



Release Notes and Installation Guide

NCM 4.0 Release Pack 3 Network Configuration Manager

Document Status: **Standard**

Document Number: **NN40120-401**

Document Version: **01.01**

Date: **August 2008**

Copyright © 2008 Nortel Networks, All Rights Reserved

All rights reserved.

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to Nortel Networks.

Trademarks

Nortel, the Nortel logo, and the Globemark are trademarks of Nortel Networks.

Microsoft, MS, MS-DOS, Windows, and Windows NT are trademarks of Microsoft Corporation.

All other trademarks and registered trademarks are the property of their respective owners.

Contents

Chapter 1	
Getting started	7
About this guide	7
Audience	8
Symbols and text conventions	9
Related publications	11
How to get Help	12
Chapter 2	
Introduction	15
Known anomalies in NCM 4.0 Release Pack 3 for BCM450 1.0 devices	15
Known anomalies in NCM 4.0 for all BCM devices	16
Server crashes during searches	16
NCM Keycode not found issue	16
Reboot after applying keycodes	16
Unable to manually update run time when scheduling wizards	16
Known anomalies in NCM 4.0 for BCM50 3.0 devices	16
Known anomalies in NCM 4.0 for BCM 4.0 devices	17
BCM service affected during NCM import of telephony data	17
Copy tree functionality available only for BCM 3.x devices	17
Blank lines received when retrieving list of common files	17
Known anomalies in NCM 4.0 for BCM50 1.0 devices	18
Declined integrated router connections	18
Service Access Points table updates must be done through BCM50 SNMP Wizard	18
Known anomalies in NCM 4.0 for BCM 3.7 and BCM 3.6 devices	18
Web cache enhancement	18
Call Detail Recording settings	18
Connectivity broken issue	19
Inventory reporting	19
Erroneous error message when exporting password changes for dialup, PPTP, and IPSec users	19

Erroneous error message when exporting changes to callback settings	20
IPSec Branch Office Tunnel support	20
IPSec Remote User Account support	20
PPTP tunnel wizard support	21
Intermittent call routing error messages	21
Keep-Alive-enabled field not present for IPSec Branch Office Account and Remote User Account	21
Sending configuration and image files	21
Export when voicemail is not initialized	21
NCM NetIQ IP address value	22
Extra holiday folders	22
H.323 trunks gatekeeper values blank	22
Config archive file naming	22
Exporting policy to BCM fails	22
ISDN field blank after import	22
DLCI to IP mapping entries not imported	23
Incorrect CallPilot version in IVR report	23
Timeout errors when importing device configurations	23
IVR service start	24
Patch distribution	24
Drop-down list not available	24
Naming conventions do not match Unified Manager	24
Import data	24
Known anomalies in previous versions of NCM	25
Progress bar	25
NCM potentially unreachable with dual NIC	25
Archive label not migrated from Oracle database	25
Log rotators after migration	25
Server messages incorrectly formatted in File > Send	25
Wrong filename shown after using Browse function	25
Wrong filename shown in FTP Send	26
Starting syslog with the web server	26
Truncated menus	26
Audit log inconsistencies	26
Telnet session history list	26

Send to TFTP using a remote server	27
Log rotators	27
Operation progress bar	27
Viewing syslog messages	27
Operational notes	27
General issues and recommendations	28
Chapter 3	
Installing NCM 4.0 Release Pack 3	29
Installing NCM 4.0 Release Pack 3 in a Windows environment	29
Uninstalling NCM 4.0 Release Pack 3 in a Windows environment	32

Chapter 1

Getting started

Network Configuration Manager (NCM) is a management application that provides centralized configuration and system management capabilities for a multi-BCM network. NCM automates data backups and supports efficient distribution of common files. You can automate common configuration tasks by scheduling optimized work flows. With NCM , bulk distribution of BCM software updates become a simple, efficient, and automated process. The NCM client software is the user interface to the NCM server.

NCM provides remote support capabilities for all of the following BCM devices:

- BCM450 1.0
- BCM50 3.0 (SRG50 3.0)
- BCM50 2.0 (SRG50 2.0)
- BCM 4.0
- BCM50 1.0
- BCM 3.7

About this guide

This guide is part of the NCM documentation suite and lists the release notes associated with the NCM 4.0 Release Pack 3.



