# Ridgeline Release Notes

*Software Version 4.0 Service Pack 2*

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# Table of Contents

# 1 Overview

This release note contains a summary of the important information and new features for the Ridgeline™ Management Suite 4.0 Service Pack 2. For information about previous releases, see the release notes for that release.

**Ridgeline 4.0 SP2** increases the number of devices that can be managed in inventory, adds hardware device support, and includes bug fixes:

- See Ridgeline Device Inventory Limit on page 6
- See New Hardware Devices Supported in Ridgeline 4.0 SP2 on page 9
- See Issues Resolved in Ridgeline 4.0 Service Pack 2 on page 24

For detailed descriptions of the features in Ridgeline, see the *Ridgeline Reference Guide*. If you need additional help, contact customer support at 800-998-2408 or support@extremenetworks.com.

**NOTE**

Ridgeline does not provide multi-language support.

This chapter covers the following topics:

# What's New in Ridgeline 4.0 Service Pack 2

## Ridgeline Device Inventory Limit

Ridgeline 4.0 SP2 can manage a maximum of 2,000 devices in inventory—an increase over the 800 permitted in Ridgeline 4.0 SP1—when using the 64-bit version of Ridgeline 4.0 SP2, and 500 devices, when using the 32-bit version of Ridgeline 4.0 SP2.

For other Ridgeline limitations, see Chapter 2, "Limits"on page 19.

## Map Removed from Main View

Map view is not available for the **Main View** group. To see maps for devices, create device groups (see the *Ridgeline Reference Guide*).

## "Select All" Option for Main and Group View Tables Removed

You can no longer use the top left check box in the **Main View** and group views to select all items in the devices tables. Use **SHIFT** + click to select ranges of devices instead.

## Support for Summit X480 Series Switches Dual Software Images

For Summit X480 series switches, starting with ExtremeXOS 15.6, two separate software image files (main and diagnostic images) are used for both individual switches and stacks that include Summit X480 series switches. Ridgeline 4.0 Service Pack 2 now supports upgrading using these two images.

For additional information about Summit X480 software images, see the *ExtremeXOS User Guide* and *Release Notes*.

For additional information about how to upgrade Summit X480 series switches using Ridgeline, see the *Firmware Manager* chapter in the *Ridgeline Reference Guide*.

# Important Limitations and Caveats for Ridgeline

The following section describe important limitations and caveats about how Ridgeline should be used within your network.

## Joint Interoperability Test Command (JITC) in ExtremeXOS 15.4 Incompatible with Ridgeline

Joint Interoperability Test Command (JITC) compliance in ExtremeXOS 15.4 is incompatible with Ridgeline operation.

The command `configure snmp compatibility get-bulk replytoo-big-action [standard | too-big-error]` switches ExtremeXOS from Ridgeline-compatible mode (too-big-error), the default mode, to JITC-compliant mode. Switching to JITC-compliant mode causes Ridgeline to fail to update its database with device information.

## Ridgeline Server and Client Requirements

For minimum requirements for installing the Ridgeline server and client, see the *Ridgeline Installation and Upgrade Guide*.

## The Ridgeline TFTP Server

Ridgeline's built-in TFTP server is intended only for uploading and downloading switch configuration files and software image files under Ridgeline's control. It is not intended for use as a general purpose TFTP server.

## Telnet Polling and Ridgeline

Although Ridgeline primarily uses SNMP to retrieve switch status and configuration information, it uses Telnet polling to collect certain types of information that are not available using SNMP. This includes information about netlogins, device FDB data (if FDB polling is enabled) and other selected status. Ridgeline's use of Telnet polling can affect your switches in several ways:

- Each time Ridgeline logs in and out of the switch, entries are created in the switch log.
- In some cases Ridgeline needs to disable CLI paging to parse the results of certain commands. This creates an entry in the switch log file for every occurrence.
- Over time, these entries can fill the switch log file, and can make it more difficult to recognize log entries due to errors or other significant conditions. If these entries in the log file become problematic, you can periodically clear the switch log, disable Ridgeline's Telnet polling, reduce Ridgeline's polling frequency, or use the ExtremeWare or ExtremeXOS Event Management System log filtering capability to suppress the log entries generated by Ridgeline logon and logoff events.

## Allowing Clients Access to the Server from Behind a Firewall

If the Ridgeline server is located behind a firewall, you must allow Ridgeline clients access through the firewall.

To allow clients to access a Ridgeline server that is behind a firewall:

1 Start the Ridgeline client from the same machine where the server is installed.
2 In the navigation pane, click **Ridgeline Users And Servers**.
3 Click **Open Server Properties tab**.
4 Select **Other** from the list.
5 In the **Client Port** field, enter an available port number in the **Property Value** column. (The default of **0** means any available port.)
6 Click **Apply** to apply the setting. You are prompted to restart the Ridgeline server to implement the changes.
7 Stop, and then restart the Ridgeline server. For instructions, see the *Ridgeline Installation and Upgrade Guide*.
8 In the settings for your firewall, allow exceptions for the following ports:
   - The HTTP port used for communication with Ridgeline clients (default is 8080)
   - JBoss remoting port: 10555
   - The client port you specified in step 5 earlier.
9 Click **Apply**. Restart the browser to implement these changes.

## Switch Access Requirements

Ridgeline uses SNMP, HTTP/HTTPs, and Telnet to discover and communicate with the devices on your network. Both SNMP v1/v2 and SNMP v3 are supported.

- SNMP must be enabled on the switch for Ridgeline to discover the device, and for Ridgeline to manage the switch.
- If you use access profiles to control SNMP, Telnet, and SSH access to your switches, you must ensure that the Ridgeline host's IP address is permitted in those access profiles.

# Ridgeline Device Support

This section contains the following information:



## New Hardware Devices Supported in Ridgeline 4.0 SP2

The following new devices are supported in Ridgeline 4.0 SP2:

- Summit X430-8p, X430-24p
- Summit X440-24tDC, X440-48tDC
- BlackDiamond BDXB-100G4X module (4 × 100Gb Ethernet ports)
- Summit X670-G2 series switches:

  X670-G2-48X-4q and X670-G2-72X

- Summit X460-G2 series switches:

  X460-G2-24t-10GE4, X460-G2-48t-10GE4, X460-G2-24p-10GE4, X460-G2-48p-10GE4, X460-G2-24x-10GE4, X460-G2-48x-10GE4, X460-G2-24t-GE4, X460-G2-48t-GE4, X460-G2-24p-GE4, and X460-G2-48p-GE4

## All Devices Supported in Ridgeline

Ridgeline supports the following Extreme Networks devices:

**Table 1: Extreme Networks Devices Supported by Ridgeline**

| Switches/Modules | ExtremeWare/ ExtremeXOS Versions Supported |
|---|---|
| **Summit switches** | |
| Summit WM 200/2000, Summit WM 3400/3600/3700, Summit WM 100/1000, Summit WM 20 | |
| **Summit X150 series** | |
| Summit X150-24t, Summit X150-48t, Summit X150-24p | ExtremeXOS 12.0 SR1 or later |
| **Summit X200** | |
| Summit 200-24, Summit 200-24fx, Summit 200-48 | 7.1e or later<br>**NOTE:** S200s stacking not supported in 7.1e. Please upgrade to 7.4 for stacking support.<br>7.3e or later required for 802.1x and SNMPv3 support<br>7.4 or later required for S200s stacking support. |
| **Summit X250 series** | |
| Summit X250-24tDC, Summit X250-24xDC, Summit X250-48tDC | ExtremeXOS 12.0 or later |
| **Summit X250e series** | |
| Summit X250e-24t, Summit X250e-24p, Summit X250e-48t, Summit X250e-24x, Summit X250e-48p | ExtremeXOS 12.0 or later<br>ExtremeXOS 12.0 SR1 or later for X250e-24x |
| **Summit X300-24** | |
| Summit 300-24 | 7.3e or later |
| **Summit X300-48** | |
| Summit X300-48 | 6.2a or later<br>7.3e or later required for 802.1x and SNMPv3 support |

