Network Configuration Manager 1.0 Release Notes

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Introduction

These release notes, which describe the latest enhancements and changes to the Network Configuration Manager* (NCM) software, supplement the Network Configuration Manager documentation set. Read these notes before you install or use the software.

Network Configuration Manager works with Business Communications Manager 2.5 Feature Pack 1.

Known Problems in 1.0

Installation on Windows systems

NCM does not install on a Windows machines with video cards that only support 16 colors. 256 colors are required to successfully install NCM.

Cloudscape database

When the available disk space on the server is exhausted during an operation, the server fails and is unable to restart.

Setting -maxEventLogSize

You can control the size of the auditlog.txt entries when the -maxEventLogSize is passed to the NCM server. However, if you set the -maxEventLogSize to a small number and then run several complex operations, the progress window pops up with several jobs trying to write to the log file. The log file contention can use up valuable thread resources and CPU time. To avoid, set the -maxEventLogSize to a large number.

-maxEventLogSize truncation

The -maxEventLogSize command line option does not truncate the audit log properly. If the log size is set to a specific number (n), the first (n) operations are logged and the operations that follow are dropped, rather than dropping the first logs and recording later operations.

Log rotation

If you change the run interval of the log rotation, the NCM client will sometimes display an inaccurate progress icon at the next instance of the former run interval. For example, if a log is set to rotate every five days, and you change it to every 14 days, at the next five day interval the client may display the wrong progress icon next to the scheduled job.

Log rotators

When you change the number of log files to be kept, the rotator does not register the change. For example, if you change the number of old log files to be kept from 5 to 3, the rotator should prune the total number of files from 5 to 3 at the next run interval. Instead, the same number of files are kept. Disabling and re-enabling the NCM server does not correct this problem.

Scheduled Send to TFTP operations

When you schedule a Send to TFTP operation and the operation fails, the NCM client will show it as successful. To tell if the operation was truly successful, check the server log files.

Telnet and shell connections

The NCM server cannot successfully shut down when telnet or shell connections exist but have not had communication with the server. This only occurs with connections where you have logged in, but no other traffic has been initiated.

Operation progress bar

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

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.

Import from Network timeout

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 will prevent the driver from timing out should the inventory process take longer than the original timeout value.

Updating archive from TFTP

When you use a TFTP server with an external or non-primary internal local IP address, configuration archives under File Management display the wrong TFTP server IP address under the TFTP Access tab. This causes Update Archive from TFTP operations to fail for these archives. In order to use the Update Archive from TFTP feature, you must archive the configurations using a TFTP server on the NCM server host's primary IP address.

Exiting the Installer

If you exit the NCM installation program, the application does not purge the partially installed files. Upon exit, you must delete the partially installed directory manually.

Viewing syslog messages

When you change the IP address for remote logging or change from remote to local logging, you are unable to view syslog messages. You must disable and then reenable the syslog server to properly view syslog messages.

Syslog logging

When you enable syslog on Solaris 2.8 platforms, no actions are logged to the syslog.txt file.

File management commands

The NCM shell file management commands, **archive** and **send**, do not allow for variable substitution. You must use the file name in each command.

TFTP server on Solaris platforms

The NCM server does not recognize alternate IP addresses assigned to interfaces on machines running Solaris 2.8. As a result, NCM does not populate the list for the internal TFTP server.

Scheduled script Email Notification

If you use a scheduled script's Email Notification tab in order to notify other users of a script's failure, the email will not be sent. The emails are only sent when a script fails, and scheduled scripts always pass.

Scheduled scripts and Ordered Scheduler

A scheduled script does not work in an Ordered Scheduled hierarchy. When the parent job finishes, the scheduled script does not run. The scheduled jobs that follow it do not run either.

Installation notes

This section provides supplemental information about installing the Network Configuration Manager software. For complete information about installation requirements and installation tasks, see *Installing Network Configuration Manager.*

Norton AntiVirus

You must turn off Norton AntiVirus* before you install NCM. If you do not, NCM may fail at start up.

Operational notes

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

General issues and recommendations

• NCM 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 based on user ID. Therefore, in this scenario, you could determine only the level of the engineer who performed a particular task; you would not be able to 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 server and client software; otherwise, NCM continues to operate based on the old clock settings.

Use of TFTP to archive and restore configuration backups to/from a TFTP server

NCM 1.0 includes the capability to transfer BCM configuration backups (or BCM archives) to or from the NCM database to a TFTP server. This capability enables transfer of archives to other PCs or laptops for secure storage or distribution of configuration backups.

The TFTP protocol (Trivial File Transfer Protocol) was developed to provide a simple and efficient mechanism for transfer of files between computer based systems. The protocol has a maximum files size limit of 32 megabytes. The size of BCM archives can exceed this limit. If an archive file exceeds 32 megabytes, NCM 1.0 will only allow that BCM archive to be stored and maintained on the NCM server. It cannot be transferred to a TFTP server. However, all archives can be restored from the NCM server to any BCM device on the network.

It is generally recommended that users maintain active control of the number of archive files for each BCM system by using the Trim Archive Wizard outlined in *Configuring Business Communications Manager with Network Configuration Manager 1.0.* This will ensure that NCM server disk space is used most effectively to manage the BCM archive files.

Timeout errors when importing device configurations

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

To increase or decrease the timeout period for a device, open its Properties dialog box and click on 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 might not be a long enough time 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.

Driver Notes

ATA Settings tab

The properties on the ATA Settings tab under Services > Telephony Services > System DNs only applies to analog telephone sets, but the tab appears for all set types.

Keep DN Alive property

The Keep DN Alive property under Services > Telephony Services > System DNs > Capabilities only applies to VoIP telephone sets, but the property appears for all set types.

MBMs in inventory list

Some Media Bay Modules do not show up in the inventory list under Modules. DSM16 and DSM32 modules only register in the inventory when there are phones plugged into them. All DSM16 and DSM32 MBMs must have at least one phone active before they can be included in the inventory list. This does not apply to MBMs with Companion connections.

Telnet sessions

Sometimes the Business Communications Manager does not drop the telnet sessions. This keeps new users from logging in. To reset the telnet server on the box:

1 Log into the Unified Manager.

2 Go to Product Maintenance & Support > Maintenance Tools > Execute a command.

3 Enter the following command:

   net stop tlntsvr

   The service will stop.

4 Enter the following command:

   net start tlntsvr

The service will start.

Report files

When you run an inventory report, the generated files contain spaces in the file name. This will affect Solaris systems, since Solaris has difficulty opening files containing spaces.

T7406 phone sets

If your system has T7406 phone sets, the System > Inventory > Ports tab will display a blank version ID for these sets.

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