Visualization Performance and Fault Manager (VPFM)

AVAYA

Software Release 3.0.2
GA Release Notes

1. Release Summary

GA Date: 25 March 2013
Purpose: The VPFM 3.0.2.0 GA Release Notes provide the following information:

- Supported Operating Systems
- Supported Browsers
- Operational Notes
- What's new in VPFM 3.0.2
- Obtaining VPFM 3.0.2 license
- Installing VPFM 3.0.2
- Issues addressed from earlier releases
- Known Issues
- Note on future releases

2. Important Notes Before Installing this Release

VPFM 3.0 provides an update installer. This allows you to update from earlier versions of VPFM to VPFM 3.0.2 GA release. **You are not required to uninstall for an update** installation.

When you are installing VPFM, ensure that any errors reported by the pre-Install checks have been addressed. The pre-install checks within the installer provides a comprehensive check of host server requirements and will not allow installation to proceed if there are any errors.

If you are a customer upgrading VPFM on a virtual machine to Release 3.0.2, take note of the new process to obtain your License Authorization Key based on HOST_ID and NOTICE as documented in Section 7.

3. About VPFM 3.0.2.0

VPFM 3.0.2.0 is feature pack release for the Avaya Collaboration Pod. This release of VPFM also fixes some previous issues and deficiencies in VPFM 3.0 GA. VPFM 3.0.2.0 is released as an appliance (OVA) for the Avaya Collaboration Pod and as a software only installer for standard application.

New Features in VPFM 3.0.2

Dashboard enhancements for reporting

Enhancements to the Avaya Visualization Performance and Fault Manager (VPFM) dashboard include the following:

- Export of dashboard

- Pie charts.

Dashboard for pod

With the introduction of the Pod in Avaya Visualization Performance and Fault Manager (VPFM) 3.0.2, you can create a dashboard for a pod that contains the following reports:

- Availability report
- Event summary
- Element status summary
- Top-N interfaces
- Switch health

Discovery features

Avaya Visualization Performance and Fault Manager (VPFM) 3.0.2 introduces the following discoveries:

- discovery of pod — discovering and visualizing the pod as a single logical unit
- discovery of pod components
  - VSP 7000
  - VM Hosts
  - VMs
  - SMGR, SM, Communication Manager (CM), and G450
  - EMC VNX 5300
  - ERS 4286 GTS
- discovery of Avaya Aura applications
  - AES
  - ACE
  - Utility Server
  - SAL
  - Presence
- EMC storage discovery
  - LUN ownership

Fault and diagnostics enhancements

Enhancements to fault and diagnostics include the following:

- CM ASM alarm details — Interprets traps when alarm numbers are mapped.
- Handling of device error
- Improved fault color propagation icons.
- Tree perspective fault; balloon status.
- Ability to launch telnet, SSH, and EDM from a device map icon.

Fault correlation

With Avaya Visualization Performance and Fault Manager (VPFM) release 3.0.2, CM traps, VSP 7000 traps and availability events are available on all devices and applications.

4. Supported Operating systems

The following table lists the operating systems supported by VPFM 3.0.2.0.

Operating system	Version
Windows	2003 SP2 32/64-bit Standard/Enterprise

	2008 32/64-bit Standard/Enterprise 2008 R2 Standard/Enterprise **Notes:** Windows 2003 is supported only through upgrade. New install of VPFM 3.0.2 on Windows 2003 Operating System is not supported.
Linux	RHEL 5.6 32/64-bit

Support for VMware environment for Windows and Linux Operating system

VPFM 3.0.2.0 appliance bundles the Red Hat Enterprise Linux RHEL 5.6 and the VMware tools. VPFM 3.0.2.0 is compatible with VMware ESXi 5.0 and Microsoft Hyper-V Server 2012.

Please note that US English is the only supported locale while installing VPFM 3.0.2.0. The installer as well as the pre-install checks will not allow installation to proceed if the system language is not US English.

5. Supported Browsers

The following table lists the web browsers supported by VPFM 3.0.2.0.

