

Toad® Intelligence Central 3.3

Release Notes

March 2017

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About Toad Intelligence Central

Toad® Intelligence Central enables enterprise users to be far more productive with their tools including Toad Data Point by centralizing automation workflows, accessing data directly, collaborating and sharing on datasets, queries and Toad files and providing a secure and established way to manage your data sprawl.

- **AUTOMATE** - Toad users can schedule the regular automated execution of Toad Data Point automation scripts on Toad Intelligence Central.
- **ACCESS** - Toad users can access Toad files and basic data files published to Toad Intelligence Central that have been shared with them. An additional data connectivity license extends Toad Intelligence Central to work across a wide range of data stores including relational database models, data warehouses, No SQL and Business Intelligence data sources like OBIEE and SAP®.
- **SHARE** - Objects can be shared amongst users and groups and organized collectively in a familiar folder structure, assigned tags and given a description for easy search retrieval. Administration of users and groups can be managed locally or users and groups can be imported from Active Directory®.
- **SECURE** - Toad Intelligence Central provides a centrally managed, secure, stable and accessible system.

Distributions of Toad Intelligence Central include a Web Server and Admin Console for administrative and general user access. In addition, Toad Data Point and other collaborative Toad products can directly access

Toad Intelligence Central. Data on Toad Intelligence Central can be accessed via a third party product such as Tableau for further data processing and visualization.

Data Connectivity

A valid data connectivity license supports the following Business Intelligence Data Sources.

- Dell® Boomi
- Google Analytics™
- Oracle® Business Intelligence Enterprise Edition 10g and 11g
- SAP® Business Objects Query as a Web Service (QAAWS) XI 3.0, 3.1 and 4.1
- Salesforce.com®
- SharePoint® Lists using Data Services over SharePoint Server 2010 and later via OData
- Hive™
- Microsoft® Analysis Services
- OData - Generic for any OData service versions 1, 2, 3 and 4.

Intelligence Central 3.3 is a minor release, with enhanced features and functionality. See [New features](#).

New Features

This release of Toad Intelligence Central includes the following new features and enhancements.

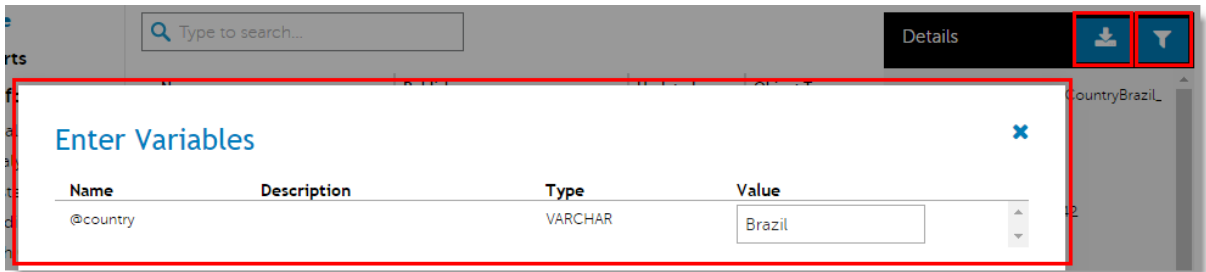
Toad Data Point

Enter Variable Value

For views and Automation scripts that were published with variables, Intelligence Central prompts the user for values at run time.

Views with Variables

This release of Toad Intelligence Central includes an exciting new feature. When you download or filter a published View in which the defining SQL contains a variable*, Intelligence Central prompts you for the variable value. This is useful as it allows data consumers to provide their own variable value at the time they execute the View. Data consumers have a choice to use the default value or enter a new value.



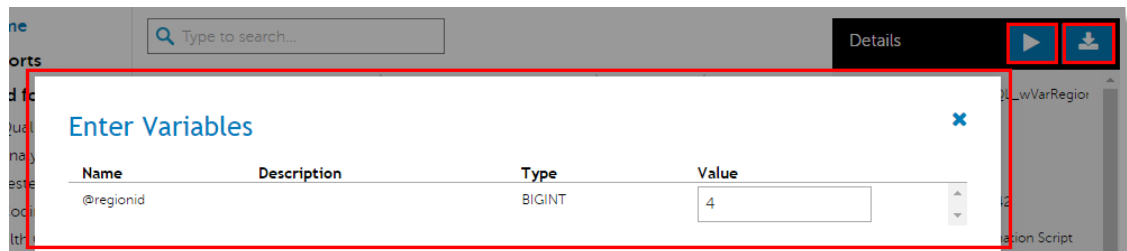
The new value entered applies to the current download only. Each variable has a default value. The default value is specified by the publisher at the time of publishing and can be modified through Toad Data Point.

i | **NOTE:** *This feature is only available for Views published from Toad Data Point 4.2 or later. The associated Toad Data Point features—the ability to publish a View containing a variable and the ability to modify the default value—are available only in Toad Data Point 4.2 or later.

