Network Configuration Manager 2.0 Release Notes

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Preface

The NCM application offers a solution for one of the most problematic areas of networking—configuration management. By taking advantage of the unique capabilities of the Java* programming language, NCM provides comprehensive, platform-independent management capabilities that revolutionize the approach to configuring networks.

This guide is part of the NCM documentation set and describes how to install the NCM server and the NCM standalone client software.

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

Before you begin

This guide is intended for the network administrator who is responsible for administering the NCM server (the NCM administrator).

Although you do not need prior knowledge of the NCM software, you should have:

*   Working knowledge of the Windows∗ operating system or Solaris* windowing systems and graphical user interfaces (GUIs)
*   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. Example: If the command syntax is `ping <ip_address>`, you enter `ping 192.32.10.12`
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **dinfo** command. Example: Enter **show ip** {**alerts**│**routes**}.
brackets ([ ])	Indicate optional elements in syntax descriptions. Do not type the brackets when entering the command. Example: If the command syntax is `show ip interfaces [-alerts]`, you can enter either `show ip interfaces` or `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. Example: If the command syntax is `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, for example, prompts and system messages. Example: `Set Trap Monitor Filters`
separator (>)	Shows menu paths. Example: Protocols > IP identifies the IP option on the Protocols menu.

Installation directory

This guide uses the variable *<InstallDir>* to indicate the directory that you specify as the destination directory for the NCM server software.

Similarly, this guide uses the variable *<ClientInstallDir>* to indicate the directory that you specify as the destination directory for the NCM standalone client software.

Acronyms

This guide uses the following acronyms:

BCM	Business Communications Manager
NCM	Network Configuration Manager
SNMP	Simple Network Management Protocol
TFTP	Trivial File Transfer Protocol

Related publications

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

- Network Configuration Manager 2.0 Installation Guide
- Network Configuration Manager 2.0 Administration Guide
- Network Configuration Manager 2.0 Client Software User Guide
- Network Configuration Manager 2.0 Reference Guide
- Business Communications Manager 3.0 Programming Operations Guide

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- USA and Canada

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Website: http://www.nortelnetworks.com/support

email: naitas@nortelnetworks.com

Presales Support (CSAN)

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  Technical Support - CTAS

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  Fax: 44-191-555-7980

  email: emeahelp@nortelnetworks.com

- CALA (Caribbean & Latin America)

  Technical Support - CTAS

  Telephone: 1-954-858-7777

  email: csrmgmt@nortelnetworks.com

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  email: asia_support@nortelnetworks.com

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 3.0 and Business Communications Manager 2.5 Feature Pack 1.

Known Problems in 2.0

Multiple reimports on Solaris systems

Multiple reimports of devices on Solaris machines using a remote Oracle database causes a server failure. This is currently only an Oracle/Solaris problem. To avoid a server failure, reimport one device at a time. (CR Q00545031)

Scheduling Send File to TFTP

The scheduled Send File to TFTP operation uses a list of file object shortcuts to determine what to send to TFTP. If another job is scheduled dependently, the dependent job is incorrectly interpreted as a file shortcut and an attempt to send occurs. The attempt fails, causing the job to show failure, even though the intended file is sent to TFTP successfully. (CR Q00555998)

Archiving configurations

When NCM is coupled with the Cloudscape database, operations are processed and then the data queues up to be committed to the database. During the "Save Config Version" operation, you see the version creation complete, but the version does not appear in the table until the job is fully committed. This can be a few seconds to a few minutes depending on server speed and whether it is busy performing other operations. Once all jobs are committed, the archive will appear in the tree. This does not occur when using the Oracle database. (CR Q00552530)

Starting syslog with the webserver

When you start the server, if the webserver cannot start on it's port, it 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 webserver starts successfully at least once, the docroot will be defined and the syslog server will be able to start from then on, with or without the webserver. (CR Q00542206)

Increasing the limit of concurrent user sessions

To avoid overloading, NCM has a default limit of 10 concurrent server operations at any time with a maximum of 5 operations per client request. If you wish to change the number, you may do so in the datastore.ini file in the installation directory. The semaphores can be modified by changing the "maxConnections=" line in the datastore.ini file on the server. Semaphore count can be up to 40 for a high powered server machine. (CR Q00525112)

Truncated menus

If you rely on the right-click method for running operations, you may not be able to view all menu options. The calculation for screen placement of the popup menu only uses 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 allow for the submenus to fully display. (CR Q00531884)

Audit log inconsistencies

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

- device > subnodes
- Shortcuts
- File Management > Config Archive folder
- Schedule folder > Log rotator objects
- Schedule folder > Scheduled objects > Device shortcut

Audit log entries are not recorded for these operations:

- Operations on a device as a result of running a wizard
- Archive of common files

(CR Q00560354)

Copying a Common File

When you copy and paste a Common File, the copy's properties are blank. However, if you send the copy to TFTP and then import the copy from TFTP, the copy will display the properties from the Common File. (CR Q00560023)

