Quest® InTrust® 11.6.0 Connector for Microsoft System Center Operations Manager

Release Notes

November 2023

This readme provides information about the Quest® InTrust® release.

Topics:

- Welcome to Quest InTrust Connector for Microsoft System Center Operations Manager
- Known issues
- System requirements
- Getting Started
- Globalization

Welcome to Quest InTrust Connector for Microsoft System Center Operations Manager

Quest® InTrust® Connector for Microsoft System Center Operations Manager (Operations Manager) helps establish a single, comprehensive workflow for managing your Windows-based network.

With InTrust Connector for Operations Manager you can integrate the InTrust capabilities of tracking the business-critical security events into the existing enterprise-wide system of network operations management.

The product consists of the following components:

- InTrust Connector for Operations Manager—a bridge forwarding alerts from InTrust to Operations Manager. It optionally can forward updates to the alerts from Operations Manager back to InTrust.
- InTrust Connector Management Pack—required for InTrust Connector's operation.

Known issues

The following is a list of issues known to exist at the time of Quest InTrust Connector for MS SCOM release.

Table 1: Setup known issues

Known Issue	Issue ID
To install InTrust Connector for Operations Manager on a Windows Server 2008 machine, you need either disable UAC for the time of installation or use the elevated command prompt to run the installation package.	ST58764
If InTrust Server and InTrust Connector for Operations Manager machines are in different time zones, all updates in alerts synchronized from Operations manager to InTrust will be timestamped in the local time of the Connector machine, and not that of the InTrust Server machine. Time difference between these two machines should be considered when you view and manage alerts in InTrust Monitoring Console.	ST58799
Operations Manager console may crash when you view the properties of an InTrust-originated alert with its Alert State displayed in the Properties dialog as an empty value. For example, this may happen to alerts that have the Acknowledged status on the InTrust side, after you switch the Connector to another Operations Manager server that does not have a pre-configured alert state matching this status.	ST58946, ST59082

System requirements

Before installing this software ensure that your system meets the following minimum hardware and software requirements:

- Remote or local deployment of Microsoft System Center Operations Manager: any version up to and including SCOM 1807, which is current at the time of this InTrust release
- Quest InTrust Server 11.6.0 (remote or local)
- Microsoft Data Access Components 2.7 or later
- One of the following must be installed on the computer where InTrust Connector will be deployed:
  - Management Server component of Operations Manager
  - User Interfaces component of Operations Manager
  - Operations Manager Authoring Console
- Microsoft SQL Server Native Client 11.0.6538.0 or later (version 11.0.6538.0 redistributable package of the client is included in the InTrust distribution)

.

Getting Started

- Contents of Release Package
- Installation Instructions

Contents of Release Package

The InTrust release package contains the following:

1. InTrust Connector for Operations Manager
2. Quest InTrust Connector Management Pack
3. Product Documentation, including:
    - User Guide
    - Online Help,.etc/

Installation Instructions

Refer to Quest InTrust Connector for Microsoft System Center Operations Manager User Guide for installation instructions.

Globalization

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.

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit www.quest.com.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

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

© 2023 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.

InTrust Release Notes
Updated - November 2023
Version - 11.6.0