

How do I access support for Toad products?



Frequently asked questions about support for Teradata in Toad® by Quest.

FREQUENTLY ASKED QUESTIONS	
Question	Answer
Which latest Teradata Database version is supported by Toad Data Point?	The latest supported Teradata Database version is 16 as of Toad Data Point 6.2.
What are the main features supported by Toad Data Point?	See https://toadworld.com/products/toad-data-point/
What are the main features supported by Toad Data Studio?	See https://www.quest.com/products/toad-data-studio/ and https://www.quest.com/documents/toad-data-point- functional-matrix-datasheet-148651.pdf
Which Toad product is recommended for each user role?	Business Analyst - Toad Data Point Data Analyst - Toad Data Point Data Engineers - Toad Data Studio DBA/Developers - Toad Data Studio, or the platform-specific Toad products, like Toad for Oracle, Toad for SQL Server, etc.
What are the licensing and pricing options available for Toad products?	Licensing models include perpetual, term, and subscription- based. Consult a Quest Account Executive for the latest pricing options.
Which Operating System (OS) platforms are supported by Toad?	Currently available for Windows. However, Quest is working on updates to both Toad Data Studio and Toad Data Point that will run on Apple macOS.
What mechanisms for authentication and encryption does Toad support?	Authentication methods will differ based on platform, ranging from simple username and password, to single sign-on, to multi-factor authentication for some supported platforms.  Toad Data Point uses 3DES encryption currently for security around storage and use of connection passwords but will begin to use AES-based encryption in the next release (quarter 2 of 2024).
What kind of telemetry data is collected by Toad currently?	Toad products—and when, and only when, authorized by the user at installation time—will send to Quest only product usage stats never any data that is considered PII, sensitive, or proprietary. Such data could include the <b>type</b> of database connection (not the connection details or target), and which windows and panels the user spends most of their time in.

See https://support.quest.com/productline/toad

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