



SupportLink
User Guide



(April 2004)

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Introduction

[SupportLink](#) is Quest Software's Technical Support self-service web site. SupportLink provides users of Quest Software products with the ability to search our online knowledgebase, log support cases, manage existing support cases, and download the latest releases and patches for Quest products.

Please read through the "Getting Started" section prior to using SupportLink. To use SupportLink, you must first register as a Quest Software customer, trial user, or partner. The 'Getting Started' section explains how to register.

What's New

Following are new features that have been added to SupportLink:

- New Support Homepage
- Product Pages (one for each product)

New Support Homepage

The Support Home page contains 3 major sections:

1. Search Knowledgebase
2. Select Product for Latest Information & Resources (Product Pages)
3. Login to SupportLink

Search Knowledgebase

The Search Knowledgebase section allows users to query our knowledgebase. The knowledgebase is a collection of solutions to product issues previously reported to technical support. Each solution contains a problem description and possibly one, or more, of the following: the steps necessary to resolve the issue, a work around to the problem, or a status stating that the issue is waiting to be fixed in a future version of a product.

Select Product for Latest Information & Resources (Product Pages)

Users can select "All Products" for a list of all Quest products or they can select a "Product Family" for a grouping of products. The Product Pages are a collection of information for each specific product. The Product Pages contain Support Notifications, Search Knowledgebase, More Resources, Browse Knowledgebase, and Frequently Asked Questions.

Login to SupportLink

SupportLink registered users can log in to SupportLink here. Once logged in, the user can manage cases, download software, edit user profile, and manage site profile.

Select Product for Latest Information & Resources (Product Pages)

Select a product from this section to access its Product Pages. Each Product Page is a collection of information for a product. Each Product Page contains 5 major sections:

1. Support Notifications
2. Search Knowledgebase
3. More Resources
4. Browse Knowledgebase
5. Frequently Asked Questions

Support Notifications

The Support Notifications area of the Product Pages lists the 3 most recent product release notifications. The notifications are typically information regarding general availability and patch releases.

Search Knowledgebase

The knowledgebase is a collection of solutions to product issues previously reported to technical support. Each solution contains a problem description and possibly one, or more, of the following: the steps necessary to resolve the issue, a work around to the problem, or a status stating that the issue is waiting to be fixed in a future version of a product. There are two areas that allow you to search the knowledgebase: The Search Solutions section on the Search Knowledgebase page or the Search Knowledgebase field on the right hand menu. You do not need to be logged into SupportLink to utilize these search features.

Search Knowledgebase Section:

Product: Use the drop down list to select the product you wish to search a solution for. This will narrow the results to a specific product. Use All if you do not wish the search to be product specific.

Keywords or Solution ID: Enter in the keyword(s), error code, or Solution ID number in this field.

Search: Click on the Search button to begin your search.

Search Knowledgebase field:

Search Field: Enter the product name, keyword(s), error code, or Solution ID number in this field.

Go: Click on the Go button to begin your search.

Search Results:

Solutions: At the top of the page, you will be given a hit count of how many solutions were found and what words were used in the search. Following this will be the Solution Title with a summary of the resolution for each solution that was found. The results are ordered by how closely the solution matches the search criteria. Both the keyword(s) and the product selected will be **Bold** in the summary of the search results.

To view full Solution: Click on the hyperlinked title on the results page to view the entire contents of the selected solution.

Options: At the bottom of the Results page, you have the option to Sort by Date, Hide Summaries, or move to the next 10 solutions.

More Resources

The More Resources section may include product documentation, white papers, release notes, training, discussion groups, integration information, supported platforms, related products, or other resources. You can also go directly to the product's download page or create a new case by clicking the download software or the new case button.

Download Software

Here you can get the latest patches and release of Quest products. If you need assistance, have any questions, or do not find your product listed here, you can [contact Quest Software Technical Support](#) directly.

From the Download Software page, you can select the product you need to download and then follow the prompts to find out what is available such as patches, release notes, and new releases.

