# NCM 3.6 Release Pack 1 Release Notes and Installation Guide

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# Contents

# Preface

The Network Configuration Manager* (NCM ) application offers a solution for one of the most problematic areas of networking—configuration management. NCM  provides comprehensive management capabilities that simplify the approach to configuring BCM networks.

This guide is part of the NCM  documentation set, and describes how to install Network Configuration Manger 3.6 Release Pack 1 (NCM 3.6 RP1). This guide also lists the release notes associated with the NCM 3.6 RP1.

> **Note:** The complete NCM  documentation set is located on the documentation CD that is included in the NCM  3.6 package.

## Before you begin

This guide is intended for the network administrator who is responsible for administering the NCM  server (the NCM  administrator). The NCM  administrator can benefit from experience in the following:

- Working knowledge of the Windows∗ operating system or Solaris∗ windowing systems and graphical user interfaces (GUI)
- Familiarity with basic networking terminology, theories, and practices

## Symbols used in this guide

This guide uses these symbols to draw your attention to important information:

> **Note:** Note/Tip symbol
> Alerts you to important information.

# Text conventions

This guide uses the following text conventions:

| | |
|---|---|
| angle brackets (< >) | Indicate that you choose the text to enter based on the description inside the brackets. Do not type the brackets when entering the command.<br><br>Example: If the command syntax is<br>`ping <ip_address>`, you enter<br>`ping 192.32.10.12` |
| **bold Courier text** | Indicates command names, options, and text that you must enter.<br><br>Example: Use the **dinfo** command.<br><br>Example: Enter **show ip** {**alerts**\|**routes**}. |
| brackets ([ ]) | Indicate optional elements in syntax descriptions. Do not type the brackets when entering the command.<br><br>Example: If the command syntax is<br>`show ip interfaces [-alerts]`, you can enter either `show ip interfaces` or<br>`show ip interfaces -alerts`. |
| *italic text* | Indicates new terms, book titles, and variables in command syntax descriptions. Where a variable is two or more words, the words are connected by an underscore.<br><br>Example: If the command syntax is<br>`show at <valid_route>`, *valid_route* is one variable and you substitute one value for it. |
| plain Courier text | Indicates command syntax and system output, such as, prompts and system messages.<br><br>Example: `Set Trap Monitor Filters` |
| separator ( > ) | Shows menu paths.<br><br>Example: Protocols > IP identifies the IP option on the Protocols menu. |

# Acronyms

This guide uses the following acronyms:

| | |
|---|---|
| BCM | Business Communications Manager |
| CR | Change Request |
| DLCI | Data Link Connection Identifier |
| IPSec | IP Security Protocol |
| ISDN | Integrated Services Digital Network |
| IVR | Interactive Voice Response |
| NCM | Network Configuration Manager |
| NCM 3.6 RP1 | Network Configuration Manger 3.6 Release Pack 1 |
| NIC | Network Interface Card |
| PPTP | Point-to-Point Tunnel Protocol |
| SNMP | Simple Network Management Protocol |
| SRG | Survivable Remote Gateway |
| TFTP | Trivial File Transfer Protocol |

# Related publications

For more information about using NCM 3.6 RP1, refer to the following publications:

- *Using NCM to Manage BCM50*
- *Network Configuration 3.6 Release Notes (Updated March 2005)*
- *Network Configuration Manager 3.6 Installation Guide*
- *Network Configuration Manager 3.6 Administration Guide*
- *Network Configuration Manager 3.6 Client Software User Guide*

Another useful reference is the *BCM50 Programming Operations Guide*.

# How to get help

## Technical Support Contact Numbers

If you do not see an appropriate number in this list, go to *www.nortel.com/cs*.

- **USA and Canada Authorized Distributors**
  **Technical Support — NETS**
  **Telephone:** 1-800-4NORTEL (1-800-466-7835)

  If you already have a PIN Code, enter Express Routing Code (ERC) 196#.
  If you do not yet have a PIN Code, or for general questions and first line support,
  enter ERC 338#.
  **Web site:** *www.nortel.com/cs*
  **Presales Support (CSAN)**
  **Telephone:** 1-800-4NORTEL (1-800-466-7835)
  Use Express Routing Code (ERC) 1063#.

