

Visualization Performance and Fault Manager (VPFM)



Software Release 2.2 Release Notes

1. Release Summary

Release Date: 29-October 2010

Purpose: The VPFM 2.2 Release Notes provide the following information:

- Supported Operating Systems
- Supported Browsers
- Operational Notes
- Installing VPFM 2.2
- Issues addressed from earlier releases
- Known Issues

2. Important Notes Before Installing this Release

VPFM 2.2 provides an update installer. This allows you to update from VPFM versions 2.0 or higher to VPFM 2.2. It is recommended that the Pre Install script be run to check for any conflicts that may have been introduced after the first install.

When you are installing VPFM the first time, ensure that the Pre Install Script has been run and it does not return any errors. The Pre Install Script does not currently provide a comprehensive check for requirements but provides a check for the most commonly seen issues.

This script is available along with the software load and the instructions to run it are available in the README.TXT file inside the zip file.

To run the script on Linux, the installer bin file must have execute permission. For example, to set execute permissions for all users, use command `chmod 777 <filename>` on the installer bin file.

3. Features in VPFM 2.2

Summary of VPFM 2.2 key features are as follows:

- **Avaya Telephony Manager Fault and Performance**
The Optivity Telephony Manager (OTM) fault and performance features are included in VPFM 2.2. For this feature, VPFM-Lite is enhanced to receive traps from CS 1000 and it then forwards it to VPFM main application for fault correlation.
- **Email action for secure SMTP**
VPFM email actions can now be sent to secure SMTP MS exchange server.
- **Enhancements to custom actions**
You can create custom actions for VPFM server actions.

- **Ease of use for schematic zoom level**
The schematic zoom level are easier to use with continuous slider control instead of fixed value zoom levels.
- **MIB Query functionality tool**
The device application menu has an additional item for MIB query. MIB query has also been added to the VPFM welcome page and can be launched form there as well.
- **Remote trace route**
The remote trace route is added to the application menu.
- **Remote ping between phones**
Phone icons have a new item in tools menu that you can use to ping another phone or network device.
- **Remote path trace between phones**
Phone icons have a new item in the tools menu that you can use to trace route to another phone or networking device.
- **Ping any device, any address**
You can ping any device from VPFM using the device IP address.
- **MIB import from folder**
You can put multiple MIB files in a folder and import all the MIBs.
- **Event browser enhancement**
You can view Avaya CS 1000 error code descriptions and details by clicking the required error code in the Trap viewer and see the error code in the event browser.
- **MIB browser shows MIB comments**
The MIB browser is enhanced to show more details on browsing.
- **PoE trends added to PoE devices**
Many useful PoE trends are added to the PoE device and port.
- **New device support**
Support for WLAN 8100 and wireless AP8120 is added.
- **Update to already supported devices**
Updated devices are ERS2500 4.3, ERS4500 5.4, ERS5000 6.2, ERS8600 7.0 and CS 1000 7.0.
- **Fixes from the 2.0 patch releases**
All the fixes in VPFM patch releases 2.0.0.1 through 2.0.0.4 and 2.1 are integrated in this release.
- **Documentation**
Documentation is rebranded to Avaya and a new Best Practices for Discovery document is added.

4. Supported Operating systems

The following table lists the operating systems supported by VPFM 2.2.

Operating system	Version
Windows	2003, 2008
Linux	RHEL 5.2

Support for VMware environment for Windows and Linux Operating system

VPFM 2.2 bundles the Java Runtime Environment (JRE) Version 1.5 and 1.6 needed for various parts of the application or the applications that are launched by VPFM.

5. Supported Browsers

The following table lists the web browsers supported by VPFM 2.2.

Browser	Version
Microsoft Internet Explorer	7.0
Mozilla Firefox	3.5, 3.6

Notes

- You will require the Adobe Flash plug-in to be installed for your browser (Internet Explorer and Firefox), in order to view network maps in VPFM 2.2. Please refer to the VPFM Configuration Guide for details.

If you attempt to use VPFM with any Firefox version lower than 3.5, the Network Browser will display a blank page.

