

# Metalogix Sensitive Content Manager 2.2.1

## Release Notes

October 2021

These release notes provide information about the Metalogix Sensitive Content Manager 2.2.1 release. Metalogix Sensitive Content Manager uses a micro-service architecture and can be integrated with Microsoft SharePoint, Metalogix ControlPoint and Metalogix Essentials.

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## About Metalogix Sensitive Content Manager 2.2.1

Metalogix Sensitive Content Manager (SCM) provides a reliable, accurate and flexible solution for detecting sensitive information within enterprise content management systems. SCM ships with pre-built analysis profiles such as General Data Protection Regulation (GDPR), Personally Identifiable Information (PII), Protected Health Information (PHI), Payment Card Information (PCI) in addition to the detection capabilities with customizable analysis profiles.

# New features

This version of Metalogix Sensitive Content Manager introduces the following features and improvements:

## Search Terms

- Improved keyword recognition:
  - Government Identification Number (SSN)
  - Australian Medicare ID
  - Australian Tax ID
  - Belgium national number / National Id Number
  - Denmark Personal identification Number
  - Finland National ID
  - Finland passport number
  - France National Id card Number (CNI)
  - France SSN Number
  - France VAT number
  - Germany Driver License Number
  - Germany Passport Number
  - Germany VAT Tax Number
  - Ireland Personal Public Service Number
  - LUHN10
  - UK Driver license number
  - UK National Insurance Number
  - UK NHS Number
  - Spain Identity document
- Improved format recognition:
  - Government Identification Number (SSN)

## Installer

- Installs RabbitMQ data files in the %PROGRAMDATA% location instead of the RabbitMQ default user's roaming folder.
- The upgrade process has been enhanced to manage RabbitMQ installations by different users.

- The default RabbitMQ and SQL Server space checks can be overridden by configuring a system environment variable.

## **Administration Center**

- Administration Center site can be fully loaded without access to the internet.
- Services Health page provides automatic refresh to display the number of messages in queues or services.
- New dead-letter alerts are now available in the Notification panel.

## **General Improvements**

- Symbolic link files within archives are ignored.
- Better support has been provided for large Active Directory forests with multiple global catalogs.
- Resource management in services has been improved.
- Sensitive content in Microsoft Word headers and footers can be detected.

## Resolved issues

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

Description	Work Item	Case No.
The SQL Server Low Disk space message is not displayed by the installer if the master database is deployed on a drive other than the configured SQLDATA and SQLBACKUP drives in SQL Server	240544	
If a user (User A) installs SCM and a different user (User B) attempts to repair or upgrade SCM later, the operation will fail. You can log in as User A to repair or upgrade SCM, or contact your Quest sales representative to relocate the RabbitMQ base folder with a migration script and then attempt the upgrade or repair.	186256	
When using IE11 to open the Administration Center the unauthorized access page appears instead of the authentication dialog page.	242692	
The installation fails intermittently on Windows Server 2012 R2 with the error 'Subquestion service deployment failed with Error: Access to path erlang.cookie is denied'	229382	
A scan stays in 'Canceling' state if it is canceled again from a separate browser window	212311	

**i** | **NOTE:** Excel files up to 500 MB can be processed successfully on a server with 32 GB RAM and 8 cores.

## Known issues

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

Description	Reference No.
The SCM Document Routing Service (DRS) fails with the message: "Could not find file in FileStorage" when you submit a zip file which contains a duplicate filename within its folder hierarchy and a DRS restart occurs while processing the zip file contents.	162998
installer.log file is not created when the installer is launched automatically after a restart due to a .NET framework installation.	181442

