

Quest® Knowledge Portal 2.9

Release Notes

May 2017

These release notes provide information about the Quest® Knowledge Portal release.

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About this release

Knowledge Portal is intended to help you analyze and report on data collected by Quest products. Based on Microsoft SQL Server Reporting Services, Knowledge Portal offers full-range functionality and a friendly interface that allows you to carry out your reporting tasks:

- View reports on data stored in SQL Server databases by Quest products
- Facilitate data source management
- Apply filters to report data
- Subscribe to the reports
- Search through the reports for the ones you need
- Launch Report Builder to create custom reports
- Organize the structure of the folders that reports are stored in

- Easily apply the necessary properties (settings) to reports and folders
- Simplify report data filtering by using enhanced, user-friendly filtering parameters configuration

New features

In Knowledge Portal 2.9, Dell Knowledge Portal is rebranded to Quest Knowledge Portal.

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 1: General known issues

Known Issue	Issue ID
For the Knowledge Portal to be installed properly, make sure Microsoft Data Transaction Coordinator is installed and running on the target computer.	40247
The Knowledge Portal operation on Microsoft IIS 6.0 Web Farm is supported for single node NLB clusters only; for other configurations, wizards will not operate properly.	27615
To install the Knowledge Portal on Microsoft Cluster Server cluster, Microsoft Data Transaction Coordinator is required.	27181
If SSRS is running on a computer that belongs to a workgroup, and while client computer is located in the domain, then a user will fail to run Report Builder on a client computer (due to authentication error). To prevent from problems when launching Report Builder remotely, configure access rights as described in the Installation Guide.	0168301
The following error may occur in Internet Explorer browser on the client side when trying to display the Reports , Data Sources , and Search tabs of the Knowledge Portal after navigation in reports tree, or after selecting a folder and clicking Remove Folder option: 'Unknown error. Error page description: Invalid_Viewstate. Client IP: <client_ip> Port: <port_number> User-Agent:<browser_client_configuration> ViewState: <view_state_description> Http-Referer:<link_to_invalid_URL> Path:<path>. To resolve the problem, click Refresh on the Internet Explorer toolbar.	0167911, 0174994
When you try to apply several parameters to the reports using the Property Manager Wizard, and an error occurs during the application of one parameter, other parameters will not be applied either.	0142308
If you perform a Repair action when running the Report Pack installer from Add/Remove Programs, removed data sources are restored and assigned to the Report Pack reports but not models. To assign these data sources to the corresponding models, use the Change Data Source	0191399

Known Issue	Issue ID
Wizard.	
For the Knowledge Portal to work correctly on a client computer, the site where the Knowledge Portal is installed must be added to the Trusted Sites list on that client computer, and the Allow META REFRESH option (Control Panel Internet Options Security Custom Level Miscellaneous Allow META REFRESH) should be enabled.	0145430, 0145432
Data-driven subscriptions cannot be copied from a source report using the Property Manager Wizard. Therefore, if there is at least one data-driven subscription among copied subscriptions, none of them will be copied.	0154143
For the Knowledge Portal to work properly, we recommend that to return to the previous page you use the Back button provided by the Knowledge Portal interface when it is displayed instead of the browser's Back button.	0138682, 0138691, 0143015
Date/time format used in SSRS and Knowledge Portal may differ (for example, MD\YYYY and DM\YYYY); if so, the following error message is displayed:	28240, 38680
<p>The value provided for the report parameter 'EndDate' is not valid for its type.</p> <p>This may cause problems when you use Property Manager Wizard to apply a value to a Date/Time filter; besides, when running Report-Driven Data Import Wizard, user settings for date and time are not determined properly—reporting server local settings are displayed instead.</p> <p>To avoid such problems, the following steps can be taken:</p> <ol style="list-style-type: none"> 1. On the computer where the Knowledge Portal runs, select Start Settings Control Panel Regional and Language Options. 2. On the Regional Options tab, click Customize. 3. Click the Date tab and change the date format to match the one on SSRS. 	
When using the Property Manager Wizard to copy a value for query-based parameter (for example, a filter like Time Interval), the value will not be applied; no error message is issued, however.	0182079, 29170
When using the Property Manager Wizard to copy a value for query-based parameter (for example, a filter like Time Interval), the value will not be applied; no error message is issued, however.	0168473
If you use the Property Manager Wizard to apply security settings to a report by assigning SSRS role to user account which had access rights to this report only (but not the rights to access the Knowledge Portal folder in SSRS), these settings will be applied to the report. However, this user will be able to view the report via Internet Explorer only by specifying a direct hyperlink. No upper-level items (folders) will be available to this user. For information on rights and permissions required for work with the Knowledge Portal, refer to the Installation Guide.	0188193
When using the Property Manager Wizard to copy security settings from a source report to target report, consider that roles will be assigned to user accounts in the following way:	40261

