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Nortel WLAN — Location Engine 2340 Release Notes — Software Release 6.0



NORTEL

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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 Enterprise Technical Support 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.

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For additional product information, refer to the following manuals in addition to these release notes:

- [Nortel WLAN — Location Engine 2340 Installation.](#)
- [Nortel WLAN — Location Engine 2340 Configuration - Using the Web and Application GUI.](#)
- [Nortel WLAN — Location Engine 2340 Using the Command Line Interface.](#)

What's new in WLE2340 Software

This is the first software release supporting the Nortel WLE2340.

Nortel WLE 2340

The Nortel WLAN Location Engine is an enterprise-class WLAN solution that seamlessly integrates with an existing wired enterprise network. The Nortel system provides secure connectivity to both wireless and wired users in large environments such as office buildings, hospitals, and university campuses and in small environments such as branch offices.

Device tracking concepts and features

Following are the device tracking concepts and features:

- Tracking Engine
- Tracking Precision
- Locales
- Location APs

- RF Fingerprints
- Calibration
- Evaluator
- Walkthroughs

For more information on the above features, see [“Nortel WLAN — Location Engine 2340 Configuration - Using the Web and Client GUI”](#).

Version compatibility

WLAN Location Engine

This version of WLAN Location Engine Software (WLE2340 Software) is intended for use with WLAN Location Engine Version 6.0 or higher.

Known behaviors and issues

The current software version contains the following known behaviors and issues:

Appliance Management Web UI

During the initial Configuration Wizard the Logout button doesn't work.

Workaround You need to go through the configuration, in order to logout.

System info in Appliance Administration UI is displayed in MB and the console is displayed as KB.

When scheduling a reboot of the appliance the Saving Schedule pop up stays open until it is closed by pressing the ‘x’ in the upper right hand corner of the window.

The Configuration Wizard of the Appliance has problems in the UI using IE 6.

Description The Wizard has several visual errors, though it functions as it should. These errors include the save button on the configure network UI and the borders have an alignment issue.

The NTP server is not displayed in the Appliance Management UI Configure Time Page after the sync is executed and it is a onetime sync.

Upload of SSL Certificate requires a restart of the Appliance.

Description There is no text on the page indicating this.

The Log Viewers show a syntax error when trying to look at a log before it has been created by the appliance.

Workaround Wait for few moments and try again.

In IE7, Uploading an SSL Certificate causes a Syntax error to occur.

Description Uploading a SSL certificate in the Appliance Management Web UI causes a popup window claiming a syntax error occurred to appear.

Workaround It can be ignored.

The OK button is not available on the initial configuration wizard for the Change Password dialogue.

Workaround The Password must be changed from the default value upon entering the wizard and can not go forward without completing this step.

Location Services Web UI

The Evaluator does not refresh or return to page after the Message ‘Evaluate Calibration Results - Evaluator is 0% complete and should be available momentarily.’

Workaround You should refresh or return to the page later to get the results.

On the Device History page the IP Address column stays empty even though the proper IP address is set for the device on the device information page. There is no work around at this time.

The Appliance History stores local time.

Description After the Appliance has been in operation for any amount of time, if the time zone is changed the historical data is still displayed in the previous time zone.

Workaround Any historical data stored after the change is stored in the correct time zone.

APs using multiple SSIDs will show up multiple times in the Location Services Web UI.

Importing Locales or Fingerprints do not display an error if using the wrong XML format.

Description If you import a fingerprint import XML file on the Locales page, the page will not display an error or import any information.

Multiple people calibrating at the same time may cause the evaluator to run improperly temporarily. This causes some errors in the logs but the evaluator will work after the next calibration is complete.

Description This is because the evaluator runs after every fingerprint is finished. If a Fingerprint is completed while a second has just started, then the evaluator may have incomplete data for that second Fingerprint, the evaluator will throw a warning. After the end of the entire calibration, the evaluator should be run to verify that no other errors exist, and if not, then these messages may be safely ignored.

At the successful completion of the Evaluator with no issue, a message appears on the page: ‘Please consider adding one or more Location APs’

Workaround This message can be ignored.

Dashboard

The Select Background Image step on the New Layout dialog does not allow you to go up one level or to jump to different drives.

Workaround You must select and go one level down in the directory structure to then go back up to be able to change the directory.

Dashboard needs a file change for Fedora Core 5 and 6 installations to work.

Workaround The workaround is to alter the install.bin file via the following:

First back up the install.bin file. Then run the following command:

```
cat install.bin.bak | sed "s/export LD_ASSUME_KERNEL/#xport LD_ASSUME_KERNEL/" > /tmp/install.bin
```

Then run the installer. This time it should work as intended. Note there is NOT a typo in the last command: the word export must be changed to #xport so that you keep the same number of characters in the line. You have to make the same modification after install to the executable script in order to make the program usable.

Dynamic updates of network info for a device are not propagated to the dashboard until other changes happen to the device like a change in locale.

Soap APIs

Any sensor created using the createSensor API must also be bound to the agent using the Soap API setSensorsForAgent to bind it to an agent immediately. The sensors created using SOAP API without being bound to an agent will not be editable because the UI does not allow you to have 'none' as an agent for a sensor.

Using the Soap API removeLocalion, you should never remove the --Elsewhere-locale

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WLAN Location Engine

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