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Release Notes for Optivity Campus 7.0.2



NORTEL
NETWORKS™

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Introduction

This document describes the latest information about the Optivity Campus™ 7.0.2 network management application. This document is a supplement to your Optivity Campus documentation set. It is recommended that you read these notes before installing and using Optivity Campus.



Note: The Optivity Campus 7.0.2 documentation is supplied in Adobe Acrobat format on the *Optivity Campus 7.0.2 Documentation* CD. To access the Optivity Campus and related documents on the web, see [page 42](#). Additionally, refer to the *Using the Documentation* CD for more information about accessing the Optivity Campus 7.0.2 documentation.

The following information is included:

- [“New Features” on page 2](#)
- [“System Requirements” on page 3](#)
- [“New Device Support” on page 4](#)
- [“Agent Support” on page 6](#)
- [“Operating System Support” on page 9](#)
- [“Operational Notes” on page 10](#)
- [“Hard-Copy Technical Manuals” on page 41](#)
- [“How to Get Help” on page 42](#)
- [“How to View Optivity Campus Documents” on page 42](#)

New Features

Optivity Campus 7.0.2 provides the following new features:

- Year 2000 compatibility.
- New Nortel Networks device support, see [page 4](#).
- New Nortel Networks device agents, see [page 6](#).
- Upgraded Nortel Networks device management software, including:
 - SpeedView™ 4.1.1 for managing Centillion™ and Model 5000BH switches and monitoring and controlling network traffic.
 - Quick2Config™ 1.3.2 for configuring Centillion router agents.
 - Device Manager 3.0 and VLAN Manager 3.0 for installing and configuring Accelar™ routing switch products.

System Requirements

Before you install Optivity Campus 7.0.2 and HP OpenView for Windows, ensure that the network management station(s) upon which you install software meets the requirements defined in [Table 1](#).

Table 1. Optivity Campus 7.0.2 System Requirements

| Description | Requirement |
|-----------------------------|--|
| Management Station | Pentium IBM-compatible PC operating at 333 MHz recommended, 166 MHz minimum. |
| RAM | 128 MB recommended, 64 MB minimum |
| Disk Space | <ul style="list-style-type: none"> • 20 MB for HP OpenView Workgroup Node Manager 7.2d recommended, 10 MB minimum • 125 MB for Optivity Campus 7.0.2 recommended, 115 minimum |
| Video Adapter | VGA or Super VGA adapter and display |
| Operating Environment | <ul style="list-style-type: none"> • Microsoft® Windows 95® • Windows NT® 4.0 with Service Pack 4 or 5 |
| Communications Stack | <ul style="list-style-type: none"> • Winsock implementation on Microsoft TCP/IP stack. • IPX stack is supported only under Windows 95. |
| Network Management Platform | <ul style="list-style-type: none"> • HP OpenView Workgroup Node Manager 7.2d for Windows 95 and Windows NT 4.0 • HP OpenView Network Node Manager 6.0 for Windows NT 4.0 • Tivoli TME 10 NetView 5.1 for Windows NT 4.0 |
| CD-ROM Drive | 8 X recommended, 2 X minimum |
| Mouse | Microsoft Windows-compatible |

New Device Support

Optivity Campus 7.0.2 for Windows offers network management support for the following new Nortel Networks devices:

- Accelar™ 8132TX Edge Switch Module
- BayStack™ 254/255 Unmanaged Stackable Hubs
- BayStack 310-24T 10 Mbps Ethernet Switch
- BayStack 350-12T/24T 10/100 Mbps Switches (Nortel Rev. D versions)
- BayStack 410-24T 10 Mbps Stackable Switch
- BayStack 450-12T/24T10/100 Mbps Stackable Switches (Nortel Rev. D versions)
- BayStack 450-12F Switch
- Centillion™ 20 Token Ring Workgroup Switch
- Model 5424 EtherSpeed™ 24-Port 100BASE-FX Switch Module for System 5000BH

The new supported devices and the Optivity Campus applications that support them are shown in [Table 2](#).

Table 2. New Devices Support by Application

| | Autodiscovery | Flat Network View | Segment View | Expanded View™ | Alarm Manager | Threshold Manager | RMON Applications | Nodal View™ | Conversation Steering | LANarchitect™ | Switch Monitor | Node Security | Report Manager | Redundant Links | Agent Manager | VLAN Manager/ Device Manager | SpeedView™ |
|-----------------------------|---------------|-------------------|--------------|----------------|---------------|-------------------|-------------------|-------------|-----------------------|---------------|----------------|---------------|----------------|-----------------|---------------|---------------------------------|------------|
| Nortel Networks Devices | | | | | | | | | | | | | | | | | |
| Accelar 8132TX | X | | | | | | | | | | | | | | | X | |
| BayStack 254/255 | X | | | X | X | X | X | X | | | | X | | | | | |
| BayStack 310-24T | X | | | X | X | X | X | X | | | X | X | X | | | | |
| BayStack 350 12T/24T Rev. D | X | | | X | X | X | X | X | | | X | X | X | | | | |
| BayStack 410-24T | X | | | X | X | X | X | X | | | X | X | X | | | | |
| BayStack 410 Rev D | X | | X | | | | | | | | X | X | X | | | | |
| BayStack 450 12T/24T Rev. D | X | | | X | X | X | X | X | | | X | X | X | | | | |
| Centillion 20 | X | | | | X | X | X | X | | | X | X | X | | | | X |
| Model 5424 | X | | | X | X | X | X | X | | | X | X | X | | | | |

Agent Support

Table 3 lists the most current SNMP agent software versions and the associated image and configuration template files supported by Optivity Campus 7.0.2. The table also indicates the agent type—standard, advanced, or advanced analyzer.

Table 3. Nortel Networks Device Agent Support

| Agent Software | Standard Agent | Advanced Agent | Advanced Analyzer Agent | Image File | Configuration File |
|--------------------------------|----------------|----------------|-------------------------|--------------|--------------------|
| Model 810M version 1.0.4 | X | | | 810m104.img | 810m104.cfg |
| Model 271 version 4.4.0 | X | | | 271x440.img | 271x440.cfg |
| Model 271x version 5.1.6 | | X | | 271x516.img | tr516.cfg |
| Model 271xSA version 2.0.0 | | | X | 271sa200.img | 271sa200.cfg |
| Model 2810 version 3.30 | X | | | b2810x33.img | b2810x33.cfg |
| Model 2810 version 4.0 | | X | | 2810x40.img | 2810x40.cfg |
| Model 281x version 5.3.3.7 | X | X | | 281x5337.img | 281x5337.cfg |
| Model 281xSA version 2.0.0 | | | X | 281sa200.img | 281sa20.cfg |
| Model 331x version 5.3.3.7 | X | X | | 331x5337.img | 331x5337.cfg |
| Model 331xA version 5.3.3.2 | X | X | | 331a5332.img | 331a5332.cfg |
| Model 331xS version 5.3.3.2 | | X | | 331s5332.img | 331s5332.cfg |
| Model 331xSA version 2.0.0 | | | X | 331sa200.img | 331sa200.cfg |
| Model 3410 version 2.0.0 | | X | | 3410_200.img | 3410_200.cfg |
| Model 351x version 4.4.1 | X | | | 351x441.img | 351x441.cfg |
| Model 351x version 5.1.6K | | X | | 351x516k.img | tr516.cfg |
| Model 351xSA version 2.0.0 | | | X | 351sa200.img | 351sa200.cfg |
| Model 5310 version 1.5.1 | | | X | 5310_151.img | 5310_151.cfg |
| Model 5310A/SA version 2.0.1.1 | | | X | 531a2011.img | 531a2011.cfg |
| Model 5510 version 2.0.0.1 | | | X | 55102001.img | 55102001.cfg |
| Model 5616 version 1.5.3 | | | X | 5616_153.img | 5616_153.cfg |
| Model 5660 version 3.0.0 | | | | 5660_300.img | |
| Model 5665 version 3.0.0 | | | | 5665_300.img | |
| Model 5620 version 3.0.0 | | | | 5620_300.img | |

