



Skylar One Juneau 12.5.3 Release Notes

Skylar One version 12.5.3 (Document revision 1)

Skylar One Juneau 12.5.3 Release Notes

IMPORTANT: ScienceLogic strongly recommends that you review the [installation and upgrade instructions](#), [important upgrade notes](#), and [known issues](#) for this release before installing or upgrading to Skylar One 12.5.3.

The Skylar One Juneau 12.5.3 release includes updates to the Skylar One agent and improves how Skylar One maps handle stale Layer-2 network topology relationships. This release also includes package updates to improve security and system performance and addresses several issues from previous releases.

These release notes provide a comprehensive list of the features, enhancements, and addressed issues that are included in the Skylar One Juneau 12.5.3 release.

To view the updates that are included in previous Skylar One Juneau releases, see the following release notes:

- [12.5.1](#)
- [12.5.2](#)

NOTE: [AP2 version 8.26.4-45 \(Mochi\)](#) is installed by default in Skylar One 12.5.3.

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Before You Proceed

If you are planning to consume Skylar One Juneau 12.5.3, be advised of the following:

- The 12.5.3 release is available only as a patch; there is no ISO version.
- All Python 2 functionality was removed from Skylar One with the 12.5.1 release. If you still use Python 2 for custom code, you cannot upgrade to this or any later releases until your custom code is Python 3-compatible.
- The validated upgrade paths to version 12.5.3 are outlined below. Be advised that you can perform upgrades from one minor version to any later minor version within the 12.5.x series. However, as with all updates, ScienceLogic strongly recommends that you perform such upgrades in a test environment before implementing the upgrades in production environments.
 - 12.5.2 > 12.5.3
 - 12.5.1 > 12.5.3
 - 12.3.12 > 12.5.3
 - 12.3.11 > 12.5.3
 - 12.2.7 > 12.5.3
- 12.2.x and 12.3.x STIG-compliant users should contact their ScienceLogic account managers for information about upgrading to this release.
- AWS deployments that are using Aurora 3 can upgrade to this release.
- When upgrading Skylar One to version 12.5.3, PowerPacks will be temporarily read-only until the update is complete.
- The Enterprise Key Management Service (EKMS) is enabled by default in 12.5.3.

For more information, see the [Important Upgrade Notes](#) and [Known Issues](#) sections.

New Features and Enhancements in Skylar One

Juneau 12.5.3

This section describes the new features and enhancements that are included in Skylar One Juneau 12.5.3.

Agent

- Updated the "ScienceLogic Agent" PowerPack to v103 with new internal events and alert definitions to support extended outage detection and recovery. (EM-76468)
- Added a new **Gen3 Agent Unavailable Event Suppression Threshold** setting on the **Behavior Settings** page (System > Settings > Behavior) to control when mass Gen3 agent-unavailable events are automatically suppressed. (EM-76468)

Platform and Security

- Skylar One version 12.5.3 includes package updates to improve security and system performance.

Topology

- Stale Layer-2 network topology relationships no longer appear in Skylar One maps after the relationship has been broken due to an inactive parent or child device, or if the connection between the devices no longer exists. (Jira ID: EM-34648)

Issues Addressed in Skylar One Juneau 12.5.3

This section describes the issues that were addressed in Skylar One Juneau 12.5.3.

Agent

- Resolved an issue that prevented the Streamer Prime service used by Gen 1 agents from starting due to incorrect permissions. (Jira ID: EM-78072)

Dashboards

- Resolved an issue in classic dashboards where filtering could leave Custom Table widgets stuck showing no data even when broader filters were selected. (Case: 00568033) (Jira ID: EM-77251)

Data Collection and Retention

- Improved Class-based Quality of Service (CBQoS) performance metric evaluation to safely handle zero and unexpected values and prevent unhandled exceptions during data collection. (Case: 00550203) (Jira ID: EM-77086)
- Resolved an issue where Concurrent PowerShell collections failed when using CyberArk-managed credentials, ensuring collections run reliably with the CyberArk integration. (Case: 00598480) (Jira ID: EM-78224)
- Addressed delayed and failing Concurrent PowerShell collection results after upgrade, preventing silent failures and restoring expected PowerShell collection behavior. (Case: 00586338) (Jira ID: EM-78223)
- Implemented a worker process shutdown notification mechanism for the PowerShell collector to prevent stalled collections and restore stable operation across multiple collectors. (Case: 00586338) (Jira ID: EM-78145)
- Resolved an issue that caused the data pull memory to sometimes grow to the point where MariaDB shuts down due to being out of memory if the open telemetry collector on the Database Server or the Skylar Ingestion endpoint became unavailable. (Jira ID: EM-78100)

Device Management

- Optimized queries and loading logic for the Device Components registry in both the default (AP2) and classic user interfaces to avoid timeouts and long load times in large environments. (Case: 00542677) (Jira ID: EM-76355)
- Ensured that users can view the records for their assigned organizations on the Device Processes (Registry > Devices > Processes) and Windows Services (Registry > Devices > Services) pages in the classic user interface. (Case: 00544862) (Jira ID: EM-76329)

