Enterasys NetSight Atlas Console Release Notes

Table of Contents

Enterasys NetSight™ Atlas Console

Version 2.0

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INTRODUCTION:

NetSight Atlas Console 2.0 introduces a Client−Server architecture to the proven capabilities of NetSight Atlas Console. It includes a collection of tools to help you manage networks of varying complexity from one or more client workstations. It is designed to facilitate specific network management tasks while sharing data and providing common controls and a consistent user interface. NetSight Atlas is a family of products comprised of NetSight Atlas Console and a suite of plug−in applications.

CAUTION: The database and topology maps used/created in a beta release may not be compatible with the general release of NetSight Atlas Console 2.0.

When updates have been obtained using the NetSight Atlas Web Update feature, the Addendum section at the end of these release notes will contain the updated release information.

The most recent version of these release notes can also be found on the NetSight Documentation web page: `http://www.enterasys.com/support/manuals/netsight.html`.

NOTE: When this topic is opened from the CD−ROM, the links from this topic to other help

topics will not work (404 − not found). Links within the topic will work and once you've installed NetSight Atlas Console, you can launch the help system and access help for all topics.

NetSight Atlas Console

Console serves as a control panel for integral Atlas functions and optional plug−in applications. It lets you monitor device status, define network configuration, and automate troubleshooting tasks.

NetSight Atlas Console Features

Discovery

Discovery populates the NetSight database, discovering devices based on Subnet address or IP range. The discovered devices can be saved to the database, where they are automatically placed in one or more system−created device groups. The system−created device groups sort the devices into appropriate product families, subnets, etc.

Device Icons, Device Groups, User−defined Groups

Device icons provide a graphical representation of the device and its status. Color−coded arrows provide a visual indication of the status of the device, up or down. In the left tree panel, groups appear as folders containing devices. A set of system device groups collect devices by IP, Location, and product families (e.g., Matrix, Vertical Horizon, X−Pedition, etc.). You can create your own groups organized to show your network in a way that makes sense to you. As an example, you can define a group for a building, or a sub−group within the building as a floor or even another sub−group for a closet. You can create groups based on departments, engineering, sales, etc., or even create groups based on the subnet.

Topology Manager

Topology Manager lets you expand your view of the devices in the tree, making it easier to visualize their network layout. It allows you to arrange your networks in a way that is less abstract, graphically depicting links between devices, and showing device groupings.

Topology Manager's physical map views are based upon protocols such as CDP and 802.1d spanning tree that show the physical connectivity between devices. Logical map views are based upon protocols that show logical connectivity between devices, as it applies to a specific protocol. Map *overlays* add visual context to the map, by showing link color, link weights, and various endpoint symbols that are meaningful to a particular logical view. For example, activating the Spanning Tree overlay in a map view identifies master ports, active links, and Root Bridges by highlighting active links and attaching symbols to devices and ports in the view.

FlexViews

NetSight Atlas Console provides pre−defined views of the network devices. These views provide information and configuration capabilities across the entire system. In addition, NetSight Atlas Console provides the capabilities to create your own FlexViews or modify and filter those provided with Console. The FlexView tables can be filtered, searched, and sorted, making it possible to view specific network conditions: for example, the top ten instances of an object such as the Highest CRC count on ports or the highest packet transmissions by port.

Graphing, Printing and Exporting
FlexViews are also capable of presenting information as a pie graph, bar graph, or line graph and printing or exporting information to a file or printer. The exported data is saved in CSV or HTML formats and graphs can be exported as BMP, JPG, PNG or TIFF formatted files.

FlexView Properties You can use the FlexView Properties to customize pre−defined views and create your own FlexViews to provide the kind of information you need to manage your network.

MIB Tools
MIB Tools lets you examine the MIBs supported by an active device on your network and change the value of a writable MIB object. You can use the MIB Tools window to contact a device, view its supported MIBs, query the device for MIB values, and set a new value for a MIB object at the device.

VLAN Tools
The VLAN tools provide a system−wide deployment of VLAN configuration and monitoring capabilities. Use them to create VLAN configuration parameters that are deployed to multiple devices or groups of ports easily and in an automated fashion.

Compass
Compass is where you can search for information about end−users or computers. It answers questions such as: Where is this IP address in the network? Where are all members of this IP subnet in the network? Which users are authenticated on this switch, in this building, in the entire network? Where is user Bob Smith logged on currently? Answers to these types of questions help network administrators with information about users and where they are connected. In today's mobile work force it is imperative to be able to find information about users quickly.

