



Avaya Integrated Management 2.0
Network Management
Applications and Device
Managers

Release Notes
November 2003



Avaya Integrated Management 2.0

Release Notes

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Preface

These Release Notes contain late-breaking information on the documentation, applications, and programs that constitute the Network Applications and Device Managers within the Avaya Integrated Management 2.0 suite.

What's New in MSNM 5.0

The following section describes the new features found in Avaya Integrated Management 2.0.

General

- Single Sign On to all Network Management applications and Device Managers
- Full Read-Write access for remote clients of Network Management Console
- New Hardware support
 - Support for G350
 - Support for S8500
- SNMPv3 support for P330 and P882/P580
- Support use of FTP for configuration and software download

Device Managers

Integrated Management 2.0 includes the latest versions of the following device managers:

- Avaya G350 Manager version 1.0.
- Avaya C460 version 2.0.
- Avaya P330/G700 Manager version 4.2.
- Avaya P580/P882 Manager version 6.0 providing support for embedded software versions 5.4 and 6.0
- Avaya AP 3/4/5/6 version 2.3.
- Avaya P130 Manager version 2.9.

* **Note:** Support for Avaya M770 is not included in Avaya Integrated Management 2.0. For continued support of M770, obtain the M770 Support Pack Add-On.

Network-Wide Applications

Avaya IM 2.0 includes the following new and updated network-wide applications:

- **Network Management Console 3.2** – This latest version includes the following improvements:
 - Single-Sign_on top all network management applications and device managers.
 - Support for discovery and trap handling of SNMPv3 devices.
 - Secure mode that requires login for the Console and each device application.
 - The ability to administer user names and passwords.
- **Avaya SMON Manager 5.1** - The newest version of Avaya MultiService SMON Manager includes the following improvements:
 - New client/server architecture.
 - The ability to name and save port groups.
- **Avaya QoS Manager 2.0** – A new application for managing QoS and ACL applications. Supports G350, P330-ML, P333R, P460, WAN.
- **Avaya Network Configuration Manager 3.4** – The newest version supports new device types, as well as SCP (Secure Copy Protocol). G700 is now fully supported by Network Configuration Manager.
- **Avaya Software Update Manager 3.4** – The newest version supports new hardware: G350 and its media modules, as well as AP-3/4/5/6
- **Avaya Address Manager 1.1** – The newest version includes support for the latest hardware products presently shipping.

Documentation

All documentation for Avaya Integrated Management is now available on the Internet at Avaya's web site at <http://support.avaya.com>.

Chapter 1: General Issues

Warnings in the NNM Console Output Display when Upgrading from MSNM 4.5

Issue: When upgrading from MSNM 4.5 with all updates to MSNM 5.0 with NNM, the NNM Console Output display contains warnings about ignored duplicate definitions.

Solution: Delete the **VoiceLauncher.symbols** file in the **\Program Files\HP OpenView\NNM\symbols\C\AVAYA** directory.

User Interface

Issue: In most applications, press the space bar instead of the **ENTER** key to activate a button in a window or dialog box. This is required by standard Java GUI programs.

Change in Server's IP Address

Issue: Changing the IP address of the server prevents some applications from working.

Solution: Do the following:

If you are running **Avaya Integrated Management in HP-OV NNM Mode:**

1. Stop HP-OV background processes (**ovstop**).
2. Open the following file in a text editor:
 - o *installdir*\private\gen\cv.propwhere *installdir* is the directory in which Avaya Integrated Management is installed.
3. Replace all instances of the old IP address with the new IP address.
4. Delete the *nnmdir*\databases\openview directory, where *nnmdir* is the directory in which HP-OV NNM is installed.
5. Enter the command **ovstart ovwdb** from a command prompt.
6. Enter the command **ovw -fields** from a command prompt.
7. Start HP-OV background processes (**ovstart**).

If you are running **Network Management Console:**

1. Stop Avaya Network Management Server.
2. Open the following file in a text editor:
 - o *installdir*\private\gen\cv.propwhere *installdir* is the directory in which Avaya Integrated Management is installed.

3. Replace all instances of the old IP address with the new IP address.
4. Reboot the computer.

Busy Cursor

Issue: The cursor remains busy after the processing has completed.

Solution: Move the mouse to clear the cursor and regain control of the window.

