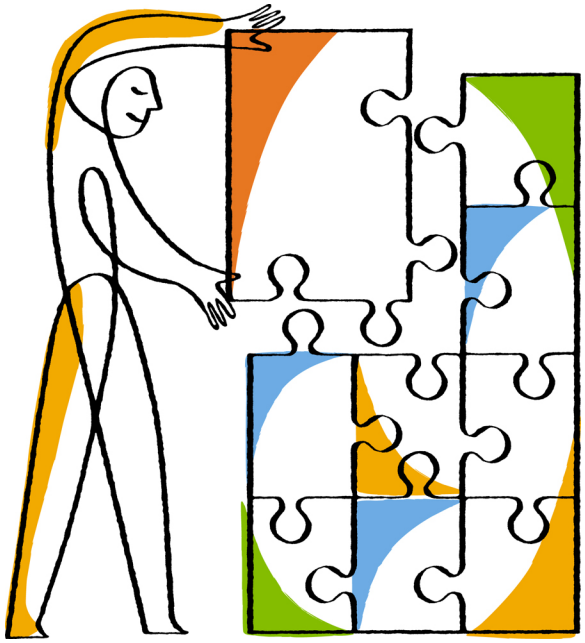
OnCommand® System Manager 3.1.2

Release Notes

For Clustered Data ONTAP®



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System Manager Release Notes

The release notes describe new features, enhancements, fixed issues, and known issues for this release of System Manager.

You can upgrade to the latest version of System Manager from 2.x or later versions. You must review the installation and upgrade information in the *Installation and Setup Guide* (formerly called the *Quick Start Guide*).

For information about supported Data ONTAP releases, see *Supported versions of Data ONTAP* on page 6.

Related information

Documentation on the NetApp Support Site: mysupport.netapp.com

Understanding System Manager

System Manager is a graphical management interface that enables you to manage storage systems and storage objects (such as disks, volumes, and aggregates) and perform common management tasks related to storage systems from a web browser. As a cluster administrator, you can use System Manager to administer the entire cluster and its resources.

System Manager enables you to perform many common tasks such as the following:

- Configure and manage storage objects, such as disks, aggregates, volumes, qtrees, and quotas.
- Configure protocols, such as CIFS and NFS, and provision file sharing.
- Configure protocols such as FC, FCoE, and iSCSI for block access.
- Verify and configure network configuration settings in the storage systems.
- Set up and manage mirroring and vaulting relationships.
- Perform cluster management, storage node management, and Storage Virtual Machine (SVM, formerly known as Vserver) management operations.
- Create and configure SVMs, manage storage objects associated with SVMs, and manage SVM services.
- Monitor and manage HA configurations in a cluster.

Supported versions of Data ONTAP

You should be aware of the Data ONTAP versions that are supported by System Manager.

For storage systems running clustered Data ONTAP, System Manager supports the following versions:

- Data ONTAP 8.1.3 and 8.1.4
- Data ONTAP 8.2.1, 8.2.2, and 8.2.3
  Starting with clustered Data ONTAP 8.2.2, support for Federal Information Processing Standard (FIPS) 140-2 is available for secure web services (HTTPS). However, System Manager does not support FIPS. Therefore, you cannot manage FIPS-enabled clusters.
- Data ONTAP 8.3.x

When you use System Manager 3.1.2 to manage clusters running Data ONTAP 8.3 or later, the corresponding version of System Manager is launched to manage these clusters.

For storage systems running Data ONTAP operating in 7-Mode, System Manager supports the following versions:

- Data ONTAP 7.3.7
- Data ONTAP 8.0.4 and 8.0.5
  You must enable HTTP on the storage system when using System Manager to manage the Data ONTAP 8.0.x release family. You cannot use a secure communication protocol to manage your storage systems.
- Data ONTAP 8.1.3 and 8.1.4
- Data ONTAP 8.2.1, 8.2.2, and 8.2.3

Secure Sockets Layer (SSL) 2.0 and 3.0 versions are no longer supported. If you want to manage Data ONTAP versions 7.3.x, 8.1.x, and 8.2.x using a secure communication protocol, you must ensure that the Transport Layer Security (TLS) protocol is enabled on the storage system.

Note: Data ONTAP 8.3 and later do not include a 7-Mode version.

For more information, see the *Data ONTAP System Administration Guide for 7-Mode*.

License requirements

System Manager is an unlicensed application and is free to download, install, and use. However, you require software licenses to enable certain services and features on your storage system, such as protocols and SnapMirror.

Many of the software licenses that you require for your storage system services and features are installed on the storage system at the factory.

Note: For HA pairs, you should install feature licenses on both the systems.

System requirements for System Manager

You must ensure that you have the required host system configuration, operating system, and browser to run the System Manager software. You must also have the necessary administrative privileges to access the software.