Note: The complete NCM documentation suite is located on the documentation CD that is included in the NCM package.

Audience

This guide is intended for network engineers who use the Network Configuration Manager to configure and maintain networks. This guide is based on the assumption that you have the following background:

- understanding of networking terminology, theories, and practices
- familiarity with BCM450 1.0 configuration and management
- knowledge of the Windows operating system and graphical user interfaces (GUI)



Note: This guide distinguishes between NCM users and the NCM administrator. NCM users, the intended audience of this guide, are network engineers who use the NCM software to configure networks. The NCM administrator administers the NCM server software.

Symbols and text conventions

These symbols highlight critical information for the NCM system:



Caution: Alerts you to conditions where you can damage the equipment.



Danger: Alerts you to conditions where you can get an electrical shock.



Warning: Alerts you to conditions where you can cause the system to fail or work improperly.



Tip: Alerts you to additional information that can help you perform a task.



Note: A Note alerts you to important information.



Security Note: Indicates a point of system security where a default should be changed, or where the administrator needs decide the level of security required for the system.



Warning: Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.



Warning: Alerts you to remove the NCM main unit and the expansion unit power cords from the AC outlet before performing any maintenance procedure.

These text conventions are used in this guide to indicate the information described:

Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the info command. Example: Enter show ip {alerts routes} .
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: Set Trap Monitor Filters
angle brackets (< >)	Indicate that you choose the text to enter based on the description inside the brackets. Do not type the brackets when entering the command. Example: <InstallDir>\database\tftp
braces ({ })	Indicate required elements in syntax descriptions where there is more than one option. You must choose only one of the options. Do not type the braces when entering the command. Example: If the command syntax is setAccess {o g w} , you must enter setAccess o , setAccess g , or setAccess w .
brackets ([])	Indicate optional elements in syntax descriptions. Do not type the brackets when entering the command. Example: If the command syntax is echo [-newline] , you can enter either echo or echo -newline .
ellipsis points (. . .)	Indicate that you repeat the last element of the command as needed. Example: If the command syntax is which [<command_name>] . . . , you enter which and as many command names as needed.

Convention	Description
<i>italic text</i>	<p>Indicates new terms, book titles, and variables in command syntax descriptions. Where a variable is two or more words, the words are connected by an underscore.</p> <p>Example: If the command syntax is spawn telnet <ip_address>, you enter spawn telnet 192.48.33.7.</p>
separator (>)	<p>Shows menu paths.</p> <p>Example: Choose View > Sort > by Name.</p>
vertical line ()	<p>Separates choices for command keywords and arguments. Enter only one of the choices. Do not type the vertical line when entering the command.</p> <p>Example: If the command syntax is array NewArray = [<reference> <referenceList>] you enter either array NewArray = <reference> or array NewArray = <referenceList>, but not both.</p>

Related publications

For more information about using NCM, refer to the following publications:

- *Using NCM 4.0 Release Pack 3 to Manage BCM450 1.0* (NN40020-601)
- *NCM 4.0 Installation Guide* (NN40120-303)
- *NCM 4.0 Administration Guide* (NN40120-601)

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 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.

Chapter 2

Introduction

This guide lists the release notes associated with the NCM 4.0 Release Pack 3.



Note: The complete NCM documentation set is located on the documentation CD that is included in the NCM 4.0 Release Pack 3 package.

This chapter provides the following information:

- [“Known anomalies in NCM 4.0 Release Pack 3 for BCM450 1.0 devices” on page 15](#)
- [“Known anomalies in NCM 4.0 for all BCM devices” on page 16](#)
- [“Known anomalies in NCM 4.0 for BCM50 3.0 devices” on page 16](#)
- [“Known anomalies in NCM 4.0 for BCM 4.0 devices” on page 17](#)
- [“Known anomalies in NCM 4.0 for BCM50 1.0 devices” on page 18](#)
- [“Known anomalies in NCM 4.0 for BCM 3.7 and BCM 3.6 devices” on page 18](#)
- [“Known anomalies in previous versions of NCM” on page 25](#)

Known anomalies in NCM 4.0 Release Pack 3 for BCM450 1.0 devices

There are currently no known anomalies in NCM 4.0 for BCM450 1.0 devices.