Table 3. Nortel Networks Device Agent Support (continued)

| Agent Software | Standard Agent | Advanced Agent | Advanced Analyzer Agent | Image File | Configuration File |
|---|----------------|----------------|-------------------------|---------------|--------------------|
| Distributed 5000 Model 5DN310 NMM version 2.0.0.3 | | | X | 53dn2003.img | 53dn2003.cfg |
| Distributed 5000 Model 5DN310 DCM version 2.0.0 | | | | nl11_200.img | |
| Distributed 5000 2 Slot Chassis Host Firmware version 1.3.0 | | | | 5d02_130.img | |
| Distributed 5000 3 Slot Chassis Host Firmware version 1.3.0 | | | | 5d03_130.img | |
| BayStack Ethernet Workgroup Switch (6 port) version 3.2.9 | | | | ewg6s329.zip* | |
| BayStack Ethernet Workgroup Switch (7 port) version 3.2.9 | | | | ewg7s329.zip* | |
| BayStack 102 Standard Agent NMM version 2.0.0 | X | | | bbse_200.img | bbse_200.cfg |
| BayStack 103 Advanced Agent NMM version 2.0.0 | | X | | abse_200.img | abse_200.cfg |
| BayStack 104 Advanced Analyzer Agent NMM version 2.0.0 | | | X | sbse_200.img | sbse_200.cfg |
| BayStack 104 DCM Agent version 2.0.0 | | | X | ln11_200.img | |
| BayStack 100BASE-T Ethernet NMM version 2.0.0.2 | | | | 100b2002.img | 100bt200.cfg |
| BayStack 150 Series version 3.0.2 | | | | b15x_302.img | b15x_302.cfg |
| BayStack 200 Series version 3.1.0 | | | | bs200310.img | bs200310.cfg |
| BayStack 250 Series version 3.2.0 | | | | b25x_321.img | b25x_321.cfg |
| BayStack 301 version 2.1.0 | | | | exx21010.301 | |
| BayStack 302 version 2.1.0 | | | | b302_210.img | |
| BayStack 303 version 2.1.0 | | | | b303_210.img | |

Table 3. Nortel Networks Device Agent Support (continued)

| Agent Software | Standard Agent | Advanced Agent | Advanced Analyzer Agent | Image File | Configuration File |
|---|----------------|----------------|-------------------------|--------------|--------------------|
| BayStack 304 version 2.1.0 | | | | b303_210.img | |
| BayStack 310 version 1.1 | | | | bs310_11.img | |
| BayStack 350T, 350F, 350THD, 350FHD version 2.0.4 | | | | b350_204.img | |
| BayStack 350-12T, 350-24T version 1.3.1.2 | | | | b3501312.img | |
| BayStack 410 version 1.3.0.2 | | | | b4101302.img | |
| BayStack 450-12T, 450-12F, 450-24T version 1.3.1.2 | | | | b4501312.img | |
| BayStack Token Ring 502 Standard Agent NMM version 1.2.6 | X | | | bst_126.img | bst_126.cfg |
| BayStack Token Ring 503 Advanced Agent NMM version 1.2.6 | | X | | abst_126.img | abst_126.cfg |
| BayStack Token Ring 504 Advanced Analyzer Agent version 2.0.0 | | | X | sbst_200.img | sbst_200.cfg |
| BayStack Token Ring 504 DCM version 2.0.0 | | | X | n511_200.img | |
| Model 281xx version 2.1.1.3 | | | | 28k2113.img | |
| Model 282xx version 2.1.1.3 | | | | dds2113.img | |
| Model 58xxx version 2.1.1.3 | | | | 58k2113.img | |
| Model 5720M version 4.1.1 | | | | axv41100.bh | |
| Model 5724M version 4.1.1 | | | | axv41100.bh | |
| Centillion 20 | | | | txf20100.c20 | |
| Centillion C50 version 4.1.1 | | | | axv41100.100 | |
| Centillion C100 version 4.1.1 | | | | axv41100.100 | |
| Accelar 1108, 1216 | | | | ** | |
| Accelar 1100, 1200 | | | | ** | |

Table 3. Nortel Networks Device Agent Support (continued)

| Agent Software | Standard Agent | Advanced Agent | Advanced Analyzer Agent | Image File | Configuration File |
|--------------------|----------------|----------------|-------------------------|------------|--------------------|
| Accelar 1050, 1051 | | | | ** | |
| Accelar 8132TX | | | | ** | |

*The following comments apply to the image file used for the BayStack Ethernet Workgroup Switch (7-port) version 3.29. This image file is included in a .ZIP file which you unpack to a separate directory using the PKUNZIP utility. Once unpacked, carefully read the README.TXT file for instructions on how to download the image file. You can use the image file, unpacked from the EWG7S329.ZIP file, with the BayStack Ethernet Workgroup 7-Port Switch and not with the BayStack Ethernet Workgroup 6-Port Switch.

**The device agent must be compatible with the Device Manager application version.



Note: Optivity Campus 7.0.2 does not include agent image files for Nortel Networks products. To obtain agent images, you must enroll in the Nortel Networks Software Services program. For more information, contact Nortel Networks Software Subscription Services at one of the following telephone numbers:

1-800-736-2666 (North America) or 1-408-450-3666 (International).

Operating System Support

Optivity Campus 7.0.2 with HP OpenView Workgroup Node Manager 7.2d runs under both Windows 95 and Windows NT Workstation version 4.0. Optivity Campus 7.0.2 with HP OpenView Network Node Manager 6.0 and/or Tivoli TME 10 NetView 5.1 runs under Windows NT 4.0 only.

Microsoft TCP/IP protocol is supported under Windows NT 4.0 only. When you run Optivity Campus 7.0.2 on Windows 95 or Windows NT Workstation version 4.0, you must disable Dynamic Host Configuration Protocol (DHCP).

Internetwork Packet Exchange (IPX) protocol is supported by Optivity Campus 7.0.2 with OpenView Workgroup Node Manager 7.2d running under Windows 95. If you remove IPX after installing Optivity Campus 7.0.2, you must reinstall Optivity Campus or modify the configuration files.

Operational Notes

The following sections describe key information that you should know about using Optivity Campus 7.0.2 on your management station.

