# Release Notes

**NCM 4.0**

## Network Configuration Manager

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NORTEL

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## Trademarks

# Contents

# Chapter 1
# Getting started

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 become a simple, efficient, and automated process. The NCM client software is the user interface to the NCM server.

Installation of NCM enables NCM to provide remote support capabilities for all of the following BCM devices:

- BCM50 3.0 (SRG50 3.0)
- BCM50 2.0 (SRG50 2.0)
- BCM 4.0
- BCM50 1.0
- BCM 3.7
- BCM 3.6

## About this guide

This guide is part of the NCM documentation suite and lists the release notes associated with the NCM 4.0.

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

# Audience

This guide is intended for network engineers who use the Network Configuration Manager to configure and maintain networks. This guide is based on the assumption that you have the following background:

- understanding of networking terminology, theories, and practices
- familiarity with BCM50 3.0 configuration and management
- knowledge of the Windows operating system or Solaris windowing systems and graphical user interfaces (GUI)

> **Note:** This guide distinguishes between NCM users and the NCM administrator. NCM users, the intended audience of this guide, are network engineers who use the NCM software to configure networks. The NCM administrator administers the NCM server software.

# Symbols and text conventions

These symbols highlight critical information for the NCM system:

**Caution:** Alerts you to conditions where you can damage the equipment.

**Danger:** Alerts you to conditions where you can get an electrical shock.

**Warning:** Alerts you to conditions where you can cause the system to fail or work improperly.

**Tip:** Alerts you to additional information that can help you perform a task.

**Note:** A Note alerts you to important information.

**Security Note:** Indicates a point of system security where a default should be changed, or where the administrator needs decide the level of security required for the system.

**Warning:** Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.

**Warning:** Alerts you to remove the NCM main unit and the expansion unit power cords from the AC outlet before performing any maintenance procedure.

These text conventions are used in this guide to indicate the information described:

| Convention | Description |
|---|---|
| **bold Courier text** | Indicates command names and options and text that you need to enter.<br>Example: Use the **info** command.<br>Example: Enter **show ip** {**alerts**\|**routes**}. |
| *italic text* | Indicates book titles |
| plain Courier text | Indicates command syntax and system output (for example, prompts and system messages).<br>Example: Set Trap Monitor Filters |
| 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>Example: <*InstallDir*>\database\tftp |
| braces ({ }) | Indicate required elements in syntax descriptions where there is more than one option. You must choose only one of the options. Do not type the braces when entering the command.<br>Example: If the command syntax is **setAccess** {**o**\|**g**\|**w**}, you must enter **setAccess o**, **setAccess g**, or **setAccess w**. |
| brackets ([ ]) | Indicate optional elements in syntax descriptions. Do not type the brackets when entering the command.<br>Example: If the command syntax is **echo** [**-nonewline**], you can enter either **echo** or **echo -nonewline**. |
| ellipsis points (. . . ) | Indicate that you repeat the last element of the command as needed.<br>Example: If the command syntax is **which** [<*command_name*>]**. . .**, you enter **which** and as many command names as needed. |

| Convention | Description |
|---|---|
| *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. |
| | Example: If the command syntax is **spawn telnet** *<ip_address>*, you enter **spawn telnet 192.48.33.7**. |
| separator ( > ) | Shows menu paths. |
| | Example: Choose View > Sort > by Name. |
| vertical line ( \| ) | Separates choices for command keywords and arguments. Enter only one of the choices. Do not type the vertical line when entering the command. |
| | Example: If the command syntax is **array** *NewArray =* [*<reference>* \| *<referenceList>*] you enter either **array NewArray =** *<reference>* or **array NewArray =** *<referenceList>*, but not both. |

# Related publications

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

- *Using NCM 4.0 to Manage BCM50 3.0 (NN40020-601)*
- *NCM 4.0 Installation Guide (NN40120-303)*
- *NCM 4.0 Administration Guide (NN40120-601)*

# How to get Help

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:

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:

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:

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.

# Chapter 2
# Introduction

This guide lists the release notes associated with the NCM 4.0.

> ➡ **Note:** The complete NCM documentation set is located on the documentation CD that is included in the NCM 4.0 package.

