Quest®
AttachThis 2.1

User Guide

DISCLAIMER

For More Information

Get the latest product information, receive product support, find helpful resources, and join a discussion with the Quest AttachThis team and other community members. Join the Quest AttachThis community at http://www.quest.com/AttachThis_Community.

Quest AttachThis
Version 2.1
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About This Guide

Overview

This document has been prepared to assist you in becoming familiar with Quest product. This User Guide contains the information required to configure and use Quest product. It is intended for network administrators, consultants, analysts, and any other IT professionals using the product.

Conventions

In order to help you get the most out of this guide, we have used specific formatting conventions. These conventions apply to procedures, icons, keystrokes and cross-references.

ELEMENT	CONVENTION
Select	This word refers to actions such as choosing or highlighting various interface elements, such as files and radio buttons.
Bolded text	Interface elements that appear in Quest products, such as menus and commands.
Italic text	Used for comments.
Bold Italic text	Introduces a series of procedures.
Blue text	Indicates a cross-reference. When viewed in Adobe® Acrobat®, this format can be used as a hyperlink.
📌	Used to highlight additional information pertinent to the process being described.
💡	Used to provide Best Practice information. A best practice details the recommended course of action for the best result.
⚠️	Used to highlight processes that should be performed with care.
+	A plus sign between two keystrokes means that you must press them at the same time.
|	A pipe sign between elements means that you must select the elements in that particular sequence.

Product Overview

Quest AttachThis is a comprehensive solution which helps streamline and simplify sharing the up-to-date information between SharePoint users in the organization.

People use email to exchange documents and discuss issues related to their projects. This often leads to situations in which the latest versions of documents are locked in mailboxes instead of being available to the teams on the single SharePoint site. The described scenario is displayed on the picture below:

Quest AttachThis is an add-in to Microsoft Outlook that helps document exchange to be easier and more in an organized way. When a user sends an email with attachments, Quest AttachThis performs the following:

1. Uploads files attached to the email to a specified document library, such as:
   - SharePoint document library
   - Microsoft SkyDrive
   - Box.com
   - Google Drive
   - Microsoft Office 365
2. Includes links to the uploaded files to the email. That allows email recipients locate those attachments. These links do not require authentication.

The scenario of a document exchange between people that use Quest AttachThis and SharePoint is displayed on the picture below:
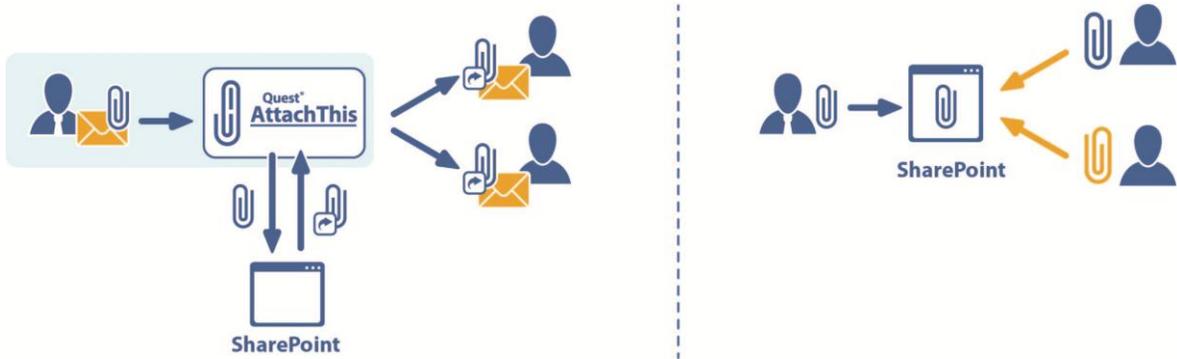
The scenario of a document exchange between people that use Quest AttachThis and cloud service is displayed on the picture below:
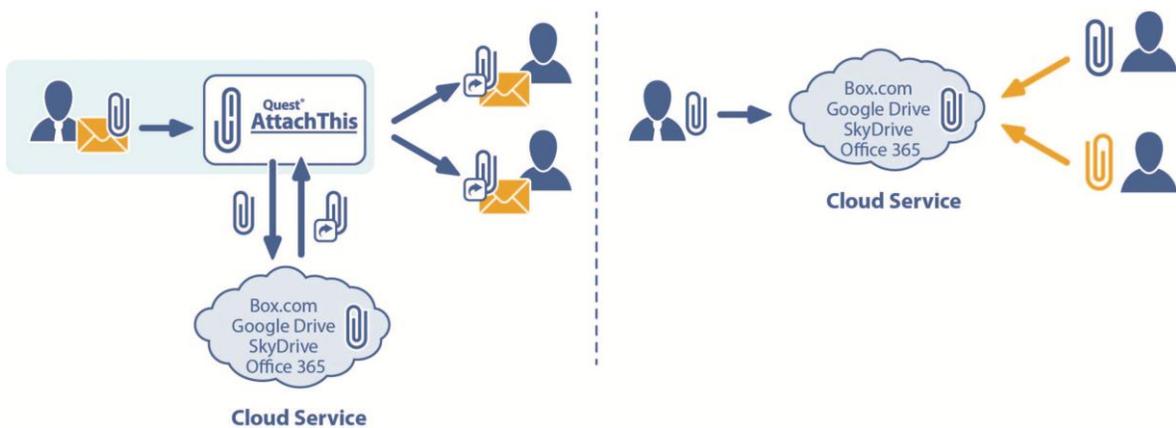
Quest AttachThis includes the following components:

