

Avaya Identity Engines Release Notes

Software Release 8.0.1

1. Release Summary

Release Date: October 2012

Purpose: Software maintenance release to address customer found software issues.

2. Document changes since last issue

The following change has been made to this document since the last issue:

- Added a procedure for obtaining a license for Identity Engines using a new E-mail address. For more information, see [Obtaining a license for Identity Engines](#).

3. Important Notes before Upgrading to This Release

Avaya provides the Identity Engines Ignition Server and Ignition Access Portal as Virtual Appliances. Do not install or uninstall any software components on these Virtual Appliances unless Avaya specifically provides the software and/or instructs you to do so. Also, do not modify the configuration or the properties of any software components of the VMs (including VMware Tools) unless Avaya documentation and/or personnel specifically instruct you to do so. Avaya does not support any deviation from these guidelines.

Identity Engines Software Upgrade Requirements:

In order to maximize configuration compatibility during the upgrade process, upgrading directly from release prior to 8.0.0 is not supported. If you are using the software prior to 8.0.0, you must upgrade to release 8.0.0 first and then proceed with upgrade to 8.0.1.

Avaya strongly recommends that you perform a backup of your configuration as well as an export of your licenses before you begin any software upgrades. Also, write down the Serial Numbers of your Ignition Servers. And finally take a VM snapshot of your current VM.

Please refer to 8.0.0 Release Notes to upgrade the system from 7.0.x to 8.0.0.

Saved Configuration File Compatibility

In order to maximize configuration compatibility during upgrade, Avaya does not recommend performing configuration backup/restore from release prior to 7.0.x.

4. Platforms Supported

VMware vSphere version 4.0

VMware vSphere version 4.1

VMware vSphere version 5.0

Note that vMotion, VMware Player and VMware Workstation are not supported and cannot be used in conjunction with neither the Ignition Server nor the Ignition Access Portal.

5. Notes for Upgrade

File Names for This Release

File Name	Module or File Type	File Size (bytes)
LINUX-VM_08_00_01_023401_server_complete.pkg	Upgrade Package	152520360
DashboardInstaller-8.0.1.23401.exe	Dashboard Installer	88183522

System Requirements

Software	System Requirements	Comments
Ignition Server	<ul style="list-style-type: none"> VMware ESXi versions 4.0 or 4.1 or 5.0 Installation on a VMware ESXi server is done using an OVF file which already incorporates the OS Red Hat Enterprise Linux. 	<ul style="list-style-type: none"> The VM requires a x86_64 capable environment Minimum 2 CPUs Minimum 2 GB of memory Minimum 30 GB available disk storage Minimum 1 physical NIC (preferably 3 NICs) 3 Logical NIC cards VMware lists on its site supported hardware platforms for ESXi: http://www.vmware.com
Dashboard	<ul style="list-style-type: none"> Windows XP sp3 (32 bit) Windows 7 (32 bit or 64 bit) Windows Server 2003 (32 bit or 64 bit) Windows Server 2008 (32 bit and 64 bit) 	<ul style="list-style-type: none"> Minimum 2GB RAM memory

6. Version of Previous Releases

Software Version 8.0.0, Release Date – 04/15/2012

7. Compatibility

This software release can only be managed with Avaya Ignition Dashboard release 8.0.1.

8. Changes in This Release

8.1. Problems Resolved in This Release

Work item Number	Description
wi01029411	Ignition Server cannot talk to AD with NETBIOS name more than 13 characters Corrected the buffer size that's used to store the AD Server and client names. Users can now connect to Active Directory with NETBIOS name up to 15 characters.