Event Management

- Updated device IP change detection rules so events include proper element details and false "device IP address change is detected" alerts are reduced. (Case: 00556599) (Jira ID: EM-76914)
- Reduced false alerts and noise in the Event Console and downstream systems by resolving an intermittent issue where devices in dynamically suppressed groups still triggered file system events. (Case: 00522883) (Jira ID: EM-75290)

Monitoring Policies

- Updated the debug output for web content monitors to avoid exposing HTTP authentication credentials while preserving necessary diagnostic detail. (Case: 00577929) (Jira ID: EM-77704)
- In web content monitoring policies, you can now add "#no-transfer-encoding" to the end of the policy's URL to ensure that URLs reachable with HTTP 200 do not generate erroneous 501 errors due to an invalid "Content-transfer-encoding" header, thus preventing false content verifier alerts. (Case: 00543092) (Jira ID: EM-76675)

Run Book Automations

- Fixed a run book action type execution issue where Python 3.6-compatible custom actions aligned to the “SL1 Default Execution Environment (python 3.6)” incorrectly failed with a version error. This ensures that compatible run book actions execute successfully after upgrade. (Case: 00580465) (Jira ID: EM-77789)

Skylar AI

- Resolved an issue that prevented the open telemetry collector service used by Skylar AI from working as intended when the passive Data Engine became the active Data Engine after a high-availability failover. (Jira ID: EM-78180)
- Ensured that Gen 3 agent interface data displays as expected in Skylar AI. (Jira ID: EM-78197)

System Upgrade

- Escaped the "function" keyword in SQL queries to prevent issues with the system update process. (Jira ID: EM-78092)

Topology

- Cisco Discovery Protocol (CDP) topology collection now continues processing data collected for all devices, even if it encounters a device with a malformed device name (ifName) value, instead of abruptly terminating, to prevent false minor “Storage Object Failure due to UNKNOWN MESSAGE FORMAT” topology storage across collectors. (Case: 00513024) (Jira ID: EM-73828)

User Interface

- Addressed an issue that caused the user interface to display the classic user interface for non-administrator users even if they set their profiles to use the default user interface (AP2). (Case: 00586221) (Jira ID: EM-77791)

Upgrading Skylar One

IMPORTANT: You can consume Skylar One 12.5.3 only if you are upgrading from an earlier Skylar One version that *supports upgrades to this release*. There is no ISO version for version 12.5.3.

For a detailed overview of Skylar One, see the *Introduction to Skylar One* manual.

For detailed instructions on upgrading Skylar One, see the section on *Updating Skylar One* in the *System Administration* manual and the upgrade notes that are included in this document.

NOTE: ScienceLogic strongly recommends that you review the *Known Issues* for SL1 at <https://support.sciencelogic.com/s/known-issues#sort=relevancy> before installing a new update.

For known issues specific to this release, see the *Known Issues* section of this document.

Skylar One Extended Architecture

For existing on-premises deployments of Skylar One Extended Architecture, see the section on *Upgrading Skylar One Extended Architecture* in the *System Administration* manual for upgrade instructions. For help with technical issues, contact ScienceLogic Customer Support.

NOTE: New installations of Skylar One Extended Architecture are available only on SaaS deployments.

Important Upgrade Notes for Skylar One Juneau

12.5.3

This section includes important notes for upgrading existing Skylar One systems to the Juneau 12.5.3 release.

Unless otherwise stated, the information in this section applies to all users who are upgrading from previous versions.

CAUTION: ScienceLogic strongly recommends that you review these notes in their entirety before upgrading to version 12.5.3.

Validated Upgrade Paths

The validated upgrade paths to version 12.5.3 are outlined below. Be advised that you can perform upgrades from one minor version to any later minor version within the 12.5.x series. However, as with all updates, ScienceLogic strongly recommends that you perform such upgrades in a test environment before implementing the upgrades in production environments.

- 12.5.2 > 12.5.3
- 12.5.1 > 12.5.3
- 12.3.12 > 12.5.3
- 12.3.11 > 12.5.3
- 12.2.7 > 12.5.3

STIG Support

12.2.x and 12.3.x STIG-compliant users should contact their ScienceLogic account managers for information about upgrading to this release.

NOTE: When deploying a STIG-compliant configuration, port 7700, the Web Configuration Utility, and the **Database Tool** page are all disabled. In addition, concurrent SNMP and concurrent network interface collection are not supported for these deployments.

Aurora 3 Support

AWS deployments that are using Aurora 3 can upgrade to Skylar One 12.5.3. If you are currently deployed using Aurora 2, you can upgrade to Skylar One 12.5.3 but must perform a post-upgrade Aurora 2 to 3 conversion. If you are on a SaaS-hosted AWS deployment, the ScienceLogic SRE team will complete this conversion. If you are on a customer-hosted AWS deployment, you must complete this

conversion, with additional steps in the section on [Updating Skylar One](#) in the [System Administration](#) manual. Contact ScienceLogic Professional Services if you need assistance.

Upgrading MariaDB and Rebooting Skylar One

Some Skylar One versions include important security updates. To apply these updates, you must upgrade MariaDB and then reboot all Skylar One appliances.