Known anomalies in NCM 4.0 for all BCM devices

Server crashes during searches

NCM with 100+ BCMs imported, when we do a search for a BCM the search windows always stops at record 18876 and NCM freezes. (CR Q01861753)

NCM Keycode not found issue

In some circumstances, the NCM server reports the following error, **NCM Keycode not found**, when trying to perform an import operation from the network, although the NCM keycode actually is installed on the BCM. If you encounter this situation, contact Nortel Support for instructions on how to resolve this issue.

Reboot after applying keycodes

When applying keycodes through NCM that require a reboot to take effect, NCM does not prompt for a reboot, in some cases. After applying a keycode in NCM, you must reboot your system for the changes to take effect.

Unable to manually update run time when scheduling wizards

When scheduling a Wizard you cannot type the time to run the Wizard directly in the Date/Time field on the Schedule tab.

Click on the arrow beside the date and time to show a calendar. Select the date to run the Wizard on from the calendar and use the scroll arrows beside the hour, minute, second, and AM/PM fields to select the time for the Wizard to run. (CR Q01287591)

Known anomalies in NCM 4.0 for BCM50 3.0 devices

There are currently no known anomalies in NCM 4.0 for BCM50 3.0 devices.

Known anomalies in NCM 4.0 for BCM 4.0 devices

BCM service affected during NCM import of telephony data

Running an NCM import to retrieve configuration information from a BCM system can cause degradation of BCM services. Some examples of what the BCM end customer can experience are slow response times when the end user invokes a feature, delays in receiving a dial tone when a telephone goes off-hook, delays in processing end user key presses, and telephone time displays become out of sync with the BCM.

Use the NCM scheduler to set up imports to run during off-peak hours. (CR Q01289358)

Copy tree functionality available only for BCM 3.x devices

NCM 3.6 RP3 can copy trees and subtrees from one imported device configuration to another imported device configuration listed in the NCM configuration tree for imported BCM 3.x devices only.

Blank lines received when retrieving list of common files

When archiving common files from the network, NCM can return blank lines in the Device Files box that appears listing the files available from the network device. This can cause you to believe that there are no files available from the Network device.

NCM returns a message if there are no common files available on the network device. If the Device Files box appears empty after clicking Choose Files, in the Archive Files from Network pane, and no message appears, use the scroll bar on the side of the Device Files box to scroll to the next page to see if there are any files available. (Q01310398)

Known anomalies in NCM 4.0 for BCM50 1.0 devices

Declined integrated router connections

NCM cannot import or export any router configuration data from a BCM50 device if there is another active management connection running, for example the Web GUI router interface. The BCM50 integrated router allows only one management connection at a time; therefore, NCM connections will be refused if there is another active management connection. (CR Q01096896)

Service Access Points table updates must be done through BCM50 SNMP Wizard

Modifications made in the Service Access Points table located in Telephony > Configuration > Administrator Access > SNMP > Service Access Points tab are not exported when exporting device configurations and will cause an error to occur on export. Use the BCM50 SNMP Wizard to add or delete Service Access Points settings. (CR Q01128851)

Known anomalies in NCM 4.0 for BCM 3.7 and BCM 3.6 devices

Web cache enhancement

NCM does not support the Web Cache security enhancement implemented in BCM3.7. Configure the Web Cache enhancement through the Element Manager on the BCM.

Call Detail Recording settings

NCM does not support the Include Matrix File field under the Data File Transfer tab implemented in BCM3.7. Configure this field through the Unified Manager on the BCM. Exports of the existing supported parameters are not affected by this unsupported field.

Connectivity broken issue

In some circumstances, the NCM server is unable to import a configuration from a BCM, and the NCM server reports the following error, **Connectivity between NCM application & BCM device may have been broken during the operation**. Once you have verified that there is no network connectivity issue, and that both NCM and BCM have been correctly set up to support NCM import operations, contact Nortel Support for instructions on how to resolve this issue.

