



ExtremeWare EPICenter 3.1 Release Note and Quick Start Guide

These release notes contain a summary of the requirements and new features for the 3.1 release of the ExtremeWare EPICenter software, as well as a description of known problems and non-intuitive behaviors. Please refer to the *ExtremeWare EPICenter Software Installation and User Guide* for a detailed description of the features in this release.

Numbers listed in parentheses in the “Known Behaviors and Problems” section are for internal tracking purposes. For the latest release notes, patches, and bug list, please refer to <http://www.extremenetworks.com/support/techsupport.asp>. Contact customer support at 888-257-3000 or support@extremenetworks.com for more information.

New Features in the EPICenter 3.1 Software

- A new Grouping Manager lets you create flexible, heterogeneous, hierarchical, non-exclusive groups of resources such as devices, ports, users, and hosts.
- A new Policy Manager lets you define Access List and QoS policies using high-level components, and configure them on Extreme and Cisco devices.
- Interactive Telnet has become a separate applet, and supports saving and reloading macros.
- A Summary Status Report is now displayed at client startup.
- The Alarm System now supports trap forwarding, device CPU utilization alarms, and a range of additional events.
- Configuration Manager supports bootROM downloads.
- IP/MAC Finder can export results, supports the ExtremeWare Fdb MIB, and allows wildcard MAC address searches
- Topology has been enhanced to find a device in any map, not just the current map.
- New Scalability mode allows support for a larger number of devices/ports.
- Server properties are now kept in the database, and can be modified in the Admin applet rather than requiring file edits.
- Additional/enhanced HTML reports have been added.
- New command line utilities have been provided for adding/removing devices from the EPICenter Inventory, for exporting device information from the EPICenter inventory database, and for performing basic SNMP operations.
- Device polling has been modified to do full status polling less frequently, in favor of lightweight heartbeat polling.
- Integration with third-party network management platforms has been removed from the installation process.

ExtremeWare Requirements

Table 1 describes the minimum ExtremeWare software image versions for each switch platform supported in ExtremeWare EPICenter release 3.1. Please ensure that you have these software images or later versions running on your Extreme switches prior to running EPICenter.

Table 1: ExtremeWare versions supported by EPICenter 3.1

Extreme Switch Platform	ExtremeWare Versions Supported
Summit switches	ExtremeWare versions: 2.1.19 4.1.19 b2 5.0.4b3
BlackDiamond - MSM 32	ExtremeWare versions: 3.0.9b4 4.1.19 b2 5.0.4b3
"I" Series switches, MSM 64	ExtremeWare versions: 6.1.5b20

For customers with support contracts, the latest version of ExtremeWare may be downloaded from <http://www.extremenetworks.com/support/scopus.asp>.

EPICenter Client Browser Requirements

Table 2 lists the Java-enabled web browser clients that are supported in the EPICenter 3.1 release.

Table 2: EPICenter 3.1 supported browsers

Platform	Browser Configuration Description
Windows NT 4.0, Windows 2000	Internet Explorer™ 5.0, or Internet Explorer 5.5 with Service Pack 1, with the Java Plug-in version 1.3.1. To download Internet Explorer, go to http://www.microsoft.com/ie/ Your system Display Settings must be set for 65536 colors. 128 MB RAM is required.
Solaris 2.6, Solaris 7 and 8	Netscape Navigator/Communicator 4.72 or later, with the Java Plug-in, version 1.3.1. Netscape 6.0 is not currently supported. Your system Display Settings must be set for 65536 colors. 128 MB RAM is required.

Internet Explorer 5.0 or 5.5

Internet Explorer 5.0 or Internet Explorer 5.5 with Service Pack 1, and the Java Plug-in version 1.3.1 or higher is required.

If the Plug-in is not available, the EPICenter client will attempt to download it the first time it is run. The plug-in is also provided as part of the EPICenter installation. You can access the plug-in by clicking the **Get Java PlugIn** link on the EPICenter client start-up page.

If you are using IE 5.5 see the notes under “Client Startup” on page 9 in the “Known Behaviors and Problems” section of this Release Note.

Netscape Navigator™/Communicator™

For running the EPICenter client under Solaris 2.6, 7, or 8, use Netscape Navigator 4.7 or later.

Under Solaris 2.6, Solaris 7, or Solaris 8, the EPICenter client requires the Java Plug-in, version 1.3.1.

If the Plug-in is not available, the EPICenter client will attempt to download it the first time it is run. The plug-in is also provided as part of the EPICenter installation. You can access the plug-in by clicking the **Get Java PlugIn** link on the EPICenter client start-up page.

For the EPICenter 3.1 beta, see the notes under “Client Startup” on page 9 in the “Known Behaviors and Problems” section of this Release Note.



Netscape Navigator support has not been tested with the EPICenter 3.1 release on the Windows platforms. Netscape 6.0 is not currently supported.

EPICenter Server Requirements

The ExtremeWare EPICenter 3.1 server is supported on Windows NT 4.0, Windows 2000, and Solaris 2.6, Solaris 7, and Solaris 8.