Alarms and Events
The alarms and events feature of NetSight Atlas Console can help to make you aware of a variety of situations that demand your attention. The information available from Alarm and Event tabs can be exported, printed, searched, filtered, and sorted. NetSight Atlas Console also provides configuration tools that let you add and customize Alarm and Event tabs and let you trigger e−mail notification or launch an application for certain alarms, events, and traps.

Device Manager
Provides status and administrative tools to help you manage the devices in your network.

HP OpenView − Network Node Manager Integration
You can integrate NetSight Atlas Console with Hewlett−Packard's HP OpenView Network Node Manager (NNM), versions 6.3 and 7.1 software. This feature lets you launch NetSight Atlas Device Manager from a device in NNM.

WARNING: NetSight Atlas Console 2.0, either fully licensed or for evaluation, should not be installed on a system with an earlier version NetSight Atlas Console that is integrated with HP OpenView. The 2.0 version will overwrite the earlier version, making the earlier version of Console unavailable from the HPOV menus.

NetSight Atlas Plug−In Applications

These are optional applications that can be launched from the Console and take advantage of suite−wide options. Each plug−in application serves to facilitate specific network management tasks. Plug−in

applications available with Atlas include:

- Automated Security Manager
- Policy Manager
- Inventory Manager
- Router Services Manager

It is recommended that you thoroughly review these release notes prior to the installation or upgrade of this product.

SOFTWARE CHANGES AND ENHANCEMENTS

This is a beta release leading up to the initial release of NetSight Atlas Console version 2.0. After the product release for general availability, this section will describe new features and changes from the prior release, including a summary of restrictions and limitations that have been removed/corrected since the previous release.

Software Enhancements

Watch this subsection in future releases to learn about enhancements that have been implemented since the previous release.

SYSTEM REQUIREMENTS

Supported Platforms

The system requirements for operating NetSight Atlas Console are listed here.

- **Windows 2000, Windows 2003 Server, Windows XP Professional** w/Service Pack 2 (qualified on the English version of the operating systems)
  - Recommended P4−2.4 GHz, 1GB RAM
  - Free Disk Space − 600MB

- **Solaris 2.8, Solaris 2.9** (with latest operating system patches installed.)
  - Recommended Sun®Ultra 30/60 (or equivalent), 900MHz, 1GB RAM
  - Free Disk Space − 600MB

- **Linux: Red Hat Version 9**, **Enterprise WS, ES and SuSE Linux**
  - Recommended P4−2.4 GHz, 1GB RAM
  - Free Disk Space − 600MB

PRODUCT FIRMWARE SUPPORT:

NetSight Atlas Console is designed to support all Enterasys hardware product families. Refer to the Firmware Release Notes for the list of MIBs supported for the following product families:

Matrix C1
Matrix C2
Matrix E1
Matrix E5
Matrix E6/E7
Matrix N−Series
RoamAbout
Vertical Horizon
X−Pedition Routers

Devices

NetSight Atlas Console supports up to 1500 devices. SNMP must be configured on your devices to allow them to be managed by NetSight Atlas Console.

NOTE: Console performs a number of CPU−intensive tasks during Discovery and while creating device groups and the hierarchy of the left panel. You may notice some reduced performance while these processes are being performed. You may choose to use this time to become familiar with the documentation or to explore some of the menus and features of NetSight Atlas Console.

INSTALLATION INFORMATION:

NetSight Atlas Console can be installed on the following platforms:

- Windows:
  - Windows® 2000
  - Windows® XP Professional
  - Windows® 2003 Server
- UNIX®
  - Solaris® 2.8
  - Solaris® 2.9
- Linux
  - Red Hat Version 9
  - Red Hat Enterprise WS, ES
  - SuSE Linux (Systems running SuSE Linux should be re−booted prior to installation. See Problem 12.)

The NetSight Atlas Installer (InstallAnywhere® by Zero G Software, Inc.) leads you through a series of windows that ask you for all the information required in order to install NetSight Atlas Console. When you finish with the series of windows, NetSight Atlas Console is installed according to your specification. For complete installation information and instructions, refer to the Installation help topic, and the instructions available on the web site: `www.enterasys.com/netsight/`.

Evaluation Copy

When you install NetSight Atlas Console, you can select to install a 30−day Evaluation Copy. The evaluation copy installs NetSight Atlas Console (either as a Standalone or Client/Server configuration).