- Outlook Add-in

  Used to upload email attachments to SharePoint. The add-in automatically replaces the attachments in email with the corresponding SharePoint hyperlinks. It should be installed by users on their own computers

- Admin Console

  Used to manage the product. The Quest AttachThis Admin Console should be installed on the SharePoint 2010 server.

  📌 This component is available only in Quest AttachThis Pro Version.

- Extension Service

  Used to support granting access to attachments only to email recipients. Must be installed on any SharePoint server where that functionality is required.

  📌 This component is available only in Quest AttachThis Pro Version.

The topics below describe working with the Quest AttachThis add-in for Outlook. For information on deploying Quest AttachThis in the SharePoint environment, using Admin Console and Extension Service, refer to Deploying Quest AttachThis in SharePoint Environment.

Checking Prerequisites

Before installing Quest AttachThis, perform the following:

- Check the system requirements
- Consider supported SharePoint servers
- Check the required permissions

System Requirements

COMPONENT	SYSTEM REQUIREMENTS
Add-in for Outlook	**Platform** One of the following: - Intel x86 - AMD 64 - Intel EM64T **Operating System** One of the following: - Microsoft Windows XP Service Pack 3 (x86 edition) - Microsoft Windows XP Service Pack 3 (x64 edition) - Microsoft Windows Vista Service Pack 2 or higher (x86 edition) - Microsoft Windows Vista Service Pack 2 or higher (x64 edition) - Microsoft Windows 7 Service Pack 1 or higher (x86 edition) - Microsoft Windows 7 Service Pack 1 or higher (x64 edition) - Microsoft Windows Server 2003 Service Pack 2 or higher (x86 edition) - Microsoft Windows Server 2003 Service Pack 2 or higher (x64 edition) - Microsoft Windows Server 2008 Service Pack 2 or higher (x86 edition) - Microsoft Windows Server 2008 Service Pack 2 or higher (x64 edition) - Microsoft Windows Server 2008 R2 Service Pack 1 or higher (x64 edition) - Microsoft Windows Server 2012 (x86 edition) - Microsoft Windows Server 2012 (x64 edition) - Microsoft Windows 8 (x86 edition) - Microsoft Windows 8 (x64 edition) **Microsoft Outlook** One of the following: - Microsoft Outlook 2003 Service Pack 3 or higher

	- Microsoft Outlook 2007 Service Pack 2 or higher - Microsoft Outlook 2010 Service Pack 1 or higher - Microsoft Outlook 2013 Preview **Additional Software** - Microsoft .NET Framework 3.5 Service Pack 1
Admin Console	Quest AttachThis Admin Console should be installed on any of the following SharePoint servers: - Microsoft SharePoint Server 2010 - Microsoft SharePoint Server2013 Preview Note: This component is available only in Quest AttachThis Pro Edition.
Extension Service	Quest AttachThis Extension Service may be installed on any of the following SharePoint servers: - Microsoft Office SharePoint Server 2007 Service Pack 2 or higher - Microsoft Windows SharePoint Services 3.0 Service Pack 2 or higher - Microsoft SharePoint Server 2010 - Microsoft SharePoint Server 2013 Preview Note: This component is available only in Quest AttachThis Pro Edition.

Supported File Storages

Quest AttachThis supports uploading attachments to the following file storages:

- Microsoft Office SharePoint Server 2007 Service Pack 2 or higher
- Microsoft Windows SharePoint Services 3.0 Service Pack 2 or higher
- Microsoft SharePoint Server 2010
- Microsoft SharePoint Server 2013 Preview
- Microsoft SkyDrive
- Box.com
- Google Drive
- Microsoft Office 365

Required Permissions

The account, under which you run Outlook with Quest AttachThis add-in, must have at least the **Contribute** permission level at the SharePoint document library where you plan to upload attachments.