Windows NT Server/Windows 2000

For installation under Windows NT 4.0, the requirements are as follows:

- Microsoft Windows NT 4.0 with Service Pack 3 or greater running on an Intel Pentium-compatible CPU.
- 128 MB RAM minimum (256 MB recommended). For managing a large number of devices, more memory may be required. 256 MB is needed if the EPICenter inventory will contain more than 200 devices. More than 256 MB may be needed for more than 1000 devices.
- 200 MB disk space (may require additional space on a FAT 16 file system).
- 300 Mhz or greater Pentium-compatible processor.
- CD-ROM drive (for installation).
- A network connection.

For installation under Windows 2000, the requirements are as follows:

- Microsoft Windows 2000 running on an Intel Pentium-compatible CPU.
- 128 MB RAM minimum (256 MB recommended). For managing a large number of devices, more memory may be required. 256 MB is needed if the EPICenter inventory will contain more than 200 devices. 512 MB or more may be needed for more than 1000 devices.
- 200 MB disk space.
- 300 Mhz or greater Pentium-compatible processor.
- CD-ROM drive (for installation).
- A network connection.

Solaris Server

For installation under Solaris, the requirements are as follows:

- Solaris 2.6, Solaris 7, or Solaris 8.
- 256 MB RAM. For managing a large number of devices, more memory may be required. More than 256 MB is needed if the EPICenter inventory will contain more than 200 devices.
- 200 MB disk space.
- CD-ROM drive (for installation).
- A network connection.

For the latest release notes, information on required patches, and bug list, please refer to <http://www.extremenetworks.com/support/techsupport.asp>.

Currently, OS patch downloads are available for Solaris 2.6, Solaris 7 and Solaris 8. To obtain the patches needed for the version of Solaris you are running, visit the web site <http://www.sun.com/software/solaris/jre/download.html>. Under the Java 2 Standard Edition (J2SE) Runtime Environment 1.3.0_03 Production Release, click the link for the Solaris SPARC Platform Edition.

You will need to register or login to the site, and you will then be presented with a download page that includes the Solaris patch bundles. Download the appropriate patch bundle for your OS version. You do not need any other downloads from this page.

Note that although the patches are found in the area for J2SE 1.3.0_03 runtime environment, EPICenter requires the 1.3.1 version of the Java Plug-in.

Quick Start Installation



If you have already installed the product, and need to upgrade your license from an evaluation to a permanent license go to "Upgrading an Evaluation License" on page 7. Do not reinstall the product as this will re-initialize the database.

For release 3.1, installation instructions have been moved into the *ExtremeWare EPICenter Software Installation and User Guide*. The *ExtremeWare EPICenter Software Installation Guide* has been discontinued for this release.

Obtaining a License

As of the EPICenter 3.1 release, the software is no longer pre-configured to include an evaluation license. You must obtain both evaluation and permanent license keys from the Extreme Networks licensing web site. The license key should normally be sent to you as e-mail within minutes of submitting your request.

An evaluation license allows you to run the product for 45 days. A permanent license has no time limit. You can install the software without a license key, but you will not be able to connect to it from an EPICenter client.

Both evaluation and permanent license keys are 14-character keys that start with EP and are followed by 12 additional characters that are a combination of upper- and lower-case alphabetic characters, numbers, and special characters such as "+"

If you have purchased the product, you should have received an activation key, found on the License Agreement included in your software package. This key starts with “AC,” and can be used to obtain a permanent license key. You do not need an activation key to obtain an evaluation license key.

Obtaining an Evaluation License

To obtain an evaluation license key, use your browser to connect to the license page at <http://www.extremenetworks.com/go/epickey.htm>.

Select the option to obtain an evaluation license key. You will be asked to enter your name, company information, and other similar information, and an email address to which your license key should be sent.

Your evaluation license key will be sent to you by return e-mail.

Obtaining a Permanent License

To obtain a permanent license key, use your browser to connect to the license page at <http://www.extremenetworks.com/go/epickey.htm>.

Select the option to obtain a permanent license key.

Fill in the requested information, and enter your activation key. The activation key is a 14-character key that starts with “AC” and is found on the License Agreement included with your software package.

Your permanent license key will be sent to you by return e-mail.

Upgrading from EPICenter 3.0

An upgrade from EPICenter 3.0 can be performed through options presented during installation. Upgrades from versions of ExtremeWare Enterprise Manager (1.0, 1.1, 2.0, or 2.1) are not supported.

There are several caveats concerning the upgrade:

- Server-side configuration changes (specifically, edits you’ve made to `extreme.properties` file) are not copied. The `extreme.properties` file has been removed in EPICenter 3.1, and the server configuration settings are now handled through the EPICenter client in the Administration module. You must re-enter any configuration changes through the Server Properties page in the Administration applet.
- The alarm scope is not carried over for alarms scoped on port groups. For alarms scoped on devices or device groups, the scope will be preserved.
- Port groups are not carried over from EPICenter 3.0 to EPICenter 3.1. Port groups will need to be recreated using the Grouping Manager applet.
- The alarm HealthCheckFailed, which should be in the set of predefined alarms, is not added to the set of predefined alarms available in the Alarm System during the upgrade.

See the *ExtremeWare EPICenter Software Installation and User Guide v 3.1*, Chapter 2, for detailed instructions on uninstalling the ExtremeWare EPICenter server, and installing the new server software.

