



# VPFM 2.0.0.3 Patch Release Notes

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# Table of Contents

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<b>TABLE OF CONTENTS .....</b>	<b>2</b>
<b>CHAPTER 1 HOW TO GET HELP.....</b>	<b>3</b>
GETTING HELP FROM THE NORTEL WEB SITE.....	3
GETTING HELP OVER THE PHONE FROM A NORTEL SOLUTIONS CENTER.....	3
GETTING HELP FROM A SPECIALIST BY USING AN EXPRESS ROUTING CODE.....	3
GETTING HELP THROUGH A NORTEL DISTRIBUTOR OR RESELLER.....	3
<b>CHAPTER 2 RELEASE NOTES.....</b>	<b>4</b>
PURPOSE (WHAT ARE RESOLVED?).....	4
APPLICABLE APPLICATIONS .....	4
OPERATING SYSTEMS .....	4
WHERE TO INSTALL? .....	4
HOW TO INSTALL .....	4
UNINSTALLING NOTES.....	5

# Chapter 1 How to get help

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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

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## Purpose (What are resolved?)

This patch overrides the previous VPFM patch 2.0.0.2 and addresses the following issues in addition to those addressed by the earlier patches (see 2.0.0.2 release notes for the earlier patch fixes):

- This patch addresses important memory leaks that could potentially cause the discovery process to run out of memory and eventually make the application unresponsive. Memory issues have been fixed in the areas of WAN Memory Leaks, Discovery of Wireless Access Points and Manual Discovery.
- Enhance link discovery algorithm for Nortel Switched Firewall 6000 series. Links between the NSF Master Accelerator component and the directly connected switches are now discovered
- LACP (Link Aggregation Control Protocol) MIB is now used as a means for link discovery for the Nortel BES device that are connected to ERS switches
- This patch fixes a issue where the colors of devices in the Network Browser are not removed even when all events are cleared from the Event Browser

## 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 is installable on any machine that has VPFM 2.0 installation. This patch is cumulative in functionality with VPFM patch 2.0.0.2, so the user does not have to install VPFM 2.0.0.1 or 2.0.0.2 first in order to install this patch on VPFM 2.0. Also, the user does not need to uninstall VPFM 2.0.0.1 or 2.0.0.2 patch (if installed earlier), in order to install this patch.

## How to install?

- Download this patch from the Nortel website
- Create a temporary folder
- Unzip the patch file into 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:  
`chmod 775 patch.pl`  
`./patch.pl`

*Note: <UCM\_HOME> refer to 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
```

In addition it backs up the discovery and event data so that it can be restored when the patch is un-installed. All the above files and data are backed up in the <UCM\_HOME>/VPFM/patches/VPFM2003 folder.

## Observation

- Sometime, if the machine is running slow, the patch might show some system errors 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/patches/VPFM2003/pinpoint.blob.orig,  
<UCM_HOME>/VPFM/classes/pinpoint.jar,  
<UCM_HOME>/VPFM/patches/VPFM2003/pinpoint.jar.orig
```

## Known Issues

- If there are PPP links between Nortel Secure Routers in your network, then, before installing this patch, you will need to make sure that the 'snmp source' configuration of the secure routers should point to the LAN interface and not to the PPP interface. If this is not done, then your discovery may be incomplete.

## Uninstalling Notes

To uninstall the patch, run the following command (s) from the <UCM\_HOME>/VPFM/patches/VPFM2003 folder:

- For Windows:  
    <UCM\_HOME>\perl\perl\bin\perl uninstall\_patch.pl
- For Linux:  
    chmod 775 uninstall\_patch.pl  
    ./uninstall\_patch.pl
- **NOTE:**

It is important to note that a un-installation of this patch will restore the state of the application (discovery, traps, events and trends) to what it was prior to installing this patch. This means that any devices discovered, events/traps received or trends accumulated after the installation of this patch will not be available after the un-installation.

Since, after the un-install, the discovery and event data that was restored is stale, we recommend that you delete the domain and events from the event browser after exporting to a file (for record keeping purposes). Then create a new domain and start a fresh discovery. After the discovery completes enable monitoring on this domain.

Also, please note that un-installation of this patch will not affect any customizations that were done after this patch was installed. These customizations include scopes, schedules, actions, responses, monitoring configurations etc.

