Release Notes

VPFM 1.0

Visualization Performance and Fault Manager

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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 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.

Release notes

This guide lists the release notes associated with the Visualization Performance and Fault Manager (VPFM).

The purpose of this document is to describe specific situations in which the VPFM can experience difficulties, and to provide work-around solutions to mitigate the issue, or minimize the possibility of it occurring. Topics in this document include

Known issues and work-arounds

The following table lists the known issues and work-arounds for VPFM Release 1.0.

Table 1: Known issues and work-arounds

CR Number	Description
Q01966806	The first time Internet Explorer (IE) is used after installing VPFM, the status bar shows a message similar to the following: https://vpfmserver:81/webclient/images/treeminus.gif *Workaround:* Exit and launch the IE browser, the above message should not be seen again.
Q01982947	When an event is Acknowledged (ACK) it can be cleared using the Clear button. You cannot delete a selected and acknowledged event using the clear button. *Workaround:* Delete it using the right-click option.

Table 1: Known issues and work-arounds

CR Number	Description
Q01968532	Using custom launches, it is not possible to launch telnet sessions in the Linux environment, or with Internet Explorer in Windows. In Linux, telnet is not available by default. In IE, to close a security breach, telnet is disabled in IE7.
	Workaround: In the linux environment, enable the telnet feature.
	In windows, a registry entry needs to be added as follows –
	`HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet`
	`Explorer\Main\FeatureControl\FEATURE_DISABLE_TELNET_PRO` `TOCOL`
	and create a REG_DWORD entry of name iexplore.exe with the value 0.
	Additional information can be found at the following URL:
	http://lib.berkeley.edu/Catalogs/telnet_problems.html
Q01985281	On the Monitoring Overrides servlet, if you click the revert button while creating a new Override, then the navigation tree becomes disabled.
	Workaround: Go to the VPFM Home page and go back to the Overrides page.

Limitations

The following table lists the limitations for VPFM Release 1.0.

Table 2: Limitations

CR Number	Description
Q01955805	Soft phones are not indicated in the L2 L7 of the VOIP applications.
Q01964662	When doing a rediscovery on campuses consisting of Secure Routers connected by Frame Relay WAN links, one of the Secure Routers is not visible. Prior to the rediscovery, all routers were discovered. Discovery constraints employed are WAN, VPN crawl, and DNS lookup.
Q01970462	Strange behavior when deleting a monitoring configuration having "These domains." When you try to delete a Monitoring Configuration with all settings as defaults, except for Domains that has the value "These domains", you can only see the Apply/Revert changes buttons, and if you try to delete/ rename All Monitoring you will get an error.
Q01967120	After a discovery is complete, if VLAN Hierarchy is selected in Perspective, and the VLAN discovered is right clicked, no property information is displayed.
Q01944458	Applications like Java Device Manager and Business Element Manager do not show up when launched using a Command Action script.

Table 2: Limitations

CR Number	Description
Q01957940	Some IP phones do not get discovered as IP phones, even if they are registered with the Signaling Server. They sometimes are discovered as end nodes instead.
Q01966524	In the Schedules component where a rediscovery can be scheduled, it is not possible to choose the campus within the given domain.
Q01956160	Sometimes when the admin user ends another user's session, it may take longer than expected to terminate.

Q01952238	For the trap `dsx1LineStatusChange`, the value for the variable `dsx1LineStatus` is actually a bit map value for various alarm conditions. However, this value is displayed as an integer and it is hard to determine what bit position reflects which alarm. While there is no immediate workaround for this display, the following table can be used that shows the different alarms and their bit positions:
	