Installing on Windows NT or Windows 2000

- 1 Insert the CDROM into the CDROM drive.
- 2 In most cases, the ExtremeWare EPICenter Welcome screen appears automatically. If it does not:
 - a Open **My Computer** or **Windows Explorer**, and go to your CDROM drive.
 - b Open the `nt` directory, and start `setup.exe`.

The ExtremeWare EPICenter Welcome screen appears.

- 3 Follow the on-screen instructions to progress through the installation.

You will need to enter the following information:

- The 14-character evaluation or permanent license key (or you can skip and add it later).
- The port that the EPICenter Web Server will use to communicate with the database (default is 2638).
- The HTTP Port for communication with clients (default is 80).
- The Administration Port used by the EPICenter web server (default is 8007).

You will be able to choose to do the following:

- Upgrade from ExtremeWare EPICenter 3.0 (you will need to know the directory where it is installed).
- Run the EPICenter servers as services.
- Restart your system to start the EPICenter servers if they are to run as services, or start the EPICenter servers as an applications.

For detailed instructions, see Chapter 2 of the *ExtremeWare EPICenter Software Installation and User Guide*.

Installing in the Solaris Operating Environment

- 1 Insert the CDROM into the CDROM drive.
- 2 If you are running CDE, the contents of the CDROM are displayed in the File Manager. Go to the `sol` directory.

To run from an Xterm window:

```
cd /cdrom<x>/sol
```

where `<x>` is your CDROM drive number (e.g. `cdrom0`). The volume label of the installation CD is `epc31b<xx>`, where `<xx>` is the build number, for example `epc31b49`.

- 3 Run the installation script:

```
./install.sh
```

The EPICenter Welcome message appears.

- 4 Follow the on-screen instructions to progress through the installation.

You will need to enter the following information:

- The 14-character evaluation or permanent license key (or you can skip and add it later).
- The port that the EPICenter Web Server will use to communicate with the database (default is 2638).
- The HTTP Port for communication with clients (default is 80).

- The Administration Port used by the EPICenter web server (default is 8007).

You will be able to choose to do the following:

- Upgrade the database from ExtremeWare EPICenter 3.0 (you will need to know the directory where it is installed).
- Start the EPICenter server.

For detailed instructions, see Chapter 2 of the *ExtremeWare EPICenter Software Installation and User Guide*.

Upgrading an Evaluation License

To update an evaluation license of the ExtremeWare EPICenter to a permanent license, or to install a license after you have completed the software installation, use the `instlic` utility.

In the Windows environment, run this command from the **Start** menu **Run** command, or in an MS-DOS command window. In the Solaris environment, run it from a command shell.

- Enter the `instlic` command followed by the 14-character license key:

```
instlic <license_key>
```

The `instlic` utility is found in the EPICenter install directory, by default `epc3_1` in Windows, or `/opt/epc3_1` on a Solaris system. See Chapter 2 for detailed instructions.



DO NOT reinstall the software if you have any data or configurations of value in the EPICenter database. Re-installation will re-initialize the database.

EPICenter Software Documentation

The full ExtremeWare EPICenter software documentation set includes two manuals and this release note.

The *ExtremeWare EPICenter Software Installation and User Guide, v 3.1* contains documentation on how to install and use the features of the EPICenter software.

The *ExtremeWare EPICenter Policy Manager Software User Guide, v 3.1* contains documentation on how to use the features of the optional, separately-licensed Policy Manager.

There is no longer a separate installation guide. Information on installing the software is included in the *ExtremeWare EPICenter Software Installation and User Guide*.

The *ExtremeWare EPICenter Software Installation and User Guide*, in Acrobat PDF format, can be accessed from a link on the Startup page or the “About” page of the EPICenter user interface. The *ExtremeWare EPICenter Policy Manager Software User Guide* can be also be accessed online, even if you have not installed a license for the Policy Manager software. Acrobat PDF format versions of both manuals are also available from the EPICenter 3.1 menu available from the Windows Start menu, and can also be found in the `docs` subdirectory of the EPICenter installation.

In a Windows environment, you can also view the documentation from the Programs menu: from the **Start** menu select **Programs**, then **EPICenter 3.1**, then **Documentation**.

In addition, Acrobat PDF versions of the manuals and release notes can be found on Extreme Networks' web site at www.extremenetworks.com.

Extreme Networks Device Support

At first release, the ExtremeWare EPICenter 3.1 software and the EPICenter Policy Manager software support the following devices and blades:

Switches/Chassis:	Alpine blades:	Black Diamond blades:
Summit1/1i/1iSX	FM32Ti	F32F/Fi/T
Summit3	GM4Xi/Si	F48Ti
Summit5/TX/LX/SX	FM24Fi/SFi/Ti	F96Ti
Summit7/TX	WDMi	G12Si/Ti
Summit24/24e2/24e3	FM8Vi	G4X
Summit48/48i	WM4E1i/T1i	G6X
SummitPx1		G8Ti/Xi
Alpine 3804/3808		MPLS
Black Diamond 6800/6808		MSM/MSM64i
		P12cMi/Si
		P3cMi/Si
		P96T
		WDMi

Devices and blades that are released after the initial EPICenter software release may be supported through software patches. Check the Extreme Networks customer support web site at <http://www.extremenetworks.com/support/patches.asp> for information on patches to support new devices or blades.

