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# Local Control Agent

## Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Local Control Agent. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

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On a Windows/Linux platform, LCA is sometimes unable to restart the application(s) when the **Auto-Restart** option is enabled.

**Workaround:** Use LCA 8.5.100.40 so the applications restart when the **Auto-Restart** option is enabled.

ID: <b>MFWK-24134</b>	Found In: <b>8.5.100.41</b>	Fixed In: <b>8.5.100.42</b>
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Local Control Agent provides incorrect host utilized memory on the following platforms:

- CentOS/RHEL 7 or later
- Ubuntu 16 or later

ID: <b>MFWK-21333</b>	Found In: <b>8.5.100.24</b>	Fixed In: <b>8.5.100.32</b>
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When installing Local Control Agent (LCA) on RHEL 7, LCA installation package does not generate the startup script in a format that is compatible with the **systemd** service of the RHEL platform. This results in LCA not restarting automatically during host reboot.

**Workaround:** Locate the `/etc/rc.d/init.d/gctilca` file, and add a line with the name of the default shell interpreter used for your system. For example, if you are using `/bin/bash`, then make sure to add `#!/bin/bash` at the beginning of the `gctilca` file to allow LCA restart.

ID: <b>MFWK-18516</b>	Found In: <b>8.5.100.19</b>	Fixed In: <b>8.5.100.29</b>
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If there is a localhost network failure in the host machine, LCA might not be able to control applications, so that operations such as starting and stopping an application, and switching over, might not work properly, if at all.

To confirm that this is the case when you have this issue, check the following:

- Ping the localhost from the host machine.
- Check that the loopback interface is configured, if applicable.
- Check that localhost is configured in `\etc\hosts`.
- Try performing other operations with a different application on the same host. For example, if application A on the host fails to start, try stopping another, running application B, or switching over application C. If this issue is your problem, then the latter operations should also fail.

ID: **MFWK-24134**

Found In: **8.5.100.41**

Fixed In: **8.5.100.42**

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You can specify only one Trusted Certificate Authority (Trusted CA) when prompted during installation of LCA and Genesys Deployment Agent.

**Workaround:** Specify one Trusted CA during installation. Then open the appropriate configuration file (**lca.cfg** for LCA or **gda.cfg** for Genesys Deployment Agent), and in the **[security]** section, manually set the **trusted-ca** option to a comma-delimited list of the Trusted CAs.

ID: **MFWK-15846**

Found In: **8.5.000.11**

Fixed In:

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If the **[sml].hangup-restart** and **[sml].heartbeat-period** options are configured on an Application, it might take up to three times the configured **heartbeat-period** for LCA to detect that the application is not responding.

ID: **MFWK-16445**

Found In: **8.5.000.09**

Fixed In:

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When running on the AIX platform, LCA is sometimes unable to start an application and generates a core file if the **enable-thread** option is set to `true` in the **[log]** section of the LCA configuration file **lca.cfg**.

**Workaround:** To avoid this problem, set the **enable-thread** option to `false`.

ID: **MFWK-15833**

Found In: **8.5.000.09**

Fixed In:

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On the Windows platform, LCA sometimes does not start an application when requested, either not at all, or only when it receives another request. This appears to be because of corrupted performance counter data.

**Workaround:** Rebuild the performance counter by issuing the following command on the system:

```
c:\Windows\system32\lodctr /r
```

ID: **MFWK-15696**

Found In: **8.5.000.09**

Fixed In: **8.5.100.09**

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If Local Control Agent tries to start, as a service, an application that does not have a matching application object created in Configuration Server, for example in the `-app` command parameter, it might log an error indicating that the stop timeout for the application has expired. Ignore this warning.

**Workaround:** To avoid this error message altogether, correct the command line configured in the

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service.

ID: **MFWK-15693**

Found In: **8.5.000.09**

Fixed In:

LCA sometimes logs error messages similar to this:

WARNING! Call getargs for 7995398 process failed

You can safely ignore these messages; they do not affect the functionality of LCA.

ID: **MFWK-16123**

Found In: **8.1.300.14**

Fixed In:

When using Qualys to scan for security vulnerabilities after applying Operating System patches, Genesys Deployment Agent (GDA) uses 100% of the CPU and terminates unexpectedly.

**Workaround:** Genesys does not recommend you run GDA by default, only enable it if you are using the remote deployment feature of Genesys Administrator Extension (GAX) to perform installations on this host. In this case, make sure you configure mutual tls. Do not leave the GDA port unprotected to allow Applications other than GAX to connect.

ID: **MFWK-15678**

Found In: **8.1.300.13**

Fixed In:

False detections of an Application hangup are possible if LCA is set to monitor a large number of third party applications or measure CPU and memory for Alarm Conditions on this host.

ID: **MFWK-12220**

Found In: **8.0.300.04**

Fixed In:

## Internationalization Issues

Information in this section is included for international customers.

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There are no internationalization issues for this product.

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