Enterprise Policy Manager (EPM)
Software Patch Release 5.1.2.1

1. Release Summary

Release Date: 03-February-2011
Purpose: Software patch release to address critical customer issues and enhance ERS 5500 QoS management features.

2. Important Notes Before Upgrading to This Release

EPM 5.1.2.1 provides an incremental update to EPM 5.1.2 ONLY and does not contain the full EPM release. EPM 5.1.2.1 can ONLY be upgraded from v5.1.2. If an earlier version of EPM exists, please upgrade to 5.1.2 before installing this patch.

On systems where EPM has never been installed, it is necessary to download the full EPM 5.1 installer, and install 5.1 first and then install 5.1.2 as shown below.

> EPM 5.1 → EPM 5.1.2
> EPM 5.1.2 → EPM 5.1.2.1

Installing 5.1.2.1 will retain all existing EPM Data.

3. Platforms Supported

- Windows Server 2003 SP2 (Standard or Enterprise versions) 32/64 bit – 64 bit recommended.
- Windows Server 2008 32/64bit – 64bit recommended
- Red Hat Enterprise Linux 5.2.

4. Notes for Upgrade

To install Enterprise Policy Manager Patch Release 5.1.2.1, please follow below steps:

- Enterprise Policy Manager 5.1.2.1 can only be installed on a server that already has EPM 5.1.2 installed.
- Download the EPM_5_1_2_1_Installer.zip file from the Avaya web site to a directory on the target Enterprise Policy Manager server or to a server with network share capability.

Download path of the package:

http://support.avaya.com > Downloads > Enter the product name "Enterprise Policy Manager" > Select 5.1.2.x from the top checkbox > Click on "Enterprise Policy Manager Downloads" > Select "Downloads" tab > Click on desired OS specific 5.1.2.1 package link.

- Extract the files to a temporary, clean directory.
- Exit/Logout of EPM and/or any UCM applications.
- **On Windows Servers:**
  - Open a command shell and Change directory (cd) to: directory where the Enterprise Policy Manager Patch Release 5.1.2.1 files were extracted.
  - Change directory to "EPM_5121_Install".

- Run the install Perl script by typing "*%UCM_HOME%*\perl\perl\bin\perl.exe Install_EPM_5_1_2_1.pl" at the command prompt.
- **For Linux Servers:**
    - Open a command shell and Change directory (cd) to: directory where the Enterprise Policy Manager Patch Release 5.1.2.1 files were extracted.
    - Change directory to "EPM_5121_Install", Change permission of 'Install_EPM_5_1_2_1.pl' to be able to be executed. Ex: 'chmod 755 Install_EPM_5_1_2_1.pl'
    - Run the install script by typing "/usr/bin/perl Install_EPM_5_1_2_1.pl" at the command prompt.
- When installation is complete, please exit the command line.

File Names for This Release

File Name	Platform	File Size (bytes)
EPM_5_1_2_1_Installer.zip	Windows & Linux	78,964 KB

5. Version of Previous Release

Software Version 5.1.2

6. Compatibility

N/A.

7. Changes in This Release

- **Policy management enhancements for ERS 5500 family of devices, using next Generation Interface Manager**
    - Filter Import
    - Policy Reload
    - Filter Verification
    - Delete Non-EPM Filters
- **Filtering ERS 8600,8800 Management Interfaces**
  It has been observed that some ERS 8600/8800 agent versions (particularly v5.1 and v7.0) report management interfaces in the list of interfaces. QoS policy operations are not supported for management interfaces. EPM now filters out the management interfaces for 8600/8800 from the list of interfaces reported in "Learn Interfaces" dialog box.

8. Devices Supported in This Release

Same as in EPM 5.1.2

9. Outstanding Issues

WI Number	Description
wi00853355	EPM Console does not load when installed on a non-default drive in 64 bit Windows installations
wi00845347	Force Policy Reload might throw errors in certain scenarios for ERS 5500 – Please retry the operation again to successfully complete the operation.
wi00848416	Filter Verification pop-ups are not supported for ERS 5500

10. Known Limitations

- **While managing ERS 5500 using EPM, sometimes the devices gives the following error:**
  "Attempt to create an element that already exists" or "Trying to delete an element that does not exist"
  When such scenario is encountered, it is recommended that the user trigger "Force Policy Reload" on the device before continuing with any further operations.

- **Uninstall of EPM 5.1.2.1**
  Downgrading Enterprise Policy Manager 5.1.2.1 to 5.1.2 or 5.1 is not supported. Only way is to completely uninstall EPM and reinstall the required version. To uninstall EPM after installing 5.1.2.1, do NOT use the EPM 5.1 uninstaller. Instead, please manually execute from command prompt, the Perl script "EPM512_Uninstaller.pl" located under *%UCM_HOME%*\perl\perl\bin for Windows and *$UCM_HOME*/perl/perl5.8.8/bin for Linux.
  After uninstall of 5.1 is complete, please remove the epm-console.jar from the Java Web Start (javaws) cache. You can remove the epm-console.jar from the Java Web Start (javaws) following below steps:
  - Run javaws from command line (javaws can be located in JAVA_HOME/bin).
  - Under the user tab, select Enterprise Policy Manager and select Remove Application.

11. Documentation Corrections

For other known issues, please refer to the product release notes and technical documentation available from the Avaya Technical Support web site at: http://www.avaya.com/support .