# Nortel WLAN—Management Software 2300 Series Release Notes

**Release 5.0**

*320667-D REV.02*

**NORTEL**

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## Trademarks

## Disclaimer

The network plan generated by the WMS planning tool uses a predictive RF model. This information is an estimate only of the amount, configuration, and placement of WLAN 2300 equipment and is intended to approximate project cost projections.

A Wireless LAN site survey service captures actual RF data to accurately model RF environments and is still the best method to determine correct location of APs, and therefore installation locations of cabling. A WMS network plan is an approximation only and does not substitute for a Wireless LAN site survey.

# Contents

# 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 do not find the information you require on the Nortel Technical Support web site, and you have a Nortel support contract, you can also receive 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.

# Nortel WLAN Management System 2300 Series Release Notes

Nortel recommends that you familiarize yourself with these release notes and the *Nortel WLAN Management Software 2300 Series User Guide* and *Nortel WLAN Management Software 2300 Series Reference Manual* before installation. For additional product information, refer to the following documents:

◆ Nortel WLAN Security Switch 2300 Series Quick Start Guide

◆ Nortel WLAN Security Switch 2300 Series Installation and Basic Configuration Guide

◆ Nortel Access Point 2330/2330A Installation Guide

◆ Nortel WLAN Security Switch 2300 Series Configuration Guide

◆ Nortel WLAN Security Switch 2300 Series Command Line Reference

## What's new in WMS version 5.0.8.1

WMS 5.0 has the following enhancements.

## Support for WSS Software version 5.0 enhancements

WMS 5.0 supports configuration and management of the following WSS Software enhancements:

• WSS-WSS security

- AirDefense software support on APs

- AeroScout RFID tag support

- Persistent VLAN assignment for roaming clients

- Simplified Web-Portal and last-resort configuration

- Auto-RF enhancements

- Unscheduled Automatic Powersave Delivery (U-APSD) support

- Local software images on APs

- DHCP server enhancements

- RADIUS accounting enhancements

- Support for special characters in SNMP community names

- Increased life span of new self-signed certificates

- Support for specifying AP location and contact information on the AP's properties page

For more information about these features, see the WSS Software 5.0 release notes.

## Web interface to WMS services

The interface to WMS Services (the WMS server) no longer consists of a dialog box displayed in WMS client. Instead, the interface consists of web pages. Here is an example.

The WMS Services web interface is supported on the following browsers:

- Internet Explorer 5.5 or higher
- Mozilla Firefox 1.5 or higher

Table 1 lists the WMS Services web pages. The main options are listed in the option bar above the display area. When you select an option, its suboptions are displayed in a menu on the left side of the display area. Each suboption displays a page.

**Table 1.      WMS services options**

| Option | Suboption | Description |
| --- | --- | --- |
| **Home** | None | Displays server information, including the software version and when the server was last started. This page also has a button you can click to install and launch the web-start client. (See "Web-start client" (page 13).) |
| **Setup** | **Server Settings** | Allows you to change HTTPS, SNMP, and key store settings. |
| | **Licensing** | Allows you to install and activate license keys. (See "WMS license key activation" (page 11).) |
| | **Access Control** | Allows you to manage WMS user accounts. |
| | **WSS Connection Settings** | Allows you to configure settings for connections between WMS Services and WSSs. |
| | **Monitoring Settings** | Allows you to configure data polling for the monitoring options. |
| **Plan Management** | **New Plan** | Allows you to create a new network plan. |
| | **Switch Plan** | Allows you to open a different plan. |
| | **Delete Plans** | Allows you to delete plans. |
| | **Import Plan** | Allows you to import objects from another plan into the plan that is currently open. |
| | **Save As** | Allows you to save the currently open plan under another name. |
| | **Backup & Restore** | Allows you to create or load backups of plan data. |
| **Maintenance** | **Log** | Displays the WMS Services log. |
| | **Memory** | Display memory usage statistics and contains a garbage collection (GC) option. |
| | **Threads** | Displays the software threads. |
| | **Lock Management** | Lists the locks currently in effect on portions of the plan. |

To access the WMS Services interface, do one of the following:

• In WMS client, select one of the following menu bar options:

- ◆ **Services > Licensing**. This option opens the Licensing page.

- ◆ **Services > Setup**. This option opens the Server Settings page.

- ◆ **Services > Plan Management**. This option opens the New Plan page.

- ◆ **Services > Backup & Restore**. This option opens the Backup & Restore page.

- ◆ **Services > Lock Management**. This option opens the Lock Management page.

- In your browser, enter **https://***ip-addr* in the Location or Address field, where *ip-addr* is the IP address of the machine on which the WMS server is installed.

➡ **Note.** Your browser might display a dialog box about the WMS Services certificate. If this occurs, you can complete the connection by accepting the certificate.

# WMS license key activation

The planning and monitoring service features of WMS are licensed and require installation of license keys. Support for 50, 250, unlimited APs, and Planning Tool are activated using License Activation Keys.

A License Certificate is used to provide a single software license and its associated License Activation Key. The activation of the Planning feature and or the number of managed Access Points for your Nortel WLAN Management Software depends on the purchased software features.

To activate support or add additional functionality, you must obtain a License Activation Key from Nortel, and load the License Activation Key into the original host computer. To obtain the License Activation Key, follow the instructions on the License Certificate provided with the WMS Software Kit by Nortel.

