



# NCM 5.0 Release Notes

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## NCM 5.0

### Network Configuration Manager

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# Chapter 1

## Getting started

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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.

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

- BCM 5.0 (SRG50 5.0)
- BCM450 1.0
- BCM50 3.0 (SRG50 3.0)
- BCM50 2.0 (SRG50 2.0)
- BCM 4.0
- BCM50 1.0 (SRG50 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 5.0.



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

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# 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 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.

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# Installation recommendations

Review the following installation recommendations when installing Network Configuration Manager (NCM) 5.0. For more details and procedures on installing NCM 5.0, see *NCM 5.0 Installation Guide* (NN40120-303).

## NCM installed application (Windows)

- 1 Install NCM 5.0 by double clicking on the **ncm5.0\_full.exe** installation file.

## NCM installed application (Windows) post installation

- 1 Start or restart the NCMServer by double clicking on **NCMServer** executable located in the NCM Installed Folder.
- 2 Start or restart the NCMClient by double clicking on **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 **ncm5.0\_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 5.0 as a service by double clicking on the **ncm5.0\_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
- 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 5.0 Upgrade Patch on top of the current NCM 4.0 RPX installation by double clicking on the **NCM50UpgradePatch.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 NCM5.0 Upgrade Patch Client on top of the current NCM 4.0 client by double clicking on the **NCM5.0UpgradePatchClient.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
- 2 NCM 4.0 Release Pack 3.1 Stop the NCMClient session if it is running by selecting **File > Exit**.
- 3 Stop the NCM Service by running the **stopservice.bat** file located in <NCM Installed Folder>\service".
- 4 Install the NCM 5.0 Upgrade Patch on top of the current NCM 4.0 Release Pack installation by double clicking on the **NCM50UpgradePatch.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.

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

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

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

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

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**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.

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

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

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

Convention	Description
<b>bold Courier text</b>	Indicates command names and options and text that you need to enter. Example: Use the <b>info</b> command. Example: Enter <b>show ip {alerts routes}</b> .
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 <b>setAccess {o g w}</b> , you must enter <b>setAccess o</b> , <b>setAccess g</b> , or <b>setAccess w</b> .
brackets ( [ ] )	Indicate optional elements in syntax descriptions. Do not type the brackets when entering the command. Example: If the command syntax is <b>echo [ -newline ]</b> , you can enter either <b>echo</b> or <b>echo -newline</b> .
ellipsis points ( . . . )	Indicate that you repeat the last element of the command as needed. Example: If the command syntax is <b>which [&lt;command_name&gt;] . . .</b> , you enter <b>which</b> and as many command names as needed.

Convention	Description
<i>italic text</i>	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 <b>spawn telnet &lt;ip_address&gt;</b> , you enter <b>spawn telnet 192.48.33.7</b> .
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 <b>array NewArray = [&lt;reference&gt;   &lt;referenceList&gt;]</b> you enter either <b>array NewArray = &lt;reference&gt;</b> or <b>array NewArray = &lt;referenceList&gt;</b> , but not both.

## Related publications

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

- *Using NCM 5.0 to Manage BCM 5.0* (NN40020-601)
- *NCM 5.0 Installation Guide* (NN40120-303)
- *NCM 5.0 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.

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## Chapter 2

# Introduction

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This guide lists the release notes associated with the NCM 5.0.



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**Note:** The complete NCM documentation set is located on the documentation CD that is included in the NCM 5.0 package.

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This chapter provides the following information:

- [“Known anomalies in NCM 5.0 for all BCM devices” on page 15](#)
- [“Known anomalies in NCM 5.0 for BCM 4.0 devices” on page 16](#)
- [“Known anomalies in NCM 5.0 for BCM50 1.0 devices” on page 17](#)
- [“Operational notes” on page 17](#)

## Known anomalies in NCM 5.0 for all 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 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 5.0 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.

### 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 5.0 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)

## Operational notes

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

### General issues and recommendations

- NCM 5.0 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 5.0 server and client software; otherwise, NCM 5.0 continues to operate based on the old system clock settings.

