

IP Flow Manager (IPFM) Software Release 2.0

What is IPFM?

IPFM stands for "Internet Protocol Flow Manager". IP Flow Manager (IPFM) is a web based Network Monitoring software (application) that analyzes both "data" & "voice" traffic usage patterns and user behavior on the network. IPFM provides the visibility into application usage including "who", "what", "when", & "where" - leading to increased productivity and more accurate network capacity planning.

Using IPFM user can monitor utilization on a core or edge router as well as the traffic causing the utilization which in turn helps network admin to understand how network is functioning and also helps to anticipate probable occurrence of network outage, link failure and system downtime. IPFM's unique capabilities like identifying custom applications, setting thresholds for Applications and/or Protocols, monitoring any specific conversations, etc. prevent "after the fact" responses to network application performance issues.

IPFM is capable of receiving network flow (traffic) information from various IPFIX enabled devices such as ERS 8600 (with R-module v 4.1 and newer), ERS 8300 (v 4.2 and newer), ERS 5500 (v 5.0 and newer) standalone or stack mode and ERS 5600 (v 6.0 and newer) standalone and stack mode.

IPFM 2.0 release officially supports Avaya devices but it should work well with other non-Avaya devices as long as those devices are compliant with IPFIX or NetFlow-v5/v9 protocol.

Documentation & Release Notes

Avaya recommends users download release notes and the technical documentation before installing the software. The current and updated version of technical documentation for Avaya IP Flow Manager can be downloaded from the Avaya customer support web site.

To access the IPFM documentation:

1. Go to <http://www.avaya.com/support>
2. Click **Products** and type/select "**IP Flow Manager**" in the Product Name text box.
3. Click **Documentation** and then **View All Documents**.
4. Select the desired release from the **Release** drop-down list.

The IP Flow Manager Documentation page appears, and lists all available documents for this release. For ease of use the same set of documents are included in this DVD and these can be found in "Documentation" folder. Please note that all of these documents are PDF files, so user needs a PDF viewer to open these files. To download a free PDF viewer please go to: <http://www.adobe.com/downloads/> website.

Also as part of IPFM installation both the "Troubleshooting" and "Release Notes" documents are available as part of IPFM's online "help" package and can be viewed in browser by clicking on any "help" icon in IPFM UI.

Installation Instructions for IPFM 2.0

1) Microsoft Windows 2003 Enterprise Server (SP2) Platform

Run the installer file: IPFM_2_0_Windows\ipfm_2_0_installer.exe

2) Microsoft Windows 2008 Server Platform

Run the installer file: IPFM_2_0_Windows\ipfm_2_0_installer.exe

3) Redhat Enterprise Linux (5.2) Platform

a) Copy the installer file: IPFM_2_0_Linux\ipfm_2_0_installer.bin to the local drive on the Linux server.

b) Open a console window and change the mode of this file to make it executable - i.e. execute following command:

```
chmod +x+r ipfm_2_0_installer.bin
```

c) Execute the installer from console window.

Apply UCM Patch "First"

- If you already have an existing UCM deployment, you must stop jboss on the "primary" server, "backup" server and "member" server(s). And then install the patch on "primary", followed by "backup" (if applicable).
- Restart jboss service on all security servers sequentially (i.e. first "primary", then "backup" and then "member") and then proceed to install "IP Flow Manager 2.0" application.
- If you are about to install "IP Flow Manager 2.0" application as the very first UCM application, you need to install the UCM patch "UCM_IPV6_JMS_Maint_Patch_09182009" on "primary" security server as soon as the IPFM installation completes.

Launch & Run IPFM

Once installation completes successfully, user can launch IPMF in following ways:

- 1) open a browser and type the url: "https://{FQDN-or-ipfm-server-machine-ip}", login with valid credential and then click on "IP Flow Manager" link on the left side on UCM Home page.
- 2) Click on Start -> Programs -> Nortel -> UCM -> IPFM -> IP Flow Manger (applicable only for windows platform). Login with valid credential and then click on "IP Flow Manager" link on UCM Home page.

The default username is "admin" and password is the one which was provided during IPFM installation or the installation of UCM Primary Server.

Special instructions if IPFM is installed as a "backup" security server:

- 1) Stop jboss on the "primary" server, "backup" server and "member" server(s).
- 2) Copy the file: "ipfm-jbossmq-destinations-service.xml" to {JBOSS_home}/deploy-hasingleton/jms/clusteredDestinations/ directory
- 3) Start jboss service on all security servers sequentially (i.e. first "primary", then "backup" and then "member").

Co-residency Requirements:

For production deployment, IPFM is required to be installed in a dedicated server. However for demonstration & evaluation purpose "only", IPFM can co-reside with VPFM, NRM, EPM applications.

If IP Flow Manager is installed in the same machine where another UCM application is already installed, user has to provide the "root" password for the UCM Database (MySQL) server. This is needed because IP Flow Manager has its own database and to create this database, it needs the "root" password.

Generally the "root" password is the same one as the UCM "admin" password. But user "can" change UCM "admin" password any point of time and if user does so, the "root" password for Database (MySQL) server will **still** be the **same** (i.e. old one).

Thus user **must** need to enter the "root" password - ***NOT*** the UCM "**admin**" password.

After Installation Completes:

After installation completes successfully, user must ensure that both JBoss service and IP Flow Manager Collector service are running properly. Sometimes on Linux platform the IP Flow Manager Collector service is not automatically started by the installer. In such scenario user must start IP Flow Manager Collector service manually.

To stop/start IPFM Jboss and/or Collector services, please refer to "IPFM Installation Guide".

Known issues/anomalies:

- **CR Q02063748** - IPFM Collector service sometime is not auto-started after installation completes on Linux platform.
Workaround: Start the service manually (Execute the command: "/etc/init.d/ipfix_collector start & " from a console window).
- **CR Q01909391** - Contents in Dashboard sometime become hidden Internet Explorer browser
Workaround: Hover the mouse over the tables in the Dashboard or slightly resize the browser.
- **CR Q01987483** - User cannot use different remote desktop sessions to install IPFM and start or restart IPFM services and the utilities.
Workaround: Use desktop window or same remote desktop session or use VNC viewer instead of remote desktop.
- **CR Q02076110** - On Linux platform IPFM can not co-reside with other UCM applications on the same server unless it is installed as the very first UCM application.
Workaround: IPFM must be the first UCM application to be installed on the server. For windows platform this is not an issue.
- Sometimes the label(s) in pie chart is positioned beyond the user's view. (IPF-586)
- If for any reason Primary JBoss Server is restarted, user must restart IPFM Collector Service since Collector listens to JMS Topic hosted in Primary JBoss Server. This is not really a bug rather should be considered as a requirement.

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