Inventory reporting

The following three issues can affect the number of MBMs and ports included in the inventory reporting:

- An inventory utility is run at nightly 3:00 a.m. on NCM-managed BCMs. Therefore, if new media bay modules (MBM) are added to an BCM, and an NCM re-import is performed that same day, the new MBMs are not visible yet to NCM.
- DSM MBMs must have at least one active set attached to them in order to be recognized and counted in the BCM inventory reports. This can cause discrepancies between the number of physical MBMs and ports physically installed and available on the BCM, and the MBMs and ports reported by NCM.
- The BCM inventory is unable to differentiate between DSM16, DSM32, and DSM32+ MBMs. This causes the MBMs to be misrepresented in the Media Bay Modules report.

Erroneous error message when exporting password changes for dialup, PPTP, and IPSec users

NCM generates an erroneous error message when exporting password changes for dialup, PPTP, and IPSec users. A dialog box appears at the end of the operation with the generic error, **user name is in use by an IPsec Remote User. User cannot be deleted**, when trying to change a user password. Ignore this error message, as the user password changes are exported successfully to the BCM. (CR Q00995001)

Erroneous error message when exporting changes to callback settings

NCM will display an error message in a dialog box at the end of an export of either an enable or disable of Callback settings to BCM. Ignore the error message, as the changes are reflected in the BCM after the export. (CR Q00995003)

IPSec Branch Office Tunnel support

NCM Branch Office Tunnel wizard, visible only in NCM node **Services > VPN > IPSec > Branch Office Accounts**, is not supported. This wizard does not configure correctly branch office IPSec tunnels on BCMs.

IPSec branch office tunnels must be created and enabled through the Unified Manager on the BCM.

NCM can import existing IPSec branch office tunnels, and can be used to modify and export IPSec branch office tunnels that had previously been imported from a BCM. (CR Q00998229) (CR Q00998224)

IPSec Remote User Account support

NCM BCM IPSec Remote User Account Wizard, visible only in the NCM node **Services > VPN > IPSec > Remote User Accounts**, is not supported. This wizard does not configure correctly remote user accounts.

IPSec remote user accounts must be created through Unified Manager on the BCM.

NCM can import existing IPSec remote user accounts, and are used to modify and export IPSec remote user accounts previously imported from a BCM. (CR Q00998231)

PPTP tunnel wizard support

NCM BCM PPTP Tunnel Wizard, visible only in the NCM node **Services > VPN > PPTP**, is not supported. This wizard does not configure correctly PPTP tunnels.

PPTP tunnels must be created using Unified Manager on the BCM.

NCM can import existing PPTP tunnels, and are used to modify and export PPTP tunnels previously imported from a BCM. (CR Q00998234)

Intermittent call routing error messages

The Call Routing Wizard displays the error message, **This node is no longer valid**, after call routing configuration has completed, if the BCM core telephony feature is busy at the same time as the configuration change is attempted. You must re-apply the export at a later time. (CR Q00999256)

Keep-Alive-enabled field not present for IPSec Branch Office Account and Remote User Account

NCM does not support the Keep-Alive Enabled field for the IPSec Branch Office Account and the Remote User Account. This option must be configured through the Unified Manager on the BCM.

Sending configuration and image files

You must disable the ASM module before you perform restore operations in NCM.

Export when voicemail is not initialized

You can export voicemail changes to an uninitialized CallPilot (prior to running the CallPilot wizard). However, such voicemail programming is activated upon the initialization of CallPilot. (CR Q00677039)

NCM NetIQ IP address value

The * value is a valid input for NetIQ Authorized Management Servers in Unified Manager. However, when you enter * as a value in **NCM > Services > Net IQ IP**, and then export the configuration to a BCM device, the IP address field is left blank. To properly export the field, enter a range of IP addresses in NCM3.6, or configure the field in Unified Manager. (CR Q00842257)

Extra holiday folders

When you create a number of holiday folders under **NCM > Voice Mail > Auto Attendant > Holidays**, without changing the defaults on each new holiday entry, the newly configured holidays are not exported until the extraneous holiday entries (those that are configured from the default) are deleted. (CR Q00837178)

H.323 trunks gatekeeper values blank

After importing a device to NCM, the H.323 Trunks Primary Gatekeeper IP, Backup Gatekeeper IP, and Alias Names fields are all blank in NCM. Unified Manager displays the default values for each field that is not set, but this behavior does not translate to NCM. (CR Q00823461)

