CONFIGURATION & ORCHESTRATION MANAGER

VERSION 3.0.1
CID: 160257

1.Release Summary

Release Date: 07-Feb-2013
Purpose: The Configuration & Orchestration Manager (COM) 3.0.1 Release Notes provide the following information:

- General release information including Changes/Bug fixes in COM 3.0.1
- Supported operating systems and browser clients
- Installing COM
- Upgrading from a previous release
- Known issues and limitations

2.Important Notes before Installing this Release

COM 3.0.1 is a patch release that contains mainly some important bug fixes and support for some new versions of devices. COM 3.0.1 supports upgrading from COM 2.3, COM 2.3.x or COM 3.0 releases. Please do not uninstall your original install. Just rerun the installer on top of the existing install and it will update your existing install to the new load. There is no need to backup and restore your database when upgrading.

Important!

- **COM r3.0.1** ends the support for **RHEL 5.2, 5.3, 5.4 & 5.5** . As a result, upgrade to COM 3.0.1 is also not supported on these versions of Linux. A full uninstall of the older release, followed by an OS upgrade to RHEL 5.6 and fresh install of COM 3.0.1 is required in this case. Please, refer to the table in section 9 for complete upgrade path details.

- **Upgrade is only supported from COM 2.3/2.3.x onwards** .

General Instructions:
The Linux bin file needs to have appropriate permissions before installing. Use the command: *chmod 777 <filename>* before executing the Linux installer.

In this release, there has been an important change to the License generation mechanism (not licensing policy – which remains same). As a result, you may need to obtain newly generated licenses. Before upgrading, please go through Section 9 of this document to determine if you would require obtaining new License file.

NOTE: If other Avaya applications such as VPFM is co-resident with COM on the same server, then the co-resident application(s) should also be upgraded along with COM to a compatible release. Please, contact Avaya support to get compatible version of the co-resident application before upgrading COM.

3.Changes and Bug fixes in this release

1.1. Changes in this release:

- **Device support**
    - VSP 7000 v10.2 (has L2-SPBM capability). (Limitation: COM 3.0.1 does not support "switchedUni" type VLANs for VSP7k)
    - Limited (Discovery and EDM plugin) support for new versions of following devices –
        - ERS45xx/48xx v5.6.1 and v5.6.2
        - ERS86xx/88xx v7.2

- **Enhancements**
    - Device Group Manager full support is made available to all license levels including base license.
    - Actions menu re-introduced for Inventory Manager (new name for File Inventory Manager).

1.2. Issues Resolved in COM 3.0.1:

Following bugs have been fixed in COM 3.0.1

Issue ID	Severity	Issue Description
wi01017962	High	Unable to get to UCM login page after COM 3.0 uninstallation in a coressident set up
wi01028370	High	COM java resource Exception OutOfMemoryError on windows 64bit system
wi01045359	High	BCM3.0-8180 config backup states failure after downloading file to tftpdroot folder
wi00832820	Medium	ERS5000 v6.2 Inventory/Hardware/Gbic table missing items
wi00956633	Medium	VRF Manager with wrong message, when new VRF with invalid ID 444 is created
wi00957425	Medium	COM2.3.1 - Old issue with TFTP server - save preferences message
wi00989785	Medium	COM3.0 - BCM CBR tool will not run & prints Java class exception $Proxy 153 for credentials service
wi01007887	Medium	COM3.0 - Multicast manager returns unknown error and InvocationTargetException on ers45xx & vsp7k devices
wi01012955	Medium	COM3.0 - Multicast Mgr / policy add route policy pop up not useable on some devices
wi01016362	Medium	COM3.0 - BCM CUG wizard support for ers48xx & vsp7k device types
wi01016363	Medium	COM3.0 - Inventory mgr does not export Gbic data correctly
wi01019390	Medium	Cannot launch UCM login page after COM and VPFM upgrade in coressident setup