**When the proper License Activation Key is obtained, follow these instructions to enable the WMS functionality:**

**1** Load the WMS Application into the host computer. (Note: Ensure the software is loaded into the host computer that is specified in the License Key file.

**2** Start WMS Application.

**3** When the License Information dialog box appears, go to step 4.
If the License Information dialog box does not appear, click Cancel to close the WMS Services Connection wizard, then select Help > Licensing from the menu bar. The License Information dialog box appears.

**Figure 1:** License Information dialog box
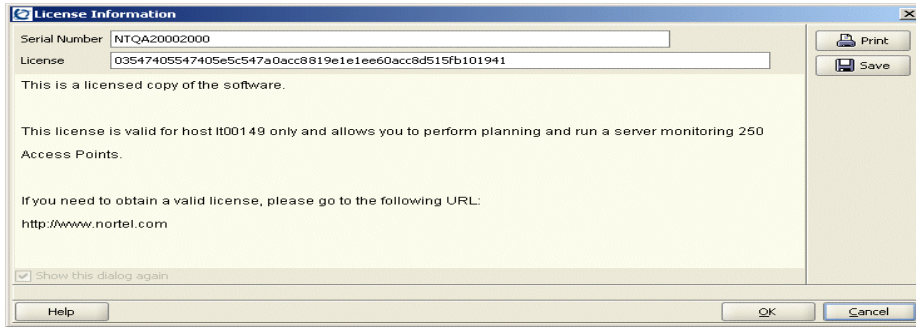


4   Enter the authorization code and press *Enter*.

A single authorization code activates all the requested application software.

5   Your Nortel WMS application is now active. Note: For technical issues, please contact Nortel Enterprise Technical Support (NETS). See also "How to get help" (page 4).

## Base server and planning licensing changes

In WMS Version 4.0, the planning license was required to do the following:

• Create a site, building or floor

• Edit a site, building or floor

• Import a floor diagram

• Create RF obstacles to build an RF model of the floor

• Manually place AP's on a floor in a coverage area

• Create coverage areas

• Perform automated RF planning (Compute&Place, Assign Channels, Optimize Power)

• Integrate site survey data from network or Ekahau Site Survey to optimize the RF model of a floor

• Perform location of devices on a floor plan

In WMS Version 5.0, the planning license is more *surgical*, and results in more functions being available with the base server software license. You can do the following even without a planning license:

• Create a site, building or floor

• Edit a site, building or floor

• Import a floor diagram

• Manually place AP's on a floor in a coverage area

• Create coverage areas

• Perform lower-resolution location of devices on a floor plan

A planning license is still required to do the following:

- Create RF obstacles to build an RF model of the floor

- Perform automated RF planning (Compute&Place, Assign Channels, Optimize Power)

- Integrate site survey data from network or Ekahau Site Survey to optimize the RF model of a floor

- Perform the most accurate location of devices on a floor plan

## AP licensing changes

WMS 4.0 enforced AP-based licenses by automatically unmanaging WSSs to bring the number of APs on managed switches down to the maximum number of APs allowed by the license. WMS 5.0 does not unmanage switches but instead displays a reminder every 15 minutes to remove APs or upgrade the license. The behavior change makes it easier to use APs that are dynamically configured by a Distributed AP profile instead of being statically configured. APs that are dynamically configured are each counted toward the licensed maximum when the APs become active, even though they are not statically configured on a specific switch.

# Web-start client

WMS Version 5.0 provides a Java-based version of the WMS client, the Web-Start client. The Web-Start client simplifies installation and upgrade of the client. Because the client and server versions must match, an upgrade to WMS Services requires an upgrade of the client on each machine to the same version.

The versions of the client and server also must match when the client is Java-based. However, you can easily install the Web-Start client simply by browsing to the server and clicking an option. You do not need to install from the product CD or an installation executable stored on a file server.

The appearance and options in the Java version of the client are identical to those in the standard version.

## System requirements

- A Java plugin is required. You cannot launch the Web-Start client using a Java enabled web browser.
- One of the following browsers:
   - Internet Explorer 5.5 or higher
   - Mozilla Firefox 1.5 or higher

## Installing the Web-start client

**1** Use a browser to establish a secure (HTTPS) connection to the host running WMS Services.

**2** Select the Home option.

**3** Click **Launch Client**.

# Fault management

WMS Version 5.0 provides centralized management of system alarms. You can view graphs and tables of alarm activity, drill down to view the individual traps that generated an alarm, and acknowledge and clear alarms. You also can generate the following alarm reports:

- Alarm Summary—The Alarm Summary report provides the total number of current faults in the system and identifies them by type, source, severity or state.

- Alarm History—The Fault History report provides a list of all faults in the system that were active within a specified time period. Users can sort the faults by source, severity, or category.

- Security—The Security report provides a list of IDS and DoS alarms.

- Client OUI—The Client OUI report provides a list of client OUI alarms.

To access this feature, select the Alarms toolbar option.

(For more information, see the "Managing Alarms" chapter in the *Nortel WMS Reference Manual*.)