**Table 1: Extreme Networks Devices Supported by Ridgeline (Continued)**

| Switches/Modules | ExtremeWare/ ExtremeXOS Versions Supported |
|---|---|
| **Summit X350 series** | |
| Summit X350-24t, Summit X350-48t | ExtremeXOS 12.0 or later |
| **Summit X400-24** | |
| Summit 400-24t, Summit 400-24p | 7.4 or later |
| **Summit X400-48** | |
| Summit 400-48 | 7.2e or later<br>7.3e or later required for 802.1x and SNMPv3 support<br>7.4 or later required for S400s stacking support. |
| **Summit X430** | |
| Summit X430-24t, Summit X430-48t | ExtremeXOS 15.3.2 or later |
| Summit X430-8p, Summit X430-24p | ExtremeXOS 15.5.2 or later |
| **Summit X440** | |
| Summit X440-24p, Summit X440-24t | ExtremeXOS 15.1 or later |
| Summit X440-8t, Summit X440-8p, Summit X440-48t, Summit X440-48p, Summit X440-24t-10G, Summit X440-24p-10G, Summit X440-48t-10G, Summit X440-48p-10G | ExtremeXOS 15.1.2 or later |
| Summit X440-L2-24t, Summit X440-L2-48t | ExtremeXOS 15.2.1 or later |
| Summit X440-24tDC, Summit X440-48tDC | ExtremeXOS 15.3.1 or later |
| **Summit X450 series** | |
| Summit X450-24t, Summit X450a-24t, Summit X450a-24t-DC, Summit X450-24x, Summit X450a-48t, Summit X450e-24p, Summit X450e-48p, Summit X450a-48tDC, Summit X450e-24t, Summit X450a-24x, Summit X450a-24x-DC, Summit X450e-48t | ExtremeXOS 11.2 or later<br>ExtremeXOS 11.5 or later for X450e, X450a |
| **Summit X460 series** | |
| Summit X460-24t, Summit X460-48t, Summit X460-24p, Summit X460-24x, Summit X460-48x, Summit X460-48p | ExtremeXOS 12.5.1 or later |
| XGM3S-2sf, XGM3S-2xf, XGM3S-4sf modules | ExtremeXOS 15.1 or later |
| Summit X460-G2-24t-10GE4, Summit X460-G2-48t-10GE4, Summit X460-G2-24p-10GE4, Summit X460-G2-48p-10GE4, Summit X460-G2-24x-10GE4, Summit X460-G2-48x-10GE4, Summit X460-G2-24t-GE4, Summit X460-G2-48t-GE4, Summit X460-G2-24p-GE4, Summit X460-G2-48p-GE4 | ExtremeXOS 15.6.1 or later |

**Table 1: Extreme Networks Devices Supported by Ridgeline (Continued)**

| Switches/Modules | ExtremeWare/ ExtremeXOS Versions Supported |
|---|---|
| **Summit X480 series** | |
| Summit X480-24x, Summit X480-24x-SS, Summit X480-24x-SS128, Summit X480-48t, Summit X480-48t-SS, Summit X480-48t-SS128, Summit X480-48x, Summit X480-48x-SS, Summit X480-48x-SS128, Summit X480-24x-10G4X, Summit X480-48t-10G4X, Summit X480-48x-10G4X, X480-48t(40G4X), X480-48x(40G4x) | ExtremeXOS 12.4 or later |
| **Summit X650 series** | |
| SummitX650-24x, Summit-X650-24t-SS, Summit-X650-24t-SS512, SummitX650-24t, Summit-X650-24t-SS256, Summit-X650-24t-SSns, Summit-X650-24x-10G8X, Summit-X650-24x-40G4X, Summit-X650-24x-SS, Summit-X650-24x-SS512, Summit-X650-24x-SSns, Summit-X650-VIM1-256, SummitX650-24x-40G4X, SummitX650-24t-40G4X, Summit-X650-24x-SS256 | ExtremeXOS 12.2 or later |
| **Summit X670 series** | |
| SummitX670-48x | |
| 800400-00 Rev. 05 | ExtremeXOS 12.6.1 or later |
| 800400-00 Rev. 06 | ExtremeXOS 15.1.1 or later |
| VIM4-40G4x | ExtremeXOS 12.6.1 or later |
| Summit X670-48t | ExtremeXOS 15.2.2 or later |
| Summit X670-G2-48X-4q, Summit X670-G2-72X | ExtremeXOS 15.6.1 or later |
| **Summit X770 series** | ExtremeXOS 15.4 or later |
| **BlackDiamond 6800** | ExtremeXOS 6.2 or later |
| 0G4Ca module<br>8500-G24X-e, and MSM24 modules | |
| **BlackDiamond 8800 series** | ExtremeXOS 12.6 or later |
| **BlackDiamond 8900** | |
| 8900-40G6X-xm, 8900-MSM128, 8900-10G24X-c, and 8900-G96T-c modules | ExtremeXOS 12.3 or later |
| 8900-10G8X-xl, 8900-G48X-xl, 8900-G48T-xl, G24Xe, G48T-ep, G48T-e, 8500-MSM24, 8500-G48T-e modules | ExtremeXOS 12.4 or later |
| 8900-40G6X-xm module | ExtremeXOS 12.6 or later |
| **BlackDiamond 10808** | ExtremeXOS 11.0 or later |
| **BlackDiamond 12802** | ExtremeXOS 12.0 or later |
| **BlackDiamond 12804** | ExtremeXOS 11.4 or later |
| **BlackDiamond 20804** | ExtremeXOS 12.4 or later |

**Table 1: Extreme Networks Devices Supported by Ridgeline (Continued)**

| Switches/Modules | ExtremeWare/ ExtremeXOS Versions Supported |
|---|---|
| **BlackDiamond 20808** | ExtremeXOS 12.4 or late |
| **BlackDiamond X8 Series Switches** | |
| BDXA-10G48X I/O module, BDXA-40G12X I/O module, BDXA-40G24X I/O module (requires a functional BDXA-FM20 fabric module), BDX-MM1 management module, BDXA-10G48T<br>BDXB-100G4X module | ExtremeXOS 15.1 or later<br>ExtremeXOS 15.5.1 or later |
| **E4G-200 Cell Site Routers** | ExtremeXOS 15.1.1 or later |
| E4G-200-12X | ExtremeXOS 15.2.2 or later |
| **E4G-400 Cell Site Routers** | ExtremeXOS 15.1.1 or later |
| **All Summit "i" Series switches**<br>(Summit1i /1iSX, Summit24e3, Summit48i/48Si, Summit5iTX/LX/SX, Summit7iTX/SX, Summit24e2T/2X*, SummitPx1*)<br>**Alpine**<br>**MSM64i** | 6.2 or later<br>7.1 or later required for 802.1x and SNMPv3 support |

* Ridgeline provides only limited support for the Summit24e2, SummitPx1, Summit WM 100/1000, and Summit WM 200/2000. These devices are supported with the same limitations as non-Extreme devices.

If you have a support contract, you can download the latest software versions of ExtremeWare or ExtremeXOS from: https://esupport.extremenetworks.com/eservice_enu/start.swe?SWECmd=Start&SWEHo=esupport.extremenetworks.com.

## Extreme Networks Virtualization (XNV) Device Support

The following devices support Ridgeline's XNV feature:

**Table 2: Extreme Networks Devices that Support XNV**

| Products | ExtremeXOS Requirement |
|---|---|
| Summit X460 series<br>Summit X460-G2-24t-10GE4, Summit X460-G2-48t-10GE4, Summit X460-G2-24p-10GE4, Summit X460-G2-48p-10GE4, Summit X460-G2-24x-10GE4, Summit X460-G2-48x-10GE4, Summit X460-G2-24t-GE4, Summit X460-G2-48t-GE4, Summit X460-G2-24p-GE4, Summit X460-G2-48p-GE4 | ExtremeXOS 12.5.2 or later<br>ExtremeXOS 15.6.1 or later |
| Summit X480 series | ExtremeXOS 12.5.2 or later |
| Summit X650 series | ExtremeXOS 12.5.2 or later |
| Summit X670 series<br>Summit X670-G2-48X-4q, Summit X670-G2-72X | ExtremeXOS 12.6.1. or later<br>ExtremeXOS 15.6.1 or later |
| Summit X770 series | ExtremeXOS 15.4.1 or later |
| The following BlackDiamond 8800 c-Series modules:<br>• G48Tc<br>• G48Xc<br>• 10G8Xc<br>• 10G4Xc | ExtremeXOS 12.5.2 or later |
| All BlackDiamond 8900 series modules | ExtremeXOS 12.5.2 or later |
| The following BlackDiamond 8800 Pluggable options:<br>• S-G8Xc<br>• S-10G1Xc | ExtremeXOS 12.5.2 or later |
| BlackDiamond X8 series | ExtremeXOS 15.1.1 or later |

### *Supported VMMs and VMs*

Ridgeline supports only the following versions of VMMs:

- VMware 5.0 vCenter Server Virtualization Management
- Citrix (XenServer) 5.6.0
- Microsoft System Center Virtual Machine Manager (SCVMM) 2.0.4275.0
- Wide Key Support for Policy Rules

When creating some policy rules, you must enable Wide Key on the switch. For more information about rules, see the ExtremeXOS documentation.

## Other Third-Party Device Support

Under normal circumstances, Ridgeline provides limited support for non-Extreme devices that run MIB-II compatible agents. These devices are supported in Inventory and Alarm Manager (for standard SNMP traps).

Ridgeline's third-party framework enables the integration of additional devices independently of Ridgeline software releases.

**NOTE**

Third-party device limitations also apply to the Extreme Summit24e2, SummitPx1, Summit WM 100/1000, and Summit WM 200/2000 devices, as well as the Sentriant AG and Sentriant NG devices.

Table 3 provides a summary of Ridgeline's basic support for non-Extreme devices.