wi01027932	Medium	BCM mgr does not execute tasks when no BCM license is installed and only 1 device used in task
wi01033830	Medium	COM3.0 - Element mgr launch with SNMP v3 credential with no auth/no priv causes exceptions & does not launch
wi01036581	Medium	COM3.0-file menu in Inventory Manager disappears in IE when clicked on
wi01040266	Medium	BCM uses command terminal length 0, but never sets back to 23 & now ERS45xx version 5.6.0 saves this value to nvram
wi01044617	Medium	BCM 3.0 configuration backup fails with ERS 5520 stacks of 5 units and more in SSH mode
wi01052755	Medium	BCM page throws error after upgradation
wi01053536	Medium	COM3.0.1 - Security mgr create entry window is not displaying all buttons correctly
wi01053558	Medium	COM3.0.1 - BCM CUG wizard no longer saves devices between pages
wi01054429	Medium	COM3.0.1 - Security Mgr issues with VSP 7K devices tacacs & radius
wi01054645	Medium	BCM 3.0 - Customer questions regarding the SVU process
wi01055438	Medium	COM3.0.1 - Install on same release & same build - does not check and does an upgrade & should not
wi01056271	Medium	COM 3.0 does not display AuthPriv SNMPv3 traps
wi01058205	Medium	COM3.0.1 - BCM Inventory portlet - filter devices feature does not work
wi01060940	Medium	COM3.0.1 - MLT mgr MLT trunk status incorrect for ers4000 devices on all devices
wi01060990	Medium	Upgrade from COM 3.0.1build 28 to 29 shows "duplicate-COM" on the UCM page.
wi01062485	Medium	BCM backup fails on 8300 when there is no / in the choice primary config-file path
wi00832463	Low	typo in the error message when an invalid seed is used
wi01016359	Low	COM3.0 - BCM log browser - log settings & filter log tools tool tips display incorrectly
wi01047819	Low	COM3.0.1 - BCM mgr with no license displays pop-up with NRM name in warning
wi01053025	Low	COM wrong version number displayed in UCM
wi01063969	Low	COM3.0.1- Deselected devices are being listed in the tasks created through BCM-CUG Wizard

4.Supported Operating systems and browsers

The following table lists the operating systems supported by COM 3.0.1

Operating system	Version
Windows	2003, 2008 Server (Both 32-bit and 64-bit OS is supported)
Linux	RHEL 5.6 (Both 32-bit and 64-bit OS is supported)

Note: Starting with release 3.0.1, COM is no more supported on RHEL 5.2 through 5.5.

Browser	Version
Internet Explorer (IE)	Versions 7, 8, 9
FireFox (FF)	Versions 9, 10, 11, 12, 13, 14, 15, 16, 17

COM 3.0.1 bundles the Java Runtime Environment (JRE) Version 1.5 and 1.6 needed for various parts of the application or the applications that are launched by COM. COM 3.0.1 is available as a 32-bit application.

5.Device Support

Following devices are officially supported by COM 3.0.1

Device	Software release
Ethernet Routing Switch 8600 & 8800 including the following hardware: 8681XLW module, 8681XLR module, 8616GTE module, 8672ATME MDA, 8608GBM module, 8608GTM module, 8632TXM module, 8648TXM module, 8672ATMM module, 8683POSM module.	4.0, 4.1, 5.0, 5.1, 7.0, 7.1, 7.1.3, 7.2(limited)#
Virtual Services Platform VSP 9102	3.0, 3.1, 3.2 and 3.3
Virtual Services Platform VSP 7000	10.1, 10.2#
Ethernet Routing Switch 55xx/56xx	5.1, 6.0, 6.1, 6.2, 6.3
Ethernet Routing Switch 45xx/48xx	5.2 , 5.3, 5.4, 5.5, 5.6, 5.6.1(limited)#, 5.6.2(limited)#
Ethernet Routing Switch 25xx	4.1.x, 4.2, 4.3, 4.4
Ethernet Routing Switch 16xx	2.1.5.x, 2.1.6.x
WLAN	23xx, AP 23xx
WLAN WC8100, AP8120	1.0, 1.1, 1.2
Belden	6.0.2

# indicates device versions for which support is added newly in COM 3.0.1
(limited) indicates that only Discovery and EDM plugin support are officially available.