> Contact your SharePoint site administrator to ensure you have the required permission level.

Getting Started

To start getting benefits from the product, you first need to download the setup package and install the product. The information on how to do that as well as the other information about managing the Quest AttachThis Outlook add-in is covered in the following sections:

- Downloading Quest AttachThis
- Installing Quest AttachThis
- Enabling Quest AttachThis
- Disabling Quest AttachThis
- Removing Quest AttachThis

Downloading Quest AttachThis

If you do not already have Quest AttachThis setup package, download it from the Quest website, as follows:

1. Go to http://www.quest.com/AttachThis_Community.
2. Click **Download** and save the archive file containing all necessary setup packages to an appropriate folder.

Installing Quest AttachThis

To install Quest AttachThis on your computer, perform the following:

1. Extract the previously downloaded file containing setup packages to an appropriate folder (For example, *C:\Temp*).
2. Open the folder with extracted files.
3. If Outlook 2003, Outlook 2007, the 32-bit version of Outlook 2010 or Outlook 2013 Preview is installed on your computer, then run the Quest AttachThis setup package located in the *x86* subfolder.
   If the 64-bit version of Outlook 2010 or Outlook 2013 Preview is installed on your computer, then run the Quest AttachThis setup package located in the *x64* subfolder

   If you are running a server version of Microsoft Windows (for example Microsoft Windows Server 2008 R2), you may need run the setup program as administrator.

4. Follow the setup program instructions to complete the Quest AttachThis installation.

5. Finally, you should restart Outlook to enable the Quest Attach add-in.

Quest AttachThis will be installed at the following path:

<LocalAppDataFolder>\Quest Software\AttachThis.

The *LocalAppDataFolder* is set at the following paths depending on your operating system:

OPERATING SYSTEM	PATH
Windows XP and Windows Server 2003	*C:\Documents and Settings\<User>\Local Settings\Application Data*
Windows Vista, Windows 7,Windows 8, Windows Server 2008/2008 R2, Windows Server 2012,	*C:\Users\<User>\AppData\Local*

For details about installing and configuring AttachThis Pro Admin Console, see the Deploying Quest AttachThis Pro in SharePoint Environment topic.

To learn more about Quest AttachThis installation, see the following how-to video: How to Install AttachThis.

Enabling Quest AttachThis

Quest AttachThis add-in for Outlook is enabled after installation by default. However, if you previously disabled the Quest AttachThis add-in, follow the instructions from this section to enable it again.

For more details, see the following how-to video: How to Enable, Disable, or Uninstall AttachThis.

To enable Quest AttachThis for Microsoft Outlook 2003

1. From Outlook 2003, go to **Tools | Options | Other | Advanced Options | COM Add-Ins**.
2. Select the **Quest AttachThis** check box.
3. Click **OK**.

To enable Quest AttachThis for Microsoft Outlook 2007

1. From Outlook 2007, go to **Tools | Trust Center**.
2. From the **Trust Center** dialog box, select **Add-Ins**.
3. At the **Manage** drop-down box, select **COM Add-Ins** and click **Go**.
4. Select the **Quest AttachThis** check box.
5. Click **OK**.

To enable Quest AttachThis for Microsoft Outlook 2010 or Microsoft Outlook 2013 Preview

1. From Outlook 2010, go to **File | Options**.
2. From the **Outlook Options** dialog box, select **Add-Ins**.

3. At the **Manage** drop-down box, select **COM Add-Ins** and click **Go**.
4. Select the **Quest AttachThis** check box.
5. Click **OK**.

Disabling Quest AttachThis

If you decide that you don't need Quest AttachThis functionality now but may need it in the future, you can just disable the Quest AttachThis add-in in Outlook.

> Disabling the Quest AttachThis add-in does not cause its removal from Outlook. You can then enable it again, as described in Enabling Quest AttachThis.

For more details, see the following how-to video: How to Enable, Disable, or Uninstall AttachThis.

To disable Quest AttachThis for Microsoft Outlook 2003

1. From Outlook 2003, go to **Tools | Options | Other | Advanced Options | COM Add-Ins**.
2. Clear the **Quest AttachThis** check box.
3. Click **OK**.