HP-OV NNM Issues

Repairing Corrupt Platform Databases

Issue: Sometimes devices will not appear in the HP-OV NNM map due to corruption in the HP-OV NNM database.

Solution: Use the commands `ovmapcount -u` and `ovtopofix -a` to remove corrupt or partial entries in the HP-OV NNM database.

When all else fails, the database can be rebuilt from scratch using the following procedure:

1. Stop HP-OV background processes (`ovstop`).
2. Delete the `nmmdir\databases\openview` directory, where `nmmdir` is the directory in which HP-OV NNM is installed.
3. Enter the following commands from a command prompt:

```
xrmsnmprconf -clearC
ovstart ovwdb
ovw -fields
ovstart -v
```
4. Start HP-OV background processes (`ovstart`).

Agent Card Icon is Missing from Device Interface Submap

Issue: When double-clicking on a device in the HP-OV NNM network map, the device's agent card does not appear in the submap.

Solution: Perform **one** of the following procedures:

- Open Windows' Task Manager and cancel the `Faultmon` and the `avNFaultmon` processes.
- Close and reopen HP-OV NNM.

Device Names in Event Browser

Issue: The HP-OV NNM Event Browser displays Avaya traps with the device's IP address and not the hostname of the device.

Event Log Freezes

Issue: If the Event Log gets too large, it may freeze. This is due to a bug in HP-OV NNM.

Solution: Delete the Event Log using the following procedure:

1. Close HP-OV NNM.
2. Open a DOS window.
3. Type **ovstop** and then press **ENTER**.
4. Delete the *nmmdir*\databases\eventdb directory, where *nmmdir* is the directory in which HP-OV NNM is installed.
5. Type **ovstart** and then press **ENTER**.
6. Restart HP-OV NNM.

Hiding Segment Connections

Issue: The HP-OV NNM Map displays a segment connection for each active port. This can make it difficult to use the network map.

Solution: The following procedure removes the segment connections from active ports:

1. Close HP-OV NNM.
2. Ensure that you are logged in with Administrator privileges.
3. Type **ovstop** to stop all HP-OV NNM processes.
4. Edit *nmmdir*\conf\oid_to_type in a text editor, where *nmmdir* is the directory in which HP-OV NNM is installed.
5. Delete the 'B' from the end of each of the following lines in the file:
1.3.6.1.4.1.81.17.2.11:Connector:Avaya P120:HSB
1.3.6.1.4.1.81.17.1.17:Connector:Avaya P330:HSB
1.3.6.1.4.1.81.17.1.13:Connector:Avaya P330:HSB
1.3.6.1.4.1.81.17.1.15:Connector:Avaya P330:HSB
1.3.6.1.4.1.81.17.1.15:Avaya:Avaya M770 NMA:HSB
1.3.6.1.4.1.81.17.1.18:Avaya:Avaya P130:HSB
1.3.6.1.4.1.81.17.2.13:Avaya:Avaya P330:HSB
1.3.6.1.4.1.81.17.2.16:Avaya:Avaya P330:HSB
1.3.6.1.4.1.6889.1.45.101.2:Avaya:Avaya P330:HSB
1.3.6.1.4.1.6889.1.45.101.3:Avaya:Avaya P330:HSB
1.3.6.1.4.1.6889.1.45.103.1:Avaya:Avaya P460:HSB
1.3.6.1.4.1.11898.2.4.6:Avaya:Avaya AP-3:HSB
1.3.6.1.4.1.11898.2.4.10:Avaya:Avaya AP-4-5:HSB
6. Save and close the file.
7. Delete the *nmmdir*\databases\openview directory, where *nmmdir* is the directory in which HP-OV NNM is installed.

8. Enter the following commands from a command prompt:

```
xnmsnmpconf -clearC
ovstart ovwdb
ovw -fields
ovstart -v
```
9. Start HP-OV background processes (**ovstart**).
10. Start HP-OV NNM. The segment connections do not appear.

Discovering Devices with Virtual Interfaces

Issue: Avaya P330, Avaya P580, Avaya P460, and Avaya P882 devices with VRRP virtual interfaces not identical to their real interfaces cannot be discovered by HP-OV NNM. This is due to the VRRP Standard that does not permit virtual interfaces to respond to PINGs or SNMP requests, only to ARPs.