Automation Scripts with Variables

When you manually run a published Automation script** which executes SQL containing a variable, Intelligence Central prompts you to enter a variable value. You can enter a new value or use the default. The value entered is used in the current manual execution only .

- For scheduled scripts, Intelligence Central uses the default value. The default value is specified by the publisher at the time of publishing and can be modified through Toad Data Point.



Highlights:

- The default value is used by scheduled scripts, eliminating the need to prompt for a variable value.
- You can modify the default value for a published script at any time through Toad Data Point (**View Details | Variables**).
- You can manually run an Automation script through the Web interface and supply a new variable value (for the current run only).

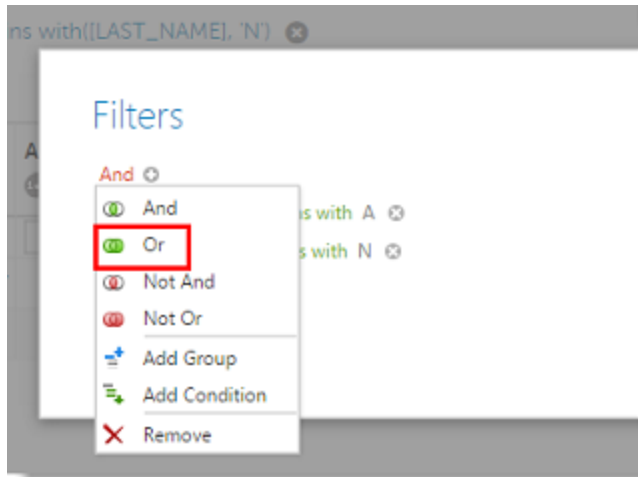
i | **NOTE:** **The Enter Variables feature is only enabled for Automation scripts published from Toad Data Point 4.2 or later. The associated Toad Data Point feature—the ability to modify the default value for a published Automation script— is available only in Toad Data Point 4.2 or later.

Filtering Data

You will find the following new enhancements when filtering data to download from a data object (view, snapshot, dataset).

OR Operator

- When creating a filter with more than one condition, you can now apply the OR operation.



Quick Filtering and Data Preview

In the data preview window, you can quickly filter a column by entering a value in the text box below the column header. Now the filter is not applied until after you press ENTER, resulting in a smoother data preview process.

To quickly filter a column in the preview window

1. Enter a value in the text box below the column header.
2. Press ENTER. The filter is applied to the sample data.

Email Notifications and Error Alerts

This release of Intelligence Central includes several new enhancements that provide added functionality in the area of email notifications and error alerts.

Add Email Address for Administrator (root) User

You can now specify an email address for the Administrator (root) account. Only the Administrator (root) user can add the email address for this account. To add an email address for the Administrator (root), do the following:

1. In the Web interface select **Administration | Users**.
2. Select the Administrator (root) user to display the account details in the right pane.
3. Click **Edit** in the Details pane. Then enter an email address in the Details dialog.

Receive Error Alerts

You can now receive an error alert by email when Automation script execution or snapshot refresh fails for an object you own or manage. To enable error alerts for your user account, do the following:

1. In the Web interface, go to **Administration | Users**.
2. Select your user name.

3. Click **Change subscription** in the Details pane.
4. Select **Error Alerts**.

Unsubscribe to the Personal Digest through the Web Interface

Users can now subscribe/unsubscribe to the Personal Digest email through the Web interface. In the previous release, a user could only unsubscribe through their Personal Digest email (using the *Unsubscribe* link).

1. In the Web interface, go to **Administration | Users**.
2. Select your user name.
3. Click **Change subscription** in the Details pane.
4. Clear the **Personal Digest** check box to unsubscribe.