**Table 3: Third-Party Device Support by Feature**

| Feature | Third-Party Device Support |
|---|---|
| Inventory | MIB-2 compatible devices: status only, SNMP v1 only. Integrated support for devices included through the Integration Framework. |
| Alarms | MIB-2 compatible devices: standard traps. Integrated alarm support for devices included through the Integration Framework. |
| Configuration Manager | No |
| Firmware Manager | No |
| IP/MAC Address Finder | No |
| Telnet | Telnet supported for selected third-party devices. No SSH support. |
| Real-Time Statistics | No |
| Map Views | Yes, limited to display on map. |
| Reports | Limited support for MIB-2 compatible devices. |

## SSH Support

Ridgeline supports the use of SSH for communication with Extreme Networks devices if the following conditions are met:

- The SSH Enabling Module must be installed on the Ridgeline server host. Due to export restrictions, you must obtain this module from Extreme Networks. It is not included with the Ridgeline software distribution.
- Your switches must be running versions of ExtremeWare or ExtremeXOS that support SSH, and SSH must be enabled on those devices. Due to export restrictions, a special license is required for the SSH versions of the switch software. To request SSH-enabled versions of the software, contact Extreme Networks Technical Support.

For more information about obtaining and installing these modules, see the *Ridgeline Installation and Upgrade Guide*. SSH is not supported for third-party devices.

# Ridgeline Software Licensing

This section describes:

- The types of licenses available for the Ridgeline software.
- How to determine the number and types of licenses to buy.

## License Types

The Ridgeline software supports the licenses described in Table 4.

**Table 4: Ridgeline Software Licenses**

| License Name | Features |
|---|---|
| Ridgeline Base-10[a] | • All product base software features in Ridgeline (such as Configuration Manager, Firmware Manager, Alarm Manager, Universal Port Manager, scripting, topology views, etc.).<br>• Supports up to 10 devices. |
| Ridgeline Base-50 | • All product base software features in Ridgeline (such as Configuration Manager, Firmware Manager, Alarm Manager, Universal Port Manager, scripting, topology views, etc.).<br>• Supports up to 50 devices.<br>• Network users monitoring. |
| Ridgeline Add 50 Devices | • Adds support for an additional 50 devices. This license only adds 50 more devices. |
| Ridgeline Add 250 Devices | • Adds support for an additional 250 devices. |
| Ridgeline Unrestricted | • Supports a maximum of 2,000 devices. |
| Security Feature Pack Base-50 | • Adds identity management role-based access control.<br>• Supports up to 50 devices. |

**Table 4: Ridgeline Software Licenses (Continued)**

| License Name | Features |
|---|---|
| Security Feature Pack Add 50 Devices | • Adds identity management role-based access control for an additional 50 devices. |
| Security Feature Pack Add 250 Devices | • Adds identity management role-based access control for an additional 250 devices. |
| Security Feature Pack Unrestricted | • Adds identity management role-based access control for a maximum of 2,000 devices. |
| Data Center Feature Pack Base-50 | • Adds support for XNV (ExtremeXOS virtualization).<br>• Supports up to 50 devices. |
| Data Center Feature Pack Add 50 Devices | • Adds XNV support for an additional 50 devices. |
| Data Center Feature Pack Add 250 Devices | • Adds XNV support for an additional 250 devices. |
| Data Center Feature Pack Unrestricted | • Adds XNV support for a maximum of 2,000 devices. |
| Service Advisor Feature Pack | • Adds monitoring and provisioning support for E-Line, E-LAN, VMAN (PB), PBB, and VPLS monitoring for up to 2,000 devices. |

a. The Ridgeline Base-10 software license is free; it is not upgradeable and technical support is not available. Technical support is available for all other software licenses.

## License Calculation

Depending on the number of devices you want the Ridgeline software to manage, you might need to purchase a combination of licenses or multiples of one license. There are two base licenses, which are available for 10 devices (Base-10) or 50 devices (Base-50) devices. The Ridgeline Base-10 license is not upgradeable. The Ridgeline Base-50 license is upgradeable in increments of 50 and 250. So, for a network of 245 switches, you would purchase:

1 × Ridgeline Base-50

4 × Ridgeline Add 50 Devices

$$50 + (4 \times 50) = 250$$

Note that in this example, there are five unused licenses available for future use. We do not offer single-switch licenses, and you cannot use the Ridgeline Base-10 license to upgrade in increments of 10.

You can obtain a license key at www.extremenetworks.com/support/software

License key installation is separate from the Ridgeline server installation.

After you have determined the type and number of licenses required for your network, and obtained a license key(s), you are ready to begin the software installation process. The entire process is described in detail in the *Ridgeline Installation and Upgrade Guide.*

# Ridgeline Software Documentation

The Ridgeline software documentation set includes installation instructions, online help, a reference guide, and this release note.

**Table 5: Ridgeline Software Documentation**

| Title | Content | Format | Available at... |
|---|---|---|---|
| *Ridgeline Installation and Upgrade Guide* | How to install the Ridgeline software, or upgrade from a previous version | PDF/HTML | • With the Ridgeline software installation download file (.zip)<br>• Extreme Networks documentation website[a] |
| *Ridgeline Reference Guide* | How to use the features of the Ridgeline software | PDF/HTML | • Link on the Ridgeline Welcome page[b]<br>• With the Ridgeline software installation download file (.zip)<br>• Extreme Networks documentation website[a] |
| *Ridgeline online help* | How to use the features of the Ridgeline software | Web help | Available throughout the Ridgeline client interface (click **Help**). |
| *Ridgeline Release Notes* | Open and known software issues, resolved problems, new features, important requirements and limitations, device support, and licensing information. | PDF | With the Ridgeline software installation download file (.zip) |

a. The Extreme Networks documentation website is located at www.extremenetworks.com/documentation.

b. Access the Ridgeline Welcome page by entering http://<host>:<port>, where <host> is the name or IP address of the Ridgeline server and <port> is the HTTP port number that you assigned to the Ridgeline web server during installation.

# 2 Limits

This chapter summarizes the supported and recommended values in Ridgeline Management Suite, software version 4.0 Service Pack 2.

**Table 6: Recommended and Supported Values**

| Feature | Metric | Supported | Recommended |
|---|---|---|---|
| **Alarm Manager**<br>**NOTE:**<br>• Ridgeline can process 500 traps/syslog messages per minute for approximately five hours. Exceeding five hours may produce degraded performance.<br>• If the incoming rate per minute exceeds 500, the remaining traps are dropped and an incoming SNMP traps reached maximum alarm is generated. | Number of traps/alarms that can be processed per minute | 500 | 500 |
| | Number of syslog messages that can be processed per minute | 500 | 500 |
| | Number of alarms that can be cleared manually | 600<br>at one time | 600<br>at one time |
| | Number of alarms that can be cleared manually | 600 | 600 |
| | Maximum number of active alarms | 100,000<br>(older alarms that exceed 100,000 are moved to the historical alarms table) | 100,000<br>(older alarms that exceed 100,000 are moved to the historical alarms table) |
| Client | Number of clients | 5 | 3 |
| Configuration Manager | Number of devices that can be included in a schedule | 2,000 | 2,000 |
| | Frequency | Any | Any |
| Firmware Manager | Number of devices that can be upgraded at a time<br>**NOTE:** Upgrade no more than 50 devices at a time. | 2,000 | 50 |

Table 6: Recommended and Supported Values (Continued)

| Feature | Metric | Supported | Recommended |
|---|---|---|---|
| Groups | Number of device groups | - | 100 |
| | Number of devices in a group | 500 | 100 |
| | Maximum number of devices per group hierarchy (including devices in parent group and its sub-groups) | 500 | 500 |
| | Maximum number of groups per group lineage (including parent group) | 5 | 5 |
| | Maximum number of devices that can be copied/moved at a time | 100 | 100 |
| | Maximum number of ports that can be copied/moved at a time | 500 | 500 |
| Identity Monitoring | Number of devices that can be selected for Identity monitoring at a time<br><br>**NOTE:** Enable ID monitoring on no more than 50 devices at a time. | 100 | 50 |
| | Number of identities per minute | - | 1,500 identities over a period of 5 minutes (Kerberos users).<br><br>**NOTE:** If there is sustained user activity (logins/logouts) for large number of users, then the client performance may degrade. |
| | Number of identities | - | 3,000 |

Table 6: Recommended and Supported Values (Continued)

| Feature | Metric | Supported | Recommended |
|---|---|---|---|
| Inventory Manager | Adding devices<br><br>**NOTE:** When beyond 1,000 devices, add no more than 100 at a time. | 150 | 150 |
| | Deleting devices | 300 | 100 |
| | Updating devices | 200 | 100 |
| | Modifying devices | 200 (when updating both device and database)<br>Unlimited (database-only change) | 100 |
| | Detailed polling interval for core services<br>(inventory, topology, VLAN, EAPS)<br>**NOTE:** You can change the default polling settings by clicking **Communication Settings** in the **Main View** or group view. It is strongly recommended that you not reduce the value significantly below the default. | Default settings:<br>5 hours for BlackDiamond switches<br>9 hours for Summit switches (standalone and SummitStack) | 5 hours for BlackDiamond switches<br>9 hours for Summit switches |
| | Detailed polling interval for non-core services<br>(XNV, MLAG, VPLS, PBB)<br>**NOTE:** The non-core services polling settings are not configurable.<br>**NOTE:** IDM and UPM are by default set to only manual sync polling. These features can be a part of core service or non-core service polling. You can set this under server properties device settings. | Default settings:<br>Every 25th hour for BlackDiamond switches<br>Every 27th hour for Summit switches (standalone and SummitStack) | Not configurable |
| | Status polling interval | 15 mins | 15 mins |
| Logout | Number of days exit client | Once a day | Once a day |
| Provisioning | Number of devices that can be selected for VLAN creation. | 100 | 100 |
| Reports | Number of report clients | 5 | 3 |

Table 6: Recommended and Supported Values (Continued)

| Feature | Metric | Supported | Recommended |
|---|---|---|---|
| **Scripting** | **Number of devices that can be selected for a script deployment**<br><br>**NOTE:** Deploy scripts on no more than 100 devices at a time. | **2,000** | **100** |
| **VLAN Manager** | **Number of network-wide VLANs that can be managed** | **-** | **15,000** |
| | **Number of VLANs for a device** | **4,095** | **4,000** |
| **XNV** | **Number of devices that can be selected for XNV monitoring at a time**<br><br>**NOTE:** Enable VM monitoring on no more than 25 devices at a time. | **100** | **25** |
| | **Number of virtual machines** | **-** | **10,000** |

# 3 Open Issues, Known Behaviors, and Resolved Issues

This chapter describes known problems with the Ridgeline 4.0 SP2 including recommendations for workaround when available. It also lists problems that existed in previous versions of Ridgeline that have been fixed in this release.

