



Release Notes for RingMaster Version 7.4.5.2

Juniper Networks recommends that you familiarize yourself with these release notes and the Juniper Networks RingMaster Quick Start Guide, the Juniper RingMaster documentation suite before installation. For additional product information, refer to the following documents:

- Feature Guide for MSS 7.3 and RingMaster 7.4

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Feedback and Support

Juniper Networks encourages you to provide feedback about your experiences installing and using the product to the Juniper Networks Technical Assistance Center (TAC). You can contact the TAC by telephone, email, or fax. If you have a service contract or are a Juniper Networks Authorized Partner, log in to Juniper Networks SafetyNet Online at www.trapezenetworks.com/support for additional help.

- Within the US and Canada, call 1-866-TRPZTAC (1-866-877-9822).
- From locations outside the US and Canada, call +1 925-474-2400.
- In non-emergencies, send email to support@trapezenetworks.com.
- When your case is active, you can fax more information to +1 925-474-2423.

What's New in RingMaster Version 7.4

RingMaster 7.4 has the following enhancements:

- Enhanced Database Capabilities
- Reporting Enhancements
- LA-200E Integration
- AirTight Alarms Integration

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- Per SSID Monitoring

Version Compatibility

- This version of RingMaster has been verified against MSS Version 7.1 and 7.3.
- Network plans created with RingMaster 7.0 and 7.1 are compatible with this version of RingMaster. If you want to use network plans created with previous versions of RingMaster, make sure the option to delete the network plans directory is not checked when you uninstall.
- If you are installing for the first time, you will need to install and activate licenses before using RingMaster. If you are upgrading from a previous licensed version, you do not need to reinstall your licenses.
- If you are upgrading from a version earlier than 7.0, Juniper Networks recommends that you upgrade to 7.0 first, then upgrade 7.1 and then to 7.4.

Supported Platforms

- Microsoft Windows Server 2003 and 2008, Microsoft Windows XP with Service Pack 1 or higher, Microsoft Windows 2000 with Service Pack 4, Microsoft Windows 7, or Microsoft Vista Enterprise.
- SUSE Linux 10.2 and Red Hat WS ES5
- Apple MacOS Version 10.4.x. with Java 1.5.

Upgrading from RingMaster Version 7.1

You can install the new version of RingMaster on top of the previously installed one. You do not need to uninstall the previous version.



When upgrading from RingMaster version 7.0 MR3 (7.0.6.7.0) to RingMaster version 7.4, please upgrade to 7.0 MR5 (7.0.8.3.0) before upgrading to RingMaster 7.4. The upgrade path is 7.0 MR3 --> 7.0 MR5--> 7.1 MR3 -->7.4.

Downgrading to a Previous RingMaster Version

If you need to downgrade from a RingMaster 7.4.x version to a previous 7.x.x version, use the following procedure:

1. Back up the network plans, by copying the config-db directory to a location not in the RingMaster installation path.
2. Uninstall the current RingMaster installation. Select to delete all but the license and the network plans.
3. Install the earlier Ringmaster software version.
4. After installation, copy the folders in the backed up config-db directory to the one that is created by the installation in step 3.
5. After installation, copy the folders in the backed up services-db directory to the one that is created by the installation in step 3.

When you start the downgrade version of RingMaster, it opens the Default network plan.

If you need to downgrade the MXs managed by RingMaster, you can do so before or after the RingMaster downgrade.



Juniper Networks recommends that you do not downgrade to previous RingMaster versions. Database files saved in RingMaster Version 7.0 or higher are converted to the newer version and are not compatible with earlier RingMaster Versions. In addition, MSS features that are new in MSS Version 7.3 are not supported in previous versions of RingMaster.

JRE 1.6 and RingMaster Java Web Start Client

If you are using Java Runtime Environment (JRE) 1.6.0_12 when trying to remotely connect to a server with RingMaster software may experience issues with Java WebStart client failing to start due to the following Java bug:

http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6808031

This issue potentially affects remote clients on all operating system with JRE 1.6.0_12 or higher. When starting the Java WebStart client from the desktop icon, an error message is displayed: "Unable to start application" and a set of Java exceptions are thrown.