Config archive file naming

You must tab out of the Name field of the Config Archive dialog box before clicking the Send button to ensure the name is retained; otherwise, if you do not, the file automatically is named BCM. (CR Q00757238)

Exporting policy to BCM fails

When you create a policy in NCM, and then export it to a BCM device, the export operation fails, and the policy is not exported to the device. You must add all new policies directly to the BCM device through Unified Manager. (CR Q00862240)

ISDN field blank after import

When you create an ISDN entry on a BCM device, and then import the device to NCM, the import operation is successful, but the ISDN version field is blank. The value of the field is not imported properly. (CR Q00865090)

DLCI to IP mapping entries not imported

When you add a DLCI to IP Mapping tab entry on a BCM device, and then import the device to NCM, the import operation is successful, but the DLCI to IP Mapping entry is not imported properly. The DLCI and IP Address fields are blank.

Also, the IP Mapping tab does not display the Local IP and Remote IP Address fields. These fields must be displayed under the IP Mapping tab. Due to the absence of these field values, you will receive an export error after changing DLCI to IP Mapping entries, and attempting to export them to the BCM device. (CR Q00868006 and Q00868013)

Incorrect CallPilot version in IVR report

When you run the Report Generator Wizard in NCM, and select “Voicemail” IVR, the report window displays an incorrect version of the CallPilot Manager BCM Voicemail. Instead of displaying the current version, the report window displays CallPilot Manager BCM Voicemail version 1.0. (CR Q00841461)

Timeout errors when importing device configurations

When you import a BCM configuration for the first time, increase the timeout to at least 600 (the default is 60) in the **Import from Network** dialog box. Increasing the timeout prevents the driver from timing out when the inventory process takes longer than the original timeout value.

When you import and export configurations to and from devices on the network, NCM 4.0 Release Pack 3 waits for a response from the device. If the timeout period, which is device-dependent, expires, and NCM 4.0 Release Pack 3 has not received a response from the device, NCM 4.0 Release Pack 3 displays a timeout error message.

To increase or decrease the timeout period for a device, open its Properties dialog box, and click the **Import** or **Export** tab. Change the timeout period, and click **OK**.

In some situations (for example, over a busy WAN connection), the default timeout period is not long enough to receive a response from a device. In these situations, you can increase the timeout variable. You can set the timeout variable for devices on the **Import** tab and the **Export** tab for each device.

IVR service start

When using IVR, the IVR service is not started automatically after a restore operation. IVR service can be started from **Unified Manager > Diagnostics > Service Manager**. Search for Nortel Networks Startup Service, change the Startup to Automatic, and change Status to Started. The IVR then is functional. (CR Q00504754)

Patch distribution

You must specify a longer timeout interval when running a Send Image to Network operation.

Drop-down list not available

In NCM 3.0, under **IP Firewall Filters > LAN/WAN/UTWAN > Destination Port Range**, a drop-down menu is not available because it is located in Unified Manager. You must type in the label of the port, port number, or port range. (CR Q00671770)

Naming conventions do not match Unified Manager

Naming conventions for dial-up items, such as Modem and ISDN interfaces in the Resources node, do not match the names found in Unified Manager. In NCM, the convention is Interface ID *<interface or user name>*.

Import data

Telephony changes to lines and sets are not reflected in import data until the next day. Changes made to the Business Communications Manager are not reflected in the import data immediately. You must schedule an import to take place after 3:00 a.m. (the time that the line and set inventory takes place) in order to update NCM.

Known anomalies in previous versions of NCM

Progress bar

If you choose more than one configuration in the Configuration Data sub-tree, and import or export the configurations to the network, the progress bar behaves erratically, and is inconsistent with the actual progress of the operation. (CR Q00681693)

NCM potentially unreachable with dual NIC

If the NCM server machine has multiple IP addresses, it is advisable to include the command line argument `-host <ip_address of NCM server>`, and inform all NCM clients of the IP address.

Archive label not migrated from Oracle database

When you migrate archived entries, the label and comments are not migrated with the entries. Instead, a timestamp appears in place of the label, and any comments are gone. (CR Q00715339)

Log rotators after migration

Log rotator settings are not migrated from NCM 2.0 to NCM 3.0. Instead, default log rotator settings are created when the NCM 3.0 database is created originally.