# Monitoring enhancements

WMS Version 5.0 is enhanced to provide more information with less clicking. When you access the Monitor tab (by selecting the Monitor toolbar option), a dashboard view of network status is displayed.
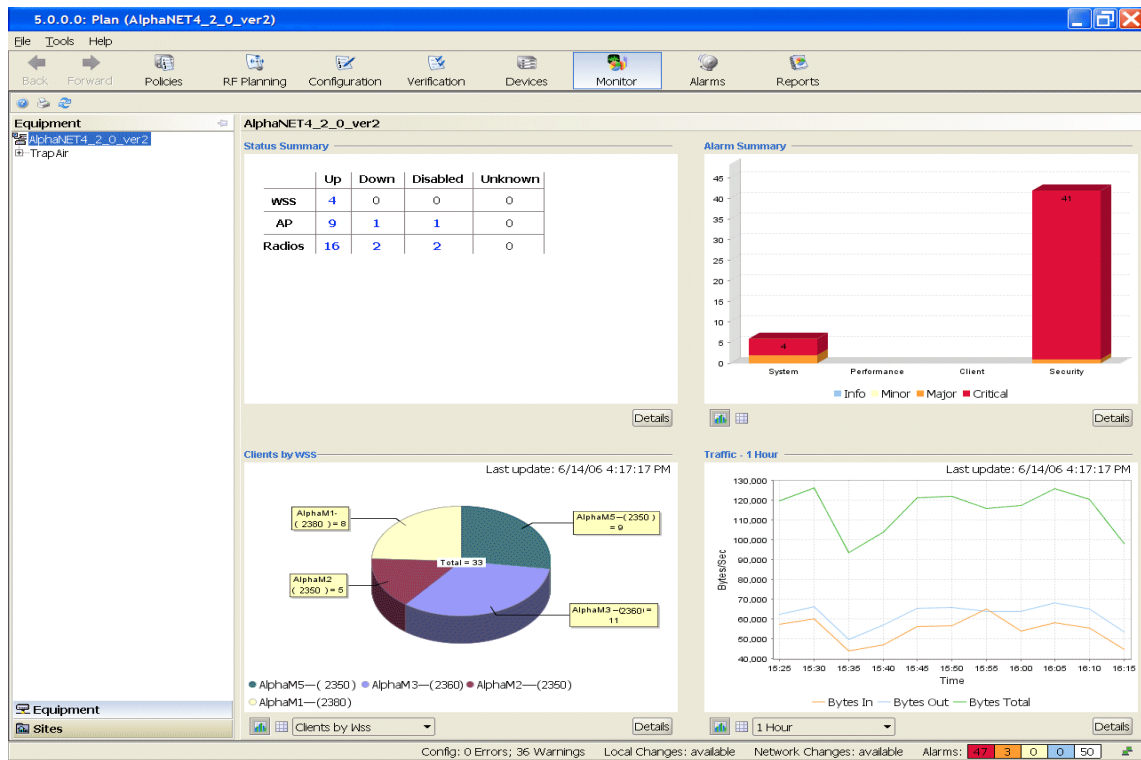


The dashboard view shows the following graphs:

- Status Summary—Shows the high-level status for Nortel equipment.

- Client Summary—Shows activity, errors, and session information for network clients.

- Alarm Summary—Shows faults (alarms) for WSSs.

- Traffic Summary—Shows traffic statistics for the network.

Clicking the **Details** button in any of these views provides more information about the data in the view.

(For more information, see the "Monitoring the Network" chapter in the *Nortel WMS Reference Manual*.)

# Version compatibility

- This version of WMS has been verified against WSS Software Version 4.1.

- Network plans created with WMS 4.0 or 4.1 are compatible with this version of WMS. If you want to use network plans created with previous versions of WMS, make sure the option to delete the network plans directory is *not* checked when you uninstall.

  After you install the new software, WMS asks whether the old network plans are to be sent to the server (if you want to keep them) or deleted. If multiple clients are using the same server, then the old network plans need to be copied only once. Nortel recommends that you archive the xml/db directory before you delete any old plans.

- If you are installing for the first time, you will need to install and activate licenses before using WMS. If you are upgrading from a previous licensed version, you do not need to reinstall your licences. (See "WMS license key activation" (page 11).)

- If you are upgrading from a version earlier than 4.0, Nortel recommends that you upgrade to 4.0 first, then upgrade from 4.0 to 5.0.

# Supported platforms

- Microsoft Windows Server 2003, Microsoft Windows XP with Service Pack 1 or higher, or Microsoft Windows 2000 with Service Pack 4

- SUSE Linux 9.1 and Red Hat WS 3

> **Note.** You must use the English version of the operating system you select. Operating system versions in other languages are not supported with WMS.

> **Note.** See "Operating system related issues" (page 26) for important information about installing and running WMS on the platforms listed above.

## VoIP devices vendor support

These are the Nortel supported options:

- ◆ SpectraLink—Non-WMM SVP devices
- ◆ Vocera—Non-WMM Vocera devices

# Upgrading from WMS version 4.0 or 4.1

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

If you are upgrading from WMS Version 4.0 or 4.1 and you have network plans created or saved in the version you are upgrading from, Nortel recommends that you archive the config-db directory (if 4.1 or 4.0) before you install the upgrade.