<p>wi01014722</p>	<p>Cannot perform TACACS+ authentication against Entrust IdentityGuard While performing incoming TACACS+ authentication request against a remote token server such as Entrust IdentityGuard, the request was being incorrectly treated as a Radius token request and checked for AVP's in the packet, which a TACACS+ packet doesn't contain. Corrected this behavior in release 8.0.1 so that request is treated as a TACACS+ request and processed accordingly.</p>
<p>wi01024419</p>	<p>Ignition Server doesn't process radius requests coming from Cisco switching devices running iOS 15 with MacSec enabled Cisco IOS versions 12.2 and 15 introduced configuration related to MacSec. In particular, a MACsec-capable RADIUS server must support the EAP Key-Name attribute, which is unique to IEEE 802.1X-2010. Cisco software sends Eap-Key-Name attribute by default assuming that the Radius server should support it or ignore it. Although Ignition server supports IEEE 802.1X authentication, it does not support MACsec. And Ignition Server generally drops any Radius requests containing empty TLV. This issue is addressed in 8.0.1.</p>
<p>wi00998482</p>	<p>When creating a new Authenticator, the device template bar is not long enough to see all the possible template options The device template bar has been re-sized so that the authenticator template bar is visible completely.</p>
<p>wi01033737/ wi01033765/ wi01033860</p>	<p>After running for few days, Ignition Server CPU goes 100% utilization and stops processing authentication requests. No logs are displayed Ignition Server writes all the logs (including access logs & debug logs) into the database. While running the system for few days, sometimes this write operations freeze and doesn't complete. This eventually holds up other processes that want to write log messages. Applied patches to underlying database that includes efficient handling of locks used while writing the logs into the database. Also cleaned up some debug logs which are very long that can hold up the write log operations.</p>
<p>wi01033776</p>	<p>Upgrade from release 7.0 to release 8.0 gets stuck when the configuration was carried over from 5.0.x or earlier releases. This issue happens only when the user has the configuration being carried over from release 5.0 or earlier. Configuration was being carried over from 5.0.x -> 6.0.x -> 7.0.x and eventually upgraded to 8.0.x release. Modified the upgrade/migrate procedure in 8.0.1 so that this configuration can be successfully migrated to 8.0.1 and the upgrade goes fine.</p>
<p>wi01037006</p>	<p>Ignition Server doesn't process PEAPv1/EAP-TLS using Juniper Odyssey supplicant PEAPv1 doesn't support NAP posture assessment; hence the requests are not handled correctly. Addressed this issue in 8.0.1.</p>
<p>wi01040599</p>	<p>Ignition Server 8.0 Opswat file download system errors Disabled scheduling of downloading Opswat metadata which is no longer supported on Ignition Server</p>
<p>wi01048433</p>	<p>Directory Service Refresh Cache operation not working Ignition Server synchronizes with the external Directory service every 24 hours. But users can manually invoke the synch operation from the monitor window. While performing the manual refresh cache operation, the refresh operation window on the dashboard never goes away and the refresh cache operation never completes. This issue is caused by incorrect handling of locks while scheduling various operations like purge user accounts and it blocks the refresh cache operation. Corrected the lock handling so that all the operations are scheduled correctly.</p>
<p>wi01008787</p>	<p>User attribute in local store for "Max Retries" not working 'Max retries' attribute of User accounts in local store is used to control number of failed authentication attempts that can occur in a three-minute period before the account is</p>

	<p>automatically locked. This attribute setting was not working as expected. Corrected the behavior so that account gets locked if the number of failed authentication requests exceeds the max retries. Once the account is locked, administrator has to manually re-enable the account by un-checking the 'account disabled' setting.</p>
<p>wi01032573</p>	<p>Not able to change interface configuration from the Dashboard/CLI When the user tries to change interface configuration like IP address/netmask from Dashboard, the IP address may not be applied correctly on the system. Setting of an IP address on the system can fail for various reasons like interface not enabled or driver error etc. Added a retry mechanism which will try to reapply the interface configuration settings every 1 minute. Once the interface settings are changed from the Dashboard, verify the 'show interface' command from the CLI to confirm that the interface configuration applied successfully. If the output doesn't match what's configured, wait for a minute for the retry mechanism to try applying the configuration again.</p>