The evaluation period for Console starts when the evaluation installation finishes and expires 30 days later. To convert from an evaluation copy of NetSight Atlas Console to a purchased copy, contact your Enterasys Networks Representative to purchase the software and receive a License Key. You do not need to reinstall the software to perform the conversion.

WARNING: NetSight Atlas Console 2.0, either fully licensed or for evaluation, should not be installed on a system with an earlier version NetSight Atlas Console that is integrated with HP OpenView. The 2.0 version will overwrite the earlier version, making the earlier version of Console unavailable from the HPOV menus.

Upgrading Console

If you are upgrading from Console, release 1.5, you can convert your Console 1.5 database to preserve most of your network information. However, some elements in the earlier version cannot be converted to Console 2.0. Refer to Converting a Database for more specific information on converting your Console 1.5 database.

It is possible to update Console to change from a *Stand−Alone* to a *Client−Server* configuration. However, on Windows systems, this requires re−installing Console 2.0 using the *Client−Server* license key. This update can be done on UNIX and Linux systems without re−installing. Refer to Upgrading Console for more information on upgrading from Stand−Alone to Client−Server operation.

NOTE: It is not possible to upgrade from a Client−Only configuration to either a Standalone or Client−Server configuration without re−installing with the upgraded license key.

Co−existing Versions of Console

Console, Release 2.0 can be installed and co−exist with Console, Release 1.5. However, some precautions must be taken to prevent loosing information or features in this environment or when either version is uninstalled.

- Prior to installing Console 2.0 on a system with Console 1.5, preserve a copy of the `.nsaservrc` file in the <*Console 1.5 install area*>`\Enterasys Networks\NetSight Atlas Shared\Users\AllUsers` directory.
- If you have selections that were added Applications to the device−level right−click menu, you should preserve a copy of the `ThirdPartyDeviceMenu.txt` file from Console 1.5 (in the <*Console 1.5 install area*>`\Enterasys Networks\NetSight Atlas Console 2.0\backupshared`) prior to installing Console 2.0. You will need to restore the 1.5 version of this file or copy portions of the prior version into the one created by the Console 2.0 installation. Refer to Known Restrictions − Installation Problem 9 for more information on restoring Console 1.5 Applications menu choices.
- If you uninstall Console 2.0 while retaining Console 1.5, you must restore your saved copy of the `.nsaservrc` file to the <*Console 1.5 install area*>`\Enterasys Networks\NetSight Atlas Shared\Users\AllUsers` directory.
- If you later uninstall Console 1.5 while retaining Console 2.0, you will need to re−install Console 2.0.

WARNING: NetSight Atlas Console 2.0, either fully licensed or for evaluation, should not be installed on a system with an earlier version NetSight Atlas Console that is integrated with HP OpenView. The 2.0 version will overwrite the earlier version, making the earlier version of Console unavailable from the HPOV menus.

NOTE: When re−installing Console, the installation program saves copies of any FlexViews that you have created/modified in the <*install area*>`\Enterasys Networks\NetSight Atlas Console 2.0\backup\FlexViews` folder.

CAUTION: When re−installing Console, MIBs that you have added to the <*install area*>`\Enterasys Networks\NetSight Atlas Console 2.0\client\etc\mibs` directory will be removed during installation. You should always add MIBs <*install area*>`\Enterasys Networks\NetSight Atlas Console 2.0\client\etc\mibs\MyMIBs` directory. The MyMIBs directory is saved and restored during re−installation. Refer to How to Add MIBs for more information.

HP OpenView Network Node Manager

NetSight Atlas Console supports versions 6.3 and 7.1 of Hewlett−Packard's HP OpenView Network Node Manager (NNM) software.

CONFIGURATION CONSIDERATIONS

NetSight Atlas Console

1. NetSight Atlas Console includes an SNMP trap daemon that must be the only trap daemon running on your system. If you are running the OS trap daemon on your system, you must shut it down before launching the Console.
    1. Open **Services** window on your system (on Window2000 or NT systems − **Control Panel** > **Services** −− on Windows XP − **Control Panel** > **Administrative Tools** > **Services**).
    2. Scroll down to find the SNMP Trap Service in the list.
    3. Right click on the trap service and select **Stop** from the right−click menu.
    4. Right click on the trap service again and select **Properties** from the right−click menu.
    5. In the Properties window, set the **Startup Type** for the SNMP Trap Service to **Manual**.
    6. Close the Properties and Services windows.
    7. Open the Task Manager and check to be sure that the process is not running.
    8. Close the Task Manager.
2. During installation, the license information will be unreadable if your display settings are set for a black background (e.g., High Contrast#1, High Contrast #2, or High Contrast Black). Set your display **Properties** > **Appearance** > **Color Scheme** to something other than a black background during installation.
3. **TFTP Configuration Upload** − When saving a configuration or bootlog file to a new file, Console's TFTP server always creates a new file during the save operation. If you are using a different TFTP server, one that requires that a new file is not automatically created, you should contact Enterasys GTAC for information on how to disable this feature.

