



Release Notes

EPM 5.0 Enterprise Policy Manager

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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 Unified Common Manager (UCM) and Enterprise Policy Manager (EPM) 5.0.

Enterprise Policy Manager 5.0 installation issues

English is the only language supported.

Before installing EPM, ensure the fully qualified domain name (FQDN) is mentioned in the host file. The host file can be located for windows at

C:\WINDOWS\system32\drivers\ and Linux at /etc/hosts.

The following is an example of the format of FQDN in the host file:

```
127.0.0.1    localhost
102.54.94.97 rhino.acme.com rhino
```

It is recommended that you remove or disable MySQL and JBoss services running on machine prior to installing EPM.

For Linux, you must copy the EPM installer to a local disk and set appropriate permissions you can start the installer.

Installation locations of the product and common services are greyed out. They can only be changed by clicking the Choose button.

Once EPM is installed, you must manually add the same user name/password you used when installing EPM to Enterprise Common Manager Administrative Users. You must do this to activate EPM Interface Manager and Policy Server.

Enterprise Policy Manager 5.0 data migration, backup, and restore issues

Backup and restore can only be run by users in the Administrators group (in Windows) or the root group (in Linux).

Backup and restore of users and roles requires Nortel UCM services to be up and running.

Backup and restore only supports backing up and restoring data from and to the same server.

Enterprise Policy Manager 5.0 best practices

Nortel recommends using EPM 5.0 to deploy policies on no more than 72 interfaces in one deployment action for optimal performance.

Known anomalies in UCM common services

Issue

Cannot restore users on Linux.

CR Q01907158

Issue

Import/Export functionality is not currently implemented in the Device and Server Credentials Editor.

CR Q01907899

Issue

Web Browser will warn about the Certificate as the product certificate is not verified by the third party certificate authority (CA).

Workaround: You can avoid this warning by changing the Internet Explorer setting in the advanced tab.

CR Q01907158

Issue

Application certificate is the server-side certificate created at installation time and there is client.truststore file corresponding to it (for client-side calls) in the UCM installation folder. At any time, users should not change the application default certificate. Trying to change the application certificate can break some of the security functionalities.

CR Q01917319

Issue

The UCM application timeout is 120 minutes, regardless of whether there are user activities or not on a session. Additionally, UCM also has a session idle timeout of 30 minutes; this is affected by user activities. These two timeout values are not currently configurable in this release.

CR Q01943085

Issue

Stopping backup or restore in the middle of the process (for example by pressing Ctrl-C) is not a supported scenario. The database and system state shall not be guaranteed to be stable if this is done. To reduce possibility of users doing this, a warning message appears at the beginning of backup and restore process.

Issue

The Active Session list in UCM administration page lists all the sessions that are not logged out and are within the application timeout limit.

Known anomalies in the UCM user interface

Issue

The Security Administration user interface sometimes displays HTTP Status 404 Error page on the right panel. This is an intermittent issue caused by a slow response from the server and usually happens the first time Security Administration user interface is launched.

Workaround: Refresh the browser.

CR Q01914765

Issue

The Security Administration UI shows the Network/Elements tree menu. This is an ECM (Enterprise Common Management) feature, which for this release is not used for any purpose. This is not an applicable feature for this release.

Issue

The Security Administration user interface shows the Online Help link.

This online help is specific to Enterprise Common Management (ECM) features, so some information might not be relevant to EPM 5.0. Only the Security section of the ECM Online Help is relevant to EPM 5.0, the other sections are not applicable for this release. For EPM 5.0 specific help, use the Help link on the EPM user interface.

Known anomalies in EPM 5.0**Issue**

Once EPM is installed, EPM Installer should automatically create EPM users in ECM.

Workaround: Manually add the same user name/password used while installing EPM to Enterprise Common Manager Administrative Users

CR Q01920946

Issue

After uninstall there is an empty EPM folder that remains. This should not affect the subsequent installs.

