

# Known issues in 2.0

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 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 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 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 wither 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 2.0

### Installation and upgrade issues

- 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

- 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 SQL Inventory Manager, the Managed tab under the Instances view correctly displays only monitored instances.

### Discovery issues

- 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, 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, 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 SIM 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 uncheck 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

- 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 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 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**.

## Previous known issues in 1.2

### General issues

- SQL Inventory Manager supports authentication between internal services, this feature is disabled by default. To enable it, user needs to change configuration in [two places](#).
- When the SQL Inventory Manager Service or Core Service go down, users on the Administration tab will not be notified of the services status. They may experience error messages when trying to access any options from the Administration view.

## Installation and configuration

- When uninstalling SQL Inventory Manager, the user may be prompted to close other Idera applications such as SQL Safe Management Console for example.

## Adding, discovering instances

- The discovery process may take into account host computers without default SQL Server instances.
- Users should take into account that if they choose WMI as a method for scanning, they may have some limitations with the number of SQL Server instances discovered. For more information on how to view and change port ranges, click [here](#).

## Monitoring

- The auto refresh option on the Instance and Explorer view may cause the option "Apply filter as it changes" to change its selected setting.
- On the Explorer tab, users may find that after selecting different options on the View Selection lists, the View list does not collapse. To solve this issue, users can manually refresh the page or change tabs and go back to the Explorer view.

## Previous known issues in 1.1

### General issues

- SQL Inventory Manager may display the message "!!! missing resource key = [com.ider....]" when the Core service goes down and any action is performed on the Instances tab.
- SQL Inventory Manager supports authentication between internal services, this feature is disabled by default. To enable it, user needs to change configuration in [two places](#). Authentication mechanism may or may not work depending upon user's security policy settings.
- SQL Inventory Manager sessions do not expire anymore if users remain on the application. If they leave the application for more than thirty minutes their session will time out and users will need to log in again.

### Installation and configuration

- When uninstalling SQL Inventory Manager, the user may be prompted to close other Idera applications such as SQL Safe Management Console for example.

### Adding, discovering instances

- SQL Inventory Manager is currently not validating the information entered for IP addresses and DNS names. Users must be careful with the information they enter since invalid IP addresses or DNS names will cause the discovery to not work properly.
- If SQL Server instances are added using UseOleforWMI:True, IP and mac addresses may not be collected and may be shown as blank.
- When new tags are added in the Add SQL Server Instance wizard, SQL Inventory Manager may not display these newly added tags when accessing the **See all tags** option.

### Monitoring

#### General

- SQL Inventory Manager may count SQL Server instances as down until it finishes completing their initial data gathering.
- Some WMI properties in Windows XP and Windows 2003 are not available so it is possible that SQL Inventory Manager will not collect the respective information.

#### Explorer view

- Filters in the Explorer view only display 10 options. The user can click **More** to access the complete list of options. However, if the user selects options from the extended list, they may not be displayed on the initial view.
- On version 1.0, on the Explorer view, when the user filtered by tags, they could be displayed "by name" or "by count". Currently for Version 1.1 this option is not available.

#### Health Checks recommendations

- The Refresh option allows to get the latest information from Instances or Health Check Recommendations. When clicking this option, a request for running a background refreshing job is requested and the "Refreshing" status is displayed. This job may take some time so manual refresh is required.
- To receive alert notifications, email addresses need to be provided. The field where these email addresses are specified may not validate the correct email format.

#### Dashboard

- Data from each instance and health check recommendation in the Dashboard can be refreshed; however, there is no option yet to refresh all instances or recommendations at once.
- The data size of instances that are down may still be taken into account in the data size information of the Dashboard and Instance tab.

#### Instance details view

- The side bar of the Instance Details view of an instance with "Unknown Error" or "Unresponsive" state may not display the latest information collected.

- Information that SQL Inventory Manager was not able to collect such as SQL Server version, Host Server, databases, size, etc., may be displayed with zero value or as blank in the Instance Details view.
- SQL Inventory Manager gathers Driver information taking into account only the server hosting the instance. There is no distinction between drivers that are in a clustered resource group or not. Consequently, it is possible that in a clustered instance, SQL Inventory Manager will display "No drives found" in the Computer Details.

## Previous known issues in 1.0

### General

- SQL Inventory Manager does not support SQL Server 2000 instances. For more information on the supported SQL server instances, click [here](#).

### Installation and configuration

- When uninstalling SQL Inventory Manager, it may be necessary to close other SQL Server applications opened.
- An error message may be displayed when trying to install SQL Inventory Manager on a mirrored SQL Server instance. (Error -2147467259: Failed to create SQL database elem, error detail: unknown error).

### Adding, discovering instances

- The Add Instance Wizard does not validate already managed SQL servers until the last step of the wizard when it tries to add it. Additionally in this version, SQL Inventory Manager may let you type any instance name without validation.

### Credentials

- Users may get a "credentials failed" message with an incorrect login name on the message. They may also get this message with a blank user name when the windows account does not exist.

### Monitoring

#### General

- SQL Server Instances with a down status may cause a discrepancy in the total instance data size and log size in the Dashboard, Explorer, and Instance view.
- It is possible that recently added instances with N/A and Authentication Failed status display a down status on the right sidebar. This is due to SQL Inventory Manager may not have completed running the initial data gathering; and therefore, it is not known yet the real status of those instances.
- The user may experience the following message in the Administration tab: "!!! missing resource message key=[com.idera.common.rest.RestException: An exception occurred getting the product configuration.] args=[]", when Idera core/Inventory Manager services are down.

#### Explorer view

- The Explorer view may let users apply filters for instances that are down.
- On the Explorer view when filtering by tags, the total data size may take into account instances more than once for those ones that are linked to different tags.

#### Health Check Recommendations

- Health check recommendation "Volume at risk" may duplicate the number of recommendations per instance belonging to the same volume.

Need more help? Search the [Idera Customer Support Portal](#).

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