Release Notes

Network Resource Manager 1.0

NRM 1.0

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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 do not 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.

Release notes

This guide lists the release notes associated with the Network Resource Manager (NRM) 1.0.

Known anomalies in NRM 1.0

After factory reset, install keys before restoring a configuration

After a factory reset of a Virtual Private Network (VPN) Router, you must install keys, such as the firewall or advanced routing key, before you restore the VPN configuration. If you do not, the restoration will fail.

After a restore, you must reboot your VPN router to enable firewall settings.

B&R cannot login to device FTP server if ftp password is blank

The configuration Backup and Restore (B&R) tool cannot logon to a network device if you do not provide a password to the FTP server.

Manually configure your FTP server through the command line interface (CLI). See the following example code.

```
config t
ftp_server
ftp_user user1
Please enter new password: password
Please enter new password: password
exit
```

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Java error when switching between PM and another tool

The NRM can malfunction and shut down when you switch between two tools, such as Performance Monitor (PM) and another tool. See the following example java error.

```
org.apache.jasper.JasperException: Exception in JSP: /pm/
PmManager.jsp:318 315: 316: 317: 318: 319: 320: 321:
Stacktrace:
```

Log out of the NRM Web client and log back on to resolve this issue.

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Network Connectivity

The NRM server may not start if you do not have network connectivity. Ensure that you have network connectivity for NRM to work correctly.

Software Version Updater: changing the software image name

Changing the name of the software image results in failure to deploy this image on a VPN Router.

Do not change the name of a VPN Router image when uploading it to NRM.

Software Version Updater: software image already exists

If a software image already exists on a VPN Router, the NRM tool cannot upgrade a switch and apply the image.

To apply a new image to a VPN Router, ensure that the software image does not already exist on the device.

Stopping NRM service

If you change the default administrator password from *admin* to another password, the NRM shortcut that stops the server no longer works correctly.

Change the password for the stop NRM shortcut from *admin* to the new administrator password.

Changing the stop NRM shortcut password

Step	Action
1	From the windows desktop, navigate to **Start > Programs > Nortel > Network Resource Manager > Stop NRM Server.**
2	Right-click on the shortcut. The Stop Network Resource Manager Properties dialog box appears.
3	In the text box named **Target**, replace the string **-padmin** with **-p<new password>**.
	End

Note: The password stored in the shortcut on the windows start menu may be seen by anyone who has access to the server. You may delete this shortcut from the windows menu and stop the server by terminating the nrm.exe process from your task manager. For more information on Windows processes, see your Microsoft Windows documentation.

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Network Resource Manager

Release NRM 1.0

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