New Case

This New Case option allows you to submit a request for Technical Support from within SupportLink. All fields are required. Once you have entered all of the required information, click on **Create Case**. Your Case ID number will be displayed on the screen.

Browse Knowledgebase

The Browse Knowledgebase allows you to view solutions by category. For example, you can list solutions by installation problems, database problems, or network problems.

***Note:** The default sorting is 'Date'. You can also sort the solution results by hit count. Hit Count is ranked by the total number of times the solution has been viewed.*

Frequently Asked Questions

The FAQ (frequently asked questions) area of SupportLink lists the most popular questions technical support receives for each product. If you're unable to find what you are looking for in the FAQ's, please try the knowledgebase, which contains more solutions for the product.

Getting Started

SupportLink Registration

From our [Support Home Page](#), go to the **Getting Started** option and select the appropriate user option under **SupportLink Registration**.

If you have purchased a Quest product or are a certified Quest Partner and know your Site ID, please select the [Customer & Partner Registration](#) option.

Customers/Partners will need to provide a Site ID Number. A Site ID Number is an account number assigned to your company when a software license and/or maintenance contract is purchased. At the time of purchase, the end user contact designated on the order form is emailed a welcome letter that contains the company's Site ID Number.



Note. If you do not know your Site ID Number, please e-mail your company name and address to supportadmin@quest.com or you can phone one of the support numbers listed [here](#) to speak with a Support Administrator.

If you are running a trial version of a Quest product, please register as a [Trial User](#).

Trial Users will be granted limited time access to our technical support services.

Once you complete the online registration form, you will be sent an email with your Login ID and Temporary Password. After you receive your login ID and temporary password, you can login to SupportLink and begin accessing our self-service web site.

Policies and Procedures

This document is intended to provide an overview of Quest Technical Support and how we process requests for support.

Contact Support

The Contact Support page lists the web site, email address, phone number and hours of operation for each of our support offices worldwide.

A North American and European holiday schedule is also listed.

Training

This provides a link to our Professional Services web site.

Quest Software Professional Services ensures satisfaction and maximum return on investment of your Quest products by providing technical consulting, implementation, project management, customization and education services.

Support Home

Search Knowledgebase

The knowledgebase is a collection of solutions to product issues previously reported to technical support. Each solution contains a problem description and possibly one, or more, of the following. The steps necessary to resolve the issue, a work around to the problem, or a status stating that the issue is waiting to be fixed in a future version of a product.

Search Support Knowledgebase Section:

Keywords: Enter in the keyword(s), error code, or Solution ID number in this field.

Product: Use the drop down list to select the product you wish to search a solution for. This will narrow the results to a specific product. Use All if you do not wish the search to be product specific.

Search: Click on the Search button to begin your search.

Select Product for Latest Information & Resources (Product Pages)

Select a product from this section to access Product Pages. The Product Pages are a collection of information for each product. The Product Pages contains 5 major sections:

1. Support Notifications
2. Search Knowledgebase
3. More Resources
4. Browse Knowledgebase
5. Frequently Asked Questions

To get to the Product Pages you can select a product from the Support Home Page:



Toad

Support Notifications

[TOAD 7.6 Release Notification](#) 11/18/2003

Toad Knowledgebase

Product:

Keywords:

Match: Any Word All Words Exact Phrase
 Sound-alike matching

Show: Results Summaries

Browse Knowledgebase

Top Solutions by Category:

Sort By: Hits Date

[Common Oracle connection problems \(7/31/2003\)](#)
["ORA-01460: unimplemented or unreasonable conversion requested" \(5/2/2003\)](#)
[Toad stops at the splash screen \(10/18/2002\)](#)

[List All](#)

More Resources

– Release Notes

- [Toad 7.6 Release Notes](#)

– Documentation

- [Toad 7.6 Getting Started Guide](#)
- [Toad 7.6 Users Guide](#)

Frequently Asked Questions

Sort By: Hits Date

[Common Oracle connection problems](#)
[Does TOAD support UTF8 character set databases](#)
[What Source Control Providers does Toad support?](#)
[How can I prevent users from accessing certain Toad menus or writing to database?](#)
[Minimum requirements to use the Debugger](#)

[List All](#)

Support Notifications

The Support Notifications area of the Product Page lists the 3 most recent product release notifications. The notifications are typically information regarding general availability and patch releases.