This chapter provides the following information:

## Known anomalies in NCM 4.0 for BCM50 3.0 devices

### Create an administrator account on the RADIUS server to ensure NCM logon

To ensure you can always log on to NCM, you must create an administrator account on the RADIUS server. The account name and password must be the same as the administrator account name and password on your NCM. For example, account name: Administrator and password: admin. Using this account, you can change NCM from RADIUS server authentication mode to local authentication mode. For example, if your primary and secondary RADIUS servers are not available, because of a network outage, you would be able to log on to NCM and make the necessary changes to the RADIUS server connection parameters. (CR Q01662271)

# Known anomalies in NCM 4.0 for all BCM devices

## Initial startup error messages

NCM generates erroneous error messages upon initial startup. The error messages do not cause any issues.Ignore the errors and continue with startup. The errors only display on initial startup, they do not display on any other startup. (CR Q01668789)

## Missing options after RADIUS implementation

The following options are missing after RADIUS implementation. (CR Q01662243)

**Table 1**  NCM options

| NCM 3.6 options | NCM 4.0 options after RADIUS implementation |
| --- | --- |
| File- Options: Archive, Update, Send | File- Options: Archive, Send |
| Edit- Options: Delete, Copy/Paste, Rename, Find, Replace | Configuration- Options: Import, Export |
| Configuration- Options: Import, Reimport, Export, Compare, Archive, Lock, Unlock | Tools- Options: Execute Wizards |
| Tools- Options: Telnet, Syslog, Audit Log, Change User password, Execute Wizards | Login- Options: Login Privilege |

## Running NCM as a Windows service

If NCM is running as a Windows service, the NCM administrator cannot access the NCM server console window, because services in operating systems cannot have a user interface. This is an intended limitation.

## NCM Keycode not found issue

In some circumstances, the NCM server reports the following error, **NCM Keycode not found,** when trying to perform an import operation from the network, although the NCM keycode actually is installed on the BCM. If you encounter this situation, contact Nortel Support for instructions on how to resolve this issue.

## Reboot after applying keycodes

When applying keycodes through NCM that require a reboot to take effect, NCM does not prompt for a reboot, in some cases. After applying a keycode in NCM, you must reboot your system for the changes to take effect.

## Unable to manually update run time when scheduling wizards

When scheduling a Wizard you cannot type the time to run the Wizard directly in the Date/Time field on the Schedule tab.

Click on the arrow beside the date and time to show a calendar. Select the date to run the Wizard on from the calendar and use the scroll arrows beside the hour, minute, second, and AM/PM fields to select the time for the Wizard to run. (CR Q01287591)

# Known anomalies in NCM 4.0 for BCM 4.0 devices

## BCM service affected during NCM import of telephony data

Running an NCM  import to retrieve configuration information from a BCM system can cause degradation of BCM services. Some examples of what the BCM end customer can experience are slow response times when the end user invokes a feature, delays in receiving a dial tone when a telephone goes off-hook, delays in processing end user key presses, and telephone time displays become out of sync with the BCM.

Use the NCM  scheduler to set up imports to run during off-peak hours. (CR Q01289358)

## Copy tree functionality available only for BCM 3.x devices

NCM 3.6 RP3 can copy trees and subtrees from one imported device configuration to another imported device configuration listed in the NCM configuration tree for imported BCM 3.x devices only.

## Unable to schedule a repeating Holiday on February 29

A Holiday cannot be scheduled to run as a repeating holiday on February 29.

You must create a schedule for each instance of the Holiday which is to run on February 29, specifying the correct leap year in the date/time field of the Schedule tab. (CR Q01306096)

## Blank lines received when retrieving list of common files

When archiving common files from the network, NCM can return blank lines in the Device Files box that appears listing the files available from the network device. This can cause you to believe that there are no files available from the Network device.

NCM returns a message if there are no common files available on the network device. If the Device Files box appears empty after clicking Choose Files, in the Archive Files from Network pane, and no message appears, use the scroll bar on the side of the Device Files box to scroll to the next page to see if there are any files available. (Q01310398)

# Known anomalies in NCM 4.0 for BCM50 1.0 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)

## 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)

# Known anomalies in NCM 4.0 for BCM 3.7 and BCM 3.6 devices

## Web cache enhancement

NCM does not support the Web Cache security enhancement implemented in BCM3.7. Configure the Web Cache enhancement through the Element 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.