Browser	Version
Microsoft Internet Explorer	8.0, 9.0
Mozilla Firefox	Latest two versions

Notes

- ☐ You will require the Adobe Flash plug-in to be installed for your browser (Internet Explorer and Firefox), in order to view network maps in VPFM 3.0.2.0. Please refer to the VPFM Configuration Guide for details.
- ☐ Although we certify VPFM 3.0 is compatible with Firefox 19, there should be no major issues using the software with any of the later versions of Firefox.
- ☐ It is recommended that users not use the zoom controls of the browser to zoom the topology maps. Instead use the zoom slider and text boxes provided on the Network Browser page.
- ☐ IE 8 & IE 9 do not support compatibility mode. It is recommended that you disable this mode on these browsers when using VPFM 3.0.2.0.
- ☐ It had been noticed, intermittently, that after upgrading to VPFM 3.0.2.0 the VPFM link on System Manager do not redirect correctly. If this happens, clearing the browser cache and restarting the browser should fix the issue.

6. Operational Notes

Inter-operability with other UCM applications

VPFM 3.0.2.0 can be installed on UCM platforms running COM 3.0.1, VPS 1.0.1 and IPFM 2.0.2 (and vice-versa). VPFM 3.0.2.0 is backward compatible with the above mentioned applications.

VPFM 3.0.2.0 can be used as a member to Avaya Aura System Manager Avaya 6.2 or CS 1000 rel 7.6 as primary in the UCM cluster.

User Interface

In the VPFM Network Browser, the Edit Mode button is set to OFF by default, thereby making the nodes non-movable. Be sure to toggle this button to ON if you want to move the nodes around.

Also, the Edit Mode button setting applies only to the current view. When the user moves to a different view, the button again needs to be toggled so that the user can move nodes within that view.

The "Show All" and "Show VOIP Devices" context menu options for routers and switches works only while Edit mode is enabled. Also, these operations work only in Custom Views. When these operations are invoked while in default views, the user is first prompted to save it as a custom view after which the results of the operation are displayed.

The Top-N dashlets shows numbers of rows equal to the configured number times the number of domains, if the * is chosen as the domain for the dashlet. * represents all domains.

Java Device Manager (JDM)

- ☐ JDM can now be launched by right-mouse click on a device and choosing "JDM-Launch" from the "Tools" menu.
- ☐ VPFM will provide the IP address and the read/write community strings to JDM as part of the launch so that JDM will not prompt the user for these details.
- ☐ In order for JDM to work , JRE 1.6 or greater is required to be installed on the system where the browser is being run from.
- ☐ Pop-up blockers will have to be disabled on the browsers..
- ☐ In case of Firefox (on both Windows & Linux) when the browser prompts to open a file called "index.jsp" which is of type "JNLP", select the "Open with" option. Click on the dropdown field right beside the "Open with" label in that dialog and select "Other…" This will open a file explorer & using this explorer navigate to the following executable - <JRE 1.6 home>/bin/javaws. Then click on OK in that browser dialog. This needs to be done only the first time to associate the right version of the java web start to the file. Henceforward, attempting to launch JDM will still show the browser prompt window (unless the option "Do this automatically for files like this from now on" option was checked) but the correct javaws binary will already be selected.
- ☐ In case of Internet Explorer on Windows security settings will have to be altered to remove the information bar. The steps are explained here - http://windows.microsoft.com/en-US/windows-vista/Internet-Explorer-Information-bar-frequently-asked-questions. If however you do not wish to alter this security setting, you can directly launch JDM by going to a new browser window/tab & typing http://<VPFMserver>/jdm/index.jsp in the address bar. As a reminder JRE 1.6 must be installed & must be the default JRE on the system.

Shortest Path Bridging (SPB)

Users will need to provide SSH or telnet credentials to the SPB devices, in order to use the SPBm diagnostics tools provided in VPFM.

Virtual Machine Discovery

Users might need to increase the SNMP and ICMP timeouts and retry values to fully discover the VM and VM hosts. Please work with your VPFM SE in order to change these settings and re-install the VPFM service.

Discovery of Stacked Units (ERS 5xxx, ERS 45xx, ERS 25xx)

Property table for stack units incorrectly displays SNMP version as v3

Deleting domains and recovering disk space

There is a known issue where if you delete a VPFM domain, the trend data is not removed. If you need to free up the disk space, you will need to remove this data manually. You can do this by going to the VPFM_HOME/acqHistory folder and removing the folder with the same name as the domain that was deleted (VPFM_HOME on Windows is typically C:\Program Files\Avaya\UCM\VPFM and on RHEL is /opt/avaya/ucm/vpfm).

