

Arctera InfoScale™ Operations Manager 9.0 Release Notes



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Services and Operations Readiness Tools (SORT)

Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf

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Overview of this release

This chapter includes the following topics:

- [About InfoScale Operations Manager](#)
- [New features and changes in InfoScale Operations Manager 9.0](#)
- [Deprecated functionality in version 9.0](#)
- [Issues fixed in the InfoScale Operations Manager 9.0 release](#)

About InfoScale Operations Manager

InfoScale Operations Manager by Arctera 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

New features and changes in InfoScale Operations Manager 9.0

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

Online migration to encrypted volumes

The Volume Manager (VxVM) component of InfoScale lets you migrate unencrypted volumes at rest—which may or may not be part of a replicated volume group (RVG)—to encrypted ones. This feature allows existing volumes to be migrated without application downtime, that is, while the file system is mounted and while the I/Os are running. It also avoids complexities, like having to modify application configurations, and has a controlled impact on the application I/O performance.

The online migration operation involves mirroring the existing storage configured under a volume, which requires an equal amount of additional storage that gets used in the background.

Online migration involves the Start phase, in which the process is initiated, and the Commit phase, in which the background changes made to the volume are finalized. The unencrypted volume is migrated to an encrypted one when both these phases are completed successfully.

Limitations

- Encryption of RAID 5 and erasure coded (EC) volumes on Linux hosts is not supported.
- Only one online migration can be performed on an unencrypted volume at a time.
- Only one top-level mirror plex can be migrated at a time.

After the Start phase is complete and before you can initiate the Commit phase, you can abort the migration or switch plexes. The switching of reads between the source (unencrypted) plex and the target (unencrypted) plex helps verify the data copied during the Start phase. Meanwhile, the writes continue to happen on both the plexes.

The Server perspective of the InfoScale Operations Manager is used to migrate unencrypted volumes to encrypted ones. For details, refer to the *InfoScale Operations Manager User's Guide*.

For details on the volume encryption feature and the related InfoScale commands, refer to the platform-specific *Storage Foundation Administrator's Guide*.

Support for dynamic LUN expansion in FSS environments

The Volume Manager (VxVM) component of InfoScale Storage provides the ability to grow the existing storage by growing the LUN, which is termed as Dynamic LUN Expansion (DLE). The Management Server console of InfoScale Operations Manager lets you resize a disk in the disk group which is in the control of Storage Foundation. You can resize one or more disks in an existing disk group on the host. The DLE feature is supported with both, private and shared (CVM configurations) disk groups, where the disks are exclusively connected to the host systems.

Beginning with this InfoScale release, DLE is also supported with FSS configurations, in which disks are connected with each cluster node and accessible to other nodes through network interconnect. The disk resize operation internally invokes the `vxdisk resize` command with the appropriate options. The command intelligently detects the remote disks and gets the required protocol executed to complete the LUN expansion; you don't need to specify any additional options. No explicit master switching is required.

You can leverage DLE to grow the storage on Linux hosts in cloud environments.

For details on resizing a disk, refer to the *InfoScale Operations Manager 9.0 User's Guide*.

Support for Windows-based Management server in disaster recovery environment

You can configure a Windows-based Management Server in a disaster recovery setup. In case of a disaster, the Management Server fails over from the local cluster to a remote cluster in a different data center. For details, see the *Arctera InfoScale™ Operations Manager 9.0 Installation and Configuration Guide*.

Support for configuring SecureFS for PostgreSQL

InfoScale offers the ability to configure secure file systems (SecureFS) that provides a recovery mechanism in case of a data corruption, deletion, and a ransomware event. This release adds SecureFS support for PostgreSQL databases on Linux.

You can use InfoScale Operations Manager GUI-based wizard to configure or unconfigure SecureFS for PostgreSQL.

Refer to the *Arctera InfoScale™ Operations Manager 9.0 User's Guide* for more information.

Support for SecureFS Single Click Recovery for Oracle and PostgreSQL

The InfoScale SecureFS checkpoint recovery process is enhanced to be more efficient and user-friendly. Termed as "Single Click Recovery", the process focuses on ease of use and improving the recovery time objective (RTO) in SecureFS environments. This release adds support for performing Single Click Recovery mechanism using the InfoScale Operations Manager GUI. Single Click Recovery is supported for Oracle and PostgreSQL.

Refer to the *Arctera InfoScale™ Operations Manager 9.0 User's Guide* for more information.

Deprecated functionality in version 9.0

The following functionality is deprecated in this release:

- Discovery of storage arrays and SAN switches.