For the latest release notes, patches, and bug list, see: https://esupport.extremenetworks.com/eservice_enu/start.swe?SWECmd=Login&SWECM=S&SWEHo=esupport.extremenetworks.com.

**NOTE**

Extreme Networks is transitioning to a new software defect numbering system. Previously, software defect ID numbers were prefaced with the letters “PD”; they are now prefaced with “rgl.” During this transition period, some software defects will have the old format ID and some will have the new one.

This chapter contains the following sections:

# Issues Resolved in Ridgeline 4.0 Service Pack 2

**Table 7: Issues Resolved in Ridgeline 4.0 Service Pack 2**

| ID | Description |
|---|---|
| **General** | |
| rgl0023453 | Cannot change the poll interval value in the communications settings for devices. |
| rgl0023470 | When adding devices, the password in **File** > **Add Device** is used, rather than the password set in **Tools** > **Default Communication Settings**. |
| **Alarm Manager** | |
| rgl0024034 | E-mail is not sent for alarms\events after restarting the Ridgeline server. |
| rgl0024030 | Restarting the Ridgeline server causes SNMP/HTTP unreachable alarms. |
| rgl0023734 | The Alarm Manger **Outstanding** tab takes 4–5 minutes to display +3,000 outstanding alarms. |
| rgl0023411 | Log messages do not show a source name or IP address variables defined for event-based variable. There is no system variable option for source device name or IP address. |
| **Client** | |
| rgl0023368 | There is an inconsistency between which columns are available to be hidden in the Table Selector icon versus right-clicking columns. |
| rgl0023192 | Clients can stop responding when they stay connected for more than two days or during high levels of activity from the server. |
| rgl0022774 | Progressing through multiple client views can produce a `NoSuchEJBException` error message. |
| rgl0022841 | When modifying communications settings for a selected device within a group, devices not belonging to that group appear. |
| rgl0019723 | Navigating through ribbons/navigation pane can cause Ridgeline to end unexpectedly. |
| rgl0020568 | Map operations, such as selecting group nodes/sub-nodes, creating new subgroups, renaming groups, etc. occur very slowly. |
| **Configuration Manager** | |
| rgl0022695 | Configuration backup does not work properly if the frequency is set to monthly and if the date is not present in all months (for example: 31, 30, 29, etc.). |
| rgl0021910 | Creating a baseline configuration fails when **Mark As Baseline Later** is selected. |
| rgl0023410 | Wireless controller with access point detected in inventory by it having an IP address is not being added to the configuration global backup schedule. |
| rgl0023731 | Can create scheduled configuration backup task with a duplicate name that then does not appear in the Configuration Manger **Scheduled Tasks** tab. |

**Table 7: Issues Resolved in Ridgeline 4.0 Service Pack 2 (Continued)**

| ID | Description |
|---|---|
| rgl0023897 | If the Ridgeline server is shut down before scheduled, recurring backups, and then restarted, the next scheduled backup time is not correctly calculated and shown in the **Scheduled Tasks** tab. |
| **EAPS** | |
| rgl0022823 | After adding and deleting a few devices, trying to create EAPS fails and the following error message appears:<br>`* EAPS couldnt be created afterwards failing at Shared Node Dependancy check or Master Node Dependancy Check with exception hit with error "One or more parameters not set properly"` |
| **Database** | |
| rgl0022339 | Having a "„" value in a database table column causes data migration to fail and display an "`unable to convert table data"` error. |
| **Firmware Manager** | |
| rgl0024035 | Clicking the **Update Software information** button takes an excessive length of time and displays a timeout error. |
| rgl0024020 | The **Apply the selected option for all device(s)** check box now implements the **Download Protocol** drop-down box selection (TFTP/SFTP) to all selected devices. |
| rgl0024036 | Manually added ExtremeXOS images are not listed in the **Distribution And Activation** dialog box after updating them with the devices to be supported. |
| rgl0023616 | Firmware Manager should use download protocol "SFTP" when SSH is configured. |
| rgl0023552 | On the **Distribution and Activation** dialog box with an SSH XMOD image and two devices selected, the **Save Settings** button does not retain the partition settings when switching between the two devices. |
| rgl0022198 | You cannot select the same settings for all the devices on the **Distribution and Activation** (**Image Settings** tab) dialog box. |
| rgl0023499 | Devices with patch images installed do not show the partition details when applying an SSH XMOD upgrade. |
| **Grouping** | |
| rgl0021785 | Deleting the sub-group with sub-group view open is not removing the group name from the left-side tree pane. |
| rgl0022690 | Adding devices to multiple levels of device groups causes the screen to refresh repeatedly. |
| rgl0023569 | Group names are not sorted properly on multiple screens. |
| **Identity Manager** | |
| rgl0023997 | Unable to set the ACL source-address type which prevents using role-based access control. |

**Table 7: Issues Resolved in Ridgeline 4.0 Service Pack 2 (Continued)**

| ID | Description |
|---|---|
| **Inventory** | |
| rgl0023735 | Modifying Telnet passwords for approximately 2,000 devices fails due to timing out. |
| rgl0021790 | Port types and colors are not shown correctly for Summit X670V-48t series switches with redundant ports. |
| rgl0021308 | For chassis/stack devices, in the device panel:<br>• Information is shown too far down, and the scroll bar moves too slowly.<br>• The separation between the graphical representation and the tabs below should be variable.<br>• Clicking the close/open arrow on the top right-hand corner, which hides the device image, creates a blank area. The tabbed area should come to the top when the image is hidden. |
| rgl0020573 | Devices discovered with SNMP v3 should be added with v3 credentials by default. |
| rgl0019200 | Should show why discovery of a device fails. |
| rgl0022167 | The load sharing information that appears is wrong for the ports. |
| rgl0023739 | SNMP-unreachable devices cannot successfully be moved offline using communications settings. |
| rgl0023157 | The Summit X440-24tDC switch is not supported. |
| rgl0023152 | After discovering devices within a group, Ridgeline stops responding and does not allow new clients to connect. |
| **MAC Finder** | |
| rgl0022985 | Devices with long ARP or FDB tables cause the IP/MAC Finder to run for a long time and then produce no result. |
| **Provisioning** | |
| rgl0023991 | Error occurs when trying to delete EAPS domain established between two devices. |
| rgl0023976 | Deleting VLANs/VMANs from the **Main View**/group view **VLAN** tab fails and produces an error. |
| rgl0022507 | Ports belonging to the Default VLAN are removed from the Default VLAN when you attempt to add those ports to another VLAN. This action should produce an error message. |
| rgl0023055 | Ridgeline produces an error and stops responding after adding load shared ports to VLANs on Eware devices. |
| rgl0023841 | Removing a port for a selected device from a VLAN, removes that port for other devices from the VLAN. |
| rgl0023931 | After the Ridgeline server and clients have been running for longer than two days, client stops responding when trying to view a group map. |

**Table 7: Issues Resolved in Ridgeline 4.0 Service Pack 2 (Continued)**

| ID | Description |
|---|---|
| **Reports** | |
| rgl0021566 | MIB Poller Summary report does not work properly. |
| rgl0022235 | When a device goes to marginal conditions due to an "SNMP status marginal" issue, the reason shown in the reports is not correct. |
| rgl0023495 | Ridgeline's CA root certificate is expired. |
| **Scripting** | |
| rgl0024015 | Scripts assigned to a role do not appear for a user with that role when logging on using RADIUS authentication. |
| rgl0021000 | Clicking **Run Script** from a device group causes multiple problems to occur with the **Run Script** wizard. |
| rgl0023339 | User names with special characters prevent you from viewing script results. |
| rgl0023166 | Scripts that do not allow a certain role to run them, can nevertheless be run by users assigned to that role. |
| rgl0022908 | When saving a script as a task, the task name field is not consistently validated for length and permitted characters in all dialog boxes. Character length should be limited to 95, and the special characters, dot, hyphen, and underscore should be allowed. |
| **Server** | |
| rgl0019395 | The following two Telnet properties do not work:<br>• "Use system login password for telnet/ssh"<br>• "Device Telnet Width" |
| rgl0022089 | Receiving multiple link down/up traps in a short time period can eventually cause clients to stop responding and prevent additional clients from connecting to the server. |
| rgl0022295 | Unable to connect a client to the Ridgeline server (Windows 64-bit 2008 server) after running Ridgeline for a month. |
| rgl0022368 | With 850 devices in inventory, running Ridgeline for two days, causes the client to stop responding (also cannot connect with another client) and display the following error message:<br>`"2013-08-20 20:44:15,387 ERROR [ClientDataService] ClientDataService.printResponseError(line:500): Failed to execute \| Method : EapsDomainDetailsView#updateData - EapsClientService#getDomainNodesForEapsDomain \| Request : GetAttributesRequest`<br>`java.lang.OutOfMemoryError: Java heap space..."` |