Following devices support is available with COM 3.0.1 but the test coverage on these devices isn't complete (should work but lacks official support)

Device	Software release
Ethernet Routing Switch 8600, including the following hardware: 8681XLW module, 8681XLR module, 8616GTE module, 8672ATME MDA, 8608GBM module, 8608GTM module, 8632TXM module, 8648TXM module, 8672ATMM module, 8683POSM module.	3.0, 3.0.x, 3.1.x, 3.2.0, 3.2.0.2, 3.2.1.0, 3.2.2, 3.3, 3.5, 3.7
Ethernet Routing Switch 8600 Web Switching Module	WebOS 9.x, 10.0.x
Ethernet Routing Switch 8100	2.0, 2.0.1.1, 3.1.x, 3.2.0, 3.2.0.2, 3.2.1.0, 3.2.2, 3.3
Ethernet Routing Switch 8300	2.0, 2.1, 2.2, 2.2.8, 2.3, 3.0, 4.0, 4.1, 4.2
Passport 1050/1150/1 200/1250	2.0.5.6, 2.0.5.7, 2.0.7.2, 2.0.7.3, 2.0.7.4, 2.1.0, 2.1.3
Ethernet Routing Switch 1424T	2.1
Ethernet Routing Switch 1612G, 1624G, 1648T	1.0, 1.2, 2.1
BayStack 350/410/ 450	3.0, 3.1, 4.0, 4.1, 4.2, 4.3, 4.4
Business Policy Switch 2000	1.0, 1.0.1, 1.1, 1.2, 2.x, 3.0, 3.1
BayStack 380-24 T	2.0, 3.0
BayStack 420	1.0, 1.0.2, 1.1, 1.1.1, 1.1.2,1.1.3, 3.0, 3.1
Ethernet Switch 460	2.3, 3.0, 3.1, 3.5, 3.6, 3.7
Ethernet Switch 470-24 T	3.0, 3.0, 3.1, 3.5, 3.6, 3.7
Ethernet Switch 470-48 T	2.1.0 (standalone only), 2.2.0, 2.2.1 (stack also supported), 3.0, 3.0, 3.1, 3.5, 3.6, 3.7
Ethernet Switch 425-24T	2.0, 3.0, 3.0, 3.1, 3.5, 3.6
Ethernet Switch 425-48T	3.1, 3.5, 3.6
Ethernet Routing Switch 5510, 5520	3.0, 3.0.0.1, 4.0, 4.1, 4.2, 4.3, 5.0
Ethernet Routing Switch 5530	4.2, 4.3, 5.0
Ethernet Routing Switch 3510	4.0
Ethernet Routing Switch 45xx	5.0
Ethernet Routing Switch 25xx	4.0, 4.1.x, 4.2
Alteon 2208, 2216, 2224, 2424, 2424 SSL, 3408	AOS 21.0
OPTera Metro 1200/1400/1450	1.0, 1.2, 1.3
WLAN 2200 AP	1.3

6.Workaround for script running slowly - browser issue

COM uses java script technology which executes scripts on the client browser. However, for large configurations, the script may take longer to execute and may be seen by the browser as a loop that may need to be terminated by the user. This issue is more pronounced in IE. If such an issue is encountered, you will see pop-ups asking whether you want to terminate the script. You can select No (In IE) and Continue (in FF) to ignore this pop-up or you may permanently change the time after which the pop-up is seen (or disable it completely). To change your browser settings, use the following instructions:

For Firefox:

Type about:config in the address bar and filter for the string dom.max_script_run_time. The default setting is 20 (seconds), add some more time, raise it to 40 for instance.

For Internet Explorer:

Using a Registry Editor such as Regedt32.exe, open this key:
HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Styles

Note If the Styles key is not present; create a new key that is called Styles.
Create a new DWORD value called "MaxScriptStatements" under this key and set the value to the desired number of script statements. If you are unsure of what value you need to set this to, you can set it to a DWORD value of 0xFFFFFFFF to completely avoid the dialog.