New Intelligence Central Admin Daily/Weekly Digest Email

Users with the Administrator role can now receive an Intelligence Central Admin Digest email. This email is similar to the Personal Daily Digest, but contains information relevant to the Administrator role. Users can elect to receive this digest on a daily or a weekly basis.

- To enable the Admin Digest for an Administrator user, in the Web interface select **Administration | Users**. Select a user and then click **Change subscription** in the Details pane. In the Email Subscription dialog, select *Admin Digest (Daily)* or *Admin Digest (Weekly)* or both. If both check boxes are cleared, this user receives no Admin Digest.
- The Admin Digest provides a summary of daily or weekly activities relevant to Administrator users.
- **Note:** Email Notifications must be enabled on the Intelligence Central server before the Admin Digest can be sent to Administrator users.

Administrator Role Can Configure Email Notifications for Other Users

Users with the Administrator role can subscribe/unsubscribe other users to the email notifications, which include:

- Personal Digest
- Error Alerts
- Daily Admin Digest
- Weekly Admin Digest

Connections

OData Version 4. This release includes support for OData version 4.

Installation

System Requirements. Beginning with this release, Microsoft .NET Framework 4.5.1 is required.

See [Resolved issues](#) for more enhancements and resolved issues in this release of Toad Intelligence Central.

Deprecated Features

Product Licensing through the Admin Console. The Admin Console can no longer be used to add / remove Toad Intelligence Central licenses. Use your web browser instead.

Azure DataMarket. You can no longer map an Azure DataMarket data source in the Admin Console.

Resolved Issues

The following is a list of issues addressed in this release of Intelligence Central.

Resolved Issue	Issue ID
Access: Corrected an issue that caused a "4200 bad allocation" error when executing a cross-connection query using a 64-bit Access ODBC driver.	TIC-6233
Access: Corrected an issue that caused an error when using a 32-bit ODBC driver when querying a mapped table from an Access database.	TIC-6090
Administrator Role: A user with the Administrator role has Manage privileges on all Toad Data Point documents and scripts, including the ability to execute an Automation script which has a "Private" Sharing/Visibility option, as expected.	TIC-7001
Apache Hive: Data in Array data type columns now displays as expected in the Toad Data Point Database Explorer (Viewer), Data tab.	TIC-6417
Apache Hive: Added support for Hive split() function.	TIC-6304
OData: Added support for OData version 4.	TIC-6377
Oracle: Corrected an issue that caused an error because portions of the SQL query were not pushed down to Oracle as expected.	TIC-6772
Query: Corrected an issue that prevented a query containing a CASE statement from executing successfully.	TIC-6332
Query: Improved data type mapping, specifically "unsigned" data type.	TIC-6040
Snapshot Refresh: Corrected an issue that caused a "Column message cannot be null" in Event Viewer. Scheduled snapshots were running on schedule and executing successfully.	TIC-6415
User Interface (Web server): Corrected an issue in which charts were not refreshed if the selected time period had no data.	TIC-6253
User Management: Corrected an issue in which privileges were not granted again when a disabled user was re-enabled.	TIC-6256
Web Server: When filtering data in the preview window, the filter is now applied after the user presses ENTER, resulting in a better user experience.	TIC-6455
Web Server: Corrected an issue that caused an error and prevented an Active Directory user from downloading a published snapshot through the Web interface. The error text included the following: "The directory name is invalid."	TIC-6462
Web Server: Improved Search performance on the Home page when the number of objects in Intelligence Central is very large.	TIC-6313

Resolved Issues for Toad Data Point—If you are using Toad Data Point on an Intelligence Central server to run Automation scripts, or if Toad Data Point users are publishing objects to Intelligence Central, you might be interested in reviewing the [Toad Data Point Release Notes](#).

