TECH BRIEF

Foglight for Databases + Foglight AI Insights

How They Communicate: Data Sharing, Privacy & Protection

As database environments grow more complex, finding the root cause of a performance issue becomes slower and harder, teams are left jumping between dashboards, alerts, and SQL activity to piece together an answer. **Foglight for Databases** is a database observability and monitoring platform, continuously watching performance across on-premises and cloud environments and correlating what it sees so teams can catch and diagnose issues fast. **Foglight AI Insights** extends that foundation with a conversational AI chat, letting teams ask a question and get a clear, context-aware answer in seconds. This brief explains exactly how the two communicate: what moves between them, how that connection is secured, and what stays entirely within your environment.



Foglight for Databases
On-Premises & Cloud

- Continuously monitors 14+ database platforms
- Stores all monitoring data locally in your environment
- The database observability platform Foglight AI Insights draws from



MCP
Model Context Protocol, The Bridge

- Built into Foglight, on-premises and cloud, not a separate add-on
- The connective layer that shares data from Foglight with other tools, including Foglight AI Insights
- Also enables optional integrations with external tools like VS Code or Claude Code.



Foglight AI Insights
The Intelligence Layer

Foglight AI Insights simplifies database investigations through conversational AI, helping teams uncover likely causes, understand business impact, optimize performance, and reduce downtime before issues spread across critical systems.

Scope & Availability

Applies to Foglight® for Databases (on-premises or Foglight Cloud) communicating with Foglight AI Insights. AI is available only in AI-enabled editions; Quest does not deliver AI capabilities to customers who have not specifically purchased an AI-enabled package.

Summary of Data-Handling Controls

Control Area	Quest Delivers
Connectivity	On-premises Foglight connects outbound-only via Azure Relay (encrypted WebSocket, port 443). No inbound connections are ever required into the customer network.
Data Retention	Prompts/responses are not retained during normal use. Quest retains them internally only if abuse filters trigger (up to 30 days) or a user submits feedback with diagnostics. Encrypted at rest (AES-256).
Model Housing	AI processing runs in Quest's Microsoft Azure environment (U.S. regions), never on the customer's on-premises Foglight Management Server.
Encryption	All communication is encrypted in transit using TLS 1.2+.
Authentication	End users authenticate via Quest's IDP (OIDC). The AI agent authenticates to backend services via Workload Identity (Azure Entra ID).
Compliance	GDPR, CCPA, ISO 27001, and SOC 2 Type 2 security standards.
Training Protocols	Prompts are never used to train AI models.
User Controls	AI is opt-in, never on by default. It activates only on purchased products; admins can disable it at any time.

How They Communicate

Foglight follows a standard monitoring model: agents collect telemetry from monitored targets and send it, through the Agent Manager, to the Foglight Management Server (FMS) for processing, correlation, and reporting. The Foglight MCP Server is part of that same on-premises Foglight platform, alongside FMS and the Repository, and it exposes selected capabilities as MCP tools. Foglight AI Insights (the AI client) does not connect directly to the monitoring environment; instead, it connects through a secure Azure Relay to the on-premises MCP Server, which calls Foglight's APIs, PI, TopSQL, GraphQL, and alarm services and returns structured results, without exposing the monitoring environment directly.

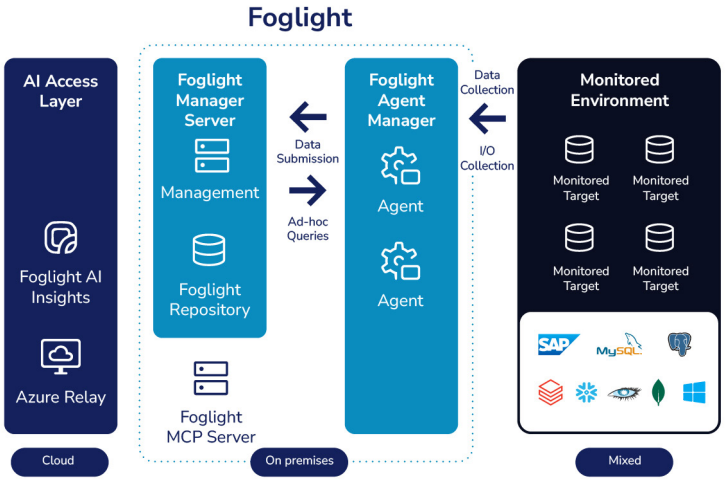


Figure 1. Foglight platform architecture and the AI access layer connecting Foglight AI Insights.

