Release Notes

Business Element Manager

BEM 1.0

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How to get help

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

Getting Help from the Nortel Web site

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

http://www.nortel.com/support

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

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

Getting Help over the phone from a Nortel Solutions Center

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

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

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

http://www.nortel.com/callus

Getting Help from a specialist by using an Express Routing Code

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

http://www.nortel.com/erc

Getting Help through a Nortel distributor or reseller

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

Release notes

This guide lists the release notes associated with the Business Element Manager 1.0.

Known anomalies in BEM 1.0

Finding network element operation can take a long time

Issue

The find operation can take a lot of time for a large range of IP addresses.

Solution

Nortel recommends that you use several find actions with smaller ranges instead of using one find action that contains a large range of addresses.

Network element tree data can get corrupted

Issue

The network element tree data can get corrupted if the application is closed without using the standard procedure during a copy/paste action.

Solution

Wait for a copy/paste action to finish prior to closing the application from Task Manager. When hundreds of nodes are being copied and pasted the process takes a long time.

Multiple selections using Ctrl+Click do not work after changing look and feel

Issue

You cannot perform multiple selection using Ctrl+Click after the look and feel is changed to any other look and feel.

Solution

Multiple selections can be made when you use the Shift+Click key combinations. Restarting the BEM application will also solve this problem.

Known anomalies in BEM 1.0 from a previous release

Random tree collapse/expand actions

Issue

Selecting connected devices using the "Show" option (from the "Session" menu), can cause random tree collapse/expand actions when an unconnected device/folder is selected.

Solution

Restart BEM.

Tree data can get corrupted

Issue

Avoid using quotes in folders and or device names. The tree data will get corrupted and the tree nodes will not be saved.

Solution

Do not use quotes in folders or device names.

Excessive memory usage if BEM left running for extended periods of time

Issue

Memory is not released when it is connected to or disconnected from the device.

When you use the connect feature to manage BES 1xx/2xx devices, a certain amount of memory (1-2 megs) is not released upon disconnect. Over an extended period of time with multiple connect and disconnect events from BES 1xx/2xx devices, memory resources on the Business Element Manager workstation become scarce.

Solution

Close the Business Element Manager when you complete configuration tasks. This frees all memory.

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BES shelf level graphics displays are not always visible on Windows XP

Issue

BEM doesn't display unit and port info for BES.

Under certain but rare conditions that are not fully understood, the BES shelf level graphics panel that is displayed by default when connecting to a BES device may not display when the Business Element Manager is running on Windows XP over a VPN connection. This can result in the inability to view information from the shelf level graphics display.

Solution

Nortel recommends using the Business Element Manager on the local SMB LAN instead of a VPN tunnel.

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