

InfoScale Operations Manager 9.2.0 Release Notes - AIX, Linux, Solaris, Windows

About InfoScale Operations Manager

InfoScale Operations Manager by InfoScale gives you a single, centralized management console for the Storage Foundation High Availability products. You can use it to monitor, visualize, and manage storage and cluster resources, and generate reports about these components in the Management Server domain. InfoScale Operations Manager helps administrators centrally manage diverse data center environments.

You can also use InfoScale Operations Manager to visualize and report about the hosts which do not have Storage Foundation High Availability products installed on them.

InfoScale Operations Manager uses two-factor authentication (2FA) to protect user accounts from getting compromised. A combination of your login credentials and a six-digit PIN is used to authenticate every user account. On gaining access to the management console, you can establish user credentials such that authorized users can access the product to perform sensitive management tasks. Other users can perform only a basic set of operations or can only view information.

A typical InfoScale Operations Manager deployment consists of the following:

- Management Server
- Managed hosts

A InfoScale Operations Manager deployment may also discover the following:

- Virtualization environment

Overview of this release

This section includes the following topics:

- [About InfoScale Operations Manager](#)
- [New features and changes in InfoScale Operations Manager 9.2](#)
- [Fixed issues in this release](#)

About InfoScale Operations Manager

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New features and changes in InfoScale Operations Manager 9.2

This release of InfoScale Operations Manager includes the following new features, changes, and enhancements:

No upgrade support for Management Server

Seamless upgrades to version 9.2 are not supported for the Management Server. This release requires a fresh installation for Management Server 9.2.

Compatibility and coexistence rules

- **Dropped support:** Managed hosts running version 9.1 or lower are not supported in the 9.2 release environment.
- **Dual Management Server requirement:** Because of an OpenSSL version mismatch, a Management Server running 9.2 cannot communicate with, discover, or monitor managed hosts running 9.1 or earlier. If your data center runs a mixed environment, you will need to maintain two separate Management Servers:
 - Management Server 9.2: Dedicated exclusively to managing InfoScale 9.2 managed hosts.
 - Management Server 9.1: Dedicated to managing hosts running version 9.1 and earlier.

Deprecation of add-ons support

Support for product add-ons has been deprecated in this release. For more information, you can contact your Account Team Specialist or account representative.

Please note that you may still encounter legacy references to add-ons in the current documentation while documentation updates are underway. You can ignore these outdated references.

Fixed issues in this release

Table: Fixed issues lists the issues that have been fixed in the InfoScale Operations Manager 9.2 release.

Table: Fixed issues

ID	DESCRIPTION
4188000	LDAP configuration fails on a fresh Windows CMS installation
SDSCPE-23368	LDAP/AD configuration fails on Window

System requirements

This section includes the following topics:

- [Operating system requirements](#)
- [System resource requirements](#)
- [Supported hardware](#)
- [Web browser requirements](#)
- [Network and firewall requirements](#)
- [About the consumption of the managed host components](#)

Operating system requirements

For information on Operating system requirements for InfoScale Operations Manager 9.2, refer to the *InfoScale Operations Manager Hardware and Software Compatibility List (HSCL)* at the following location:

[Compatibility list](#)

[More Information](#)

[System resource requirements](#)

System resource requirements

The amount of CPU cores, memory, and disk space that InfoScale Operations Manager requires are listed in this section. These requirements are in addition to any resources used by other software applications running on the same server.

For Management Server:

ENVIRONMENT SIZE	CPU CORES	MEMORY	DISK SPACE
Small (up to 300 managed hosts)	6	8GB	20GB

ENVIRONMENT SIZE	CPU CORES	MEMORY	DISK SPACE
Medium (up to 1500 managed hosts)	8	16GB	30GB
Large (up to 3500 managed hosts)	16	32GB	40GB

- Add 8GB of memory and 10GB disk space if Management Server is used for the deep discovery of enclosures using Storage Insight Add-on.
- Add 8GB of memory and 10GB disk space if Management Server is used for the discovery of virtualization infrastructure.

