

Visualization Performance and Fault Manager (VPFM)



Software Release 3.0.1 GA Release Notes

1. Release Summary

GA Date: 29-Jun-2012

Purpose: The VPFM 3.0.1.0 GA Release Notes provide the following information:

- Supported Operating Systems
- Supported Browsers
- Operational Notes
- Obtaining VPFM 3.0.1 license
- Installing VPFM 3.0.1
- Issues addressed from earlier releases
- Known Issues
- Note on future releases

2. Important Notes before Installing this Release

VPFM 3.0 provides an update installer. This allows you to update from VPFM versions 2.3 GA and 3.0 GA drops to VPFM 3.0.1 GA release. You are not required to uninstall for an update installation.

When you are installing VPFM the first time, ensure that any errors reported by the pre-Install checks have been addressed. The pre-install script provides a comprehensive check for requirements and will not allow installation to proceed if there are any errors.

For users running pre-trial versions of VPFM 3.0, we recommend that you un-install the application and re-install the GA version.

If you are a customer upgrading from VPFM Release 2.3 to Release 3.0.1, take note of the new process to obtain your License Authorization Key documented in Section 7.

VPFM 3.0.1 in a member setup now supports System Manager 6.2 primary server. To allow VPFM 3.0.1 member to work with SMGR 3.2 primary, a patch needs to be installed after completing VPFM 3.0.1 installation. Patch details can be obtained from the VPFM 3.0.1 product download web page.

3. About VPFM 3.0.1.0

VPFM 3.0.1.0 is a patch release for VPFM 3.0. This patch release of VPFM fixes few critical issues and also addresses some of the deficiencies that were encountered in VPFM 3.0 GA.

4. Supported Operating systems

The following table lists the operating systems supported by VPFM 3.0.1.0.

Operating system	Version
Windows	2003 SP2 32/64-bit Standard/Enterprise 2008 32/64-bit Standard/Enterprise 2008 R2 Standard/Enterprise
Linux	RHEL 5.6

Support for VMware environment for Windows and Linux Operating system

VPFM 3.0.1.0 bundles the Java Runtime Environment (JRE) Version 1.6 needed for various parts of the application or the applications that are launched by VPFM.

Please note that US English is the only supported locale while installing VPFM 3.0.1. The installer as well as the pre-install script checks for this and will not allow installation to proceed if the system language is not US English.

5. Supported Browsers

The following table lists the web browsers supported by VPFM 3.0.1.0.

Browser	Version
Microsoft Internet Explorer	8.0, 9.0
Mozilla Firefox	6.0 and higher

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 3.0.1.0. Please refer to the VPFM Configuration Guide for details.
- Although we certify VPFM 3.0 with Firefox 6.0, there should be no major issues using the software with any of the later versions of Firefox, such as 9.0 or 10.0.
- It is recommended that users not use the zoom controls of the browser to zoom the topology maps. Instead use the zoom slider and text boxes provided on the Network Browser page.
- IE 8 & IE 9 do not support compatibility mode. It is recommended that you disable this mode on these browsers when using VPFM 3.0.1.0.
- It had been noticed, intermittently, that after upgrading to VPFM 3.0.1.0 the network maps do not load with Firefox. If this happens, clearing the browser cache and restarting the browser should fix the issue.

6. Operational Notes

Inter-operability with other UCM applications

VPFM 3.0.1.0 can be installed on UCM platforms running COM 2.3, EPM 5.3.1 and IPFM 2.0.1 (and vice-versa). VPFM 3.0.1.0 is backward compatible with the above mentioned applications as well as Avaya CS 1000 rel 7.5.

User Interface

In the VPFM Network Browser, the Edit Mode button is set to OFF by default, thereby making the nodes non-movable. Be sure to toggle this button to ON if you want to move the nodes around.

Also, the Edit Mode button setting applies only to the current view. When the user moves to a different view, the button again needs to be toggled so that the user can move nodes within that view.

The “Show All” and “Show VOIP Devices” context menu options for routers and switches works only while Edit mode is enabled. Also, these operations work only in Custom Views. When these operations are invoked while in default views, the user is first prompted to save it as a custom view after which the results of the operation are displayed.

The Top-N dashlets shows numbers of rows equal to the configured number times the number of domains, if the * is chosen as the domain for the dashlet. * represents all domains.