To install the upgrade:

**1** Make an archive copy of the config-db directory.

**2** Run install.exe (Windows) or install.bin (Linux).

**3** The first time you run WMS, if you upgraded from 4.0, it might ask you what to do with the old network plans.

- ◆ If WMS Version 5.0 has already been installed on another client, and the option to copy the network plans to the server was selected, then do not select the option to copy the plans to the server. (See "Unable to switch network plans." (page 25).)

  Likewise, do not select the option to copy the plans to the server, if the plans have already been copied to the server manually.

- ◆ If this is the first installation of WMS Version 5.0, then select the option to copy the plans to the server.

➡ **Note.** WMS 4.1 backup files can not be used with WMS 5.0.x.

# Downgrading to a previous WMS version

If you need to downgrade from a WMS 5.0.*x* version to a previous 5.0.*x* version, use the following procedure:

**1** Back up the network plans, by copying the config-db directory to a location that is not in the WMS installation path.

**2**    Uninstall the current WMS installation. Select to delete all but the license and the network plans.

**3**    Install the earlier WMS 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 WMS, it opens the Default network plan.

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

→    **Note.**  Nortel recommends that you do not downgrade to previous WMS versions. Database files saved in WMS Version 5.0 cannot be used in earlier WMS Versions. In addition, WSS Software features that are new in WSS Software Version 5.0 are not supported in previous versions of WMS.

# Issues resolved in WMS version 5.0

**Changes to radio-profile settings were not synchronized across all redundant APs. (31503)**

**Description**   Starting in this release, when a user changes the radio profile selection on one AP, WMS attempts to change the radio profile on all of its redundant connections, but if that radio profile does not exist on a redundant AP, it will be left alone (in some cases, this means that the radio-profile will be set to default).

**MAC users disappeared from policy. (32072)**

**Description**   After creating an AAA policy that included a series of MAC addresses, then deploying the policy to a WSS, if you then restarted WMS, the specified MAC addresses no longer appeared in WMS, but were visible in the configuration on the WSS.

**The "no auto-tune data available" message returned by the Disable Auto-Tune wizard was misleading. (32807)**

**Description**   When running the Disable Auto-Tune wizard against a WSS with configured DAPs not booted off the WSS (for example, low bias) the progress dialog displays "no auto-tune data available" for each configured DAP not actually booted from the WSS, which could lead users to think there is a problem when none exists.

**Attempting to restore backup files larger than 25 Mb caused error messages to be displayed. (33461)**

**A network plan that included a floor layout with null characters in its layer names could not be imported into** WMS**. (33935, 33241)**

**Creating an SNMP Notification target caused an error to be displayed. (34101)**

**Linux: HTML generated in WMS reports incorrectly used uppercase letters to refer to .jpg files that had filenames with all lowercase letters. (34125)**

**Java errors when starting Web Client. (34138)**

**Description**   After installing the Web Client on a client machine, attempting to launch the Web Client displayed a message indicating certain files could not be located. WMS was looking for these files in the location they would be on the WMS server, but they would not necessarily be in that location on the client machine.

**A large number of DeviceChange events being unnecessarily generated by the server caused WMS to become unresponsive. (34151)**

**It was not possible to launch the WMS Web client because the WMS .jar file and third-party .jar files were signed by different certificates. (34196)**

**Possible memory leak caused WMS services to be non-responsive. (34349)**

**When WMS was resolving verification rules, and a "Modo member is missing", verification message was displayed, clicking "Remove Member", caused WMS to crash. (34408)**

**The dot1X trace function incorrectly generated an error message due to an empty MAC address, and enabling traces using WMS did not cause them to be listed as local changes. (34418)**

**After creating one Distributed AP from the Alarms panel, an error message was displayed when attempting to create a second Distributed AP. (34446)**

**After making a configuration change in a network plan, the WMS screen constantly "refreshed", slowing down performance. (34718)**

**Filtering and sorting alerts for different areas and severities caused WMS to crash. (34752, 34455)**

**Deploying access rules from WMS to a WSS did not create them on the switch, and deleted access rules that were already on the switch. (34778)**

**An exception occurred when an access rule was created in WMS, an access rule was created on a WSS using the CLI, and then the network change was accepted by WMS. (29415)**

**WMS clients froze when multiple clients requested information at the same time. (29851)**

> **Description** When two (or more) WMS clients requested information from the WMS services host at the same time, one client retrieved the information, while the other client(s) waited. While waiting, the other client(s) were unable to do anything until the first client was finished with its request.

**Polling devices immediately after startup made it difficult to connect to the WMS services host. (29854)**

> **Description** In a network plan with a large number (greater than 700) of WSSs, after WMS services finished starting, it attempted to poll all of the WSSs at the same time, causing high CPU usage and making it difficult to connect using the Web interface or a WMS client. In addition, polling all of the devices at once consumed all of the I/O threads, making it impossible for a second WMS client to connect. WMS now waits until the Web server and all services have been initialized before polling devices in the network plan.

**Local change resulted in Network change that could not be accepted or undone. (31067)**

> **Description** This issue occurred in the following scenario:

**1** On a WSS, SNMP is enabled with the security type set to Encrypted and the protocol set to USM (SNMPv3).

**2** The WSS is uploaded into WMS.

**3** On the WSS, the command to disable USM is entered at the CLI.

**4** The resulting network change is accepted in WMS.

**5** On the WSS, the configuration is saved, and the WSS is rebooted.

**6** After the WSS is rebooted, WMS indicates a network change that USM has been changed from enabled to disabled. However, this change cannot be accepted or undone; clicking Accept or Undo has no effect.