7. Obtaining 1st time and upgrade VPFM 3.0.2.0 license

You may need a new license to enable VPFM 3.0.2.0, even if you are upgrading from a previous release (3.0.1.0 or earlier). This section describes how to obtain and register a first time customer / upgrade customer License Authorization Code (LAC). The first time installation instructions are also documented in **Avaya Visualization Performance and Fault Manager – Installation (NN48014-300).**

First time customer – Obtaining the License File

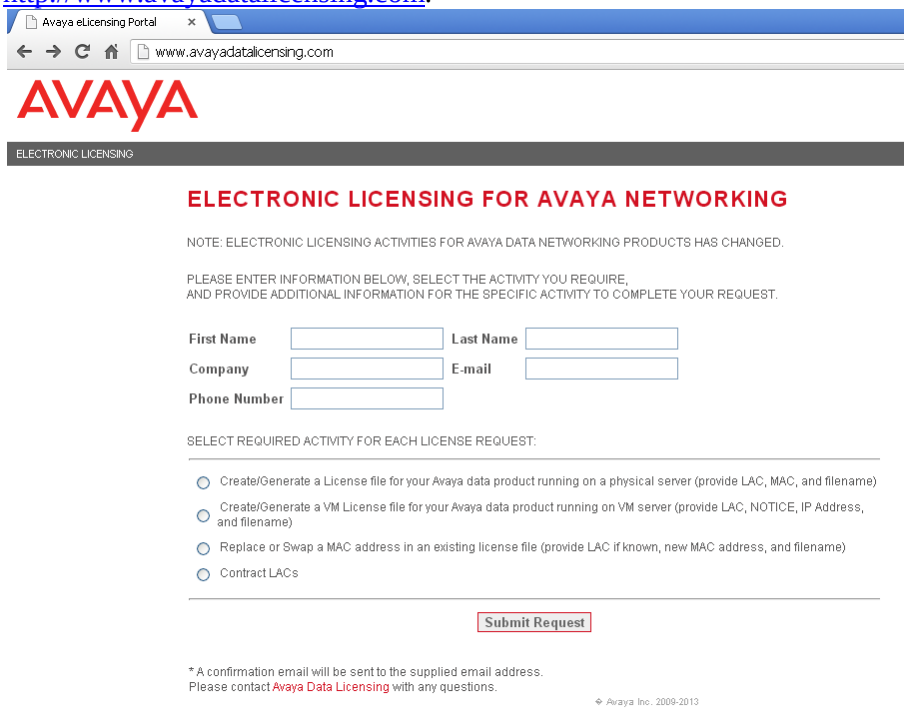
Perform the following procedure to obtain and register a VPFM 3.0.2.0 license, carefully noting the requirements before the procedure.

Before you begin

- ☐ You require the License Activation Code (LAC) for the software you want to license (this is provided by Avaya at purchase).
- ☐ You require the MAC Address (for physical server) or IP Address and Notice information (for Virtual machine) of the server where the VPFM components reside.
- ☐ To update the license file and software, your system requires 5MB of additional free disk space.

Procedure

1. Open a Web browser window and go to the Electronic Licensing Portal: http://www.avayadatalicensing.com.



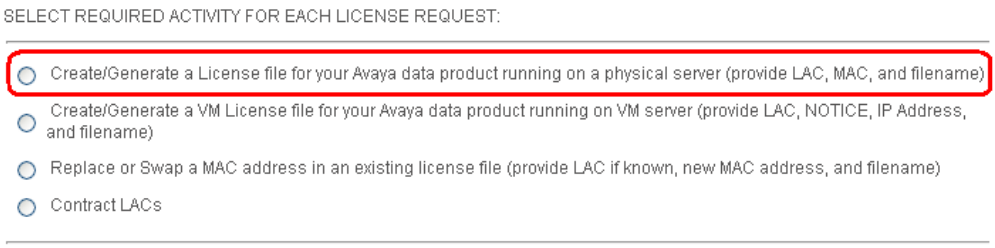
2. Type your first name, last name, company name, e-mail address, and phone number in the appropriate fields
at the top of the page.