Additional considerations for system resource requirements for InfoScale Operations Manager:

- It is recommended to have a swap space that is at least twice the size of RAM.
- It is recommended to upgrade the managed hosts to the latest version for the best performance of the product.
- The system resource requirements may vary based on the actual environment in which the product is deployed.

For a managed host:

- CPU cores: 1
- Memory: 1GB
- Disk space: 2GB
- Add 8GB of memory and 5GB disk space if being used as discovery host for the deep discovery of enclosures using Storage Insight Add-on.

For Control Host (host that has Control Host Add-on):

- CPU: Dual processor for agentless discovery of every 1000 managed hosts.
- Memory: 8GB for agentless discovery of every 1000 managed hosts. Add 15GB of memory if Control Host is used for the discovery of virtualization infrastructure.
- Disk space: 15GB of disk space for agentless discovery of every 1000 managed hosts.

Note: If any of the above is running on a virtual environment, it is recommended to have resources such as CPU cores and memory dedicated to the virtual machine for the best performance of the product.

About space estimation for data logs

In InfoScale Operations Manager, historical performance data of various resources is collected in a fixed-size binary file. The older data is overwritten as new data arrives in a circular round robin array. The number of metrics, frequency of data insertion, number of objects, and the roll-up databases affect the size of binary file. The higher resolution data is compressed to a lower resolution data.

For more information on performance metering statistics, see the *InfoScale Operations Manager Management Server User Guide*.

Table: Space estimation for data logs describes the space estimation for data logs for the various resources. For estimation purposes, the data in the Number of resources column is according to the standard environment. The metrics collected column represents the number of metrics collected for each resource. For example, in case of DMP paths, the total number of metrics collected is four: bytes read, bytes written, read average, and write average.

Data logs for host, volume, disk, file system, path, and initiator are stored on the managed host. The data logs for virtualization server, virtual machine, path, and initiator are stored on the Control Host. For storage array (port, adapter, and enclosure), data log for 1 day is stored on the discovery host, where as all the other logs are stored on Management Server.

Note: If InfoScale Operations Manager is configured in high availability environment, storage array port, adapter, and enclosure logs are saved on a shared disk. VMware ESX server and virtual machines logs are also saved on a shared disk.

Table: Space estimation for data logs for Windows hosts lists the space estimation for data logs for host, file system, volume, and disk on Windows platform.

Table: Space estimation for data logs

NAME OF RESOURCE	NUMBER OF RESOURCES	NUMBER OF METRICS COLLECTED	INTERVAL OF COLLECTION	DURATION OF COLLECTION	SIZE IN KB	SIZE IN KB FOR A SINGLE OBJECT
Host, VMware ESX server, and Virtual Machine	1	5	5 minutes	1 day	24	24
Host, VMware ESX server, and Virtual Machine	1	5	2 hours	1 month	29	29
Host, VMware ESX server, and Virtual Machine	1	5	1 day	1 year	30	30
Multipathing paths	1000	4	5 minutes	1 day	18967	19
Multipathing paths	1000	4	2 hours	1 month	23477	24
Initiator	4	9	5 minutes	1 day	171	43
Initiator	4	18	2 hours	1 month	423	106
Initiator	4	18	1 day	1 year	428	107

NAME OF RESOURCE	NUMBER OF RESOURCES	NUMBER OF METRICS COLLECTED	INTERVAL OF COLLECTION	DURATION OF COLLECTION	SIZE IN KB	SIZE IN KB FOR A SINGLE OBJECT
File system	100	3	5 minutes	1 day	1423	14
File system	100	3	1 day	1 year	1784	18
Volume	100	4	1 minute	6 hours	2348	23
Volume	100	4	5 minutes	1 day	1898	19
Volume	100	4	2 hours	1 month	2348	23
Volume	100	4	1 day	1 year	2379	24
Disk	100	4	1 minute	6 hours	2348	23
Disk	100	4	5 minutes	1 day	1898	19
Disk	100	4	2 hours	1 month	2347	23
Disk	100	4	1 day	1 year	2379	23