To disable Quest AttachThis for Microsoft Outlook 2007

1. From Outlook 2007, go to **Tools | Trust Center**.
2. From the **Trust Center** dialog box, select **Add-Ins**.
3. At the **Manage** drop-down box, select **COM Add-Ins** and click **Go**.
4. Clear the **Quest AttachThis** check box.
5. Click **OK**.

To disable Quest AttachThis for Microsoft Outlook 2010 or Microsoft Outlook 2013 Preview

1. From Outlook 2010, go to **File | Options**.
2. From the **Outlook Options** dialog box, select **Add-Ins**.
3. At the **Manage** drop-down box, select **COM Add-Ins** and click **Go**.
4. Clear the **Quest AttachThis** check box.
5. Click **OK**.

Removing Quest AttachThis

If you want to remove Quest AttachThis from your computer, perform the following:

1. Select **Start | Control Panel | Programs and Features**.

> In operating systems prior to Windows Vista, select **Start | Control Panel | Add or Remove Programs**.

2. Select **Quest AttachThis** from the list of currently installed programs and click **Remove**.

3. Click **Yes** to confirm the program removal.

If you upgrade Quest AttachThis or remove Quest AttachThis and then install it again, your settings will are preserved.

For more details, see the following how-to video: How to Enable, Disable, or Uninstall AttachThis.

Configuring Quest AttachThis

Quest AttachThis can be flexibly configured according to your needs. The sections below describe the configuration settings related to the following:

1. Specifying Document Libraries
2. Choosing Send Options
3. Collecting Usage Data
4. Restricting Access to Attachments
5. File Naming

To access the Quest AttachThis add-in options dialog, perform the following:

1. Launch Microsoft Outlook on your computer.
2. If you are using Outlook 2003 or Outlook 2007, select **Tools | Options**, then select the **Quest AttachThis** tab.
   If you are using Outlook 2010 or Outlook 2013 Preview, select **File | Options | Add-Ins**, then from the **Add-Ins** list select **Quest AttachThis**, and after that click **Add-Ins Options**.

You can also access the Quest AttachThis add-in options when you send an email with attachments by clicking the button in the top of the Quest AttachThis dialog box.

In the instructions from the sections below, it is assumed that you have the Quest AttachThis options dialog box opened.

For more details, see the following how-to video: How to Upload Email Attachments into SharePoint with AttachThis.

Specifying Locations

The most basic setting for Quest Attach is the document library URL to which you want to upload email attachments by default. Type the URL manually or select one of the URLs that you used previously from the drop-down list. As you type, Quest AttachThis automatically checks whether the link you entered is valid and displays the result near the URL. If the location is reachable then ⟳ appears, otherwise ⟳ appears.

Quest AttachThis remembers the last 5 locations that you have entered.

When you access Box.com, GoogleDocs or SkyDrive for the first time, you will be prompted for the logon credentials page by the browser.

For the Microsoft Office 365, you must set credentials in the Quest AttachThis options dialog box.

Using Smart Tags

Document library URLs are often long and bulky. To shorten them, you may use the Quest AttachThis *smart tags*. A smart tag is a shortcut for document library URL.

To set a new smart tag, perform the following:

1. In the add-in options dialog box, scroll down the smart tags grid to the last blank item.
2. Double click the blank item and specify smart tag name.
3. After that, specify the corresponding document library URL.

⚠️ If the URL is invalid, the item will be highlighted with the reddish color. Otherwise, the item will be highlighted with bluish color.

4. Close the add-in options dialog box by clicking OK.

You can also change the order in which smart tags are presented and delete smart tags using the smart tag grid controls.

Choosing Send Options

Quest AttachThis provides three options how to send files attached to emails:

- Send as Hyperlink

  Upload the attachments to the file storage and send link to them to the email recipients

- Send as Regular email attachment

  Attach files to the email and send them to the email recipients as usual without uploading to any file storage

- Send as both Hyperlinks and Attachments

  Combination of the above options: attachments are sent by email and uploaded to the file storage at the same time.

By default, Quest AttachThis prompts how to send attachment each time you send an email with attachments. However, if you want to permanently select the specific option, you can clear the **Always prompt me before uploading file** option.

Collecting Usage Data

Quest AttachThis by default collects anonymous product usage data to help us improve product functionality and user experience. It does not collect any kind of your personal information or any private information from your computer. However, you can deny collecting any usage data by doing the following:

1. In the Quest AttachThis add-in options dialog box, clear the **Collect usage data** check box.
2. Close the options dialog box by clicking **OK**.
3. Finally, restart Outlook.