Installation

The following notes pertain to Optivity Campus 7.0.2 installation issues:

- The *Optivity Campus 7.0.2 Software* CD automatically starts the setup program after the CD is inserted if Autorun is enabled. On some computers, the Windows Autorun feature either has been disabled or does not function properly. If the setup program does not start after about a minute, either start the setup program manually as described in *Getting Started with Optivity Campus 7.0.2 for HP OpenView Network Node Manager* or *Getting Started with Optivity Campus 7.0.2 for HP OpenView Workgroup Node Manager and Tivoli TME 10 NetView*, or refer to your computer system documentation for instructions on enabling the Autorun feature.

- When you reinstall or upgrade Optivity Campus 7.0.2 the following message is displayed:

Do you want to save old Database files?

If you answer Yes, the Optivity setup program saves your old database files in the *opt\saved* directory.

Refer to *Using Optivity Campus 7.0*, Appendix C, “Using the Database Maintenance Tool,” section “Restoring a Backed Up Database.” (This document is located on the *Optivity Campus 7.0.2 Documentation* CD.)

- If you installed Optivity Campus in its default directory, you can use the following DOS commands to back up the database:

```
cd C:\opt\db
```

```
erase *.taf
```

```
erase *.log
```

```
backup *.* a:/s
```

- Optivity Campus 7.0 is fully upgradeable to 7.0.2. You do not need to remove the Campus 7.0 software to perform this upgrade.

- During the upgrade, the following error message may be displayed:
“Setup could not clean up existing Application Directories
Please remove <directoryname> from your system” check the
following:
If you see this message, do the following:
 - a. **Close all programs and restart your system before continuing the upgrade.**
 - b. **If old Optivity directories were manually deleted choose a different location to install Optivity.**
 - c. **If you are an advanced user, remove the “ccc.exe” entry in the Registry HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\AppPaths**
- When you are running the setup program, select the Registration files and Optivity options.
- When you upgrade from a previous version of Optivity Campus to version 7.0.2, you should manually restore the previously saved Optivity database. To restore the database, copy all of the files from the `\opt\saved` directory to the `\opt\db` directory.
- The error messages, DBLayer Error -23, DBLayer Error -26, and DBLayer Error -40 could indicate that the database transaction file (*vista.taf*) and the log files (*user*.log*) in the Optivity database directory have been corrupted. To correct this problem, perform the System Cleanup procedure described in Chapter 3 [“System Cleanup” on page 2](#) of *Getting Started with Optivity Campus 7.0.2 for HP OpenView Workgroup Node Manager*.
- During installation, you must provide a gateway (discovery seed router) IP address. In a routerless environment, enter the gateway IP address 1.1.1.1.

General

The following general notes apply to a variety of Optivity applications:

- Optivity Campus 7.0.2 supports up to 80 subnets and 250 manageable devices defined for the monitored network.
- During IPX discovery, Optivity uses the attached IPX server to do discovery. If the database is not complete, set the following variable in the *discover.ini* file:

```
TryAltServers=1
```

- The BayStack 150 is not a multisegment device. However, it does let you isolate individual units from the segment. To isolate a unit from the segment, use Expanded View to open a Show Profile window for the unit and set the Attachment Point parameter to 0. To reconnect a BayStack 150, set the Attachment Point back to 1.



Note: Isolating a BayStack 150 Series hub using the Attachment Point parameter disables all management functions except the setting of the Attachment Point parameter.

- You must equip Model 5505P host modules with Model 559 daughterboards to be recognized by Ring Manager and by the FPU table.
- Access Node Hub (ANH™) devices initialize the repeater MIB to 0xFF instead of 0. Thus, invalid numbers appear in the fields of the Repeater MIB Diagnostics display shown in Figure 5-19 in Chapter 5, “Monitoring Your Network,” of *Using Optivity Campus 7.0* (located on the *Optivity Campus 7.0.2 Documentation CD*).
- When a Model 559 daughterboard is connected to a Model 5505P module, LANarchitect™ shows the Model 559 device as port 21 on the network management module (NMM).
- In a routing environment, Optivity Campus 7.0.2 does not support multiple networks on a single router interface (a practice known as multinetting).
- In historic line charts, when a display is zoomed in range, all points in the graph with values greater than the zoom range are normalized. To view the actual value of all the points, increase the zoom range.

- If you have isolated a cluster for troubleshooting purposes, by definition you have prevented it from communicating. Thus, if you use Expanded View to monitor an isolated cluster, there is no connectivity information available for this cluster—only unit, slot, and port information is displayed.
- If a database error (DBLayer) occurs when you start Optivity Campus, this error could indicate that your hard disk is full, and the database could not be written. Free up hard disk space and restart the system.
- If you run an application that uses Windows Sockets (WinSock) on a Windows 95 workstation, a gradual increase in the memory used by the operating system might occur over time, especially if the program opens and closes a large number of sockets. You can free the resources associated with a program by exiting the program. If you exit and restart Windows 95, the memory is freed.
- Nortel Networks recommends that you use a PostScript printer when printing from Optivity Campus applications. Also, Optivity Campus does not support the Print to File feature.
- For the IP Trap Receiver table registration to occur on a BayStack Ethernet Workgroup Switch, the agent must be set to default factory settings (such as “Read/Write community string=Private”) and Optivity Campus 7.0.2 must have `DEFAULT=Private` in the `c:\opt\bin\cpasswd.ini` file (the default setting for Optivity Campus 7.0.2).
- In some network configurations with a mix of Nortel Networks and Cisco Systems routers, the HP OpenView Network Node Manager alarm log reports error messages regarding duplicate MAC addresses. This problem is caused by the different brands of routers storing MAC addresses differently in their respective ARP caches.

Platform Software

The following sections contain operational notes regarding the network management platform software supported by Optivity Campus 7.0.2—HP OpenView Workgroup Node Manager, HP OpenView Network Node Manager, and Tivoli TME 10 NetView.

HP OpenView Workgroup Node Manager

- HP OpenView D.01.02, version 7.2 supports variable length subnet mask configurations. However, Optivity Campus 7.X does not support this feature and will not discover any devices in the network using variable subnet masks.
- When an Accelar 1100 or Accelar 1200 switch is included on an HP OpenView map, OpenView may fail upon receiving traps from the Accelar device. This problem occurs because the Accelar routing switches send SNMP v2 traps by default, and OpenView can only handle SNMP v1 traps. To prevent this problem, configure the Accelar device as follows to send SNMP v2 traps:

In the Accelar Device Manager application, choose Edit > Chassis and click on the Trap Receivers tab. Then, find the entry for the Optivity Campus management station in the Trap Receivers list and change the Version entry from V2 to V1.

- If the HP OpenView Workgroup Node Manager History list of traps is allowed to grow too large (greater than about 25000 entries), opening the History list can stop the computer. Stopping OpenView using the Windows Task Manager or Close Program dialog box in this situation can corrupt the alarm database, which prevents OpenView from starting. To prevent this problem, use the HP OpenView Customize Alarms dialog box to configure OpenView to delete alarms before the History list grows too large. Note that Acknowledging traps does not delete them; it moves them into the History part of the Alarm Log.
- During the installation, Optivity 7.0.2 makes some modifications to your existing HP OpenView Workgroup Node Manager (OpenView 7.2d) *.ini* and *devices* files. Optivity 7.0.2 creates a backup copy of the *.ini* and *devices* files (for example, *devices.001*, *devices.002*) in the *c:\opt\saved* directory. Use the saved files to return customization to your *.ini* files. (Note, however, that Optivity 7.0.2 does not maintain the original backup copies of your *trapmgr.ini* and *ovwin.ini* files if you install Optivity.)