**Table 7: Issues Resolved in Ridgeline 4.0 Service Pack 2 (Continued)**

| ID | Description |
|---|---|
| **Topology** | |
| rgl0022806 | When deleting a VLAN spanning over 540 devices, Ridgeline client stops responding during device connectivity check for a few seconds (~30 to 45 seconds). |
| rgl0022367 | Sometimes all of the nodes in a group are overlapping each other and look as if there is only one node in that group. |
| rgl0020994 | The **Delete** button is not active when you select a user-created link in a map. |
| rgl0022192 | LAG links appear as multiple links in the topology maps. |
| rgl0023335 | Map views are not saved. |
| rgl0023061 | In a map, opening the **Link Detail** window by right-clicking, and then clicking **Open**, does not show the device names for the link. |
| rgl0022673 | After devices are added, map is blank or appears with devices shown as boxes (not normal device icons) and links as black lines. |
| rgl0022719 | Selecting a device group causes the following error message to appear:<br>"`Topology memory model construction on server is in progress. Group's map will not be shown unless server task completes`"<br>After dismissing the error message, you cannot display the map for the group. |
| rgl0023566 | Cannot make multiple layout changes to a map. |
| rgl0022255 | Even after deleting all of the devices from inventory, some devices still appear in the topology map view. |
| rgl0023460 | Disconnecting a cable from one set of LAG ports, connecting to another set of LAG ports on the same device, and then reconnecting back to the original LAG ports causes the LAG link to remain in the yellow state on the map. |
| rgl0023477 | With EDP only enabled, LAG ports links do not always show the correct status color after being disabled, and then enabled. |
| rgl0023536 | Map may show no devices for a group. |
| **Universal Port Manager** | |
| rgl0023565 | With a large number of groups, you are unable to view all groups in UPM. |
| rgl0023635 | Cannot remove UPM profile associated with a deleted device. |
| **VLANs** | |
| rgl0023975 | With +1,500 devices, adding devices with multiple VLANs while in the **VLAN** tab can sometimes cause the client to stop responding. |
| rgl0023961 | **VLAN** tab view for groups does not show all applicable VLANs. |
| rgl0023815 | With +2,000 devices and server running for 4–5 days, editing VLAN properties (name, membership, ports, etc.) can fail due to timing out. |
| rgl0022742 | Redundant VLAN/VMANs entries appear. |

**Table 7: Issues Resolved in Ridgeline 4.0 Service Pack 2 (Continued)**

| ID | Description |
|---|---|
| rgl0023009 | Using uppercase character for a VMAN name causes the VMAN to appear as a VLAN in the VLAN table. |
| rgl0023015 | After a device is copied to a group, only the copied device's ordinary VLANs appear in the VLAN table. VLAN services, such as non iso, iso, super, sub, etc., do not appear. |
| rgl0023581 | VLAN overlay does not appear in maps. |
| **Wireless** | |
| rgl0023591 | Cannot add wireless controller with WiNG 5.5 version. |

# Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 3

**Table 8: Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 3**

| ID | Description |
|---|---|
| **Alarm Manager** | |
| rgl0023401 | New alarms do not appear in the **Outstanding** alarms window when the window is undocked. |
| rgl0023418 | Sometimes devices in the map appear with an alarm symbol, though there are no alarms for devices. This will happen every 5 minutes. Default batch size is 50. |
| **Firmware Manager** | |
| rgl0023480 | After upgrading ExtremeXOS image, Ridgeline should show the updated details about the device. |
| rgl0023270 | Images are not removed from **Software Images** tab, even after deleting the images from Ridgeline's TFTP image-related directories. |
| rgl0023271 | Current BootROM version running on the devices does not appear in the Firmware Manager. |
| rgl0022916 | Ridgeline should detect and list only the devices and partition which have the exact base ExtremeXOS version for a SSH XMOD image upgrade. |
| rgl0023272 | Ridgeline does not activate the SSH XMOD image if it is upgraded on a non-current partition. |
| **Inventory Management** | |
| rgl0023437 | The logon credentials set under default communications settings (**Tools** > **Default Communications**) are not established on devices when they are added to inventory. |
| rgl0023217 | Detail polling and syncAtStarup are triggered, but fail to start. |
| **Topology** | |
| rgl0023349 | With multiple devices, you cannot scroll to view the entire map. The viewable area of the map (in range using scroll bars) resets when you log on or off. |
| rgl0023350 | With ELSM configured on the network, enabling a disabled link causes the switch to send two linkup traps: one with the operation status as down (2) and the other as up (1). |
| rgl0023351 | When adding devices to inventory, nodes are added to the map stacked on top of each other, so that they appear as only one node. |
| rgl0023360 | Interchanging LAG links produces inconsistent LAG status or removal of LAG links. |
| rgl0023365 | LLDP lists itself in its neighbors, so Ridgeline should ignore this self link if both end points belong to the same MAC address. |
| rgl0023430 | Failed links appear as yellow, rather than red on the map. |
| rgl0023476 | Moving devices to a group causes single LAG links to appear as multiple links. |

**Table 8: Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 3 (Continued)**

| ID | Description |
|---|---|
| rgl0023336 | Link status changes in the network map display are not promptly updated. |
| rgl0023337 | Re-established LAG links are not correctly reported as up. |
| rgl0023440, rgl0023420 | Enhancements to SNMP notifications and delivery mechanism, resulting in improved network monitoring and topology display. It is intended for small-scale, mission-critical networks (100 nodes or fewer) and requires ExtremeXOS version 15.3.1.4 Patch 1-41 or later. |

# Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 2

**Table 9: Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 2**

| ID | Description |
|---|---|
| **General** | |
| PD4-4332298213 | Selecting a client port number under **Ridgeline Users and Servers** > **Server Properties** > **Other** does not establish the fixed client port. |
| **Alarm Manager** | |
| PD4-4441730097 | Alarms are not displayed searching with “Received” filter. |
| PD4-4228140374 | Alarms: Few/most of the event-related variables are not properly populated for events in message/run command. |
| PD4-3329347697 | Proper operation does not occur when a subgroup is selected and alarm propagation is turned off/on for the subgroup from top level menu. |
| **Documentation** | |
| PD4-3969594684 | *Ridgeline Reference Guide* topology map information needs to be updated to include feature changes in Ridgeline 4.0 SP1 Patch 2:<br>• Unmanaged devices that have physical links to managed devices in inventory will appear with an icon showing MAC address or “unknown” text and an “i” symbol.<br>• In group maps, devices that are not part of the group, but that are linked to a managed device in the group, do appear in the map, but with an “i” symbol. These manged devices cannot be hidden from the group map. |
| **Grouping** | |
| PD4-4252886824 | Under **Main View**, deleting a group using the right-click menu deletes the group, but the left pane occupies the whole window. |
| **Inventory Management** | |
| PD4-3274686804 | Unconfiguring and re-configuring a module type on an operational slot does not get updated in inventory. |

**Table 9: Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 2 (Continued)**

| ID | Description |
|---|---|
| **Provisioning** | |
| PD4-3211527303 | Provisioning: overall status is not being shown as "Unsuccessful". |
| **RADIUS** | |
| PD4-4332099921 | After enabling RADIUS client option in Ridgeline, an encrypted password is sent to the RADIUS server which produces a “Login failed" message.<br>If you currently cannot log on to Ridgeline with Ridgeline enabled as a RADIUS client, see Unable to Log on to Ridgeline with Ridgeline Enabled as RADIUS Client on page 45. |
| **Topology** | |
| PD4-4446341136 | Zoom out control doesn’t allow you to view the entire map when a large number of devices are present (~150). |
| PD4-4464174931 | Red links appear in the topology view, but links are up and show an “UP” (green) status under **Main View**, **Link** tab. |
| PD4-3275126711 | Removing a link between LLDP-enabled devices is not immediately reflected in the map. The map still shows that the link is up. |
| **VLANs** | |
| PD4-4458572357 | Unable to add ports from devices that are not already existing in the specific VLAN. |

# Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 1

**Table 10: Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 1**

| ID | Description |
|---|---|
| **General** | |
| PD4-3539442028 | Multiple selection capability under **Main View**, **VLAN** tab is not needed. |
| PD4-4138834477 | StackOverflowError appears when opening the IP/MAC Address Finder. |
| PD4-4125580351 | For many Ridgeline wizards, selecting one item, and then another causes the previous entry's details to be carried over into the new entry's details. |
| PD4-4186524379 | JRE issues: Security settings message appears when client is started with JRE 1.7.0_40. Warning messages appear when client is started with JRE 1.7.0_45. |
| PD4-4332298251 | Summit stacking modules do not appear under **Device Back Panel** when stacking is enabled. |
| PD4-4140812366 | Unable to view the configuration files or differences viewer if the custom tools are configured. |
| PD4-4379228667 | Ridgeline 4.0 Patch 1: Uninstalling does not remove the new database column that was added during the Patch 1 installation. |
| PD4-4381684013 | Summit X770-32q device support needs to be added. |
| PD4-4408784881 | Ridgeline 4.0 Patch 1: Installation in Windows 2012 fails with a "Permission Denied" error. This also occurs in Windows 2008 server and Windows 7 64-bit server. |
| PD4-4408987111 | Installation of Patch 1 build 10 on a Windows 7 64-bit machine fails. |
| PD4-4408987118 | Uninstalling Patch 1 does not remove the new device support files for Summit X770. |
| **Alarm Manager** | |
| PD4-3579935840 | Alarms: The topology does not show the alarms based on the value set under **Tools** > **Options** > **Alarm**. |
| PD4-4220785675 | Alarms: The bell symbol does not appear/disappear immediately and appropriately for the devices in **Main View**, **Devices** tab when alarms are raised and cleared continuously. |
| PD4-4420780844 | Alarms: Disabling alarms does not work properly. |
| PD4-4409107361 | Alarm Propagation: The alarm symbol is not updated immediately for the devices in the **Main View Devices**, tab, Groups Devices tab, and the map. |
| PD4-4406269352 | Syslog Alarms: The warning message—indicating that alarms are not generated as the Server Properties settings filters syslog messages below a certain severity—is not allowing you to define an alarm with lesser severity or Syslog-based alarms. |
| PD4-4382437967 | Alarms: Alarms are not listed in **Outstanding Alarms** view (attached database). |
| PD4-4384840949 | Alarm definitions are editable for the raising events and clearing events. |
| PD4-4379888908 | Ridgeline 4.0 Patch 1, Syslog-based alarms: When editing an alarm, pattern is made mandatory. |

**Table 10: Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 1 (Continued)**

| ID | Description |
|---|---|
| PD4-4226315471 | Alarms Profiles: In **Run Script**, all bundled scripts (that are internally used for provisioning purposes) also appear along with user-created scripts. |
| PD4-4246628948 | Alarms: The number of events count for alarms based on event aggregation appears incorrectly for a new client. |
| PD4-3558231599 | Alarms: AlarmSourceDeviceName variable shows an empty value in messages/e-mails and also when used in "Run Program". |
| PD4-3578143314 | Alarms: Alarm propagation does not happen properly for both devices and subgroups. Alarms are propagated even when the alarm propagation is disabled. |
| PD4-3865363571 | Need a way to define alarms based on Syslog messages. |
| PD4-3770274591 | Alarms remain unacknowledged after being cleared. |
| **Configuration Manager** | |
| PD4-4357555035 | When the **Use system login/password for Telnet/SSH** property is enabled under **Ridgeline User and Servers** > **Server Properties** > **Devices**, the Configuration Scheduler does not work. |
| **EAPS** | |
| PD4-4347569652 | Ridgeline should not show warning message “EAPS Control VLAN not in QP8". |
| **Firmware Manager** | |
| PD4-4433447781 | An empty dialog box appears when the maximum bootROM version is null when performing "**Distribute and Activate**". |
| PD4-4211466181 | Stack slot upgrade always assumes the active partition of the master as its slot, but on the device the active partition of the slot is different. Therefore, the slot image upgrade fails. |
| PD4-4181832131 | Unable to download images after configuring an HTTP Proxy using **Ridgeline Users And Servers** > **Server Properties** > **External Connections**. |
| PD4-3631042397 | Firmware manager does not report incompatibilities between the selected upgrade image and the bootROM version running on the device. |
| PD4-3510032164 | XMOD (SSH) image download page does not show the partitions (primary, secondary, etc.). |
| PD4-4377419230 | Audit log does not show any details if the Image upgrade result is partial. |
| PD4-3510032182 | XMOD (SSH) image upgrade checks for the same base version or higher. It should check only for the exact version match in the base version. |

**Table 10: Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 1 (Continued)**

| ID | Description |
|---|---|
| **Identity Management** | |
| PD4-4411183171 | Ridgeline 4.0 Patch 1: Editing ports in ID monitoring flow resets the XML-notification settings to the default, even when you do not intend to do this. |
| PD4-3607845833 | XNV and IDM: The **Edit VM Monitoring Port** dialog box does not show ports that are already enabled for monitoring. |
| PD4-3280463217 | Edit ID monitoring client VR (from VR-default->VR-mgmt and vice versa) is not possible. |
| PD4-3298730579 | Edit ID monitoring mode from HTTP to HTTPS and vice versa is not possible. |
| **Inventory** | |
| PD4-4181832138 | Device-Syslog properties appears twice in every Syslog message. |
| PD4-4350040328 | Some stack devices cannot be added to Ridgeline (Failed at "Inventory Data Collection"). |
| PD4-3814642037 | Serial numbers for stack slots do not appear. |
| PD4-4110723153 | "Additional Info" is not saved when a device is discovered and added. |
| PD4-3217754449 | The "10G2X" card cannot be discovered in Ridgeline. |
| **Provisioning** | |
| PD4-4272656041 | The **Provisioning** dialog box needs to be resized to allow selecting devices and ports. |
| **RADIUS** | |
| PD4-4269949730 | The *Ridgeline Reference Guide* Appendix on RADIUS setup for Ridgeline as a client needs to show the latest Windows server versions. |
| **Scripting** | |
| PD4-3992615038 | Save task option cannot be used after running a script since the **Save**/**OK**/**Apply** button does not appear in the dialog box. After clicking the **Run again** button, the **Save task** button is unavailable. |
| PD4-4321144601 | Custom-created scripts are not appearing in the **Features** drop-down menu as per the variable input fields. |
| PD4-4320325841 | Not able to see the macro script results when using a Ridgeline server with a dual NIC. |
| **Security** | |
| PD4-3187950026 | Enabling the **Use system login/password for Telnet/SSH** property under **Ridgeline User and Servers** > **Server Properties** > **Devices** does not work properly. |

**Table 10: Issues Resolved in Ridgeline 4.0 Service Pack 1 Patch 1 (Continued)**

| ID | Description |
|---|---|
| **Topology** | |
| PD4-4420780428 | Topology: The right-click menu in the map does not work, or a null pointer exception occurs when clicking **Map-Properties**. |
| PD4-4420780372 | Topology: The map properties values for the alarms symbol display are not taken into effect when invoked in a specific scenario. |
| PD4-4395323817 | Ridgeline 4.0 Patch 1: OutOfMemory exception occurs when setting the map (right-click). |
| PD4-3654217993 | Topology (map) background image does not fit correctly into the map view. Changes to the map view width/height or removing the image do not appear immediately—you must restart the client. |
| **Universal Port Manager** | |
| PD4-4268271631 | When stack devices are used in **Deploy Profiles** and **Test Profiles** wizards, the master slot does not appear for the selection of ports (this issue also appears in the **Test Scripts** wizard). |
| **VLANs** | |
| PD4-4378717531 | Under **Main View** on the **VLANs** tab, double-clicking a VLAN (**VLAN Details** window appears), and then clicking on the **Links** tab incorrectly shows the link status as always down. |
| PD4-3645372949 | Editing ports of a VLAN having any uppercase characters happens successfully, but the changes do not appear in the **Ports** tab of the **VLAN Details** window. |

# Issues Resolved in Ridgeline 4.0 Service Pack 1

**Table 11: Issues Resolved in Ridgeline 4.0 Service Pack 1**

| ID | Description |
|---|---|
| PD4-3805748941 | In the **Add Device** dialog box, the **Manage** button isn't disabled when there is no entry in the **New Devices to Manage** table. Clicking the button with no selected devices is a meaningless action. |
| PD4-4113524281 | Switches located beyond the WAN link are not getting added to Ridgeline. |
| PD4-3708120431 | No support for VPLS/MPLS for the BlackDiamond X8 device type. |

# Clarifications and Known Problems in Ridgeline 4.0 Service Pack 2

**Table 12: Clarifications and Known Problems in Ridgeline 4.0 SP2**

| ID | Description |
|---|---|
| **General** | |
| rgl0023611 | Configuration backup fails if a device has more than 1,500 VLANs.<br>**Workaround:** Enable HTTP or HTTPS on the device. |
| rgl0023903 | With 2,000 devices and running for approximately four days, changing VLAN port names can cause the client to stop responding and display a "`No EJBReceiver available for node name win2k8r2-std-sc`" error in the log.<br>**Workaround:** Start new client. |
| rgl0023417 | In the **Task Manager**, selecting the **Show Task from All Users** check box does not actually show tasks for all users. |
| rgl0023798 | Changing values in **Server Properties** can cause unexpected behavior on the screen. |
| **Alarm Manager** | |
| rgl0023434 | Need a **Go To Page** control in the **Outstanding** and **Cleared Alarms and Events** tables. |
| rgl0023827 | After receiving continuous Syslog messages for a long time, the receiving of Syslog messages may be briefly delayed. |
| rgl0023828 | After exceeding the maximum traps limit, and then not receiving traps for approximately five minutes, traps are received, but the "Incoming SNMP Traps reached maximum" alarm is not automatically cleared. |
| rgl0023914,<br>rgl0023962 | Adding devices with alarms to a group that was copied/moved into another group does not always propagate the alarm (shown with bell icon) up the group hierarchy. |
| rgl0023945 | Changing the **Syslog Server Port** property under **Devices** in **Server Properties** requires a server restart, but you are not alerted to do this.<br>**Workaround:** Restart the server after changing the **Syslog Server Port** property. |
| **Configuration Manager** | |
| rgl0023242 | Ridgeline allows deleting the backup file that you've selected for a scheduled restore operation. No error message or information appears to warn you of this. |

