Network Configuration Manager 3.6 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, options, and text that you must 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, such as, 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
CR	Change Request
DLCI	Data Link Connection Identifier
IPSec	IP Security Protocol
ISDN	Integrated Services Digital Network
IVR	Interactive Voice Response
NCM	Network Configuration Manager
NIC	Network Interface Card
PPTP	Point-to-Point Tunnel Protocol
SNMP	Simple Network Management Protocol
SRG	Survivable Remote Gateway
TFTP	Trivial File Transfer Protocol

Related publications

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

- Network Configuration Manager 3.6 Installation Guide
- Network Configuration Manager 3.6 Administration Guide
- Network Configuration Manager 3.6 Client Software User Guide
- Business Communications Manager 3.6 Programming Operations Guide

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.

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 Release 3.6, 3.5, and 3.0. Additional releases of BCM can be supported by NCM3.6 through the installation of release-specific cartridges.

New Features

The following are new features that have been included in NCM3.6.

Executing NCM wizards

In NCM3.6, wizards are no longer available by default. Instead, the NCM administrator must grant or deny users and groups access to use the NCM wizards. For more information, see the *Network Configuration Manager Administration Guide*.

> → **Note:** If you migrate from an earlier version of NCM to NCM3.6, the NCM administrator still must allow access to the wizards, even though access already was granted automatically in a previous version.

Install as a Service

You can specify the NCM server to run as a Service on Windows operating systems during the NCM installation process. The installer also can run as a daemon process on UNIX operating systems.

If you run install as a service more than once on the same machine, the first installation instance is the server (service) to which the client connects. To call a new server, you must run the **stop_remove.exe** (or .sh), and then install a new server (service).

Policy Device Wizard

The Business Communication Manager Policy Device Wizard is added to the **Services > Policy Management > QoS > Devices** path**.** It allows you to add or delete interface groups for Quality of Services management.

Installation notes

This section provides supplemental information about installing Network Configuration Manager 3.6 software. For complete information about installation requirements and installation tasks, see *Installing Network Configuration Manager.*

> → **Note:** Business Communications Manager Server is no longer supported on Windows NT 4.0 operating systems.

> → **Note:** Nortel has retired Business Communications Manager 3.0. Business Communications Manager 3.0 servers must be upgraded to Business Communications Manager 3.6.

Client Install

In order to install the NCM client software on any of the Windows platforms, you must be a registered, authenticated user. If you do not have an account on the local PC where you are attempting to install the client, NCM goes through the installation process, but the NCM directory remains empty.

Web server migration

After migrating data from a previous version of NCM to NCM3.6, you must update the **Server Setup > Web Server** properties to point to the new NCM installation directory. If you do not, the older version of the NCM Client starts.

Known anomalies in NCM3.6

Archiving files larger than 32 MBytes in size

When trying to archive a patch or image larger than 32 Mbytes in size, using NCM, the operation can stay at 0%, and fail with error **TFTP block number 65536 had to be resent** showing on the NCM server log. TFTP operations support file sizes up to 32Mb.

FTP must be used for larger files. BCM Cumulative patches, as well as many applications/client software patches, can be in excess of 32Mb in size, and must be archived using FTP rather than TFTP, as described in the *NCM3.6 Client Software User Guide*.

To send larger files to the BCM network, you also can increase the BCM timeout period value to avoid timeout errors. This property can be set on the NCM Properties dialog box for each device.

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.

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.

Executing Trim Archive wizard on File Management folder

The Trim Archive wizard, available under the File Management folder, trims the number of archived folders for each device on which it is run. The Trim Archive wizard runs correctly when used on only one device. However, if used on multiple devices, as when a folder is selected, the wizard incorrectly deletes archives from the devices contained in the folder, and you lose more archived data than originally specified.

To ensure that data is not lost, only run the Trim Archive wizard on one device at a time.

The NCM 3.6.0.1 patch corrects this issue and allows for the Trim Archive wizard to be run on multiple devices at one time.

Sending configuration and image files

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

NCM does not support SRG 1.0

Using NCM3.6 to apply the SRG 1.0 key code is not supported. If you choose to apply the SRG 1.0 key code to your BCM devices using NCM3.6, you will adversely affect your network.

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)

NCM reports do not check user permissions

When you generate a report in NCM, data that you do not have permission to "read" can be included in the report. The report generator does not check user permissions before outputting the report. (CR Q00806529)

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.

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 Call Pilot 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 Call Pilot Manager BCM Voicemail. Instead of displaying the current version, the report window displays Call Pilot Manager BCM Voicemail version 1.0. (CR Q00841461)

Known problems in previous versions of NCM

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 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 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)

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)

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>*.

Password change wizard

When the export checkbox in the Password Change wizard is selected, the password is changed on the physical device. However, the device representation in NCM still contains the old password within its connection parameters. (CR Q00531581)

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 webserver starts successfully at least once, the docroot is defined, and the syslog server can start with or without the web server.

Increasing the limit of concurrent user sessions

To avoid overloading, NCM has a default limit of ten concurrent server operations at any time, with a maximum of five operations per client request. If you wish to change the number, you can 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.

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.

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.

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

Operational notes

This section provides operational notes for the Network Configuration Manager 3.6 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 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 server and client software; otherwise, NCM continues to operate based on the old system clock settings.