9. Upgrade procedure

Pre-upgrade Checklist for Ignition Server

- As a principal, upgrades can only be performed from the last major version or maintenance releases of the same major version. For example, upgrade to 8.0 can only be performed from 7.0.x and not 6.0.x.
- Once the Ignition Server is upgraded to a major version, it cannot be downgraded. It is highly recommended to:
 - Take a backup of the configuration
 - Take a back of the entire VM so that user can revert to the backed up VM if needed.
 - Export and save your licenses
 - Record in a safe place the Serial Number of your existing Ignition Servers. Screen snapshot of **Dashboard → Configuration → Site → Status Tab**
- Ignition Server is partitioned to store **no more than 3 versions** in the boot partition. If your Ignition server has been upgraded multiple times, it's mandatory that you **delete the oldest software versions** prior to upgrading to 8.0 so that no more than 2 images are displayed under the Images tab before package activation is initiated.
 - To delete previous versions, login to **Dashboard → Configuration → Site → Actions → Upgrade Systems → Image**. Select the oldest software first and 'Delete'. Repeat the same to delete additional versions.
- When upgrading the Ignition Server to a major version (for example, 7.0 to 8.0), all the Ignition components like Ignition Dashboard, Ignition Guest Manager, Ignition Analytics must also be upgraded.
- Users should never update VMware Tools or modify the configuration or the properties of Avaya provided Virtual Appliances which include Ignition Server and Access Portal. Avaya does not support upgrading of VMware tools or any other software components unless the upgrade package is provided by Avaya.
- If you have already updated VMware tools or unsure, stop the upgrade and follow the procedure given below.
 - Take a backup of configuration from your existing VM's
 - Deploy a new Ignition Server & Access Portal using the OVF
 - Install the necessary licenses
 - Restore the configuration

Upgrade Procedure of 8.0.1

This upgrade procedure is only applicable for those who're upgrading from 8.0.0 to 8.0.1 release. If you're running any older version and would like to upgrade to 8.0.1, you must first upgrade to 8.0.0 release. Refer to the Release Notes of the Identity Engines 8.0.0 release for more information on licensing requirements & upgrade procedure.

Follow the instructions given below before proceeding with the upgrade.

- Customers with appropriate support contract which entitles them to receive the software upgrade, contact Avaya and make a request for an upgrade of your license from 7.0 to 8.0 license:
 - Send an email request to idengines@avaya.com
 - Include the Serial Numbers of your existing Ignition Servers
 - Make sure you provide details as to which servers are in HA configuration
 - Make sure you provide information as to which other licenses you have installed (e.g. Guest Manager, MS-NAP etc).
 - 8.0.0 license can be carried forward and no need to request for new licenses for customers upgrading from 8.0.0 release
- Take a backup of entire VM using the VMware Backup utility prior to the upgrade.
- Take a backup of the policy configuration data from the Dashboard
- Export and save your licenses.
- From the Dashboard, upgrade the Ignition Server to release 8.0.1 as mentioned in the '*Ignition Server – Administration Guide section Activating a firmware Image or Package*'
- Once the Server is upgraded, close the Dashboard and install 8.0.1 Dashboard
 - *You must have Administrator Rights in order to install the Dashboard*
 - *Ignition Server 8.0.1 cannot be managed from 8.0.0 or earlier Dashboard.*
 - *Note that 8.0.1 Dashboard upgrades the Java platform to JRE release 6 update 27*
- Release 8.0.1 Ignition Software will continue to work with 8.0.0 versions of Guest Manager, Access Portal and Analytics software.
- The installed 8.0.0 licenses will be retained after the upgrade to 8.0.1.

10. Obtaining a license for Identity Engines

Perform the following procedure to obtain a license for Identity Engines.

1. Send an E-mail request to datalicensing@avaya.com.
2. In your E-mail include the following information:
 - a. Serial number of your Ignition Server, or servers if HA configuration.
 - b. List of software modules you purchased, such as Guest Manager, or MS-NAP.
 - c. License Authorization Codes (LAC) you received with the DVDs; for example, A123456789.

NOTE:

The E-mail account avaya0118@gwsmail.com is no longer active. To request a license, contact datalicensing@avaya.com.