Known Issues

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

Installation, upgrade, licenses

Table 1: Known issues on installation and upgrade

Known Issue	Issue ID
Installation of Toad Intelligence Central will fail for a Windows user with administrator permissions if User Account Control Settings is set to Never notify . <i>Workaround:</i> Set User Account Control Settings to default or above. To open User Account Control Settings, click Start Control Panel and in the search box type uac .	4858
The Toad Intelligence Central server runs as three services that start automatically when Windows starts. On installation, services run under the Local System account. Changing the user of any of the services can cause a license failure. <i>Workaround:</i> Re-enter the license to Toad Intelligence Central following the Product Licensing instructions.	2306

Log in, users and groups

Table 2: Known issues with log in, users and groups

Known Issue	Issue ID
On adding users to Intelligence Central from Active Directory and two of those users have the same username (different domain) then only one user will be added to Intelligence Central. Each username on Toad Intelligence Central must be unique.	1922
In some instances, Intelligence Central may not release some connections after the user disconnects. A user may encounter a "number of connections exceeded" message when attempting to connect after the maximum number of connections has been reached. This release of Toad Intelligence Central now allows up to 1024 connections (sessions). <i>Workaround:</i> If a new connection cannot be opened because the maximum number of connections has been reached, restart the Toad Intelligence Central server.	N/A
If the machine hosting Toad Intelligence Central is not part of a domain then it will not be able to validate Active Directory users log in from the Admin Console, Web Server or other client application (Toad Data Point).	3253

Known Issue	Issue ID
<p>Web Server: When the Administrator resets the password for an Intelligence Central user or enables an Intelligence Central user from a computer that does not have an email client installed, there may be problems if the Administrator chooses to email the new password to the user.</p>	4087
<p>Web Server: You may experience a failure to log in to a web browser from Windows Server 2008 (64 bit) using Internet Explorer.</p> <p><i>Workaround:</i> Disable Internet Explorer Enhanced Security Configuration. See also Microsoft Technet: https://technet.microsoft.com/en-us/library/dd883248(v=ws.10).aspx</p> <ol style="list-style-type: none"> 1. From the Windows Start menu click All Programs Administrative Tools Server Manager to open the Server Manager. 2. Under Security Information, disable Configure IE ESC. 	2977
<p>Web Server: Failure to connect to a web browser from Windows Server 2012 using Internet Explorer.</p> <p><i>Workaround:</i> From Internet Explorer click Tools Internet Options Security. Add the Web Server as a trusted site to the Internet Explorer Enhanced Security Configuration.</p>	3943
<p>Connections from Toad Data Point to Toad Intelligence Central: Failure to connect to Toad Intelligence Central via a proxy server.</p> <p><i>Workaround:</i> Ensure your Proxy Server is able to connect to the remote host where the Toad Intelligence Central server is running and supports HTTPS traffic.</p>	2086
<p>Toad Data Point 3.8: The Administrator role functionality is not recognized when editing and deleting Intelligence Central groups. An Intelligence Central group can be deleted by the owner of the group and root Administrator only.</p> <p><i>Workaround:</i> Users with an Administrator role can use their web browser or the Admin Console to edit and delete Intelligence Central groups.</p>	QAT-6929

Objects published to Intelligence Central

Table 3: Known issues working with objects published to Intelligence Central

Known Issue	Issue ID
<p>The Admin Console cannot be used to execute Automation scripts from a connection to Toad Intelligence Central that uses Windows credentials.</p> <p><i>Workaround:</i> Execute the script from Toad Data Point or a connection to Toad Intelligence Central that uses local username/password authentication.</p>	2072

Known Issue	Issue ID
<p>When your configuration of Toad Intelligence Central services has been set to run under a Windows account other than "Local System" there is a problem where on upgrade Automation Scripts no longer run. The error is a Licensing Error: License of Toad Data Point instance on the Intelligence Central server is not valid.</p> <p><i>Workaround:</i> There are three steps to the workaround.</p> <ol style="list-style-type: none"> 1. Log in to the Windows computer where Toad Intelligence Central is installed using the Windows credentials that Toad Intelligence Central services have been configured to run under. 2. Open Toad Data Point. 3. Select Help Licensing. Enter a valid Toad Data Point license in the space provided. 	2306

Data connectivity license: Objects from data sources

Table 4: known issues with objects from data sources

Known Issue	Issue ID
<p>Snapshots can be stuck in a permanent 'Running' state following an unexpected event, for example if Toad Intelligence Central stops unexpectedly. While the snapshot is permanently 'Running' the snapshot data cannot be refreshed.</p> <p><i>Workaround:</i> Restart the Toad Intelligence Central server. Instructions are provided in the <i>Toad Intelligence Central Deployment Guide</i>.</p>	4598