Table: Space estimation for data logs for Windows hosts

NAME OF RESOURCE	NUMBER OF RESOURCES	METRICS COLLECTED	INTERVAL OF COLLECTION	DURATION OF COLLECTION	SIZE IN KB	SIZE IN KB FOR A SINGLE OBJECT
Host	1	5	5 mins	1 day	24	24
Host	1	5	2 hours	1 month	29	29
Host	1	5	1 day	1 year	30	30
File system	100	4	5 minutes	1 day	1898	19

NAME OF RESOURCE	NUMBER OF RESOURCES	METRICS COLLECTED	INTERVAL OF COLLECTION	DURATION OF COLLECTION	SIZE IN KB	SIZE IN KB FOR A SINGLE OBJECT
File system	100	4	2 hours	1 month	2348	23
File system	100	4	1 day	1 year	2379	24
Volume	100	4	5 minutes	1 day	1898	19
Volume	100	4	2 hours	1 month	2348	23
Volume	100	4	1 day	1 year	2379	24
Disk	100	4	5 minutes	1 day	1898	19
Disk	100	4	2 hours	1 month	2347	23
Disk	100	4	1 day	1 year	2379	23

About the frequency of managed host, enclosure and switch information discovery

The following table describes the frequency of the managed host information updates in the Management Server database. The discovery on each managed host is divided into discovery families to focus on a particular functional area:

FAMILY	FREQUENCY IN MINUTES	DISCOVERED INFORMATION
Host	1440	The operating system, packages, and networking for the host.
		Typically, most of the information that is related to this family does not change frequently.

FAMILY	FREQUENCY IN MINUTES	DISCOVERED INFORMATION
SF	30	Volume Manager, File Systems, and the related storage network.
VCS	60	Cluster Server and the related information.
DB	360	Oracle, DB2, MSSQL, and Sybase databases and their storage dependencies.
LDR	1440	The licenses that are installed on the hosts.
NR	5	Configuration status and external faults.
Native	360	Third-party volume management information.
PCV_NOTIFY	30	Policy check violations computed on Management Server and on managed hosts earlier than 6.1. Violations computed on managed hosts 6.1 or later do not require separate discovery.
Zones	120	Oracle Solaris zones and their storage dependencies.
LDoms	120	Oracle Solaris LDoms, and related CPU and memory information.
KVM	120	KVMs, and their correlation with the host.

FAMILY	FREQUENCY IN MINUTES	DISCOVERED INFORMATION
Hyper-V	120	Virtual machines and storage discovery.
LPAR	360	Hosts, guests, and storage information.
VMware	360	ESX servers, virtual machines, and their storage dependencies.
		Note: This information is discovered only when Control Host Add-on is installed on a managed host that is designated as the control host.
Agentless	360	The following information on the hosts that are configured on the control host for agentless\:
		- The IP addresses, operating system, and the usage of the CPU and memory
		- The host bus adapters (HBAs) on the host
		- The disks on the hosts and their correlation with the array LUNs and multipathing
		- The volumes and the volume groups on the native Volume Manager
		- The mount points of the file systems and the correlation

FAMILY	FREQUENCY IN MINUTES	DISCOVERED INFORMATION
		of the file systems with the disks
		- In a VMware guest environment, the correlation of the guest with the virtual machine and the correlation of the storage in the guest with the storage exported from the ESX server.
		Note: This information is discovered only when Control Host Add-on is installed on a managed host that is designated as the control host.
VVRBW	60	Bandwidth usage information for Volume Replicator (VVR).
Docker	120	Docker containers, docker images, and storage exported to containers.