The following add-ons are no longer supported:

- Fabric Insight Add-on
 - Storage Insight Add-on
 - Storage Insight SDK Add-on
- Distribution Manager functionality, where you could create a custom solution package, including an install and uninstall routine, to deliver across hosts managed by Arctera InfoScale Operations Manager is deprecated. The Distribution Manager Add-on is no longer supported.
- Patch installer functionality where the Management Server console can deploy and install supported Storage Foundation High Availability (SFHA) hot fixes on the managed hosts is deprecated. The Patch Installer Add-on is no longer supported.
- Arctera ApplicationHA in vSphere Web Client functionality is deprecated and the Arctera HA Plug-in for vSphere Web Client is no longer supported.

- InfoScale licensing data collection for Usage Insight and license reconciliation is deprecated. Instead, use the License Management Service (LMS), which offers a single centralized console for managing licensing details.
- Discovery of Microsoft Exchange Server is no longer supported.
- Volume deduplication is no longer supported.
- Dynamic multipathing (DMP) path management is no longer supported.
- VCS Utilities used for managing cluster authentication for users is deprecated. The VCS Utilities - Manage VCS User Passwords Add-on is no longer supported.
- The **Storage** perspective of the Management Server console is deprecated and the functionality to monitor the enclosures is no longer available from this release.

Issues fixed in the InfoScale Operations Manager 9.0 release

[Table 1-1](#) lists the Management Server issues that have been fixed in the InfoScale Operations Manager 9.0 release.

Table 1-1 Issues fixed in InfoScale Operations Manager 9.0

Incident	Description
4004242	vomsc command fails to start, stop, and restart the Arctera InfoScale Operations Manager services

System requirements

This chapter 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 9.0, refer to the *InfoScale Operations Manager Hardware and Software Compatibility List (HSCL)* at the following URL:

https://www.veritas.com/support/en_US/doc/iom_hscl_90

See “[System resource requirements](#)” on page 12.

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
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 2-1](#) 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 2-2](#) lists the space estimation for data logs for host, file system, volume, and disk on Windows platform.

Table 2-1 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
	1	5	2 hours	1 month	29	29
	1	5	1 day	1 year	30	30

Table 2-1 Space estimation for data logs (*continued*)

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
Multipathing paths	1000	4	5 minutes	1 day	18967	19
	1000	4	2 hours	1 month	23477	24
Initiator	4	9	5 minutes	1 day	171	43
	4	18	2 hours	1 month	423	106
	4	18	1 day	1 year	428	107
File system	100	3	5 minutes	1 day	1423	14
	100	3	1 day	1 year	1784	18
Volume	100	4	1 minute	6 hours	2348	23
	100	4	5 minutes	1 day	1898	19
	100	4	2 hours	1 month	2348	23
	100	4	1 day	1 year	2379	24
Disk	100	4	1 minute	6 hours	2348	23
	100	4	5 minutes	1 day	1898	19
	100	4	2 hours	1 month	2347	23
	100	4	1 day	1 year	2379	23

Table 2-2 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
	1	5	2 hours	1 month	29	29
	1	5	1 day	1 year	30	30

Table 2-2 Space estimation for data logs for Windows hosts (*continued*)

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	5 minutes	1 day	1898	19
	100	4	2 hours	1 month	2348	23
	100	4	1 day	1 year	2379	24
Volume	100	4	5 minutes	1 day	1898	19
	100	4	2 hours	1 month	2348	23
	100	4	1 day	1 year	2379	24
Disk	100	4	5 minutes	1 day	1898	19
	100	4	2 hours	1 month	2347	23
	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.
SF	30	Volume Manager, File Systems, and the related storage network.
VCS	60	Cluster Server and the related information.

Family	Frequency in minutes	Discovered 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.
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.

Family	Frequency in minutes	Discovered information
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 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.
VVREBW	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.

See “[System resource requirements](#)” on page 12.

Supported hardware

For information on supported hardware for InfoScale Operations Manager 9.0, refer to the InfoScale Operations Manager Hardware and Software Compatibility List (HSCL) at the following URL:

https://www.veritas.com/support/en_US/doc/iom_hsc1_90

See “[Operating system requirements](#)” on page 12.

See “[System resource requirements](#)” on page 12.

Web browser requirements

For information on Web browser requirements for InfoScale Operations Manager 9.0, refer to the *InfoScale Operations Manager Hardware and Software Compatibility List (HSCL)*.

https://www.veritas.com/support/en_US/doc/iom_hsc1_90

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 2-3](#) to transfer information.