Your host system must meet the following minimum requirements:

- Pentium x86 processor
- 1 GB RAM
- 1 GB video display RAM
- 1 GB free disk space
  If you are upgrading from an earlier version, you might require additional disk space for the existing log files.
- Wireless or Ethernet connection to the network
- 32-bit or 64-bit Windows or Linux operating system
- Adobe Flash Player 11.0 or later
- 32-bit or 64-bit Oracle Java Runtime Environment (JRE) 7 or JRE 8

- Installing a 32-bit or 64-bit JRE depends on the operating system.
  If you are using a 32-bit Windows or Linux operating system, a 32-bit JRE must be installed. Similarly, if you are using a 64-bit Windows or Linux operating system, a 64-bit JRE must be installed.
- You can install a 32-bit or 64-bit Oracle JRE 7 or JRE 8 from *www.java.com/en*.
- If you encounter any issue while opening System Manager after upgrading to JRE 8, see Bug ID 864070 in Bugs Online.
  Bug ID: 864070 - Cannot open System Manager after upgrading to Java 8

Your Windows system must be running one of the following:

- Windows Vista
- Windows 7
- Windows 8
- Windows Server 2003
- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2

Your Linux system must be running one of the following:

- Red Hat Enterprise Linux 5 or 6
- SUSE Linux Enterprise Server 11

Your Linux system must have a graphical desktop environment, such as GNOME or KDE, installed.

Your web browser must be one of the following:

- Internet Explorer 9.0, 10.0, or 11.0 (for Windows)

  Note: Internet Explorer launched in the compatibility mode is not supported.
- Mozilla Firefox 38.0 (for both Windows and Linux)
- Google Chrome 42.0 (for Windows)

Note: You can run either a 32-bit browser or a 64-bit browser on a 64-bit operating system.

You should be aware of the following information:

- You should use a resolution of 1280 x 1024 pixels for optimal viewing.

  Note: You must ensure that the screen width does not exceed 2000 pixels.
- You must ensure that the web browser is not in offline mode.

For information about the supported Data ONTAP versions, see *Supported versions of Data ONTAP* on page 6.

For the latest information about currently supported systems, see the Interoperability Matrix.

Related information

Interoperability Matrix Tool: mysupport.netapp.com/NOW/products/interoperability

New features

System Manager 3.1.2 provides support for new versions of Oracle Java Runtime Environment (JRE) and Internet Explorer.

- Support for Internet Explorer 11
- Support for 32-bit or 64-bit JRE 8

Fixed issues

Some of the known issues in previous releases of System Manager are fixed in this release.

SnapMirror relationships are not displayed

If one of the nodes in a storage system running clustered Data ONTAP 8.1.x is down and the number of SnapMirror relationships is high, the SnapMirror window does not display the relationships and a proxy error is reported.

For more information, see Bug ID 641502 in Bugs Online.

Related information

Bugs Online on the NetApp Support Site at mysupport.netapp.com/NOW/cgi-bin/bol

Locked base Snapshot copies associated with old mirror relationships not deleted

If you are using System Manager to reverse resynchronize mirror relationships, then the locked base Snapshot copies that are associated with old mirror relationships remain on the source and destination volumes.

A reverse resynchronization operation on mirror relationships in clustered Data ONTAP 8.2 and later does not release the locked base Snapshot copies. Therefore, the Snapshot copies are not deleted subsequently.

For more information, see Bug ID 800575 in Bugs Online.

Related information

Bugs Online on the NetApp Support Site at mysupport.netapp.com/NOW/cgi-bin/bol

Known issues with Data ONTAP

Some unexpected and potentially undesired behaviors in Data ONTAP are known to affect functionality in this release of System Manager.

Error:13005 is displayed in various screens

While using System Manager, you might see the following error message: `Data ONTAP API Failed: Unable to find API: <error info> (Error:13005)` in various screens.

The issue occurs because when System Manager sends an API request to Data ONTAP, Data ONTAP treats a data Storage Virtual Machine (SVM) as a node SVM and the API call fails to retrieve the required information.

Workaround

None.

You can consider upgrading the Data ONTAP version to 8.2.1.

Known issues and limitations in System Manager

You should be aware of the known issues, limitations, and workarounds for each of the System Manager features so that you can use the product more effectively.

For more information about an individual bug, see the bug ID in Bugs Online on the NetApp Support Site.

Note: Currently Bugs Online does not display fixed-in version information for System Manager.

Related information

Bugs Online: support.netapp.com/NOW/cgi-bin/bol

Upgrade or installation issues

You should familiarize yourself with the upgrade or installation issues in this release.

Cannot open System Manager after upgrading to Java 8.x

If you are running System Manager 3.1.2 on a Windows system and if you upgrade the Java version to Java 8.x, you might no longer be able to open System Manager. The issue occurs because the Java 8.x installer does not remove some files that are retained from the earlier Java versions in the `Windows\System32` directory.

Workaround

Perform the following steps:

1. Use the Windows command-line interface (CLI) and run the `java` command from the `Windows\System32` directory.
2. If you encounter a Java error indicating that the `java.dll` file or the Java SE Runtime Environment could not be found, uninstall all the versions of Java (JDK and JRE) from your system and install Oracle Java Runtime Environment (JRE) 8.
3. Open System Manager.

For more information, see Bug ID 864070 in Bugs Online.

Related information

Bugs Online on the NetApp Support Site at mysupport.netapp.com/NOW/cgi-bin/bol

System Manager installation fails with an error message

While installing System Manager on Windows, the installation fails with the following error message: `Error opening file for writing`. This issue occurs because the Jetty web server and browsers take a long time to shut down and do not allow you to delete the files because they are locked.