Table 5: Known issues - data source specific

Known Issue	Issue ID
<p>Generic ODBC: Cannot map to a Generic ODBC data source if the DSN contains spaces.</p>	2965
<p>Google Analytics: Mapping tables with start_date and end_date on a where clause have the following requirements:</p> <ol style="list-style-type: none"> 1. Acceptable values for start_date and end_date are: <ul style="list-style-type: none"> • today • yesterday • <N> daysAgo (where <N> represents the number of days) • YYYY-MM-DD (year/month/day date format) 2. If there is a subquery then the start_date clause must in the innermost subquery. <p>Note that if optimizations are skipped then the start_date and end_date won't take affect.</p>	795

Known Issue	Issue ID
<p>Oracle BI Enterprise Systems: Unknown error occurred while processing the query. The Oracle BI Enterprise Systems data source has timed out on the query.</p> <p><i>Workaround:</i> Rewrite your query to return smaller datasets then join the results. For example you may want to query data one quarter at a time rather than for a whole year.</p>	2099
<p>Apache Cassandra™: Mapping tables using the CQL (Cassandra Query Language) protocol some columns are not accessible.</p> <p><i>Background:</i> There are issues around declaring a single column 'statically' in the CREATE COLUMN FAMILY statement, then adding other columns 'dynamically', as discussed in the <i>Mixing static and dynamic</i> section of http://www.datastax.com/dev/blog/thrift-to-cql3: "the upgrade to CQL3 will be less straightforward than in the case of pure static or pure dynamic column families. Namely, CQL3 still consider the column family static because the definition of [ADDRESS is static]. But since the [other] columns themselves are not declared ... you will not be able to access them for CQL3"</p>	3024
<p>Apache Cassandra: Attempting to connect from Windows machine with IPv6 enabled (which includes, for instance, Windows 7 by default) to an Apache Cassandra server on the same machine using the host name "localhost" fails with the message "Could not connect client socket: Already open".</p> <p><i>Workaround:</i> Connect with the equivalent IPv4 address instead, for example "127.0.0.1".</p>	12763
<p>Apache Cassandra: Databases must be configured to use an Order Preserving Partitioner in order to support range queries on the identifier column.</p>	11518
<p>Apache Cassandra: Mapping tables with dynamic super columns whose names contain dynamic column names is not supported.</p>	11506
<p>Apache Cassandra: Toad Intelligence Central does not support column-oriented tables. Toad Intelligence Central is only able to discover tables in the key-value model.</p>	
<p>Apache Hive (HiveServer2): When querying a Hive data source in the Admin Console, regular expressions are not supported.</p>	3445
<p>MongoDB: For a MongoDB 3.0 (or later) connection, the user must have Read/Write privileges in the MongoDB database in order to view sub-tables (MongoDB embedded documents).</p>	5520
<p>MySQL: Character data not encoded in UTF-8 is truncated at the first non-ASCII character.</p> <p>For example the word <i>Protegé</i> from a column encoded in latin1 is truncated to <i>Proteg</i>.</p>	12668
<p>Toad Data Point 4.0 - SAP ASE: In an SAP ASE time type column, fractional seconds might be unexpectedly trimmed from data. This issue was encountered in a data object (snapshot) published from an SAP ASE data source using Toad Data Point 4.0 (or earlier).</p>	QAT-7839

Third party connections to Toad Intelligence Central

Table 6: Known issues using third party connections to Toad Intelligence Central

Known Issue	Issue ID
Third Party Connections require default-character-set=utf8	2048

System Requirements

Before installing Toad Intelligence Central 3.3, ensure that your system meets the following minimum hardware and software requirements.

Toad Intelligence Central server

Ensure your hardware is appropriate for the expected usage.

Table 7: Hardware requirements of the Toad Intelligence Central server host

Configuration	Connected Users ¹	Active Users ²	Logical Processors ³	Memory	ProgramData\Quest Software\Toad Intelligence Central ⁴	Network Capacity
Desktop	20	1 - 5	2	8 GB	500 GB	100 Mbit/s
Small Server	50	6 - 15	4	32 GB	2 TB dedicated data disk or striped over 2-3 spindles	200 Mbit/s
Large Server	100	16 - 30	8	64 GB	4 TB striped over 3-4 spindles	400 Mbit/s

i NOTES:

1. **Connected Users** defines the maximum number of users who may be connected to Toad Intelligence Central at the same time.
2. **Active Users** defines the number of connected users who may be executing queries or publishing objects at the same time.
3. **Logical Processors** defines the number of sockets multiplied by the number of cores.
4. **ProgramData\Quest Software\Toad Intelligence Central** stores user information, data source connection information and mappings, snapshots and datasets. The location of this folder is defined when Toad Intelligence Central is installed. The default location for the folder is \ProgramData\Quest Software\Toad Intelligence Central\.

i **TIP:** For higher numbers of Active Users, disk performance (on ProgramData\Quest Software\Toad Intelligence Central) will improve significantly if the data is striped across multiple spindles to enable concurrent I/O operations. This is especially true when Intelligence Central snapshots or datasets are heavily used.