The following table specifies the required MariaDB version for each Skylar One version and which updates require you to reboot all Skylar One appliances:

Skylar One (SL1) Release	Required MariaDB Version	Requires Appliance Reboot?
12.5.3 (Upgrade only)	10.6.21	Yes
12.5.2 (Upgrade only)	10.6.21	Yes
12.5.1	10.6.21	Yes
12.3.12 (Upgrade only)	10.6.18	Yes
12.3.11	10.6.18	Yes
12.3.10 (Upgrade only)	10.6.18	Yes
12.3.9 (Upgrade only)	10.6.18	Yes
12.3.8 (Upgrade only)	10.6.18	Yes
12.3.7	10.6.18	Yes
12.3.6 (Upgrade only)	10.6.18	Yes
12.3.5 (Upgrade only)	10.6.18	Yes
12.3.4 (Upgrade only)	10.6.18	Yes
12.3.3 (Upgrade only)	10.6.18	Yes
12.3.2 (Upgrade only)	10.6.18	Yes
12.3.1	10.6.18	Yes
12.3.0	10.6.18	Yes
12.2.7 (Upgrade only)	10.6.18	Yes
12.2.6 (Upgrade only)	10.6.18	Yes
12.2.5 (Upgrade only)	10.6.18	Yes
12.2.4.1 (Upgrade only)	10.6.18	Yes
12.2.3 (Upgrade only)	10.6.18	Yes
12.2.1.2 (Upgrade only)	10.4.31	Yes
12.2.1.1 (ISO only)	10.4.31	N/A
12.2.0	10.4.31	Yes

NOTE: For instructions on updating MariaDB or rebooting the Skylar One system, see the section on [Updating Skylar One](#) in the [System Administration](#) manual.

If you would like assistance in planning an upgrade path that meets your security needs while minimizing downtime, please contact your Customer Success Manager.

Clearing Cache Post-Upgrade

After upgrading to version 12.5.3, you should clear your system cache to remove cached items from Skylar One (SL1) and prevent several potential issues that can occur post-upgrade due to caching. To do so, go to Misc > Clear SL1 Cache.

Required Ports

Beginning with SL1 12.2.0, if you have a firewall between your Database Server, data engine, and Administration Portal appliances, you should open TCP port 8200 to facilitate communication between those appliances.

For a full list of ports that must be open on each Skylar One (SL1) appliance, see the section on [Required Ports for Skylar One](#) in the [Installation and Initial Configuration](#) manual.

Python 3.9 Execution Environment Support Deprecation

Users who are currently on 12.2.x releases and use Python 3.9 execution environments for Dynamic Applications and Run Book Automations are advised that the 12.3.0 Ibiza release removed support for Python 3.9 and added support for Python 3.11. For more information, see the section [Important Notes on Creating ScienceLogic Libraries](#) in the [ScienceLogic Libraries and Execution Environments](#) manual.

Use of tmux When Using SSH

Starting with Skylar One (SL1) version 12.3.4, the tmux utility is disabled by default if you are on a non-STIG deployment and access a Skylar One (SL1) system using SSH. ***This is a change in behavior from versions 12.2.1.1 through 12.3.3, where the tmux utility was enabled by default.***

If you are on a STIG-compliant Skylar One (SL1) deployment, the tmux utility is enabled by default. ScienceLogic encourages non-STIG users to enable the tmux utility as well.

The utility, which is a terminal multiplexer that enables a number of terminals to be created, accessed, and controlled from a single screen, strengthens session-control mechanisms and aligns with industry-wide security practices.

If tmux is enabled, sessions are automatically locked after 15 minutes of idleness or if an unclean SSH disconnect or dropped SSH connection occurs. Upon login, Skylar One (SL1) checks for and attaches any detached tmux session if it finds them; otherwise, it starts a new session.

The utility also facilitates advanced features like scroll-back buffering with search, built-in clipboarding, multiple sessions and panes, detaching or attaching sessions, and session supervision or sharing.

To enable the tmux utility in non-STIG deployments:

1. Either go to the console of the Skylar One (SL1) appliance or use SSH to access the appliance.
2. Open a shell session on the server.
3. Type the following at the command line to edit the `silos.conf` file:

```
sudo visilo
```

4. Change the following line in the `[OS_HARDENING]` section of the file to enable `tmux`:

```
TMUX = true
```

NOTE: If the `[OS_HARDENING]` heading does not already exist in the `silos.conf` file, you must add that immediately above the `TMUX = true` setting.

5. Save and quit the file. (`:wq`).
6. Log out of Skylar One (SL1) and then log back in. The `tmux` utility is now enabled.

For more information about `tmux` shortcuts and usage, see <https://tmuxcheatsheet.com/>.