Linux

On Linux if a client can connect locally to the server, but remote clients are unable to connect, here are some things to check:

1. Log on to the Server as root and check the following sockets using the command:

```
netstat –pel | grep <socket>
```

a. Check the socket 4588:

```
netstat –pel | grep 4588
```

This socket should be in LISTEN mode – *localhost:4588 listen*.

b. Check the socket 4589:

```
netstat –pel | grep 4589
```

This sockets should be in LISTEN mode – *localhost:4589 listen*.

If either socket is not in LISTEN mode, then it is likely that the database has failed to start, or that the server did not load properly. If this happens, consult the server log, these problems generate traces.

c. Check the socket 4532:

```
netstat –pel | grep 4532
```

This socket should be in LISTEN mode − **:4532*. If it is anything but asterisk (*) (eg., *localhost:4532*, or *127.0.0.1:4532*), the server is listening locally.

2. Check the `/var/Enterasys*/run_conf` file. Look for a device hostname configuration.
3. Edit the line for JBOSS_HOSTNAME= to add your hostname. For example,

```
JBOSS_HOSTNAME=”1.2.3.4”
```

4. Restart the server.

If the problem persists, contact Enterasys Global Support.

Windows™ 2000

1. You should disable the **Guest** account when running NetSight Atlas Console on a Windows™ 2000 host system. Windows 2000 allows a user without an account on the machine to login using the **Guest** account. This is a potential security problem.

Server Configuration Considerations

For customers who have installed a NetSight Server on a Linux or Solaris platform, this section provides information on manually starting and stopping the server, as well as running the server in a non−DNS environment and limiting client connections to the server.

Instructions on:

- Manually Starting and Stopping the Server on Solaris
- Manually Starting and Stopping the Server on Linux
- Manually Starting and Stopping the Server on Windows
- Running the Server on a non−DNS Enabled Solaris System
- Limiting Client Connections on Solaris
    - Accepting Connection from Local Client Only

Manually Starting and Stopping the Server on Solaris

Starting the Server

The NetSight Server can be started using the command:

```
<installdir>/server/startserver.sh
```

Stopping the Server

The NetSight Server can be stopped using the command:

```
<installdir>/server/stopserver.sh
```

Starting and Stopping the Server Components

The NetSight Server components (NetSight Database and NetSight Server) can be individually controlled using their own start/stop scripts:

```
<installdir>/server/netsightdatabase.sh {start|stop}

<installdir>/server/netsightserver.sh {start|stop}
```

Manually Starting and Stopping the Server on Linux

When installed as a service on Linux, the NetSight Server can be controlled using tools such as the Red Hat Service Configuration Tool.

Manually Starting and Stopping the Server on Windows

You can manually start and stop the NetSight Server from the NetSight Services Manager.

1. Go to the Taskbar Notification Area of your desktop (on the lower right of your screen, unless you've relocated your Taskbar).
2. Right−click the Services Manager icon  .
3. Select the appropriate **NetSight Server** menu option.
    - **Stop Server and Database** − Stops both the NetSight Server and Database.
    - **Stop Server** − Stops only the NetSight Server.
    - **Restart Server** − Stops the server and then starts it up again immediately, or just starts the server if the server is already stopped. If the NetSight Database is not running, it will also be started.

Running the Server on a non−DNS Enabled Solaris System

By default, the NetSight Server obtains the local system's IP address by performing a hostname resolution when the Console Client is launched. For Solaris systems that are not configured with hostnames (e.g. the hostname command returns *localhost* or *localhost.localdomain*), or are not registered in DNS, use the

following steps to start the server with an IP address.

1. Open the server's run.sh file located in `<installdir>/server/jboss/bin/run.sh`.
2. Edit the HOSTNAME variable at the top of the file to:
   `HOSTNAME="<server IP address>"`
   For example, HOSTNAME="123.123.123.123"

Limiting Client Connections on Solaris

Use the steps in this section to configure the server to accept connections only from the local system and/or limit client connections to a specific IP address.