Note: The discovery for the Storage Foundation and Cluster Server families is event driven and scheduled. This means that the discovery is triggered when configuration changes occur on the managed hosts. As a result, this information is updated in the InfoScale Operations Manager database in the following update. If configuration changes are not detected on the managed hosts, the communication between the managed host and Management Server is restricted to the heartbeat communication that occurs every five minutes.

More Information

System resource requirements

Supported hardware

For information on supported hardware for InfoScale Operations Manager 9.2, refer to the InfoScale Operations Manager Hardware and Software Compatibility List (HSCL) at the following URL:

[Compatibility list](#)

[More Information](#)

[Operating system requirements](#)

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Web browser requirements

For information on Web browser requirements for InfoScale Operations Manager 9.2, refer to the *InfoScale Operations Manager Hardware and Software Compatibility List (HSCL)*:

[Compatibility list](#)

Network and firewall requirements

If you plan to manage hosts within multiple domains, update the network settings to resolve the host from all domains.

You need to ensure that the *localhost* can be resolved from the host.

If *localhost* cannot be resolved from the host, update your network settings to enable it.

For InfoScale Operations Manager Management Server in High Availability, you need to configure firewall settings for both the virtual and the physical IP of all cluster nodes.

InfoScale Operations Manager uses the default ports as shown in [Table: Default ports in a InfoScale Operations Manager installation](#) to transfer information.

Table: Default ports in a InfoScale Operations Manager installation

PORT	PROTOCOL	INITIATOR	PURPOSE	EFFECT IF BLOCKED
5634	TCP	Management Server	Management Server configuration	Management Server cannot be configured.
5636	TCP	Management Server	Management Server database configuration	Management Server cannot be configured.
5634	TCP	-	Management Server communications with the managed hosts	Managed host cannot be added to the Management Server domain.
5634	TCP	managed hosts	Managed host to send heartbeats; also used to upload the data from the managed host to Management Server	Managed host cannot be added to the Management Server domain.
			Note: It is recommended that you keep port 5634 open between managed hosts for scalability and performance optimization.	
22	-	-	SSH communication	-

PORT	PROTOCOL	INITIATOR	PURPOSE	EFFECT IF BLOCKED
135	-	-	WMI communication	-
14161	TCP	Web browser	Run the Management Server console	Users cannot access the Management Server console.
162	UDP	Vmware VCenter server	Receive SNMP traps	Management Server cannot receive Virtual Machine state change SNMP traps from VMWare VCenter.
				Changes to vmware infrastructure can not be discovered near real time (NRT).
21	FTP	Management Server	Management Server connectivity with Download Center	Management Server can not download patches from InfoScale Download Center.
80	HTTP	Management Server	Management Server connectivity with Download Center	Management Server can not download patches from InfoScale Download Center.

PORT	PROTOCOL	INITIATOR	PURPOSE	EFFECT IF BLOCKED
443	HTTPS	Management Server	Management Server connectivity with Download Center	Management Server can not download patches from InfoScale Download Center.

[More Information](#)

[Operating system requirements](#)

[System resource requirements](#)

Internet Protocol version requirements

Various components of InfoScale Operations Manager are supported on IPV6, IPV4, or mixed mode.

[Table: IPV4 and IPV6 support](#) describes the InfoScale Operations Manager support for IPV4 and IPV6:

Table: IPV4 and IPV6 support

COMPONENTS	IPV6	IPV4	MIXED MODE ((IPV4 AND IPV6))
Management Server	Supported	Supported	Supported
			Note: For Management Server that runs in the mixed mode, use only the IPV4 address during the Management Server configuration.
Managed Host	Supported	Supported	Supported

COMPONENTS	IPV6	IPV4	MIXED MODE ((IPV4 AND IPV6))
Control Host	Supported	Supported	Supported

[More Information](#)

[Network and firewall requirements](#)

About the consumption of the managed host components

The managed host components of InfoScale Operations Manager consume a certain amount of CPU, memory, and network bandwidth for various functions.