Table 8: Software requirements of the Toad Intelligence Central server host

Operating System	Windows® 10 (64-bit) Windows 8.1 (64-bit) Windows 7 (64-bit) Service Pack 1 (SP1) Windows Server® 2012 (64-bit) Windows Server 2008 R2 (64-bit) Windows Server 2008 (64-bit)
.NET Framework	.NET 4.5.1 or above is required.
Additional Software	Update for Universal C Runtime in Windows. See KB2999226 or Visual C++ Redistributable for VS 2015 for more information.
ODBC Drivers	To connect to ODBC data sources, supporting ODBC drivers and necessary client files must be installed on the Toad Intelligence Central server host computer. <div style="border-left: 2px solid black; padding-left: 10px; margin-left: 20px;"> <p>i TIPS:</p> <p>If your environment includes Toad Data Point refer to the following section: Working with Toad Data Point.</p> <p>If your environment includes Toad for Oracle, refer to the following section: Working with Toad for Oracle.</p> </div>
DB2®	DB2 ODBC driver (included in the Toad Data Point install) DB2 client DB2 catalog
MySQL	MySQL Connector/ODBC 5.1.6
Oracle	Oracle (32 bit and 64 bit): 11g instant client + ODBC supplement OCI client Tnsnames.ora file
SQL Azure	SQL Server Native Client 10.0
SQL Server®	SQL Server Native Client 10.0
Sybase®	Sybase ODBC driver (included in the Toad Data Point install)
Teradata®	Teradata ODBC driver Teradata .Net Data Provider
Other ODBC	32-bit, System DSN

Working with Toad Data Point

Install Toad Data Point on the Toad Intelligence Central server host computer. Toad Data Point is automatically installed when you use the Toad Intelligence Central Installer to install the Intelligence Central server. This ensures compatibility of features and drivers for objects published through Toad Data Point and is required in order for Toad Data Point automation scripts to execute on Intelligence Central.

Following installation of Toad Data Point on the Toad Intelligence Central host computer, start the Toad Data Point application and add your Toad Data Point Professional license key. Adding your license key to Toad Data Point is required, however Toad Data Point installed via the Toad Intelligence Central installer is not counted in the Toad Data Point license count.

Automation scripts—If executing Automation scripts on the Toad Intelligence Central server, review the following:

- **Email SMTP port**—If an Automation Script includes an instruction to send an email then in order for that email to be sent the Toad Intelligence Central server must have access to an email SMTP port.
- **Microsoft Excel**—If an Automation Script includes an instruction to run a macro in an Excel® spreadsheet, then Microsoft Excel must be installed on the Toad Intelligence Central host computer for the macro to successfully execute.

Working with Toad for Oracle

Install Toad for Oracle on the Intelligence Central server host computer. If the Toad Intelligence Central Server Installer is used, Toad for Oracle is automatically installed immediately following the Intelligence Central installation. Toad for Oracle is required in order to run Toad Automation Apps on Intelligence Central.

After Toad for Oracle is installed, do the following:

- Start Toad for Oracle and enter a license key.
- Ensure a corresponding Oracle Client is also installed. If installing Toad for Oracle 64-bit, install a 64-bit Oracle Client.

i | **NOTE:** The 64-bit version of Toad for Oracle is automatically installed when the Intelligence Central Server Installer is used.

Toad Intelligence Central Web Server

Use the Toad Intelligence Central installer to install the Toad Intelligence Central Web Server on the same host computer as Toad Intelligence Central. The minimum requirements of the Toad Intelligence Central Web Server are as follows.

IIS Express

The Toad Intelligence Central Web Server requires Microsoft IIS Express be installed. Installation of IIS Express is included in the installer and will run only if required and by your agreement.