By default the key doesn't exist. If the key has not been added, the default threshold limit for the time-out dialog box is 5,000,000 statements for Internet Explorer 4 and later.

More information is available at http://support.microsoft.com/kb/175500

7. General Recommendations

To circumvent some of the known issues, the following recommendations should be adhered to:

- **Always provide a valid COM license or a trial license for COM when license information is requested during installation or upgrade**.

- For using the email feature in COM (including BCM) or to test email feature through the test button, the Firewall and Antivirus should have a rule to allow COM to send email. If email is blocked on the COM server, the user will see an error "Message Exception" and the email will not be sent.

- The 'Save Topology across Discovery' option works well for fairly static networks. If your network changes a lot or you use COM in lab setups, it is recommended to disable this option in the Discovery preferences. You can also clear the saved topology layout by using the Clear topology button on the Topology page.

- It is recommended to enable SONMP protocol on devices even if LLDP is enabled – since some types of devices do not support LLDP currently, they will not be discovered using seeds which have only LLDP enabled.

- After applying a new license to COM (for example: node count upgrade license), the user needs to log out and log back in for the license to take effect for that session.

- When running COM and VPFM on the same server, the trap and syslog ports will conflict. This can be resolved by changing the ports for VPFM under the Tools - Trap & Syslog Browser section. Go to the Traps/Syslogs tabs, click on settings button and change the listener port. For COM, this can be changed

in the Preferences - General tab in the Admin panel. Alternatively, VPFM can be used as the trap/syslog receiver and these traps/syslogs be forwarded to COM. The forwarding in VPFM can be setup in the same section where the listener ports are changed.

- It is not recommended to import Device Inventory xml file from an older versions of COM (COM 2.3, 2.3.x) into COM 3.0.1

- IE9 browser requires the setting of Tools/internet options/advanced – 'Do not save encrypted pages to disk' to be un-checked in-order for the JDM tool to be launched correctly.

- Win2008 64bit servers require running with more than 4GB of free memory available for COM 3.0.1.

- CUG wizard creates template and data files before you click finish. You can view these files by clicking on the Files tab within the CUG portlet.

- It is recommended to make use of Device Grouping feature and use "context" to limit the number of devices the managers and wizards to deal with. This would reduce the time taken for discovery done by the individual managers/wizards. Recommended number of devices in a user defined group is less than 50.

- Though the default number of days of retention of received Traps and Syslogs by COM is 90 days, it is recommended to set it much smaller value (like 5 to 10 days) when hundreds of devices are managed by COM and it is receiving several traps/syslogs per minute.

8. Fresh installation of COM release r3.0.1

Fresh installation of COM 3.0.1 requires a license. A trial license (valid usually for one-month) can be obtained either from Avaya Support website (in the Products -> Network Management section) or by sending email to ucmtrial@avaya.com.

To find the information required for obtaining new licenses, the utility provided in "LicensingInfo.zip" package should be used. This utility is available on the same download page as the COM 3.0.1 installer. For more details refer to the following section - section 9 (Upgrading to COM release r3.0.1).

9. Upgrading to COM release r3.0.1

IMPORTANT:

1. **If other Avaya applications are co-resident with COM on the same server, then the co-resident application(s) should also be upgraded along with COM to a compatible release.** Otherwise, you may not be able to launch or use the co-resident application after COM upgrade. Please, contact Avaya support to get compatible version of the co-resident application before upgrading COM.

2. **Before upgrading make sure that the installed version of COM is functioning properly. If not, please contact Avaya support personnel before upgrading.**

Following table shows the details of possible **upgrade paths to COM 3.0.1** and the new license requirements.