**In the Tasks View dialog, the device name disappeared from the list of entries when sorted. (31374)**

**Description**  If you displayed information in the Tasks View dialog (by selecting the Devices icon, then the View Operation Log task) the entries are initially sorted according to the Device column. If you then sorted the entries according to a different column, the names of the devices disappeared from the sorted list, making it impossible to sort the entries by device name again.

**Creating a policy caused AAA-related settings for a WSS to be overwritten. (31402)**

**If you reordered authentication server groups, it did not create a local change that could be deployed. (31421)**

**In RF planning, the coverage for APs using omnidirectional antennas was being shown as directional. (31671, 31033)**

**The RF Monitor function did not display the correct list of WSSs configured for AP redundancy. (26858)**

**The RF Monitor function did not display user-defined names for DAPs. (27399)**

**Applied changes for ACLs in policies only took effect when the ACLs were deleted or created, but not when the ACLs were modified. (29416)**

**Description**  When you created an ACL using a policy, then applied the policy to a WSS, the ACL was correctly shown in the WSS's configuration.  However, if you subsequently modified the ACL and deployed the changes to the WSS, WMS indicated that the changes deployed correctly, but the ACL changes did not actually appear in the WSS's configuration.

**A policy containing Wireless Service Profiles and Radio Profiles could not be applied. (29659)**

**WMS crashed when saving RF obstacle data for a floor took longer than 15 minutes (29674)**

**Selecting a single WSS created by the RF Planning function and pressing Ctrl+D did not allow you to delete the WSS. (29676)**

**In a Network Plan consisting of multiple floors, the WMS Compute and Place function placed APs on the incorrect floor. (29679)**

**When configuring a Web Portal service profile, in the Authentication Server(s) dialog, the LOCAL option was not available in the Available RADIUS Server Groups list. (29685)**

**Message "Error: The server is currently unavailable due to critical errors encountered during startup." displayed when starting WMS. (29762)**

**Description**  Changing the model type for a switch in a network plan, then restarting the machine running WMS Services, resulted in an error message when you connected to the machine running WMS Services.

**Deploying changes to an WSS caused the WSS to produce a core file. (29773)**

**Creating a Voice service on an Open Access SSID using the Wizard did not create the required Open Network Access Rule. (29785)**

**RF Detection resolution showed a blank screen. (29787)**

**Description**   If you added a MAC address to both the Rogue list and the Ignore list, an error message was displayed (correctly), but when you tried to view the details of the error message under the Verification tab, a blank screen was displayed.

**Selecting a large number of WSSs (more than 10) and then accepting network changes for these WSSs took a long time. (29846)**

**Using certain IP address ranges generated Verification warnings. (29847)**

**Description**   If you tried to configure devices in WMS to use Class A IP addresses in a range higher than 126.0.0.0 (191.0.0.0 for Class B, 223.0.0.0 for Class C), WMS indicated that the IP address was not in any standard class (A, B, or C).

**Device list data reverts to default sorting order after reviewing changes. (29848)**

**Description**   On the Devices Tab, if you clicked on a data column to sort the list of devices according to the data in that column, then clicked on Review to review local or network changes, when you closed the Review Changes dialog, the data in the device list reverted to the default sorting order.

**WMS displayed a Warning message indicating an invalid slot number (0) was detected for an AP. (30331)**

**After clicking Objects to Place option, an Internal Application Error message was displayed. (30344)**

**The AP Redundancy dialog did not use max. configured AP count. (30553)**

**Description**   The Select Bias and Device(s) for Redundancy dialog, used in the Setup AP Redundancy wizard, displayed the number of APs that could be booted by the switch, instead of the maximum that could be configured on the switch.

**New AutoCAD formats were not supported by WMS, and opening a floor plan with an unsupported AutoCAD format could cause an exception. (22542)**

**Attempting to copy and paste a service profile from one WSS to another WSS of a different model caused a Java exception. (25128)**

**Verification options did not allow changing the Default network plan's country code to match an uploadedWSS's, if the WSS's country code was not *US*. (27048)**

**WMS did not check for available space on a WSS's nonvolatile storage before attempting to download an image to the switch. (27521)**

**If you selected the Use System IP Address checkbox in the RADIUS configuration section, WMS did not see it as an available change. (28824)**

**Configuration parameters of an unmanaged switch that had the same configuration as a managed switch were listed as local configuration changes. (29121)**

**Access Control List (ACL) Setup Panel disappears when returning to setup panel screen from Device panel (33760)**

> **Workaround**  Exit the ACL screen by selecting a feature on the Organizer panel (VLANs, QoS, etc.) and then return to the ACL screen.

**WMS java client running on Windows XP or Windows Server 2003 reports an internal error of "failed connection to SQL database" (33890)**

**WMS Web client incorrectly shows switch connection settings as "MX Connection Settings" it should show "WSS Connection Settings". (33958)**

# Known issues

**A non-administrative user cannot run WMS. (12155)**

> **Description**  WMS generates an exception if a user does not have administrative privileges on the WMS host. This issue involves the Java Virtual Machine (JVM) that is being used by WMS and should be resolved with a future release of JVM.