CR Q01916596

Issue

The Help Index Tab is not displayed correctly.

CR Q01936330

Issue

Drag and Drop roles on interfaces in EPM 5.0 is noted to be slow.

Workaround: Associating roles to interfaces can be achieved by right-clicking on interfaces and using the properties dialog.

CR Q01939037

Issue

Following a network outage, deletion of a device from the EPM UI does not remove EPM filters from the device.

CR Q01937367

Issue

Forced NSNA Reload Feature does not work.

CR Q01941753

Issue

EPM 5.0 does not support ERS 8600 agent version 3.7.*. Documentation and Help incorrectly states that EPM 5.0 supports this agent version.

CR Q01954486

Issue

Intermittently device deletion from EPM user interface does not delete device from database. This prevents the user from adding the device again using Add Device in EPM UI.

Workaround: You need to delete the device from database according to the following steps:

- 1 Login to MySQL database as jbossdb.
- 2 Before you remove this entry, note the device_id property for this entry:
select id, ipAddress from epm_localinventory;
id is the device_id for the device
- 3 Delete from epm_localInventory, where ipAddress='x.x.x.x'; where x.x.x.x is the device ipAddress.
- 4 Remove the device id from the epm_devicebase:
delete from epm_devicebase where id='xyz'; where xyz is the device id

CR Q01955361

Issue

ERS 8600 5.0 non-R module cannot apply meter action on an interface.

CR Q01937390

Issue

Show Deployed Filters in EPM user interface on ERS 8600 non-R module does not work.

CR Q01937433

Issue

Adding a new Role in EPM user interface shows duplicate role with the same name under Roles.

Workaround: Refresh the Roles tree in the EPM UI.

CR Q01938744

Issue

The import feature is able to import only one policy from interfaces on an 8600 device.

CR Q01937495

Issue

On ERS 8600 devices running software version 5.0, policies that have been constructed with one traffic condition having multiple IP addresses will not be deployed. For example, the following policy will not be deployed.

Action: Drop

Traffic Condition:

- Source IP = 192.168.0.1 mask = 255.255.255.255 Destination IP = any mask = any
- Source IP = 192.168.0.2 mask = 255.255.255.255 Destination IP = any mask = any

Workaround: Configure one policy each for each of the traffic conditions and then deploying the policies on the device. For example, the above policy can be reconfigured as two different policies.

Policy 1

Action: Drop

Traffic Condition: Source IP = 192.168.0.1 mask = 255.255.255.255 Destination IP = any mask = any

Policy 2

Action: Drop

Traffic Condition: Source IP = 192.168.0.2 mask = 255.255.255.255 Destination IP = any mask = any

CR Q01942172

Issue

Intermittently after running the restoreAllData.exe script, EPM application becomes unusable.

Workaround: Restart Nortel UCM JBoss Service.

CR Q01908561

Issue

If there is no valid license, bringing up EPM user interface is unresponsive for sometime before an invalid license warning message appears.

Issue

The EPM user interface application timeout is currently configured as 120 mins, please refer to UCM Common Services release notes for details. This timeout does not impact any server functionality like deploying policies on the devices. However, user would need to re-launch the EPM client. If the application timeout occurs before an operation in the EPM user interface is completed, the user needs to redo the operation again after logging back into EPM.

Workaround: When session timeout occurs in EPM, Nortel recommends that the user log into the UCM again and relaunch EPM.

Issue

During installation of EPM, if a valid license is not specified, after installation the license file needs to be copied to ucm/lsm/licenses folder. After copying the license file, you need to restart the Nortel UCM LSM Service.

Issue

Backup and Restore is supported between two installs of EPM 5.0. Any user requirement for data migration between EPM 4.x and EPM 5.0 releases have to be done using EPM 5.0 Data Migration Tool. Please note that EPM Data Migration Tool will not migrate Device Credentials, User needs to manually add Device Credentials in the UCM Device Credentials Editor.

Release Notes

EPM 5.0

Release Enterprise Policy Manager

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