



VPFM 2.0.0.1 Patch Release Notes

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Chapter 1 How to get help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

<http://www.nortel.com/support>

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside Nortel America, go to the following Web site to obtain the phone number for your region:

<http://www.nortel.com/callus>

Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To location the ERC for your product or service, go to:

<http://www.nortel.com/erc>

Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Chapter 2 Release Notes

Purpose (What are resolved?)

The patch addresses the following two important issues:

- Unable to launch VPFM if CS 1 K is the primary server (SSL Certificate Issues)
- Correction to VPFM release information on VPFM homepage.

Applicable Applications

Visualization, Performance and Fault Manager (VPFM) Version 2.0.

Operating Systems

- Redhat Enterprise Linux (RHEL) 5.2
- Windows 2003 Server SP2 (R2)
- Windows 2008 Server

Where to install?

This patch would be installed on any machine that has VPFM 2.0 installation.

How to install

- Download the patch from the Nortel website.
- Create a temporary folder
- Unzip the patch file in the temporary folder.
- Go to the temporary folder.
- To install the patch, run the following command (s) from this location:
 - For Windows: `<UCM_HOME>\perl\perl\bin\perl patch.pl`
 - For Linux:
`dos2unix patch.pl`
`chmod 775 patch.pl`
`./patch.pl`

Note: <UCM_HOME> refer for the UCM Installation location.

What does this patch do

This patch backs up and updates two files in VPFM installation:

```
<UCM_HOME>/VPFM/classes/pinpoint.blob  
<UCM_HOME>/VPFM/classes/pinpoint.jar
```

Observation

Sometime, if the machine is running slow, the patch might show some system error as VPFM Service might not stop and start in time.

In such scenario, the patch is installed successfully if the following files exist:

```
<UCM_HOME>/VPFM/classes/pinpoint.blob, <UCM_HOME>/VPFM/classes/pinpoint.blob,.orig  
<UCM_HOME>/VPFM/classes/pinpoint.jar, <UCM_HOME>/VPFM/classes/pinpoint.jar.orig
```

Uninstalling Notes

This patch can not be uninstalled.