Changes to High Availability and Disaster Recovery Configurations

In Skylar One (SL1) 12.3.2, the web server configuration for the vault service was updated to improve behavior between multiple database and data engine appliances. This was done to prevent false system events indicating that passive databases could not connect to Skylar One Collectors in high-availability (HA), disaster recovery (DR), or HA+DR configurations. With this update:

- On new installations, you must run the following command after all database and data engine appliances are licensed, to populate the list of allowed locations where vault could be running: `sudo /opt/em7/share/scripts/vault_add_servers.sh`. If the list is populated successfully, the output will tell you to restart `nginx` for it to take effect. Upon updating, this is generated automatically.
- If you are upgrading and you have not modified the default configuration file, then it will be updated to this new configuration automatically.
- If you are upgrading and you have modified the default configuration file, the updated web server configuration will be installed as `/etc/nginx/conf.d/vault.conf.rpmnew`, and you will need to merge your modifications into the new configuration and then remove the `.rpmnew` extension.

System Update Notes

- **Skylar One updates overwrite changes to the configuration file `/opt/em7/nextui/nextui.env`.** (For more details, see <https://support.sciencelogic.com/s/article/1423>.) ScienceLogic recommends that you back up this file before applying an update and then reapply your changes to this file.
- ScienceLogic recommends that you run backups of your Skylar One system before performing a system update.

- The Skylar One user interface will be unavailable intermittently during system update.
- During the normal system update process, multiple processes are stopped and restarted. This might result in missed polls, gaps in data, and/or unexpected errors. ScienceLogic recommends that you always install Skylar One releases during a maintenance window.
- The Skylar One system update process starts a background process that can perform any required post-upgrade tasks. The post-patch update process is automatically stopped after 24 hours. However, depending on the size of your database as well as the version from which you are upgrading, the post-upgrade tasks can take several days to perform. If the post-patch update process is stopped after 24 hours, the process will automatically re-start and continue processing from the point at which it was stopped. If you see an event that indicates the post-patch update process was stopped, you do not need to contact ScienceLogic support for assistance until you see the same event for three consecutive days.
- When upgrading a large number of Skylar One appliances, you might encounter an issue where the deployment summary shows that deployment timed out for many of the appliances but, upon further inspection, you discover that the appliances actually deployed correctly. This is due to a lag in the deployment status reaching the Database Server after the default timeout value of 3600 seconds (1 hour). If you check back later, the issue should fix itself. If you would rather work around this issue, you can increase the timeout value. For instructions, see the section on [Adjusting the Timeout for Slow Connections](#) in the "[Updating Skylar One](#)" chapter of the [System Administration](#) manual.
- When upgrading Skylar One on AWS stacks, you might receive an error message that the Data Engines failed to patch correctly. If this occurs, re-run the pre-upgrade tests and then run the patch again; this should result in the Data Engines updating correctly and the correct version then being reflected on the **Appliance Manager** page (System > Settings > Appliances).
- After upgrading, to ensure proper data collection, you should go to the **Appliance Manager** page (System > Settings > Appliances), locate one of the Data Collector or Message Collector appliances, and click the lightning bolt icon to force configuration push for that appliance.

Known Issues for Skylar One Juneau 12.5.3

NOTE: ScienceLogic strongly recommends that you review all [Known Issues](#) for Skylar One. For more information, see <https://support.sciencelogic.com/s/known-issues#sort=relevancy>.

The following known issues exist for Skylar One Juneau 12.5.3:

Deployment and Configuration

- After deploying or upgrading to Skylar One Juneau 12.5.3, you might not be able to log in to the Web Configuration Utility or port 7700. To resolve this issue, reboot the Data Engine or restart the `em7_sladmin` service. (Jira ID: EM-78175)

System Upgrade

- Support for Python 2 is deprecated in Skylar One as of the 12.5.1 release. Any custom Python 2 content you have developed will stop working if you upgrade to 12.5.1 or later. This includes all Dynamic Application snippets, Execution Environments, Run Book Actions, and ScienceLogic Libraries that use Python 2. These items must be recreated utilizing ScienceLogic-provided enablement tools or migrated to Python 3 **before** you upgrade to this release.
- 12.2.x and 12.3.x STIG-compliant users should contact their ScienceLogic account managers for information about upgrading to this release.
- When upgrading Skylar One to version 12.5.3, PowerPacks will be temporarily read-only until the update is complete. (Jira ID: EM-73018)
- In systems that have consumed a large number of Skylar One (SL1) patch imports, the `master_filestore.storage_system_patch` database table might grow too large in size. If this occurs, then when you attempt to log in to Skylar One, you will be unable to do so and will instead receive an error message stating "The table 'organizations_log' is full" if logging in via the default user interface (AP2), or without an error message if logging in via the classic user interface. To address this issue, you should clean up any previous patch import files after deploying a new version on your Skylar One stack. (Jira ID: EM-76040)
- System updates sometimes fail on Data Collectors due to siloupdate not updating on them. For more information about this issue, including workaround procedures, see <https://support.sciencelogic.com/s/article/18508>. (Case: 00543539) (Jira ID: EM-76307)
- After updating your system, you might experience an issue where the user interface is not displaying or working as intended. If this occurs, clear your browser cache. (Jira ID: EM-73859)
- An intermittent issue sometimes causes the database connection to Amazon RDS instances to become unavailable for a brief amount of time during the upgrade process, which causes deployment to be marked as failed in the user interface. If this occurs, re-run the upgrade; doing so should update all backend metadata to register as successfully completed and update the latest version in the user interface. (Jira ID: EM-66627)