Known Issue	Issue ID
<ul style="list-style-type: none"> • If an account was not previously granted access to target report, it will be assigned the necessary role and added to the corresponding list of accounts. • If an account had access rights to target report, and these rights differ from this account's rights on the source report, then source ones will take precedence (the role this account will have for target report is copied properly). • If an account was previously granted access rights to target report only (not for the source one), no changes will be made. 	
<p>When you copy folders as you organize reports, source folder security settings are not set correctly (they are inherited from target folder's parent while original settings are removed).</p>	0184311
<p>To view a report created with Report Builder, user account should be granted the Manage Models right on the SSRS folder where the report (RDL file) was saved after creation.</p>	25077
<p>Subscriptions to a source report or folder are not copied when you copy a report or folder.</p>	0184502
<p>If you delete a report model, then using Property Manager Wizard to assign a new model to the reports (based on the deleted one) will not fix the problem (though the wizard will quit without error). You can be assign another model to these reports using the SSRS Report Manager.</p>	0184553
<p>You may want to copy the report's data source properties using Property Management Wizard and selecting the Apply only to reports designed for the same products as the source report check box. If so, note that target reports (the ones these properties will be applied to) will be selected considering not the products explicitly specified for the reports (displayed in the report properties) but the products associated with the data sources of the reports.</p>	0186178
<p>Property Manager Wizard will not help in applying parameter values to report filtering parameters of List of check boxes type.</p>	23163
<p>Report-Driven Data Import Wizard does not work properly if nlb clusters are used.</p>	32003
<p>If you launch Report-Driven Data Import Wizard for any report from MIIS Report Pack, and select View the report after finishing check box on the final step of the wizard, the following error message is displayed after you click Finish:</p>	41155
<p>Reporting Services Error:</p>	
<p>An attempt was made to set a report parameter 'Computer_like' that is not defined in this report. (rsUnknownReportParameter)</p>	
<p>To avoid this problem, clear View the report after finishing check box, and after completing the wizard, use View Report command from Options to display the report.</p>	
<p>To view the Temporary Tables Clean-Up job status and datetime, take the following steps:</p>	41135
<ol style="list-style-type: none"> 1. On the SSRS Report Server, select the Home\QKP\SharedDataSources\Clean-up Reports folder. 2. Select the report with the same name as the data source whose clean-up you are interested in. 	

Known Issue	Issue ID
<p>3. In this report Properties, click History. A list of snapshots will be displayed. If there are no items in the list, this means no clean-up was performed for the data source.</p> <p>The DataSourceCleaner.exe utility can be used only if you use integrated Windows authentication when connecting to the database. If SQL Server authentication is specified in connection settings, you will not be able to use this utility.</p>	
<p>When assigning the SQL Server 2005 database roles to accounts planned for database access, you must also specify the Default Schema with the same name as selected account. For that, provide the account name when configuring user mapping on the User Mapping page of the Login Properties (in Microsoft SQL Server Management Studio). You can enter the account names browsing for them; if they do not exist in the browsing list, they must be entered manually.</p>	0145120
<p>When you try to change or add a role for an account using the Property Manager Wizard, you may get the following error:</p> <p>Error page description : Arithmetic operation resulted in an overflow.</p> <p>As a workaround, perform this operation directly in the Reporting Services Web UI.</p>	85548
<p>When you create a subscription and try to select the report output share in the Subscription Wizard, you may get the following error on Windows Server 2012:</p> <p>Error page description : Arithmetic operation resulted in an overflow.</p> <p>On Windows Server 2003 and 2008 no error occurs, but shares are not listed anyway.</p> <p>As a workaround, type the share name directly in the Path text box on the Select Delivery Method step.</p>	85547

Table 2: Microsoft SQL Server 2005 Reporting Services-related known issues

Known Issue	Issue ID
Some reports appear to be wider than the page. The reason is that the width of the fields in such reports varies depending on the values in the fields.	0145120
Some subreports are cached. If you configure filters in the parent report, the subreport is not regenerated with these filters. Instead, the subreport's version is loaded from the cache. To compile a subreport with filters, press Ctrl+F5 to refresh the subreport page.	0145121
For very large reports, the Print Preview page may not open and the report may not print.	0139691
Page breaks in the online version of a report may not correspond to the page breaks in the printed version.	0139480
If large fonts are in use, the Report View page (if credentials to connect to the data source are prompted) is displayed incorrectly.	0131812
If the Microsoft SQL Server Reporting Services and Microsoft SQL Server used to generate a report are installed on different computers, then the report cannot be compiled using the Windows Authentication of the user currently logged on to the Knowledge Portal. Consider using SQL Server authentication.	0145326

