

# Quest Sensitive Content Manager 2.2.5

## Release Notes

October 2024

These release notes provide information about the Quest Sensitive Content Manager 2.2.5 release. Quest Sensitive Content Manager uses a micro-service architecture and can be integrated with Microsoft SharePoint, Quest ControlPoint and Quest Essentials.

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## About Quest Sensitive Content Manager 2.2.5

Quest 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 Quest Sensitive Content Manager introduces the following features and improvements:

## General

- Metalogix Sensitive Content Manager has been rebranded to Quest Sensitive Content Manager.
- Supports TLS 1.3 which is faster and more secure than TLS 1.2. For more information about SQL server setup for TLS 1.3, contact Quest Technical Support.

## 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: <i>Could not find file in FileStorage</i> 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
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. <b>Workaround:</b> uninstall and reinstall SCM.	189372

Description	Reference No.
<p>A non local-admin service account user is not able to clear registry during installation but logs a confusing message in the log file: <i>License details collected from the installer could not be committed to the service connection point.</i></p> <p><b>Workaround:</b> Assign local admin rights to the service account.</p>	193359
<p>Restarting the VM or ending the installer process in the middle of an installation causes failures when attempting to re-install.</p> <p><b>Workaround:</b> Run the <a href="#">Microsoft install and uninstall</a> tool to repair the installation.</p>	201042
<p>Some logs entries appear with incorrect TimeStamp while the system gradually upgrades the different services from 2.0 to 2.1</p>	208702
<p>SCM 2.0 - The Administration Center UI prompts for user credentials 3 times on Windows 2016 and IE v11.3808</p> <p><b>Workaround:</b> Use Chrome or Edge browser, or add the site to the intranet zone .</p>	209320
<p>SCM Installer fails if IIS Express 8 is installed on the target server.</p> <p><b>Workaround:</b> Uninstall IIS Express and try again.</p>	209737
<p>Administration Center UI in both Chrome and Firefox shows incorrect time if auto adjust for DST is disabled.</p>	209815
<p>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.</p>	238599
<p>A Search term with a semicolon in its title is incorrectly separated with a space on the Report Details screen.</p>	240879
<p>When new SCM node is installed, the services Log Level in <i>appsettings.json</i> file is reset to the default value of <i>Warning</i> regardless of the Log Level setting in the main node.</p>	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><b>Workaround:</b> 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
<p>Search terms are not detected in Microsoft Word documents with headers formatted with multiple columns</p>	313628

Description	Reference No.
<p>The message <i>The RabbitMQ Server path does not exist in Program Files</i> appears if you attempt to install SCM on a system where Erlang 24 is present but not RabbitMQ.</p> <p><b>Workaround:</b> Uninstall Erlang 24 before attempting to install SCM again.</p>	315380
<p>On a Windows Server 2016 environment the upgrade from SCM 2.2 to 2.2.1 may fail on deploying Analysis Service when a user initially installs SCM 2.2 and a different user upgrades to SCM 2.2.1 or later.</p> <p><b>Workaround:</b> Either install with the same original user or remove SCM and re-install cleanly again.</p>	316963
<p>Existing (SCM 2.2 and 2.2.1) report overview analyzed and unsuccessful counts will temporarily show incorrectly when SCM is upgraded to 2.2.2. New scans will show the counts correctly.</p>	324785
<p>A recently added user to the Administration Center security group will get an <i>unauthorized</i> error message if the user attempts to logon immediately after being added to the group</p> <p><b>Workaround:</b> Either recycle the Admin service application pool or Restart IIS.</p>	352267
<p>Any 8- or 11-character words with a valid country code in the 5th and 6th characters are incorrectly detected as valid Swift Codes.</p>	404774
<p>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.</p>	423164

# Version History

Resolved issues from previous versions are listed below.

## Version 2.2.4

There were no issues in this release.

## Version 2.2.3

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

Description	Work Item
Reliable Publisher stops publishing after a channel exception	387469
Dead-letter-added notifications cause an infinite loop and results in a large log message	390819
Incorrect message order processing on the FileSubmittedHandler can cause the system to heavily slow down	399444
Fixed FileStorage Retry Behavior reporting partial results when disk is full	399439
Implement Low Disk Space Throttling in Upload, DPS and Extraction Services	402711
FileResult records can be incorrectly deleted when the Windows Front End (running the SCM services) server locale (UK date format) is different to the SQL Server locale (USA date format)	392148

## Version 2.2.2

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

Description	Work Item
SCM causes Chrome to crash with an <i>Out of memory</i> error when running a large scan and leaving the browser window open for a long period of time.	315221

## Version 2.2.1

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

Description	Work Item
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

## 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

# System Requirements

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

Component Type	Component		
Hardware	Type	SCM Server	SCM Node
	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 2016, 2019 or 2022		
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 6.0 (x64)</li> <li>• Microsoft .NET Core Runtime 6.0</li> <li>• Microsoft Visual C++ 2013 (x64) Redistributable</li> <li>• Microsoft Visual C++ 2015 (x64) Redistributable</li> <li>• Microsoft Visual C++ 2015-2019 (x64) Redistributable</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> <li>• Microsoft Edge® (latest version recommended)</li> </ul>		

# Notes and Notices

## General

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

## Upgrade

If you want 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 Quest Sensitive Content Manager Installation Wizard.

Quest 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 Quest 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 **Quest Sensitive Content Manager.exe**.
3. Follow the installation instructions described in the *Quest 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 *Quest 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**

 **CAUTION:** An information icon indicates supporting information.

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

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