- Optivity Campus 7.0.2 is supported on HP OpenView D.01.02 that is shipped on the installation CD. If you have a different version, uninstall it prior to installing Optivity Campus 7.0.2.
- The following error message may display if you open and then close Optivity Campus within less than one minute: `Exit Optivity first before logging in again`. This error happens because the logout and login processes take more than 30 seconds to execute. To avoid this problem, wait at least one minute after you log out of Optivity before you log back into or restart Windows.
- If you double-click an icon on the HP OpenView map and the submap does display, do the following:
 - Choose `Windows > Locate Object`.
 - Select a device that is part of the map that could not be displayed.
 - Choose `Edit > Rename Submap`.
 - Delete the DOT at the end.
- If HP OpenView faults with an `OVNETMON` error, exit OpenView and reboot your system.
- When you use the HP OpenView polling feature, you may receive an `Out of Buffer Condition` error. This error occurs in the Windows 95 environment if all of the following conditions exist:
 - The Optivity station is included in the polling list.
 - The Optivity station is set as the default gateway.To correct this problem, remove the Optivity station from the polling list.
- In a switching environment, the color of a device symbol for an Advanced agent NMM on the HP OpenView map might not reflect current device status. To ensure that accurate symbol colors are displayed on the map, add the Advanced agent NMMs you are managing to the HP OpenView polling list and start the polling process.
- If you see the `OVWIN caused a GPF in module <unknown> message`, shut down and reboot the system. Then delete the following files:
 - `C:\OPT\DB*.taf and *.log`
 - `C:*.net`
 - `C:\OPT\OV*.lck and ovalins.*`

- If the `SNMPAltRouterCommunity=` parameter is set in the `OVWIN.INI` file, the OpenView discovery process uses this parameter and excludes the `SNMPDefaultCommunity=` parameter.
- Do not change the OpenView subnet map name for compound objects (such as segment or subnet symbols). The subnet map name and compound object name must be the same in order for OpenView to open the subnet map when you double-click the compound object.
- When you use the HP Openview SNMP compiler to compile a MIB file that contains other MIB files and receive the following compiler error:

```
The selected files depend on the following MIB file:  
<list of MIB files>. Please compile these MIB files  
before attempting to compile this selection.
```

Check the following for possible causes.

 - The selected MIB file has a dependency on one or more of the MIB files listed.
 - Check the MIB files contents for correct format.
 - Select all MIB files that have dependencies at the same time before compiling or adding them to the database.
- The Optivity Campus database synchronization overwrites the host name field with an IP address which creates the same object twice in the HP OpenView database. A workaround is to select the hostname from the menu bar, by choosing Autodiscovery > Discover > Update.

HP OpenView NNM and Tivoli TME 10 NetView

The following operational notes pertain to issues related to both HP OpenView Network Node Manager and Tivoli TME 10 NetView:

- Original registration files stored in the following locations are saved to `<NMS platform>\saved` prior to updating them with Nortel Networks entries:
 - `<NMS platform>\conf`
 - `<NMS platform>\device`
 - `<NMS platform>\fields`

These files are overwritten by files currently in use every time you perform the installation process. However these files are not removed by the uninstall process, so you must restore them to their original location after an uninstall.

- You can start or exit Campus Command Center (CCC) independently of HPOV NNM or NetView.
However, you should never close or use Windows Task Manager to stop Optivity Campus processes.
- Check the PATH environment variable before you start NNM or NetView for the first time after installing Optivity 7.0.2. Follow the guidelines in *Getting Started with Optivity Campus 7.0.2 for HP OpenView Network Node Manager and Tivoli TME 10 NetView* to verify and restore, if needed, the PATH variable to its correct value.
- The Optivity Campus installation for NNM opens the NNM console during the registration process. You may clear and close it to resume installation.
- Towards the end of the installation process, cmd windows pop up momentarily as the setup program updates the platform databases. This may take quite some time depending on the size of the current NNM or NetView database. However, if any of these processes appear to be hung for an unreasonable length of time, you may stop them and manually perform the update later.

To manually update the platform database, execute the following commands in the order given.



Note: If the computer hangs after you issue the **ovstop** command, open the Windows NT task manager and end all processes named *ov*.exe* (such as *ovtrapd.exe*).

- For Tivoli TME 10 NetView

```
ovstop netmon  
ovw_config  
ovstop  
ovstart ovwdb  
ovstart ovtopmd  
ovtopofix -a  
ovstart
```

- For HP OpenView Network Node Manager

```
ovstop  
ovstart ovwdb  
ovw -fields  
ovstart ovtopmd  
ovstop netmon  
ovtopofix -a  
ovstart
```

- You should configure NetView and Network Node Manager to check for essential daemons at frequent intervals and restart them, if necessary. Failure of Netmon, which may occur because of some other associated process failed, prevents Campus Command Center and other related applications from receiving traps. Furthermore, TrapRdr32, the interface between NetView and Optivity, gets into a loop waiting for traps from the platform and takes up a very high percentage of CPU time.

Agent Software

The following operational notes pertain to issues related to agent software that are general in nature or exhibit symptoms in more than one Optivity Campus application:

- The Model 331X version 5.2 agent does not display any data in the utilization and frame size graphs in the RMON Summary window. In Report Manager, the packet, octet, and utilization graphs are displayed as 0. To solve these problems, use agent version 5.3 or later.

- All segment-level pop-up pie charts and displays for a Distributed 5000™ or BayStack Ethernet Hub are either “0” or return an “Invalid Object” message on the pop-up status line.
- For the Distributed 5000, BayStack Ethernet, and BayStack 100BASE-T hubs, the Show Profile display is unable to show the Location, Name, Version, Contact, and Description MIB object information.

Specifically, when SNMP requests are performed with group #1 index (Board index and Interface Number) on Distributed 5000 and BayStack Ethernet hubs, the agent returns an “Invalid Object” message. Additionally, when SNMP requests are performed with group #8 index (Ethernet and Segment Number), the agent returns a value of zero for backplane segment numbers 1, 2, and 3. For backplane segment numbers greater than 3, the agent returns an “Invalid Object” message.

- Token ring agents do not ping the router. As a result, IP hub discovery may not discover the IP addresses of representative NMMs in your token ring subnets. If this is the case, use the Add Device feature to manually add them.
- After you upgrade an agent in a device, Optivity Campus 7.0.2 does not reflect the correct agent version until you update the database. To update the Optivity Campus database, in Expanded View of the device, choose Configure > Validate.

DEVPOL Polling

After a default installation, the Optivity specific device poller DEVPOL performs all polling activity in Optivity Campus. The Optivity specific poller includes several enhancements in this release. These enhancements and some known issues regarding those enhancements are described in the sections that follow.

Default Device Classes Polled

Formerly, in Optivity Campus 7.01, only the Hub device class was actively polled after performing OpenView discovery and subsequent layout of a map. The new DEVPOL in Optivity Campus 7.0.2 additionally polls Router and Switch device classes as well.

Known Issues

While you can see this additional polling activity after creating the initial OpenView map, a problem was found when you save, close, then reopen the initial map. This activity causes the Optivity specific poller to revert back to Optivity Campus 7.01 behavior (polling only the Hub device class).