Port	<p>Port 80 is reserved for the web port. During installation, you can change this if required.</p> <p>It is not advisable to install other web servers on the Toad Intelligence Central server host.</p> <p>Ensure the port is open for TCP inbound connection. Ensure the Windows firewall and any other firewalls affecting the Toad Intelligence Central server host allow access to the Web Server.</p>
Web Browser	<p>Access Toad Intelligence Central from any of the following Web browsers:</p> <ul style="list-style-type: none"> • Internet Explorer® 10 (or later). Compatibility View not supported. • Chrome™ browser: latest stable version • Firefox®: latest stable version • Safari®: latest stable version

Toad Intelligence Central Admin Console

Install Toad Intelligence Central Admin Console on the same host computer as Intelligence Central and / or a host with a network connection to Intelligence Central. The minimum requirements of the Toad Intelligence Central Admin Console are as follows.

Operating System	<p>As per the Toad Intelligence Central server.</p> <p>i NOTE: Toad Intelligence Central Admin Console can be installed on a 32 bit operating system.</p>
Screen	<p>Minimum Resolution: 1280x1024</p> <p>DPI scaling is supported for 100% (Smaller) and 125% (Medium), but not 150% (Larger), 200% (Extra Large) and above.</p>
Other Requirements	<p>Internet access to open the Quick Start Guide.</p>

Data connectivity license - data source connections

A valid data connectivity license supports the following data sources.

Business Intelligence	<p>Dell Boomi</p> <p>Google Analytics</p> <p>Oracle Business Intelligence Enterprise Edition 10g and 11g</p> <p>SAP Business Objects Query as a Web Service (QAAWS) XI 3.0, 3.1 and 4.1</p> <p>Salesforce verified against API V29 - Winter 2014.</p> <p>SharePoint Lists using Data Services over SharePoint Server 2010 and later via OData</p> <p>Hive verified against versions 0.10 (CDH4.2) and 0.13. HiveServer2 is supported.</p> <p>Microsoft Analysis Services</p> <p>OData - Generic for any OData service versions 1, 2, 3 and 4.</p>
Relational	<p>ODBC-compliant databases. <i>See above section on ODBC drivers for details.</i></p>
Cloud	<p>Azure Table Services</p> <p>Apache Cassandra™ verified against versions 1.0.5, 1.2.3, 2.0.9, 2.1.7, 3.0.5, and 3.4.</p> <p>Apache HBase™ verified against versions 0.89, 0.90.3 and 0.98.6.</p> <p>MongoDB™ verified against versions 2.0.1, 2.6, 2.6.5, 3.0, and 3.2.4.</p> <p>Amazon DynamoDB</p>

Product Licensing

Toad Intelligence Central is shipped with a trial key that enables a 90 day open trial license to Toad Intelligence Central. Use this key to evaluate Toad Intelligence Central without restriction.

At the end of the 90 day trial, if a Data Connectivity license has not been entered, your access to Toad Intelligence Central will be limited to Toad Intelligence Central Community Edition. Entry of a Data Connectivity license is required to use Toad Intelligence Central with Data Connectivity. Any Toad Intelligence Central license from a prior release can serve as a Data Connectivity license for this release.

Any user can enter a license. Administrator credentials are required to remove a license.

To activate a license

1. From a web browser, log in to Toad Intelligence Central.
2. Select **Administration | Licensing**.
3. Click **Add License**.

Getting Started with Toad Intelligence Central

Upgrade and Installation Instructions

Refer to the *Toad Intelligence Central Deployment Guide* for instructions.

This release of Toad Intelligence Central has been tested with and supports an upgrade from either of the two previous versions. For example, an upgrade to Intelligence Central 3.3 from version 3.2 or 3.1 has been tested and is supported.

i | **NOTE:** The Toad Intelligence Central Data folder stores user information, data source connection information and mappings, snapshots and datasets. This folder is not affected by an upgrade. By default, the location of the Toad Intelligence Central Data folder is ProgramData\Quest Software\Toad Intelligence Central\. If you upgraded from Intelligence Central 3.2 (or earlier), the location of this folder might be ProgramData\Dell\Toad Intelligence Central.

Additional Resources

To find additional information, read product documentation, and connect with the community, see the following:

- [Product Documentation](#)
- [Toad Intelligence Central Community](#)
- [Toad World](#)

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, Central and Eastern Europe.

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.

Contact Quest

For sales or other inquiries, visit 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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