

## 2.4 Copy of Known issues

IDERA SQL Inventory Manager provides fundamental information on your SQL Servers to help you manage and keep track of your database environment without having to be an expert in Microsoft SQL Server. It gives a broad enterprise-wide view of all your SQL Servers through automated discovery as well as simple, actionable information about the state of your environment. View core information such as how many databases exist, whether they are being backed up, get access to options like availability monitoring, and notification emails so you can take action as needed.

IDERA strives to ensure our products provide quality solutions for your SQL Server needs. If you need further assistance with any issue, please contact [Technical Support](#).

The following issues are known in this version of IDERA SQL Inventory Manager:



### Upgrading from a previous version

Because of the addition of roles, all user accounts in a previous version of the product are added to the IDERA Dashboard but are not assigned a role and cannot access IDERA SQL Inventory Manager until the administrator changes the account permissions. Note that the administrator is the account specified during the IDERA Dashboard installation.

To change user account permissions, go to **IDERA Dashboard > Administration > Manage Users**. Edit a user account. Select the IDERA SQL Inventory Manager product, and then assign a role of **Product Administrator**, **Product User**, or **Product Guest**. Click **Save**, and then repeat these steps for each user account.

Now grant the user accounts access to the instances in your environment. Go to **SQL Inventory Manager > Administration > Manage Users**. Click the link for the name of the user account. In the **Access to SQL Server Instances** section of the Edit Users window, select whether you want to grant the user account access to all instances or a selection of instances. If you want to grant access to only selected instances, choose those instances using whether the tag or instance name. Click **Save**.

For more information about user accounts and roles, see [Managing users in the IDERA Dashboard](#).

## Known issues in version 2.3

### Applications listed multiple times on SIM

SQL Inventory manager discovers the same application multiple times which makes the applications table grow exponentially large and causes performance issues. To overcome this issue you can add a regular expression to the `SQLInventoryManagerCollectorService.exe.config` page

```
<setting name="ApplicationFilterPatterns" serializeAs="Xml">
  <value>
    <ArrayOfString xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
      xmlns:xsd="http://www.w3.org/2001/XMLSchema">
      <string>(?!<=[ (TSS) ( {
        {0,1}{0-9a-fA-F}{8}-[0-9a-fA-F]{4}-[0-9a-fA-F]{4}-[0-9a-fA-F]{4}-[0-9a-fA-F]{12}({})}{0,1}
      })(.+)</string>
    </ArrayOfString>
  </value>
</setting>
```

### Patch filtering for SQL Server 2008 includes SQL Server 2008 R2

When filtering views or viewing hotfixes for SQL Server 2008, SQL Server 2008 R2 versions are included in the list.

### DB on Availability Group view selection occasionally fails to display secondary node information

The **DB on Availability Group** view selection in the Explorer view fails to display secondary node information when an availability group is in a resolving state or when the secondary node is offline.

### DB on Availability Group page Status information update is not immediate after a failover

Status information on the DB on Availability Group page may take up to an hour to update after a failover

## Previous known issues

## Installation and upgrade issues

- IDERA SQL Inventory Manager 2.2 and later no longer support the use of SQL Server 2005 as a repository. The product does continue to support discovered and managed instances on SQL Server 2005.
- Upgrading to IDERA SQL Inventory Manager 2.0 and later creates an IDERA Dashboard user named service user with the type of Monitoring Group.
- IDERA SQL Inventory Manager 2.0 is NOT SUPPORTED on SQL Server 2012 SP2 CU7. Users attempting to connect to instances on this version of SQL Server receive a connection error. IDERA is working on a solution for this issue.

## IDERA Dashboard issues

- The SQL Server Licensing widget displays an unnecessary bracket character in the **# of Sockets** field.
- The number of discovered instances does not match in the Dashboard and the Discovered Instances tab.
- In IDERA Dashboard, the Manage Instances view under the Administration view displays both monitored and unmonitored instances instead of only monitored instances. All users will be able to access the list of instances in the Instance Detail tab under IDERA Dashboard; however, only users with specific Dashboard access will be able to see the instance details. In IDERA SQL Inventory Manager, the Managed tab under the Instances view correctly displays only monitored instances.

## Discovery issues

- IDERA SQL Inventory Manager incorrectly displays SQL Server 2012 SP3 as SQL Server 2012 SP2 in the Discovered Instances tab.
- Instead of displaying only managed instances on the Instances view, IDERA Dashboard displays all discovered instances. This tab also may display some instances that are removed from IDERA products.
- Scanning cross-domains using multiple accounts/credentials will not yield any discovered instances even if one of the supplied credentials in the multiple accounts setting is correct for that domain. At this time, multiple accounts/credentials only work for the same domain. For example, in your environment, IDERA SQL Inventory Manager 2.0 is installed on domain A and you request a scan of domain B. Even when using credentials that are included in the multiple credentials list, IDERA SQL Inventory Manager does not return results that include data from any outside domain. As an alternate, you can run the specific domain scan using specific Windows user or IDERA SQL Inventory Manager service account (under the domain setting).
- Discovery Status displaying incorrect value for scans other than SQL Server Resolution Services. When you run a scan using method other than SQL Server Resolution Services, it will run and scan and discover instances using the selected method. However, the discovery status log will have an incorrect log referencing SQL Server Resolution Services.
- When using the Setup Wizard to manage discovery, the IP Address Ranges and Domain Run Scan Now option is disabled even though an IP address or domain is selected. The workaround is to clear and then recheck those options.
- In order to connect to a named instance on Amazon RDS, use the following format:  

```
machinename\instancename,port
```

## Monitoring issues

- IDERA SQL Inventory Manager fails to collect transactional activity on some databases.
- IDERA SQL Inventory Manager occasionally displays the same application multiple times under different application IDs/names in the Applications list.
- When a user disables monitoring for a database, the associated Health Check Recommendations update correctly, but then do not update correctly when monitoring is re-enabled even if the user attempts to restart the service.
- Some users may receive an unexpected exception error when clicking **Save** after making a change in the Manage Health Check.
- *SQL Server 2000 only:* IDERA SQL Inventory Manager may display that the database consistency is not checked for some SQL Server 2000 databases although the checks are run. An additional run of the checks does not update this value.
- IDERA SQL Inventory Manager may display a foreign key constraint error message when a user attempts to edit or enter a value in some custom inventory fields.
- Users who have AlwaysOn Availability Group environments may notice errors caused by the unreadable state of the secondary cluster node.
- In environments with a large number of monitored instances, the Health Check Recommendations are not immediately updated when you decommission and recommission databases. There will be a slight delay for the health check recommendations to refresh.
- When using Internet Explorer, the Comments in the Database Details window are too light to read.

## User Account issues

- In order to set up user account for email alerts, you first must set up and enter individual email addresses in the IDERA SQL Inventory Manager Manage Administration page. User accounts added using the Manage Users link in the IDERA Dashboard Administration tab do not have their associated email address appear when viewing the account in the IDERA SQL Inventory Manager Manage Users and Subscriptions window.
- In order to select the All Instances option for user permissions, you must select the hyperlink for that user account in the Manage Users and Subscriptions window. Select **All Instances**, and then click **Save**.

## Reporting issues

- Reports exported to XML may not include the correct summary count as displayed in the PDF/XLS.
- Reports exported to PDF/XLS/XML do not include the **# of Cores**, **Core Factor**, and **Possible Core Licenses** values.

IDERA SQL Inventory Manager lets you discover and visualize your SQL Server environment. [Learn more >>](#)

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