Solution: Force the device's virtual interface to respond to PINGs and SNMP requests using one of the following methods:

For Avaya P330 and P460 Devices:

Enter the following command using the Command Line Interface (CLI):

```
ip vrrp vr-id override addr owner
```

where *vr-id* is the ID number of the virtual interface.

For Avaya P580/P882 Devices:

Check **addr owner override** in the Avaya P580/P882 Embedded Web VRRP menu.

Splash Screen Does Not Appear

Issue: Avaya Integrated Management splash screens may display behind HP-OV NNM windows the first time they are launched. Move or minimize the HP-OV NNM windows to view the application splash screens.

All subsequent launches appear in the front.

Configuration Windows Open Slowly

Issue: When using HP-OV NNM, configuration windows in Avaya Integrated Management sometimes open slowly.

Solution: Correct the configuration problem using **one** of the following procedures:

- Add the devices in your network to the DNS Table. For more information, refer to your System Administrator.
- Enter the devices into the `hosts` file on the management station. For more information, refer to *HP-OV NNM for Windows NT/2000 Release Notes*.

Remote Access

Long Remote Sessions

Issue: A remote session that is left open for many hours may freeze.

Remote Window Opens with Text

Issue: Under rare circumstances, when opening an application from remote, the application window may show HTML text instead of the application.

Solution: Ensure that Apache2 is the only active HTTP Server on your system. Perform the following procedure:

— In **Windows 2000**:

1. Select **Start > Programs > Administrative Tools > Services**.
2. Verify that IIS Admin Service and no other HTTP server are active.
3. If yes, select **Action > Properties**.
4. **Or**
5. Right-click and select **Properties**. The Web Site Properties dialog box opens.

6. Change Startup Type to Manual.
7. Click Stop
8. Click **OK**.
9. Click **OK**. Remote applications now open correctly.

Securing Remote Access

Using HTTPS for Remote Access

Issue: Security-conscious users may wish to activate HTTPS in their Apache Web Server. In this case, steps should be taken to ensure that *only* secure access is permitted to the server.

Solution: Add the appropriate entry below to the Web Server's configuration file (httpd.conf) to ensure that all access to the Network Management applications is via secured https only.

For Network Management Console (standalone mode):

```
<VirtualHost serverIP:80>  
  Redirect /nm/ https://serverIP/nm/  
</VirtualHost>
```

For installation with HPOV/NNM:

```
<VirtualHost 135.64.104.171:80>  
  Redirect /nm_nnm/ https://135.64.104.171/nm/  
</VirtualHost>
```

Installation Issues

Custom Installation

Issue: If you select the Custom Setup Type, in the Select Components dialog box of the Installation Wizard and drag the scroll bar all the way to the bottom, the last two options are hidden.

Solution: Click the down arrow to view the last two options in the list.

Java Applets May Not Work in Internet Explorer

Issue: During a default installation of Java Plug-In 1.4, your web browser is configured to use this Java plug-in as the default Java Virtual Machine (JVM). This may prevent applets that need an older version of the Java Virtual Machine from working in Microsoft Internet Explorer.

Solution: Perform one of the following procedures:

— If you have not yet installed the Java plug-in, during the Java plug-in installation, in the Select Browsers page, ensure that that the **Internet Explorer** checkbox is not checked.

— If you already installed the Java plug-in, do one of the following:

1. Launch Internet Explorer.
2. Select **Tools > Internet Options**. The Internet Options dialog box opens.
3. Click the **Advanced** tab.
4. In the Java (Sun) section, uncheck the **Use Java 2 v1.4.2_01 for <applet> (requires restart)** checkbox.
5. Click **OK**.
6. Restart your browser.

Or

1. Select **Start > Settings > Control Panel > Java Plug-in 1.4.2._01**. The Java plug-in control panel opens.
2. Click the **Browser** tab.

3. Uncheck the **Microsoft Internet Explorer** checkbox.
4. Click **Apply**.
5. Close the Java plug-in control panel.

All Java applets now work in Microsoft Internet Explorer.

Uninstallation Issues

Files Not Removed by Uninstallation

Issue: When uninstalling Avaya Integrated Management, some files may remain after the uninstallation.

Solution: After uninstalling, do the following:

1. Reboot the computer.
2. Delete the directory in which Avaya Integrated Management was installed.

Voice Applications

Extraneous Browser Window

Solution: When opening any voice application remotely using an Internet browser, an extraneous browser window appears.