Workaround

Close the browsers manually and ensure that the Jetty web server is also terminated before performing the installation.

Java script error reported while upgrading System Manager

While upgrading to the latest version of System Manager, a Java script error is displayed if there are any Jetty processes running in the background or if any application is accessing the port that is used by System Manager.

Workaround

Close all browser windows and tabs before upgrading to System Manager.

Licensing issues

You should familiarize yourself with the issues related to the licensing feature in this release.

Adding a cluster base license with a different serial number shows an existing license

When you add a cluster base license with a different serial number from the existing cluster-wide licenses, the Add licenses status window displays all the existing cluster-wide (demo or master) licenses along with the new ones.

When the serial number of the license changes, System Manager considers all the previously installed cluster-wide (master or demo) licenses as new and displays them in the Add licenses status window along with the newly installed license packages, if any. No action is necessary, all the licenses are still registered.

The Add licenses status window does not display previously installed node-locked licenses when you change the cluster base license.

Workaround

None.

Storage resource management issues

You should familiarize yourself with the storage resource management issues in this release.

FlexCache volumes not supported

You cannot manage FlexCache volumes by using System Manager.

Workaround

None.

System Manager does not perform disk size validation during RAID4 to RAID-DP conversion

In the Edit Aggregate dialog box, when you change the RAID type of an aggregate from RAID4 to RAID-DP, Data ONTAP selects an appropriate disk for the dual-parity disk in a RAID group. However, System Manager does not perform any disk size validation when you change the RAID type.

Workaround

None.

SSD disks cannot be added as cache disks from the Disks window

System Manager does not allow you to add SSD disks to an aggregate as cache disks from the Disks window.

Workaround

Use the Edit Aggregate dialog box in the Aggregate window to add SSD disks as cache disks.

Flash Cache read workload graph is not displayed for Data ONTAP 8.1

Flash Cache read workload graph is not displayed for storage systems running clustered Data ONTAP 8.1. The graph specifies total reads presented to Flash Cache and reads served by Flash Cache, indicating the performance of the storage system.

Workaround

None.

Delay in populating the Flash Cache read workload graph

If you disable a Flash Cache module from a management tab in the System Manager application and then enable it from the same management tab, the Flash Cache Read Workload graph is populated only after (approximately) two minutes.

Workaround

None.

Error reported while browsing for files or directories in a specified path

When you browse for files or directories in a specified path, an error message is displayed if the volume junction path is invalid and there are stale junction entries.

Workaround

If you encounter the error message, specify the file or directory path manually instead of using the browse feature.

For more information, see Bug ID 610268 in Bugs Online.

Related information

Bugs Online: support.netapp.com/NOW/cgi-bin/bol

RAID type and RAID group size might be reset to default values while creating aggregates in a mixed-version state cluster

While creating aggregates in clusters that are in a mixed-version state, System Manager might ignore the values specified in the RAID type and RAID group size fields and aggregates might be created with the default values.

System Manager does not support aggregate creation in a cluster that has nodes running different versions of Data ONTAP.

Workaround

None.

For more information, see Bug ID 605201 in Bugs Online.

Related information

Bugs Online: support.netapp.com/NOW/cgi-bin/bol

Cannot turn on a quota after turning it off

In systems running clustered Data ONTAP, quota operations fail with the following error message when a second quota operation is performed on a volume after the first quota operation: `ERROR: command failed on entry "vs1 vol1": Failed to load job for Quota ON Operation on vserver vs1 volume vol1: Job exists.`

Workaround

Use the CLI and run the quota operation on the node that contains the volume. You can perform this operation from the CLI by connecting to the node management LIF and then running the command from that node. Alternatively, wait for five minutes before starting another quota operation for the same volume.

Nodes tab stops responding while loading

In systems running clustered Data ONTAP, the Nodes tab in the left navigation pane stops responding if you try to access it while it is loading. You cannot access any area in the Nodes tab.

Workaround

None.

Change in SSD RAID group size is not displayed for Data ONTAP 8.2

For storage systems running Data ONTAP 8.2, the SSD RAID group size is different from the HDD RAID group size. The Create Aggregate wizard and the Edit Aggregate dialog box do not display any change in the SSD RAID group size for storage systems running Data ONTAP 8.2.

The default size for SSD RAID group is 23. You must be aware of this information because adding more than 23 SSD disks might cause create or edit aggregate operations to fail.

Workaround

None.

Cannot add disks to an aggregate when the partner node is down

You cannot add disks to an aggregate when the partner node containing the aggregate is down.

Workaround

Use the command-line interface to add disks.

Mixed RAID types are not supported

You cannot combine disks of different RAID types when creating an aggregate by using System Manager.

Workaround

None.

Incorrect warning message is displayed when you select insufficient resiliency disks

For storage systems running clustered Data ONTAP 8.2, System Manager displays an incorrect warning message in the Create Aggregate wizard if you select less than the default minimum number of RAID-DP and RAID4 resiliency disks when you create an aggregate.

