



# UCM IPv6 JMS Maintenance Patch Release Notes

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# Chapter 1 How to get help

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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 Nortel 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 location 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.

## Chapter 2 Release Notes

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### Purpose (What are resolved?)

The patch addresses the following two important issues:

- User can not add credentials for IPv6 address ranges (CR Q02038860)
- Adding a new entry to credentials does not refresh the screen automatically when NNOS applications are deployed in distributed environment (CR Q02052388)

### Applicable Applications

- Visualization, Performance and Fault Manager (VPFM) version 2.0
- Network Resource Manager (NRM) version 2.1
- Enterprise Policy Manager (EPM) version 5.1
- IP Flow Manager (IPFM) version 2.0

### Operating Systems

- Redhat Enterprise Linux (RHEL) 5.2
- Windows 2003 Server SP2 (R2)
- Windows 2008 Server

### Where to install?

- 1) If you already have an existing UCM deployment, you need to stop jboss on the "primary" server, "backup" server and "member" server(s). And then install the patch on "primary", followed by "backup" (if applicable). Restart jboss service on all security servers sequentially (i.e. first "primary", then "backup" and then "member").
- 2) If you are about to install UCM application for the very first time, you need to install this patch as soon as the installation completes on "primary" security server. If you plan to install a "backup" security server, you should install the same patch there as well. Restart jboss service on all security servers sequentially (i.e. first "primary", then "backup" and then "member").
- 3) This patch need \*not\* to be installed on "member" security server(s).

### Special instructions if IPFM is installed as "member" and you already have \*both\* "primary" and "backup" installed

- 1) Stop jboss on the "primary" server, "backup" server and "member" server(s).
- 2) Copy the file: "ipfm-jbossmq-destinations-service.xml" to:  
{JBOSS\_home}/deploy-hasingleton/jms/clusteredDestinations/ directory on both Primary and Backup.
- 3) Start jboss service on all security servers sequentially (i.e. first "primary", then "backup" and then "member").
- 4) And then proceed to install IPFM.

### Special instructions if IPFM is installed as a "backup" security server:

- 1) Stop jboss on the "primary" server, "backup" server and "member" server(s).
- 2) Copy the file: "ipfm-jbossmq-destinations-service.xml" to {JBOSS\_home}/deploy-hasingleton/jms/clusteredDestinations/ directory on the primary security server.
- 3) Start jboss service on all security servers sequentially (i.e. first "primary", then "backup" and then "member").

### How to install

- Download the patch from the Nortel website.
- Stop jboss on the "primary" server, "backup" server and "member" server(s).
- Install the patch:
  - Windows Platform:
    - Locate the patch installer (CS\_IPV6\_JMS\_Maint\_Patch\_09182009.exe) in windows explorer and execute/invoke it by making a double mouse click.
  - Redhat Enterprise Linux (5.2) Platform:
    - Open a console window and change the mode of this file to make it executable - i.e. execute following command:  
chmod +x+r <CS\_IPV6\_JMS\_Maint\_Patch\_09182009.bin>
    - Execute the installer from console window.

### Uninstalling Notes

It is recommended that this patch be uninstalled before uninstalling the application. Otherwise a shortcut called "patch1" under UCM will be left behind after the application is uninstalled.

To uninstall the patch, run the uninstaller "Uninstall\_Unified\_Communications\_Management\_Patch1" under: {UCM\_HOME}/patch1/Uninstall\_Unified Communications Management Patch1/