Known Behaviors and Problems

This section describes known problems with this release, including recommendations for workarounds when available. It also describes application behaviors that may not be intuitive.



After a problem occurs, prior to pointing the browser to the EPICenter server, it is recommended that you clear all browser cache information, including disk cache, and close and re-open the browser.

If you are having problems

Please record into a text file the actions you took prior to the problem occurring. It will be helpful if you can narrow down the steps necessary for recreating the problem.

To facilitate problem reporting, please try to duplicate the problem with the Java Console enabled in Internet Explorer. Look at the Java Console window and copy/paste (using [Ctrl]+C and [Ctrl]+V on Windows NT/2000) the contents into a text file. If a problem occurs, Extreme Networks customer support may require the Java Console output.

If you have the Java Console console enabled, it should appear automatically when you launch EPICenter. If it does not appear automatically, enable it by doing the following:

- 1 In Windows, from the **Start** menu, select **Programs**, then **Java Plug-in Control Panel** and launch the Control Panel.
In Solaris, run `ControlPanel`, which resides in the `netscape/j2pi` directory.
- 2 On the Java Control Panel **Basic** page, click the **Show Java Console** check box, then click **Apply**



Running with the Java Console displayed may affect the performance of the EPICenter client.

You can close the Java Console by clicking the **Close** button at the bottom of the window. However, once it is closed, it can only be restarted by closing and restarting the browser.

There is limited space for Java Console messages; once the console log file is filled, no more messages will be recorded. To clear the Java Console log file, click the **Clear** button at the bottom of the window.

Client Startup

Netscape client, no plug-in upgrade prompt given, plug-in not installed

Starting a Netscape 4.76 client for the first time, the upgrade prompt may not appear even though the Java 1.3.1 Plug-in is not installed. As a result, an error message will be displayed in the panel where the Navigation Toolbar icons should appear.

This may occur if the environment variable `NPX_PLUGIN_PATH` is set, even if it points to a previous version of the plug-in. You can unset the variable, restart the browser, and the prompt will appear. You can also download the plug-in by returning to the EPICenter start-up page and selecting **Get Java PlugIn**. (15108)

Internet Explorer 5.5, plug-in installation fails

When starting a Microsoft Internet Explorer 5.5 client for the first time, the plug-in installation process initiated in response to the plug-in upgrade prompt will fail. Instead, you should install the plug-in by returning to the EPICenter start-up page and selecting **Get Java PlugIn**. (15071)

Java Plug-in

Java Plug-in under Windows NT and Windows 2000 does not clean up temp files

The Java Plug-in running under Windows NT leaves files with names of the form `jar_cache####.tmp` in the `temp` directory. (#### is a four digit numeric string.) Under Windows 2000, these files are found in the `Documents and Settings\<username>\Local Settings\Temp` directory.

You can safely delete these files after you shut down your browser. (9698)

Cannot load Java Plug-In or Java classes

If you run out of space for the `jar_cache*.tmp` files, loading of the plug-in may fail with the following exception: `Java.lang.NoClassDefFoundError`. If this occurs, you can remove the

existing `jar_cache*.tmp` files to make more space (see the previous item in this section of this Release Note). In Solaris, these files are typically found in `/var/tmp`. Under Windows NT, they are typically found in the `temp` directory. Under Windows 2000, these files are found in the `Documents and Settings\\Local Settings\Temp` directory. (15713)

Server Startup

Starting server when network is down, then re-syncing, causes erroneous trap receiver to be added to switches

If you start the EPICenter server while the network is down, and then do a resync after the network recovers, the EPICenter server will erroneously add the localhost (127.0.0.1) as a trap receiver on all the devices on which you did the resync. If this happens, you will need to remove 127.0.0.1 as a trap receiver using the following ExtremeWare CLI command:

```
config snmp delete trapreceiver 127.0.0.1
```

You will then need to restart the EPICenter server.

To avoid this problem, once the network is up, restart the EPICenter server rather than attempting to resync your devices. (15972)

See the *ExtremeWare Software User Guide* for more information on using ExtremeWare commands.

General

Sync may be needed after device reboot

When a device is rebooted, you may need to perform a Sync through the Inventory Manager to obtain the most current configuration information. (15602)

EPICenter functions may give errors if devices have not finished initializing

Some devices, such as chassis devices with many blades, or devices with a large number of VLANs, may take a long time to initialize. If you attempt to add the device to the EPICenter Inventory or do other functions on the device before it has completed its initialization, you may receive an SNMP connectivity error from the device. Wait until the device has finished initializing and try the function again. (14508)

Fast Ethernet ports not displayed correctly in Component Tree

When a slot is configured but not inserted, the Fast Ethernet ports (type 1 ports, such as those on the F96Ti blade) are displayed incorrectly as type 2 (Gigabit) ports in the Component Tree in applets such as ExtremeView, Policy, and the Grouping Manager. The ports are displayed correctly in the ExtremeView front panel view, however. (15824)

I/O Errors appear in server console window and Log file if network is down and server cannot reach devices

