



# **Nortel IP Flow Manager - Release Notes**

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## **IPFM 1.0** IP Flow Manager

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## How to get help

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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:

[www.nortel.com/support](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:

[www.nortel.com/callus](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:

[www.nortel.com/erc](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.



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## Release notes

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This guide lists the release notes associated with the IP Flow Manager (IPFM) 1.0.

The purpose of this document is to describe to the user specific situations in which the IP Flow Manager (IPFM) 1.0 can experience difficulties, and to provide work-around solutions to mitigate the issue, or minimize the possibility of it occurring.

### Known anomalies

#### Contents in Dashboard become hidden internet Explorer browser (Q01909391)

In the Internet Explorer browser, when multiple windows (tabs) are open, sometimes the contents in the Dashboard are not displayed when the user returns to the Dashboard from another window.

##### Workaround

Hover the mouse over the tables in the Dashboard or slightly resize the browser.

#### Login after timeout (Q01980635)

Sometimes when the user is redirected to the login page (after the user session has expired), the User ID and Password fields are not shown in the login page.

##### Workaround 1

In such a scenario, the user must refresh the browser (using the refresh toolbar icon in the browser). Sometimes the user also faces the issue when, even with valid credentials, they cannot log in to IPFM successfully.

##### Workaround 2

Another solution is to close the current browser and launch a new browser to log into IPFM.

#### Database slowness (Q01984425)

In a rare scenario with extremely busy networks, sometimes the IPFM collector service takes too much time to purge old traffic information from its database and cannot process new traffic information in an efficient manner.

##### Workaround

Stop IPFM Collector and JBoss services. Invoke the collectorCtrl script with the recreatedb option from a console or command window. (For example: C:\Program Files\Nortel\UCM\IPFM\ipfix\_collector\collectorCtrl.bat recreatedb). Restart the JBoss service followed by the IPFM Collector service. The collectorCtrl script can be found in the [IPFM Home Directory]\ipfix\_collector directory.

#### User Interface (Q01909371)

If the user collapses the Administration & Analysis panel, the main panel is not extended properly to the right side.

### **User Interface (IPF-239)**

If the user opens all the available windows (tabs) in the IPFM User Interface, the last opened window (tab) is not properly displayed.

### **Pie chart labels (IPF-586)**

Sometimes the labels in the pie chart(s) are positioned beyond the user's view.

### **Packet capture priority**

Once a packet capture has been initiated, no other user action is possible in the IPFM user interface until the packet capture workflow is completed.

### **Packet capture duration**

The default wait time for packet capture is 1 minute, which may not be sufficient for a network with minimal traffic.

#### **Workaround**

Increase the wait time appropriately using the Capture Duration menu before invoking the packet capture operation.

### **Remote Desktop Session on Windows platform (Q01987483)**

User cannot use different remote desktop sessions to install IPFM and start or restart IPFM services and the utilities.

#### **Workaround**

Use same remote desktop session or use VNC viewer instead of remote desktop.

### **In the Windows platform, use the Service Panel to start, stop, or restart the IPFM JBoss or Collector Service or both**

In the RHEL platform the user must use a console window to execute the IPFM JBoss and/or Collector Service using the command line.

### **The IPFM Collector Service must also be restarted if the IPFM JBoss Service is restarted**

If the user stops the IPFM JBoss service, then the messaging connection (JMS) between JBoss and Collector is also stopped. Therefore, if the user restarts the IPFM JBoss service they must also restart the IPFM Collector service.

### **Use the console window to install or uninstall the IPFM 1.0 on the RHEL platform**

On the RHEL platform, if the user launches the IPFM installer or uninstaller by double-clicking, the install or uninstall process does not always complete successfully.

#### **Workaround**

Always use a console window to install or uninstall the IPFM 1.0 in RHEL and invoke the related executable in the command line.

### **On the RHEL 5.2 platform both the Firewall and SELinux services or settings can be in a enabled or disabled state.**

In case the firewall is enabled, the user must open all the required TCP/UDP ports in their firewall configuration.

To change the firewall configuration and add the required TCP/UDP ports, the user must log in as root from the RHEL desktop environment, then click on the top level menu: System > Administration > Security Level and Firewall > Firewall Options.

If the firewall services is disabled, the user does not need to configure the firewall settings. If the SELinux setting is set to disabled, the user does not need to configure the SELinux settings.

To find all the necessary ports for the IP Flow Manager, refer to the Nortel IP Flow Manager Installation (NN48015-300). All the ports that are mentioned should be considered as a TCP port except for the UDP port 9995 and 2250.

**The SELinux setting must be set to Permissive mode in order for the IPFM to function properly.**

To change the SELinux setting, the user must log in as root from the RHEL desktop environment, then click on the top level menu: System > Administration > Security and Firewall > Selinux.

**On the RHEL platform when the user creates a disk partition, 5 % of disk space is reserved by the operating system and is not accessible to the user. This 5 % allocation of disk space prevents the disk from becoming full and inaccessible**

To ensure that the IPFM 1.0 is installed successfully, if the hard drive where IPFM will be installed is partitioned, the user must ensure that the partition used by IPFM is a minimum of 212GB even though the disk requirement of the IPFM 1.0 is 200GB. This allows the system to reserve 5% of the partition space while still allowing enough partition space for IPFM to be installed successfully. If the hard drive is not partitioned, this is not an issue.