For storage systems running clustered Data ONTAP 8.2, the default minimum number of resiliency disks to create an aggregate is 5 for RAID-DP and 3 for RAID4. The error message does not specify the correct minimum number.

Workaround

None.

FCAL disks are incorrectly displayed as SAS disks

In the Create Aggregate wizard, when you try to select disks for the aggregate, System Manager incorrectly displays FCAL disks as SAS disks.

Workaround

None.

For more information, see Bug ID 672624 in the Bugs Online.

Related information

Bugs Online: support.netapp.com/NOW/cgi-bin/bol

Cannot assign volumes to a QoS policy group

When you create a FlexVol volume and you assign the volume to a policy group, sometimes a message is displayed stating that the volume was created successfully but was not mounted to a junction path. Also, the volume is not assigned to the policy group.

Workaround

None.

Volumes window and LUNs window take a long time to load

In the Volumes window or LUNs window, if you try to filter storage objects based on the policy group name in the Policy Group column, the page takes a long time to display the filtered objects.

Workaround

None.

Storage Virtual Machine (SVM) issues

You should familiarize yourself with issues related to SVMs in this release.

Some properties are not enabled when a home directory share is created

When a home directory share is created in System Manager, share properties such as opportunistic locks (oplocks), browse through shares, and notify changes are not enabled.

Workaround

After the home directory share is created, perform the following steps:

1. Expand the **Storage Virtual Machines** hierarchy in the left navigation pane.
2. In the navigation pane, select the Storage Virtual Machine (SVM), and click **Storage** > **Shares**.
3. Select the share that you want to modify from the share list, and then click **Edit**.
4. In the Options tab of Edit Share Settings dialog box, modify the share properties to enable clients to browse through the share, opportunistic locks (oplocks), and notify changes.
5. Click **Save and Close**.

For more information, see Bug ID 856898 in Bugs Online.

Related information

Bugs Online on the NetApp Support Site at mysupport.netapp.com/NOW/cgi-bin/bol

Creation of Infinite Volume on Data ONTAP-v is not supported

You cannot create an Infinite Volume on Data ONTAP-v by using System Manager.

Incorrect value for name service switch of SVMs created by using the CLI

If the value for the name service switch is set to **`nis`** for existing Storage Virtual Machines (SVMs) or for SVMs that are created through the CLI and you configure the CIFS protocol for the SVM from System Manager, the name service switch is still set to **`nis`** instead of **`nis,file`**.

Workaround

Perform one of the following actions to set the value of the name service switch to **`nis,file`**:

- Select the **nis** and **file** check boxes in the Name Service Switch area of the Edit Storage Virtual Machine dialog box.
- Use the CLI and run the following command:

  ```
  vserver modify -vserver Vserver_name -ns-switch nis,file
  ```

Cannot reuse CIFS account

While configuring the CIFS protocol from the Storage Virtual Machine (SVM) Setup window, an error message is displayed if the name of the CIFS account that you are trying to create already exists in the Active Directory. You do not have the option to reuse the CIFS account.

Workaround

Configure the CIFS protocol from the CIFS window by clicking **Storage Virtual Machines** > **Configuration** > **Protocols**.

Issue while configuring CIFS or NFS protocols from the Storage Virtual Machine (SVM) Setup window

While creating an SVM from the Storage Virtual Machine (SVM) Setup window, if you select both the CIFS and NFS data protocols in the SVM details area, you can either configure both the protocols or skip the configuration and proceed to the next page. You cannot configure just one protocol after selecting both protocols.

Workaround

To configure either the CIFS protocol or the NFS protocol, click the appropriate protocol from the Details area in the Storage Virtual Machines window or from the Quick Links page of the related SVM.

Data protection issues

If you are using the SnapMirror feature or the vault feature, you should familiarize yourself with the data protection issues in this release.

Intercluster operations fail when credential caching is disabled

When credential caching is disabled, intercluster operations, such as configuring and managing vault and mirror relationships, fail. For a successful operation across clusters, you must save the storage system credentials. Enabling credential caching saves the storage system credentials.

By default, credential caching in System Manager is enabled.

Workaround

Ensure that credential caching is enabled by using **Tools > Options**.

SnapMirror logs not supported for Data ONTAP 8.2

You cannot view SnapMirror logs on storage systems running Data ONTAP 8.2 by using System Manager. However, for storage systems running Data ONTAP 8.1 or a later version in the 8.1 release family, you can use System Manager to view the SnapMirror logs.

Workaround

Use the command-line interface to view the SnapMirror logs if your storage system is running Data ONTAP 8.2.

NDMP management not supported for clustered Data ONTAP 8.2

You cannot use System Manager to enable, disable, or stop the NDMP service on storage systems running clustered Data ONTAP 8.2. However, for storage systems running clustered Data ONTAP 8.1 or a later version in the 8.1 release family, NDMP management is supported.

Workaround

Use the command-line interface to manage the NDMP service if your storage system is running clustered Data ONTAP 8.2.

Performance degradation warning message is not displayed during reverse synchronization operation

System Manager does not display any warning message when you establish a SnapMirror relationship between a 32-bit source volume and a 64-bit destination volume while initiating a reverse synchronization operation. Note that there might be performance degradation issues while accessing data from the destination volume.