Agent

- Clicking the **[Upgrade]** button on the **Agents** page results in a message indicating that the upgrade was successful immediately appearing at the bottom of the page when, in actuality, the upgrade was merely initiated. The actual upgrade process can take several minutes to complete. (Jira ID: EM-74365)
- When attempting to install a Gen 1 agent on an AWS stack, the installation user interface will display an incorrect IP for download, which will result in the download attempt failing. (Jira ID: EM-74307)
- You might experience a scenario where an agent's polled data configuration is cleared unintentionally. (Jira ID: EM-74364)

Asset Management

- When creating or editing an asset, the values entered in the **Administrator** and **Technician** fields might not be saved. (Jira IDs: EM-74258, EM-76664)

Authentication

- A known issue with session cache management might cause Skylar One to log you out unexpectedly, or prevent you from logging in again after a recent session. If you experience either issue, you can work around it by clearing the cache of your web browser before you log into the Skylar One user interface. For more information, see <https://support.sciencelogic.com/s/article/13701>. (Jira ID: SLUI-21011)
- The **Single Instance Login** setting, which can be set on the **Behavior Settings** page (System > Settings > Behavior), is not working as designed for local non-administrator user accounts that utilize CAC or ADFS authentication. (Jira IDs: SLS-1559)
- If you create an empty authentication resource with no values filled in and assign it to an empty authentication profile, upon logging out of the system, the user interface becomes inaccessible. (Jira ID: EM-76608)

Business Services

- The **[Anomalies]** tab on the **Service Investigator** page for device services might incorrectly display devices that have anomaly detection disabled, rather than showing only those devices with anomaly detection enabled. (Jira ID: EM-62884)
- Organizations must have at least one or more accounts assigned to them to ensure the relevant services are saved. (Jira ID: SLUI-17810)
- For services that have their **RCA Options** field enabled and have had a child service removed, Skylar One will not compute the health, availability, and risk values until the Service Topology Engine returns an updated topology, which occurs every 5 minutes by default. (Jira ID: SLUI-18853)

IMPORTANT: Before deleting child services in a 3-tier hierarchy, check if the parent service has the *RCA Options* field *Enabled*, then set this field to *Disabled* if it is not already.

Credential Management and Discovery

- For an unguided device discovery, the **Search** box that displays for creating a new credential does not work. (Jira ID: SLUI-20777)
- When using the SNMP Public V2 credential to discover devices, you might see an unhandled exception in the system log near the end of the discovery session, despite the devices being discovered successfully. (Jira ID: EM-59380)
- When selecting two or more SNMP credentials to discover a device, if the first credential with the lower ID number contains incorrect information and the second credential with a higher ID number contains the correct information, the discovery logs will not be able to get an SNMP response. (Cases: 00289639, 00292649, 00422558) (Jira ID: EM-39681)
- The **Credentials** page in the default user interface (AP2) fails to display credentials that are not aligned with an organization, but displays these credentials correctly in the classic Skylar One user interface on the **Credential Management** page. (Jira ID: SLUI-20947)
- On the **Credentials** page, if you have more than 50 credentials and at least one of the first 50 credentials is not aligned with an organization, the page will display duplicates of these credentials. (Jira ID: SLUI-20947)
- On systems with healthy EKMS installations enabled on a passive node, or in systems where EKMS is disabled altogether, the `slsctl health_check` might mistakenly return a `failure` value. (Jira IDs: SLS-1404)
- When creating or editing a credential, the **Select Credential Test** field in the **Credential Tester** panel might display only a small number of potential credential tests rather than the full list. (Jira ID: SLUI-22754)
- When attempting to discover Oracle devices with Native Network Encryption (NNE) enabled or using secure communication (TCPS), you might receive an error stating that the system failed to initialize Oracle Instance Client libraries, preventing those devices from being discovered. (Jira ID: EM-74110)
- You might get an error when trying to open SOAP/XML credentials that have been imported from a PowerPack. (Jira ID: EM-74291)
- In SOAP/XML credentials that use cURL options, the system might not replace %D or %N variables in the URL with the appropriate IP or hostname value. (Jira ID: EM-72620)
- You might experience an issue where the EKMS state and vault contents disappear from your Data Collectors. If this occurs, you can work around the issue by going to the **Appliance Manager** page (System > Settings > Appliances) and manually running the **Enterprise Database: Collector Config Push** process to run on the impacted appliances. (Jira ID: EM-78522)

Dashboards


- Creating an **Interface** widget with the *Leaderboard* visualization, applying an advanced filter, and adjusting the data time span using the **Time span filter** results in an error. (Jira ID: SLUI-22200)

- When editing the scale prefix of a **Device** widget using the *Leaderboard* visualization, the **Storage Used** column does that update in that widget's table. (Jira ID: SLUI-22198)
- When editing an **Events** widget and setting the **Refresh Mode** field to *None*, the widget's events table shows the refresh mode as automatic, despite the change. (Jira ID: SLUI-21947)
- In classic dashboards, if you create a Traffic Light widget, the ability to control context in other subscribing widgets is not working as intended. (Jira ID: EM-76527)
- Classic dashboard reports cannot be scheduled. Attempting to do so results in a "report is blank" error appearing in the system log. (Jira ID: EM-61778)