HPOV directory on Solaris installations

When installing NCM on a Solaris platform, the server installer does not check the validity of the System Path directory when integrating HP OpenView. Be sure to enter a valid system path. If an invalid path is used during installation, the HPOV integration will not work until <install_dir>/NCMClient.bat is copied to a system path. (CR Q00538382)

Archiving Common Files dialog

If you are archiving common files from a device that has no common files defined, the Choose Files dialog box remains empty. The popup dialog is not updated, which could lead to confusion that file retrieval is still underway when it is not. (CR Q00560779)

Telnet session history list

The Telnet session panel history list remains empty regardless of how many device sessions you open. (CR Q00551997)

Password Change and User Manager Wizards

If either the User Manager or Password Change wizard is scheduled, password(s) will be recorded in the "Wizard State" object under Scheduler > *scheduled wizard*. If NCM is set up as a multi-user environment, it is recommended to do either of the following:

- After scheduling the wizard, remove the read permissions for the "Wizard State" object so that other NCM users cannot access this object

    OR

- Run the wizard unscheduled and without exporting the changes to the network, and then schedule the export to the network.

Either of these options will help to keep the passwords secure and still allows the password changes to occur on a scheduled basis. (CR Q00562493)

Sending Common Files to TFTP

To send multiple common files to a TFTP server, you must multi-select the common files and select Send to TFTP. You cannot select the folder containing the common files to perform this operation. (CR Q00561478)

Using the Netscape browser on Solaris

NCM may have a problem automatically starting Netscape when using Web Links or the Report Wizard. If this occurs, start a browser session separately, and NCM will display links using the existing browser window. (CR Q00562512)

Renaming a device

If a device is renamed in NCM, then the rename function is undone when the IP is changed or Import from cache is selected. The device name in the tree reverts back to the IP address.

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.

The log rotators can sometimes stop archiving log files after changes are made to the rotation schedule. If this occurs, uncheck and re-check the "Rotate Log Files by Date" checkbox under Server Setup > Log Setup > *<log_file>*. This will reset the log rotator and solve the problem. (CR Q00562520)

Telnet connections

The NCM server cannot successfully shut down when telnet 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.

Exiting the Installer

If you cancel the NCM installation program after clicking "Install" on the final panel, 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.

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.

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 2.0 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 2.0 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 2.0*. 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

Alarm Manager settings

In NCM 2.0, the Alarm Manager settings are grouped under SNMP. (CR Q00481222)

Adding ranges in DHCP

You are unable to add or modify an IP address range for DHCP in NCM 2.0. However, IP address exclusions and reservations may be added or modified. (CR Q00481291)

Import progress bar

When performing import operations, the progress bar takes a long time to change. In most instances, the progress text indicates that the operations may take a few minutes. Wait times vary, but most operations will not take more than 20 minutes. (CR Q00497265)

Multiple groups assigned to user

NCM 2.0 only allows one group per user in the "Member of" column under Management > UserManager > User Profile. BCM Unified Manager allows multiple groups per user.(CR Q00512860)

Exporting call routes error

When you configure a call route with the UsePool column as PRI-x and export this configuration, BCM reports export errors but adds the route correctly. (CR Q00551429)

"None" option missing

When you modify the preferred codec settings in the Services > IP Telephony > H323 Trunks > Media Parameters screen and export these settings to the BCM device, the codec options are updated correctly. However, the "none" option is deleted from the drop-down menu. To get the "none" option back, you must change one of the codecs again in Unified Manager. (CR Q00551713)

Duplicate row numbers in ISDN Channel Characteristics

The Resources > ISDN > Channel Characteristics field allows you to create rows with the same row number. If a configuration containing these duplicate rows are exported to a device, BCM rejects the duplicate rows and reports errors. (CR Q00553539)

PPTP destination networks

PPTP destination networks are not configurable from NCM. In NCM they are view-only. (CR Q00553564)

Duplicate split tunnel networks

The Services > VPN > IPSec > Remote User Accounts > Ux > Split Tunnel Networks screen allows you to create rows with the same row number. If a configuration containing these duplicate rows are exported to a device, BCM rejects the duplicate rows and reports errors. (CR Q00553609)

Telco features

The Telco feature parameters are not imported into NCM. (CR Q00554008)

Dial-up naming

Some nodes are labeled differently from Unified Manager in NCM 2.0. For example, in NCM, the Dial-up adapter under Resources is called Modem1, while in Unified Manager it is called Dial Up. (CR Q00481278)

Password Change wizard does not change device access parameters

The Password Change wizard changes the password on the device, but does not change the device access password on NCM 2.0. You have to manually change this password to match that of the device. (CR Q00531581)

Running a wizard on a shortcut

When a wizard is run on a shortcut or folder containing a shortcut, an error is reported. You should always run wizards on real devices rather than shortcuts. (CR Q00552319)

Technical publications

You can print selected technical manuals and release notes free, directly from the Internet. Go to the www.nortelnetworks.com/documentation URL. Find the product for which you need documentation. Then locate the specific category and model or version for your hardware or software product. Use Adobe* Acrobat Reader* to open the manuals and release notes, search for the sections you need, and print them on most standard printers. Go to Adobe* Systems at the www.adobe.com URL to download a free copy of the Adobe Acrobat Reader*.

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