



## AVAYA IP Flow Manager

Release 2.1

### Release Notes

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August 14<sup>th</sup>, 2014  
Issue 1.1  
CID: 166826

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## 1. Summary

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**IPFM 2.1 Release Date:** 15-August-2014

**Purpose:** The IPFM 2.1 Release Notes provide the following information:

- New features introduced in IPFM 2.1
- General release information including Changes/Bug fixes in IPFM 2.1
- Supported operating systems, hardware requirements and browser clients
- Known issues and limitations

## 2. Important Notes before Installing this Release

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IPFM 2.1 is a service pack release that uses a new platform based on **Avaya Aura System Manager 6.3**.

- **IPFM 2.1** ends the support for 32-bit Operating Systems.
- **Only Microsoft Windows Server 2008 R2 (64-bit standard and enterprise editions) and Red Hat Enterprise Linux (RHEL) v5.6 and v5.7 (both 64 bit) are supported.**
- **The hardware requirements for the server have changed in IPFM r2.1.** Refer to section 4 of this document for details.
- IPFM 2.1 can be installed only as a Primary SMGR-CS server.
- Installer supports fresh installation of IPFM 2.1, as well as upgrade from IPFM 2.0[.x].
- Manual data migration is supported from existing installations of IPFM 2.0[.x].
- IPFM 2.1 does not support co-residency with any exiting UCM or SMGR based application.

### **General Instructions:**

- Please read this Release Notes completely before installing IPFM 2.1.
- The Linux bin file needs to have appropriate permissions before installing. Use the command: `chmod 777 <filename>` before executing the Linux installer.

## 3. What is new in this release

### New in this release

#### ❖ Platform upgrade

- IPFM 2.1 has been migrated to the Avaya Aura System Manager (v6.3) platform from the Avaya Unified Communication Manager (UCM) platform
- New platform uses JBoss 6.1.0 (old one was using JBoss 4.2.3).
- IPFM 2.1 is a 64-bit application (older versions of IPFM was 32-bit).

#### ❖ New Features

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#### ❖ Enhancements

- Option to start and stop collector from UI

### Issues Resolved in this release

WI id	Priority	Severity	Summary
wi01168238	P3	S3	IPFM Collector isn't able to start fully if device is not responding
wi01164060	P3	S3	IFPM 2.0.2 - "Trend Analysis" window manageability problem

## 4. Server and Client Requirements

### Server Requirements

#### Hardware

Following hardware/VM configuration is recommended for IPFM primary server setup.

HW Component	Critical	Minimum	Recommended
CPU	Quad-core 2GHz	Quad-core 2GHz	Quad-core 2GHz
Memory	4 GB	6 GB	8 GB
Free Disk Space	60 GB	60 GB	80 GB

## ***Important!***

- In IPFM 2.1, the RAM requirement has gone up by 2 GB.

## **Operating System**

Operating system	Version
Microsoft Windows	Windows Server 2008 R2 (standard and enterprise editions)
Linux	64-bit RHEL v5.6 / v5.7

## **Application memory**

The heap memory requirement for IPFM depends on the size of the network that will be managed using COM.

Network Size	Heap Memory Requirement for IPFM (Recommended)
Small ( < 250 devices)	4 GB
Medium ( 250 to 750 devices)	6 GB
Large ( 750 to 1500 devices)	8 GB (Physical RAM on the m/c also needs to be increased accordingly)

The default heap size for IPFM 2.1 is set to 4GB. If as per the above table, a higher heap size is required, please contact Avaya Support team to have them make the required changes to IPFM setup.

## **Client Requirements**

Browser	Version
Internet Explorer (IE)	Versions 8, 9 and 10
FireFox (FF)	Versions 19, 20 and 21

## 5. Licensing

IPFM 2.1 uses the same license version as previous releases. There is no change in license version.

## 6. Supported Manual Upgrade Scenarios in IPFM 2.1

The following table shows how existing IPFM installations can be moved to IPFM 2.1.

Current installation	Upgraded? (using installer)	Migrated? (manual data migration)	Procedure for Migration
<b>IPFM 2.0[x] Running on 32-bit Windows OS</b> (any supported flavor)	No, this cannot be upgraded	Yes, IPFM data needs to be migrated	<i>See the manual migration section for windows</i>
<b>IPFM 2.0[x] Running on 32-bit RHEL</b> (any supported flavor)	No, this cannot be upgraded	Yes, IPFM data needs to be migrated	<i>See the manual migration section for RHEL</i>
<b>IPFM 2.0[x] Running on Windows server 2008 R2</b> (standard/enterprise) OS	Yes, IPFM 2.0[x] running on 2008 R2 can be upgraded	Yes. In case need to install IPFM 2.1 on a new host.	<i>See the manual migration section for windows</i>
<b>IPFM 2.0[x] Running on 64-bit RHEL</b> v5.6/5.7	Yes, this can be upgraded	Yes. In case need to install IPFM 2.1 on a new host.	<i>See the manual migration section for RHEL</i>
<b>IPFM 2.0[x] Running on 64-bit Windows</b> other than Windows server 2008 R2 (standard/enterprise edition)	No, this cannot be upgraded	Yes, IPFM data needs to be migrated	<i>See the manual migration section for windows</i>
<b>IPFM 2.0[x] Running on 64-bit RHEL</b> other than REHEL v5.6/5.7	No, this cannot be upgraded	Yes, IPFM data needs to be migrated	<i>See the manual migration section for RHEL</i>



