

Release Notes for Site Manager Software Version 5.01

Router Software Version 11.01
Site Manager Software Version 5.01

Part No. 114094 Rev. B
February 1997



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Technical Support and Online Services

To ensure comprehensive network support to our customers and partners worldwide, Bay Networks Customer Service has Technical Response Centers in key locations around the globe:

- Billerica, Massachusetts
- Santa Clara, California
- Sydney, Australia
- Tokyo, Japan
- Valbonne, France

The Technical Response Centers are connected via a redundant Frame Relay Network to a Common Problem Resolution system, enabling them to transmit and share information, and to provide live, around-the-clock support 365 days a year.

Bay Networks Information Services complement the Bay Networks Service program portfolio by giving customers and partners access to the most current technical and support information through a choice of access/retrieval means. These include the World Wide Web, CompuServe, Support Source CD, Customer Service FTP, and InfoFACTS document fax service.

Bay Networks Customer Service

If you purchased your Bay Networks product from a distributor or authorized reseller, contact that distributor's or reseller's technical support staff for assistance with installation, configuration, troubleshooting, or integration issues.

Customers can also purchase direct support from Bay Networks through a variety of service programs. As part of our PhonePlus™ program, Bay Networks Service sets the industry standard, with 24-hour, 7-days-a-week telephone support available worldwide at no extra cost. Our complete range of contract and noncontract services also includes equipment staging and integration, installation support, on-site services, and replacement parts delivery -- within approximately 4 hours.

To purchase any of the Bay Networks support programs, or if you have questions on program features, use the following numbers:

Region	Telephone Number	Fax Number
United States and Canada	1-800-2LANWAN; enter Express Routing Code (ERC) 290 when prompted (508) 436-8880 (direct)	(508) 670-8766
Europe	(33) 92-968-300	(33) 92-968-301
Asia/Pacific Region	(612) 9927-8800	(612) 9927-8811
Latin America	(407) 997-1713	(407) 997-1714

In addition, you can receive information on support programs from your local Bay Networks field sales office, or purchase Bay Networks support directly from your authorized partner.

Bay Networks Information Services

Bay Networks Information Services provide up-to-date support information as a first-line resource for network administration, expansion, and maintenance. This information is available from a variety of sources.

World Wide Web

The Bay Networks Customer Support Web Server offers a diverse library of technical documents, software agents, and other important technical information to Bay Networks customers and partners.

A special benefit for contracted customers and resellers is the ability to access the Web Server to perform Case Management. This feature enables your support staff to interact directly with the network experts in our worldwide Technical Response Centers. A registered contact with a valid Site ID can

- View a listing of support cases and determine the current status of any open case. Case history data includes severity designation, and telephone, e-mail, or other logs associated with the case.
- Customize the listing of cases according to a variety of criteria, including date, severity, status, and case ID.
- Log notes to existing open cases.
- Create new cases for rapid, efficient handling of noncritical network situations.
- Communicate directly via e-mail with the specific technical resources assigned to your case.

The Bay Networks URL is *<http://www.baynetworks.com>*. Customer Service is a menu item on that home page.

Customer Service FTP

Accessible via URL *<ftp://support.baynetworks.com>* (134.177.3.26), this site combines and organizes support files and documentation from across the Bay Networks product suite, including switching products from our Centillion™ and Xylogics® business units. Central management and sponsorship of this FTP site lets you quickly locate information on any of your Bay Networks products.

Support Source CD

This CD-ROM -- sent quarterly to all contracted customers -- is a complete Bay Networks Service troubleshooting knowledge database with an intelligent text search engine.

The Support Source CD contains extracts from our problem-tracking database; information from the Bay Networks Forum on CompuServe; comprehensive technical documentation, such as Customer Support Bulletins, Release Notes, software patches and fixes; and complete information on all Bay Networks Service programs.

You can run a single version on Macintosh Windows 3.1, Windows 95, Windows NT, DOS, or UNIX computing platforms. A Web links feature enables you to go directly from the CD to various Bay Networks Web pages.

CompuServe

For assistance with noncritical network support issues, Bay Networks Information Services maintain an active forum on CompuServe, a global bulletin-board system. This forum provides file services, technology conferences, and a message section to get assistance from other users.

The message section is monitored by Bay Networks engineers, who provide assistance wherever possible. Customers and resellers holding Bay Networks service contracts also have access to special libraries for advanced levels of support documentation and software. To take advantage of CompuServe's recently enhanced menu options, the Bay Networks Forum has been re-engineered to allow links to our Web sites and FTP sites.