If the network goes down and the EPICenter server cannot reach devices upon a polling attempt, or when the user attempts a resync, messages of the following type will appear in the console and `log.txt` files: `I/O error/resending to <device_ip_address>/<device_ip_address>:<port>` where `<device_ip_address>` is the IP address of a device EPICenter is managing, and `<port>` is

the SNMP port (usually 161). These messages will continue until the network comes back up. (15492)

Traps are dropped when trap rate becomes excessive

The EPICenter server limits its processing of traps in order to be able to reliably handle trap storms from a single or multiple devices. EPICenter limits its trap processing to 21 traps every 28 seconds from an individual device, and a total of 275 traps every 55 seconds system-wide. Any traps that occur beyond these limits will be discarded, but will be noted in the log.txt file.

This situation is rare and should be considered abnormal behavior in the managed devices. If it does occur, the managed devices should be diagnosed and corrected. (15199)

Clicking the buttons too quickly in the Navigation toolbar can cause problems

Clicking back and forth between applets too quickly can cause a white window to appear that cannot be removed, as well as a program called Beans on the windows toolbar. This appears to happen only in Internet Explorer 5.5. The EPICenter client is still functional. Closing and restarting the browser will clear the problem. Installing Service Pack 1 will fix the problem. (9397)

Pages not displayed correctly when using Proxy Server

Using a Proxy Server between an EPICenter client and the EPICenter server is not supported. (15550)

Running the server via a NIC different than the one used for installation causes problems

In a machine with multiple network interfaces (NICs) the EPICenter server may not work correctly if you run it while connected to the network using a different NIC from the one you used when you installed the EPICenter software. You should install the software using the same network connection that you plan to use while running the server. If you change network interfaces, some applets may not work and other problems may arise. (15399)

Client connected to server on Solaris sometimes freezes

The browser client connected to the EPICenter server on a Solaris system can sometimes unexpectedly hang. You must exit and restart the browser. (15220)

Cannot change between applets, OutOfMemory message appears in the Java Console

After running the EPICenter client continuously for many hours, a java OutOfMemory condition can appear. To alleviate this problem, you can grant the plug-in more memory through the Java Plug-in Control Panel.

- 1 From the Windows **Start** menu, run the **Java Plug-in Control Panel**.

Under Solaris, run `controlPanel`, which resides in the `netscape/j2pi` directory.

The Plug-in Control Panel should appear with the **Basic** page displayed.

- 2 In the Java RunTime Parameters field, enter the following without any embedded spaces:

`-Xmxnnnm`

`nnn` is the maximum number of megabytes of virtual memory available to the plug-in.

For example, entering `-mx128m` allows the plug-in to use up to 128 MBytes of virtual memory, and should prevent out-of-memory problem.

For Solaris, due to a bug in the Control Panel, you must enter the command **without** the initial `x`, and **with a space** between the small `x` and the memory specification, as follows:

```
-mx nmm
```

Telnet polling messages can fill up a device's syslog file

For switches running older versions of ExtremeWare (prior to 6.0), the EPICenter server uses telnet polling to get EDP topology and ESRP information. By default, EPICenter polls once every ninety minutes. Each telnet login and logout message is logged to the switch's log file, and will eventually fill up the log. There are several things you can do to alleviate this problem:

- Periodically clear the switch's log file using the ExtremeWare CLI `clear log` command. Telnet login and logout messages are Informational level messages.
- Disable device Telnet polling by clearing the Poll Devices Using Telnet property in the Devices list on the Server Properties page of the Administration applet. You must stop and restart the EPICenter server to have your changes take effect.
- Increase the polling interval for all EPICenter polling by changing the value of the SNMP Poll Interval property in the SNMP list on the Server Properties page of the Administration applet. Note that this will change the interval for all SNMP polling as well as telnet polling. You must stop and restart the EPICenter server to have your changes take effect.

See Chapter 15, "Administering EPICenter," in the *ExtremeWare EPICenter Software Installation and User Guide* for more information about setting server properties. See Chapter 3, "Getting Started," in the same manual for instructions on stopping and starting the EPICenter server.

Database port conflicts with other programs such as Norton Ghost

Both the EPICenter software and Norton Ghost 6.0 use the Sybase database, and both use the same port number (2638) by default. You need to choose a different port number for one of the two products. If the EPICenter software is already installed, you can change the port number it uses by running the Port Configuration Utility.

To run the port configuration utility, go to the Programs menu, then select EPICenter 3.1, then Port Configuration. See Appendix B in the *ExtremeWare EPICenter Software Installation and User Guide* for more information. (10136)

Some browser color map settings may make the user interface difficult to see

It is possible to select color settings in the browser that may make elements of the EPICenter user interface difficult to see. If this happens, reset the color setting to the default settings, and then experiment with color mappings to find settings that do not cause problems. (12978)

Inventory Applet: Discovery

Discovery can time out in Windows 2000 if a device responds to the SNMP ping with an ICMP error

ExtremeWare EPICenter queries devices for SNMP reachability in sets of 25 IP addresses. When the ExtremeWare EPICenter server is running on Windows 2000, if a device responds to EPICenter's

SNMP reachability query (ping) with an ICMP Port Unreachable message, then EPICenter may register a time-out for all 25 addresses in the set. An ICMP Port Unreachable message is typically sent by Linux hosts. This problem is caused by a problem with UDP sockets in Java on Windows 2000 (JavaSoft bug ID 4361783). (13503)

Until a fix from JavaSoft is available, the workaround is to exclude such hosts from the discovery range. (10108)

Inventory Applet

Error reported when doing an Add or Sync operation on a device

When doing an Add device or Sync operation, you may receive an “unexpected error” message in the results dialog. If this occurs, you should just redo the operation.

