

InfoScale® Operations Manager 9.1.2 Patch Release

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Legal Notice for Artificial Intelligence (AI) Technology

Arctera Incorporates artificial intelligence (AI) technology to implement certain features that use data submitted by a customer using the `vxvm-stats-collector.service` service ("Customer data"). These features are disabled by default and must be enabled for use in "Anomaly Detection using AI" functionality. More details may be found in the Arctera Product InfoScale documentation (the "Documentation") in the "Anomaly detection and monitoring" section of the *Arctera InfoScale™ Operations Manager User's Guide*.

Your organization ("Customer") agrees to the following terms and conditions when enabling the use of AI in this service:

AI-generated output may contain errors and unexpected results. Customers must use caution when relying upon responses and validate all output before use.

The Customer must not do the following:

- Include any Personal Data in its prompts.
- Use AI to create content that is illegal, confidential, harmful, misleading, or violates third-party rights or privacy.
- Use AI in Arctera products/s to make decisions that have a call for human judgment, including uses that may have health or safety consequences, without intervention by a human operator who will make the final decision.

Customer must use AI feature in Arctera products/s solely as integrated with Arctera products/s and only for purposes consistent with the intended functionality of the AI features. Arctera makes no representations and provides no warranties about the completeness, reliability, or accuracy of AI-generated output.

Technical Support

Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within the company to answer your questions in a timely fashion.

Our support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about our support offerings, you can visit our website at the following URL:

www.arctera.io/support

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.arctera.io/support

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Technical Support
 - Recent software configuration changes and network changes

Licensing and registration

If your product requires registration or a license key, access our technical support Web page at the following URL:

www.arctera.io/support

Customer service

Customer service information is available at the following URL:

www.arctera.io/support

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Advice about technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

If you want to contact us regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Worldwide

CustomerCare@arctera.io

Documentation

Make sure that you have the current version of the documentation. Each document displays the date of the last update on page 2. The latest documentation is available here:

<https://sort.veritas.com/arctera/documents>

Documentation feedback

Your feedback is important to us. Suggest improvements or report errors or omissions to the documentation. Include the document title, document version, chapter title, and section title of the text on which you are reporting. Send feedback to:

productdocs@arctera.io

You can also see documentation information or ask a question on the InfoScale community site:

<https://vox.veritas.com/category/arctera-discussions/discussions/infoscale>

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

Changes introduced in this patch release

This document includes the following topics:

- [Protection against Cross-Site Request Forgery \(CSRF\) attempts for web services APIs](#)
- [Licensing tab in the InfoScale Operations Manager console is deprecated](#)

Protection against Cross-Site Request Forgery (CSRF) attempts for web services APIs

InfoScale Operations Manager provides enhanced security by preventing Cross-Site Request Forgery. This ensures that unauthorized users cannot perform malicious actions on behalf of authenticated users.

To safeguard API interactions, InfoScale Operations Manager uses CSRF tokens in conjunction with session IDs. When you establish a session a unique CSRF token is generated, which you are required to use when you log in. The CSRF token is stored in a `cookies.txt` file along with your session ID.

Note the following points:

- **File location:** The `cookies.txt` file must be located in the same directory from which your API calls are executed.
- **Token expiry:** For security, the CSRF token expires after 30 minutes of inactivity. When the token expires, the authenticated session times out.
- **Reauthentication:** If the session times out, you must reestablish the session and log in again using the new CSRF token.

To execute APIs using CSRF tokens:

- 1 Establish a session and generate a CSRF token:

```
curl -g -k -c cookies.txt -D headers.txt  
https://<hostname>:14161/vom/
```

- 2 Log in using the CSRF token from the previous step (1):

```
curl -g -k -b cookies.txt -c cookies.txt -d user=<username> -d  
password=<password> -d domain=<domain-name> -d  
"csrfPreventionSalt=<token>"  
https://<hostname>:14161/vom/api/login
```

where <token> is the CSRF token that was stored in the `cookies.txt` file.

- 3 Use the `cookies.txt` file to execute APIs:

```
curl -g -k -b cookies.txt  
"https://<hostname>:14161/vom/api/query/server/host"
```

Licensing tab in the InfoScale Operations Manager console is deprecated

Managing InfoScale licenses directly through the InfoScale Operations Manager console is no longer supported. Use the InfoScale License Management Service to manage licenses.