Fault Monitoring

G350 and X330-WAN Fault Status

Solution: When calculating the fault status of the G350 and of the X330- WAN expansion modules in P330 devices for coloring on the HPOV NNM or Network Manager Console map, the administrative status of the WAN ports is not considered. Thus, even if the port is disabled, any fault condition on the WAN port will be reflected in the color status of the device.

Documentation

Context-Sensitive Help in Dialog Boxes

Issue: When clicking in a dialog box with the “Help On” cursor, the first page of the help may open instead of help on the dialog box.

Solution: Click the center of the dialog box, not its edge.

Remote Help

Issue: If you open a remote session of an Network Management application and use the on-line help, and then close and reopen the application, the on-line help sometimes will not work.

Solution: Open the help by selecting **Help > Contents** and browse to the topic on which you need assistance. If the on-line help still does not open, close the browser that points to the server. When the application is reopened, the on-line help works.

Case-Sensitive Index

Solution: In most applications, the help index is case sensitive.

Documentation Not Fully Rebranded

Solution: In some applications, the User Guide and on-line help refer to the network management applications by their former names.

Chapter 2: Avaya Network Management Server and Console

This chapter provides information about known issues in Avaya MultiService Server and Console.

General

Hardware Requirements

Solution: When running Avaya Network Management Console with more than 100 Avaya Devices in the network, ensure that your computer meets the following hardware requirements:

- Pentium III 800 MHz
- 512 Mb RAM
- 756 Mb swap space

Discovery Process May Hang

Issue: If the management server is disconnected from the network for a period of 20 seconds or more while the discovery process is running, the system may hang.

Solution: Restart the management server by running the following commands `cvserver stop` followed by `cvserver start`.

User Interface

Double-click on a Tree View Branch Opens Device Manager

Issue: If you double-click on a tree branch and the tree is presently, or becomes longer than the view, one of the devices in the branch is selected and the device manager is launched.

Solution: Do the following:

1. Use the expander of the branch instead of double-click.
2. If the device manager opened mistakenly, close it.

Column Width Changes Not Saved

Solution: Changes to column widths in tables are not saved.

Network Table Updates Incorrectly

Issue: When updating the Network Map after discovering more than 4000 devices, sometimes the device types or subnets are duplicated in the Network Table.

Solution: After the Network Map is updated, change the focus of the Network Table by clicking in the Network Tree. The table refreshes properly.

Devices Do Not Appear in the Subnet View

Issue: Sometimes devices appear in the Device Type view, but not in the Subnet view.

Solution: Reopen Avaya Network Management Console.

Screen Does Not Refresh

Issue: A menu may persist on the screen after a menu item has been selected.

Solution: Resize the application window.

Event Log

Saving the Trap Log

Solution: When running from a remote station, you can create a directory in which to save the Trap Log, but you cannot rename the new directory.

New Trap Log Entries

Solution: By default, entries in the Avaya Network Management Console Trap Log Table display with the most recent entries at the top of the list and the oldest entries at the bottom. However, if the Avaya MultiService Trap Log Table is open and new traps are received, the new entries display at the bottom of the list until you close and re-open the window.

Event Manager

Modifying Event in the Event Configuration

Issue: If a new action is created in the **Event Manager Action** list while the **Modify Event** dialog box is open (in the **Event Configuration** tab), the new event is not updated in the event list in the **Modify Event** dialog box. As a result you cannot associate this action with the selected trap.

Solution: Close the **Modify Event** dialog and open it again. The new action now appears in the event list.

SystemView

Manually Adding S8700 Servers

Issue: When manually adding S8700 and S8500 Media Servers to the SystemView map, the operation fails with the error message: "Server failed to add device 198.152.137.12. already exists". This occurs on the second and subsequent manually added server.

Solution: Use the SystemView's automatic discovery process, where there is no limitation on the number of Media Servers that can be discovered and represented on the map. The failure occurs only when *manually* adding the second and subsequent S8700 and S8500 server.

Running from a Remote Station

Network Management Console Does Not Open from Remote

Issue: Network Management Console sometimes fails to open from remote in a web browser, and gives the message "Avaya Network Management Console already exists".

Solution: Close all opened windows of the web browser, then open a new web browser and retry.

Network Management Applications Remain Open

Solution: If the Avaya Network Management Server to which you are running a remote session is shut down, Avaya Network Management Console closes, but other Network Management applications remain open.