This problem will generate a Server TransactionQuery error in the EPICenter log file (log.txt) that ends with “ASA Error -306: Deadlock detected”. (15139)

Topology

Multiple links between the same two devices may have incorrect endpoints (ports)

In versions of ExtremeWare 4.x, 5.x, and 6.0, there is a problem that prevents ExtremeWare EPICenter from reliably discovering multiple links between two devices. For example, if there are two links between Device A and Device B as follows:

Device A Port 1 connected to Device B Port 1

Device A Port 2 Connected to Device B Port 2

EPICenter cannot tell which port on Device B is connected to Port 1 on Device A, and may pick the wrong port.

This does not affect multiple links in a common loadshared group.

To correct this, you can manually adjust the endpoint by selecting the link and changing the port in the right-hand Information panel.

Updating to ExtremeWare 6.1.5 or later will also solve the problem. (10098)

When pasting a group of nodes onto a map, the pasted nodes may appear on top of each other

The algorithm for placing nodes on a map attempts to preserve the existing map layout when nodes are cut from it or pasted into it. This sometimes results in pasted nodes overlapping each other.

You can either move and position the nodes manually, or use the Layout function (using **Layout Map** on the **View** menu, the **Layout** icon on the toolbar, or by typing [Alt]+L). Note, however, that using the Layout function will re-layout the entire map, removing any manual layout changes you have made. (10225)

In addition, nodes may sometimes be placed such that the labels on links are partially obscured. You can adjust the node positions manually. (10242)

Links get “stuck” when nodes are dragged to new positions on the map

Normally when you drag a node to a new position on the map, the link is repositioned to run directly as a straight line between the nodes it connects. However, very infrequently (due to a toolkit error) the links may get “stuck” at the node’s previous position, causing the link to turn into a two-part angled line instead of a straight line. You can eliminate this problem by closing and restarting your browser (10693).

“Error sending PDU” messages in EPICenter log file

While running the Topology applet, error messages may be generated in the log.txt file of the form “Error sending PDU IO error sending PDU.” These messages can be ignored. (14409)

IP/MAC Address Finder

Cannot find IP addresses on a VLAN where the switch does not have an IP address defined

Currently, in order to find an IP address in a VLAN, there must be at least one IP address for each VLAN on each switch.

The workaround is to convert the IP address to a MAC address, and search for the MAC address. Searching for the MAC address will show the port where the device is connected. (9874)

Port Groups defined as hierarchical in the Grouping Manager are not shown as hierarchical in the IP/MAC Address Finder applet

The IP/MAC Address Finder applet does not support hierarchical groups. Port groups will be flattened out such that groups and subgroups are displayed at the same level. (14556)

All IP/MAC Address Finder search tasks are deleted if you switch to the Reports applet

Normally, IP/MAC Address Finder search tasks persist during an EPICenter client session, even if you switch to other EPICenter applets. However, switching to Dynamic Reports causes the search tasks to be deleted. (15594).

Telnet

The Load button is disabled if there is only one saved macro

If only one macro has been saved, the Load button remains disabled. You must save a second macro to enable the Load button. (1-4ZUGL)

Find function does not work from an empty device group

If you select an empty device group in the Telnet Component Tree, then do a Find operation, the Find function will not work. The appropriate Find results will be displayed in the Find window, but when you click on one of the results, a NullPointerException will be logged in the Java Console, and the selected device will not be located. (16179)

ExtremeView

Selecting a slot or port by clicking on the image does not change the selection in the Component Tree

In the Status section of the Component Tree (the left-hand panel), clicking on an entry (device, slot, or port) displays or highlight the selected component and displays information in the Device Information panel to the right. However, if you click on a slot or port on the image, the component is highlighted and the information changes appropriately, but the selection in the Component Tree does not change. (10549)

Port mismatch if same OID used on devices with different port configurations

Some vendors may reuse OIDs for multiple devices, even when those devices have different port configurations. For example, 3Com ships two both 24-port and 12-port versions of the 3Com SuperStack II 3300 and the 3Com Super Stack II 1100. ExtremeView always displays the image for the 24-port version, even if the switch only has 12 ports. (10025)

Incorrect link position shown for redundant port if left-hand GBIC is removed

In the EPICenter 3.1 software, ExtremeView can only show both GBIC inserted, or both removed. If a link exists, both GBICs will show the status as green regardless of which port has the physical cable. (7258)

Additional modules plugged into rear of 3COM devices may not be represented correctly

Plugging a cable between matrix ports at the rear of the device produces a single table of ports as if the modules are a single device. Plugging the cable between matrix port on the device and a port on the matrix module does not work correctly. There is no indication that the module is inserted. (10460)

When a GBIC port is removed, no trap is received, so the image is not updated

In ExtremeWare versions prior to 6.1.6 b2, no trap is sent when a GBIC is removed or inserted, so ExtremeView does not get updated. You will need to use the Sync command in the Inventory applet to update the device status. With versions of ExtremeWare 6.1.6 b2 or later, a trap will eventually be sent (after five minutes).