Data Collection and Retention

- If you include an invalid or incorrectly typed value in *silos.conf*, such as a word or phrase where it should be an integer, the data pull process crashes and cannot start. (Jira ID: EM-74238)
- When aligning a Dynamic Application that discovers a dynamic component map tree using Latin-1 and UTF-8 encoded device names and identifiers, you might receive "Illegal mix of collations" data storage errors in the system logs. (Jira ID: EM-74263)

Device Management

- Clicking the printer icon to print a report on either the **Device Processes** page (Devices > Processes) or **Windows Services** page (Devices > Services) results in a blank page appearing rather than a modal of report options. To work around this issue, go to the **Classic Devices** page (Devices > Classic Devices), click the bar graph icon for the device you want to print a processes or services report for, select either the **[Process]** tab or **[Services]** tab, and then click the printer icon. (Case: 00503774) (Jira ID: EM-73062)
- On the **Devices** page, when sorting your search by the **Organization** column, the inventory table will sort by **Organization ID** instead. (Jira ID: SLUI-21459)
- The assigned organization for devices might not always update, even after performing a bulk alignment organization action on the **Devices** page. To work around this issue, refresh your browser immediately after completing the bulk alignment action. (Jira ID: SLUI-21483)
- The column widths on the **Device Investigator** page do not adjust when resized. (Jira ID: SLUI-20081)
- Filtering the **Collector Groups** column on the **Device Investigator** page with multiple group names can cause the page to not load correctly. (Jira ID: SLUI-21035)
- When sorting by columns on the **Device Investigator** page in Firefox, the table might continuously attempt to retrieve results unsuccessfully. (Jira ID: SLUI-21095)
- The **Device Categories** page (Devices > Device Categories) fails to load properly whenever there is a category with a null ID. To work around this issue, go to the **Device Categories** page (System > Customize > Device Categories), locate the category with the null ID, and then remove that category by clicking the delete icon () next to the category. (Jira ID: SLUI-20731)

- On the **Devices** page, the *Clear Filters* option does not remove search filters from the **Asset ID** column and does not update whenever the page is reloaded. To work around this issue, click the **Select columns** icon (⚙️) on the **Devices** page, select *Column Preferences*, and then click "Show All". Once you have done so, you can click the **Select columns** icon again and then select *Clear Filters* from the drop-down menu. (Jira ID: SLUI-20779)
- The number of unacknowledged events in the **Device Overview** panel of the **Device Investigator** page does not update despite acknowledging alerts on a device. To work around this issue, add a new "unackEvents" subquery to the "Device Insights" query, then use that subquery to collect and retrieve information on unacknowledged events. (Case: 00471966) (Jira ID: SLUI-20858)
- When attempting to bulk delete devices or device components, a dialog message might indicate that some or all of the devices or components failed to delete, when in fact they were actually deleted. (Jira ID: EM-74351)
- Device reports generated from the **Classic Devices** page (Devices > Classic Devices) might result in an "Uncaught TypeError" message appearing in the browser console, despite most reports generating correctly. However, if you export the report to PDF, it might render the device names as long scientific notation strings. (Jira IDs: EM-74225, EM-74231)
- HTML device journal reports might generate with no data. (Jira ID: EM-74286)
- The checkbox to select all items on the **Device Dashboards** page (System > Customize > Device Dashboards) might select only the items that appear on your current page rather than all available device dashboards. (Jira ID: EM-74215)
- Event messages in device logs for multi-match events might display with the incorrect event ID . Additionally, the device logs might not indicate how many times an event has repeated. (Jira IDs: EM-74409, EM-74381)
- The device state update process may stop handling all device groups if it encounters a single problem, instead of continuing with the remaining device groups. (Jira ID: EM-77535)
- Insufficient error handling in the software_inventory_update process can result in "Unknown database" unhandled exceptions. (Jira ID: EM-77241)

Events and Alerts

- Deviation alerting does not support the use of double quotes in indices. To work around this issue, use single quotes. (Jira ID: EM-72050)
- The events on the **Events** page cannot be sorted by the **Organization** column. (Jira ID: SLUI-20903)
- From the **Event Policies** page (Events > Event Policies), you can delete only a single event policy at a time, even if you select multiple event policies for bulk deletion. (Jira ID: SLUI-20853)
- Event messages derived from incoming email substitute "\xc2" for the character Â. (Jira ID: EM-73551)

Global Manager

- The devices on the **Devices** page in Global Manager systems cannot be sorted by the **IP Address** column. (Jira ID: SLUI-21108)

- On Global Manager systems, the *View Event Policy* option in the **Actions** menu (⋮) on the **Events** page does not work as expected. (Jira ID: SLUI-21133)
- On Global Manager systems, the **Events** page does not display events from child stacks. To work around this issue, clear all system caches on both the child stacks and the Global Manager parent stack, then restart the NextUI service. (Jira ID: SLUI-21134)