Customers that encounter this issue must downgrade the Java environment by uninstalling the JRE 1.6.0_12 and creating a fresh install of JRE 1.6.0_11.

If you do not want to downgrade your JRE installation, you can click on the RM Client icon on the RingMaster server page to launch the client.

Known Issues

- If you add an MP that is unsupported by the current network plan, no warning is displayed and you can place the MP in the coverage area. (64987)

Description —If you place an MP in a coverage area that does not support the selected MP radio settings, no warning message is displayed that the radio is not supported. For instance, if you create a plan that enables 5 GHz coverage, and you place an MP that supports only 2.5 GHz into the plan, no warning is displayed.

Workaround — Be sure to place only the MPs supported by the plan configuration to avoid configuration issues.

- If you configure AirTight to use SNMP v3 traps, the traps are not synchronized with RingMaster because a nonstandard implementation of SNMP is used by AirTight. (64814)

Description — The AirTight SNMP engine and the RingMaster SNMP engine are not synchronized, therefore the trap that should be received and decoded is out of the 150 second accepted time frame. As such, it is discarded.

Workaround — Configure AirTight to use SNMP v2 or SNMP v1 instead of SNMP v3.

- Enabling AAA access to an MX using RingMaster and downgrading to 7.0 or earlier causes the authentication process to fail, and RingMaster can no longer access the MX.

Description— After upgrading to RingMaster 7.1or a newer version, and enabling AAA for access to an MX, if you downgrade to MSS 7.0 or earlier on the MX, the MX reverts to the enable password and RingMaster cannot access the MX using AAA. (62913)

Workaround—Disable the AAA feature in RingMaster before downgrading to an earlier software version. See “[Downgrading to a Previous RingMaster Version](#)” on page 2.

- MP licensing is not updating based on the number of MPs in the network. (61050)

Description — If the serial number of an MP is changed, the change is not reflected in RingMaster and the serial number is deprecated from the license.

Workaround — Restart the RingMaster server to reset the licensing.

- Because of a limitation in Windows XP that allows no more than 10 half-open connections, running RingMaster services on Windows XP is not recommended if your network plan contains more than 10 devices. If 10 devices in your network plan were unreachable or not responding, Windows XP would exceed its half-open connection limit, and connection attempts to reachable devices might time out as a result.

Workaround— If your network plan contains more than 10 devices, and you want to run RingMaster services on a Windows system, use a server OS, such as Windows 2000 or Windows 2003, instead of Windows XP.

- Linux: The default browser is Firefox, which is not included with SuSE. (30491)

Description — On SuSE, the default browser executable is Firefox. However, the Firefox browser is not included with the SuSE distribution; only the Konqueror browser is included. The Konqueror browser is not supported by RingMaster.

Workaround— Install a different browser for accessing RingMaster online help. Preferred browsers for Linux are Firefox, Opera, Mozilla, and Netscape.

Issues Resolved Since Version 7.4.3.1

- With the release of Spectralink software version 3.0, most VoIP handsets support either SVP or WMM in a QoS configuration. However, if you selected Spectralink as the vendor, only SVP was displayed as an option for configuration. (66490)
- RingMaster encountered an unexpected error when using the RF coverage feature.(67983)
- RingMaster displayed the incorrect number of sessions. (67695)
- The RingMaster database size was still too large after database maintenance was performed. (67684)
- RingMaster did not display clients when using the Find Clients feature even though there were client sessions on the MX. (67682)
- RingMaster displayed the incorrect information when using the Find Clients by MX feature. (67624)
- RingMaster did not display any information for the Monitoring Client Statistics or Monitoring Session Details features. (67144)
- When using the Find Client feature, RingMaster did not display sessions from the secondary seed. (66999)
- After the RingMaster server rebooted, the Network Plan was lost. (66993)
- Duplicate MAC addresses were created in the Inventory Report. (66495)
- When using the wizard to create a Voice Service Profile, you could not configure MAC authentication using the local database. (66488)