> **Workaround**  To use WMS, users must belong to a "Power Users" group or be added to the administrators group in the Windows operating system.

**When the VLAN name is composed entirely of numbers in ACL VLAN mappings imported from the CLI, WMS assumes that the VLAN name is a VLAN ID. (12682)**

> **Description**  A VLAN can be specified in the CLI by its VLAN ID or its VLAN name. When the CLI command is imported into WMS, the VLAN reference type is not apparent. If the VLAN reference is composed entirely of numbers, WMS assumes that the reference is a VLAN ID. Otherwise, WMS assumes that the reference is a VLAN name.

> **Workaround**  Do not use VLAN names that consist entirely of numbers.

**Importing of a floor plan in JPEG format might fail with a color conversion exception. (14631)**

> **Description**  On rare occasions, importing a floor plan in JPEG format might fail with the following Java exception:

> sun.awt.image.ImageFormatException: Unsupported color conversion request.

> This exception occurs because of unusual color palette settings in the file.

> **Workaround**  Using a JPEG editing tool, manually remove all extraneous information possible to remove the problematic color information. Alternatively, convert the JPEG file into a GIF file to import.

**Size or location adjustments of shared coverage areas with identical dimensions might cause problems when you run Compute and Place. (14631)**

> **Description**  When shared 802.11a and 802.11b/g coverage areas are created, one coverage area is directly placed on top of the other. If you resize or move one of the coverage areas, the other coverage area is now a different shape or in a different location. Running Compute and Place might not work.

> **Workaround**  Use the dimension toolbar icon to set the center and size of each coverage area to identically match each other.

**When importing a CAD file (DWG/DXF), any lines with arrowheads will display incorrectly. (15906)**

**Description** When importing DXF or DWG CAD files with lines that have line ends (arrows, dots, and so on) the objects get imported with huge arrows at the ends of the lines.

**Workaround** Use a CAD program to remove any arrowheaded lines, or modify the line's properties to not display an arrowhead. Alternatively, delete the line while in the Edit Content page of the Floor wizard in WMS.

## WMS does not support the Ctrl + drag-and-drop mouse operation. (16425)

## Polling interval for client session cannot be changed. (17585)

**Description** By default, WMS polls every 30 seconds for performance monitoring of a client chosen from the watch list. This polling interval cannot be modified.

## Enabling STP on a WSS's management VLAN causes a configuration deployment to fail. (17668)

**Description** If you use WMS to enable STP on a WSS's management VLAN, then deploy the configuration, the deploy fails. The failure occurs because the management interface must pass through the standard Listening and Learning states, which together take at least 30 seconds, before the interface can change to the Forwarding state. Until the interface reaches the Forwarding state, the switch cannot receive traffic, such as configuration deployment from WMS, on its management interface.

**Workaround** If this occurs, wait 30 seconds for the interface to reach the Forwarding state, then accept the WSS's change in WMS.

## Disabled radio on operational AP does not turn red if the AP or WSS becomes unavailable. (18330)

**Description** In the Explore and Status Summary windows of the Monitor tab, the operational state of Nortel equipment is indicated by color, and is also indicated in the Status column of the Status Summary window. For example, if a WSS goes down, its icon turns red. However, if the AP or WSS for a disabled radio goes down, the radio does not turn red. In addition, the value in the Status column of the Status Summary window changes from *Operational* to *Not Applicable*. (It is normal for a disabled radio's state to be *Operational*, since disabled radios perform RF sweeps for rogue detection.)

**Workaround** This issue is cosmetic only and does not affect other information displayed for the equipment.

## Daylight Savings Time or timezone changes are not automatically detected in WMS. (18422)

**Description** If a Daylight Savings Time or timezone change occurs on the host machine where WMS is running, displayed timestamps are not automatically updated in WMS.

This issue is actually a Java Virtual Machine (JVM) issue. The JVM does not detect date or time changes made at the OS level. See the following web page:

bugs.sun.com/bugdatabase/view_bug.do?bug_id=4216582

**Workaround** Exit and restart WMS to place a date or time change made on the host machine that is running WMS into effect.

## Opening a network plan that has more APs than the license allows sets all WSSs in the plan to unmanaged. (19841)

**Description** If you open a network plan that has more APs than your license level allows, WMS deselects the **managed** option on the switches.

**Workaround**   To manage the switches, remove enough APs to bring the total down to the allowed limit, then reselect the **managed** option for each switch and save the changes. (The **managed** option is available on the System & Administrative page of the WSS wizard.) Alternatively, you can upgrade your license.

## dbtools command line utility is not applicable to backing up or restoring network plans. (20416)

**Description**   WMS 4.1 automatically saves backups of network plans, and enables you to configure backup options, create backups, and restore network plans from backups. However, the network plan backups cannot be managed using the **dbtools** command line utility.

**Workaround**   To manage network plan backups, use the Backup & Restore function.

## License upgrade requires restarting WMS Services. (21342)

**Description**   WMS Services checks license information when you start the server.

**Workaround**   If you upgrade a license, do the following to place the license upgrade into effect:

**1**   Select **File > Close** to log off of WMS Services.

**2**   Select **File > Connect**, then click **Next** to log back on to WMS Services.

## Radio statistics for Auto DAPs are not correct. (21644)

**Description**   The radio statistics for DAPs that are configured by the Distributed AP profile (*Auto-DAP profile*) are not correct. However, statistics for statically configured APs (Distributed and directly attached) are correct.