Shortest Path Bridging (SPB)

Users will need to provide SSH or telnet credentials to the SPB devices, in order to use the SPBm diagnostics tools provided in VPFM.

Virtual Machine Discovery

Users might need to increase the SNMP and ICMP timeouts and retry values to fully discover the VM and VM hosts. Please work with your VPFM SE in order to change these settings and re-install the VPFM service.

Deleting domains and recovering disk space

There is a known issue where if you delete a VPFM domain, the trend data is not removed. If you need to free up the disk space, you will need to remove this data manually. You can do this by going to the VPFM_HOME/acqHistory folder and removing the folder with the same name as the domain that was deleted (VPFM_HOME on Windows is typically C:\Program Files\Avaya\UCM\VPFM and on RHEL is /opt/avaya/ucm/vpfm).

7. Obtaining 1st time and upgrade VPFM 3.0.1.0 license

You will need a new license to enable VPFM 3.0.1.0, even if you are upgrading from a previous release (2.3). This section describes how to obtain and register a first time customer / upgrade customer License Authorization Code (LAC). The first time installation instructions are also documented in Avaya Visualization Performance and Fault Manager – Installation (NN48014-300).

First time customer – Obtaining the License File (no changes in this release)

Perform the following procedure to obtain and register a VPFM 3.0.1.0 license, carefully noting the requirements before the procedure.

Before you begin

- You require the License Activation Code (LAC) for the software you want to license (this is provided by Avaya at purchase).
- You require the MAC address of the server where the VPFM components reside.
- You require the name and password to the license bank if you want to deposit the license into an existing license bank.
- To update the license file and software, your system requires 5MB of additional free disk space.

Procedure

1. Open a Web browser window and go to the Electronic Licensing Portal:
<http://www.avayadatalicensing.com>.
2. Type your first name, last name, company name, and e-mail address in the appropriate fields at the top of the page.
3. In the **License Bank** area, specify the name and password for an existing license bank where you want to deposit.
4. Specify your e-mail notification options.
5. In the **Submit** field at the bottom of the page, type your LAC.
6. Click the **Activate License**.
The system deposits a license in your License Bank and sends a message to the e-mail address specified in step 4 to confirm that the license was created.
7. Log on to your license bank using the name and password specified in step 3.
8. Click **Download**.
9. On the Generate License page, type the MAC address for the server where the VPFM components reside. Use capital letters, separated by colons (XX:XX:XX:XX:XX:XX).
10. Click **Create License File**.
A confirmation message informs you that the license was created. The system sends a license (.lic) file to the e-mail address specified in step 4.
11. Copy the license file to the server location where the VPFM components reside.
12. Store your License Certificate in a secure place for future reference.

For more information about adding a license file after the installation, see Common Services Fundamentals Unified Performance Management (NN48014-100).

Upgrading from VPFM R2.3 to VPFM R3.0.1.0 (NEW IN THIS RELEASE)

If you have a valid customer support contract that includes upgrade privileges release over release, perform the following procedure to obtain and register a VPFM 3.0.1.0 License Authorization Code when upgrading from a previous release to VPFM Release 3.0.1.0, carefully noting the requirement before the procedure.

Before you begin

You will require your valid VPFM Entitlement (Upgrade/Product Support) contract number. This number is obtained from the completed purchase order for the purchase of VPFM and VPFM product support coverage including upgrade privileges release over release. Note that product and support may have been submitted on different purchase orders. If you do not know your contract number, contact your company's purchasing agent to obtain this information.

Procedure

1. Open a Web browser window and go the Electronic Licensing Portal <http://www.avayadatalicensing.com>.
2. Click "Contract LACs" from the left panel

3. When the MY LAC page displays, enter your contract ID number (see Before you begin)
4. Click "List LACs"

Please enter your contract number.

Contract ID

List LACs

© Avaya Inc. 2009-2012
Powered by GlobalView Solutions

- If you have a valid customer support contract the system will return a list of your valid LAC numbers as shown in the example below.

Contract ID: _____				
LAC	Site Name	Expires On	Part No.	Product Name
XXXXXXXX-XXXX-XXXX	ices	05/30/2016	AH2735001-2.2	COM Enterprise Base 50

- Highlight the desired LAC (confirm correct product).
- Right click and select Copy for a cut-and-paste activity.
- Click Activate from the left pane menu.
- Paste the LAC as shown in the License Authorization Code box as shown in the example below.

