NCM 6.0 Release Notes

Network Configuration Manager
Release 6.0

Document Status: **Standard**

Document Number: **NN40120-400**

Document Version: **04.01**

Date: **May 2010**

AVAYA

© 2010 Avaya Inc. All Rights Reserved.

Notices
While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer
Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer
Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty
Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support
Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses
THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright
Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components
Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

Trademarks
The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents
For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Contents

Chapter 1
Getting started 5

About this guide 5
Audience 6
Installation recommendations 6
NCM installed application (Windows) 6
NCM installed application (Windows) post installation 6
NCM standalone client application (Windows) 7
NCM standalone client application (Windows) post installation 7
NCM service (Windows) 7
NCM service (Windows) post installation 7
NCM Upgrade Patch application (Windows) 7
NCM Upgrade Patch application (Windows) post installation 8
NCM standalone Upgrade Patch client application (Windows) 8
NCM standalone Upgrade Patch client application (Windows) post installation . . . 8
NCM service (Windows) 8
NCM service (Windows) post installation 9
Symbols and text conventions 10
Related publications 12
Customer Service 13
Navigation 13
Getting technical documentation 13
Getting product training 13
Getting help from a distributor or reseller 13
Getting technical support from the Avaya Web site 13

Chapter 2
Introduction 15

Known anomalies in NCM 6.0 and NCM 5.0 for all Avaya BCM devices 15
NCM Keycode not found issue 15
Reboot after applying keycodes 16
Unable to manually update run time when scheduling wizards 16

Known anomalies in NCM 6.0 and NCM 5.0 for Avaya BCM 4.0 devices 16
Copy tree functionality available only for Avaya BCM 3.x devices 16
Blank lines received when retrieving list of common files 16
Avaya BCM service affected during NCM import of telephony data 17
Known anomalies in NCM 6.0 and NCM 5.0 for Avaya BCM50 1.0 devices 17
Declined integrated router connections 17
Service Access Points table updates must be done through Avaya BCM50 SNMP Wizard 17
Operational notes 18
General issues and recommendations 18

Chapter 1
Getting started

Network Configuration Manager (NCM) is a management application that provides centralized configuration and system management capabilities for a network consisting of multiple Avaya BCMs. 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 Avaya BCM software updates become a simple, efficient, and automated process. The NCM client software is the user interface to the NCM server.

NCM provides remote support capabilities for all of the following Avaya BCM devices:

- Avaya BCM 6.0 (SRG50 6.0)
- Avaya BCM 5.0 (SRG50 5.0)
- Avaya BCM450 1.0
- Avaya BCM50 3.0 (SRG50 3.0)
- Avaya BCM50 2.0 (SRG50 2.0)
- Avaya BCM 4.0
- Avaya BCM50 1.0 (SRG50 1.0)
- Avaya BCM 3.7
- Avaya BCM 3.6

About this guide

This guide is part of the NCM documentation suite and lists the release notes associated with the NCM 6.0.

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 (NCM) 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 Avaya BCM configuration and management
- knowledge of the Windows operating system 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.

Installation recommendations

Review the following installation recommendations when installing Network Configuration Manager (NCM) 6.0. For more details and procedures on installing NCM 6.0, see *NCM 6.0 Installation Guide* (NN40120-303).

NCM installed application (Windows)

1. Install NCM 6.0 by double clicking on the **ncm6.0_full.exe** installation file.

NCM installed application (Windows) post installation

1. Start or restart the NCMServer by double clicking on the NCMServer executable located in the NCM Installed Folder.
2. Start or restart the NCMClient by double clicking on the **NCMClient** executable located in the NCM Installed Folder.

NCM standalone client application (Windows)

1. Install the NCM5.0 standalone Client by double clicking on the **ncm6.0_full.exe** installation file.
2. Choose the **Client Installation** option.

NCM standalone client application (Windows) post installation

1. Start or restart the NCMClient by double clicking on **NCMClient** executable located in the NCM Installed folder.

NCM service (Windows)

1. Install NCM 6.0 as a service by double clicking on the **ncm6.0_full.exe** installation file.
2. Choose the **Install server as system service** option.

NCM service (Windows) post installation

1. Start or restart the NCMServer by running the **startservice.bat** file located in <NCM Installed Folder>\service.
2. Start or restart the NCMClient by double clicking on the **NCMClient** executable located in the NCM Installed folder.

NCM Upgrade Patch application (Windows)

1. Ensure that the one of the following has already been successfully installed in your PC:
   - NCM 4.0 Full Installation (ncmfull.exe)
   - NCM 4.0 Release Pack 1
   - NCM 4.0 Release Pack 2
   - NCM 4.0 Release Pack 3
   - NCM 4.0 Release Pack 3.1
   - NCM 5.0
2. Stop the NCMClient session if it is running by selecting **File > Exit**.

