

Visualization Performance & Fault Manager Software Release 2.3 Release Notes

1. Release Summary

Release Date: 29-June-2011

Purpose: Software maintenance release for Avaya branding and Avaya device support.

2. Important Notes Before Upgrading to This Release

VPFM 2.3 is a rebranding to Avaya from heritage Nortel. The two brands cannot be mixed. The default installation directory and service names have changed along with the software. Hence, it is important to uninstall VPFM 2.2 or 2.1 or older installation of VPFM that was Nortel branded, before proceeding to install Avaya branded VPFM 2.3. Note that data may be backed up from Nortel branded UCM and restored on Avaya branded UCM but this is only possible going back two releases.

2.2 Preparation For Installation

Follow the steps below before installing VPFM 2.3:

1. Login to the VPFM server as local administrator for Windows or root for Linux
2. From the UCM_HOME\bin folder, run the "**backupAllData**" script. Default UCM_HOME for Windows is C:\ "Program Files" \Nortel\UCM\bin, for Linux it is /opt/Nortel/ucm/bin.
3. When prompted for the database root password, enter the original admin password used when installing prior version of VPFM. If you have forgotten the database root password, you can reset it following the procedure in <http://dev.mysql.com/doc/refman/5.0/en/resetting-permissions.html>
4. a. Backup all the data for VPFM 2.2 pick VPFM from list or b. Pick other co-resident applications, using the appropriate numbers. The files are in UCM_HOME/backups folder.
5. Uninstall VPFM 2.2 using:
"/opt/Nortel/ucm/vpfm/Uninstall_VPFM/Uninstall\ VPFM" on Linux or using the start menu "Uninstall VPFM" on Windows.
6. After successful uninstall of all the UCM applications, **reboot** the UCM server(s).
7. When the machine starts back up, check for any IPv6 interface or firewall on the server. Temporarily disable the IPv6 interface and the firewall.
8. Start the installation of VPFM 2.3 and follow installation document NN48014-300 revision 04.03.
9. After installing VPFM 2.3 you may restore the backup data from step 4 above. Copy the backup archive file from the old UCM HOME/backups to the new UCM HOME/backups directory. Run the command `restoreAllData.bat` from the UCM HOME\bin folder.

You will be prompted for admin password and on entering it further prompts will guide you through the restore process.

3. New in VPFM 2.3

Summary of new features in VPFM 2.3 are:

- Branding has been changed from Nortel to Avaya. This is notable in the title bar of the application browser and wherever legal Nortel branding is used.
- One new device and update to existing devices is included in this release. For details see document NN48014-104.
- Bug fixes and minor improvements are included. See the 'Problems Resolved in this Release' section.

4. Supported Operating Systems

The following table lists the operating systems supported by VPFM 2.3.

Operating system	Version
Windows 2003 32bit or 64bit	Standard or enterprise SP2
Windows 2008 32bit	Standard
Windows 2008 64bit	2008 R2 SP2
Linux	RHEL 5.2

Support for VMware environments on Windows and Linux Operating systems and HyperV on Windows Operating System continues from earlier release.

5. Supported Browsers

The following table lists the web browsers supported by VPFM 2.3.

Browser	Version
Microsoft Internet Explorer	7.0, 8.0
Mozilla Firefox	3.5, 3.6

Notes

You will require the Adobe Flash plug-in to be installed for your browser (Internet Explorer and Firefox), in order to view network maps in VPFM 2.3. Please refer to the VPFM Configuration Guide for details.

If you attempt to use VPFM with any Firefox version lower than 3.5, the Network Browser will display a blank page.

Though the VPFM 2.3 is certified for Firefox versions 3.5 and 3.6, optimal performance has been recorded with version 3.6 and is recommended.

6. Operational Notes

User Interface

For ease of navigation between the VPFM menu items, a top menu bar is new in this release. It is no longer necessary to go back to the VPFM home page to navigate between the menu items.

Java Device Manager (JDM)

The JDM version and certificates are updated.

7. Version of Previous Release

Software Version 2.2.0.1 was the immediate previous version released. It is a Nortel branded version and cannot be directly upgraded to VPFM 2.3. The upgrade involves uninstalling VPFM 2.2.0.1 and installing VPFM 2.3. Follow the procedure in section 2 for updating to VPFM 2.3.

8. Compatibility

This software release is compatible with following rebranded releases. Compatibility is defined in terms of co-residency as well as in distribution on one or more servers:

- EPM 5.1.3 can co-reside on the same physical server or VM
- IPFM 2.0.1 must not co-reside on same physical server or VM
- COM 2.3 can co-reside on the same physical server or VM
- Avaya CS 1000 version 7.5, where CS 1000 is the primary and VPFM is a member or backup server is allowed in the distributed setup.
- VPFM 2.3 as primary and EPM 5.1.3 or IPFM 2.0.1 or COM 2.3 as member and vice versa is allowed in the distributed setup,

In the solutions environment with primary, backup and member servers, the operating system on all the servers must be the same. The solutions environment cannot have a mix of Avaya and Nortel branded software.

