GENESYS

SNMP Master 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 SNMP Master 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.

On Windows, SNMP MA might terminate unexpectedly at shutdown if it is configured as a Windows Service. In addition, SNMP MA might stop responding at shutdown on a Windows host.

Workaround: To avoid these problems, configure SNMP MA on Windows as a standalone application and not as a Windows Service.

ID: **MFWK-16650**	Found In: **8.5.100.02**	Fixed In: **8.5.100.03**

Automatic switchover of SNMP Master Agents is not supported. Genesys strongly recommends that you do not configure SNMP Master Agent in an HA pair.

Workaround: Do not configure a backup SNMP Master Agent Application object. Instead, configure only one SNMP Master Agent Application object and select **Auto-restart** in the **Server Info** section of its **Configuration** tab.

ID: **MFWK-16379**	Found In: **8.1.300.09**	Fixed In:

The Application metadata for Management Framework Application Templates contains an incorrect spelling of the **message_format** option. The correct spelling is **message-format**. The option will not take effect for Application objects created from one of these templates unless the spelling is changed.

Workaround: Manually update the name of the application option, either in the Application Template object itself, or in the Application objects created from the template.

ID: **MFWK-15683**	Found In: **8.5.000.11**	Fixed In: **8.5.000.13**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.