- **EMEA (Europe, Middle East, Africa)**
  **Technical Support — CTAS**
  **Telephone:** *European Free phone 00800 800 89009

  European Alternative/
  United Kingdom +44 (0)870-907-9009
  Africa +27-11-808-4000
  Israel 800-945-9779
  *Note: Calls are not free from all countries in Europe, Middle East, or Africa.
  **Fax:** 44-191-555-7980
  **email:** *emeahelp@nortelnetworks.com*

- **CALA (Caribbean and Latin America)**
  **Technical Support — CTAS**
  **Telephone:** 1-954-858-7777
  **email:** *csrmgmt@nortelnetworks.com*

- **APAC (Asia Pacific)**
  **Technical Support — NETS**
  **Telephone:** +612 8870 8800
  **Fax:** +612 8870 5569
  **email:** *asia_support@nortelnetworks.com*

- **In-country toll-free numbers:**
  **Australia** 1-800-NORTEL (1-800-667-835)
  **China** 010-6510-7770
  **India** 011-5154-2210
  **Indonesia** 0018-036-1004
  **Japan** 0120-332-533
  **Malaysia** 1800-805-380
  **New Zealand** 0800-449-716
  **Philippines** 1800-1611-0063
  **Singapore** 800-616-2004
  **South Korea** 0079-8611-2001
  **Taiwan** 0800-810-500
  **Thailand** 001-800-611-3007
  **Service Business Centre and Presales Help Desk** +61-2-8870-5511

# Chapter 1
# Introduction

Network Configuration Manager (NCM) is a management application that provides centralized configuration and system management capabilities for a multi-BCM network. NCM automates data backups and supports efficient distribution of common files. You can automate common configuration tasks by scheduling optimized work flows. With NCM, bulk distribution of BCM software updates becomes a simple, efficient, and automated process. The NCM client software is the user interface to the NCM server.

This NCM 3.6 Release Pack 1 (NCM 3.6 RP1) enables the same support capabilities for BCM50 release 1 and BCM3.7 devices as for BCM devices already supported by NCM 3.6.

This chapter provides the following information:

- "New features"
- "Supported platforms" on page 12
- "NCM 3.6 RP1 requirements" on page 12
- "Known anomalies in NCM 3.6 RP1 for BCM50 devices" on page 14
- "Known anomalies in NCM 3.6 RP1 for BCM3.7 devices" on page 18
- "NCM 3.6 CRs corrected on NCM 3.6 RP1" on page 18
- "Known anomalies in NCM 3.6" on page 19

## New features

NCM 3.6 RP1 adds the ability to perform configuration management on BCM50 release 1 devices.

# Supported platforms

The NCM 3.6 RP1 delivers the incremental software that is installed on an existing NCM 3.6 server. The NCM 3.6 RP1 software runs on the same platforms as the NCM 3.6 server. See the *Network Configuration Manager 3.6 Installation Guide* for a list of the supported platforms. NCM 3.6 and NCM 3.6 RP1 are now supported on Windows 2003 Enterprise Server — Service pack in addition to the platforms listed in the *Network Configuration Manager 3.6 Installation Guide*. NCM supports only New Technology File System (NTFS) as a valid file system for Windows servers (Windows 2000, 2003 Enterprise, XP) used for hosting the NCM Server software.

## NCM 3.6 RP1 requirements

NCM 3.6 RP1 requires a user account with administrator level privileges on the BCM50 devices to be managed.

## Windows installation requirement

There is an interaction between the Windows Service Control Manager window and the NCM 3.6 RP1 installation program that causes the installation to fail if the Windows Service Control Manager window is open during the installation of NCM 3.6 RP1. The Windows Service Control Manager window must be closed when installing NCM 3.6 RP1.

## Windows 2003 setting requirements

NCM 3.6 RP1 does not install and Data Execution Prevention (DEP) errors occur, when installing NCM 3.6 RP1 on a Windows 2003 Enterprise Server — Service Pack 1 using the default DEP settings. You must set the DEP settings to **Turn on DEP for all programs and services except those I select:** and check **InstallAnywhere Self Extractor** in the program list before trying to install NCM 3.6 RP1. Changing the DEP settings enables the NCM 3.6 RP1 installer program to run and NCM 3.6 RP1 to install. You can set the DEP settings back to the default settings after NCM 3.6 RP1 is installed successfully.