Search Knowledgebase

The knowledgebase is a collection of solutions to product issues previously reported to technical support. Each solution contains a problem description and possibly one, or more, of the following. The steps necessary to resolve the issue, a work around to the problem, or a status stating that the issue is waiting to be fixed in a future version of a product. There are two areas that allow you to search the knowledgebase: The Search Solutions section on the Search Knowledgebase page or the Search Knowledgebase field on the right hand menu. You do not need to be logged into SupportLink to utilize these search features.

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More Resources

The More Resources section includes product documentations, white papers, release notes, training, discussion groups, integrations, supported platforms, related products, and other resources. You can also go directly to the product support download page or create a new case by clicking the download software or the new case button.

Download Software

Here you can get the latest patches and release of Quest products. If you need assistance, have any questions, or do not find your product listed here, you can [contact Quest Software Technical Support](#) directly.

From the Download Software page, you can select the product you need to download and then follow the prompts to find out what is available such as patches, release notes, and new

New Case

This New Case option allows you to submit a request for Technical Support from within SupportLink. All fields are required. Once you have entered all of the required information, click on **Create Case**. Your Case ID number will be displayed on the screen.

Important! If the request is Urgent, please contact Quest Technical Support [via phone](#).

Browse Knowledgebase

The Browse Knowledgebase allows you to view solutions by category. For example, you can list solutions by installation problems, database problems, or network problems.

Note: The default sorting is 'Hit Count'. Hit Count is ranked by the total number of times the solution has been viewed. You can also sort the solution results by date.

Frequently Asked Questions

The FAQ (frequently asked questions) area of SupportLink lists the most popular questions technical support receives for each product. If you're unable to find what you are looking for in the FAQ's, please try the knowledgebase, which contains more solutions for the product.

Login to SupportLink

SupportLink registered users can log in to SupportLink [here](#).

If you have not previously registered, you may click on appropriate link to register.

Customer Registration

Customers/Partners will need to provide a Site ID Number. A Site ID Number is an account number assigned to your company when a software license and/or maintenance contract is purchased. At the time of purchase, the end user contact designated on the order form is emailed a welcome letter that contains the company's Site ID Number.



Note. If you do not know your Site ID Number, please e-mail your company name and address to supportadmin@quest.com or you can phone one of the support numbers listed [here](#) to speak with a Support Administrator.

If you are running a trial version of a Quest product, please register as a [Trial User](#).

Trial User Registration

Trial Users will be granted limited time access to our technical support services.

Once you complete the online registration form, you will be sent an email with your Login ID and Temporary Password. After you receive your login ID and temporary password, you can login to SupportLink and begin accessing our self-service web site.

SupportLink

Manage Cases

New Case

This New Case option allows you to submit a request for Technical Support from within SupportLink. All fields are required. Once you have entered all of the required information, click on **Create Case**. Your Case ID number will be displayed on the screen.



Note. You can set your default environment information on the [Manage Site Profile screen](#). By setting up your default environment in Manage Site Profile, you will not need to fill in some of the fields on the New Case form. They will automatically be populated from the information in your Site Profile.



Important! If the request is Urgent, please contact Quest Technical Support [via phone](#).

Case Query

Open cases will automatically be displayed on your SupportLink home page. Selecting a specific product from the drop down menu allows you to filter the list by only showing open cases for that product. To view the history/notes of a specific case, click on the Case ID number. To view all cases for your site, or closed cases, select the appropriate query options.

To query cases:

1. Created Since: Fill in appropriate “Created Since” date. By default you will be shown cases created in the past 90 days.
2. Case Is: Select either “Closed” or “Open”
3. Contact Is: Select option with your name to view cases logged by you or select “At Site” to view all cases created by the selected site.
4. Click on “List Cases”.