Old (installed) COM version	Server Type	OS Type and Version	Upgrade allowed?	New License required?
2.0[.x], 2.1[.x] or 2.2[.x]	Any Server	Any	No	n/a
2.3 or 2.3.x	Physical Machine	Windows 2003/2008	Yes	Yes
2.3 or 2.3.x	Physical Machine	RHEL 5.2	No	n/a
2.3 or 2.3.x	VMware or HyperV Virtual Machine	Windows 2003/2008	Yes	Yes
2.3 or 2.3.x	VMware or HyperV Virtual Machine	RHEL 5.2	No	n/a
2.3 or 2.3.x	Any other Virtual Machine	Windows 2003/2008	Yes	Yes
2.3 or 2.3.x	Any other Virtual Machine	RHEL 5.2	No	n/a
3.0	Physical Machine	Windows 2003/2008	Yes	No
3.0	Physical Machine	RHEL 5.2, 5.4	No	n/a
3.0	Physical Machine	RHEL 5.6	Yes	No
3.0	VMware or HyperV Virtual Machine	Windows 2003/2008	Yes	Yes
3.0	VMware or HyperV Virtual Machine	RHEL 5.2, 5.4	No	n/a
3.0	VMware or HyperV Virtual Machine	RHEL 5.6	Yes	Yes
3.0	Any other Virtual Machine	Windows 2003/2008	Yes	No
3.0	Any other Virtual Machine	RHEL 5.2, 5.4	No	n/a
3.0	Any other Virtual Machine	RHEL 5.6	Yes	No
(Fresh Install of 3.0.1)	Any Server	Windows 2003/2008	n/a	Yes
(Fresh Install of 3.0.1)	Any Server	RHEL 5.6	n/a	Yes

Information Required for New License

Following is the information required for obtaining new license(s).
- Physical server or non-VMware/non-HyperV VM based server:
  - MAC address of the server.
- VMware or Microsoft HyperV VM based server:
  - IP Address and NOTICE – Use the utility available in "LicensingInfo.zip" package to obtain this information.

Procedure to Obtain new License

- New Licenses for COM are generated manually. Customer needs to go through the Avaya support personnel for getting the licenses.

- If the server is VMWare or Microsoft HyperV based VM, then please use the utility provided in "LicensingInfo.zip" package for finding the correct IP address and NOTICE to be used for requesting new licenses. LicensingInfo.zip is available at Avaya support website on the same download page as the COM 3.0.1 installer. The IP address displayed in the License Information page during installation/upgrade may not be correct.

10. Known Issues and Limitations

In COM 3.0.1, these are the known issues and limitations:

- Installation/Upgrade related:

    o During installation or upgrade of VPS on COM installation, make sure to provide a valid VPS license or a trial VPS license when asked for license information. Installer could sometimes become unstable if invalid/blank license information is given.

    o The License Information (IP address) displayed by the installer may not be correct for a VM having multiple interfaces (MACs). So, please use the utility provided in "LicensingInfo.zip" package for finding the correct IP address and NOTICE to be used for requesting new licenses. LicensingInfo.zip is available at Avaya support website on the same download page as the COM 3.0.1 installer.

    o COM installer requires the system language to be set to English(US).

    o Upgrade from COM 2.3 (and 2.3.x) to COM 3.0.1 (or 3.0) build will lose the saved topology layout. This is because of the changes on COM topology to accommodate group based topology layouts.

    o VPS 1.0 and VPS 1.0.1 do not work with COM 3.0.1 release. Please use COM 2.3.1 release for VPS 1.0 release and COM 2.3.2 for VPS 1.0.1 release. Use VPS 1.02 with COM 3.0.1.

    o Rarely observed issue:

    Symptom: After a successful upgrade to COM r3.0.1, user unable to open UCM/COM login screen (usually a "page not found" error).

    Work around: A restart of the UCM/COM application should resolve this.

    Observed: So far this issue has been seen rarely on RHEL server and during intra-release upgrades (within different builds of COM 3.0.1).

- BCM related:

    o For ERS 88/86/83xx, BCM supports only Passport CLI mode. ACLI support will be made available in the next release (COM 3.1)

    o If you see unexpected failure of BCM operations such as Backup, SVU with "Error while getting device current running image", then make sure that paging is enabled on the device. In case of ERS 35xx/4xxx/5xxx, check the terminal length on the device using CLI. If the terminal length is 0, then set it to a non-zero value (typically 23). In case of ERS 83xx/86xx/88xx, check the CLI settings on the device and make sure "more" is set to true.

    o BCM email alert feature is available only with COM upgrade 1200-1500 license. It is not obvious in the UI.

