



Skylar AI Release Notes

Version 2.6.2: Skylar Advisor

Overview

Skylar AI is a software services suite powered by artificial intelligence (AI) that automatically manages, anticipates, and prevents IT incidents. Version 2.6.2 of Skylar AI includes an update to only Skylar Advisor. Please note that Skylar Advisor currently requires Skylar Analytics.

This release addresses an issue where the **[Activity]** tab on the **Customer Insights** page of the Skylar Advisor user interface could not load data.

The following table lists the minimum and recommended versions of ScienceLogic software required for Skylar AI and its components:

Product	Minimum Version	Recommended Version
Skylar One	12.3.14 (for the 12.3 line) 12.5.7 (for the 12.5 line)	12.3.15 or later 12.5.22 or later
AP2	8.18.43-81 (Jelly Bean)	9.38.2 (Revani) or later

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Issue Addressed in Version 2.6.2

The following issue was addressed in this release:

- Addressed an issue where the **[Activity]** tab on the **Customer Insights** page of the Skylar Advisor user interface could not load data. (Jira ID: SKY-5051)

Known Issues

This section lists the known issues in Skylar Advisor for this release.

- If you already have a large number of documents in your Skylar Advisor Corpus and you upload new documents, the new documents might not appear be uploading or displaying in the user interface immediately. The upload and ingestion of those documents is still taking place, but due to a known issue, the user interface in this situation does not show an in-progress *Ingesting* state while the work completes. No action is needed other than waiting for the upload and ingestion to finish. Typically this kind of delay occurs when there are more than eight thousand documents already in the Corpus. This issue impacts all versions of Skylar Advisor.
- Filtering by type on the **Knowledge** page in the Skylar Advisor user interface does not work in this release. (Jira ID: SKY-4958)
- Dynamic Application objects with special characters in the name might conflict with other objects in Skylar AI reporting tables. The workaround for this issue is to modify the Dynamic Application objects so that the name does not contain a special character. (Case: 00617628) (Jira ID: SKY-3305)
- A Skylar AI instance can ingest telemetry from multiple external sources, but only *one* Skylar One system should be configured to send telemetry to that Skylar AI instance to prevent data collisions and potential data corruption. To avoid this situation, do not reuse a Skylar AI authentication token with more than one Skylar One systems that are sending data to that Skylar AI instance. (Jira ID: SKY-3538)
- If the session inactivity timeout value for a Super User or a standard user is adjusted on the **Authentication** page ( > Account Access > Authentication) of Skylar Settings, the affected user does not get logged out after the new timeout value expires (if that user is currently logged in and remains inactive). (Jira IDs: SKY-3734, SKY-3732)

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