## Connectivity broken issue

In some circumstances, the NCM server is unable to import a configuration from a BCM, and the NCM server reports the following error, **Connectivity between NCM application & BCM device may have been broken during the operation**. Once you have verified that there is no network connectivity issue, and that both NCM and BCM have been correctly set up to support NCM import operations, contact Nortel Support for instructions on how to resolve this issue.

## Inventory reporting

The following three issues can affect the number of MBMs and ports included in the inventory reporting:

- An inventory utility is run at nightly 3:00 a.m. on NCM-managed BCMs. Therefore, if new media bay modules (MBM) are added to an BCM, and an NCM re-import is performed that same day, the new MBMs are not visible yet to NCM.
- DSM MBMs must have at least one active set attached to them in order to be recognized and counted in the BCM inventory reports. This can cause discrepancies between the number of physical MBMs and ports physically installed and available on the BCM, and the MBMs and ports reported by NCM.
- The BCM inventory is unable to differentiate between DSM16, DSM32, and DSM32+ MBMs. This causes the MBMs to be misrepresented in the Media Bay Modules report.

# Erroneous error message when exporting password changes for dialup, PPTP, and IPSec users

NCM generates an erroneous error message when exporting password changes for dialup, PPTP, and IPSec users. A dialog box appears at the end of the operation with the generic error, **user name is in use by an IPsec Remote User. User cannot be deleted**, when trying to change a user password. Ignore this error message, as the user password changes are exported successfully to the BCM. (CR Q00995001)

# Erroneous error message when exporting changes to callback settings

NCM will display an error message in a dialog box at the end of an export of either an enable or disable of Callback settings to BCM. Ignore the error message, as the changes are reflected in the BCM after the export. (CR Q00995003)

# IPSec Branch Office Tunnel support

NCM Branch Office Tunnel wizard, visible only in NCM node **Services > VPN > IPSec > Branch Office Accounts,** is not supported. This wizard does not configure correctly branch office IPSec tunnels on BCMs.

IPSec branch office tunnels must be created and enabled through the Unified Manager on the BCM.

NCM can import existing IPSec branch office tunnels, and can be used to modify and export IPSec branch office tunnels that had previously been imported from a BCM. (CR Q00998229) (CR Q00998224)

# IPSec Remote User Account support

NCM BCM IPSec Remote User Account Wizard, visible only in the NCM node **Services > VPN > IPSec > Remote User Accounts**, is not supported. This wizard does not configure correctly remote user accounts.

IPSec remote user accounts must be created through Unified Manager on the BCM.

NCM can import existing IPSec remote user accounts, and are used to modify and export IPSec remote user accounts previously imported from a BCM. (CR Q00998231)

## PPTP tunnel wizard support

NCM BCM PPTP Tunnel Wizard, visible only in the NCM node **Services > VPN > PPTP**, is not supported. This wizard does not configure correctly PPTP tunnels.

PPTP tunnels must be created using Unified Manager on the BCM.

NCM can import existing PPTP tunnels, and are used to modify and export PPTP tunnels previously imported from a BCM. (CR Q00998234)

## Intermittent call routing error messages

The Call Routing Wizard displays the error message, **This node is no longer valid**, after call routing configuration has completed, if the BCM core telephony feature is busy at the same time as the configuration change is attempted. You must re-apply the export at a later time. (CR Q00999256)

## Keep-Alive-enabled field not present for IPSec Branch Office Account and Remote User Account

NCM does not support the Keep-Alive Enabled field for the IPSec Branch Office Account and the Remote User Account. This option must be configured through the Unified Manager on the BCM.

## Sending configuration and image files

You must disable the ASM module before you perform restore operations in NCM.