Description	Reference No.
Exception log messages distort the Logs screen after expanding and then refreshing the page.	171761
Special characters in destination or file storage folder name will cause the installation to fail.	178114
License re-validation message for an expired license is not displayed.	178733
Exception logs are not shown completely when expanded for long messages in Internet Explorer.	174158
Rollback is not triggered when Hostname on the IIS Information screen has special characters in it.	182299
IIS Firewall rules are not regenerated when you run the installer to repair or upgrade.	182391
Rabbit configuration details (PEM file, Rabbit certificate, etc.) are not regenerated when repairing SCM. Workaround: uninstall and reinstall SCM.	189372
A non local-admin service account user is not able to clear registry during installation but logs a confusing message in the log file: "License details collected from the installer could not be committed to the service connection point" Workaround: Assign local admin rights to the service account.	193359
Restarting the VM or ending the installer process in the middle of an installation causes failures when attempting to re-install. Workaround: Run the <a href="#">Microsoft install and uninstall</a> tool to repair the installation.	201042
Some logs entries appear with incorrect TimeStamp while the system gradually upgrades the different services from 2.0 to 2.1	208702
SCM 2.0 - The Administration Center UI prompts for user credentials 3 times on Windows 2016 and IE v11.3808 Workaround: Use Chrome or Edge browser, or add the site to the intranet zone .	209320
SCM Installer fails if IIS Express 8 is installed on the target server. Workaround: Uninstall IIS Express and try again.	209737

Description	Reference No.
Administration Center UI in both Chrome and Firefox shows incorrect time if auto adjust for DST is disabled.	209815
Some characters that can be considered as delimiters or separators affect keyword detection and may result in false positive search term detections in Excel and CSV files.	238599
A Search term with a semicolon in its title is incorrectly separated with a space on the Report Details screen.	240879
When new SCM node is installed, the services Log Level in <i>appsettings.json</i> file is reset to the default value of "Warning" regardless of the Log Level setting in the main node.	243102
<p>If old versions of RabbitMQ and Erlang are present on the system then upgrading to version 2.2.1 may cause the RabbitMQ folder to be created incorrectly under the %APPDATA% path.</p> <p>Workaround: Ensure the old versions of RabbitMQ and Erlang are uninstalled completely or relocate the RabbitMQ data folder via the support tool scripts before attempting the installation again.</p>	303910
Search terms are not detected in Microsoft Word documents with headers formatted with multiple columns	313628
<p>SCM causes Chrome to crash with an "Out of memory" error when running a large scan and leaving the browser window open for a long period of time</p> <p>Workaround: Refresh the browser.</p>	315221
<p>The message "The RabbitMQ Server path does not exist in Program Files." appears if you attempt to install SCM on a system where Erlang 24 is present but not RabbitMQ.</p> <p>Workaround: Uninstall Erlang 24 before attempting to install SCM again.</p>	315380
Any 8- or 11-character words with a valid country code in the 5th and 6th characters are incorrectly detected as valid Swift Codes.	404774
A service-only server cannot be repaired if the primary SCM server has been configured to run its services using the Local System account and the service-only server account does not have proper permissions on the SCP.	423164

# Version History

Resolved issues from previous versions are listed below.

## Version 2.2

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

Description	Work Item
A 200 MB Excel file cannot be processed by the Analysis service. Excel files up to 500 MB can be processed successfully on a server with 32 GB RAM and 8 cores.	198436

## Version 2.1.1

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

Description	Work Item
When creating a new report, the "Select Profile" step shows a required field error incorrectly when a valid folder path is entered immediately after an incorrect folder path was entered.	208561
User must click on the browser refresh button after removing the last scan report from the active report list.	228352
If there are no scans in the active report list and a scan is submitted with a PowerShell script, then the scan record does not appear in the list.	228353
If you enter an underscore (_) or percent (%) symbol in either the Parent File Path or File Name filter fields in the Download Report Details popup, then all scan records are downloaded.	225089
The Activity Logs display an incorrect message when the profile is deleted after the analysis has started.	214159
Logs are exported successfully but an error message is written to the log.	230377
An OutOfMemory exception occurs when scanning a large workload with verbose logging mode ON.	230399