AVAYA

HOME > TECHNICAL SUPPORT > ELECTRONIC LICENSING

ELECTRONIC LICENSING

License Bank
 Activate
 My LAC
 Help
 Technical Support

First Name: _____ Last Name: _____
Company: _____ E-mail: _____

YES! I would like to be notified by e-mail about new products and promotions from Avaya.

LICENSE BANK

Deposit my licenses into a NEW license bank
 Deposit my licenses into an EXISTING license bank

License Bank Name:
License Bank Password:

[Lost or forgotten password for this License Bank?](#)

EMAIL NOTIFICATIONS

Notify me whenever a new license is created and downloaded
 Notify me only when all licenses are used up
 No email notifications

Note: Authorization confirmation and newly generated license file will always be sent to you

[What is a License Bank and how do I use it?](#)

License Authorization Code:
Example: WS13-0000-0000

© Avaya Inc. 2009-2012
Powered By [SmartWare Solutions](#)

10. Click "Submit."

8. Installing VPFM 3.0.1.0

Please refer to VPFM 3.0 GA Install Guide for more details. (*Installation of VPFM 3.0.1.0 patch release is same as VPFM 3.0 GA release*)

Domains created with VPFM version 2.3 and 3.0 will work with VPFM 3.0.1.0. If you are installing VPFM 3.0.1.0 from scratch, meaning you first un-install 2.3/3.0 and then install 3.0.1.0, you will need to make sure that these domains are backed up before un-installing 2.3/3.0. Please refer to the VPFM 3.0 Installation Guide for details on backup and restore.

Note that you do not need to restore the backed up domain if you are running the upgrade installer i.e., installing 3.0.1.0 without un-installing 2.3/3.0.

It has been noticed, on Windows servers, that even though the FQDN of the server is well formed, if the full computer name is not (i.e., the DNS suffix is missing), the installation is successful, but the application will not come up. Please ensure that the FQDN matches the full computer name (the full computer name can be seen by right-clicking on the My Computer icon and selecting properties).

9. Issues fixed in VPFM 3.0.1.0

The following table lists the issues and deficiencies that have been addressed in VPFM 3.0.1.0

wi01005024	Add device specific dashboards for ERS5k with POE, CM, VSP9k and WLAN
wi01004558	Trap and syslog browser sorting in ascending order of time by default, instead of descending order of time
wi01002041	Eliminate dot1d table from discovery on ERS 86xx & 88xx with version older than 7.1
wi00998690	Custom views not restored when upgraded from 1155 to 1159 (GA build) in vpfm 3.0
wi00998303	rcnCpLimitShutDown Event "Summary" and "Message" fields display incorrect inform
wi01013953	Show WAN links in the campus details view
wi00988955	Save button is not functioning for Trasient Dashboards.
wi00985496	Non-stackable devices do not show trends for CPU busy, processor memory free, processor memory used .
wi00989266	Auto-refresh set to a minimum time interval (15sec or 30 sec) affects the creation of custom views.
wi00957090	no DN info displayed in the IP Phone properties (both thick client and Web GUI)
wi01007966	"Exception encountered by Web Service Proxy: Unexpected end of file from server" is seen when custom views including triangular icons are created from Application perspective.
wi00987636	Dial gauge daahlet created for a scope/device cannot be edited to change the scope/device
wi01013957	inventory service missing in vpfm 3.0
wi00989053	VPFM Email Action is not functioning if user customizes the Subject Type, Event Type and Related Event Type fields.
wi01014731	Pdf report of the dashboard.
wi01004556	Add default email action for IP phone reset
wi01018616	Application dependency was not updated correct after rediscovery

wi01018615	Extra phone properties (TN/DN, etc) are not updated correctly after rediscovery
wi01018302	Physical Elements discovery do not work for some Cisco devices
wi01007966	Exception encountered by Web Service Proxy: Unexpected end of file from server" is seen when custom views including triangular icons are created from Application perspective
wi01023202	VPFM supports member installation when SMGR is primary.

Table 1

10. Known issues

The following table lists the limitations in VPFM 3.0.1.0 GA release.