## Upgrading IPFM 2.0[.x] Using IPFM 2.1 Installer

The procedure for upgrading IPFM 2.0[.x] to IPFM 2.1 using the installer involves two major steps – first one in which a data backup and an uninstall of IPFM 2.0[.x] is done and the second one in which a fresh installation of IPFM 2.1 followed by restore of the old data is performed.

Upgrade using IPFM 2.1 installer is possible only on Microsoft Windows server 2008 R2 or RHEL v5.6/v5.7 (64-bits) servers.

Following steps describe the process in more detail.

- Data Backup and Uninstall of existing IPFM 2.0[.x] software using IPFM 2.1 Installer
  1. Start IPFM 2.1 Installer, accept the license agreement.
  2. Next, you will see a “Detection of Avaya UCM Application” window, where you will enter the **admin** user’s password for your IPFM 2.0[.x] installation.
  3. Next, pre-upgrade checks will be run. If any errors reported, take corrective actions and re-run the checks until no more errors are reported.
  4. Next, an “Upgrade Summary” screen will be displayed detailing steps that will be taken for upgrade. It will also display the location where the data backup will be stored.
  5. Start data backup. (If backup fails the location of the log file will be displayed and upgrade cannot proceed. You need to exit).
  6. Once data backup is successful, the process will continue to uninstall IPFM 2.0[.x].
  7. After uninstallation is complete –
    - If the server is a Windows server, then you will be asked to reboot the server and then to re-run IPFM 2.1 installer.
    - If the server is an RHEL server, then you will be asked to re-run IPFM 2.1 installer.
- Installation of IPFM 2.1 and Data Restore
  1. Start IPFM 2.1 installer (again) and accept the license agreement.
  2. Proceeding further will continue till IPFM 2.1 installation is complete.
  3. After installation is completed, you will be informed that the installer has detected a data backup of the older IPFM installation. You will also be given an option to restore the data to the new IPFM 2.1 installation (there will be “**Restore**” button on the screen). You can exit the installer, if you don’t want to proceed with restore.
  4. Before, clicking to **Restore** the data, you will have to login to IPFM application using a browser and change the **admin** user’s password. (Default password is **admin123**). Once this is done, on the installer screen, click “Restore”.
  5. The old IPFM installation’s data will be restored to IPFM 2.1 installation and installer will inform the progress and completion of the action.

**NOTE:**

If you are using VNC client to connect to the RHEL server for performing IPFM upgrade or a re-install (uninstall and fresh install), you may encounter the following issue.

- After uninstall of older IPFM installation, the environmental variables related to IPFM are not cleared from the VNC server and as a result new installation will fail, if the new installation folder is different from the earlier one. The workaround for this is to kill and restart the VNC server after uninstallation and then do the new installation.
- Following are the steps of this workaround –
  - Un-install IPFM build X
  - Need to restart VNC server (*this was holding up all the ENV variables*)
    - Login to server with telnet/ssh (putty)
    - Run the command – “vncserver -kill <X-display>” for ex: “vncserver -kill :1”
    - Run the command – “vncserver” (starts vncserver again)
  - Login in back to host with VNC client
  - Open the new terminal
  - Restart the installation under a new install path.

After migration, “admin” password will be the same as migrated system because user’s password and password policies are migrated to SMGR-CS

## Manual data migration from existing IPFM 2.0[.x]

When the older version of IPFM (r2.0[.x]) exists on a server with 32-bit OS or on a 64-bit OS that is incompatible with IPFM 2.1 (e.g. 64-bit Windows Server R or 64-bit RHEL 5.4), then there is a need to migrate the UCM/IPFM data from the older server to a new installation of IPFM 2.1. This section explains how this can be done.

The following scenarios are possible.

- 1) Moving to IPFM 2.1 from IPFM 2.0[.x] running on 32bit OS
- 2) Moving to IPFM 2.1 from IPFM 2.0[.x] running on 64bit OS incompatible with IPFM 2.1.

Following steps describe the workflow for migrating from older version of IPFM to IPFM 2.1.

**Pre-requisite: Older version (release 2.0[.x]) of IPFM running as UCM Primary.**

### Steps for Windows servers

1. Download the file Migration\_From\_32Bit\_UCM\_To\_SMGR-CS.zip from the same Avaya Support page from which you downloaded IPFM 2.1 installer and unzip it. In its content you will find another zip file named - ucm-to-smgr-migration-windows.zip.
  - a. Go through the **ReadMe** file in the main zip file you have downloaded, before proceeding further.
  - b. Now unzip the file ucm-to-smgr-migration-windows.zip.
2. Back up the data on IPFM 2.0[.x].