Also, if the first poll is done before the switch has been up for at least six minutes, the first poll will not result in a trap. (10733)

Message not removed after saving switch configuration changes

When you save switch configuration changes through ExtremeView, a message is displayed saying "Saving the configuration; please wait..." This message is never removed. (10813)

Some power supply changes may not be updated immediately

When the power cord is plugged into or removed from a power supply that is inserted into the chassis, a trap is sent out and the image in ExtremeView is updated immediately. However, if the entire power supply is removed (without unplugging the cord), no trap is sent, and the image is not updated until the next poll occurs, which may be as long as ninety minutes, depending on the

value you have configured as the device polling interval. You can cause an immediate status update by using the Sync command in the Inventory applet. (10893)

Also, for a Black Diamond device running a 4.x version of ExtremeWare, a redundant power supply that is present but not plugged in will be reported as “not present.” This is because the MIB does not report a “presentNotOK” status as it does in ExtremeWare 6.x. (11030)

ipForwarding erroneously reported as disabled

For devices running some later versions of ExtremeWare 6.1.6, ipForwarding is not set correctly in the MIB, and thus will not be reported correctly to ExtremeView. (10945)

Unconfigured blade on MSM64 causes type to be reported as “Empty”

If a blade has not been configured, the “Configured Type:” entry in the Device Information panel will display “Empty” because the EPICenter software cannot determine whether to display the blade name that is in the configuration file. (11001)

Error dialog appears when switch is selected in Netscape client

When running a Netscape 4.76 client under Solaris, the first time you select a switch to bring up a front panel view, a error dialog will pop up (a Netscape subprocess diagnostics dialog) with a warning concerting the scrollbar increment. This happens the first time you select a switch, each time you enter the ExtremeView applet. You can dismiss the dialog and ignore the error. (13104)

Rebooting switch from within ExtremeView will cause browser time-out

You can initiate a switch reboot from the Switch configuration page in the ExtremeView applet. However, because the switch is rebooting, it does not respond to the browser’s forms submission, and the browser will time out and report an error (Error: 504) instead of refreshing the configuration page. Once the switch has successfully finished rebooting, you can select it again in the Component Tree and the page will refresh correctly. (13736)

Fan information displayed incorrectly with ExtremeWare 6.2

For devices running ExtremeWare 6.2, fan information is not updated in the MIB, and as a result, the status displayed in ExtremeView may not be correct. This problem will be corrected in later builds of ExtremeWare 6.2. (15180)

Resizing panels within ExtremeView may crash browser

Resizing the panels within ExtremeView by dragging the borders may cause the browser to crash. The browser will become unresponsive, and you must use the Task Manager to kill the browser process, and then restart the browser and the EPICenter client. (15635)

Some configuration functions are not complete immediately, even though success message indicates they are complete

When doing switch configurations through the EPICenter ExtremeView interface to ExtremeWare Vista, EPICenter may indicate that the configuration function is complete before it has actually been completed. This is different behavior than when running ExtremeWare Vista directly. (16276)

Grouping Manager

Input field focus may be lost after pop-up dialog displayed

If a pop-up dialog is displayed (such as a warning or confirmation dialog) while you are entering data into a text field, the input focus is lost from the field you were editing. The field may appear as if it still retains focus (a blinking cursor may still be present in the field), but if you attempt to continue typing, unintended effects may result. For example, if you type a backspace, this may be interpreted as the browser “Back” function, and will effectively exit the applet. If you click in the field prior to typing, or click in a different field and then return to the field you want to edit, this will return focus to the field most of the time. (15566)

Resizing the browser (Netscape) causes Import to fail

If you resize the Netscape browser while an Import operation is underway, the import operation will fail. No error message is displayed, but a NullPointerException message will be logged in the Java Console. No data will be imported. (15000)

Alarm System

“HealthCheckFailed” alarm is not predefined after upgrade

Support for a HealthCheckFailed alarm has been added to the set of predefined alarms that will be available after you install EPICenter 3.1. However, if you upgrade from EPICenter 3.0 to EPICenter 3.1, the HealthCheckFailed alarm is not be added to the set of predefined alarms. To use this alarm, you will need to define the alarm yourself through the Alarm System. (16407)

ESRP Manager

ESRP-enabled VLAN incorrectly shown as multiple VLANs

If you create a VLAN in several switches but give them different names in each switch, then the ESRP Manager applet (and the VLAN applet) will see them as different VLANs. In this case, the ESRP applet will not handle things like switch transitions correctly. To avoid this problem, all the VLANs in a single ERSP group must have the same name. (10452)

Real-Time Statistics

Port Groups defined as hierarchical in the Grouping Manager are not shown as hierarchical in the RT Statistics applet