## Repeated error message when copying a notification profile without editing the name. (22759)

**Description**   If you select a notification profile in the Notification Profiles table and click the copy icon, then click **OK** in the Notification Profile Properties dialog without first editing the profile name to make it unique, WMS displays the following error message multiple times:

A Notification already exists with the same key [Trap Type]

**Workaround**   Despite the repetition, the messages mean simply that you need to edit the profile name to make it unique. Click **OK** to clear the messages, then edit the profile name.

## Mouse must be still during clicks when selecting multiple rows in tables. (23189)

**Description**   WMS supports multiple selection of objects using the CTRL+right-click method. However, if you move the mouse as you are clicking, the previously selected rows are deselected.

**Workaround**   To avoid this issue, make sure the mouse is not moving before you click.

## Email Notification is not supported. (26684)

**Description**   WMS 4.0 had some email notification fields on the Network tab of the client Preferences dialog. These fields were not supported in WMS 4.0 or 4.1 and are not supported in WMS 4.2. The fields were still present in WMS 4.0 but have been removed from WMS 4.1 and later.

**Unable to switch network plans.**

> **Description**  If you try to switch to a version 3 network plan that still exists on the local client, WMS displays a dialog box asking you what to do with the version 3 network plans. The default is to send them to the server. However, this will fail if a copy already exists on the server (for example, copied there by another user). If you cancel this dialog box, the network plan will not be switched.

> **Workaround**  After you copy the version 3 plans to the server, rename the config-db directory to config-dbold. You can now switch to the copy of the network plan on the server.

**Open access rules folder does not appear for a WSS that was downgraded from release 5.0 to 4.0 (29790)**

> **Description**  If you downgraded a WSS from version 5.0 to version 4.0, if it had an Open Access service profile, there was no Open Access rules folder in WMS.

> **Workaround**  None. The open access rules were deprecated in release 4.1

**When a client roamed, its reported location was inaccurate (29795)**

> **Description**  If a client roamed from its original location to a new location, the location reported by WMS after the client moved was inaccurate by a substantial amount. If the client did not move again, WMS was more accurate the next time the client was located.

> **Workaround**  To ensure a more accurate location reading for a client that has recently roamed, wait two to three minutes after the client has stopped roaming to locate the client with WMS.

**Network optimization option not available in WMS.**

> **Description**  The Network checkbox, which causes WMS to use RF neighborhood information imported from AP radios in the network when optimizing a network plan, is no longer available in the RF Neighborhood Source dialog (under RF Planning, Import Measurement task).

> **Workaround**  None. Optimizing a network plan using measurements imported from AP radios in the network (that is, network optimization) is a deprecated feature in WMS 5.0.

**WMS crashes and loses all configuration when performing backup and restore of network plan. (33895)**

**Unable to remove Third-Party APs heading from WMS Organizer panel even though the AP can be deleted. (33728)**

**The number of alarms showing in the chart view on WMS differs from the quantity of alarms shown in the corresponding table view. (33727)**

**WMS Monitor shows traffic details in negative numbers. (33702)**

**Switching to Monitor > Status Monitor Details on a switch listed in the network plan, but unavailable, caused WMS to crash. (33475)**

**WMS web client message: Java Runtime Environment 5.0 popup states "Java Web Start is not installed - download JRE5.0" This is a cosmetic error message and will be addressed in WLAN 6.0. (Q01540767)**

**WMS 4.1 backup files can not be used with WMS 5.0.x (Q01523749)**

**Description**    Backup files saved in WMS release 4.1 cannot be restored in WMS release 5.0.

**WMS does not collect client statistics and a chart is not generated. (36613)**

**Description**    WMS Monitor Client Details does not collect client statistics when viewing data from the WSS 2380.

**Changing rate configuration using WMS (Q01576410)**

**Description**    When radio transmission rates for both b and g radios are changed at the same time and deployed to the switch through WMS the transmission rates can be corrupted through CLI output seed switch and some users will lose connection. If both radio transmission rates are set to default, the g radio will only transmit rates of 1.0 and 2.0

**Workaround**    Deploy only one radio at a time.

# Operating system related issues

**Linux: Installing WMS on Linux crashes when the display permissions are not set correctly. (15344)**

**Description**    The installation program is an X Window System application. Display permissions for your desktop environment need to be correctly set for the installation program to run successfully.

**Workaround**    Use the **xhosts** or **xauth** commands to allow the installation program to run in your desktop environment.

**Linux: Installation might require some Linux setting changes. (25196)**

**Description**    If you are installing WMS on a newer Linux version such as Redhat Fedora Core FC4, installation might not be successful and a message such as the following might be displayed.

Error: cannot restore segment prot after reloc: Permission denied

**Workaround**    If this occurs, you might need to change some Linux setting changes. For more information, see the following:

http://www.rsinc.com/services/techtip.asp?ttid=3092

http://sunsolve.sun.com/search/document.do?assetkey=1-25-83248

**Linux: Online Help does not work with Konqueror browser on Linux (27225)**

**Description**    Attempting to open WMS online help with Konqueror 3.1-12 on KDE 3.1-10 can cause an empty browser window to be displayed.