## Disk space requirements

The amount of disk space required for the NCM database varies depending on the following factors:

- The size of BCM50 device configurations
- The size of BCM50 backup configurations
- The number of BCM50 devices and BCM3.x devices stored in the NCM database
- The number of archive configuration files (backup files) retained in the NCM database per network device

Use the following equation to estimate the disk space required to house the NCM database:

**SIC * NNE + NIBC (SBC * NNE) = Size of HDD**

where:

— SIC = Size of Imported Config
— SBC = Size of Backup Config
— NIBC = Number of Instances of Backup
— NNE = Number of Network Elements
— HDD = Hard drive data

Example:

— SIC = 75 MB
— SBC = 70 MB
— NIBC = 5
— NNE = 2000

75 MB * 2000 + 5 (70 MB * 2000) = 850 GB

## Security software compatibility

Testing was performed on NCM 3.6 RP1 with CyberArmor Personal Firewall, Symantec Antivirus software, and Norton Antivirus with the default windows version of firewall enabled and no known interactions were reported. It is not necessary to disable the software in order for NCM to perform its remote management tasks. Nortel makes no specific recommendations regarding the anti-virus software used on the customer premises with NCM 3.6 RP1. You must ensure that the appropriate ports listed in the *Network Configuration Manager 3.6 Installation Guide* and the *Using NCM to Manage BCM50* guide are enabled.

# Known anomalies in NCM 3.6 RP1 for BCM50 devices

## Declined Integrated Router connections

NCM cannot import or export any router configuration data from a BCM50 device if there is another active management connection running, for example the Web GUI router interface. The BCM50 integrated router allows only one management connection at a time; therefore, NCM connections will be refused if there is another active management connection. (CR Q01096896)

## Unimportable/Unexportable router parameters

Table 1 shows the router parameters that are not importable into NCM from your BCM50 device.

**Table 1**   Ethernet Router Import

| TreeNodes | Fields |
|-----------|--------|
| Configuration Data > Router Name > VPN | Branch Office Connection Rule — Encryption |

Table 2 shows the parameters within the ADSL router navigation tree that are not exportable from NCM. Table 3 shows the parameters within the Ethernet router navigation tree that are not exportable from NCM.

**Table 2**  ADSL Router Export

| TreeNodes | Fields |
|---|---|
| Configuration Data > Router Name > Log Settings | All Fields |
| Configuration Data > Router Name > WAN | WAN Setup — Name |
| Configuration Data > Router Name > LAN | IP tab — LAN TCP/IP — IP address |
| Configuration Data > Router Name > LAN | IP tab — LAN TCP/IP — subnet mask |
| Configuration Data > Router Name > LAN | LAN IP tab — DHCP — First DNS Server |
| Configuration Data > Router Name > LAN | LAN IP tab — DHCP — IP address |
| Configuration Data > Router Name > LAN | LAN IP tab — DHCP — Second DNS Server |
| Configuration Data > Router Name > LAN | LAN IP tab — DHCP — IP address |
| Configuration Data > Router Name > LAN | LAN IP tab — DHCP — Third DNS Server |
| Configuration Data > Router Name > LAN | LAN IP tab — DHCP — IP address |
| Configuration Data > Router Name > System | General — DNS Servers — First DNS Server |
| Configuration Data > Router Name > System | General — DNS Servers — IP address |
| Configuration Data > Router Name > System | General — DNS Servers — Second DNS Server |
| Configuration Data > Router Name > System | General — DNS Servers — IP address |
| Configuration Data > Router Name > System | General — DNS Servers — Third DNS Server |
| Configuration Data > Router Name > System | General — DNS Servers — IP address |

**Table 2**  ADSL Router Export (continued)

| TreeNodes | Fields |
| --- | --- |
| Configuration Data > Router Name > Remote Management | Web tab — port |
| Configuration Data - Router Name - SUA/NAT | NAT |