Server messages incorrectly formatted in File > Send

When selecting multiple Common Files to send to the network, the operation's server log message combines all the file names into one string, and the message is formatted as though the multiple files are a single file. (CR Q00741834)

Wrong filename shown after using Browse function

When sending Common Files to the network, you have the option of using Browse to select Configuration Data devices. However, when you use the Browse function, the progress label displays "sending file to null." (CR Q00732291)

Wrong filename shown in FTP Send

When performing a **File > Send to FTP** operation, you can change the filename by double-clicking it. However, the progress label does not register the change and instead reports “sending <old filename>.” (CR Q00732289)

Starting syslog with the web server

When you start the server, if the web server cannot start on its port, the web server fails and does not set a “docroot” value for the path to the install directory. The syslog server needs this value to locate the appropriate syslog.txt file. Once the web server starts successfully at least once, the docroot is defined, and the syslog server can start with or without the web server.

Truncated menus

If you rely on the right-click method for running operations, you cannot view all menu options. The calculation for screen placement of the dialog box uses only the size of the main menu, without incorporating the size of any cascading submenus. It is possible, in some cases, to have a submenu truncated. In these cases, use the menu bar to perform the operations, or move the NCM client window to enable the submenus to display fully.

Audit log inconsistencies

Tools > Audit Log > on selected item does not display an audit log for these object types:

- **device > subnodes**
- **Schedule folder > Log rotator objects**

Audit log entries are not recorded for these operations:

- Operations on a device as a result of running a wizard
- Archive of common files
- **File > Send to Network** (CR Q00741839)

Telnet session history list

The Telnet session panel history list remains empty regardless of how many device sessions you open.

Send to TFTP using a remote server

When you Send to TFTP using a remote server across a WAN, a timeout message can appear, even though the operation was successful. To prevent the timeout message from displaying, ensure that all Send to TFTP operations use a remote server on the LAN. You also can place the files you want to send on your TFTP server, and then perform an Archive From TFTP from the remote server, rather than sending from a local server.

Log rotators

The log rotators sometimes can stop archiving log files after changes are made to the rotation schedule. If this occurs, uncheck and recheck the “Rotate Log Files by Date” checkbox under **Server Setup > Log Setup > <log_file>**. This resets the log rotator.

Operation progress bar

During several operations, such as Import from Network and Send to Network, the progress bar remains at a percentage for a long time. This is normal, and can last for several minutes.

Viewing syslog messages

When you change the IP address for remote logging or change from remote to local logging, you cannot view syslog messages. You must disable, and then reenable, the syslog server to view syslog messages properly.

Operational notes

This section provides operational notes for the Network Configuration Manager 4.0 release.

General issues and recommendations

- NCM 4.0 Release Pack 3 supports multiple login sessions for a particular user ID. You can use this feature so that first-level support engineers can log in with one user ID, second-level support engineers can log in with another user ID, and so on. Note, however, that the audit log records information is based on user ID. Therefore, in this scenario, you determine only the level of the engineer who performed a particular task; you can not determine the identity of the particular engineer who performed a particular task.
- If you change the settings on the system clock, you must restart the NCM 4.0 Release Pack 3 server and client software; otherwise, NCM 4.0 Release Pack 3 continues to operate based on the old system clock settings.

Chapter 3

Installing NCM 4.0 Release Pack 3

This chapter includes installation procedures for the Windows environment. NCM 4.0 Release Pack 3 does not support the Solaris environment. You must implement the following three points to ensure successful installation of NCM 4.0 Release Pack 3. NCM 4.0 Release Pack 3 must also be installed on client PCs running the NCM Standalone Client.



Note: Network Configuration Manager no longer supports the Solaris environment.

- NCM 4.0 Server must be installed on the server before attempting to install NCM 4.0 Release Pack 3 on the server.
- NCM 4.0 Standalone Client must be installed on the client PC before you attempt to install NCM 4.0 Release Pack 3 on the client PC.
- NCM 4.0 Release Pack 3 must be installed in the same directory as NCM 4.0 installation directory on both the server and the standalone client PC.