Note: If you are experiencing a problem with all device classes being polled, skip to [DEVPOL Refresh Button](#), [“Known Issues” on page 21](#).

For the problem regarding DEVPOL reverting back to Optivity Campus 7.0.1 polling behavior, use the following suggested workaround:

1. Start Campus Command Center (CCC) discovery and open a CCC view.

All devices and device classes contained in the CCC views are added to the polling list and are polled automatically by DEVPOL. Be sure to reopen a CCC view each time you restart Optivity Campus.

2. If not using a CCC view, use the Refresh button (a new feature in this release) within DEVPOL to generate a new list of devices to be polled from the active OpenView map.

To use the Refresh button, right-click the DEVPOL icon in the Windows taskbar and choose Modify Poll List. From the DEVPOL window, click Refresh.

After a refresh, all devices and device classes present in the active OpenView map are actively polled (see, [DEVPOL Refresh Button](#), [Known Issues](#) next). Perform a refresh each time you restart Optivity Campus after closing and reopening an OpenView map.

DEVPOL Refresh Button

The Refresh button causes DEVPOL to regenerate a new list of devices to be polled. The list is regenerated based on what particular OpenView map and/or CCC views are currently open.

Known Issues

- If you open an OpenView map and it contains Generic IP devices (by definition, anything that responds to a Ping but fails to respond to an SNMP request), these devices are actively polled via SNMP and fail. The generic device icon color changes from green to red. This critical device color then propagates to the higher level Internetwork View map as well.

The workaround to this problem is as follows:

1. **Filter the Generic IP device class as well as any other device classes you do not want to manage.**

From the OpenView menu, choose Autodiscovery > Configure > Device Classes.

2. **Click the device class from the available list, then click Ignore.**

3. **Perform a new Basic Layout to recreate a new map.**

The new map no longer shows the device icons from the device classes previously ignored.

4. **Click Refresh in DEVPOL to regenerate a new polling list based on the devices present in the active OpenView map.**

To use the Refresh button, right-click the DEVPOL icon in the Windows taskbar and choose Modify Poll List. From the DEVPOL window, click Refresh.

5. **Save the OpenView map.**

From the HP OpenView menu, choose File > Save.

Topology

The following notes pertain to topology issues:

- Optivity Campus 7.0.2 supports up to 250 manageable devices.
- Campus Command Center Autodiscovery does not work when an Accelar 1200 or Accelar 1100 routing switch is designated as the default gateway.
- The correct network topology may not be discovered if multiple bridges are connected to a network segment through a device that has Standard agent software installed. To correct this problem, install Advanced agents.

- Optivity could take up to one minute to reflect topology changes for System 3000™ devices and up to five minutes for System 5000™ devices, depending on network size.

IPX Protocol

Note the following points regarding the IPX protocol:

- If you want IPX support on a Windows 95 workstation, install the Microsoft NetWare component when you are configuring the management station.
- If you add IPX communications stacks to the management station after installing Optivity, reinstall Optivity to ensure that all IPX-related files are installed.
- If you remove IPX communications stacks from the management station after installing Optivity, delete the IPX references from both the [Optivity] and [LNMS] sections of the *synopt.ini* file. Find the line that reads:

```
Protocols = IP, IPX
```

and edit it to read:

```
Protocols = IP
```

On HP OpenView Workgroup Node Manager platforms, also remove references to the IPX protocol from the *OPT\OV\OVWIN.ini* file:

— In the [Discovery] section, find the line:

```
IPXDiscoverAll=Yes
```

and change it to read:

```
IPXDiscoverAll=No
```

— In the [OpenViewSNMP] section, find the line:

```
SNMPNetIpx=yes
```

and change it to read:

```
SNMPNetIpx=no
```

Miscellaneous Problems

The following miscellaneous problems have been observed:

- On the Windows 95 platform, printing tables across the network does not work. However, printing tables locally is possible.
- Flatnet View displays a `Topology Information Error ErrNo = 117` message when it cannot find the representative switch in a segment. (CR 113016)
- In OmniView, the performance utilization percentage on a WAN segment is off by a factor of 100. (CR 111524)
- OmniView displays erroneous or no `Ring > Activity` statistics for token ring devices. (CR 108349)

Bugs Fixed

- The Internetwork Map in HP OpenView always stays on the top of the HP OpenView main window. (CR 57180)
- Eliminate the Describe Flatnet dialog box used to Describe a flat network. This dialog box opens if Optivity Campus cannot find a representative NMM. (CR 56262)
- The Node Discovery in Optivity Campus 7.0.1 does not collect Show Nodes data from 5000BH and Centillion MCP modules. Therefore, Find Nodes does not work, and you do not know the stations attached to 5000BH and Centillion MCP modules. (CR 103567)
- The `DCS.INI` file that ships with Optivity Campus 7.0 has an IP Utilization formula that is misleading. The formula indicates of the amount of IP Packets Discarded. (CR 88227)
- You can change the IP address of the management station using the Optivity System Preferences dialog box NMS Configuration tab. (CR 56555)
- The DEVPOL device poller includes the following functionality: (CR 111580)
 - The Save Button is functional and saves beyond the active session. This involves removing calls that refresh the DEVPOL list when you reset another OpenView map or Campus Command Center View.
 - Sort the list by IP address.

- Flush the DEVPOL list and refresh it based on the current maps/views open at the time.
- Trap Registration process no longer occurs every 60 seconds. (CR 75615)

Application Notes

The following sections list operational notes and known problems for various Optivity Campus 7.0.2 applications. Agent-related issues are listed under Operational Notes of the application in which the symptoms are observed because they represent problems with the agent software, and not with the application.

Agent Manager

These notes pertain to the Agent Manager application.

Operational Notes

- The Agent Manager application needs both the MAC address and the IP address of each device to list the device in the main dialog box. Depending on how many devices you are upgrading, you can run Expanded View or Flat Network View or run Node Discovery to ensure that your database is fully populated.
- To show all NMM entries in Agent Manager, you must run the Optivity Node Discovery utility.
- When you upgrade an agent using Agent Manager, the boot router settings of the device must be properly configured. Otherwise, Agent Manager will not be able to upgrade the agent.
- The Revision column of the Image Upgrade dialog box displays the hardware revision letter instead of the firmware revision as stated in the documentation and online Help.

Known Problems

- Agent Manager does not support BayStack 200, BayStack 250, BayStack 350, or BayStack 450 series devices and the Accelar 8132TX, Model 5424 EtherSpeed 24-Port 100BASE-FX Switch Module for System 5000BH or Distributed 5000 Hub, Edge Switch Module, and the Centillion Token Ring Workgroup Switch. Refer to the documentation supplied with these devices for instructions on upgrading the agent software.
- In Agent Manager, during the upgrade procedure, entering the agent key via the Agent Key feature causes the Image Upgrades dialog box to display the key. The # agent XXXXXXXXX (agent key) is written to the agent configuration file. Open the configuration file and delete the pound symbol (#) from the agent key before upgrading the agent.
- Agent Manager may not be able to recommend the correct agent image upgrade version for devices that cannot distinguish an agent maintenance release (for example, for version 5.31, 5 is the major release, 3 is the minor release, and 1 is the maintenance release). After you perform the upgrade, the Status column shows In Progress when it should display Successful. If you restart Agent Manager, the Image Upgrade dialog box displays agent image version 5.30 in the Version column instead of 5.31. It also displays 5.31 in the Recommendation column instead of none, even though you have successfully downloaded the upgraded agent image version.