Remote Sessions to Multiple Network Management Servers

Solution: You cannot open remote sessions to multiple Avaya Network Management Servers at one time. Therefore, if you are managing your network using two Avaya Network Management Servers, you cannot access both servers remotely from a single remote station simultaneously.

Device Names

Issue: When running a remote session of Avaya Network Management Console, the names of some devices in Custom Views of the Network Tree may appear as a series of periods (. . .).

Solution: Refresh the screen.

SNMP Mapping

Applications Do Not Open and SNMP Mapping is Lost

Issue: The mapping between the devices and the SNMP parameters is sometimes lost when working with multiple SNMP parameters per IP address range, and when some of the devices use SNMP v3 parameters.

Because the SNMP parameters mapping is lost, all devices are mapped to the first rule as set in the **SNMP Parameters** dialog box that fits.

Also, once the mapping is lost no application opens from that point on, and an error message saying "timeout occurred" is displayed.

Solution: Do the following:

1. Stop the Avaya Network Management Server and restart it.
2. Define SNMP parameters per IP address range.
3. Rediscover the network.

Traps

Some Traps are Not Forward a Second Time

Solution: Some of the traps, after being forwarded from one Avaya Network Management server to another, will not be forwarded to another computer.

Chapter 3: Device Managers

This chapter provides information about known issues in Avaya Device Managers.

Avaya G350 Manager

Adding Static Routes

Problem: Adding a static route to a serial sub interface (e.g. USP Frame-relay 2/1.2) which has no IP sub interface, or to USP Serial 2/1 will fail with the following error: "The SNMP Variable requested (oid) does not exist".

Solution: Static routes may only be attached to interfaces with IP addresses associated. Create an IP interface on the sub interface first.

Deleting Permanent Static Routes

Problem: Deletion of permanent static routes via the Routing Manager fails.

Solution: Use the CLI commands to delete these routes.

Moving IP Interfaces

Problem: Changing the Layer-2 interface of an IP interface from VLAN-*n* to Serial or loopback fails.

Solution: Interfaces associated with a given VLAN can be moved to a different VLAN, but not to a serial interface. Delete and re-create the interface as needed.

Avaya P330 Manager

Dialog Box Text Display

Issue: The text in the Port Mirroring dialog boxes might not display correctly.

Solution: Adjust the splitter bars until the entire dialog box and its text display correctly.

Fault Monitoring

Solution: Due to a bug in HP-OV NNM, the "IP VLAN Violation" and "Duplicate IP" traps sent by the Avaya P333R may be formatted incorrectly in the OpenView Events Browser. The IP address of the offending station may be displayed with the order of the bytes reversed.

Auto-Negotiation on GT2 Ports

Solution: Auto-negotiation cannot be disabled on GT2 ports. If you try to disable auto-negotiation on a GT2 port using the Get/Set toolbar, you receive an error message.

Avaya P330 Device Consisting of Several Modules

Solution: When working with an Avaya P330 Device with several modules, it is recommended that you do the following:

- Increase the default SNMP time-out value to 8 seconds.
- Increase the polling interval of SMON applications to at least 30 seconds.

LECS with Local Address with Selector

Solution: The Avaya P330 ATM Access module uses only a WKA as a LECS's address. Ensure that the addresses of LECSs in an ATM network containing Avaya P330 ATM Access modules are WKAs.

Changing the LECS's address to anything other than a WKA will prevent management applications from communicating with Avaya P330 Devices that contain Avaya P330 ATM Access modules.

Port RMON Counters

Solution: In the Port RMON application, Fragments and Jabbers are also counted as CRC errors. As a result, total packet counts may be incorrect.

SMON Counters

Solution: Port Priority Packets on P333R LAGs are not counted.

Avaya P330 Traps

Issue: The following traps are disabled by default and cannot be enabled via the Avaya P330 Manager:

- Delete Software Redundancy Trap.
- LAG Delete Trap.
- LAG Create Trap.

Solution: Enable the traps using the CLI (Command Line Interface). For more information, refer to *Avaya P330 User's Guide*.

Intermodule Redundancy with Module 0

Solution: If a module in an Intermodule Redundancy is disconnected from the device or is powered down, the Redundancy Table will display the module with a slot number of zero.

Launching from Load Balancing Manager

Solution: When launching the device manager for the Avaya P333R-LB on the other side of the firewall from Avaya P330 Load Balancing Manager, the **embedded** device manager opens. However, the **Integrated Management** Device Manager can be launched from the Network Map.