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

**Linux: Default browser is Firefox, which is not included with SuSE. (30491)**

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

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

**Windows: Running WMS services on Windows XP is not recommended for network plans with more than 10 devices. (32095)**

**Description** Because of a limitation in Windows XP that allows no more than 10 half-open connections, running WMS 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 WMS services on a Windows system, use a server OS, such as Windows 2000 or Windows 2003, instead of Windows XP.

### In WMS local changes are available after upgrading from WSS 4.1.x to 5.0.x (32402

**Description** In software release 4.1.x, the radius key is set to clear, while in 5.0.x the radius key is encrypted. This produces local changes after upgrading.

**Workaround** Undo the local changes after upgrading

### In WMS 5.0.x for last-resort user functionality the user must deploy local changes after downgrading from 5.0.x to 4.1.x. (33182)

## Documentation errata

The following information was omitted from the WMS 5.0 manuals and online help.

### Preventing 802.11b clients from connecting to your network. (30741)

**Description** Starting in WSS Software 4.2, the method for excluding 802.11b clients from a network is to configure a service profile to require connecting clients to support a transmission rate that is not valid for 802.11b.

To prevent 802.11b clients from connecting to a network, do the following:

**1** Select the Configuration tool bar option.

**2** In the Organizer panel, click the plus sign next to the WSS.

**3** Click the plus sign next to Wireless.

**4** Select Wireless Services.

The service profiles appear in the Content panel. Each row in the table shows settings for an individual service profile.

**5** Select the service profile and click **Properties**.

**6** Click the Rate Configuration tab.

**7** Under Rate Configuration, click 802.11g.

**8** For the 12.0 Transmission Rate, change the Rate Attribute to Mandatory. Leave the other Rate Attributes as-is.
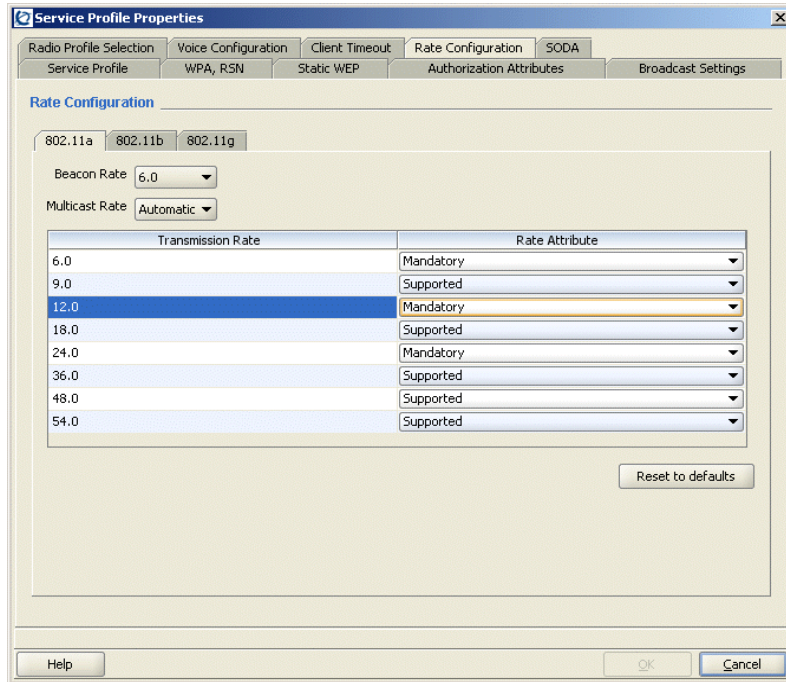
Screenshot to follow

**9** Click **OK**.

**10** Save and deploy the changes to the WSS.

# Submitting problem reports

WMS can send problem reports to the Nortel Enterprise Technical Support (NETS) team directly when it encounters a problem. You can also send a problem report at any time by selecting **Help > Report Problem** in WMS.

If a problem occurs, the Internal Application Error dialog box appears.
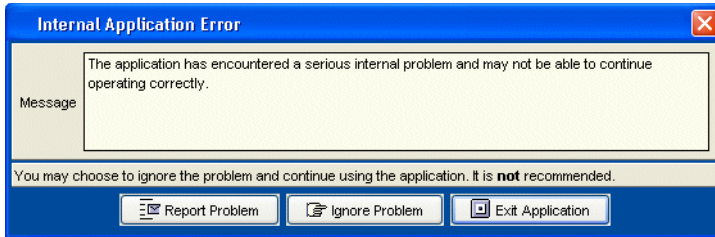
To submit a problem report:

**1**   Do one of the following:

  ⬥   In the Internal Application Error dialog box, click **Report Problem**.

  ⬥   Select **Help > Report Problem**.

  The Report Problem to Nortel 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.

**3**   Click **Save** to store the problem report on the WMS host.

The problem report is saved as a directory with a name containing the timestamp of the problem report (for example, Mon-Aug-21-13-04-11-PDT-2006). This directory is located in C:\Documents and Settings\*user_home_directory*\Nortel\bugs, where *user_home_directory* is the home directory of the user that is running WMS at the time the problem report is generated.