Alarm Manager

These notes pertain to the Alarm Manager application.

Operational Note

- Online Help is only available for those traps that arrive after the Alarm Manager window is opened. For all other traps, the online Help opens to a listing of the available Help topics.

Known Problem

- Alarm Manager does not properly report traps received from Nortel Networks routers.

Campus Command Center

These notes pertain to the Campus Command Center (CCC) application.

Operational Notes

- When many device icons turn red despite being reachable via Ping, it may indicate that the community strings in the device database are incorrect. This situation can occur if you upgraded or reinstalled Optivity, or reset the Optivity database, and then opened an old *.ccc* file.

If this situation occurs, choose Applications > Set Community String in Campus Command Center, and use the Set Community Strings dialog box to enter all of the read community strings used on your network. Click Yes when the application prompts whether or not you want to discover community strings.

- In CCC the Applications menu lets you start generic Optivity Campus applications, such as Expanded View and Threshold Manager.

Bugs Fixed

- The management station does not hang when you start Optivity Campus 7.0 Autodiscovery against a network including multinetted router loops. (CR 74742)
- The Autodiscovery Scheduler tab now lets you set options and longer closes prematurely, causing you to lose your changes. (CR 113461)
- Optivity Campus Command Center now displays a dialog box that tells you to Use Device Manager/VLAN Manager for managing all Accelar devices. (CR 113134)

Device Manager (For Accelar Routing Switches)

These notes pertain to the Device Manager application.

Operational Notes

- When you start Device Manager by right-clicking an Accelar device in the Campus Command Center Switches folder, the Open Device dialog box opens. You must enter the IP address of the target Accelar device in the Device Name text box to start the Device Manager application.
- You can not start Accelar Device Manager from the Optivity Campus program group or from the HP OpenView menu bar. (81623)

Expanded View

These notes pertain to the Expanded View application.

Known Problems

- When you run Expanded View on a Centillion C100 switch, the Bridge Groups Table (opened by choosing Config > Bridge Group) does not show any bridge groups for token ring modules.
- A problem occurs when you run Expanded View and then LANArchitect on a System 5000 device or any of the supported switching devices (Models 281XX, 28200, or 58000). When you try to view the Expanded View window for the second time, the window is blank. To make the window display correctly, choose Config > Validate.
- When you show the profile of two different token ring NMMs in the same chassis the same data is displayed for both NMMs. (CR 56735)
- Expanded View shows the BayStack 450 with the Bay Networks logo instead of the Nortel Networks logo. (CR 108434)

Bugs Fixed

- The BayStack 350 Autosense Switches reports LED status of the media dependent adapters correctly.
- The LEDs for port numbers above 12 on the Baystack 450-24T display correctly in Optivity Campus 7.0.1 Expanded View. (CR 99235)
- Expanded View in Campus 7.0 treats the 4x4 100BASE-TX switch Net Module like a 16-port module. Normally, that module is 4 switched-ports where each presents 4 100BASE-TX interfaces (a hub in fact), so the MCP considers the card as 4 ports. (CR 91119)
- The Set Partition Failed error message no longer is displayed when you partition a port on a BayStack 450 Switch in Expanded View by right-clicking the desired port and choosing Fault > Partition. (CR 101053)

Flat Network View

These notes pertain to the Flat Network View application.

Operational Notes

- To show a switch in Flat Network View, you must use the Describe feature to enter the IP address and device type for the switch.
- In a network with Baystack 100BASE-T or 10BASE-T hubs with basic agents, topology may not be supported. Flat Network View may use these basic agents as a representative network management module (NMM), but these agents do not support network topology. To make topology work correctly, assign another agent as the representative NMM using the Describe feature.
- If you have a problem seeing a BayStack 28115 Ethernet Switch (formerly known as the LattisSwitch™ hub), a BayStack 28200 Modular Ethernet Switch, or a BayStack Ethernet Workgroup Switch in Flat Network View, make sure its MAC and IP addresses are in the device database. Start LANarchitect or Expanded View to ensure that your database is complete with both IP and MAC addresses for these switches.
- In a switching environment with Nortel Networks switches, the color of a device symbol in Flat Network View or Segment View may not reflect current device status. To correct this problem, use the Validate feature to update the Flat Network View or Segment View display.

Known Problems

- Flat Network View cannot display interconnection information for switched networks.
- Flat Network View does not effectively support combinations of 28100-series, 28200-series, and BayStack Ethernet Workgroup switches.
- Flat Network View does not support the Model 5616 Ethernet/Fast Ethernet NMM.
- Flat Network View does not show correct topology for segments that contain BayStack 250 devices.
- Token ring bridge icons remain blue in Flat Network View.

LANarchitect

These notes pertain to the LANarchitect application.

Operational Notes

- Although you can display a BayStack Ethernet hub in LANarchitect, the agent software does not support software switching for segments. However, the Move button is not deactivated for BayStack Ethernet hubs. For BayStack Ethernet hubs when you use LANarchitect to move a cluster to different segments, the following message is displayed:

```
Move Cluster - Fail to attach cluster
```
- In the Model 5580 Token Ring Router Module, only interface 4 supports LANarchitect. Interfaces 1, 2, and 3 are hardwired to ring segments 1 through 3.
- When you use LANarchitect to move ports between backplanes on Model 5605P or 5675P-FX Autosense host modules, observe the following:
 - Each port has both 10 Mbps (Ethernet) and 100 Mbps (Fast Ethernet) connections. The 10 Mbps connection is the connection the port uses when Autosense detects that the connected device is communicating at 10 Mbps. The 100 Mbps connection is the connection the port uses when Autosense detects that the connected device is communicating at 100 Mbps.

- When you drag ports between backplanes, LANArchitect always moves the port connection (either 10 Mbps or 100 Mbps) that matches the speed of the target backplane. The configuration of the other connection is determined by the settings of the AutoSense Setting dialog box, that opens when you choose Option > Set Config Mode. These settings are as follows:
 - Under the Symmetrical Number setting, the other connection is moved to the matching backplane of the same number.

For example, dragging a port from E-Bkpl # 3 to E-Bkpl#5 moves the 10 Mbps connection to E-Bkpl #5 and also moves the 100 Mbps connection to FE-Bkpl #5.
 - Under the Isolate setting, the other connection is isolated.

For example, dragging a port from E-Bkpl # 3 to E-Bkpl#5 moves the 10 Mbps connection to E-Bkpl #5 and also isolates the 100 Mbps connection.
 - Under the Ignore setting, the other connection remains unchanged.

For example, dragging a port from E-Bkpl # 3 to E-Bkpl #5 moves the 10 Mbps connection to E-Bkpl #5 but does not change the 100 Mbps connection from its previous value.



Note: When you drag Autosense ports between backplanes of different types, always validate the setting from the device after each successive operation.