Restricting Access to Attachments

By default, when you upload email attachments to the document library, every SharePoint user that has **Contributor** permission level in the document library where the attachments are located can access attachments. However, Quest AttachThis allows restricting access to attachments for all SharePoint users except the email recipients (people from the From, To, CC and BCC email message fields).

To restrict access to attachments for all SharePoint users except the email recipients, you need to select **Give access only to recipients** check box in the add-in options or when sending an email with attachments. This will grant the email recipients exclusive permissions on the email attachments uploaded to SharePoint.

This feature is available only in Quest AttachThis Pro Version.

This feature requires Quest AttachThis Extension Service to be installed on each SharePoint server where you want to upload files.

For more information, contact SharePoint administrator of your company or refer to Deploying Quest AttachThis in SharePoint Environment.

To learn more about how to limit SharePoint access to email recipients and secure SharePoint content uploaded with AttachThis Pro, see the following how-to video: How to Secure SharePoint Content with AttachThis Pro.

File Naming

Quest AttachThis has the **Use unique file name if the file exists on SharePoint** option for managing file names.

This option allows Quest AttachThis to add a number character to the end of the uploaded file name if the file with the same name already exists on the SharePoint. This might be is useful for avoiding duplicate file names on SharePoint.

Using Quest AttachThis

Quest AttachThis does not change your emailing experience a lot. In fact, you don't even notice it in the Outlook user interface until you try to send an email with attachments.

Quest AttachThis implements the following user scenario:

1. You create an email with file attachments in Outlook and click **Send**.
2. After that, the Quest AttachThis dialog box automatically appears:
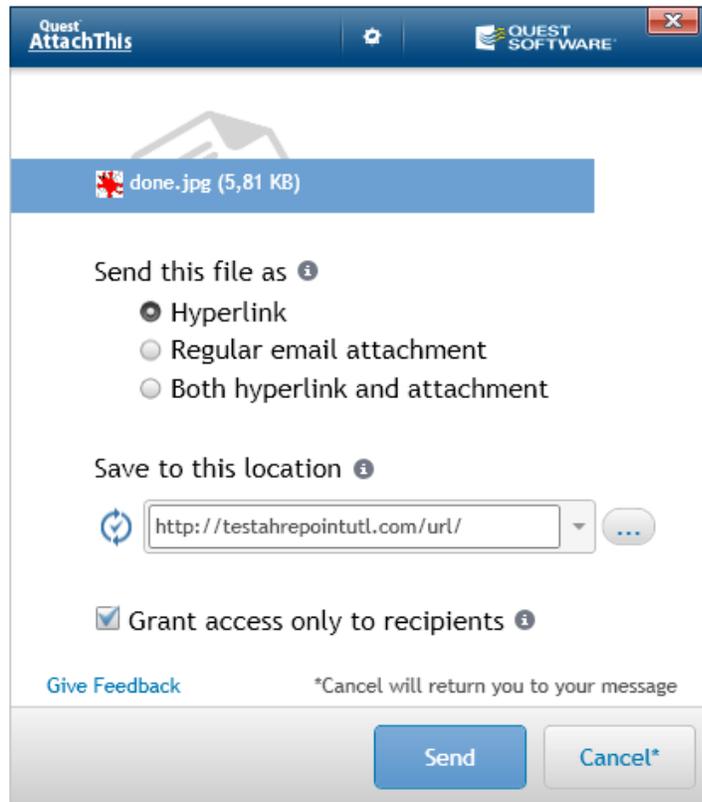
> 📌 The dialog box appears only if the **Always prompt me before uploading files** option is selected in the add-in options.

3. From the dialog box, you enter or select the document library where you want to upload the email attachment.
   The default is the document library selected in the Quest AttachThis options.

> 💡 The best way to acquire a document library URL is to open your document library site in web browser, copy the URL from the address bar and paste it to Quest AttachThis.

Quest AttachThis remembers the last five locations that you have entered.

4. After that, you select how to send your email attachments:
   - As t Hyperlink
   - As Regular email attachment
   - As both Hyperlinks and Attachments

   Note that embedded images are not considered as attachments and thus are not uploaded to SharePoint.

   Refer to Choosing Send Options for more information on those options.

5. Then you adjust other options if necessary, and finally you click **OK** to send email.

6. The attachments will now be sent by email and the recipients will receive the attachments as a link to the document library. All they have to do to access the attachments is to click the link.

By default, several standard file extensions are blocked, including any file extensions that are treated as executable files by Windows Explorer. Such files are sent in emails as regular attachments. For more details about blocked file extensions, see http://office.microsoft.com/en-us/sharepointtechnology/HA101001471033.aspx.