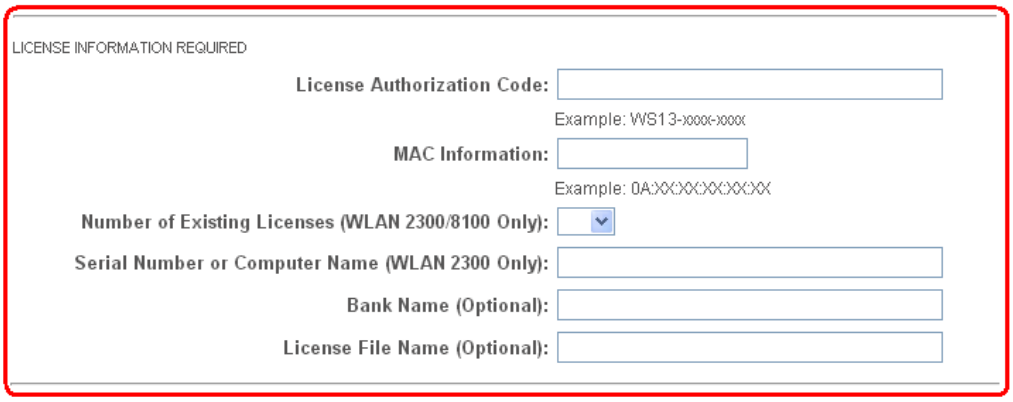
To obtain a license for a physical (non-virtual) server, please follow steps 3-8. To obtain a license for a virtual server, skip to step 9.

Steps to obtain a VPFM license to be installed on a physical server

3. To obtain the license for a physical (non-virtual) server, select the first radio button



4. Once selected the following section will appear

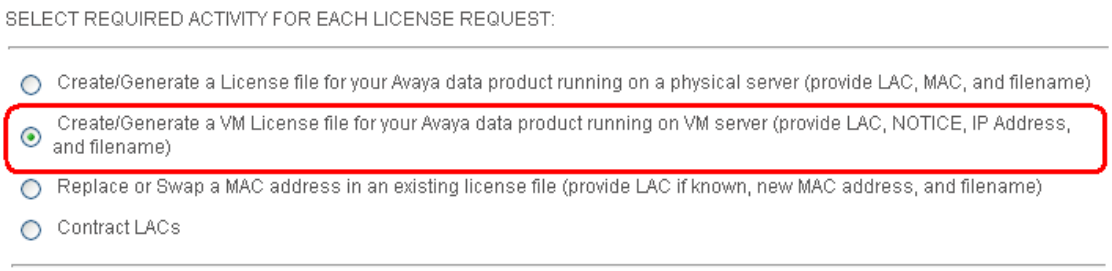


5. Enter the License Authorization Code, and MAC Information in the appropriate fields. Bank Name and the License File Name are optional fields.
6. Hit the "Submit Request" button. A confirmation e-mail will be sent to the supplied e-mail address. You will also receive the license file at the same e-mail address.
7. Copy the license file to the server location where the VPFM components reside.
8. Store your License Certificate in a secure place for future reference.

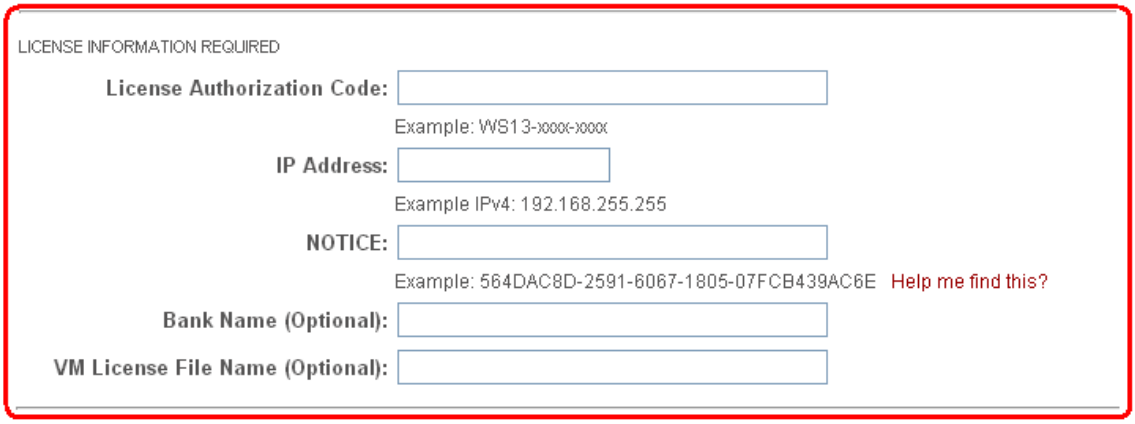
Steps to obtain a VPFM license to be installed on a virtual machine

If you are installing VPFM 3.0.2.0 on a virtual machine with more than one NIC card, you will need to download the LicensingInfo.zip from the Avaya Support site in order to obtain the proper IP and Notice info required for the new VM license. Instructions on how to execute the LicensingInfo utility can also be download from the Avaya Support site by downloading "README-LicensingInfo-Utility.txt" file.