11. New Outstanding Issues

Work item Number	Description
<p>wi01046138/ wi01042106/ wi01040618</p>	<p>While creating HA and breaking HA repeatedly, the following issues were seen while creating HA:</p> <ul style="list-style-type: none"> - Secondary node was stuck in "Synching Config" - Failed to sync the following on node <x.x.x.x.> error message on Dashboard - Unable to update radius/soap/tacacs configuration error message on Dashboard - Data is not fully synchronized on the secondary node <p>After two Ignition Server nodes are joined to create a HA setup, the secondary node synchronizes with the Master for the configuration. When the user tries to break and create HA multiple times continuously, sometimes the synchronization process does not complete and the secondary node gets stuck in 'synching config' state. Performing HA operations would involve restarting and reinitializing many of the Ignition server processes. While performing these actions continuously, sometimes these processes may not complete its tasks before restarting. As a workaround, if the secondary node gets stuck in 'synching config' state for long (more than 5-10 minutes), rebooting both nodes would enable them to boot cleanly and complete the synchronization.</p>
<p>wi01046457</p>	<p>While installing 8.0.X dashboard on Windows 7 with UAC enabled machine, there is no logs folder.</p> <p>While installing the Ignition Dashboard on a Windows 7 machine (either 64-bit or 32-bit) with UAC enabled, the installation couldn't acquire all the required folder permissions to create the logs folder. As a workaround, once the installation is complete, go to the installation folder (for example, C:\Program Files\Avaya, right click on the folder Ignition Dashboard 8.0.1.23384 and go to its properties. Uncheck the read-only setting, go to 'Security' tab, and give full control permissions to this user on the folder. Close and restart the Dashboard and this should now create all the necessary folders and log files.</p>
<p>wi01032955</p>	<p>Upon rebooting, the Ignition server does not come up cleanly. This is seen very rarely</p> <p>When an Ignition Server is rebooted (as a result of restore config or upgrade to the latest version), the process dependency causes the system not to reboot cleanly. This is a very rare occurrence when dependent processes take longer than expected time to initialize. Allocation of system resources to each Ignition process has been updated that could have fixed the issue. If the problem persists, a reboot of the Ignition Server from CLI would recover the system.</p>
<p>wi01047698</p>	<p>Disabling HA/Service ports from Dashboard does not update the actual physical port status in the system correctly. This is seen very rarely</p> <p>Disabling the ports from Dashboard doesn't send the event to the Ignition Server correctly thus causing the port not to be disabled. This doesn't impact re-enabling of the port or setting the IP address of the port. As a work around, rebooting the system would solve the problem.</p>

12. New Known Limitations

Work item Number	Description
wi01038816	<p>Stuck at "wait for <x.x.x.x> to become primary" while activating 8.0.1 package in a HA setup</p> <p>While upgrading an HA setup to 8.0.1 package, the activation may stuck at 'Waiting for <x.x.x.x> to become primary'. This issue has occurred very rarely. Work around is cancel the upgrade operation, upgrade the nodes individually and then create the HA.</p>
wi01037897	<p>When creating and breaking the HA continuously, the break operation may throw an error message as "unable to update/set Radius, Soap, Tacacs configuration"</p> <p>While breaking and creating HA repeatedly, sometimes the break HA operation doesn't complete as expected. The break operation would throw the above error message and the standalone configuration may not be applied properly. This issue is only seen when repeating the break HA/create HA operations continuously. Workaround is to re-initialize the node and join the HA again.</p>
wi01042106	<p>When the nodes in the HA setup are not in synchronized state, breaking HA would result in secondary node not having any configuration data</p> <p>While the nodes are in synchronizing state and if the user wants to break HA, it would result in the configuration data not synchronized with the secondary node. As a work around, after breaking HA reinitialize the secondary node first. After the system is rebooted, you can either join with the other node to create HA or restore configuration on this node to let this node run as stand-alone.</p>

13. Documentation

For latest documentation and for details on other known issues, please download the product documentation available from the Avaya Technical Support web site at: <https://support.avaya.com/css/Products/P0622>.

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