

Quest Knowledge Portal 2.9

Product Overview



© 2017 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.


Patents


Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

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.

Knowledge Portal Product Overview

Updated - July 2017

Version - 2.9

Contents

Quest Knowledge Portal: Smart Reporting for Auditing and Policy Compliance	4
Key Features	5
How It Works	6
About us	8
Contacting Quest	8
Technical support resources	8

Quest Knowledge Portal: Smart Reporting for Auditing and Policy Compliance

Quest Knowledge Portal provides a single, unified reporting platform for a variety of Quest products. The Portal facilitates scheduled and ad hoc reporting, enabling complete business views into IT at both a summary and a granular level.

Several Report Packs for the Knowledge Portal were designed to help you analyze data collected by Quest products; they will provide you with valuable information you can use to establish proper baselines and track the business-critical processes, including:

- Configuration Management
- Incident Management
- Problem Management
- Security Management
- Storage Management
- Change Management

Key Features

Single Point of View: Knowledge Portal integrates, analyzes, and reports on data from heterogeneous sources to give you a single business view into your IT environment.

Smart Reporting: Predefined reports for Quest products were designed with expert knowledge, offering a variety of filters so you can get exactly the information you need. Many reports allow drill-down to increased detail.

Customizable Reports, Views, and Distribution: You can customize the fields in predefined reports and specify the sort order for them. Besides, you can start Report Builder right from the Portal and use predefined models to create your own reports. Also, you can set up subscriptions so that users receive updated reports via e-mail or through a file share.

Secure Access: Users must authenticate into the Portal when they log on. Once logged in, users can view only the reports and associated data for which they have been assigned access rights.

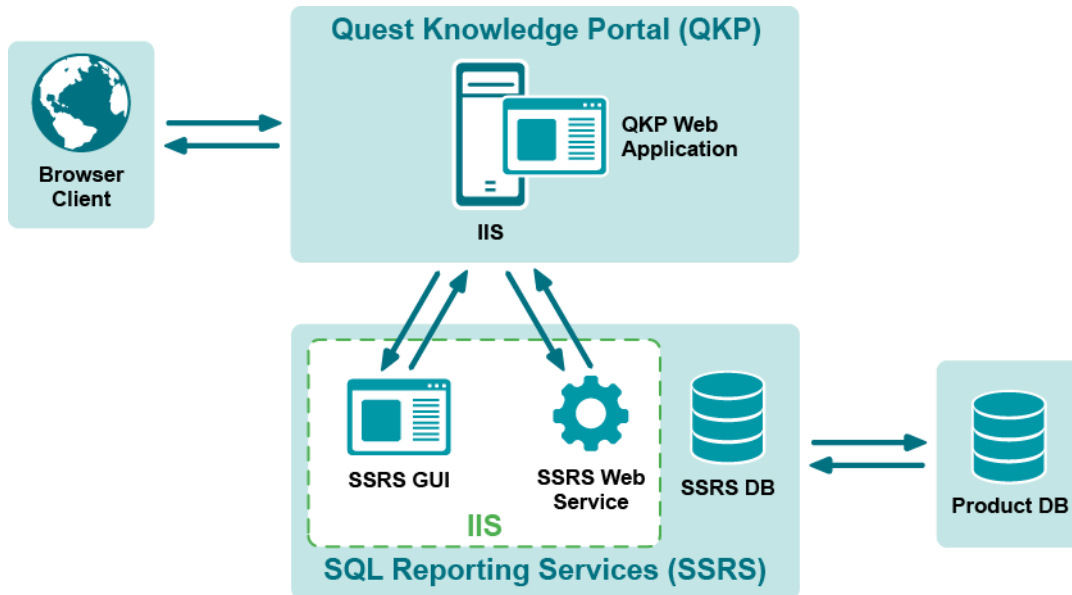
Easy Deployment: Authenticated users can access the reports from anywhere in the world because the Knowledge Portal is Web-based; no applications other than Microsoft Internet Explorer browser need to be installed on a desktop to view the reports.

Enhanced Report Management: You can quickly and easily organize your reports and folders, modify report properties, export and import reports, and search through reports.

Enhanced Data Source Management: You can easily configure your data sources during the setup, and then use a friendly wizard to change their settings. To avoid excessive database size growth, you can periodically remove temporary tables from the databases assigned to your data sources. For that, you can schedule a special Temporary Tables Clean-Up job for the data source you need.

How It Works

Knowledge Portal architecture is shown in the figure below.



The following are the components shown in the figure:

1. **Product database**—a SQL Server database storing data collected by a product (such as InTrust or Enterprise Reporter); reports are generated on that data and RDL files (report definitions)
2. **SSRS DB**—Reporting Services database storing information required for reporting (for example, .RDL files defining the report structure)
3. **SSRS Web Service**—the main service that is responsible for report generation and delivery
4. **SSRS GUI**—Report Manager, a component of Reporting Services that provides for configuration of reporting process (delivery options, scheduling and so on) and report management (filtering, properties configuration and so on)
5. **Knowledge Portal (QKP)**—a Web application designed to simplify report management tasks, providing a user-friendly interface and enhanced functionality (for example, arrangement of reports and folders, applying properties to multiple reports at once). In fact, this is an add-in for SSRS; for some tasks, users are redirected to the SSRS GUI (exploring filtering parameters, changing data source name and so on). Reports and other predefined product-specific objects are brought in by Report Packs.
6. **Browser Client**—Microsoft Internet Explorer used on the client computers to work with Knowledge Portal

Knowledge Portal operation consists of the following:

1. Browser client interacts with the Knowledge Portal interface: a user connects to the Knowledge Portal, selects a report to open, and clicks **View Report**.
2. Knowledge Portal web application sends a request to SSRS web service—for this, an appropriate SSRS role is required for the account under which the Knowledge Portal is running.

i | **NOTE:** In some cases, for example, to manage access rights for the reports, client is redirected to Report Manager.

3. The SSRS Web service accesses the database, gets the required data, fills in the report fields, and returns the generated report to the Knowledge Portal web application to be finally displayed to the end user.
4. Ready reports are delivered to users through scheduled subscriptions (sent by email, or stored to a file share)

Depending on your environment, you can select QKP deployment scenario that suits you in the best way. For example, you can use SSRS currently installed in your network, and install Knowledge Portal to the same computer, while product database will reside on a dedicated SQL Server. To learn about possible deployment scenarios and related considerations, refer to the [Installation Guide](#).

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