- a. Take back up on UCM by running the script *backupDataMigration.bat*.
- b. Upon successful completion, it will generate a jar file (like 2013-11-06\_13.06.jar) and a zip file (as JbossQuantumMigration.zip) in the backups folder of UCM (<UCM-dir>\backups\).
3. Install IPFM 2.1 on a 64-bit Windows 2008 R2.
4. **Obtain new IPFM 2.1 License and install the license.**
5. Now Copy the backup data jar file to backups folder in SMGR-CS (<smgr-dir>\backups\>) and zip file to the <smgr-dir>\core\tmp folder on windows.
6. To restore the data on SMGR-CS, run *restoreDataMigration.bat* present in IPFM 2.1 <smgr-dir>\bin.
7. Upon successful completion, login to SMGR-CS and verify if the app is functioning as expected and that the data has been restored from UCM. The default username is “admin” and default password is “admin123” (both without quotes).
8. This completes the data migration from IPFM 2.0[.x] on UCM Primary to IPFM 2.1 on SMGR-CS Primary.

#### Steps for RHEL servers

1. Download the file Migration\_From\_32Bit\_UCM\_To\_SMGR-CS.zip from the same Avaya Support page from which you downloaded IPFM 2.1 installer and unzip it. In its content you will find another zip file named - ucm-to-smgr-migration-linux.zip.
  - a. Go through the **ReadMe** file in the main zip file you have downloaded, before proceeding further.
  - b. Now unzip the file ucm-to-smgr-migration-linux.zip.
2. Please, follow the instructions in it to back up the data on IPFM 2.0[.x].
  - a. Take back up on UCM using *backupDataMigration.sh*.
  - b. Upon successful completion, it will generate a jar file (like 2013-11-06\_13.06.jar) and a zip file(as JbossQuantumMigration.zip) in the backups folder of UCM (<ucm-dir>/backups/).
3. Install IPFM 2.1 on a 64-bit RHEL v5.6/v5.7 host.
4. **Obtain new IPFM 2.1 License and install the license.**
5. Now Copy the backup data jar file to backups folder in SMGR-CS (<smgr-dir>/backups/) and zip file to the /tmp folder.
6. To restore the data on SMGR-CS, run *restoreDataMigration.sh* present in IPFM 2.1 <install-path>/bin.
7. Upon successful completion, login to SMGR-CS and verify if the app is functioning as expected and that the data has been restored from UCM. The default username is “admin” and default password is “admin123” (both without quotes).

This completes the data migration from IPFM 2.0[.x] on UCM Primary to IPFM 2.1 on SMGR-CS Primary.

## 7. Limitations and Known Issues

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IPFM 2.1 has the following limitations and known issues.

### Limitations

- No space character is allowed in the path name for the installation folder (pre-check exists in the installer) – a limitation inherited from JBoss 6.1.0

### Known Issues

1. wi01167446: SMGR-CS: Error while adding a role
2. wi01182177: All launch menu is disabled after migration for user with customer role assigned
3. wi01181314: A new folder 'Avaya' is created under /opt after upgrading from IPFM 2.0.3 to 2.1. *There is no functional impact due to this.*
4. wi01168669: Fails to accept valid license after giving invalid license on windows: *Work around: delete the licenses manually form LSM/licenses folder and restart lsm.*
5. wi01176603: Device and Server Credentials link on Inventory subpage is not working. *Workaround: Is to launch Device and server credentials from the Inventory drop down menu instead of launching from the Sub Pages*
6. wi01184314: Launching COM/IPFM/VPFM shows AppInstances page with no servers: *Workaround: Login to SMGR-CS →Administrator →Elements →Refresh. Then to back to dashboard, Refresh and launch the link from Elements.*

## 8. Miscellaneous Information

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### General Information

- **Default User ID and Password** for accessing newly installed Aura System Manager based IPFM application is **admin/admin123**
- After migration, “admin” password will be the same as old IPFM system because user’s password and password policies are migrated to SMGR-CS.
- After installation/upgrade completes successfully and as well as after a restart of the IPFM application, it takes a few minutes (about 5mins) for the application to be available for client access.
- If IPFM being upgraded to r2.1 or if IPFM 2.1 being uninstalled and re-installed on an RHEL server connecting to the server remotely using VNC client, then you may encounter this issue. After uninstall of older IPFM installation, the environmental variables related to IPFM are not cleared from the VNC server and as a result new installation will fail. The workaround for this is to **kill** and **restart** the VNC server after uninstallation and then do the new installation. Following are the steps of this workaround –
  - Un-install IPFM build X
  - Need to restart VNC server (this was holding up all the ENV variables)
    - Login to server with telnet/ssh (putty)
    - Run the command – “vncserver -kill <X-display>” for ex: “vncserver -kill :1”
    - Run the command – “vncserver” (starts vncserver again)
  - Login in back to host with VNC client
  - Open the new terminal
  - Restart the installation under a new install path.