- VSN Manager/Wizard related:

- o For ERS 88/86/83xx, VSN wizard supports only Passport CLI mode. ACLI support will be made available in the next release (COM 3.1)
- o In COM r3.0x VSN Manager, the highlighting feature on the topology map is only supported for L2 VSN and not for L3VSN.

- Limitations/issues in COM support for VSP7000:
  - o VSP7k v10.2 supports a new type of Vlan called "switchedUni". COM 3.0.1 does not support "switchedUni".
  - o COM 3.0.1 does not support the rear-ports of VSP7k in any of the managers/operations.
  - o This is a device issue - If the rear-port mode is changed, SNMP agent on the device stops functioning. SNMP agent need to be re-started on the device for COM to be able to discover and configure the device.
  - o COM does not discover a VSP7k device which uses only Out-of-band management using the dedicated management port.
  - o Inventory Manager actions give error ("noCreation" SNMP error) for ASCII config file upload/download for VSP7k. Inventory Manager binary config upload/download may require increasing the SNMP timeout in the Preferences to 10sec or more.

- VSP7000 Device Limitations affecting COM functionality:
  - o L3 SPB and BGP-VPN are not supported in v10.2 of VSP7k. Thus the COM VSN Manager and VSN wizard will support only ISIS infrastructure and L2 SPB features for VSP7k.
  - o SONMP packets are not sent on BEB-BCB ISIS links (even when device is SONMP enabled). Therefore, these links are not discovered by COM and to discover both devices, both of them need to be specified as seeds. "Dump Topology" does not show these links; but "Show Connections" do.
  - o TACACS settings and Web Password settings related SNMP MIBs are not supported in VSP7k. So these operations will result in "noCreation" SNMP error.

- MLT Manager related:
  - o Removing last VLAN from an active MLT could cause loss of connectivity to the device. COM does not show any warning when this is attempted.

- Inventory Manager related:
  - o In the user interface, it is not clear where the data is saved for the Inventory Manager actions that use a TFTP server. The data uploaded from the device gets saved at a directory location based on the settings of the TFTP server. When the COM server itself is used as the TFTP server, the TFTP server settings can be done using the Preferences for the TFTP tool.

- Tools related:
  - o CLI*Manager tool (a Java Webstart application), when first launched creates <OS login name>.ppk file in the specified "working directory". But the tool expects this file to be in the following location –
    - ▪ Windows – Same directory from where CLI*Manager is launched (typically the Desktop)
    - ▪ Linux – In the /root/ directory.

    So, move the file <OS login name>.ppk to the above directory from the specified "working directory" and re-launch CLI*Manager.
  - o If Firefox is your default browser, then for CLI*Manager to work, you need to set the browser proxy settings to "Use System Proxy settings".
  - o TFTP Server tool – the "Root directory" and "Log file name" specified in the tool's preferences do not indicate where they are located on the server. The location is dependent on the OS, and are relative to the following path –
    - ▪ Windows – they are relative to <JBOSS_HOME>/bin/

- Linux – they are relative to the root directory /.
    - o Portscan tool – In the "Port Scan" tab, the column "Port in Vlan IDs" is not populated for MLTs.
- Browser support related:
    - o COM 3.0.1 does not support IE 10 browser.
    - o License installation does not work with IE browsers when the absolute path to the license file to be installed contains a directory whose name has a dot (".") in it (e.g. C:\licenses\COM3.0.1\myLicense.lic).
- Virtual Machine related:
    - o TFTP data transfer does not work properly (times out) when the VNIC used by the Virtual Machine is of type VMXNET3. It is recommended to use E1000 type of VNIC for the Virtual Machine.

To access more technical documentation, search our knowledge base, or open a service request online, please visit Avaya Technical Support on the web at: http://www.Avaya.com/support