**Table 3**  Ethernet Router Export

| TreeNodes | Fields |
| --- | --- |
| Configuration Data > Router Name > LAN | IP tab — LAN TCP/IP — IP address |
| Configuration Data > Router Name > LAN | IP tab — LAN TCP/IP — subnet mask |
| Configuration Data > Router Name > Remote Management | WWW tab — Server port |
| Configuration Data > Router Name > LAN | IP tab — DNS Servers Assigned by DHCP server — First DNS Server |
| Configuration Data > Router Name > LAN | IP tab — DNS Servers Assigned by DHCP server — IP address |
| Configuration Data > Router Name > LAN | IP tab — DNS Servers Assigned by DHCP server — Second DNS Server |
| Configuration Data > Router Name > LAN | IP tab — DNS Servers Assigned by DHCP server — IP address |
| Configuration Data > Router Name > LAN | IP tab — DNS Servers Assigned by DHCP server — Third DNS Server |
| Configuration Data > Router Name > LAN | IP tab — DNS Servers Assigned by DHCP server — IP address |
| Configuration Data - Router Name - System | General — DNS Servers — First DNS Server |
| Configuration Data - Router Name - System | General — DNS Servers — IP address |
| Configuration Data - Router Name - System | General — DNS Servers — Second DNS Server |
| Configuration Data - Router Name - System | General — DNS Servers — IP address |
| Configuration Data - Router Name - System | General — DNS Servers — Third DNS Server |

**Table 3**  Ethernet Router Export (continued)

| TreeNodes | Fields |
|---|---|
| Configuration Data - Router Name - System | General — DNS Servers — IP address |
| Configuration Data - Router Name - System | Password tab |

## Service Access Points table updates must be done through BCM50 SNMP Wizard

Modifications made in the Service Access Points table located in Telephony > Configuration > Administrator Access > SNMP > Service Access Points tab are not exported when exporting device configurations and will cause an error to occur on export. Use the BCM50 SNMP Wizard to add or delete Service Access Points settings. (CR Q01128851)

## Unsupported fields in the Service Access Points table.

NCM does not support the Authentication Password Phrase and Privilege Pass Phrase fields in the Service Access Points table located in Telephony > Configuration > Administrator Access > SNMP > Service Access Points tab. (CR Q01159074)

# Known anomalies in NCM 3.6 RP1 for BCM3.7 devices

## Web Cache enhancement

NCM does not support the Web Cache security enhancement implemented in BCM3.7. Configure the Web Cache enhancement through the Unified Manager on the BCM.

## Call Detail Recording settings

NCM does not support the Include Matrix File field under the Data File Transfer tab implemented in BCM3.7. Configure this field through the Unified Manager on the BCM. Exports of the existing supported parameters are not affected by this unsupported field.

# NCM 3.6 CRs corrected on NCM 3.6 RP1

This section lists the CRs corrected by NCM 3.6 RP1. The functionality of the listed CRs is corrected on any NCM 3.6 server with NCM 3.6 RP1 installed.

## Password change wizard

When the Export check box in the Password Change wizard is selected, the password is changed on the physical device. However, the device representation in NCM still contains the old password within its connection parameters. (CR Q00531581)

This CR is corrected. NCM now contains the updated password.

## Executing Trim Archive wizard on File Management folder

The Trim Archive wizard, available under the File Management folder, trims the number of archives folders for each device on which the wizard is run. The Trim Archive wizard runs correctly when used on only one device. However, if used on multiple devices, as when a folder is selected, the wizard incorrectly deletes archives from the devices contained in the folder, and you lose more archived data than originally specified.

To ensure that data is not lost, run the Trim Archive wizard on only one device at a time.

This CR is now corrected. You can run the Trim Archive wizard on multiple devices at the same time.

# Known anomalies in NCM 3.6

All anomalies pertaining to NCM 3.6 are relevant to NCM 3.6 RP1, except for the information listed in "NCM 3.6 CRs corrected on NCM 3.6 RP1" on page 18. See the *NCM 3.6 Release Notes*, released March 2005, for a complete list of all of the known anomalies in NCM 3.6.