Solution: On some Windows 2000 machines, when launching the device manager from Avaya P330 Load Balancing Manager for the Avaya P333R-LB on the other side of the firewall, a Windows error message appears. Launch the relevant device manager from the Network Map.

Solution: If the device manager tries to launch the Avaya P333R-LB on the other side of the firewall and the embedded device manager has not been downloaded to the device, an empty window opens with no error message.

Upload/Download in the Routing Manager

Issue: The Upload/Download configuration feature is no longer available in the P330 Routing Manager.

Solution: Upload/download using the Configuration Manager.

Local Loopback Field

Solution: The Local Loopback field in the E1 port configuration window is read-only.

Closing the Avaya P330 Manager

Solution: There is no warning when closing the Avaya P330 Manager before applying changes.

Avaya P330 AnyLayer SMON User Interface

Issue: When running Avaya P330 AnyLayer SMON remotely from Network Manager Console, the central part of the window may appear extremely narrow.

Solution: Use the splitter bars to enlarge the central area of the window.

Avaya P330 AnyLayer SMON Host Matrix

Solution: It is recommended to use a 6x6 matrix in order to provide an optimal view.

Avaya P580/P882 Manager

SMON Counters

Solution: Undersized and Oversized Unicast packets in Avaya P580/P882 ports are reported twice, once as error packets and the second time as Unicast packets.

Solution: CRC alignment packets are not reported for Avaya P580/P882 ports that are operating at half duplex.

Supported Traps

Solution: Some traps are not yet supported by the device.

Non-default HTTP Connection Port

Issue: If the HTTP connection port was changed using the CLI or Web Manager, the Web Manager will not launch properly from the device manager.

Solution: Reconfigure the HTTP connection port using the HTTP Connection menu item.

Launching the Web Manager

Issue: In some circumstances, if no Internet Explorer window is open, clicking on the “Device Web Site” icon will open the “Internet Connection Wizard” instead of the browser.

Solution: Simply click on [Device Web Site](#). The problem will not recur.

Avaya M770 ATM Manager

* **Note:** Support for Avaya M770 is not included in Avaya Integrated Management 2.0. For continued support of M770, obtain the M770 Support Pack Add-On for Avaya Integrated Management 2.0.

User Interface

Solution: The bottom of the device manager may be cropped on small displays.

Solution: Parameters that cannot be configured may not be readable.

Launching the Avaya M770 ATM Manager

Solution: When the Avaya M770 ATM Manager is presently running, the Manager of the Avaya M770 chassis can only be launched from the Avaya M770 ATM Manager if the Avaya M770 Device is presently discovered and listed in the network map.

LECS Configuration

Issue: In the LECS Configuration dialog box, you cannot change the Local LECS to Remote LECS and Get an Available Selector in one step.

Solution: Do one of the following procedures:

1. Change the Local LECS to Remote LECS.
2. Click **Apply**.
3. Click **Get Available Selector**.
4. Click **Apply**.

Or

1. Change the settings using the CLI (Command Line Interface). For more information, refer to the Avaya M770 ATM Device User's Guide.

Virtual Port Table

Issue: If you are using an outdated version of the agent software (lower than 2.0), the Virtual Port table will not display Neighbor IP Addresses or a VPI Range, and the Non-Root Port entries may be incorrect.

Solution: Update your agent software.

LES/BUS Table

- Issue:** The LES/BUS may be created as manual even if it was configured to be distributed.
- Solution:** Delete the LES, close the LES/BUS table, and create a LES with the same name.

Traps Not Sent

- Solution:** Some traps are not sent to the Event Log. For details, refer to the *Avaya M770 ATM 2.1 Embedded Release Notes*.

Avaya M770 Device Manager

- * **Note:** Support for Avaya M770 is not included in Avaya Integrated Management 2.0. For continued support of M770, obtain the M770 Support Pack Add-On for Avaya Integrated Management 2.0.

Device Managers Cannot be Launched from M770 Manager

- Solution:** Avaya M770 ATM Manager for ATM modules and Avaya M400 Manager for Avaya M400 modules can only be launched from the Avaya M770 Manager if they appear in the network management framework.