GraphQL

- The "harProviderOnDemandProcessing" GQL query incorrectly creates a service table in the "data_har" database when executed with invalid or non-existent service IDs. (Jira ID: SLUI-21135)
- Clicking the **[Run Now]** button for any Dynamic Application on the **[Collections]** tab of the **Device Investigator** will display the following GQL error message in the Skylar One server console: "Variable "\$proclD" of non-null type "ID!" must not be null." (Jira ID: SLUI-21070)

High Availability and Disaster Recovery

- You might encounter an issue where the Distributed Replicated Block Device (DRBD) does not detect the high availability (HA) secondary and disaster recovery (DR) connection after the primary node is rebooted with the secondary HA and DR nodes shut down. The problem appears to be related to the DRBD proxy version and its management during node restarts. To work around this issue, SSH into the primary HA node as a root user and run the following commands:

```
systemctl restart drbdproxy;
```

```
drbdadm adjust r0;
```

(Case: 00573719) (Jira ID: EM-77561)

- When EKMS is enabled in a high-availability (HA) configuration, the EKMS vault service might be unable to start after a failover due to bad configuration files. This issue is seen when a user has a working HA setup configuration, then later re-ISOs or rebuilds one of the Database Servers. One source of the rebuilt Database Server is swapping active node with DR node. For more information about this issue, see <https://support.sciencelogic.com/s/article/15486>. (Jira ID: SLS-1341)

Logging

- A known issue might cause several log configuration files to conflict, which could cause you to see errors for the `sl_vault` and `slsctl` logs or potentially block log rotation in some cases, depending on the order in which the files are executed. To work around this issue, delete the config files `~sl_vault` and `~slsctl`. (Jira IDs: SLS-1105, EM-62134)

PhoneHome Communication

- During certain processes like daily maintenance that can cause an outburst of traffic, the healthcheck request from Data Engines to Data Collectors might time out, causing your PhoneHome Collectors to disconnect. They should automatically reconnect after a period of 10-20 minutes. (Jira ID: EM-78263)

PowerPacks

- When upgrading Skylar One to version 12.5.1, PowerPacks will be temporarily read-only until the update is complete.
- Due to a known issue, you might need to manually upgrade to the following PowerPack versions after installing or upgrading to Skylar One 12.5.1 or later:
 - "Net-SNMP Base Pack" PowerPack v103 (Jira ID: EM-73518)
 - "Microsoft Base Pack" v110 (Jira ID: EM-73516)
 - Microsoft: Windows Server" v118 (Jira ID: EM-73516)
- When installing or importing a PowerPack, you might not be able to adjust the PowerPack's embedded license or license key type. (Jira IDs: EM-71507, EM-72515, EM-72716)

Reporting

- A new, non-administrator user that has all of the Reporting access keys aligned to their user account cannot create a new scheduler or see the archived reports. (Jira ID: EM-72259)
- Reports that include images or charts fail to generate properly in ODS format. (Jira ID: EM-75401)
- Some information from the Device Combo report might not appear at the top of the generated report output. (Jira ID: EM-74144)

Schedule Management

- A large number of stored procedure calls over time can lead to memory growth in the scheduler process as well as delays in processing schedules. (Jira ID: EM-76720)

Skylar AI

- Skylar AI Connection debug always runs on the node the connection was initially configured with, even after a failover. When this occurs, it causes a false negative status. (Jira ID: EM-78209)
- You might experience data pull "rows behind" events if you have Skylar AI enabled. (Jira ID: EM-76980)
- Supplying an open telemetry collector endpoint URL with a trailing slash can cause the endpoint to be rejected or fail validation. As a workaround, remove any trailing slash from the URL before saving. (Jira ID: EM-77859)
- The blue graph that defines the "normal" levels for a given metric might not appear in the anomaly chart, causing anomalies that fall outside that area to not be detected. (Jira ID: EM-78539)

System Administration

- When editing a collector group from the **Collector Groups** page (Manage > Collector Groups) by clicking its **Actions** menu (ellipsis icon) and unchecking two or more organizations in the **Limit access to specific organizations** field of the **Edit Collector Group** modal, the **Organizations** column on the **Collector Groups** page will show that only one organization was deselected, even if multiple were. (Jira ID: SLUI-22167)
- Message Collectors on the **Collector Groups** page (Manage > Collector Groups) cannot be sorted by the **Message Collectors** column. (Jira ID: SLUI-22099)

Topology

- User-created ad-hoc device topology relationships might get inadvertently pruned during execution of the "Enterprise Database: Topology Crunch" process. To work around this issue, you can set an ad-hoc relationship pruning threshold that will never be met by running the following SQL statement on the active Database Server:

```
UPDATE master.system_settings_core SET adhoc_topology_pruning_threshold=9999999999;
```

(Jira ID: EM-78702)