Installing NCM 4.0 Release Pack 3 in a Windows environment

Use the following steps to install NCM 4.0 Release Pack 3 on the NCM server or the NCM standalone client:

- 1 Verify your NCM 4.0 server or client is installed properly.
- 2 Retrieve NCM 4.0 Release Pack 3 from the NCM 4.0 Release Pack 3 CD or the Nortel Software Support web page.
- 3 Stop the NCM 4.0 Server or the NCM Server service if either is running.

You must stop the NCM 4.0 Server and NCM Server service only if you install NCM 4.0 Release Pack 3 on the Server. Stopping the NCM 4.0 server or NCM Server service is not required if you are installing NCM 4.0 Release Pack 3 only on a client PC.

- 4 Double-click the downloaded **NCM40RP3.exe** file to run the install.

The NCM for BCM450 1.0 Information screen appears and the installation files are extracted.

- 5 Click **Next** to proceed with the installation or click **Cancel** to quit the installation.

If you click Cancel, the installation prompts you to confirm that you want to quit the installation, upon which the program terminates.

If you select Next, the License Agreement screen appears.

- 6 Select the **I accept the terms of the License Agreement** button.

Selecting the **I accept the terms of the License Agreement** button activates the Next button and the installation continues.

Selecting the **I do NOT accept the terms of the License Agreement** button causes the License Agreement Warning box to appear, enabling you to quit the installation.

- 7 Click **Next** to accept the licensing terms and continue with the installation.

The Important Information screen appears, asking you to ensure the NCM 4.0 Server or the NCM Server service is stopped. Stop the NCM 4.0 Server or the NCM Server service, only if you want to install NCM 4.0 Release Pack 3 on the NCM Server. Stopping the NCM 4.0 Server or the NCM Server service is not required if you install NCM 4.0 Release Pack 3 only on a client PC.

Stop the NCM 4.0 Server by closing the NCM 4.0 Server command window. Stop the NCM Server service, by clicking stop on the NCM Server service in the Windows Services Management window.

- 8 If required, stop the NCM 4.0 Server or the NCM Server service.



Note: You must close the Windows Computer Management > Services window after the NCM Server service is stopped. The installation process fails, and NCM Server cannot start, if you try to install NCM 4.0 Release Pack 3 with the Windows Computer Management > Services window open.

9 Click Next.

The Choose Install Folder screen appears.

10 In the path field, update the install directory for the NCM Server or NCM Client.

The Choose Install folder screen opens with C:\Program Files\Nortel\ as the default install directory. NCM 4.0 Release Pack 3 must be installed in the same installation directory as the NCM 4.0 software. The installation directory is be incorrect if you did not install NCM 4.0 in the default installation path. You can update the install directory field manually or use the Choose button to browse your file system for the correct installation directory.

11 Click Next.

The Specify NCM Server as Service Settings screen appears, stating that NCM server can be installed as a service.

12 Check the **Install Server as system service** check box if you are running NCM 4.0 as a service. Leave the **Install Server as system service** check box unchecked if you are not running NCM 4.0 as a service and go to step 14.

If the **Install Server as system service** check box is checked, the Start the service at the end of the installation check box becomes available.

13 Check the **Start the service at the end of the installation** check box if you want to the NCM Server service started upon successful completion of the NCM 4.0 Release Pack 3 installation. Leave the **Start the service at the end of the installation** check box unchecked if you do not want to start the NCM Server service upon successful completion of the NCM 4.0 Release Pack 3 installation.**14 Click Next.**

The Configuration Task Complete screen appears.

15 Click Install.

The Installing screen appears, showing the progress of the installation.

When the installation is complete, the Install Complete screen appears.

16 Click Done.**17** The NCM Server service starts automatically if NCM 4.0 Release Pack 3 was installed as a service and you checked the **Start the service at the end of the installation** check box. If the NCM 4.0 Server service starts automatically go to step 19.**18** Start the NCM 4.0 Server.

- 19 After installation is confirmed, you can delete the **NCM40RP3.exe** file from your system.

Uninstalling NCM 4.0 Release Pack 3 in a Windows environment

You can remove NCM 4.0 Release Pack 3 only by uninstalling and reinstalling the NCM 4.0 product.