3 Stop the NCMServer session if it is running by selecting **File > Exit**.

4 Install the NCM 6.0 Upgrade Patch on top of the current NCM 5.0 RPX installation by double clicking on the **NCM60UpgradePatch.exe** installation file.

NCM Upgrade Patch application (Windows) post installation

1 Start or restart the NCMServer by double clicking on the **NCMServer** executable located in the NCM Installed folder.

2 Start or restart the NCMClient by double clicking on the **NCMClient** executable located in NCM Installed folder.

NCM standalone Upgrade Patch client application (Windows)

1 Stop the NCMClient session if it is running by selecting **File > Exit**.

2 Install the NCM 6.0 Upgrade Patch Client on top of the current NCM 4.0 or NCM 5.0 client by double clicking on the **NCM6.0UpgradePatchClient.exe** installation file.

NCM standalone Upgrade Patch client application (Windows) post installation

1 Start or restart the NCMClient by double clicking on **NCMClient** executable located in NCM Installed folder.

NCM service (Windows)

1 Ensure that the one of the following has already been successfully installed in your PC:

- NCM 4.0 Full Installation (ncmfull.exe)
- NCM 4.0 Release Pack 1
- NCM 4.0 Release Pack 2
- NCM 4.0 Release Pack 3
- NCM 5.0

2 Stop the NCMClient session if it is running by selecting **File > Exit**.

3 Stop the NCM Service by running the s**topservice.bat** file located in <NCM Installed Folder>\service.

4 Install the NCM 6.0 Upgrade Patch on top of the current NCM 4.0 Release Pack or NCM 5.0 installation by double clicking on the **NCM60UpgradePatch.exe** installation file.

NCM service (Windows) post installation

1 Start or restart the NCMServer by running the **startservice.bat** file located in <NCM Installed Folder>\service.

2 Start or restart the NCMClient by double clicking on the **NCMClient** executable located in the NCM Installed folder.

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. Example: Use the **`info`** command. Example: Enter **`show ip {alerts|routes}`**.
`plain Courier text`	Indicates command syntax and system output (for example, prompts and system messages). 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. 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. 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. 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. 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 6.0 to Manage Avaya BCM 6.0* (NN40020-601)
- *NCM 6.0 Installation Guide* (NN40120-303)
- *NCM 6.0 Administration Guide* (NN40120-601)
- *NCM 6.0 Parameter Support Matrix* (NN40120-304)

Customer Service

This section explains how to get help for Avaya products and services.Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to http://www.avaya.com or go to one of the pages listed in the following sections.

Navigation

- "Getting technical documentation" on page 13
- "Getting product training" on page 13
- "Getting help from a distributor or reseller" on page 13
- "Getting technical support from the Avaya Web site" on page 13

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to http://www.avaya.com/support.

Getting product training

Ongoing product training is available. For more information or to register, you can access the Web site at http://www.avaya.com/support. From this Web site, you can locate the Training contacts link on the left-hand navigation pane.

Getting help from a distributor or reseller

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at http://www.avaya.com/support.

Chapter 2
Introduction

This guide lists the release notes associated with the NCM 6.0.

Note: The complete NCM documentation set is located on the documentation CD that is included in the NCM 6.0 package.

This chapter provides the following information:

- "Known anomalies in NCM 6.0 and NCM 5.0 for all Avaya BCM devices" on page 15
- "Known anomalies in NCM 6.0 and NCM 5.0 for Avaya BCM 4.0 devices" on page 16
- "Known anomalies in NCM 6.0 and NCM 5.0 for Avaya BCM50 1.0 devices" on page 17
- "Operational notes" on page 18

Known anomalies in NCM 6.0 and NCM 5.0 for all Avaya BCM devices

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 Avaya BCM. If you encounter this situation, contact Avaya 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 6.0 and NCM 5.0 for Avaya BCM 4.0 devices

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

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)

Avaya BCM service affected during NCM import of telephony data

Running an NCM import to retrieve configuration information from a Avaya BCM system can cause degradation of Avaya BCM services. Some examples of what the Avaya 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 Avaya BCM.

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

Known anomalies in NCM 6.0 and NCM 5.0 for Avaya BCM50 1.0 devices

Declined integrated router connections

NCM cannot import or export any router configuration data from a Avaya BCM50 device if there is another active management connection running, for example the Web GUI router interface. The Avaya 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 Avaya 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 Avaya BCM50 SNMP Wizard to add or delete Service Access Points settings. (CR Q01128851)

Operational notes

This section provides operational notes for the Network Configuration Manager 6.0 release.

General issues and recommendations

- NCM 6.0 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 cannot 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 6.0 server and client software; otherwise, NCM 6.0 continues to operate based on the old system clock settings.