Issues Resolved Since Version 7.4.2.3

- While the monitoring feature was running on the RingMaster Global, you could not connect to the appliance. (66208)
- Changes to a location policy on a cluster were propagated across the network configuration. (66192)
- Network changes were not displayed correctly in RingMaster. (66041)
- If the default IP address of the RingMaster server was not configured with the appropriate IP address, the hyperlinks in reports were displayed with the loopback address 127.0.0.1. (65946, 65456)

Issues Resolved Since Version 7.4.0.1

- Local changes on the MX were not deployed by RingMaster. (65624)

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- The AP Report generated by RingMaster did not contain the AP names. (65437)
 - When creating an MP, the target MX was not actually the MX supporting the MP.(65399)
 - The RingMaster Monitoring page did not display Web Portal users. (65363)
 - The RM-200 did not initialize properly after backing up a configuration and then restoring it.(65273)
 - Adding RF Obstacles caused RingMaster to stop responding to the user. (65202)
 - Configuring AP Redundancy using RingMaster caused problems on the network.(65010)
 - When displaying Monitoring, the category, "Clients by MX", showed only 5 client sessions on the MX, but the CLI command show session on MX displayed 218 clients. (64634)
 - When the network plan was displayed, it did not display the current plan, but an older plan without notification that it was an older plan. (64596)
 - Using the new FTP feature for Reports did not work correctly. Attempting to copy reports to an FTP server did not place the report in the correct folder. (65447)
 - Copying an HTML file to an FTP server did not work as expected and you could not open the file after copying it to the FTP server. (65567)
 - When an LA-200 was configured for SNMPv3 notification and used authentication, RingMaster did not receive any traps from the LA-200. (64879)

Submitting Problem Reports

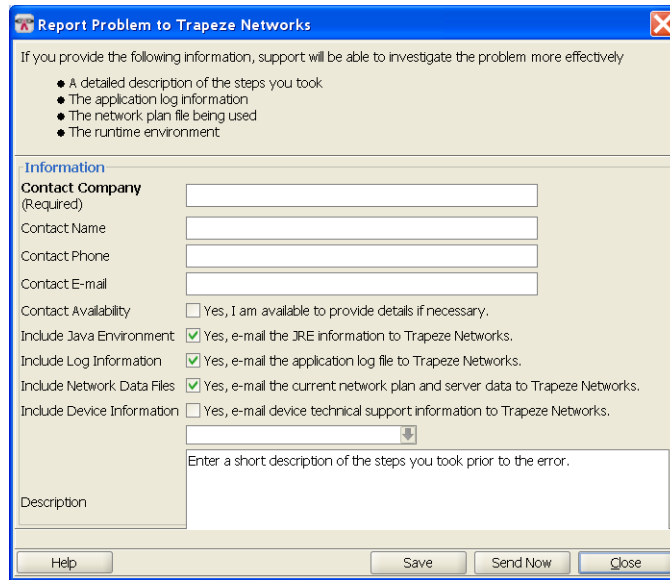
RingMaster can send problem reports to the Trapeze Networks TAC team directly when it encounters a problem. You can also send a problem report at any time by selecting Help > Report Problem in RingMaster.

If a problem occurs, the Internal Application Error dialog box appears.

To submit a problem report:

1. Do one of the following:
 - In the Internal Application Error dialog box, click Report Problem.
 - Select Help > Report Problem.

The Report Problem to Trapeze Networks dialog box appears.



2. Fill out the information in the dialog box.

Provide your name, and enter as much detail as possible about the task you were performing when the problem occurred. You must provide the name of your company. The information goes to nms-support@trapezenetworks.com.

3. Click Send Now.

4. If network access for the email report is not available from the RingMaster host, click Save to store the problem report on the RingMaster host.

The problem report is saved as a directory with a name containing the timestamp of the problem report (for example, Thu-Aug-19-13-04-11-PDT-2004). This directory is located in C:\Documents and Settings\user_home_directory\.trapezenetworks\bugs, where user_home_directory is the home directory of the user that is running RingMaster at the time the problem report is generated.

To send the problem report to Trapeze Networks, create a zip archive of the problem report directory and send the archive as an attachment to nms-support@trapezenetworks.com.