Data	Purpose	Stored?
User's chat message / question	Prompt fulfillment	Yes*
Alarm information (AI Alarms)	Contextual troubleshooting	No*
Resource IDs & operational metrics	MCP Server calls FMS APIs (PI, TopSQL, GraphQL, alarms)	No*
Access token / JWT	Authentication	Yes
License number	Authorization	Yes
Feedback (opt-in)	Service improvement	If Submitted

* Stored in Cosmos DB for 90 days, or until the user deletes it from the UI. Effective with Foglight 8.3.1 (Oct 5, 2026).

What Is Never Sent

- Personally identifiable information (PII), excluded by design
- Credentials, connection strings, or agent configurations
- Full database dumps, bulk exports, or raw time-series metrics

Which Large Language Models Are Used

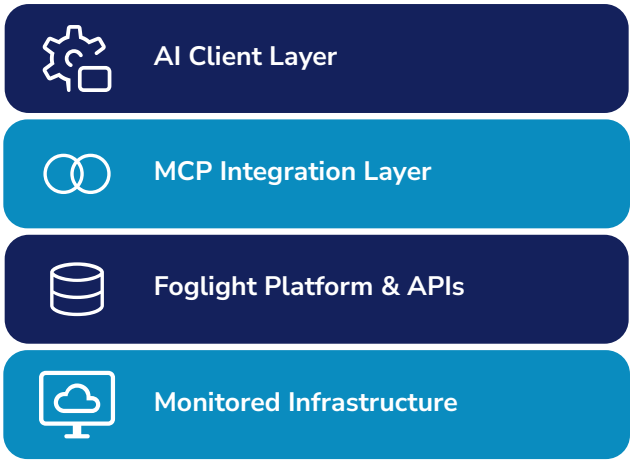
GPT-4o, GPT-4.1, GPT-4.1-mini, and GPT-5.4, deployed entirely within Quest's own Microsoft Azure environment, not a direct connection to a third-party AI vendor.

Data Privacy & Protection

- **Encryption:** TLS 1.2+ in transit; FIPS 140-2 compliant 256-bit AES at rest
- **Access control:** Retained data requires authentication and specific roles
- **Safety:** Prompt shields, content-safety monitoring, rate limiting

Administrative Controls

AI is opt-in and never on by default. A customer must purchase a product that specifically includes AI, and the license must remain enabled. Admins can disable AI for individual users or entire licenses at any time via the License Portal.



Security Boundaries

The AI client never calls monitoring APIs directly, the MCP server is the only path through, preserving Foglight's existing governance and control model.

Legal & Compliance

- Quest Software Generative AI Terms of Use, quest.com/legal/AI.aspx
- Quest Sub-processor List, support.quest.com/subprocessor
- Microsoft Azure OpenAI Data Privacy, Microsoft Learn
- Microsoft Cosmos DB Encryption at Rest, learn.microsoft.com/azure/cosmos-db/database-encryption-at-rest

About Quest Software

Quest Software creates technology and solutions that build the foundation for enterprise AI. Focused on data management and governance, cybersecurity and platform modernization, Quest helps organizations address their most pressing challenges and make the promise of AI a reality. Around the globe, more than 45,000 companies including over 90% of the Fortune 500 count on Quest Software. For more information, visit www.quest.com or follow Quest Software on X (formerly Twitter) and LinkedIn.

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