## Export when voicemail is not initialized

You can export voicemail changes to an uninitialized CallPilot (prior to running the CallPilot wizard). However, such voicemail programming is activated upon the initialization of CallPilot. (CR Q00677039)

## NCM NetIQ IP address value

The * value is a valid input for NetIQ Authorized Management Servers in Unified Manager. However, when you enter * as a value in **NCM > Services > Net IQ IP**, and then export the configuration to a BCM device, the IP address field is left blank. To properly export the field, enter a range of IP addresses in NCM3.6, or configure the field in Unified Manager. (CR Q00842257)

## Extra holiday folders

When you create a number of holiday folders under **NCM > Voice Mail > Auto Attendant > Holidays**, without changing the defaults on each new holiday entry, the newly configured holidays are not exported until the extraneous holiday entries (those that are configured from the default) are deleted. (CR Q00837178)

## H.323 trunks gatekeeper values blank

After importing a device to NCM, the H.323 Trunks Primary Gatekeeper IP, Backup Gatekeeper IP, and Alias Names fields are all blank in NCM. Unified Manager displays the default values for each field that is not set, but this behavior does not translate to NCM. (CR Q00823461)

## Config archive file naming

You must tab out of the Name field of the Config Archive dialog box before clicking the Send button to ensure the name is retained; otherwise, if you do not, the file automatically is named BCM. (CR Q00757238)

## Exporting policy to BCM fails

When you create a policy in NCM, and then export it to a BCM device, the export operation fails, and the policy is not exported to the device. You must add all new policies directly to the BCM device through Unified Manager. (CR Q00862240)

## ISDN field blank after import

When you create an ISDN entry on a BCM device, and then import the device to NCM, the import operation is successful, but the ISDN version field is blank. The value of the field is not imported properly. (CR Q00865090)

## DLCI to IP mapping entries not imported

When you add a DLCI to IP Mapping tab entry on a BCM device, and then import the device to NCM, the import operation is successful, but the DLCI to IP Mapping entry is not imported properly. The DLCI and IP Address fields are blank.

Also, the IP Mapping tab does not display the Local IP and Remote IP Address fields. These fields must be displayed under the IP Mapping tab. Due to the absence of these field values, you will receive an export error after changing DLCI to IP Mapping entries, and attempting to export them to the BCM device. (CR Q00868006 and Q00868013)

## Incorrect CallPilot version in IVR report

When you run the Report Generator Wizard in NCM, and select "Voicemail" IVR, the report window displays an incorrect version of the CallPilot Manager BCM Voicemail. Instead of displaying the current version, the report window displays CallPilot Manager BCM Voicemail version 1.0. (CR Q00841461)

## Timeout errors when importing device configurations

When you import a BCM configuration for the first time, increase the timeout to at least 600 (the default is 60) in the **Import from Network** dialog box. Increasing the timeout prevents the driver from timing out when the inventory process takes longer than the original timeout value.

When you import and export configurations to and from devices on the network, NCM 4.0 waits for a response from the device. If the timeout period, which is device-dependent, expires, and NCM 4.0 has not received a response from the device, NCM 4.0 displays a timeout error message.

To increase or decrease the timeout period for a device, open its Properties dialog box, and click the **Import** or **Export** tab. Change the timeout period, and click **OK**.

In some situations (for example, over a busy WAN connection), the default timeout period is not long enough to receive a response from a device. In these situations, you can increase the timeout variable. You can set the timeout variable for devices on the **Import** tab and the **Export** tab for each device.

## IVR service start

When using IVR, the IVR service is not started automatically after a restore operation. IVR service can be started from **Unified Manager > Diagnostics > Service Manager**. Search for Nortel Networks Startup Service, change the Startup to Automatic, and change Status to Started. The IVR then is functional. (CR Q00504754)

## Patch distribution

You must specify a longer timeout interval when running a Send Image to Network operation.

## Drop-down list not available

In NCM 3.0, under **IP Firewall Filters > LAN/WAN/UTWAN > Destination Port Range**, a drop-down menu is not available because it is located in Unified Manager. You must type in the label of the port, port number, or port range. (CR Q00671770)

## Naming conventions do not match Unified Manager

Naming conventions for dial-up items, such as Modem and ISDN interfaces in the Resources node, do not match the names found in Unified Manager. In NCM, the convention is Interface ID *<interface or user name>*.

## Import data

Telephony changes to lines and sets are not reflected in import data until the next day. Changes made to the Business Communications Manager are not reflected in the import data immediately. You must schedule an import to take place after 3:00 a.m. (the time that the line and set inventory takes place) in order to update NCM.