User Interface

- In the Skylar One user interface, the End User License Agreement (EULA) page is displayed on all pages that were iframed from the classic user interface, even after the user agrees to the EULA. This issue is occurring for ADFS, CAC, and AD authentication methods. (Jira ID: EM-67851)
- After upgrading to 12.3.2 or later, custom themes and logos might not display on classic user interface pages. To work around this issue, clear the cache of your web browser. (Case: 00503523) (Jira ID: EM-72921)
- The **[Expand]** and **[Contract]** buttons are not working as intended on the **Dynamic Application Collections** page (Devices > Device Manager > wrench icon > Collections). You can still expand and contract individual items on the page. (Jira ID: EM-64420)
- The **Access Keys** page (System > Manage > Access Keys) might not count administrator users in the value displayed in the **# Aligned Users** column. To work around this issue, go to the **Account Permissions** page (Registry > Accounts > User Accounts > wrench icon) for the administrator users and re-save their permissions. (Jira ID: EM-74241)
- When you bulk-select multiple event policies to align with a run book automation policy, additional event policies that you did not select might become aligned with that automation policy as well. (Jira ID: EM-70690)
- On the **Admin Processes** page (System > Settings > Admin Processes), the **Runtime Offset** column does not display any values. You can view the runtime offset value by editing the process. (Case: 00506663) (Jira ID: EM-73218)

- On the **Custom Attributes** page (Manage > Custom Attributes), you might not be able to view more than the first 20 custom attributes unless you zoom in or change the size of your browser to force Skylar One to fetch additional attributes. You also might not be able to select the "Select All" checkbox on the page. (Jira IDs: SLUI-21449, EM-74251)
- Name changes to nodes on the **Nodes** page (Manage > Nodes) are not saved. (Jira ID: SLUI-22248)
- In the default user interface (AP2), when opening the **Account Permissions** page (Registry > Accounts > User Accounts > wrench icon) for an existing user account, the **Theme/Brand** drop-down field does not initially display on the page. To work around this issue, refresh the page. (Jira ID: EM-76478)
- On the **OID Browser** page (System > Tools > OID Browser), the *Where Symbolic is like* drop-down option for the **Search where** field might not work as intended. (Jira ID: EM-74326)
- In the classic user interface, the filter for **Edit Date** is not working as intended on the **Inbound Email** page (Registry > Events > Inbound Email). (Jira ID: EM-75291)
- When using a dark mode theme, if you click on a calendar icon to select a date, some dates might not be visible on the calendar. (Jira ID: EM-76629)
- The final row might not appear on the **Select Objects** page (System > Customize > Select Objects) when viewed in the default user interface (AP2) using a Firefox browser. (Jira ID: EM-74222)
- When using Active Directory Federation Services (ADFS) to authenticate, the system opens to the default landing page rather than the last page the user visited. (Jira IDs: SLS-1764, SLS-1765)
- On the **TCP/IP Port Editor** page (System > Customize > TCP-IP Ports), if you search for a port name or port number and then click the wrench icon for the port found, the system does not retrieve its data for editing. (Jira ID: EM-76667)
- If you create a new network on the **IPv4 Networks** page (Registry > Networks > IPv4 Networks), it might not appear on the page after you save it. However, the network should still be available for selection in other operations. (Jira ID: EM-76666)
- In AWS deployments, the **% Used** column on the **IPv4 Networks** page (Registry > Networks > IPv4 Networks) might erroneously display values over 100%. (Jira ID: EM-76672)
- When saving a change on the **Quality of Service Threshold Defaults** page (System > Settings > Thresholds > Quality of Service), the page might continuously state that it is saving until you refresh the page. Despite this messaging issue, the system should save the changes correctly. (Jira ID: EM-74336)
- If you select a normalized option for a service usage graph, the **Date Range Selection** pane changes to the year 1970 and the graph will not be visible, even if you correct the start and end dates. (Jira ID: EM-74331)
- When creating an uptime OID, the system might display an error alert if the OID is invalid but still save the OID anyway. (Jira ID: EM-74227)
- On the **Process Manager** page (System > Settings > Admin Processes), if you deselect the appliance type(s) that a process should run on and then save that change, it will prevent that process from starting in the future. (Jira ID: EM-74236)
- If you click the **[Save]** button on the **User Policy Properties Editor** page (Registry > Accounts > User Policies > create or edit) for an existing user policy, the system mistakenly saves the user policy again as a separate entry rather than overwriting the existing policy with the updated information. (Jira ID: SLS-1773)

- When adding a new Access Key on the **Key/Hook Alignment Editor** page (System > Manage > Access Keys > Key Manager), the form might not reset if you click the **[New]** button. (Jira ID: EM-76407)

Known Issues Resolved in Available Releases

The following known issues impacting this release are fixed if you upgrade to the [AP2 version 8.29.41 \(Nougat\)](#) release or later **after** upgrading to 12.5.3:

- If you are running AP2 version 8.26.4-45 (Mochi), you might experience a "red bell" error on the **Credentials** page, indicating that the page cannot load. This occurs when a credential GUID length is less than 32 characters. To work around this issue, recreate the credential with the incorrect GUID length, realign all impacted Dynamic Applications and Run Book Automations to that new credential, and then delete the original credential. (Cases: 00568449, 00568858) (Jira ID: EM-77246)
- The **[Edit Note]** button on the **Events** page does not work when multiple events are selected for editing notes in Global Manager. (Jira ID: SLUI-21131)

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