Usage Considerations

When using Quest AttachThis, ensure you:

- Use a versioned document library at your target location for easier content management.
- Manually approve the uploaded file if your document library requires content approval for submitted items.
- Grant the **Contribute** permission level at the SharePoint document library to all email recipients, or select to grant the email recipients necessary permission level automatically in the Quest AttachThis options. For information on the latter option, see Restricting Access to Attachments.

Note that if your target SharePoint folder is located in a document library that requires documents to be checked out before changing the library, the add-in will automatically check out and check in the file.

Troubleshooting

If an unknown error occurs, you should refer to the logs written by Quest AttachThis. To view the log, perform the following:

1. Launch Microsoft Outlook on your computer.
2. If you are using Outlook 2003 or Outlook 2007, select **Tools | Options**, then select the **Quest AttachThis** tab.

   If you are using Outlook 2010 Outlook 2013 Preview, select **File | Options | Add-Ins**, then from the **Add-Ins** list select **Quest AttachThis**, and after that click **Add-Ins Options**.
3. In the **Add-In Options** dialog box, click **View Log** to open text file containing the logging information.

Deploying Quest AttachThis in SharePoint Environment

Quest AttachThis has a client part in both the Quest AttachThis Free and Pro Versions and a server part which can be used only in the Quest AttachThis Pro Version. The client part is simply the Quest AttachThis Outlook add-in, which end-users use to send emails with attachments. The server part contains two major components:

- Admin Console
  With Admin Console you can view statistics and manage smart tags. Quest AttachThis Admin Console component must be installed on only one SharePoint server in your SharePoint environment.

  Extension Service
  Extension Service component is used to support granting access to attachments only to email recipients. It should be installed on any SharePoint server where that functionality is required. For more information, refer to Restricting Access to Attachments.

The overall architecture of Quest AttachThis deployed in your SharePoint environment looks as follows:
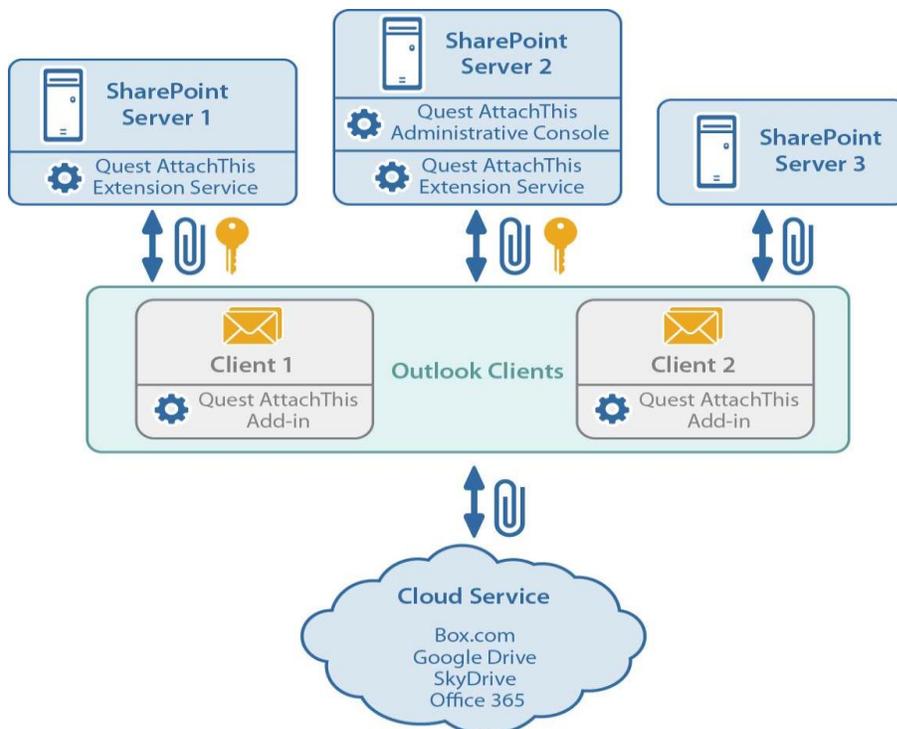
The sections below describe how to deploy Quest AttachThis in your SharePoint environment and how use the Quest AttachThis Admin Console features.

To learn more about Quest AttachThis Pro installation, see the following how-to video: How to Install AttachThis Pro.

Downloading Setup Package

If you do not already have Quest AttachThis setup package, download it from the Quest website, as follows:

1. Go to http://www.quest.com/AttachThis_Community.
2. Click **Download** and save the archive file containing all necessary setup packages to an appropriate folder.