- Though the VPFM 2.2 is certified for Firefox versions 3.5 and 3.6, optimal performance has been recorded with version 3.6 and is recommended.
- You will notice if you are using Firefox 3.5/3.6, that on the network browser you can lock the horizontal and vertical scrollbars by clicking on them and moving the mouse to the bottom or the right, respectively. What this allows you to do is to scroll the network map without having to keep the mouse button pressed down. To unlock the scrollbar, just click anywhere inside the network map.

This feature is available only on the Firefox browser and is a feature of the Adobe Flash plug-in that VPFM uses to display the network map. Further, on Firefox 3.6, you will notice that when the scroll bars are locked, they turn blue in color.

6. Operational Notes

Inter-operability with other UCM applications

VPFM 2.2 can be installed on UCM platforms running EPM 5.1, NRM 2.1 and IPFM 2.0 (and vice-versa). VPFM 2.2 is backward compatible with the above mentioned applications as well as Avaya CS 1000 rel 6.0. VPFM 2.2 also works with Avaya CS 1000 rel 7.0.

User Interface

In the VPFM Network Browser, the freeze button is set to ON by default, thereby making the nodes non-movable. Be sure to toggle this button to OFF if you want to move the nodes around.

Also, the freeze button setting applies only to the current view. When the user moves to a different view, the button again needs to be toggled so that the user can move nodes within that view.

Java Device Manager (JDM)

- JDM can now be launched by right-mouse click on a device and choosing “JDM-Launch” from the “Tools” menu.
- In order for JDM to work , JRE 1.6 or greater is required to be installed on the system where the browser is being run from.
- Pop-up blockers will have to be disabled on the browsers..
- In case of Firefox (on both Windows & Linux) when the browser prompts to open a file called “index.jsp” which is of type “JNLP”, select the “Open with” option. Click on the dropdown field right beside the “Open with” label in that dialog and select “Other...” This will open a file explorer & using this explorer navigate to the following executable - <JRE 1.6 home>/bin/javaws. Then click on OK in that browser dialog. This needs to be done only the first time to associate the right version of the java web start to the file. Henceforward, attempting to launch JDM will still show the browser prompt window (unless the option “Do this automatically for files like this from now on” option was checked) but the correct javaws binary will already be selected.
- In case of Internet Explorer on Windows security settings will have to be altered to remove the information bar. The steps are explained here - <http://windows.microsoft.com/en-US/windows-vista/Internet-Explorer-Information-bar-frequently-asked-questions>. If however you do not wish to alter this security setting, you can directly launch JDM by going to a new browser window/tab & typing <http://<VPFMserver>/jdm/index.jsp> in the address bar. As a reminder JRE 1.6 must be installed & must be the default JRE on the system.

Secure SMTP Server Email Actions

To send emails securely using SMTP servers that require SSL authentication, in addition to creating the email actions, you will need to download the certificate modification scripts and do the following\:

On Windows:

Copy the modified service.bat and importcerts.bat to the JBOSS bin folder (typically c:\jboss\jboss-4.2.1-GA\bin). Then restart the “Nortel UCM JBoss” and the “Nortel VPFM” services in that order.

On Linux:

Copy the modified jbossd script to the /etc/init.d directory. Then restart the jboss and VPFM services:

```
service jbossd restart
service kbmd restart
```

Avaya CS 1000 R7.0

With VPFM 2.2 the Avaya CS 1000 release 7.0 is supported. VPFM-lite can be configured to receive traps from one or more Avaya CS 1000 elements. The VPFM-lite trap and syslog browser can be configured to forward these traps to a full VPFM server for correlation. For more details read the VPFM Configuration document.

7. Installing VPFM 2.2

Please refer to the Install Guide for more details.

Domains created with VPFM versions 2.0 (and patch versions 2.0.0.1, 2.0.0.2, 2.0.0.3 and 2.0.0.4) and 2.1 will work with VPFM 2.2. You will need to make sure that these domains are backed up before moving version to 2.2.

Please refer to the VPFM 2.2 Installation Guide for details on backup and restore.

Note that you do not need to restore the backed up domain if the VPFM update installer is run.