Known Problems

- You can not use LANArchitect to move a Model 28200 DCM to a different port on the switch.
- LANArchitect shows the BayStack 10BASE-FL hub and either the 10BASE-T hub AUI MDA or 10BASE-FL MDA as separate components even though they are in the same cluster as other ports on the same hub.
- For Model 5616SA NMMs, LANArchitect does not properly identify DCMs, second interfaces, or PPP interfaces. This misidentification causes the application to represent these resources with the magnifying glass icon normally used for NMMs.
- LANArchitect does not show local segments for the 53DN003 chassis. (CR108444)

Nodal View

These notes pertain to the Nodal View application.

Operational Notes

- In NodalView™, Distributed 5000 (version 1.3 and later) and BayStack Ethernet hub (version 1.3 and later) nodes turn blue because they do not support the statistics for which they are being polled. This is true for the Model 5310SA Agent version 1.5.1, the BayStack 100BASE-T Agent version 1.1.1, the Model 331x Agent version 5.3.3, and the BayStack 50x Agent version 1.1.2.
- The Net Address (IPX) display property in NodalView is not available. Net Address always displays the IP address.

Known Problems

- In Nodal View when you choose Properties > Net Address, the IP addresses for some devices are not displayed.

The same is true in the RMON Summary View. When you select View by Net Address (default is MAC address), some of the devices do not display their IP addresses. (56865)
- In Nodal View, to partition a user from their attached port, click on the icon representing the user (PC) attached to a port of a managed hub, right-click on the line representing the PC and choose Fault > Disable. However, when you try to re-enable the port by choosing Fault > Enable, the process fails. The workaround is to enable ports through Expanded View. (CR 57447)

Node Security Manager

These notes pertain to the Node Security Manager application.

Bugs Fixed

- Node Security Manager works with BayStack 150 or BayStack 250 devices. This is due to problems with the BayStack 150 version 2.0 agent and the BayStack 250 version 1.0 agent. (CR 86950)
- Node Security for Distributed 5000 hub now works. (CR 87822)

Out-of-Band Manager

This note pertains to the Out of Band Manager application.

- If out-of-band communication times out while modems are negotiating a connection, you should add the following information to the *c:\opt\bin\async.ini* file:

```
[Modem]
WaitConnect=44
```

Report Manager

These notes pertain to the Report Manager application.

Operational Notes

- Nortel Networks recommends that you routinely back up your report database by copying and saving the *c:\opt\db\dcldb.** files.
- When you use Report Manager, you must always provide the RMON Interface Number in the “Device Details Page.”
- In Report Manager, “DCM A” may not correspond with “RMON Interface 1.” To determine the interface to DCM mapping, run the RMON Summary application on the device in question. If the interface number is not available, uncheck the “Select RMON agent” box and the program defaults to collecting information from the NMM. Data collected will then be from the segment to which the NMM is attached.
- When Report Manager is abnormally terminated, the following message is displayed when the Report Manager is restarted: `DBLayer Error, invalid db_address (code = -6)`. After this error displays, a dialog box opens with a list of reports. Open each report to determine if data is accessible. If not, delete that data collection from the Report Manager.

Known Problems

- Report Manager does not support BayStack 250 devices.
- Report Manager supports Model 5616 modules to the segment level; port level statistics are not supported.
- In *Using Optivity Campus 7.0*, on page 8-16, it says that in Report Manager you can choose File > Open to open a file that has been saved as a tabbed or HTML file. This menu does not exist.
- For the BayStack 410 switch Report Manager show specify the correct interface index for report collection instead of slot and port indexes. (CR 112700)

Bugs Fixed

- Running Optivity Campus 7.0 Report Manager against a token ring System 5000 or Model 5510 NMM running version 2.0.0 code does not fail. (CR 86211)
- Report Manager only looks at the report name longer than five characters. (CR 57168)
- Report Manager properly sorts reports created after the year 2000. (CR106789)

Ring Manager

These notes pertain to the Ring Manager application.

Operational Notes

- The following items pertain to the TR Embedded Manager window:
 - For a Model 5505 token ring module, changing the value in the Mode column from CoreStatistics to Roving will not result in Roving appearing in the Mode column for all entries pertaining to that module.

Instead, one of these entries continues to display a value of CoreStatistics in the Mode column. It is not possible to obtain statistics for that entry.
 - For the Model 5575X token ring module, it is not possible to obtain accurate statistics if the RingIn port is not inserted.
 - For the Model 5502 token ring module, the EmbeddedMgmt value is not accurately represented in the Capabilities column.
 - If a module has “EmbeddedMgmt” capability and the mode is set to “CoreStatistics,” only one entry should exist for that module. If more than one entry is present, wait for some period of time and then validate again to allow the multiple entries to collapse as one. In the multiple entry state, it is not possible to obtain statistics for that module.

RMON Applications

These notes pertain to the Optivity Campus RMON applications.

Operational Notes

- The Layer 3 Matrix RMON applications poll only proprietary Nortel (Synoptics) hubs. These applications will not work with RMON industry-standard devices, including Stack Probe agents. The workaround is to use Optivity Analysis NT 1.1.
- Because some device agent MIB profiles coded within Optivity may not have been updated to the most recent and capable agent for some devices. Optivity may assume that a device RMON capability to be less than actually exists with a newer agent loaded in the device. Therefore, some RMON groups information may not be polled by Optivity even though the device is capable of providing this information. The workaround is to use Optivity Analysis NT 1.1.
- To view full RMON data for the BayStack 50x Token Ring Hub, start the application for the two interfaces.
- To view files you saved using the RMON Summary Filter and Capture feature, use *pdecode.exe*, located in the `\opt\armon\` directory.
- When you run RMON applications for a System 5000BH chassis in which more than one MCP module is installed, note that each MCP module can only gather RMON statistics for the half of the chassis in which it is installed (slots 2-8 or slots 9-13). Use the Probe Connectivity dialog box in the Campus Command Center to make sure that the IP address specified is for the MCP installed in the half of the chassis for which you want to gather RMON statistics.
- Optivity Campus RMON applications support System 5000BH modules and Centillion C50N and C50T switches only if they are running version 2.2 or later agents and the etherStatsTable has already been created. To create the etherStatsTable, see the following *readme* file on the Optivity Campus Software CD:

```
<CD_drive>:\wgn\unsupprt\readme.est
```

- When you run RMON Summary on a BayStack 28000 Switch running an agent version 2.0 or earlier the following error is generated:

```
"(RMONSVR-019) There is no Probe Monitoring <IP Address>, Slot:x,  
Port: y"
```

As a workaround, edit the `c:\opt\bin\rmon_opt.ini` file and find the lines below:

```
:28K family; provide default support  
1.3.6.1.4.1.45.3.15.1=0  
1.3.6.1.4.1.45.3.13.5=0  
1.3.6.1.4.1.45.3.17.3=0
```

Modify all values on each subnet line replacing “0” with “2”. If the RMON server process is not closed at this time, wait a few minutes until it is closed before restarting RMON Summary.

Known Problem

- The RMON Filter and Capture application does not work with either Stack Probe or with System 5000 token ring devices.

RouterMan

These notes pertain to the RouterMan™ application.

Operational Notes

- If your RouterMan Browse Profiles display for an Agent Identification Server shows a time out in the status bar, close RouterMan and restart the application.
- In RouterMan, some of the XNS Host Table and Filter Table displays may always show “Get” in the status bar.
- The Administration Status field for Nortel Networks routers 7.55 and above displays the number 1, 2, or 3, with the following meanings: 1=up, 2= down, and 3=testing.
- RouterMan generates an Unknown Protocol message in the fault log if the router receives a BOFL packet.