Various processes and services in InfoScale Operations Manager impose different amounts of load on the managed hosts. The processes and services and their consumption on the managed host are as follows:

- UNIX/Linux - Uses the xprtld, vxdclid, sfmh-discovery.pl daemons. The CPU and the memory consumption for these daemons is minimal on a managed host.
- Windows - Uses the xprtld daemon. The CPU and the memory consumption for this daemon is minimal on a managed host.
- Discovery - The discovery in InfoScale Operations Manager is ephemeral. Therefore, the CPU and the memory consumption for the discovery is minimal on a managed host.

The network bandwidth consumption for the managed hosts is primarily related to the heartbeats that occur every five minutes. The heartbeat operation sends data that has a size of less than 1KB to Management Server. The data reporting occurs only if there is a configuration change on the storage objects that are associated to the managed host. A certain amount of network bandwidth is also used for the data replication.

[More Information](#)

[About the frequency of managed host, enclosure and switch information discovery](#)

Software limitations

This section includes the following topics:

- InfoScale Operations Manager 9.2 managed host not supported on AIX in Network Installation Manager
- InfoScale Operations Manager 9.2 does not support HA Plugin functionality
- Control host add-on is not compatible with the Windows platform (4119171)
- Volume layout not discovered for LDM-managed volumes mounted without a drive letter
- Backup and restore limitations in InfoScale Operations Manager 9.2
- InfoScale Operations Manager does not support the discovery of LDomS and Zones together on the same host
- Deployment-related limitations
- Windows Management Server high availability configuration limitations
- Solaris Zones virtualization support limitations
- Discovery limitations for virtualization support
- VCS configuration check reports violations only if at least one node in the cluster is running Cluster Server
- Limitations related to the correlation between the disks and the disk groups
- CIFS shares from NetApp and Celerra arrays that are mapped to a Windows host are not discovered
- Limitations on SF operations on Windows CVM cluster
- ESX servers not able to access an RDM disk associated with a shared datastore might cause failed discovery of RDM disk by InfoScale Operations Manager
- InfoScale Operations Manager does not validate if the cluster node is managed by the Management Server during the VBS start operation

InfoScale Operations Manager 9.2 managed host not supported on AIX in Network Installation Manager

Installation of InfoScale Operations Manager 9.2 managed host on AIX using Network Installation Manager (NIM) is not supported.

InfoScale Operations Manager 9.2 does not support HA Plugin functionality

InfoScale InfoScale Operations Manager 9.2 does not support HA Plugin functionality.

Control host add-on is not compatible with the Windows platform (4119171)

The Control host add-on is not compatible with the Windows platform.

Workaround:

To address this limitation, it is recommended to employ a Linux host as the control host instead of a Windows host.

Volume layout not discovered for LDM-managed volumes mounted without a drive letter

InfoScale Operations Manager does not discover the layout for the volumes that are mounted without a drive letter on a Windows host (that does not have Storage Foundation for Windows installed on it) when the volume manager type is Microsoft LDM. As a result, the Layout column for this volume is displayed as Unknown on the InfoScale Operations Manager console.

Backup and restore limitations in InfoScale Operations Manager 9.2

On Linux, the `vom_bkup.pl` backup script cannot be used to back up and restore an existing Management Server in high-availability configuration for disaster recovery.

On Windows, the `vom_bkup.pl` backup script can back up an existing Management Server in high-availability configuration. However, you cannot use the backup script to restore the high-availability configuration. This feature is currently not supported. To restore the backed up data, contact InfoScale Technical Support.

InfoScale Operations Manager does not support the discovery of LDoms and Zones together on the same host

InfoScale Operations Manager does not support the discovery of LDoms and Zones if they co-exist on the same Solaris host. In a configuration where both the LDoms and the Zones co-exist, InfoScale Operations Manager discovers LDoms.