Workaround

None.

Operations on mixed-version SnapMirror relationships fail

Though System Manager does not support mixed-version SnapMirror relationships between volumes running Data ONTAP 8.1.x and Data ONTAP 8.2, mixed-version relationships are displayed in the SnapMirror window. Operations performed on such relationships might fail.

Workaround

Use the CLI to perform operations on mixed-version SnapMirror relationships.

Cannot resize data protection volumes

You cannot resize a data protection volume whose mirror relationship is broken or if a reverse resynchronization operation is performed.

Workaround

Use the command-line interface (CLI) and run the following commands to resize the data protection volume:

`volume modify -vserver` ***`Vserver_name`*** **`-volume`** ***`destination_volume_name`*** **`-filesys-size-fixed false`**

`volume modify -vserver` ***`Vserver_name`*** **`-volume`** ***`destination_volume_name`*** **`-size`** ***`new_size`***

Protection relationships are listed twice in the Protection window

In the Protection window, some protection relationships might have duplicate entries. This issue occurs when you try to refresh the Protection window immediately after performing an operation on a relationship in slow-running clusters—for example, remote clusters.

Workaround

Refresh the Protection window.

Mirror or vault operations dialog boxes stop responding

While performing mirror or vault operations on intracluster relationships, the dialog boxes might stop responding after displaying an incorrect credentials error message. This issue occurs if the storage system credentials are changed by using the CLI while the storage system management tab is open in System Manager.

Workaround

Close the management tab and log in the storage system from the home page with the new credentials.

Cannot create a Snapshot copy on a data protection volume

You cannot create Snapshot copies on a volume of type data protection.

Workaround

Ensure that you create Snapshot copies only on volumes of type read-write (rw).

Incorrect display of Snapshot copies for a volume in the Volumes window

When you select a volume in the Volumes window to view the list of Snapshot copies, if you select another volume before the list of Snapshot copies for the first volume is displayed, the **Snapshot Copies** tab displays the Snapshot copies for the first volume instead of the selected volume.

For example, if you select vol01 to view the list of Snapshot copies and then you select another volume vol02 before the Snapshot copies for vol01 are loaded, the **Snapshot Copies** tab displays Snapshot copies for vol01 instead of vol02.

Workaround

Wait until the list of Snapshot copies for the first selected volume is loaded before selecting another volume.

Cannot modify storage QoS settings for a data protection destination volume

When you resynchronize a mirror relationship after breaking it, System Manager prevents you from modifying the storage QoS settings on the destination volume.

When you break a mirror relationship, the destination data protection (DP) volume is converted to a read/write (rw) volume and you can assign the volume to a storage QoS policy group. On resynchronization, the destination volume is converted to a DP volume, which is a read-only volume, and you cannot modify the QoS settings.

Workaround

None.

Though the storage QoS settings are applied to the DP volume, they are not effective. If you want to unassign the volume from the QoS policy group, you must first break the mirror relationship, unassign the volume from the QoS policy group, and then resynchronize the mirror relationship.

Cannot assign Snapshot policies to volumes whose Snapshot reserve is zero percent

You cannot assign Snapshot policies to volumes whose Snapshot reserve is zero percent.

Workaround

Set the value of the Snapshot reserve space to a value other than zero percent.

Browser issues

You should familiarize yourself with the browser issues in this release of System Manager.

Unresponsive script error in System Manager

System Manager displays an unresponsive script error when the response time exceeds the browser timeout value. System Manager displays this error when large amount of data is searched and loaded, and the error is displayed because of a browser limitation.

Workaround

Click **Continue** and wait for the browser to load.

Mozilla Firefox 18.0.x might close abruptly during certain operations

If you are using Mozilla Firefox 18.0.x to access System Manager, the browser might close abruptly while you are performing certain operations, and the following error message is displayed: `OnCommand System Manager is accessed by another client. OnCommand System Manager is locked to single client for security reason.`

Workaround

Use any of the supported versions of Mozilla Firefox to access System Manager.

For the latest information about currently supported browsers, see the Interoperability Matrix.

Related information

Interoperability Matrix Tool: mysupport.netapp.com/NOW/products/interoperability

Cannot detect built-in Flash Player in Windows 8 and Windows Server 2012

System Manager cannot detect the built-in Flash Player in Internet Explorer.

Adobe Flash Player 11.0 or later must be installed on your host system to monitor the health and performance of storage systems by using the Dashboard window.

If you are using Internet Explorer as your browser and when you open the Dashboard window, System Manager prompts you to install the Flash Player if it is not installed already. When you try to install the Flash Player, System Manager displays an error message specifying that the Flash Player is already installed.

Workaround

Install the Flash Player using another browser.

Error reported if volume language is not UTF-8 compliant

While creating shares, when you browse for folders or files, an error is reported if the folders or files contain special characters (such as umlaut).

The XML errors are specific to browsers. Internet Explorer displays an XML parse error. Mozilla Firefox and Google Chrome cannot display the special characters and display other errors.

Workaround

Use the command-line interface and change the volume language from *lang_name* to *lang_name*.UTF-8. For example, if the volume language setting is German (de), change the language settings to de.UTF-8.