	`1 dsx1NoAlarm No alarm present`
	`2 dsx1RcvFarEndLOF Far end LOF (a.k.a., Yellow Alarm)`
	`4 dsx1XmtFarEndLOF Near end sending LOF Indication`
	`8 dsx1RcvAIS Far end sending AIS`
	`16 dsx1XmtAIS Near end sending AIS`
	`32 dsx1LossOfFrame Near end LOF (a.k.a., Red Alarm)`
	`64 dsx1LossOfSignal Near end Loss Of Signal`
	`128 dsx1LoopbackState Near end is looped`
	`256 dsx1T16AIS E1 TS16 AIS`
	`512 dsx1RcvFarEndLOMF Far End Sending TS16 LOMF`
	`1024 dsx1XmtFarEndLOMF Near End Sending TS16 LOMF`
	`2048 dsx1RcvTestCode Near End detects a test code`
	`4096 dsx1OtherFailure any line status not defined here`
	`8192 dsx1UnavailSigState Near End in Unavailable Signal State`
	`16384 dsx1NetEquipOOS Carrier Equipment Out of Service`
	`32768 dsx1RcvPayloadAIS DS2 Payload AIS`
	`65536 dsx1Ds2PerfThreshold DS2 Performance Threshold Exceeded`

Q01983077	For the trap `lldpRemTablesChange`, the values shown in the event browser are different from the ones actually sent by the device.
Q01971029	For the trap **pethPsePortPowerMaintenanceStatusNotification,** the acquisition constants are displayed in the Attributes tab.
Q01971771 Q01964599	V1 trap name does not display in Trap-Viewer for the following Traps: packetMatch risingAlarm

Table 2: Limitations

CR Number	Description
Q01971748	For use in trending, for the objects defined in **DVMRP-STD-MIB**, no values are polled from the ERS1424 devices and the plot is not displayed.
Q01983086	For the device ERS5520-48T-PWR, the trends for the following variables have wrong values in trend charts: **lldpStatsRemTablesInserts 1.0.8802.1.1.2.1.2.2** **lldpStatsRemTablesDeletes 1.0.8802.1.1.2.1.2.3** **lldpStatsRemTablesAgeouts 1.0.8802.1.1.2.1.2.5**
Q01969050	Certain trends are not removable from the available trends list: ERS 1424: CPB Busy trend cannot be removed. ERS 1600, 8300 & 8600 series: Percent I/O Memory Usage, Processor Memory Used, and Percent Processor Memory Used. WSS and NAS series: Percent I/O Memory used.
Q01920599	Sometimes when there is no traffic between Alteon switches, the links between them might not get discovered.
Q01985660	When we have a Trap and a Syslog with the same ID, then the Acknowledge on Syslog tab fails and results in a pop-up error message.
Q01984469	SR4134 with DVMRP is not added in the correct scope and the following events are not received: dvmrpNeighborLoss dvmrpNeighborNotPruning
Q01970740	Link between Managed Hosts and switch under these circumstances: If Router's ARP cache does not provide the MAC address of the host or we do not find it until after the device is discovered, it won't be associated with the device early enough to do the linking.
Q01983149	There are two MIT definitions for *IgmpNewGroupMember* - the normalised and the rcnIgmpNewGroupMember. When a *rcnIgmpNewGroupMember* trap is received, the rcnIgmpNewGroupMember event MIT will be posted to the event browser. The normalized "IGMP New Group Member" event MIT does not get posted.
Q01984171	In the Scopes component, if a new scope is created with the domain other than the first one appearing in the list, then upon applying the changes, an error message is displayed.
Q01959032	Under certain circumstances doing a rediscovery on a campus with a VPN tunnel link, the network topology appears split when the link in the display disappears.
Q01928829	Under certain circumstances, links do not appear with the BCM 222, after performing a network discovery.
Q01983114	In the Monitoring component, when attempting to edit the Nortel WAP series properties, an error dialog box is raised.

Table 2: Limitations

CR Number	Description
Q01980524	In case of a very high rate (about 300 per second) of traps being sent to the VPFM server, the Trap and Syslog component takes a very long time to open, and also the server uses a significant amount of memory.
Q01984166	The "by Event Response" component is not supposed to be present in VPFMLite. However, when clicking on it and trying to add or edit the items, it gives a license related error message. This is not the case with VPFM.