Deployment-related limitations

You cannot upgrade InfoScale Operations Manager Management Server from versions prior to 7.4.2 to 9.2 or above directly.

For upgrading from versions prior to 7.4.2, do the following:

- First upgrade to version 8.0, and then upgrade to version 9.2.

Windows Management Server high availability configuration limitations

InfoScale Operations Manager supports only the Windows Server versions 2019 (64-bit) and 2022 (64-bit) for configuring the Windows Management Server in high availability environment.

InfoScale Operations Manager does not support configuring the disaster recovery feature on a Windows Management Server high availability configuration.

Solaris Zones virtualization support limitations

You must install the `VRTSsfmh` package on the Global Zone. You cannot install the `VRTSsfmh` package on the non-Global Zones.

InfoScale Operations Manager does not support discovery of disk slices for Solaris Zones virtualization. InfoScale Operations Manager supports only full disks.

Solaris Zones virtualization in InfoScale Operations Manager does not support discovery of secure Oracle, DB2, and Sybase database instances running in the non-Global Zones.

Discovery limitations for virtualization support

InfoScale Operations Manager has the following discovery limitations for virtualization support:

- InfoScale Operations Manager does not support storage discovery for the Linux Kernel Virtual Machine (KVM) environment.
- For LPARs, InfoScale Operations Manager displays only the Power ON state of a virtual machine.
- For the Linux-based LPAR guest virtual machines that are configured on an LPAR server, which is in turn managed by an HMC server, the operating system and the operating system version are not discovered.

VCS configuration check reports violations only if at least one node in the cluster is running Cluster Server

VCS configuration policy check in InfoScale Operations Manager does not report any violations if Cluster Server is not running on any of the systems in the cluster. Also, if the cluster has a single system and Cluster Server is not running on that system, the VCS configuration check does not report violations.

Limitations related to the correlation between the disks and the disk groups

The following limitations exist in InfoScale Operations Manager 9.2, which are related to the correlation between the disks and the disk groups:

- You cannot view the disk information in the file system details view, or in the disk group details view, when one partition of a disk contains a file system that is mounted on it, and the other partition belongs to a disk group.
- You cannot view the disk information in the details view of one of the disk groups, when two partitions of a disk belong to two disk groups.

CIFS shares from NetApp and Celerra arrays that are mapped to a Windows host are not discovered

InfoScale Operations Manager does not discover Common Internet File System (CIFS) shares from NetApp and Celerra arrays, that are mapped to a Windows host by a non-system account user.

Limitations on SF operations on Windows CVM cluster

In the Management Server console, operations on SF disk groups of the cluster-shared type and operations on volumes on such disk groups are not available on a Windows CVM cluster.

ESX servers not able to access an RDM disk associated with a shared datastore might cause failed discovery of RDM disk by InfoScale Operations Manager

This is applicable to VMware virtualization discovery using InfoScale Operations Manager. This issue is encountered when an RDM disk (providing storage to the virtual machine) is associated with a datastore, which is shared among multiple ESX servers and some of these ESX servers do not have access to the RDM disk. In such cases, the RDM disk may not be discovered by InfoScale Operations Manager.

Workaround:

Ensure that all ESX servers have access to the RDM disk.

InfoScale Operations Manager does not validate if the cluster node is managed by the Management Server during the VBS start operation

When you perform the Virtual Business Service (VBS) start operation, InfoScale Operations Manager does not check whether Management Server manages the cluster node. InfoScale Operations Manager brings the service group online using the `-any` option on the available systems for that service group.

Workaround:

Although there is no functional loss, it is recommended that you add all the cluster nodes to the Management Server domain.