Case Query

Search Criteria:

List Cases Where: ID starts with

* Created Since:

Case Is: Open
 Closed

Contact Is: Jane Doe
 At Site:

Add Notes

Select appropriate Case ID Number from drop-down menu. Add in your notes and then simply click on the “Add Notes” button. Your notes will be added to the case history. Also, the support engineer assigned to your case will immediately be sent an email notification that you have updated the case.

Notes Data Entry:

* Case ID:

* Notes:

Attaching Files to a Case

Select a case from your SupportLink Home Page by clicking on the Case ID Number. Click on the “Add Attachments” button located on the lower right hand side of Information box. Fill in the required fields.

Add Attachments:

1. Click the “Browse” button to select the file you want to attach, or type the path to the file in the box below:
*
(Max file size: 10MB)
2. Enter a unique descriptive name for the file:
*
3. Click the “Attach To Case” button. Depending on size, the attachment of a file can take from 30 seconds to over 10 minutes.

* Denotes Required Fields

Click on “Return to Case Details” on the bottom of screen. You will now see the file under the “Attachments” field.

The Support Engineer assigned to your case will immediately be sent an email notification that you have updated the case.

Download Software

Here you can get the latest patches and release of Quest products. If you need assistance, have any questions, or do not find your product listed here, you can [contact Quest Software Technical Support](#) directly.

From the Download Software page, select the product to download and then follow the prompts to find out what is available such as patches, release notes, and new releases.

Edit User Profile

Contact Profile

Use this form to update your name, title, phone number, cell phone or pager number and email address.

Password

Use this form to change your SupportLink password. Enter your new password in the **New Password** box. You will receive a pop-up message confirming that your password was accepted and can be used the next time you login.

Product Release Notifications

You will receive product notifications for all products under your Site unless otherwise specified in your settings for Product Release Notifications.

Select a product from the drop-down menu that you do not want to receive emails for. Click on the **Save Notification Setting** button. Repeat steps for all requested products.

Current Product Notification Settings:	
Notifications will be received for all products unless otherwise specified below.	
<u>Delete Setting for Product</u>	<u>Email Updates</u>
NBSpool	No
Toad	No
Do Not Receive Email For:	Toad <input type="button" value="v"/>
<input type="button" value="Save Notification Setting"/>	

Login Settings

Use this form to setup your Regional and Time Zone settings.

Manage Site Profile

Default Environment Settings

Use this form to maintain your site's profile for each product currently installed. Site profile information will be used as default environment values when creating a new case. Each product installed may have its own profile. Select a product and then set the default values by using the drop-down lists. Click the **Save Settings** button to save settings for the selected product. If you do not click **Save Settings** your changes will not be saved.

Default Environment Settings	
Selected Product:	<input type="text" value="-- Please Select --"/>
Product Version:	<input type="text" value="-- N/A --"/>
Client OS:	<input type="text" value="-- N/A --"/>
Server OS:	<input type="text" value="-- N/A --"/>
Database Type:	<input type="text" value="-- N/A --"/>
Application:	<input type="text" value="-- N/A --"/>
Add'l Env Info:	<input type="text"/>
Contact Me By:	<input type="text" value="Email"/>
Upload Descriptive Environment File	
Path/File Name:	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value="Save Settings"/>	

Manage Contacts

This menu option is available only to the designated "Primary Contact" for your site. The Primary Contact is designated at the time of purchase on the order form. Multiple Primary Contacts are possible.

This menu option will display on the left-hand side menu.

As a Primary Contact you will be able to add, delete and update contact information. All contacts listed on the site are able to open and edit support cases for your site.

The Manage Contacts page will display a list of the current users for your site.

Add New User

This option is listed below the list of Current Users. You will be required to provide the user name, an email address for the user and a phone number where the user can be reached. The new user will receive an email immediately afterwards that contains their SupportLink login name and temporary password. The Primary Contact will also receive an email confirmation.