We recommend the use of CompuServe Information Manager software to access these Bay Networks Information Services resources. To open an account and receive a local dial-up number in the United States, call CompuServe at 1-800-524-3388. Outside the United States, call 1-614-529-1349, or your nearest CompuServe office. Ask for Representative No. 591. When you are on line with your CompuServe account, you can reach us with the command **GO BAYNET**.

InfoFACTS

InfoFACTS is the Bay Networks free 24-hour fax-on-demand service. This automated system has libraries of technical and product documents designed to help you manage and troubleshoot your Bay Networks products. The system responds to a fax from the caller or to a third party within minutes of being accessed.

To use InfoFACTS in the United States or Canada, call toll-free 1-800-786-3228. Outside North America, toll calls can be made to 1-408-764-1002. In Europe, toll-free numbers are also available for contacting both InfoFACTS and CompuServe. Please check our Web page for the listing in your country.

How to Get Help

Use the following numbers to reach your Bay Networks Technical Response Center:

Technical Response Center	Telephone Number	Fax Number
Billerica, MA	1-800-2LANWAN	(508) 670-8765
Santa Clara, CA	1-800-2LANWAN	(408) 764-1188
Valbonne, France	(33) 92-968-968	(33) 92-966-998
Sydney, Australia	(612) 9927-8800	(612) 9927-8811
Tokyo, Japan	(81) 3-5402-0180	(81) 3-5402-0173

Release Notes for Site Manager Software Version 5.01

Site Manager Version 5.01 lets you manage Bay Networks® routers running Router Software Version 11.01.

These release notes include information on

- New features in 5.01
- Online Library Version 11.01
- Guidelines for working with Site Manager 5.01

For information on how to use new features and documentation changes and corrections, refer to *Release 11.01/5.01 Documentation Change Notice*.

New Features

Version 5.01 of Site Manager supports

- ARN configurations, described in *Release 11.01/5.01 Documentation Change Notice*.
- The new features in Router Software Version 11.01, described in *Release Notes for Router Software Version 11.01*

Online Library

The Version 11.01 Online Library contains the current documentation for Site Manager Version 5.01.

The Version 11.01 Online Library CD presents the documentation as Portable Document Format (PDF) files, which retain the appearance of the original documents. This format offers clearer reproduction of line drawings and screen shots than previous versions of the library.

In addition, the 11.01 format of the Online Library enables you to

- Access related documents on the World Wide Web.
- Copy individual books to your computer.
- Print copies of books that have the same format as the original publications.

To view and search for information in this library, you must use either the Adobe Acrobat Reader provided on the CD or Adobe Acrobat Exchange.



Note: You cannot search for information on this version of the Online Library CD from an IBM RS/6000 workstation. You can, however, view and print PDF files as you would on any other platform.

Accessing the Online Library from Site Manager

You could access previous versions of the Online Library from the Site Manager main window. You cannot, however, access this version of the Online Library from Version 5.01 of Site Manager.

Guidelines for Working with Site Manager

The sections that follow provide guidelines for working with Site Manager Version 5.01. These guidelines supplement the instructions in the 11.0 and 11.01 documentation sets. Unless otherwise indicated, the guidelines that follow apply to Site Manager software running under all supported operating systems: UNIX on the Sun SPARCstation, HP 9000, IBM RS/6000, and Microsoft Windows on the PC.

Site Manager and Router Software Compatibility

Site Manager 5.01 is supported for use with the following Router Software Versions:

- 9.0
- 9.0x (such as 9.01)
- 10.0
- 10.0x (such as 10.01)
- 11.00
- 11.01

Creating Local Site Manager Configurations

In Site Manager 5.01, you cannot use the Configuration Manager in local mode to create initial configurations for earlier router software releases. However, you can edit existing configurations for these releases in local mode, and you can create initial configurations for an 11.01 router software release.

Changing RMON DCM Configurations

You must reboot a data collection module (DCM) on an AN[®] or ANH[™] router after setting related MIB variables. Within Site Manager, do this by disabling and then reenabling the DCM in the Edit Base | Expansion Module window (**Platform > DCM 11.0 and later > Edit Base | Expansion Module DCM.**)

Configuring a 5380, 5580, or 5780 Router from a PC

You must use Windows 95 to configure and manage a Model 5380, 5580, or 5780 router from a PC.

Outbound LAN Traffic Filters

When implementing outbound traffic filters for LAN protocols, note that in some configurations the filters may cause a decline in throughput performance. For LAN circuits where the forwarding rate of the router is critical, we suggest that you monitor the throughput performance after configuring outbound LAN filters. If you notice an unacceptable performance degradation, try using inbound traffic filters to accomplish the filtering goal.

Using X11R6 with Site Manager

You must upgrade to fix 12 of X11R6 for Site Manager to operate correctly with X Windows software.