**Table 12: Clarifications and Known Problems in Ridgeline 4.0 SP2 (Continued)**

| ID | Description |
|---|---|
| **Firmware Manager** | |
| rgl0024055 | Firmware upgrade for earlier patch images appears to fail with the following error:<br>"`Upgrade verification failed as the expected image "15.6.1.4" is not active. Please check device log`".<br>Applies to ExtremeXOS patch versions earlier than: 15.2.0.13, 15.1.2.12-patch1-2, 12.5.4.5-patch1-20, 12.6.2.10-patch1-12.<br>This is a harmless error, since it fails only on verification and all other upgrade procedures are executed properly. |
| rgl0024045 | Upgrading devices with software images that is not digitally signed can appear to fail (error message occurs). However, the upgrade has been installed.<br>**Workaround:** Reboot the device manually after the upgrade is completed. |
| rgl0023863 | Even though a software image exists in the `\tftp\ridgeline\images` location, the **Software Images** tab does not update to show this with a green check mark.<br>**Workaround:** Wait for 15–20 minutes for the list to be updated. |
| **Groups** | |
| rgl0023759 | When managing 2,000 devices with two clients connected for several days, multiple group operations can cause the client to become unresponsive.<br>**Workaround:** Exit the client using java process ID and start new client. |
| **Identity Manager** | |
| rgl0023918 | With 1,000 users, not all 1,000 are detected and shown in **Active and Inactive Users** tab. Only about +700 users are shown. |
| rgl0023922 | While managing ~1,900 devices and running for three days with client opened for two days, enabling IDM for 100 devices displays only 83 devices under Network-users devices. Disabling IDM for 83 devices times out sometimes. |
| **Installation** | |
| rgl0023840 | Revised server properties are not retained when you upgrade to Ridgeline 4.0 Service Pack 2.<br>**Workaround:** Note your customized settings before upgrading, and apply them after moving to Ridgeline 4.0 Service Pack 2. |
| rgl0023765 | On Linux systems, after uninstalling Service Pack 2, server does not start.<br>**Workaround:** To resolve this problem, either:<br>• Before uninstalling, manually backup of the JRE folder, and then replace the JRE folder after the uninstall finishes.<br>• After uninstalling, download and install Oracle/Sun JRE 1.7.0_40 (this version only). |

**Table 12: Clarifications and Known Problems in Ridgeline 4.0 SP2 (Continued)**

| ID | Description |
|---|---|
| rgl0023770 | You should not be allowed to uninstall intermediate releases (for example, Service Pack 1) with Service Pack 2 installed. This causes the overall installation to become unusable.<br>**Workaround:** Do not uninstall any intermediate service packs or patches after you have installed Service Pack 2. |
| rgl0023938 | Configuration scripts category names are blank after a database migration with the installation of Service Pack 2.<br>**Workaround:** Assign script category names after the database migration. |
| rgl0023959 | After performing a remote/local database migration while installing Service Pack 2 on Ridgeline 3.1 Service Pack 3 in a Windows Vista environment, all devices appear in the **Main View**, but not all devices appear in the Configuration Manager. |
| **Inventory** | |
| rgl0023847 | When discovering devices, in the **Device Discovery** dialog box, the **Timeout** box appears unavailable (grayed out), but you can edit the value. |
| **MAC Finder** | |
| rgl0023981 | With 2,000 devices, opening the **IP/MAC Address Finder** window takes an excessive amount of time (~10 minutes). |
| **Provisioning** | |
| rgl0023982 | With ~2,000 devices, changing the name of a VLAN present on ~85 devices causes the client to stop responding. |
| rgl0023917 | The order of steps for creating a protected VMAN should add the protected VMAN to the EAPS domain *before* adding tagged ports to the VMAN. |
| **Reports** | |
| rgl0023405 | In the MIB Query tool, entering a valid table OID returns no values. |
| rgl0023787,<br>rgl0023831 | Exporting CSV/XML from reports produces results based only on the current page of data, and not the entire output of the report. |
| **Server** | |
| rgl0023850 | There are some server properties that are not useful and some that need revised help text. |
| rgl0023715 | Detailed polling with 2,000 devices in inventory causes the Ridgeline server to use 95% of CPU. |
| **Scripts** | |
| rgl0023243,<br>rgl0023783 | After running a selected script, on the **Run Script** dialog box **Results** (last) tab, right-clicking the device, and then clicking any of the menu commands fails (for example, **Telnet Into** produces an error message and you cannot connect to the device). |
| rgl0023614 | Users without administrator or super-user rights can delete scripts for all users. |

**Table 12: Clarifications and Known Problems in Ridgeline 4.0 SP2 (Continued)**

| ID | Description |
|---|---|
| **Topology** | |
| rgl0023374 | Disconnecting a LAG member by disconnecting a cable, and then reconnecting to another LAG member should not remove the LAG group from the map. LAG status should update appropriately for changes in LAG. |
| **VLANs** | |
| rgl0023986 | Deleting VLANs causes the VLAN view to become blank for up to a minute. |
| rgl0023869 | In map view, links appear with VLAN overlay that are not completely part of the VLAN. |
| rgl0023916 | Creating/modifying VLANs on a particular device is not updating the VLAN details in Ridgeline. |
| rgl0023936 | VLANs/VMANs that do not belong to devices in a group appear in the **VLAN** tab for that group. |
| rgl0023946 | Adding all ports (~50/device) from all devices (~100) to a VLAN never finishes and causes the client to stop responding. |
| rgl0023950 | Port information does not appear for VLANs in **VLAN Properties** dialog box. |
| rgl0023967 | During VLAN creation, the **Available Device** and **Selected Ports** tables do not provide keyboard shortcut selection options for convenient selection: **CTRL** + click and **SHIFT** + click. |
| rgl0023968 | When creating VLANs, **Available Devices** table is empty after selecting all device/ports. |
| rgl0023987 | Deleting devices does not immediately delete associated VLANs. VLANs may persist in the **Main View**/group view **VLAN** tab for up to an hour. |
| rgl0023887 | The hosts and VMs being managed by the VMM are not imported to Ridgeline when the VMM is initially added. |
| rgl0023964 | XNV data is not updated for the device after manual syncing. |

# Troubleshooting

If you are having problems with the Ridgeline server or client, there are several ways you can capture information that will be helpful to Extreme Networks Technical Support staff.

## The Package Debug Info Tool

On the Ridgeline server, you can use the Package Debug Info tool to create a zip file of all the Ridgeline logs, syslog files, property files and other information, which you can then send to your Extreme Networks Technical Support representative for analysis. You can run this tool whether or not the Ridgeline server is running.

For information about using the Package Debug Info tool, see the *Ridgeline Reference Guide.*

## Client Information from the About Ridgeline Window

From the Ridgeline client you can display status information from the About Ridgeline window: Click **Help** > **About Ridgeline**, and then click **Details**. Status information appears in a text window; you can cut-and-paste the information into a file and send it to your Extreme Networks Technical Support representative for analysis.

## Collecting Information from Managed Devices

From the Ridgeline Telnet window, you can collect troubleshooting information from the devices Ridgeline manages. Once the information is collected and the archive file is created, you can send the archive file to the Ridgeline server's TFTP folder, and then send it to your Extreme Networks Technical Support representative for analysis.

To collect troubleshooting information from managed devices:

1 In the navigation pane, click **Main View** or a device group where the desired device is located.
2 In the devices table, select the desired device by clicking its check box.
3 Click **Telnet to Device**. A Telnet window appears.