Delete a Contact

To delete an existing user, please check the “Delete” box to the right of the user’s name. The user will receive an email notification that their SupportLink account has been inactivated.

Change User Contact Information

To change user contact information, please click on the desired user’s name from list. Current contact information will be displayed for you. You may update First Name, Last Name, Email Address and Phone Number. Click on “Save Changes” to update (confirmation emails will be sent to the User and to the Primary Contact).

Current Releases

Current Product Versions

This area of SupportLink lists the current releases for each of our products.

Support Feedback

To assist Quest Software in continuing to improve the technical support that we provide for our customers, please provide feedback and any additional comments below (this form is for general feedback regarding our support and our support web site).

Please do not use this feedback form to submit requests for technical support regarding Quest Software products.

To obtain technical assistance regarding one of our products please access [SupportLink](#).

Other Useful Information

SupportLink Notifications

This section describes some of the notifications you may receive from Quest Software Technical Support and the steps you may take to contact us for further information.

Expired Quest SupportLink Contract Notification

You will receive this notification when our records indicate that your support maintenance contract for the specified product has expired. Our Support Renewal group is notified to validate this information.

For a maintenance renewal quote or further information:

- Please contact the Support Renewal group by email at SupportRenewal@quest.com or via phone at 949-754-8109 in the US and at 44 (0) 1628 606679 in the UK.

If you believe you have received this notification in error:

- Please contact a Support Administrator by email at supportadmin@quest.com or via phone at 949-754-8000 in the US and at 44 (0) 1628 601 007 in the UK.



Important! Your support case will be processed.

Quest Software Temporary Support Notice

You will receive this notification when our records indicate that a support maintenance contract for the specified product does not exist. A temporary support contract has been created which will grant you limited time access to our technical support services.

If you believe you have received this notification in error:

- Please contact a Support Administrator by email at supportadmin@quest.com or via phone at 949-754-8000 in the US and at 44 (0) 1628 601 007 in the UK.



Important! Your support case will be processed.

Customer Patch Download Support Violation

You will receive this notification when our records indicate that your support maintenance contract for the specified product has expired. Our Support Renewal group has also been notified to validate this information.

For a maintenance renewal quote or further information:

- Please contact the Support Renewal group by email at SupportRenewal@quest.com or via phone at 949-754-8109 in the US and at 44 (0) 1628 606679 in the UK.

If you believe you have received this notification in error:

- Please contact a Support Administrator by email at supportadmin@quest.com or via phone at 949-754-8000 in the US and at 44 (0) 1628 601 007 in the UK.



Important! Your request to download software will still be processed.

Temporary Contract Created for Patch Download

You will receive this notification when our records indicate that a support maintenance contract for the specified product does not exist. A temporary support contract has been created which will grant you limited time access to our technical support services.

If you believe you have received this notification in error:

- Please contact a Support Administrator by email at supportadmin@quest.com or via phone at 949-754-8000 in the US and at 44 (0) 1628 601 007 in the UK.



Important! Your request to download software will still be processed.

Troubleshooting Browser Problems

Quest Software recommends using Internet Explorer 5.0 or later with SupportLink. If you are experiencing problems with your browser and SupportLink, please try the following suggestions.

Please try the following troubleshooting suggestions:

1. Please try logging into SupportLink from a different workstation. This helps identify if the problem is with the workstation or not.
2. Your Cookies settings may need to be set to the following:
 - Start Internet Explorer
 - Go to Tools/Internet Options menu and choose the Security tab
 - Click on the Custom Level button and find the cookies section. You have to make sure that both Allow cookies that are stored on your computer and Allow per-session cookies are Enabled. This is required to keep your session ID.
3. Delete temporary internet files.
4. If you are having problems connecting to our default site, please try these additional links:
 - <http://questsupportlink02.quest.com/>
 - <http://questsupportlink03.quest.com/>

If you are still having trouble, please contact a Support Administrator by email at supportadmin@quest.com or via phone at 949-754-8000 in the US and at 44 01628 601 007 in the UK.