Socket Binding Message with Network Management Systems

Network management systems such as OpenView or SunNet Manager may prevent Site Manager from binding to the SNMP sockets. As a result, you may receive one of the following trap messages:

```
wftraps: : Unable to bind udp/snmp sockets. (C3501)
```

```
wftraps: : Permission to bind a socket is denied. Verify that the  
application is owned by "root", and that the permissions have been  
configured to set the effective user id to that of the owner of the file  
when the file is run. If the permissions are correct, another process may  
have already bound to the udp ports. (C3501)
```

To solve this problem, stop the network management system that is binding to the socket (kill the process ID).

Well-Known Connections List in Site Manager

The router sorts well-known connections by IP address, and displays that list in the Well-Known Connections box on the main Site Manager screen.

Using Site Manager with Chameleon

Version 4.01 of the Chameleon stack has a trap feature and if it is enabled, it blocks Site Manager from receiving traps and causes Site Manager to fail. If you are using Version 4.01 Chameleon, you can disable the trap feature by selecting **Custom > Services > SNMP > Trap > Disable**.

Effects of Dynamically Disabling Dial Optimized Routing

Dial optimized routing is a new dial-on-demand feature. If you dynamically enable or disable dial optimized routing while your demand connection is active, the router terminates the connection. If there is still data to send after the call is cleared, the router will place a new call that uses the new configuration with the new value for dial optimized routing.

You configure dial optimized routing in the Demand Circuit configuration window.

Changing Site Manager Fonts and Colors

Refer to the appropriate section to display and change the Site Manager fonts and colors:

- “Changing Fonts and Colors on a PC”
- “Changing Fonts and Colors on a UNIX Workstation”

Changing Fonts and Colors on a PC

This section describes how to change the fonts and colors displayed in the Site Manager windows.

Fonts

To change Site Manager fonts on a PC, open the file *jam.ini* in your Microsoft Windows directory (usually *\windows*). Search for the following line:

```
SystemFont=OEM_FIXED_FONT
```

Change `OEM_FIXED_FONT` to the font you want. The *jam.ini* file provides examples. A sample change follows:

```
SystemFont=SYSTEM_FIXED_FONT
```

Colors

The color scheme of the Microsoft Windows Program Manager determines the colors displayed in Site Manager windows. To change the colors, refer to the Microsoft Windows reference manual.



Caution: We strongly recommend that you do not edit the colors defined in the *jam.ini* file; this may cause problems with Site Manager.

Changing Fonts and Colors on a UNIX Workstation

You can change fonts and colors for your own use of Site Manager or for all Site Manager users on a workstation.

The *.Xdefaults* file in your home directory determines the fonts and colors for your own use of Site Manager.

The *XJam* file determines the fonts and colors displayed in Site Manager windows for all Site Manager users. On SPARCstations running OpenWindows, this file is in the *\$OPENWINHOME/lib/app-defaults* directory. On SPARCstations running X11, HP 9000, or on RS/6000 workstations, this file is in the */usr/lib/X11/app-defaults* directory.

When changing a font or color, first make sure that your system supports the new font or color. Refer to the documentation that came with your system.

Fonts

To change the font for your own use of Site Manager:

1. **Add the following line to your *.Xdefaults* file, where *font* is the name of the font you want:**

XJam*fontList:*font*

2. **Save your *.Xdefaults* file.**
3. **Enter the following command to reload the contents of the *.Xdefaults* file on the X server:**

xrdb -merge *.Xdefaults*

To change the font for all Site Manager users on this workstation:

1. **Open the *XJam* file.**
2. **Search for the following line:**
`XJam*fontList:8x13`
3. **Change 8x13 to the font you want.**
4. **Save the *XJam* file.**

Colors

To change the foreground or background color for your own use of Site Manager:

1. **Add the appropriate line to your *.Xdefaults* file.**
 - If you want to change the foreground, add the following line, where *color* is the name of the color you want:
XJam*foreground:color
 - If you want to change the background, add the following line, where *color* is the name of the color you want:
XJam*background:color
2. **Save your *.Xdefaults* file.**
3. **Enter the following command to reload the contents of the *.Xdefaults* file on the X server:**
xrdb -merge.Xdefaults

To change the foreground or background color for all Site Manager users on this workstation:

1. **Open the *XJam* file.**
2. **Search for the appropriate line, as follows:**
 - If you want to change the foreground, search for the following line:
`XJam*foreground:steelblue3`
 - If you want to change the background, search for the following line:
`XJam*background:chartreuse3`
3. **Change the color name to the one you want.**
4. **Save the *XJam* file.**