Known Issue	Issue ID
Search in report descriptions can be performed only through the first 512 characters of the description.	0168949
If browsing for SSRS local user/group accounts when configuring report (folder) security settings, in case of remote installation (Knowledge Portal installed on a computer different from the one where SRS runs), similar account found on the Knowledge Portal computer will be selected.	0181349
If the password was changed for the user account you planned to use for browsing Active Directory (specified during the setup), then error will occur when you try to search for users when assigning security roles in the Knowledge Portal.	0173578
Japanese characters in the reports exported to PDF are not supported.	0191046

Table 3: Microsoft SQL Server 2005 Reporting Services-related known issues

Known Issue	Issue ID
Custom reports based on the SSRS 2008 schema are not supported.	

Table 4: Report known issues

Known Issue	Issue ID
Report-driven data import for InTrust, InTrust for Active Directory and InTrust for File Access plug-ins reports will operate properly only if the list of computers (used by Computers filter) contains no wildcard characters; otherwise, corresponding report fields will contain no data.	57815
If you open a report and try to customize report view using the Customize Report View option, then in case you clear View the report when customization is completed check box and close the dialog by clicking OK , changes will not be applied (no refresh will take place after you click Refresh , CTRL+Refresh , or View Report).	0163972, 0164807

System requirements

Before installing Knowledge Portal 2.9, ensure that your system meets the following minimum hardware and software requirements.

Server Side

Table 5: Server side requirements

Requirement	Details
Processor	<ul style="list-style-type: none">• x64• x86 (where applicable)
Memory	Minimum 512MB (1GB recommended)
Hard disk space	Minimum 50MB for Knowledge Portal, 20MB for Report Pack
Operating system	Any of the following: <ul style="list-style-type: none">• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2012• Microsoft Windows Server 2008 R2• Microsoft Windows Server 2008• Microsoft Windows Server 2003 R2• Microsoft Windows Server 2003 with or without Service Pack 1
Additional Software	All of the following: <ul style="list-style-type: none">• Web server based on Microsoft Internet Information Services (IIS) 5.0 or higher, with ASP.NET 4.0• Microsoft .NET Framework 4.0• Microsoft SQL Server Reporting Services—any of the following versions:<ul style="list-style-type: none">◦ 2016◦ 2014◦ 2012◦ 2008 R2◦ 2008◦ 2005



NOTES:

- Before you install Knowledge Portal on a computer running Windows Server 2012, do the following:
 1. Open Server Manager and select **Local Server** from the left pane.
 2. Then click Manage from the toolbar and select **Add Roles and Features**.
 3. The Add Roles and Features wizard opens. On the **Select role services** screen, select **Web Server Role (IIS) | Role Services**.
 4. In the feature list, expand **Web Server (IIS) | Web Server | Security** and select the **Basic Authentication** and **Windows Authentication** features.
 5. Then expand **Web Server (IIS) | Web Server | Application Development** and select **ASP.NET 4.0** feature.
 6. Complete the wizard.
- Microsoft SQL Server 2005 Express Edition is not supported.
- If you plan to use a web server based on Microsoft IIS 6.0, make sure ASP extensions are allowed.
- If you plan to use a web server based on Microsoft IIS 7.0, do the following:
 1. In the Control Panel, click **Programs**.
 2. Select **Programs and Features | Turn Windows Features on or off**.
 3. In the Windows Features dialog, select the **Internet Information Services | Web Management Tools | IIS 6 Management Compatibility** feature.
- Before you install Knowledge Portal on a computer running Windows Server 2008, turn off User Account Control (UAC). Otherwise, the component will not install. Also, UAC must not be activated while Knowledge Portal is running.

Client Side

Table 6: Client side requirements

Requirement	Details
Processor	<ul style="list-style-type: none">• x64• x86 (where applicable)
Operating System	Any of the following: <ul style="list-style-type: none">• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2012• Microsoft Windows Server 2008 R2• Microsoft Windows Server 2008• Microsoft Windows Server 2003 R2• Microsoft Windows Server 2003 with or without Service Pack 1

Requirement	Details
	<ul style="list-style-type: none">Microsoft Windows XP Service Pack 1
Additional Software	Microsoft Internet Explorer 7.0 or later

Product licensing

This product does not require licensing.

Upgrade and installation instructions

Refer to the [Installation Guide](#) for installation instructions.

More resources

Additional information is available from [online product documentation](#).

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Japan.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit <https://www.quest.com/company/contact-us.aspx> or call +1-949-754-8000.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

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Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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