Known issues

This section includes the following topics:

- `xprtld.service` fails to start during yum upgrade (4188076)
- Incorrect VCS configuration message is displayed during SecureFS checkpoint recovery (4189119)
- SSO login failure after Windows CMS upgrade (4188548)
- InfoScale Operations Manager CMS services fail to start after a system reboot (4188737)
- The `vomsc status` command outputs repeated Math/BigInt warnings during execution (SDSCPE-24679)
- `tomcat.log` not generated on Windows post Tomcat 10 migration (SDSCPE-24687)
- Virtual business services operations do not generate log details (SDSCPE-24727)
- Web server stops intermittently on IOM if LMS is installed and configured along with IOM (SDSCPE-24876)
- `xprtld` session logout command fails (SDSCPE-24903)
- IOM basic operations fail following Tomcat FIPS enablement (SDSCPE-24905)
- Unable to configure a managed host after adding it using the `gendeploy` script (SDSCPE-24811)
- Connecting the same managed host to IOM and LMS fails if IOM and LMS are deployed on separate servers (SDSCPE-24906 and SDSCPE-24908)
- Management Server installation on standalone RHEL 10 fails due to missing `libcrypt.so.1` dependency (IIP-46486)

`xprtld.service` fails to start during yum upgrade (4188076)

On systems that are registered under InfoScale Operations Manager with VBS configured, the `xprtld.service` may fail to start automatically during a yum upgrade process.

The following symptoms occur:

- The `xprtld.service` enters a 'failed' state with a 'timeout' result.
- Several unit processes remain in a running state after the service has stopped.

- The system log shows a `"Failed to start Systemd Veritas xprtld service."` error message.

Workaround:

After completing the yum upgrade, manually start the `xprtld` service using the following command:

```
# sudo systemctl start xprtld.service
```

Incorrect VCS configuration message is displayed during SecureFS checkpoint recovery (4189119)

When you try to recover a SecureFS checkpoint using InfoScale Operations Manager, the UI displays an incorrect message stating that the application is not configured under VCS, even when it is properly configured.

The error message resembles the following:

```
The <applicationname> application is not configured under the  
  
VCS Service Group. The recovery operation requires the application to  
  
be offline. Please ensure the application is offline before clicking  
  
the Finish button to initiate the recovery process.
```

Workaround:

Disregard the incorrect message that is displayed in the UI and proceed with the recovery process as normal. The UI error does not affect the recovery functionality.

SSO login failure after Windows CMS upgrade (4188548)

After you upgrade from version 8.0.2 to 9.0.0.0000-514 on Windows CMS, you cannot sign in using the SSO credentials and are redirected to the login page.

Workaround:

After the upgrade is successful, restart the web server using the following commands:

```
# sc stop sfmgui
```

```
# sc start sfmgui
```

After restarting the web service, sign in using SSO credentials should work successfully.

InfoScale Operations Manager CMS services fail to start after a system reboot (4188737)

InfoScale Operations Manager Central Management Server (CMS) services do not automatically start after a system reboot. The issue is seen on the RHEL platform.

Workaround:

After a system reboot is completed, manually start the InfoScale Operations Manager CMS services using the following command:

```
# systemctl start sfmservice
```

The vomsc status command outputs repeated Math/BigInt warnings during execution (SDSCPE-24679)

When executing the `vomsc` command, repeated warning outputs similar to the following are seen:

```
overload arg .. is invalid at ... Math/BigInt.pm line ...
```

This issue is observed following an upgrade of the bundled Windows Perl runtime to version 5.42.2. This behavior does not impact the functional logic or execution of the vomsc service handling.

Workaround: A narrow warning handler has been implemented to specifically suppress the exact Math::BigInt overload warning pattern to eliminate operational output noise. All other system and runtime warnings remain unaffected and will continue to print normally.

tomcat.log not generated on Windows post Tomcat 10 migration (SDSCPE-24687)

The logging behavior for Tomcat 10 has changed. Following a migration to Tomcat 10 the tomcat.log file is no longer generated on Windows environments when launching the application.