4 In the Telnet window, enter the `show tech all logto file` command. The following example shows the command and the command messages:

```
BD-12804.1 # show tech all logto file

show tech command output is logging into internal-memory

.................................................

show tech command output file show_tech.log.gz is saved
into internal-memory

BD-12804.2 #
```

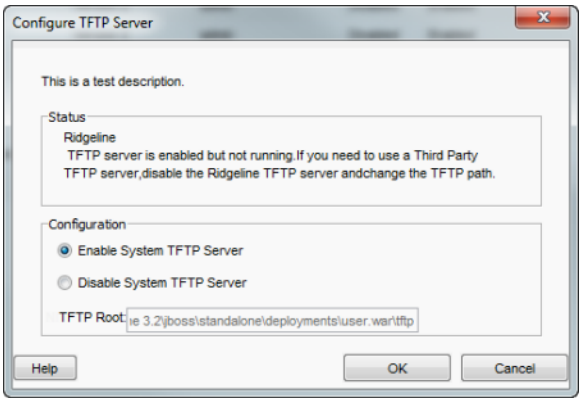
5 Enter the command `upload debug <IP_address>` where `<IP_address>` is the address of the Ridgeline server. When prompted to run the `show tech logto file` command, enter `N`. The following example shows the command and command messages.

```
BD-12804.2 # upload debug 10.210.16.74

Do you want to run show tech logto file first? (y/N) No

.........................

The following files on the MASTER have been uploaded:

Tarball Name: BD-12804_AI_09081505.tgz

./show_tech.log.gz

./trace.devmgr.27844

./trace.nodemgr.27845

Tarball Name: BD-12804_AC_09081505.tgz

./epicenter.cfg

./mullai_torino.cfg

./primary.cfg

./secondary.cfg

./snapshot.cfg

./torino-0404.cfg

BD-12804.3 #
```

In this example, two .tgz archives are created: BD-12804_AI_09081505.tgz and BD-12804_AC_09081505.tgz

6 Verify the location of the TFTP folder by clicking **Tools** > **TFTP server configuration**. The **Configure TFTP Server** dialog box (see Figure 1) displays the path to the TFTP folder in the **TFTP Root** box.

**Figure 1: Configure TFTP Server**




If the server uses the default system TFTP server, the path is: `\jboss\standalone\deployments\user.war\tftp.`

Where `<Ridgeline 4.0 install>` is:

For Windows: `C:\Program Files\Extreme Networks\Ridgeline 4.0`

For Linux: `/opt/ExtremeNetworks/Ridgeline 4.0`

7 Log on to the server to retrieve the .tgz files using the protocol that the server requires, either Telnet or SSH.

## Improper Installing/Un-installing

If problems occur during the un-install process, or if an un-install is performed incorrectly (for example, by just deleting all of the Ridgeline files), the installation program might not allow you to re-install because it detects the previous installation.

### *Windows*

To solve problems resulting from improper uninstallations on Windows:

1 Remove the following key from Windows registry:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\RidgelineX
```

Where `X` is the Ridgeline release version that you are trying to un-install.

2 Remove all Ridgeline entries for the release that you are trying to un-install from the following hidden file:

```
.com.zerog.registry.xml
```

located at:

```
C:\Program Files\Zero G Registry\
```

or

```
C:\Program Files(x86)\Zero G Registry\
```

### *Linux*

To solve problems resulting from improper uninstallations on Linux:

1 Remove Ridgeline entries for the release that you are trying to un-install from the hidden registry XML file:

```
/var/.com.zerog.registry.xml
```

2 Remove the daemons files:

```
/etc/init.d/RidgelineServer40
```

```
/etc/init.d/RidgelineDB40
```

```
/etc/init.d/RidgelineFreeRadius340
```

3 Remove the soft links in Linux:

```
/etc/rc5.d/S74RidgelineDB40

/etc/rc5.d/S75RidgelineServer40

/etc/rc5.d/S76RidgelineFreeRadius40

/etc/rc2.d/K10RidgelineServer40

/etc/rc2.d/K11RidgelineDB40

/etc/rc2.d/K12RidgelineFreeRadius40
```

## Unable to Log on to Ridgeline with Ridgeline Enabled as RADIUS Client

You cannot log on to Ridgeline if you configure Ridgeline as a RADIUS client in:

- Ridgeline 3.0 or 3.1, and then migrate to Ridgeline 4.0 or 4.0 Service Pack 1.
- Ridgeline 4.0 or 4.0 Service Pack 1.

*Solution*

To resolve this problem:

1 Install the Ridgeline 4.0 Service Pack 1 Patch 2 (see the *Ridgeline Install and Upgrade Guide*).

2 Reset the administrative user password and disable Ridgeline as a RADIUS client (Windows only):

a Click **Start** > **All Programs** > **Extreme Networks** > **Ridgeline 4.0** > **Server setup utility**. The Ridgeline Server Setup Utility dialog box appears (see Figure 2).

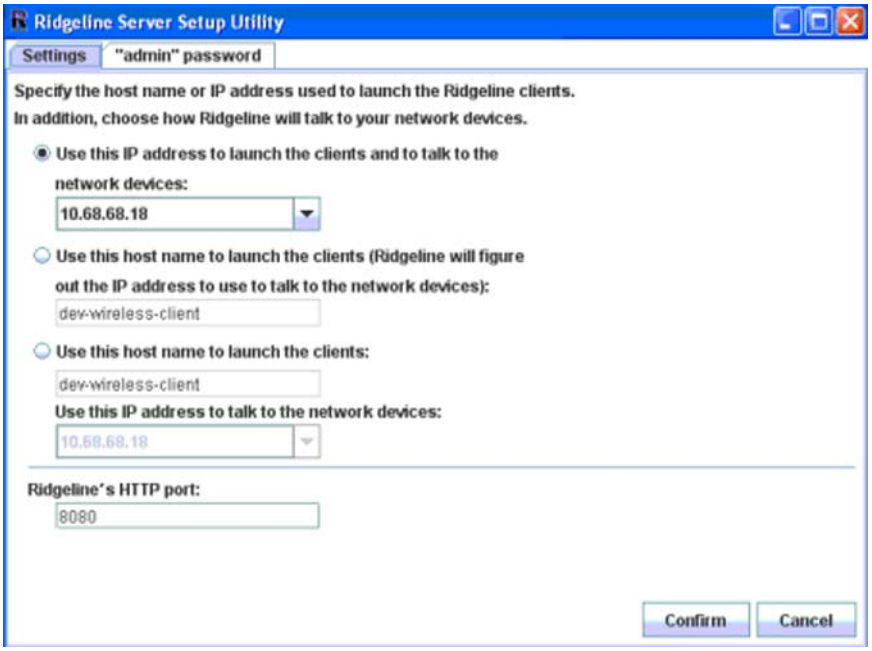



**Figure 2: Ridgeline Server Setup Utility Dialog Box—Settings Tab**

b Click the **"admin" password** tab (see Figure 3).

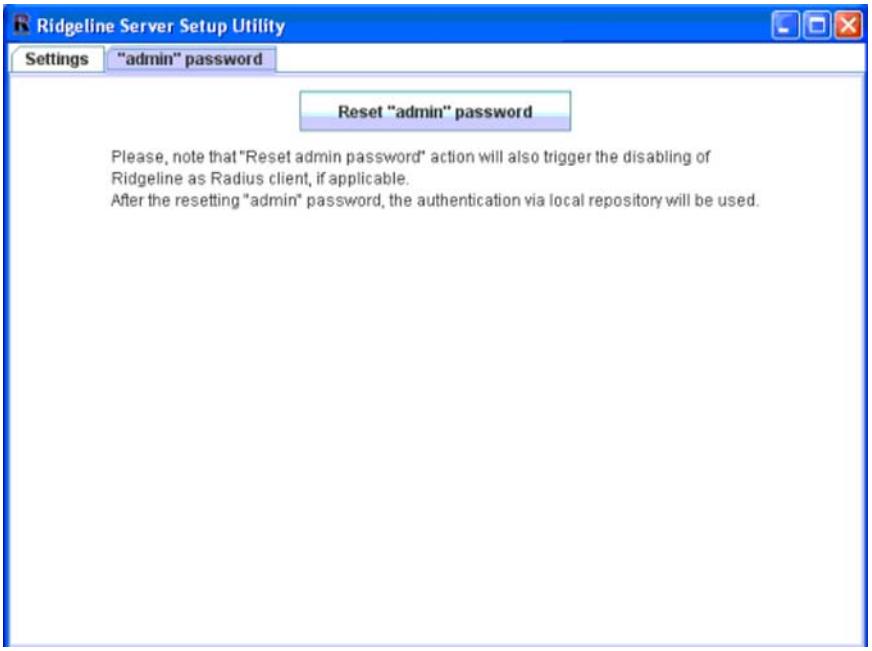



**Figure 3: Ridgeline Server Setup Utility Dialog Box—"admin" password Tab**

c Click **Reset "admin" password**.

d Click **OK** when prompted to confirm resetting the administrative password.

Ridgeline as a RADIUS client is disabled.

3 Disable Ridgeline as a RADIUS client (Linux only):

a Stop the Ridgeline server service (see the *Ridgeline Installation and Upgrade Guide*).

b Copy the file `update.sql` (available in the Linux Ridgeline 4.0 SP1 Patch 2 zip file) to the product installation directory.

c Run `dbupdate.sh` (available in the Linux Ridgeline 4.0 SP1 Patch 2 zip file) with the product installation directory as an input argument, where <Product_Install_Dir> is the directory in which Ridgeline is installed. By default this is `/opt/ExtremeNetworks/Ridgeline4.0/.` For example, `./dbupdate.sh opt/ExtremeNetworks/Ridgeline4.0/`.

Ridgeline as a RADIUS client is disabled.

d Restart the Ridgeline server (see the *Ridgeline Installation and Upgrade Guide*).

4 Log on to Ridgeline:

- In Windows, using the default admin user credentials (name and password = "admin").
- In Linux, using the appropriate local user/admin user credentials.

5 Enable Ridgeline as a RADIUS client (see the *Ridgeline Reference Guide)*.