8. Issues addressed from earlier releases

The following table lists the limitations, in previous releases, have been addressed in VPFM 2.2

Table 1 –

Work Item Number	Description
Wi00563864	VPFM custom actions software should be able to handle spaces before and after class names.
Wi00600106	Unable to install patch 2.0.0.4 if VPFM 2.0 is installed on non default path.
Wi00700510	PoE switches and PoE ports were not able to display trends. Customers were required to also create new monitoring configurations manually. With VPFM 2.2 PoE trends are supported both at the device and port level.
Wi00700778	Sometimes the link color does not change after a link down message is generated.
Wi00730806	Sometimes email actions does not work, this is due to lack of secure SMTP support in prior releases. With VPFM 2.2 secure SMTP support is added.
Wi00734137	Beta testing of VPFM, event history in VPFM is giving an error message. The problem was due to a bad character in the password while creating the database. Improved checking of password characters in installer.
Wi00438477	When pointing to CS1K installed as primary UCM server, VPFM link is not created under the Navigation Tree of the UCM Home Page.
Wi00435650	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. This is a device issue where some IP Phones do not open port 5000 which VPFM relies on for discovering them – fixed by device team.

9. Known issues -

The following table lists the limitations in VPFM 2.2

Table 2

Work Item Number	Description
Wi00691500	VPFM2.2 - WLAN discovery of access point is discovered as two separate devices if the AP is registered to two controllers.
Wi00691287	OTM error code mapping windows can be moved above border in browser - leaving user with no way to remove window. Workaround: Use the browser back button to go to previous page then come back to this page.
Wi00825064	VPFM DB is left behind in MySQL after uninstalling VPFM in a co-residency deployment.
Wi00731929	On a small minority of networks, the user will likely get a few 404 errors if an attempt is made to browse the domain

	<p>immediately after the discovery completes.</p> <p>Workaround: Wait a short while regardless of whether the problem manifested itself or not, the problem will not reappear until a new discovery is made.</p>
Wi00732000	<p>VPFM2.2 restore of very large UCM backup causes exception & out of memory error.</p> <p>Workaround: Go the VPFM knowledge folder and remove the notification files.</p>
Wi00817507	<p>In some monitoring scenarios, if a device interface link goes down from up, then it may go from NA status to a get timeout. Then if the link goes back up it may show ICMP: ping echo reply for ever.</p> <p>Workaround: Restart VPFM service to recover this link's status.</p>
Wi00826071	<p>VPFM 2.2 upgrade from 2.0 with UCM patch prevents adding SNMP v3 management user credentials.</p> <p>Workaround: Upgrade is fine from VPFM 2.1. Uninstall 2.0 and install 2.2.</p>
wi00729962	<p>Event Type and Subject lists takes up to 3 minutes to show up in the Event History filter dialog when filtering on a large number, over 1 million, events.</p>
Wi00435437	<p>Under certain circumstances, links do not appear with the BCM 222 after performing a network discovery.</p>
WI00438330	<p>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.</p>
WI00438300	<p>Links between Managed Hosts and switches are not discovered under these circumstances: If Router's ARP cache does not provide the MAC address of the host or it is not found until after the device is discovered, it won't be associated with the device early enough to do the linking.</p>
WI00438426	<p>For ERS 8600, the following trends are not available: mplsTunnelConfigured mplsTunnelActive</p>
WI00435782	<p>Some Nortel Call Pilots are discovered as End Nodes.</p>
WI00435738	<p>Under certain circumstances, links do not appear with Cisco and Nortel devices, after performing a network discovery.</p>
WI00435766	<p>There is no Help button for Monitoring Overrides.</p> <p>Workaround: Refer to the VPFM Configuration guide</p>
WI00438588	<p>When using the 3DES privacy protocol for SNMPv3, VPFM SNMP MIB Browser will not be able to successfully retrieve SNMP MIB values.</p>
WI00435787	<p>After restoring data from a previous backup, VPFM displays certificate errors which cause the user to be unable to use the application.</p> <p>Workaround: Re-start the Nortel VPFM service</p>
WI00435822	<p>In the browser status bar, the message "transferring data from..." does not go away intermittently although the data has been transferred.</p> <p>Workaround: Change the perspective or zoom level to clear the message.</p>
WI00435821	<p>The status in the browser status bar disappears after setting background image.</p>
WI00435825	<p>Intermittently trend menu is displayed beneath the application menu.</p>
WI00563853	<p>Optimized memory usage on browser pages when there are frequent updates.</p>

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