Installing Admin Console

To install Quest AttachThis Admin Console on SharePoint 2010 server, perform the following:

1. Download the archive with the setup packages to any folder on the desired server.
2. Extract the downloaded archive to an appropriate folder (for example, *C:\Temp*).
3. Open the folder with extracted files.
4. Navigate to *C:\Users\dburmist\Desktop\Temo\SharePointSrv\Sharepoint Installers\Quest.AttachThis.AdminService\Sharepoint 2010 Installer* subfolder or *C:\Users\dburmist\Desktop\Temo\SharePointSrv\Sharepoint Installers\Quest.AttachThis.AdminService\Sharepoint 2013 Preview Installer* subfolder
5. Launch **Setup.exe** installation package and follow the instructions to install Admin Console.

⚠️   You must be a **Farm Administrator** to install Admin Console.

Specifying Target Storages

To specify the Quest AttachThis targets, open Quest AttachThis Admin Console and set the file storages you want in the **AttachThis Targets** section.

Sky Drive, Box.com and Google Drive services are enabled by default but you can change these settings.

The Microsoft Office 365 service is enabled by default and cannot be disabled.

Installing Extension Service

To install Quest AttachThis Extension Service on necessary SharePoint servers, perform the following:

1. Download the archive with the setup packages to any folder on the desired server.
2. Extract the downloaded archive to an appropriate folder (for example, *C:\Temp*).
3. Open the folder with extracted files.
4. Navigate to *SharePointSrv\Sharepoint Installers\Quest.AttachThis.WebService* subfolder. Then open *SharePoint 2007*, *SharePoint 2010* or *SharePoint 2013 Preview* subfolder according to the SharePoint server version you use.
5. Launch **Setup.exe** installation package and follow the instructions to install Extension Service.

⚠️ You must be a **Farm Administrator** to install Admin Console.

Updating License

You need to specify a valid Quest AttachThis license to use features from the Quest AttachThis Pro Version such as:

- Granting recipients access to attachments automatically
- Using Quest AttachThis Admin Console
- Viewing usage statistics
- Assigning smart tags to groups of users

Quest AttachThis offers a per user-based licensing. To purchase a new license, send email to sales@quest.com. After you received a license file you need to provide it to the Quest AttachThis Admin Console, as follows:

1. Open Quest AttachThis Admin Console
2. Click **Update License**. The following webpage opens:

3. After that, click **Choose File** and locate the license file.
4. Finally, click **Update**. The license information will be updated immediately.

Registering Users in Admin Console

You need to register users that use Quest AttachThis add-in in Outlook to be able to collect statistics from them and assign smart tags to them.

To add clients to Admin Console through Group Policy, perform the following:

1. In any text editor like Notepad, type the following code:

```
CLASS MACHINE
CATEGORY !!NAME
    KEYNAME "Software\Quest Software\AttachThis"
    POLICY !!POLICYNAME
        PART !!PARTNAME EDITTEXT
              VALUENAME AdminServiceUrl
        END PART
    END POLICY
END CATEGORY


[strings]
NAME="Quest AttachThis"
POLICYNAME="Change admin console server"
PARTNAME="AdminConsole server url"
```

2. Save the text file with **.adm** extension (for example, *QuestAttachThisPolicy.adm*) to any appropriate folder.
3. On the Active Directory domain controller click **Start | All Programs | Accessories**, and then click **Run**. Type **gpmc.msc** in the text box, and then click **OK**.
4. In **Group Management Console** navigate to the **Default Domain Policy** node, right-click it, and then select **Edit**.
5. In **Group Policy Object Editor** navigate to the **Administrative Templates** node, right-click it and then select **Add/Remove Templates**.
6. In the **Add/Remove Templates** dialog box click **Add** and locate the **.adm** file created on step 2. After that **Close** the dialog box.
7. On the menu bar, click **File | Filters** and disable all the available filters.
8. In the navigation tree, right-click the appeared **Quest AttachThis** node, and select **Properties**.
9. In the **Change Admin console server Properties** dialog box, ensure that enable option is selected and specify the correct SharePoint 2010 server where Admin Console installed.
10. Click **OK** to complete the configuration.

Managing Smart Tag Mapping

With the Quest AttachThis Admin Console you can map smart tags onto specific groups of users. Those smart tags are available in the Quest AttachThis Outlook add-in for each user within a group along with the user defined smart tags.

If a user is a member of more than one group, the user gets the combination of all smart tags intended for each group.