The Real-Time Statistics applet does not support hierarchical groups. Port groups will be flattened out such that groups and subgroups are displayed at the same level. (14556)

Configuration Manager

Incompatibility between the Configuration Manager and ExtremeWare regarding location of software images

The EPICenter Configuration Manager saves and finds the ExtremeWare images in the `images` subdirectory of the TFTP server root directory. However, the ExtremeWare `download` command expects to find the image in the TFTP root directory, not in a subdirectory. Thus, if you are using the same TFTP server with both the EPICenter software and the CLI, you must specify the subdirectory “images” along with the image filename in the ExtremeWare download command. If you do not, the download command will not find the image. (10508)

Attempting an Image/BootROM upgrade while an upgrade is already in progress causes an error

In some circumstances the upgrade of a software image and/or BootROM image on a switch can take an extended period of time. However, the Configuration Manager does not prevent you from attempting the upgrade again before the first upgrade has completed. If you do this, you will receive an unknown error from the Configuration Manager after you attempt the second upgrade. (15878)

Reports

Opening more than one browser window can cause problems

If you open multiple browser windows when viewing reports, session will be shared between the windows and may get corrupted. To avoid this, reports should be viewed through the EPICenter browser window. (16028)

Utilities

Inventory export scripts only work with default port (80)

If you have installed the EPICenter server using a port other than 80 (or changed the server port to something other than 80) the inventory export scripts will not work. To work around this problem, you can edit the Tcl scripts (`inv.tcl`, `msinv.tcl`, and `slots.tcl`) to use the correct port. You can find these scripts in the directory `<EPICenter_install_dir>\user\scripts\tcl`. `<EPICenter_install_dir>` is the directory where you installed the EPICenter software.

Edit the script to change the line:

```
set defaultPort 80
```

to reference the correct port. (16309)

Policy Manager

Input field focus may be lost after pop-up dialog is displayed

If a pop-up dialog is displayed (such as a warning or confirmation dialog) while you are entering data into a text field, the input focus is lost from the field you were editing. The field may appear as if it still retains focus (a blinking cursor may still be present in the field), but if you attempt to

continue typing, unintended effects may result. For example, if you type a backspace, this may be interpreted as the browser “Back” function, and will effectively exit the applet. If you click in the field prior to typing, or click in a different field and then return to the field you want to edit, this will return focus to the field most of the time. (15566)

Policy Manager does not check for maximum number of rules configurable on a device

The Policy Manager server does not check for the maximum number of rules that can be configured on a device before it configures rules on the switch. If the policies specified in the Policy Manager generate too many rules, errors will occur in the EPICenter log file and the switch log file, but the Policy Manager will not display any warnings or errors. (15349)

Configuration not shown correctly for source port policy with “blackhole” profile

Configuring a source port with the “blackhole” QoS profile disables the port. However, due to a problem with the ExtremeWare agent, the MIB is not updated, and the status of the port will continue to be shown as enable when viewed through ExtremeView. In addition, changes made to the port’s QoS profile through the ExtremeWare CLI will not be reflected in EPICenter because the MIB value is not updated correctly. (15411)

Cannot resize tables smaller in the Policy Definition page

If you attempt to resize the last column in a table in the Policy Definition page, using the right hand border, the heading will be resized, but the data columns, and the table itself, will not be resized. (15592).

A Cisco device that is removed and re-added to EPICenter inventory does not show correct policy settings

If you configure a Cisco device to use a custom queue list for QoS, then delete the device from the EPICenter inventory and add it back in, the Policy Manager will show the QoS settings for that device as “Don’t manage.” You can fix this by doing a “Sync” on the device through the Inventory Manager, which will re-establish the correct QoS configuration for the device. (16278)

Configuring a large number of IP access list rules may cause SNMP to time out

For devices running ExtremeWare 6.2 software, attempting to configure more than 150 IP access list rules may cause SNMP to time out. If you are creating IP access rules only through the EPICenter Policy Manager, and not through the ExtremeWare command line, you can speed up the rule configuration process by changing the starting value for the IP QoS Rule Precedence property to 1 (its default is 10,000). This property is set in the EPICenter Administration applet, on the Server Properties page, under Other properties. If there are existing access list rules on the device that were configured through the ExtremeWare CLI, or if you plan to create rules through the CLI, you should *not* change the value of this property. (1-51KNY)

Documentation

IP QoS Rule Precedence property described incorrectly

The description for the IP QoS Rule Precedence property, in the *ExtremeWare EPICenter Software Installation and User Guide*, Chapter 15, “Administering EPICenter” is incorrect. Setting the property to a high value (the default is 10,000) ensures that access list rules created by the

EPICenter Policy Manager will have *lower* precedence than rules created through the ExtremeWare command line interface.

Inventory export scripts not documented for Solaris

The documentation in the *ExtremeWare EPICenter Software Installation and User Guide*, Appendix B, for the inventory export scripts does not include the Solaris versions of these scripts. These scripts let you export information from the EPICenter device inventory in a format that can be used by other applications such as a spreadsheet. The Solaris versions of the scripts are `inv.sh`, `msinv.sh`, and `slots.sh`, found in the EPICenter `user/scripts/bin` directory. The command line options are the same as those for the Windows “.bat” versions of the scripts.