# Known anomalies in previous versions of NCM

## Progress bar

If you choose more than one configuration in the Configuration Data sub-tree, and import or export the configurations to the network, the progress bar behaves erratically, and is inconsistent with the actual progress of the operation. (CR Q00681693)

## NCM potentially unreachable with dual NIC

If the NCM server machine has multiple IP addresses, it is advisable to include the command line argument -host <*ip_address of NCM server*>, and inform all NCM clients of the IP address.

## Archive label not migrated from Oracle database

When you migrate archived entries, the label and comments are not migrated with the entries. Instead, a timestamp appears in place of the label, and any comments are gone. (CR Q00715339)

## Log rotators after migration

Log rotator settings are not migrated from NCM 2.0 to NCM 3.0. Instead, default log rotator settings are created when the NCM 3.0 database is created originally.

## Server messages incorrectly formatted in File > Send

When selecting multiple Common Files to send to the network, the operation's server log message combines all the file names into one string, and the message is formatted as though the multiple files are a single file. (CR Q00741834)

## Wrong filename shown after using Browse function

When sending Common Files to the network, you have the option of using Browse to select Configuration Data devices. However, when you use the Browse function, the progress label displays "sending file to null." (CR Q00732291)

## Wrong filename shown in FTP Send

When performing a **File > Send to FTP** operation, you can change the filename by double-clicking it. However, the progress label does not register the change and instead reports "sending *<old filename>*." (CR Q00732289)

## Starting syslog with the web server

When you start the server, if the web server cannot start on its port, the web server fails and does not set a "docroot" value for the path to the install directory. The syslog server needs this value to locate the appropriate syslog.txt file. Once the web server starts successfully at least once, the docroot is defined, and the syslog server can start with or without the web server.

## Truncated menus

If you rely on the right-click method for running operations, you cannot view all menu options. The calculation for screen placement of the dialog box uses only the size of the main menu, without incorporating the size of any cascading submenus. It is possible, in some cases, to have a submenu truncated. In these cases, use the menu bar to perform the operations, or move the NCM client window to enable the submenus to display fully.

## Audit log inconsistencies

**Tools > Audit Log >** on selected item does not display an audit log for these object types:

- **device > subnodes**
- **Schedule folder > Log rotator objects**

Audit log entries are not recorded for these operations:

- Operations on a device as a result of running a wizard
- Archive of common files
- **File > Send to Network** (CR Q00741839)

## Telnet session history list

The Telnet session panel history list remains empty regardless of how many device sessions you open.

## Send to TFTP using a remote server

When you Send to TFTP using a remote server across a WAN, a timeout message can appear, even though the operation was successful. To prevent the timeout message from displaying, ensure that all Send to TFTP operations use a remote server on the LAN. You also can place the files you want to send on your TFTP server, and then perform an Archive From TFTP from the remote server, rather than sending from a local server.

## Using the Netscape browser on Solaris

NCM can have a problem automatically starting Netscape when using Web Links or the Report Wizard. If this occurs, start a browser session separately, and NCM then displays links using the existing browser window.

## Log rotators

The log rotators sometimes can stop archiving log files after changes are made to the rotation schedule. If this occurs, uncheck and recheck the "Rotate Log Files by Date" checkbox under **Server Setup > Log Setup > *<log_file>***. This resets the log rotator.

## Operation progress bar

During several operations, such as Import from Network and Send to Network, the progress bar remains at a percentage for a long time. This is normal, and can last for several minutes.

## Viewing syslog messages

When you change the IP address for remote logging or change from remote to local logging, you cannot view syslog messages. You must disable, and then reenable, the syslog server to view syslog messages properly.

## TFTP server on Solaris platforms

The NCM 4.0 server does not recognize alternate IP addresses assigned to interfaces on machines running Solaris 8. As a result, NCM 4.0 does not populate the list for the internal TFTP server.

# Operational notes

This section provides operational notes for the Network Configuration Manager 4.0 release.

## General issues and recommendations

- NCM 4.0 supports multiple login sessions for a particular user ID. You can use this feature so that first-level support engineers can log in with one user ID, second-level support engineers can log in with another user ID, and so on. Note, however, that the audit log records information is based on user ID. Therefore, in this scenario, you determine only the level of the engineer who performed a particular task; you can not determine the identity of the particular engineer who performed a particular task.

- If you change the settings on the system clock, you must restart the NCM 4.0 server and client software; otherwise, NCM 4.0 continues to operate based on the old system clock settings.