# Chapter 2
# Installing NCM 3.6 RP1

This chapter includes installation procedures for both Windows and Solaris environments. You must implement the following three points for each of the two operating systems to ensure successful installation of NCM 3.6 RP1. NCM 3.6 RP1 must also be installed on client PCs running the NCM Standalone Client.

- NCM 3.6 Server must be installed on the server before attempting to install NCM 3.6 RP1 on the server.
- NCM 3.6 Standalone Client must be installed on the client PC before you attempt to install NCM 3.6 RP1 on the client PC.
- NCM 3.6 RP1 must be installed in the same directory as NCM 3.6 installation directory on both the server and the standalone client PC.

## Installing NCM 3.6 RP1 in a Windows environment

Use the following steps to install NCM 3.6 RP1 on the NCM server or the NCM standalone client:

**1**  Stop the NCM 3.6 Server or the NCM Server service if either is running.

You must stop the NCM 3.6 Server and NCM Server service only if you install NCM 3.6 RP1 on the Server. Stopping the NCM 3.6 server or NCM Server service is not required if you install NCM 3.6 RP1 only on a client PC.

**2**  Double-click the downloaded **NCM36RP1.exe** file to run the install.

The NCM for BCM50 Information screen appears and the installation files are extracted.

**3**  Click **Next** to proceed with the installation or click **Cancel** to quit the installation.

If you click Cancel, the installation prompts you to confirm that you want to quit the installation, upon which the program terminates.

If you select Next, the License Agreement screen appears.

**4**    Select the **I accept the terms of the License Agreement** button.

Selecting the **I accept the terms of the License Agreement** button activates the Next button and the installation continues.

Selecting the **I do NOT accept the terms of the License Agreement** button causes the License Agreement Warning box to appear, enabling you to quit the installation.

**5**    Click **Next** to accept the licensing terms and continue with the installation.

The Important Information screen appears, asking you to ensure the NCM 3.6 Server or the NCM Server service is stopped. Stop the NCM 3.6 Server or the NCM Server service only if you want to install NCM 3.6 RP1 on the NCM Server. Stopping the NCM 3.6 Server or the NCM Server service is not required if you install NCM 3.6 RP1 only on a client PC.

**6**    If required, stop the NCM 3.6 Server or the NCM Server service.

> → **Note:** You must close the Windows Computer Management > Services window after the NCM Server service is stopped. The installation process will fail if you try to install NCM 3.6 RP1 with the Windows Computer Management > Services window open.

**7**    Click **Next**.

The Choose Install Folder screen appears.

**8**    In the path field, update the install directory for the NCM Server or NCM Client.

The Choose Install folder screen opens with C:\Program Files\Nortel Networks\NCM as the default install directory. NCM 3.6 RP1 must be installed in the same installation directory as the NCM 3.6 software. The installation directory is be incorrect if you did not install NCM 3.6 in the default installation path. You can update the install directory field manually or use the Choose button to browse your file system for the correct installation directory.

**9**    Click **Next**.

The Specify NCM Server as Service Settings screen appears, stating that NCM server can be installed as a service.

**10**    Check the **Are you currently running NCM as a Service?** check box if you are running NCM 3.6 as a service. Leave the **Are you currently running NCM as a**

**Service?** check box unchecked if you are not running NCM 3.6 as a service and go to step 12.

If the **Are you currently running NCM as a Service?** check box is checked, the Start the service at the end of the installation check box becomes available.

11 Check the **Start the service at the end of the installation** check box if you want to the NCM Server service started upon successful completion of the NCM 3.6 RP1 installation. Leave the **Start the service at the end of the installation** check box cleared if you do not want to start the NCM Server service upon successful completion of the NCM 3.6 RP1 installation.

12 Click **Next**.

The Configuration Task Complete screen appears.

13 Click **Install**.

The Installing screen appears, showing the progress of the installation.

When the installation is complete, the Install Complete screen appears.

14 Click **Done**.

15 The NCM Server service starts automatically if NCM 3.6 RP1 was installed as a service and you checked the **Start the service at the end of the installation** check box. If the NCM 3.6 Server service starts automatically go to step 17.

