# Foglight Data Export Services Pack (Remote)

## Description

The Foglight Data Export Services Pack consists of (i) certain files and program objects for use with the Foglight Data Export software (the "Toolkit"), (ii) four hours of consulting services delivered remotely on how to deploy, configure, and utilize the Toolkit ("Planned Activities"), and (iii) remote support services for the Toolkit for one year ("Support").

The Toolkit provided as part of this Services Pack consists of the following:
1) One (1) pre - configured dashboard for building export definitions
2) Runtime engine for running deployed data exports
3) Java/Groovy - based API for handling and manipulating extracted data

The functional specifications for the Toolkit as well as installation and configuration instructions are provided in the user and reference guide.

## Activities

The Planned Activities will be delivered remotely and are expected to include consulting on how to deploy, configure and utilize the Toolkit. The Toolkit will be deployed on one (1) Foglight Management Server.

### Support

Support for the Toolkit shall be provided for one (1) year following its delivery and consists of the following:

- A response within 48 hours to Customer emails describing errors in the operation or use of the Toolkit
- Commercially reasonable efforts to correct such errors within a time reasonable under the circumstances
- Periodic updates and revisions to the Toolkit to maintain compatibility of the Toolkit with the Quest Software product with which the Toolkit is to be used (the "Associated Software")

To report an error, Customer must send an e-mail to [FoglightServicesPacks@quest.com](mailto:FoglightServicesPacks@quest.com) including:

- Company Name
- Contact Name
- Contact Office Number and e-mail address
- Name of the Toolkit
- Description of the Problem
- The error log, if available

- **Additional Information** The fees for this Services Pack will be billed following the date of the full execution of the ordering document with which this Services Pack is associated. Any hours of Activities not used within the twelve months following such date will expire without right of refund.