Routing Manager Cannot be Launched from M770 Manager

- Issue:** Avaya M-MLS Routing Manager for the M-MLS routing module cannot be launched from the Avaya M770 Device Manager.
- Solution:** Launch Avaya M-MLS Routing Manager directly from the network map.

XSwitch Module C/S (Version) Numbers

- Issue:** The C/S number of XSwitch modules may be displayed incorrectly.
- Solution:** You can locate the correct information using the SNMP Manager. You can obtain the value from the following MIB variable:
`.lannet.genGroup.genGroupTable.genGroupEntry.genGroupConfigurationSymbol.`

M4-DS3 Module Not Recognized

- Solution:** The Avaya M770 Manager does not recognize or display M4-DS3 modules.

Avaya M770/M-MLS SMON Help Not Updated

- Solution:** The Avaya M770/M-MLS SMON on-line help contains outdated Enterprise SMON information. For the correct information, refer to *Avaya SMON Manager User Guide* or on-line help.

Avaya M-MLS (Routing) Manager

Resizing the Routing Table

Solution: It is recommended not to resize the Routing Table while the Routing Table is being built, since it may cause X-Windows to freeze. Resize the window only after the table has been built.

Illegal Interface Parameters

Solution: Entering illegal parameters when defining an interface in the routing table may cause the application to freeze.

Avaya Device SMON

SMON Counters

Solution: Please note that "Utilization" on a port includes all traffic shown on the port, including the traffic filtered by switch.

Issue: Reported traffic rates may deviate from actual traffic rates by up to 5%.

Solution: If you experience accuracy problems, try one of the following workarounds:

- Increase the default polling interval to a minimum of 30 seconds (the default).
- Use cumulative or session average information.

Port/LAG Names with Asterisks

Solution: When entering in a port/LAG name in the Find dialog box, do not include any asterisks displayed after the port name.

Logarithmic Mode Graphs

Solution: When using the logarithmic mode in Device SMON traffic graphs, if all of the values are zero, the application crashes.

Polling

Solution: If you click **Pause** while the device is being polled, the application will pause only after it completes polling the device.

Solution: The configured polling interval does not include the Polling process time.

Avaya AP-3

AP-MON VLAN Statistics

Solution: VLAN Statistics are only supported by AP-3 devices running firmware version 2.2 or *lower*.

Remote Link Test

Solution: On AP-3 devices the data in the Test Results form disappears after several seconds. On AP-4 devices this function works properly. On AP-5 devices this is not supported.

Chapter 4: Network-Wide Applications

This chapter provides information about known issues in Avaya Integrated Management network management applications.

General

Manually Added Devices

Issue: In HP-OV NNM Mode, if a SYSOID or vendor name is not included when manually adding a device to the Network Map, the device is not discovered by Avaya Network Configuration Manager and Avaya Software Update Manager.

Solution: Ensure that you include all information when adding a device to the Network Map.

Avaya MultiService SMON Manager

Inability to Edit Groups

Issue: After saving, groups cannot be edited from the "List of Selected" using the **Group** button on any of the **Group Configuration** dialog boxes.

Solution: To edit a group:

1. Open the following XML files:

`<AIM Install Path>\CVS\EntSmon\SmonClient\PortGroups.xml`
and

`<AIMInstall Path>\CVS\EntSmon\SmonClient\SwitchGroups.xml`

where `<AIM Install Path>` is the full path of the Avaya Integrated Management directory.

2. Edit the desired groups by editing these files.

When working from remote, these files are placed on the desktop of the computer.

Group Files Appear on Desktop

Solution: When saving the "List of Selected" as a group in the **OnLine** tab, the following two files appear on the desktop of the computer:

- **Port Groups.xml**
- **Switch Groups.xml**

Voice Port Monitoring

Solution: Voice ports monitored in the Voice Port Statistics tool must be discovered using Avaya Address Manager's Connection Discovery feature.

Avaya MultiService Configuration Manager

Pending Upload Jobs

Issue: In some cases after upgrading from Avaya MSNM 5.0 to IM 2.0, when submitting an upload job the status field shows "Pending" after successful upload.

Solution: Open the **Scheduled Jobs** dialog box to monitor the actual progress.

Download of Configuration Freezes

Issue: If you upload a configuration file from an Avaya P580/P882 Device and download it to a different Avaya P580/P882 Device, the download may stop in the middle, and the device may become unreachable.

Solution: Make sure that you comment out the IP address and Community Names (if different) from the configuration file before you download it to different devices.