9. Problems Resolved in This Release

The following table lists the limitations from earlier releases that have been addressed in this release:

Work Item Number	Description
	VPFM support for Belden Hirschman family of devices
	VPFM support of high bandwidth link utilization trends
Wi00831260	Monitoring details for VSP 9000 shows IP availability failure.
Wi00435437	Under certain circumstances, links do not appear with the BCM 222 after performing a network discovery.
WI00435787	After restoring data from a previous backup, VPFM displays certificate errors which cause the user to be unable to use the application.

10. Known Limitations

The following table lists the main know limitations:

Work Item Number	Description
Wi00891759	<p>Install fails on rare cases with error security service cannot be started. Under some very rare situation the CND database gets corrupted during installation. The CND service does not start due to the database corruption.</p> <p>Workaround: To fix the problem either uninstall and run the install again or use a CND db recover command. To recover the CND db, open a command window and change to the directory "C:\Program Files\Nortel\Common Network Directory" on windows server. On Linux server change directory to "/opt/nortel/cnd/". Run the command "db_recover -h data" If the tool runs without any errors, start the Nortel CND service manually and ensure that the windows service's startup type is automatic.</p>
Wi00887359	<p>VPFM 2.2.0.1 multiple instances of same switch displayed on topology map.</p> <p>Workaround: This is due to a large clock scew between the VPFM server and the devices. To fix the issue adjust the clock on the server and or devices.</p>
Wi00884130	<p>Installer is displaying an ERROR and user is allowed to proceed if a license file is not provided. Subsequently post-install check fails as VPFM service would not start without a valid license file.</p> <p>Workaround: Provide a valid license file while installing.</p>
Wi00691500	<p>VPFM2.2 - WLAN discovery of access point is discovered as two separate devices if the AP is registered to two controllers.</p>
Wi00691287	<p>OTM error code mapping windows can be moved above border in browser - leaving user with no way to remove window.</p> <p>Workaround: Use the browser back button to go to previous page then come back to this page.</p>
Wi00825064	<p>VPFM DB is left behind in MySQL after uninstalling VPFM in a co-residency deployment.</p>
Wi00731929	<p>On a small minority of networks, the user will likely get a few 404 errors if an attempt is made to browse the domain immediately after the discovery completes.</p> <p>Workaround: Wait a short while regardless of whether the problem manifested itself or not, the problem will not reappear until a new discovery is made.</p>
Wi00732000	<p>VPFM2.2 restore of very large UCM backup causes exception & out of memory error.</p>

	<p>Workaround: Go the VPFM knowledge folder and remove the notification files.</p>
Wi00817507	<p>In some monitoring scenarios, if a device interface link goes down from up, then it may go from NA status to a get timeout. Then if the link goes back up it may show ICMP: ping echo reply for ever.</p> <p>Workaround: Restart VPFM service to recover this link's status.</p>
Wi00826071	<p>VPFM 2.2 upgrade from 2.0 with UCM patch prevents adding SNMP v3 management user credentials.</p> <p>Workaround: Upgrade is fine from VPFM 2.1. Uninstall 2.0 and install 2.2.</p>
wi00729962	<p>Event Type and Subject lists takes up to 3 minutes to show up in the Event History filter dialog when filtering on a large number, over 1 million, events.</p>
WI00438330	<p>When doing a rediscovery on campuses consisting of Secure Routers connected by Frame Relay WAN links, one of the Secure Routers is not visible. Prior to the rediscovery, all routers were discovered. Discovery constraints employed are WAN, VPN crawl, and DNS lookup.</p>
WI00438300	<p>Links between Managed Hosts and switches are not discovered under these circumstances:</p> <p>If Router's ARP cache does not provide the MAC address of the host or it is not found until after the device is discovered, it won't be associated with the device early enough to do the linking.</p>
WI00438426	<p>For ERS 8600, the following trends are not available:</p> <p>mplsTunnelConfigured</p> <p>mplsTunnelActive</p>
WI00435738	<p>Under certain circumstances, links do not appear with Cisco and Nortel devices, after performing a network discovery.</p>
WI00435766	<p>There is no Help button for Monitoring Overrides.</p> <p>Workaround: Refer to the VPFM Configuration guide</p>
WI00438588	<p>When using the 3DES privacy protocol for SNMPv3, VPFM SNMP MIB Browser will not be able to successfully retrieve SNMP MIB values.</p>
WI00435822	<p>In the browser status bar, the message "transferring data from..." does not go away intermittently although the data has been transferred.</p> <p>Workaround: Change the perspective or zoom level to clear the message.</p>
WI00435821	<p>The status in the browser status bar disappears after setting background image.</p>
WI00435825	<p>Intermittently trend menu is displayed beneath the application</p>

	menu.
WI00563853	Optimized memory usage on browser pages when there are frequent updates.

11. Solutions Documentation

For other UCM Solutions documents please refer to the COM, EPM and IPFM product release notes and technical documentation available from the Avaya Technical Support web site at: <http://www.avaya.com/support> .

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