Bug Number	Description	Release
wi00964332	Receive "Err 500 Couldn't get AcquisitionManager" err msg when open Monitoring Details in VPFMLite	VPFM 3.0
wi00969454	Zoom in/Out is working reversely in trend chart windows	VPFM 3.0
wi00962077	inferred link remained even after the physical links are added to the custom view.	VPFM 3.0
wi00967931	some VLAN names under L2 hierarchy have an extra word "VLAN" added to the VLAN name	VPFM 3.0
wi00963549	scroll bars flickers when move horizontal scroll bar to the far right in the discovery problem report screen	VPFM 3.0
wi00973799	The secondary B-VLAN name doesn't match the vlan name from device cli command	VPFM 3.0
wi00974577	display the SPBm schematic view when the SPBm perspective is selected.	VPFM 3.0
wi00987588	Dial gauge dashlet does not mention the info for which percent is seen if scope is selected instead of a particular device	VPFM 3.0
wi00974772	Right click on event in message browser and selecting Configure menu - supervision settings/mark for removal does not populate corresponding values in the message browser	VPFM 3.0
wi00969228	need to support layout in custom view or improve the view layout when create custom view from scratch	VPFM 3.0
wi00969449	RuntimeException is shown in VPFM server log while rediscovering domains	VPFM 3.0
wi00988955	Save button is not functioning for Transient Dashboards. <u>Note:</u> Use "Save As" when saving transient dashboards. The "Save" button will be disabled for transient dashboards in the next release.	VPFM 3.0
wi00976475	Handle BGP-VPNs for SPBm discovery	VPFM 3.0
wi00989266	Auto-refresh set to a minimum time interval (15sec or 30 sec) affects the creation of custom views.	VPFM 3.0
wi00979555	In Trend chart dashlet, when all devices are selected as a group, the next button does not get enabled	VPFM 3.0
wi00978237	ERS4800 has unknown external classification in device properties and missing a device type	VPFM 3.0
wi00976140	The links between devices in some layouts are not aligned correctly	VPFM 3.0

wi00957428	In L3 hierarchy, the communication manager utility server template has an unmanaged icon	VPFM 3.0
wi00985850	VPFM 3.0 GA	VPFM 3.0
wi00983229	SNMP walk on scaled box causes 100% CPU utilization	VPFM 3.0
wi01008286	The LACP links aren't being discovered after eliminating the dot1d table from discovery	VPFM Patch 3.0.1
wi01011276	Page breaks in the middle of dashlet. Dashlet should print on next page as a whole.	VPFM Patch 3.0.1
wi01007409	Background size varies with the placement of icons in schematic browser window	VPFM Patch 3.0.1
wi01010436	Some of the dashlet text missing in exported file	VPFM Patch 3.0.1
wi01016066	After PDF export of network overview Name column of "IP Phone Availability" dashlet does not show phone IP. Workaround: Increase the column width before export the dashlets to uncover the text in the exported PDF report.	VPFM Patch 3.0.1
wi01017962	Unable to get to UCM login page after COM 3.0 uninstallation in a coresident set up. Workaround: <ol style="list-style-type: none"> 1. Before uninstalling COM 3.0 please take back up of jbossjca-service.xml located at UCM_HOME\jboss\jboss-4.2.3.GA\server\default\deploy 2. Uninstall COM 3.0 3. Restore the backed up jbossjca-service.xml to UCM_HOME\jboss\jboss-4.2.3.GA\server\default\deploy 4. Restart Jboss service 	VPFM Patch 3.0.1
wi01023744	Property table for stack units incorrectly displays SNMP version as v3	VPFM 3.0
wi00937694	unable to delete a credential entry with v3 users Workaround: Before editing the fields of SNMPv3 user, un-edit the management users, save the entry and re-edit to add the management users.	VPFM 3.0

Table 2

11. Note on future VPFM release

- a) Next major release may deprecate certain OS version e.g., Windows 2003
- b) Next major release may add support for certain OS e.g., CentOS
- c) Next major release will support only 64-bit versions of the OS
- d) Next release on Avaya Aura System Manager Platform may require uninstall of Primary, Member and re-install on new base if an earlier version than 2.3 was installed
- e) In next major release VPFM will be on a new base – System Manager Common Services. This platform will provide all the same functionality that UCM provides and there will be a better integration with Avaya Aura System Manager and other components

© 2012 Avaya Inc.
All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: <http://www.avaya.com/support>

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, <HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/> ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All other trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/>