Table 2-3 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 Note: It is recommended that you keep port 5634 open between managed hosts for scalability and performance optimization.	Managed host cannot be added to the Management Server domain.
22			SSH communication	
135			WMI communication	

Table 2-3 Default ports in a InfoScale Operations Manager installation
(continued)

Port	Protocol	Initiator	Purpose	Effect if blocked
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 SORT	Management Server can not download patches from SORT.
80	HTTP	Management Server	Management Server connectivity with SORT	Management Server can not download patches from SORT.
443	HTTPS	Management Server	Management Server connectivity with SORT	Management Server can not download patches from SORT.

See [“Operating system requirements”](#) on page 12.

See [“System resource requirements”](#) on page 12.

Internet Protocol version requirements

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

Table 2-4 describes the InfoScale Operations Manager support for IPV4 and IPV6:

Table 2-4 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
Control Host	Supported	Supported	Supported

See “[Network and firewall requirements](#)” on page 19.

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.

See [“About the frequency of managed host, enclosure and switch information discovery”](#) on page 16.

Software limitations

This chapter includes the following topics:

- InfoScale Operations Manager 9.0 managed host not supported on AIX in Network Installation Manager
- InfoScale Operations Manager 9.0 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 9.0
- 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 9.0 managed host not supported on AIX in Network Installation Manager

Installation of InfoScale Operations Manager 9.0 managed host on AIX using Network Installation Manager (NIM) is not supported.

InfoScale Operations Manager 9.0 does not support HA Plugin functionality

Arctera InfoScale Operations Manager 9.0 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 9.0

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 Arctera 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 9.0 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 9.0.

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 9.0, 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 chapter 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 \(4188548\)](#)
- [VBS logs missing on InfoScale Operations Manager server \(4188788\)](#)
- [LDAP configuration fails on a fresh Windows CMS installation \(4188000\)](#)
- [InfoScale Operations Manager CMS services fail to start after a system reboot \(4188737\)](#)
- [Disks not visible in InfoScale Operations Manager UI \(4188991\)](#)

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:

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

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.

VBS logs missing on InfoScale Operations Manager server (4188788)

Logs or logging information is not visible in the logs tab of VBS (Virtual Business Services) feature in the InfoScale Operations Manager server interface.

Workaround:

No workaround. You may need to check system logs or other logging mechanisms for VBS-related information until this issue is resolved.

LDAP configuration fails on a fresh Windows CMS installation (4188000)

LDAP configuration may fail on a fresh Windows Central Management Server (CMS) installation. You may see a `server not reachable` error.

Workaround:

Manually copy the `msvcr100.dll` file from `C:\Program Files\Veritas\VRTSsfmcs\bin` to `C:\Windows\System32` and then try the LDAP configuration again.

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
```

Disks not visible in InfoScale Operations Manager UI (4188991)

When InfoScale 9.0 is installed on Windows 2025 (x86) and added as a Managed Host to CMS 9.0, existing disks that are already present and configured on the

host are not visible in the InfoScale Operations Manager. You cannot perform any disk-related operations through the InfoScale Operations Manager UI.

Workaround:

No workaround. Until this issue is resolved in InfoScale Operations Manager, you can use the InfoScale Enterprise Administrator or the InfoScale commands from the command line to perform the disk operations.

Getting help

This appendix includes the following topics:

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

InfoScale Operations Manager on the Web

For comprehensive, up-to-date information about InfoScale Operations Manager, visit the Arctera Web site:

<https://www.arctera.io/infoscale>

Getting help

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

For technical assistance, visit

https://www.veritas.com/support/en_US.html

This site provides access to resources such as TechNotes, product alerts, software downloads, hardware and software compatibility lists, and the customer email notification service. Use the Knowledge Base Search feature to access additional product information, including current and past releases of product documentation.

Using the product documentation

Table A-1 Names of InfoScale Operations Manager Guides

Title	Description
<i>InfoScale Operations Manager Hardware and Software Compatibility List (HSCL)</i>	List of hardware and software compatibility, available here: https://www.veritas.com/support/en_US/doc/iom_hspl_90
<i>InfoScale Operations Manager Release Notes</i>	Release information such as new features, fixed issues, known issues, and limitations.
<i>InfoScale Operations Manager Installation and Configuration Guide</i> <i>InfoScale Operations Manager User Guide</i> <i>InfoScale Operations Manager Add-ons User Guide</i>	Information about InfoScale Operations Manager.
<i>InfoScale Operations Manager Frequently Asked Questions</i>	List of frequently asked questions about InfoScale Operations Manager.
<i>InfoScale Operations Manager Third-Party License Agreements</i>	Information about the third-party software that is used in InfoScale Operations Manager.

Table A-2 URLs for InfoScale Operations Manager documentation

URL	Description
https://sort.veritas.com/arctera/documents	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.