For more information, see Bug ID 607172 in Bugs Online.

Related information

Bugs Online: support.netapp.com/NOW/cgi-bin/bol

Error reported if user comments are not UTF-8 compliant

When System Manager is opened in Internet Explorer version 8 or 9, and if user comments contain special characters (such as umlaut), an XML parse error is reported.

Workaround

Ensure that the comments entered are UTF-8 compliant.

For more information, see Bug ID 596537 in Bugs Online.

Related information

Bugs Online: support.netapp.com/NOW/cgi-bin/bol

Cannot launch System Manager

If the file path of the browser that is used to launch System Manager is incorrectly specified in the configuration file, when you try to launch System Manager an error message is displayed requesting you to verify the browser path.

Workaround for Windows

Perform the following steps to modify the browser path:

1. Navigate to the user preference directory that contains the System Manager configuration file:
   - For systems running Windows Vista or later, navigate to `c:\Users\`*`user_name`*`\NetApp\SystemManager`
   - For systems running Windows XP, navigate to `c:\Documents and Settings\`*`user_name`*`\NetApp\SystemManager`
2. Open the `SystemManager.config` file in a text editor and modify the browser path specified in the `<browser> </browser>` tag.

Workaround for Linux

Perform the following steps to modify the browser path:

1. Navigate to `/root/NetApp/SystemManager/` that contains the System Manager configuration file.
2. Open the `SystemManager.config` file in a text editor and modify the browser path specified in the `<browser> </browser>` tag.

Cluster management window is displayed as a blue screen

If you have enabled the firebug plug-in in your browser and you try to log in to a cluster, the cluster management window does not display the login window. Instead, a blue screen is displayed.

Workaround

Disable the firebug plug-in and log in to the cluster again.

Browser memory leak occurs if the application is run for more than a day

System Manager experiences browser memory leaks if the application is continuously running for more than a day. The background panes of the application are not displayed correctly and appear black. However, the active window is displayed correctly.

Workaround

Close and reopen the browser to correctly display all the windows in System Manager.

Cannot access System Manager after configuration changes

If you are using Internet Explorer 10.0 or the latest version of Google Chrome to access System Manager and you modify the configuration settings, you might not be able to access System Manager when you refresh the application to update the changes.

When you modify the configuration settings by clicking **Tools** > **Options**, you are prompted to refresh all instances of System Manager. When you click **OK**, a message is displayed stating that System Manager is locked to a single client and you cannot access System Manager.

Workaround

Close all instances of System Manager and reopen the application.

Cluster issues

You should familiarize yourself with the cluster issues in this release.

Subnet mask and gateway address are not validated for all nodes in Data ONTAP 8.1.x

The Cluster Peer Create wizard does not validate the subnet mask and the gateway address for all the nodes in a multi-node cluster. The wizard validates only the first LIF entry in the grid.

You must be aware of this information because if there are incorrect entries for subnet masks or gateway address in any of the other nodes, System Manager does not display any error and the cluster peering operation fails.

Workaround

You must configure the IP addresses for the intercluster LIFs on all the nodes with the same gateway and the same subnet mask.

Unresponsive script error message in Peers window

If one of the cluster peer relationships is not in a healthy state, the Peers window might not load and a connection timed-out error message is displayed. When you try to reload the window, it might be unresponsive.

Workaround

Use the CLI to bring the cluster peer relationship to a healthy state and reload the Peers window.

Other issues

There are certain issues you should be aware of when you use System Manager.

Cannot manage storage systems

When you double-click the storage system that you want to manage, the storage system management tab either opens with a blank page or freezes while authenticating credentials. The issue occurs because there is no response from the System Manager web server.

Workaround

1. Close System Manager.
2. Ensure no Java processes related to System Manager are running.
3. Restart System Manager.

Unable to launch System Manager

You cannot launch System Manager if either the configuration file or keystore file is corrupted. Sometimes, after launching System Manager, you cannot manage storage systems because of the configuration file being corrupted.

After restoring the files, you can launch the System Manager application and manage storage systems. However, any changes made at the application level in the preceding session might not be saved. These changes are specific to your input on the home page in System Manager. For example, storage system credentials might not always be stored after restoring the files. Therefore, you have to reenter the credentials after launching System Manager.

Workaround

- Restoring the `.config` file:
  1. Close System Manager.
  2. Ensure no Java processes related to System Manager are running.
  3. Navigate to the configuration file location:
     - Default location in Windows: `C:\Users\`*`user_name`*`\NetApp\SystemManager`
     - Default location in Linux: `/root/Netapp/SystemManager`
  4. Copy the contents of `SystemManagerBackup.config` to `SystemManager.config`.
- Re-creating the `.ks` file:
  1. Close System Manager.

2. Ensure no Java processes related to System Manager are running.
3. Navigate to the keystore file location:
   - Default location in Windows: `C:\Users\`*`user_name`*`\NetApp\SystemManager`
   - Default location in Linux: `/root/Netapp/SystemManager`
4. Delete `SystemManager.ks`.
   Subsequently, when you launch System Manager, a new `SystemManager.ks` file is automatically generated.