Quest AttachThis has a predefined group **Everyone** that includes every Quest AttachThis user.

To assign smart tag to a group of user, perform the following:

1. Create a new SharePoint site group and populate it with desired users.
2. In the Quest AttachThis Admin Console, click **Manage smart tag mapping**.
3. From the drop-down list, select the previously created group.
4. Specify pairs of smart tag names and corresponding SharePoint document library URLs separated by the pipe **|** character, as on the screenshot below:
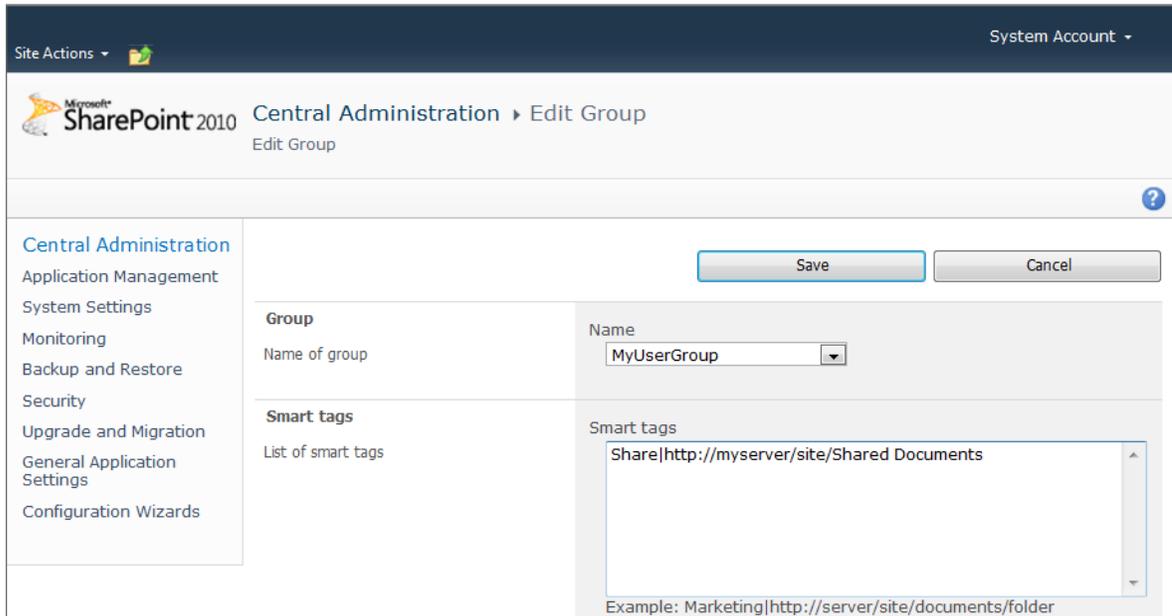
5. Finally, click **Save**. The smart tags will appear in users' Quest AttachThis user interface right after they restart Outlook.

To learn more about smart tags, see the following how-to videos:

- How to Configure SharePoint Smart Tags Using AttachThis
- How to Automate User Interaction with Global Smart Tags in AttachThis Pro

Viewing Statistics

In Quest AttachThis Admin Console you can view statistics of the 10 most recent users. The following information is displayed:

- Number of email messages sent by the user
- Version of Outlook that the user have
- Last time the user used Quest AttachThis

About Quest Software, Inc.

Established in 1987, Quest Software (Nasdaq: QSFT) provides simple and innovative IT management solutions that enable more than 100,000 global customers to save time and money across physical and virtual environments. Quest products solve complex IT challenges ranging from database management, data protection, identity and access management, monitoring, user workspace management to Windows management. For more information, visit www.quest.com.

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Refer to our Web site for regional and international office information.

Contacting Quest Support

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a Quest product and have a valid maintenance contract. Quest Support provides unlimited 24x7 access to our Support Portal at www.quest.com/support

From our Support Portal, you can do the following:

- Retrieve thousands of solutions from our online Knowledge Base
- Download the latest releases and service packs
- Create, update and review Support cases

View the Global Support Guide for a detailed explanation of support programs, online services, contact information, policies and procedures. The guide is available at: www.quest.com/support.

Third Party Contributions

Quest AttachThis contains some third party components (listed below). Copies of their licenses may be found at http://www.quest.com/legal/third-party-licenses.aspx.

COMPONENT	LICENSE OR ACKNOWLEDGEMENT
.NET logging library 1.0	BSD 4.4
SharePoint Solution Installer V1.2.2	Microsoft Permissive License (Ms-PL) v1.1

.NET logging library 1.0: License Text

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