9. To obtain the license for a virtual server, select the second radio button



10. Once selected, the following section will appear



11. Enter the License Authorization code, IP Address and the Notice information in the appropriate fields. You can click on "Help me find this" link for instructions on how to find the "Notice" information.
12. Hit the "Submit Request" button. A confirmation e-mail will be sent to the supplied e-mail address. You will also receive the license file at the same e-mail address.
13. Copy the license file to the server location where the VPFM components reside.
14. Store your License Certificate in a secure place for future reference.

For more information about adding a license file after the installation, see Common Services Fundamentals Unified Performance Management (NN48014-100).

Upgrading from VPFM R3.x to VPFM R3.0.2.0 (NEW IN THIS RELEASE)

If upgrading from VPFM R3.x to VPFM R3.0.2.0 **on a physical server**, there are no changes required for licenses. VPFM R3.x licenses will continue to work on VPFM R3.0.2.0.

However, if the upgrade is done **on a virtual machine,** you will need to get new virtual machine based licenses (IP Address and Notice). Please follow the steps specified in the section above "**to obtain a VPFM license to be installed on a virtual machine**"

8. Installing VPFM 3.0.2.0

Please refer to VPFM 3.0 GA Install Guide for more details. *(Installation of VPFM 3.0.2.0 patch release is same as VPFM 3.0 GA release)*

Domains created with VPFM version 3.0 and 3.0.1 will work with VPFM 3.0.2.0. If you are installing VPFM 3.0.2.0 from scratch, meaning you first un-install 3.x and then install 3.0.2.0, you will need to make sure that these domains are backed up before un-installing 3.x. Please refer to the VPFM 3.0 or 3.0.1 Installation Guide for details on backup and restore.

Note that you do not need to restore the backed up domain if you are running the upgrade installer i.e., installing 3.0.2.0 without un-installing 2.3/3.0.

After upgrading from VPFM 3.x to VPFM 3.0.2, the users will need to rediscover from scratch on all domains that contain the stack devices for the CPU and memory information to show up in the dashlets.

It has been noticed, on Windows servers, that even though the FQDN of the server is well formed, if the full computer name is not (i.e., the DNS suffix is missing), the installation is successful, but the application will not come up. Please ensure that the FQDN matches the full computer name (the full computer name can seen by right-clicking on the My Computer icon and selecting properties).

9. Issues fixed in VPFM 3.0.2.0

The following table lists the issues and deficiencies that have been addressed in VPFM 3.0.2.0

Table 1

wi01005024	Add device specific dashboards for ERS5k with POE, CM, VSP9k and WLAN
wi01004558	Trap and syslog browser sorting in ascending order of time by default, instead of

	descending order of time
wi01002041	Eliminate dot1d table from discovery on ERS 86xx & 88xx with version older than 7.1
wi00998690	Custom views not restored when upgraded from1155 to 1159 (GA build) in vpfm 3.0
wi00998303	rcnCpLimitShutDown Event "Summary" and "Message" fields display incorrect inform
wi01008347	add AP mac / IP address to the WLAN associated client entries scopes
wi01008369	The # of WLAN client displayed in the WLAN Assoicated Client Entries scope doesn't matter the info returned from the SNMP MIB browser
wi01013953	Show WAN links in the campus details view
wi01005645	lots of the same warnings show up in the VPFM server log "WARNING: Error setting field clientStatus on <AvayaWLANAssociatedClientEntry WLAN Controller Client 00:20:D8:7F:85:8E
wi00988955	Save button is not functioning for Trasient Dashboards.
wi00985496	Non-stackable devices do not show trends for CPU busy, processor memory free, processor memory used .
wi00989266	Auto-refresh set to a minimun time interval (15sec or 30 sec) affects the creation of custom views.
wi00957090	no DN info displayed in the IP Phone properites (both thick client and Web GUI)
wi01007966	"Exception encountered by Web Service Proxy: Unexpected end of file from server" is seen when custom views including triangular icons are created from Application perpective.
wi00987636	Dial gauge daahlet created for a scope/device cannot be edited to change the scope/device
wi01013957	inventory service missing in vpfm 3.0
wi00989053	VPFM Email Action is not functioning if user customizes the Subject Type, Event Type and Related Event Type fields.
wi01014731	Pdf report of the dashboard
wi01008286	The LACP links aren't being discovered after eliminating the dot1d table from discovery
wi00983229	SNMP walk on scaled box causes 100% CPU utilization
wi00979555	In Trend chart dashlet, when all devices are selected as a group, the next button does not get enabled
wi00989266	Auto-refresh set to a minimun time interval (15sec or 30 sec) affects the creation of custom views.
wi00988955	Save button is not functioning for Transient Dashboards. Note: Use “Save As” when saving transient dashboards. The “Save” button will be disabled for transient dashboards in the next release.
wi00969449	RuntimeDataException is shown in VPFM server log while rediscovering domains