Downloading to an Avaya P130 Device

Issue: Downloading a configuration file to an Avaya P130 Device causes all ports to be configured as valuable ports. If there is no link on a port, the device icon will be red, even if the port is not a valuable port.

Solution: Edit the configuration file manually before downloading it to the device in **one** of the following manners:

- For all non-valuable ports, change the word **valuable** to **regular** in the line `set port classification X/Y valuable`, where *X* is the module number and *Y* is the port number.
- For all non-valuable ports, comment out the line `set port classification X/Y valuable`, where *X* is the module number and *Y* is the port number.

Slow Scrolling

Issue: If you scroll by clicking the arrow keys, the scroll bar is slow due to a Java limitation.

Solution: Rather than using the arrow keys of the scroll bar, click the scroll bar or drag the scroll bar slider.

Canceling Backup Jobs

Solution: If you cancel a backup job from the **Upload** dialog while uploading a Running or Startup configuration, the message in the progress bar may be incorrect or missing.

Issue: If you schedule multiple uploads from a module and cancel the uploads, the upload jobs still appear in the **Scheduled Jobs** dialog box, and cannot be deleted. However, the remaining uploads are canceled.

Solution: To remove the jobs from the **Scheduled Jobs** dialog box, close and restart the Configuration Manager.

Do not cancel jobs from the **Upload** dialog box, rather from the **Scheduled Jobs** dialog box.

Missing Scrollbar

Issue: The **Configuration Editor** window may open without a vertical scrollbar.

Solution: Resize the window. The scrollbar appears.

QoS Manager

DSCP Deployment Status Notification

Issue: After a successful DSCP deployment in the deployment wizard there is no clear message of success. The message in the status column displays the string 'Idle'. In the event of failure, a proper error message is displayed.

Solution: Look at the icon in the first column. A red bullet indicates failure, and green bullet indicates success.

Errors in Packet Simulator on G350

Issue: When simulating packets with IP Option or IP Fragment indicated, or packets with ICMP type/code specified, the reported result of the packet may be erroneous.

Avaya Software Update Manager

Download Cannot be Cancelled

Solution: A download cannot be cancelled once it has been started.

Downloading to an Avaya P330 or P460 Device

Solution: After completing a download to an Avaya P330 or P460 Device, wait at least 30 seconds before resetting the device.

Saving the Log

Solution: No error message appears if no file name is entered when saving the log. The result is that the log is not saved to a file.

Internet Connection Required

Solution: You must have a working Internet connection for some of Avaya Software Update Manager's features to work correctly.

Could Not Apply Reset to G700 Media Modules

Solution: Software Update Manager does not support reset of G700 media modules. You can reset the selected media modules in the **Download View** table. This operation fails, however, with the error message "Could not apply reset to G700 MMxxx".

Avaya VLAN Manager

General Issues

Solution: The Avaya P580/P882 ATM Uplink module is not supported by this version of Avaya VLAN Manager.

Applying Changes

Solution: When you attempt to select new ports after having already made changes and not applied them, a message appears. This message however does not appear if you choose to perform one of the following: New VLAN or Modify VLAN. This results in the previous changes only being applied when the new VLAN or modify VLAN changes are saved.

Gray VLAN Icon

Solution: A VLAN icon might display in gray.

Avaya P120 and Avaya P330 Issues

Solution: Avaya P120 and Avaya P330 devices cannot be assigned a VLAN ID greater than 3071.

Avaya Address Manager

Only Local Read-Write Console

Solution: Only the local console can access Avaya Address Manager in read-write mode. Remote consoles run Avaya Address Manager in read-only mode.

Connection Discovery Error

Solution: When running Connection Discovery, if an error message with the text "Error running command" appears, run Connection Discovery again.

Hosts Not Saved

Solution: When the Connections Table is empty, added hosts are not saved.

Connections Table Not Sorted Properly

Solution: When sorting by Host, the Connections Table is not always sorted correctly. In particular, entries identified by IP address or MAC address (as opposed to hostname) will appear as a group in the middle of the table.

Port Description

Solution: For devices other than Avaya LAN and backbone switches, the Port Description contains the port's MIB2 ifName.

Switching Network Maps

Solution: After switching maps in the network management application, run Connection Discovery.

Connections Table

Solution: After switching maps in the network management application, run Connection Discovery.