IPv6 is not supported

You cannot configure IPv6 addresses by using System Manager.

SNMPv3 is not supported

System Manager only supports SNMPv1 and SNMPv2. You cannot use System Manager to discover or add clusters through SNMPv3. However, configuration of SNMPv3 is supported.

You must ensure that SNMPv1 and SNMPv2 protocols are enabled to allow System Manager to discover storage systems. After the discovery of controllers by using SNMP, you require NetApp Manageability SDK credentials to effectively manage the controllers.

Element Manager is no longer available

System Manager does not provide access to Element Manager from Data ONTAP 8.2. However, the **Advanced** menu option is available for storage systems running Data ONTAP 8.1.x.

Element Manager provides a browser-based view of the Data ONTAP CLI.

Enable NTP Service option not available in System Manager for clustered Data ONTAP 8.2

You cannot use System Manager to enable the NTP service in the Edit Datetime window for storage systems running clustered Data ONTAP 8.2. However, for storage systems running clustered Data ONTAP 8.1 or a later version in the 8.1 release family, the **Enable NTP Service** option is supported in the Edit Datetime window.

Workaround

None.

Incorrect error message displayed while editing SNMP community

When you edit an SNMP community name by using the Edit SNMP settings dialog box, System Manager displays the following error message although the edit operation is successful: `Data ONTAP API Failed :resource in use (Error: 13114)`.

Workaround

None.

Cannot mount a volume to a new junction path

While mounting volumes to a NAS namespace, if you specify a new junction path by using the Volume Mount dialog box, System Manager displays an API error that the file or directory does not exist. You can mount volumes to only existing junction paths by using System Manager.

Workaround

Use the command-line interface (CLI) to create a new junction path while mounting the volume.

Default security style is set to UNIX for SAN volumes

System Manager sets the default security style of SAN volumes to UNIX while creating volumes even though the default security style option `wafl.default_security_style` is set to **`ntfs`**.

Workaround

None.

Cannot launch System Manager on Windows systems

When you try to launch System Manager on Windows systems, the application does not open and the following error message is displayed: `Error while starting Jetty java.net.SocketExpection: denied: listen.`

Workaround

Add the following values for a new Windows environment variable in the Advanced tab of the System Properties window:

Variable name: **`_JAVA_OPTIONS`**

Variable value: **`-Djava.net.preferIPv4Stack=true`**

Incorrect LDAP client configuration can cause SecD to abort

System Manager allows you to create an LDAP client configuration by specifying the Active Directory domain name. However, if you do not specify the IP address of the preferred Active Directory server or you specify an incorrect IP address, the LDAP client configuration becomes invalid, causing SecD to abort and go into a restart loop.

System Manager does not display any warning message when you create an invalid LDAP client configuration.

Workaround

Use the command-line interface to delete the LDAP client configuration that contains the entry with an invalid IP address or no IP address. Additionally, provide the correct IP address for the preferred Active Directory server when creating the LDAP client configuration along with the Active Directory domain name.

Cannot display a job schedule that contains special characters

When you create a new job schedule with a name that includes the special characters the ampersand (&), less than symbol (<), and greater than symbol (>) from the command-line interface, System Manager does not display this schedule in the Schedules window.

Workaround

None.

System Manager does not automatically display changes made to storage objects from the command-line interface

If you modify a storage object from the command-line interface and if the storage object is also managed by the System Manager application, although the storage object is added to System Manager, the changes are not displayed in the application.

For example, in a volume that is added to System Manager, if you enable deduplication on the volume from the command-line interface, System Manager does not reflect these changes until you manually refresh the Volume page.

Workaround

Manually refresh the System Manager application page.

Home page information is not refreshed when SNMP service is down

The information in the Home page in System Manager is refreshed through SNMP. However, if the SNMP service is down or if an SNMP community is not configured, then System Manager does not refresh the list of storage systems in the Home page.

Workaround

You must add the storage system again.

System Manager is inaccessible over VPN

On a machine that has Java 7 and is running Windows 7 or Windows Server 2008, when you access System Manager through a virtual private network (VPN) connection, the following error message is displayed: `Permission denied: connect`.

Workaround

Install the hotfix from the Microsoft website at: *support.microsoft.com/kb/2750841*.

For more information, see Bug ID 626839 in Bugs Online.

Related information

Bugs Online: support.netapp.com/NOW/cgi-bin/bol

AutoSupport email address cannot be deleted if there is only one entry

If there is only one email address specified as the AutoSupport message recipient in the Edit AutoSupport Settings window, you cannot delete the entry through System Manager. Although the delete operation appears to be completed successfully, the email address is not deleted.

Workaround

Use the command-line interface to delete the email address.

Home page displays an error message for a system running clustered Data ONTAP

While adding a system in System Manager using SNMP, the following error message is displayed: `No SNMP response`. This issue occurs due to failure in handling SNMP OIDs when the node names are of different lengths.

Workaround

If you are unable to add a system using SNMP, use the credentials.

Note: If SNMP is not working, the details are not updated on the home page.

Cannot add a cluster instance with network address translation using System Manager

While adding a cluster instance with network address translation, the following error message is displayed: `This is not a cluster management network interface. OnCommand System Manager does not allow managing of individual nodes.` This issue occurs even if you create a firewall policy for external access.

