will be discontinued.

Event Reporting	
Product	Status
Quest Reporter	Continued
NetPro ReportAdmin	Discontinued Supported until 31 December 2009

Action Items	
Quest Customers	NetPro Customers
No action necessary	When your organization switches to Reporter, be sure to increase your license count to reflect the new licensing model (no additional license fee)

NetPro ReportAdmin for ACS

This product provides reporting for event logs collected by Microsoft Audit Collection Service, part of System Center Operations Manager. This product will be continued as a free utility available for download.

Reporting – Microsoft Audit Collection Service	
Product	Status
NetPro ReportAdmin for ACS	Continued as freeware

Action Items	
Quest Customers	NetPro Customers
No action necessary	No action necessary

Quest Recovery Manager for Active Directory, Quest Recovery Manager Forest Edition and NetPro RestoreADmin

Recovery Manager for Active Directory is already the market leader in terms of features, value, and customer base. NetPro RestoreADmin will be discontinued.

Active Directory Recovery	
Product	Status
Quest Recovery Manager for Active Directory	Continued
Quest Recovery Manager Forest Edition	Continued
NetPro RestoreADmin	Discontinued Supported until 31 December 2009

Action Items	
Quest Customers	NetPro Customers
No action necessary	When your organization switches to Recovery Manager for Active Directory, be sure to increase your license count to reflect the new licensing model (no additional license fee). Customers wanting Recovery Manager for Active Directory Forest Edition will need to purchase this functionality.

NetPro SecurityManager

Because SecurityManager provides a unique feature set that is not available in the Quest product set, it will be continued.

Active Directory Security	
Product	Status
NetPro SecurityManager	Continued

Action Items	
Quest Customers	NetPro Customers
No action necessary	No action necessary

Quest Password Manager and NetPro SelfServiceAdmin

Password Manager has a larger customer base, offers optional password sync capabilities, superior features for use by help desks, and service-service password reset features. SelfServiceAdmin will be discontinued.

Password Management and Self-Service	
Product	Status
Quest Password Manager	Continued
NetPro SelfServiceAdmin	Discontinued Supported until 31 December 2009

Action Items	
Quest Customers	NetPro Customers
No action necessary	When your organization switches to Password Manager, be sure to increase your license count to reflect the new licensing model (no additional license fee)

APPENDIX 2: INTRUST AND CHANGEAUDITOR

Determining the future of Quest InTrust and NetPro ChangeAuditor was challenging. These two products came from essentially different directions: at its heart, InTrust was built around the idea of consolidating native event logs from products, while ChangeAuditor ignored the native event logs and tapped directly into the products' internal event loops to capture information.

Neither approach can be said to be "wrong." ChangeAuditor is able to collect information not available through native event logs, and is often able to collect auditing information with less overhead than native event logs may require. On the other hand, InTrust collects valuable native event logs, and provides better controls over log archiving and retention.

Clearly, each product offers unique value and has distinct strengths, so it seemed inadvisable at this time to discontinue either product and move customers over to a single solution.

This drove our decision to continue both products as "go-forward" solutions through at least the end of 2009 and possibly further; our goal is to take the strengths and unique capabilities of both and create an all-new compliance auditing solution that assured us of being the best on the market. Once that combined solution is available, we will offer it at no charge to InTrust and ChangeAuditor customers who are on current maintenance agreements, giving all of our customers the best possible solution to meet their auditing and alerting needs.

NOTES

¹ "Consolidation Advances in Anchor Resource Management: Quest Acquires NetPro," Scott Crawford, Enterprise Management Associates (EMA), September 19, 2008.

ABOUT QUEST SOFTWARE, INC.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic, Vizioncore and Provision Networks. Quest Software can be found in offices around the globe and at www.quest.com.

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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 <http://support.quest.com>

From SupportLink, you can do the following:

Quickly find thousands of solutions (Knowledgebase articles/documents).

- Download patches and upgrades.
- Seek help from a Support engineer.
- Log and update your case, and check its status.

View the **Global Support Guide** for a detailed explanation of support programs, online services, contact information, and policy and procedures. The guide is available at: http://support.quest.com/pdfs/Global_Support_Guide.pdf