Description	Work Item
The filter criteria in the Download Report Details popup does not perform an exact match for search terms.	224648
Duplicate log entries are written when a scan is canceled.	224855
Invalid credit card data containing commas gets detected as valid LUHN 10 for Excel and CSV	226639
The scan detail screen takes more than 10 seconds to load for a small scan report.	228321
Duplicate log entries written when a scan is deleted.	228814

## Version 2.1

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

Description	Work Item
Decimal numbers were incorrectly detected as LUHN10, Credit card numbers, NHS Number and US National Provider ID	222137 114412

## Version 2.0

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

Description	Work Item
Installer could not be executed on a Windows Domain Controller.	423267
Installer did not populate the Service identity User when the installation server is joined to a child domain, but the service identity user is selected from a Parent domain.	423784
SCM Administration Center did not render correctly if during installation you specified a security group from a parent domain, but the IIS server resides in a child domain.	423790

<b>Description</b>	<b>Work Item</b>
In Repair mode, the Browse button for Domain Account was incorrectly enabled in the Service Account Credentials step.	424570

# System Requirements

The table below lists the minimum system requirements to install and use the SCM.

Component Type	Component		
Hardware	<b>Type</b>	<b>SCM Server</b>	<b>SCM Node</b>
	CPU	8 CPU Cores	4 CPU Cores
	RAM	32 GB RAM	12 - 16 GB RAM (2 - 3 GB per core)
	HDD free space	500 GB*	100 GB*
* The minimum space required is double the size of the physical RAM of the server where the temporary files are loaded.			
Operating System	Windows Server 2012, 2012 R2, 2016 or 2019		
Database	SQL Server 2016 or greater.		
Software components	<ul style="list-style-type: none"> <li>• Microsoft .NET Framework 4.7.1 or later</li> <li>• Microsoft .NET Core Hosting 3.1 (x64)</li> <li>• Microsoft Visual C++ 2015 Redistributable</li> <li>• Microsoft .NET Core Runtime 3.1 (for custom installs only)</li> </ul>		
Service Bus	RabbitMQ 3.8.17 with Erlang 24.0 (64-bit)		
Browser	<ul style="list-style-type: none"> <li>• Google Chrome® (latest version recommended)</li> <li>• Mozilla Firefox® (latest version recommended)</li> <li>• Microsoft Internet Explorer 11®</li> </ul>		

# Notes and Notices

## Upgrade Notes

If you wish to retain your SCM database, you must also retain the same database name. A full database backup before the upgrade is strongly recommended. If you wish to discard the previous database, you can install a new database with this version of the Metalogix Sensitive Content Manager Installation Wizard.

Metalogix Sensitive Content Manager can be uninstalled like any other windows program from *Control Panel > All Control Panel Items > Programs and Features*.

## Product Licensing

### About the trial License

- When you register and download a trial version of the Metalogix Sensitive Content Manager, the trial license key is specified in the email that is sent to you.
- When you activate the trial license, it appears on the *License Information* page.
- It is valid for 30 days (date of license issue + 29 more days).
- The Type indicates *Trial*.
- You can try all the features that are available.
- The Analysis service and the File Upload service will stop functioning after 30 days.

### Steps to activate your license with the installer

1. Download and unzip the install media files to a suitable folder.
2. Click the windows installer file **Metalogix Sensitive Content Manager.exe**.
3. Follow the installation instructions described in the *Metalogix Sensitive Content Manager Installation Guide* until the *Product Licensing* window appears.
4. Enter your license key in the **License Key** field.
5. Select **Activate Online**.
6. Click **Activate License**. If the license key is valid, a confirmation message appears.

For information about offline license activation see the *Metalogix Sensitive Content Manager Installation Guide*.

## Steps to activate your license from the SCM Administration Center

1. Log in in to the SCM Administration Center and click **License** from the navigation bar. The *License Information* page appears.
2. Enter you license key in the **License Key** field.
3. Click **Activate Online**. If the license key is valid, a confirmation message appears.
4. Refresh the page to access the licensed features.

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### Legend

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

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Updated October 2021  
Version 2.2.1