

Inventory issues

This page is a temporary WIP page that will eventually be merged into: [Known Issues - Inventory](#) for 4.0 and 4.1. See copy of [Original](#) below.

Inventory issues

Issue	Description	Workaround
The Speed MHz column in the Processors Catalog Matched Count table shows incorrect values. <i>Is this valid for 4.0?</i>	In the Basic Summary page in Inventory, click on the Catalog Matched number for Processors .	The Speed MHz column label should be Speed GHz .
A timeout occurs in the Unmatched page and suggestions are not populated. <i>Is this valid for 4.0?</i>	This can occur when there are more than 1000 records showing on the page at the same time.	Avoid using the 1000 record view to minimize load times.
<i>what will user see????</i>	UI suggestion edit lost new changes after suggestion already added to catalog.	In the unmatched screen when you have add a suggestion to the database, conduct a basic inventory report before re-editing and resubmitting the new suggestion to the Catalog. <i>IG: how? Please be specific. For example, the term conduct is not in the UI.</i>
Pages sometimes flicker in Firefox browser. <i>Is this valid for 4.0?</i>	UI>Firefox>Screen flashes sometimes and UIartifacts have rendering issue.	Use another supported browser instead. Latest version of: <ul style="list-style-type: none"> • Google Chrome • Internet Explorer 11 • Microsoft Edge • Mozilla Firefox
Values for some of the OS is not displayed on the By Device screen. <i>Is this valid for 4.0?</i>	????	Check the Catalog to ensure that the correct match rules are in place for those OS records. <i>IG: how?</i>
The By product page in Inventory shows old data. <i>Is this valid for 4.0?</i>	The By product page does not always automatically refresh.	Refresh the browser session.
<i>what will user see????</i> <i>Is this valid for 4.0?</i>	In a repository schedule, if the selected repository is archived, then the schedule still runs using another repository.	When archiving a repository, remove any schedules related to that repository. <i>IG: Before or after archiving?</i>

Implementation issues

Issue	Description	Workaround
No issues known.		

Configuration issues

Issue	Description	Workaround
<i>what will user see????</i> <i>Is this valid for 4.0?</i>	Canceling one action, in turn, will cancel all the actions in waiting. <i>IG: is this a bug or by design?</i> <i>should this say ... all pending actions?</i> <i>does there have to be a relationship between these actions, or is all subsequent actions?</i>	In case there are multiple syncs are waiting in line and user cancels currently processing action, then it will cancel all the actions in waiting. <i>IG er! this is just another way to say the same thing but is equally incomprehensible.</i>

<p>Clear data has no effect.</p> <p>Is this valid for 4.0?</p>	<p>Clear data action has no effect if actions for other repositories are in progress.</p>	<p>You can run Clear data action once the action for the other repository is complete.</p> <p>Please refer to Repositories page: Clearing data from a repository.</p>
<p>Does the schedule run? What does the user see?</p> <p>Is this valid for 4.0?</p>	<p>A repository schedule with Repeat minute frequency allows zero value for Repeat Minutes field.</p> <p>Affects all type of repository schedules.</p>	<p>Ensure that the minute entry is greater than zero.</p>
<p>Does the schedule still run? What does the user see?</p> <p>Is this valid for 4.0?</p>	<p>A repository schedule does not get deleted or become disabled after the specified date limit.</p> <p>Affects all type of repository schedules.</p>	<p>Regularly review your schedules and disable or delete those ones that have expired.</p>
<p>What does the user see in the UI, UI logs, or service log?</p> <p>Is this valid for 4.0?</p>	<p>Canceling an inventory consolidation, then loading a connector results in the SLA Engine queue getting stuck.</p>	<p>Restart the 1E SLA Platform Engine service.</p>
<p>Tachyon Connector: System.Exception is displayed.</p> <p>Is this valid for 4.0?</p>	<p>This can occur when a sync is performed by a user who does not have sufficient permission on the Tachyon Server.</p>	<p>Use correct user permissions</p> <p>IG: what permissions are required?</p>
<p>Multiple copies of the Tachyon inventory instructions are scheduled to run, or are running at the same time.</p>	<p>Deleting or changing a Tachyon Sync Data action does not stop the on-going instructions on Tachyon Server.</p> <p>New instructions are created each time Tachyon Sync Data is started manually or scheduled. This can result in multiple copies of the same instructions running at the same time causing unnecessary work on the Tachyon Agents and Server. However, SLA inventory will only process data for the most recent Sync.</p> <p>A list of inventory instructions is provided in Tachyon connector: Creating the 1E Inventory Instruction Set and explained by Tachyon connector: How Tachyon Powered Inventory works.</p>	<p>Stop the previous instructions in ExplorerInstructionsHistory. For each instruction click on  at the end of the row and select STOP.</p>

Original

Original copy of [SLA Platform 3.3: Known issues.](#)