10. Known issues -

The following table lists the limitations in VPFM 3.0.2.0 GA release.

Table 2

Bug Number	Description	Origin Release
wi00964332	Receive "Err 500 Couldn't get AcquisitionManager" err msg when open Monitoring Details in VPFMLite	VPFM 3.0
wi00969454	Zoom in/Out is working reversely in trend chart windows	VPFM 3.0
wi00962077	inferred link remained even after the physical links are added to the custom view.	VPFM 3.0
wi00967931	some VLAN names under L2 hierarchy have an extra word "VLAN" added to the VLAN name	VPFM 3.0
wi00963549	scroll bars flickers when move horizontal scroll bar to the far right in the discovery problem report screen	VPFM 3.0
wi00973799	The secondary B-VLAN name doesn't match the vlan name from device cli command	VPFM 3.0
wi00974577	display the SPBm schematic view when the SPBm perspective is selected.	VPFM 3.0
wi00987588	Dial gauge dashlet does not mention the info for which percent is seen if scope is selected instead of a particular device	VPFM 3.0
wi00974772	Right click on event in message browser and selecting Configure menu - supervision settings/mark for removal does not populate corresponding values in the message browser	VPFM 3.0
wi00969228	need to support layout in custom view or improve the view layout when create custom view from scratch	VPFM 3.0
wi00969449	RuntimeDataException is shown in VPFM server log while rediscovering domains	VPFM 3.0
wi00976475	Handle BGP-VPNs for SPBm discovery	VPFM 3.0
wi00976140	The links between devices in some layouts are not aligned correctly	VPFM 3.0
wi00957428	In L3 hierarchy, the communication manager utility server template has an unmanaged icon	VPFM 3.0
wi00985850	Exported topology map looks different from the original topology view in VPFM	VPFM 3.0
wi01011276	Page breaks in the middle of dashlet. Dashlet should print on next page as a whole.	VPFM Patch 3.0.2
wi01007409	Background size varies with the placement of icons in schematic browser window	VPFM Patch 3.0.2
wi01010436	Some of the dashlet text missing in exported file	VPFM Patch 3.0.2
wi01074841	VPFM isn't polling stack unit trends. e.g. Processor2 memory free, Processor 1 memory used,etc.	VPFM Patch 3.0.2

wi01082837	New VM licenses will not install or work with application when a server has dual NICs with 1st NIC not bound to FQDN	VPFM Patch 3.0.2
wi01083717	UCM application list doesn't show the correct release version for VPFM 3.0.2	VPFM Patch 3.0.2
wi01083720	unable to drill down on device after a re-discovery	VPFM Patch 3.0.2
wi01085546	File system info missing for CS1K Linux platform	VPFM Patch 3.0.2

11. Note on future VPFM release

a) Next major release may deprecate certain OS version e.g., Windows 2003
b) Next major release may add support for certain OS e.g., CentOS
c) Next major release will support only 64-bit versions of the OS
d) Next release on Avaya Aura System Manager Platform may require uninstall of Primary, Member and re-install on new base if an earlier version than 2.3 was installed
e) In next major release VPFM will be on a new base – System Manager Common Services. This platform will provide all the same functionality that UCM provides and there will be a better integration with Avaya Aura System Manager and other components

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Virtualization

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