Workaround: Use catalina.bat run, explicitly routing the standard output instead of relying on default auto-logging of Tomcat

Virtual business services operations do not generate log details (SDSCPE-24727)

When performing operations such as starting or stopping virtual business services, the system fails to log the operation details. When you right-click the required virtual business service and select **Logs**, the log details are not displayed. **Workaround:** There is no workaround for this issue.

Web server stops intermittently on IOM if LMS is installed and configured along with IOM (SDSCPE-24876)

This issue occurs intermittently when LMS 9.2 is installed along with IOM 9.2. **Workaround:** Manually restart the IOM web server process.

xprtld session logout command fails (SDSCPE-24903)

When attempting to terminate a session using the `xprtlc -b "session id" -l https://ManagementServer_hostname:14161/vom/api/logout` command, the command fails.

Workaround: Use one of the alternatives:

- `https://ManagementServer_hostname:14161/vom/api/logout`
- Use the cURL command `curl -g -k -b "session id" https://ManagementServer_hostname:14161/vom/api/logout`

IOM basic operations fail following Tomcat FIPS enablement (SDSCPE-24905)

Enabling Federal Information Processing Standards (FIPS) mode on the Apache Tomcat server causes core operational failures in IOM.

Workaround: There is no workaround for this issue.

Unable to configure a managed host after adding it using the gendeploy script (SDSCPE-24811)

The xprtld service on the host goes down and the host gets disconnected after some time.

Workaround: Refresh the host after adding it.

Connecting the same managed host to IOM and LMS fails if IOM and LMS are deployed on separate servers (SDSCPE-24908)

When InfoScale Operations Manager (IOM) and License Management Service (LMS) are deployed on separate servers, connecting the same managed host (InfoScale server) to both IOM and LMS is not supported. This behavior affects environments where IOM, LMS, and managed host are all running version 9.2.

Workaround: Deploy IOM and LMS on the same server.

Management Server installation on standalone RHEL 10 fails due to missing libcrypt.so.1 dependency (IIP-46486)

Installing the InfoScale Operations Manager Management Server on a standalone Red Hat Enterprise Linux (RHEL) 10 server fails with an error stating that the `libcrypt.so.1` shared library dependency is missing.

RHEL 10 natively ships with `libcrypt.so.2` only and no longer includes `libcrypt.so.1` by default. Because the bundled Perl runtime calls `libcrypt.so.1`, the installer cannot proceed.

Workaround: Before installing the Management Server on a standalone RHEL 10 server, use the following command to install the `libxcrypt-compat` package, which includes both

```
libcrypt.so.1 and libcrypt.so.2: sudo dnf install libxcrypt-compat
```

Getting help

This section includes the following topics:

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- [Getting help](#)
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InfoScale Operations Manager on the Web

For comprehensive, up-to-date information about InfoScale Operations Manager, visit the InfoScale website:

<https://www.infoscale.com/>

Getting help

If an issue arises while you use the products, refer to the product documentation and online help. If necessary, report it to InfoScale.

For technical assistance, visit

<https://supportinfoscale.cloud.com/>

This site provides access to resources such as product alerts, software downloads, hardware and software compatibility lists, and the customer email notification service.

Using the product documentation

Table: Names of InfoScale Operations Manager Guides

TITLE	DESCRIPTION
InfoScale Operations Manager Hardware and Software Compatibility List (HSCL)	List of hardware and software compatibility, available here\:
	Compatibility list

TITLE	DESCRIPTION
InfoScale Operations Manager Release Notes	Release information such as new features, fixed issues, known issues, and limitations.
InfoScale Operations Manager Installation and Configuration Guide	Information about InfoScale Operations Manager.
InfoScale Operations Manager User Guide	
InfoScale Operations Manager Frequently Asked Questions	List of frequently asked questions about InfoScale Operations Manager.

Table: URLs for InfoScale Operations Manager documentation

URL	DESCRIPTION
InfoScale Documentation Portal	The latest version of the product documentation.

InfoScale Operations Manager help content is hosted on the web and is accessed when you launch the product help. The help content can be updated independently of product release.