Workaround

None.

Cached credentials might be removed after upgrade to Data ONTAP 8.2

When you try to log in to a storage system that is upgraded from Data ONTAP 8.1.3 to Data ONTAP 8.2, you might be prompted to enter the storage system credentials although the credentials were previously cached in System Manager. You must enter the credentials to log in to the system.

Workaround

None.

CHAP authentication credentials are not cached

When you try to add or modify the outbound settings for CHAP authentication of iSCSI initiators, System Manager prompts you to also enter the credentials for the inbound settings. System Manager does not cache the CHAP authentication credentials.

Workaround

None.

Saved credentials are cleared in the home page

Storage system credentials that are saved while logging in to the system from the management tab might be cleared when you try to log in to the system from the home page.

This issue occurs due to one of the following reasons:

- The Java process was not terminated correctly after System Manager is closed in Firefox browser.
- The home page was refreshed after adding the storage system from the management tab.

Workaround

None.

Incorrect status displayed when takeover is aborted

A manually initiated takeover is aborted if a background disk firmware update is occurring either on the partner node or on the local node in an HA pair. System Manager cannot detect the background disk firmware update process and incorrectly displays the reason for the takeover abort operation.

If the background disk firmware update is occurring on the partner node, the status is displayed as partner node down. If the background disk firmware update is occurring on the local node, the status is displayed as interconnect status down.

Workaround

None.

Inconsistent field names in System Manager

The Storage Virtual Machine (SVM) Setup window and CIFS Server Setup dialog box display different field names for the same settings.

In the Storage Virtual Machine (SVM) Setup window, the field name is displayed as **CIFS Server Name**, but the CIFS Server Setup dialog box displays the setting as **NetBIOS Name**. Similarly, in the Storage Virtual Machine (SVM) Setup window, the field name is displayed as **Active Directory**, but the CIFS Server Setup dialog box displays the setting as **Domain**.

Workaround

None.

User name field is blank for each new login session

If the System Manager configuration file is corrupted, the user name field in the login screen is populated with a null value instead of the cached user name when a user attempts to log in. As a result, the user name must be manually entered for each login attempt.

Workaround for Windows

Navigate to the user preference directory and delete the `SystemManager.config` and `SystemManager.ks` files:

- For systems running Windows Vista or later, navigate to `c:\Users\`*`user_name`*`\NetApp\SystemManager` for the files.
- For systems running Windows XP, navigate to `c:\Documents and Settings\`*`user_name`*`\NetApp\SystemManager` for the files.

Workaround for Linux

Navigate to `/root/NetApp/SystemManager/` and delete the `SystemManager.config` and `SystemManager.ks` files.

For more information, see Bug ID 592472 in Bugs Online.

Related information

Bugs Online: support.netapp.com/NOW/cgi-bin/bol

Cannot filter storage objects that are not assigned to a policy group

In the Volumes window and the LUNs window, you cannot use the string None to filter the Policy Group column for storage objects that are not assigned to a policy group.

Workaround

None.

Incorrect node information displayed in the Aggregates window

When a takeover operation occurs, the aggregates that belong to a node in the HA pair are moved to the partner node. However, the node information displayed in the Aggregates window still refers to the home node of the aggregate instead of the node to which the aggregate currently belongs.

In this situation, you cannot perform certain operations such as editing or renaming the aggregate.

Workaround

None.

Giveback is automatically initiated when automatic giveback is disabled

When a partner node recovers from a panic situation and reboots automatically or when you manually reboot a node, giveback on the node is automatically initiated even though the automatic giveback option for the node is disabled.

Workaround

None.

Volume name not displayed in the error message when storage QoS assignment fails

When you select multiple volumes to modify the storage Quality of Service (QoS) policy settings that are assigned to the volumes and if one or more volumes are in the Offline or Restricted state, an error message is displayed stating that modification is not permitted. However, the error message does not include the name of the impacted volume or volumes.

Workaround

None.

Known issues in Japanese and Chinese versions

You should familiarize yourself with the known issues in the Japanese and Chinese versions of System Manager.

Japanese and Chinese characters are displayed incorrectly in some fields

If you enter Japanese or Chinese characters in certain fields of System Manager, the application interface does not save the Japanese or Chinese characters and they are displayed incorrectly in these fields. This issue occurs because of certain limitations in Data ONTAP.

You must enter only English characters in the following fields of System Manager:

- Volume name
- FlexClone volume name
- FlexClone file name
- Snapshot name
- Share name
- LUN name
- Aggregate name
- Qtree name
- User name
- Group name
- Roles name
- iSCSI target alias
- Target portal group name
- Configuration name
- vFiler unit name

You must also be aware that 4-byte characters are not displayed correctly in all the fields of the application interface.

Workaround

None.

Changes to published documentation

There are changes to the documentation provided with this release of System Manager.

Updated information about the alarms generated for the root aggregate

Alarms generated for the root aggregate are not displayed until the root aggregate has reached 98% of its capacity. This information is missing in the “Dashboard window” topic in the *System Manager Help For Clustered Data ONTAP*.

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