	Issues	Notes	Ref
Main	Canceling one action, in turn, will cancel all the actions in waiting	In case there are multiple syncs are waiting in line and user cancels currently processing action, then it will cancel all the actions in waiting.	134562
SLA 3.3	Notification bell icon sometimes does not provide accurate information	In some of the scenarios the bell icon for notification lacks accurate information. For example in case of multiple syncs running together then only 4 of the Inventory consolidation steps are displayed though remaining task count displayed on bell-shaped icon is different. The user should monitor actions running using <code>DiagnosticScreen</code> .	143964
Config	Clear data action is not created for one repository, if actions for other repository is in progress	You can run clear data action once the action for the other repository is complete	143213
Main	Basic Summary>Processors Catalog Matched screen>'Speed MHz' column label should be 'Speed GHz'	Treat the speed in this column as GHz	143234
APP MIG	Status for the Action column does not update for some records	On the Application Migration's preview screen for Application Migration, when you submit a record to be normalized in the Non Normalized tab, the status does not update to Pending Sync. IG: is this only for APPMIG?	130486
Config	Tachyon Connector: System.Exception is displayed on the UI when sync is performed with a user not having sufficient permission on the Tachyon Server	Use correct user permissions	140860
upgrade n/a	SLA UI does not appear when you upgrade from SLA 2.0 to SLA 3.1 under certain circumstances	If you upgrade from SLA 2.0 to SLA 3.1 without first running a synchronization, you will not see the UI post-upgrade. Workaround: Run the synchronization before you upgrade.	108403
Main	A timeout occurs in the Unmatched screen and suggestions are not populated when there are more than 1000 records	When using suggestions, we recommend not using the 1000 record view to minimize load times.	101554

Main	UI suggestion edit lost new changes after suggestion already added to catalog	In the unmatched screen when you have add a suggestion to the database, conduct a basic inventory report before re-editing and resubmitting the new suggestion to the Catalog.	105978
upgr ade n/a	Schedules do not persist after the upgrade from 2.0 to 3.1 when schedule provided is of older active date	Some schedules may need to be manually recreated after an upgrade.	105950
upgr ade n/a	Connector Manager not working after upgrade from 2.0 to 3.1 when bindings changed from HTTPS to HTTP	Bindings should be kept same as before the upgrade. For example: if the previous installation used HTTPS then please keep current installation selection as HTTPS while installing.	102051
upgr ade n/a	Component page shows older catalog version after SLA and Catalog upgrade	The correct catalog version can be checked by opening the Catalog UI and looking for the version number at the bottom of the page.	101939
Main	UI>Firefox>Screen flashes sometimes and UIartifacts have rendering issue	If you encounter this issue, switch to using Internet Explorer or Chrome.	101912
Main	Values for some of the OS is not displayed on the By Device screen	Check the Catalog to ensure that the correct match rules are in place for those OS records.	101780
Conf ig	Cancelling an inventory consolidation, then loading a connector results in the engine queue gets stuck and server requires reboot	Restart the SLA engine service.	99541
Conf ig	When you run the first synchronization event, the Inventory By product screen does not automatically refresh (intermittent issue)	Refresh your screen.	94197
???	Count for devices, software and software titles at the very top right of screen does not change on the Diagnostics screen	If you go to other screens where there is an inventory picker and select a different inventory repository, these counts change.	86846
???	Table runs offscreen on laptops	Adjust laptop resolution so that page fits within screen.	72329
Conf ig	"Cancelling" a Tachyon sync doesn't cancel the on-going instructions on Tachyon server	If we cancel ongoing Tachyon Syncs from SLA diagnostics screen, instructions will not be removed from the Tachyon Server. This could be an issue, if user starts a new sync. When a new sync is started, that will create new instructions on Tachyon Server, that means there will be a duplicate set of instructions on Tachyon Server, resulting in more load on Tachyon Server. However, on SLA side for the new sync, we will get data from the fresh set of instructions only. So, in this scenario, it is recommended to delete the instructions from Tachyon Server itself.	1445 79
APC	AppClarity filters have some issues: > OR Filters are not working > Filter Operators are not accurate or missing on many screens > Filters are case sensitive on may screens > Filters do not work for some cases e.g. greater than or equals or for Quantity filters	Use single filters on AppClarity screens rather than chaining multiple filters together.	14375 7,142 936
APC	Filters and Pagination do not persist on entitlement draft and published page, when navigating back through edit screen	Filters and pagination should be manually reset when you return	138822
Conf ig	In a schedule, if the selected repository is archived, then schedule picks up another repository and repository in this schedule gets changed automatically	When archiving a repository, remove any schedules related to that repository	144624
Conf ig	Schedules with Repeat minute frequency allows zero value for 'Repeat Minutes' field	Ensure that the minute's entry is greater than zero	144622
Conf ig	The schedule does not get deleted or become disabled after the specified date limit	Regularly review your schedules and disable or delete those ones that have expired	144621
APC	On AppClarity compliance screens, dashboard widgets not showing inventory details - Device, Title, and Installations	Navigate to the inventory repository screen to view widget data	136163