Known Problems

- When RouterMan shows the administration status as up and the operational status as down, the fault symbol, performance symbol, and Fault Log do not show or report a fault.
- On a Novell file server with routing capability turned on, the SysName, SysLocation, and Contact Person fields cannot be set to NULL using RouterMan.
- In the RouterMan Fault Log, no entry is available in the “Cause” field for Nortel Networks routers.
- For Nortel Networks routers running the VINES protocol, the Configuration Routing Table displays identical values in each table entry.

Bug Fixed

- The following error messages do not occur when you start Router Man 1.2 on either a Windows 95 or Windows NT management station. (CR 104413)
 - Error insufficient Memory
 - Abnormal program termination

Segment View

These notes pertain to the Segment View application.

Operational Notes

- For some video display drivers, Segment View icons are not displayed properly. If this happens, it is recommended that you set your video display driver to 256 colors.
- Segment View does not support Model 5616 modules.

Switch Monitor

These notes pertain to the Switch Monitor application.

Operational Notes

- The Switch Monitor calculates switch port utilization on both received and transmitted traffic. For unconnected switch ports, the utilization is nonzero because of switch maintenance traffic. For BayStack 28115 Ethernet Switches, the utilization is based on received traffic only.
- The following requirements must be met before the Load Balance Manager can properly analyze the traffic patterns among switched segments and provide Load Balance recommendations:
 - RMON agents are required for each switch segment because the Load Balance Manager uses the RMON source-destination and destination-source matrix to analyze traffic.
 - You must use the Describe feature to enter RMON into the database.
- When you run Switch Monitor for BayStack 28000- or 58000-series switches running in STP Mode, the Domain View and Community View are available even though these views are only valid when the switch is running in LattisSpan™ mode. In STP mode, Domain and Community views display invalid information.
- When you add rows to the Utilization Graph or the Error Graph for the BayStack Stackable Hub the row is shown as “Sx-Py” where “x” is the unit number and “y” is the port number.

Known Problems

- The Switch Monitor application does not support the Ethernet Workgroup Switch or the Baystack 301 Desktop Ethernet Switch.
- The Switch Monitor does not support versions 1.1X and 1.2X of the BayStack 28115 Ethernet Switch agent software. Versions 1.3X, 1.4X, and all future releases are supported.

- Switch Monitor does not display agent information for a BayStack 28000 agent versions 2.1.0.x or 2.1.1.x. (CR 78606)

Bugs Fixed

- Switch Monitor now provides a switch view on 28K switch agents beyond version 2.1.0. (CR 78606)
- Running Switch monitor on a BayStack 350T running 1.2.0.10 code, the In Kilobytes statistic in the display no longer shows a negative number. (CR95445)
- Switch Monitor now shows all of the units in stacked BayStack 450 Autosense switches. (CR 11079)
- Switch Monitor running on a MCP now works when the total number of interfaces in a Centillion/5000BH exceeds 112. (CR 100256)

Threshold Manager

These notes pertain to the Threshold Manager application.

Operational Notes

- Threshold Manager supports System 5000BH modules and Centillion C110 and C50 switches only if they are running version 2.2 or later. These agents do not populate the “etherStatsTable”, “tokenRingMLStatsTable”, and “tokenRingPStatsTable” tables automatically. To populate the table, see the following *readme* file on the *Optivity Campus 7.0.2 Software CD*:
`<CD_drive>:\wgn\unsupprt\readme.est`
- The Centillion agent version 3.1 and above have “tokenRingPStatsTable” support.
- The Threshold Manager menu item is enabled only for certain devices. It is not available for all devices.
- On the BayStack 28000 and 58000 Switches the Threshold Manager only supports agent version 2.1 and later.

Known Problems

- When you run Threshold Manager on a Model 3410 NMM, the Event Log tool bar is always deactivated.
- Threshold Manager cannot set thresholds on virtual ports of Centillion devices.
- Threshold Manager cannot set the following thresholds on Interfaces of Model 5616SA and Model 5310 NMMs and BayStack 200 and BayStack 10BASE-T hubs:
 - FCS Errors
 - Collisions
 - Late Collisions
 - Short Events
 - Rate Mismatches
 - Back-off Failures
 - Auto-partitions
 - Short IPGs
 - Null Frames
- When you set thresholds on a BayStack 200, the Target list contains the following backplane entries:
 - Unit *<unit number>* Backplane 1
 - Unit *<unit number>* Slot *<slot number>* Backplane 1Only the entry for Unit *<unit number>* Slot *<slot number>* Backplane 1 is valid; thresholds set for the other entry will not work.
- When you set thresholds for a BayStack 350 with version 2.0 agent, you must set both rising and falling thresholds.

- The following error messages from Threshold Manager are not documented.

Apply to device operation failed on x entries. (THD-045)

Please select an available board for the filter! (THD-046)

Please select an available interface for the filter! (THD-047)

Please select an available cluster for the filter! (THD-048)

Please select an available port for the filter! (THD-049)

Please select an available backplane for the filter! (THD-050)

Bugs Fixed

- Threshold Manager™ now supports BayStack 28000 and BayStack 58000 Series switches when you use agent version 2.0 or later.

Hard-Copy Technical Manuals

You can print selected technical manuals and release notes free, directly from the Internet. Go to support.baynetworks.com/library/tpubs/. Find the product for which you need documentation. Then locate the specific category and model or version for your hardware or software product. Using Adobe Acrobat Reader, you can open the manuals and release notes, search for the sections you need, and print them on most standard printers. You can download Acrobat Reader free from the Adobe Systems Web site, www.adobe.com.

You can purchase selected documentation sets, CDs, and technical publications through the collateral catalog. The catalog is located on the World Wide Web at support.baynetworks.com/catalog.html and is divided into sections arranged alphabetically:

- The “CD ROMs” section lists available CDs.
- The “Guides/Books” section lists books on technical topics.
- The “Technical Manuals” section lists available printed documentation sets.

How to Get Help

If you purchased a service contract for your Nortel Networks product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

If you purchased a Nortel Networks service program, contact one of the following Nortel Networks Technical Solutions Centers:

| Technical Solutions Center | Telephone Number |
|----------------------------|----------------------------|
| Billerica, MA | 800-2LANWAN (800-252-6926) |
| Santa Clara, CA | 800-2LANWAN (800-252-6926) |
| Valbonne, France | 33-4-92-96-69-68 |
| Sydney, Australia | 61-2-9927-8800 |
| Tokyo, Japan | 81-3-5402-7041 |

How to View Optivity Campus Documents

To use the *Optivity Campus 7.0.2 Documentation* CD:

1. **Insert the *Optivity Campus 7.0.2 Documentation* CD in the management station CD-ROM drive.**

2. **From the Windows Start menu, choose Run.**

The Run dialog box opens.

3. **Type the following:**

<CDROM_drive>:\Welcome.pdf

4. **Click OK.**

The *Optivity Campus 7.0.2 Documentation* CD interface opens in Adobe Acrobat.

5. **Click Main Menu.**

The list of documentation opens.

6. **Click the document that you want.**