16 Start the NCM 3.6 Server.

17 After installation is confirmed, you can delete the **NCM36RP1.exe** file from your system.

## Uninstalling NCM 3.6 RP1 in a Windows environment

You can remove NCM 3.6 RP1 only by uninstalling and reinstalling the NCM 3.6 product.

# Installing NCM 3.6 RP1 in a Solaris environment

Use the following steps to install NCM 3.6 RP1 on the NCM server or the NCM standalone client:

**1**   Stop the NCM 3.6 Server or the NCM Server service if either is running.

You must stop the NCM 3.6 Server and NCM Server service only if you install NCM 3.6 RP1 on the server. Stopping the NCM 3.6 Server or NCM Server service is not required if you install NCM 3.6 RP1 only on a client PC.

**2**   Open a command window from the server console or from an Xterminal.

**3**   Log in as root by entering the following command:

**su -**

**4**   At the password prompt, enter your root password.

**5**   Navigate to the NCM installation files. For example, if the installation CD is mounted on the drive /cdrom, enter the following command:

**cd /cdrom/Install/NCM36RP1/solaris**

Note: Users outside of the United States must enter the following command before continuing to install NCM:

**unset LANG**

**unset LC_CTYPE**

**6**   Enter the following command:

**sh NCM36RP1.bin**

The NCM for BCM50 Information screen appears and the installation files are extracted.

**7**   Click **Next** to proceed with the installation or click **Cancel** to quit the installation.

If you click Cancel, the installation prompts you to confirm that you want to quit the installation, upon which the program terminates.

If you select Next, the License Agreement screen appears.

**8**   Select the **I accept the terms of the License Agreement** button.

Selecting the **I accept the terms of the License Agreement** button activates the Next button and the installation continues.

Selecting the **I do NOT accept the terms of the License Agreement** button causes the License Agreement Warning box to appear, enabling you to quit the installation.

**9**  Click **Next** to accept the licensing terms and continue with the installation.

The Important Information screen appears, asking you to ensure the NCM 3.6 Server or the NCM Server service is stopped. Stop the NCM 3.6 Server or the NCM Server service only if you want to install NCM 3.6 RP1 on the NCM Server. Stopping the NCM 3.6 Server or the NCM Server service is not required if you install NCM 3.6 RP1 only on a client PC.

**10**  If required, stop the NCM 3.6 Server or the NCM Server service.

**11**  Click **Next**.

The Choose Install Folder screen appears.

**12**  In the path field, update the install directory for the NCM Server or NCM Client.

NCM 3.6 RP1 must be installed in the same installation directory as the NCM 3.6 software. You can update the install directory field manually or use the Choose button to browse your file system for the correct installation directory.

**13**  Click **Next**.

The Specify NCM Server as Service Settings screen appears stating that NCM server can be installed as a service.

**14**  Check the **Are you currently running NCM as a Service?** check box, if you are running NCM 3.6 as a service. Leave the **Are you currently running NCM as a Service?** check box cleared if you are not running NCM 3.6 as a service and go to step 16.

If the **Are you currently running NCM as a Service?** check box is checked, the Start the service at the end of the installation check box becomes available.

**15**  Check the **Start the service at the end of the installation** check box if you want to the NCM Server service started upon successful completion of the NCM 3.6 RP1 installation. Leave the **Start the service at the end of the installation** check box cleared if you do not want to start the NCM Server service upon successful completion of the NCM 3.6 RP1 installation.

**16**  Click **Next**.

The Configuration Task Complete screen appears.

**17**  Click **Install.**

The Installing screen appears, showing the progress of the installation.

When the installation is complete, the Install Complete screen appears.

**18** Click **Done**.

**19** The NCM Server service start automatically if NCM 3.6 RP1 was installed as a service and you checked the **Start the service at the end of the installation** check box. If the NCM 3.6 Server service starts automatically go to step 21.

**20** Start the NCM 3.6 Server.

**21** After installation is confirmed, you can delete the **NCM36RP1.bin** file from your system.

## Uninstalling NCM 3.6 RP1 in a Solaris environment

You can remove NCM 3.6 RP1 only by uninstalling and reinstalling the NCM 3.6 product.