Accepting Connection from Local Client Only

By default, the NetSight Server accepts connections from any client system. To limit connections to clients connecting from the local system only, use the following steps:

1. Open the server's run.sh file located in `<installdir>/server/jboss/bin/run.sh`.
2. Edit the HOSTNAME variable at the top of the file to:
   `HOSTNAME="127.0.0.1"`

Limiting Connections to a Specific IP Address

By default, the NetSight Server will accept connections on all IP addresses supported by the server host. If your server supports multiple IP addresses, it may be desirable to limit client connections to a specific IP address. To specify an IP address:

1. Open the server run.sh file located in `<installdir>/server/jboss/bin/run.sh`.
2. Edit the HOSTNAME variable at the top of the file to:
   `HOSTNAME="<server IP address>"`
   For example, HOSTNAME="123.123.123.123"

Clients must use the exact IP address to connect to the server. Clients can no longer use *localhost*, 127.0.0.1, or any DNS name that translates to anything but the specified IP address.

Adding Memory to the Server on Solaris

By default, the NetSight server is configured to use a maximum of 512 MB of virtual memory. On large server systems and in large deployments, you can increase the amount of memory. Keep in mind that if the server attempts to access more memory than it is configured for, it will terminate.

1. Open the server's run.sh file located in `<installdir>/server/jboss/bin/run.sh`.
2. Edit the MAXMEMORY variable at the top of the file to the desired value:
   `MAXMEMORY="<number of MB>"`

Firewall Considerations

The NetSight Server runs on a set of non−standard ports. These TCP ports (4530−4533) need to be accessible through firewalls for clients to connect to the server.
4530/4531 −− JNP (JNDI)
4532 −− JRMP (RMI)

Devices

1. NetSight Atlas Console supports secure command line connections to devices using Secure Shell (SSH). Refer to the specific device user reference manuals for configuration information related to SSH.

   NOTE: X−Pedition devices cannot have SSH and RADIUS authentication enabled at the same time. Refer to the ***SSH Protocol Versions*** in the ***Enterasys X−Pedition User Reference Manual*** for more information.
2. Compass resolves IP addresses to MAC addresses using information from router MIBs (ipNetToMediaTable, ipCidrRouteTable, and ipRouteTable), but only if devices that can be modeled as a switch or a router (e.g., Matrix N7 and DFE) are created in the NetSight database using the router's IP address. Compass cannot query information from the router MIBs unless devices are created using an IP address for the router interface.
3. Console does not support port configuration settings on MatrixV2 devices.

OPERATING SYSTEM PATCHES

Before installing NetSight Atlas Console on the UNIX platform, be sure to install the latest patches for your operating system. You can download the most recent operating system patches from `http://sunsolve.sun.com/`.

KNOWN RESTRICTIONS AND LIMITATIONS

The known restrictions and limitations for this release of NetSight Atlas Console are listed below. Solutions for these restrictions and limitations are noted, if available.

Install/Uninstall

Problem 1:	(Windows 2000/XP/Server 2003 only) An evaluation of your system is not automatically performed during the installation. If system requirements are not met, the install will take place, but results will be unpredictable.
Solution:	Verify that all Windows 2000/XP system requirements are met prior to installing NetSight Atlas Console.
Problem 2:	(Solaris only) In the Select Destination window of the Installer, if you click **Browse** and then double click to select a directory, the **OK** button doesn't work.
Solution:	You must select the directory using a single click instead of a double click.
Problem 3:	(Solaris only) The Installer does not come up due to path problems.
Solution:	Ensure that `/usr/usb` does not precede `/bin` in your path. To do this, in a Unix window, type **`which chown`**. If the result is `/usr/ucb/chown`, replace `/usr/ucb` with `/bin` in your path. If the result is `/bin/chown`, the path is not the problem.

Problem 4:	(Solaris only) When the Installer is started, the following message is reported: `Warning: Cannot convert string "-monotype-arial-regular-r-normal--*-140-*-*-p-*-iso8859-1" to type FontStruct.`
Solution:	No action is required. The Installer will use a default font.
Problem 5:	(Solaris only) The NetSight Atlas Uninstall program cannot warn you that the Console is running when you attempt to uninstall. When this happens, some components are not removed and subsequent installation and operation is unspecified.
Solution:	Exit from the NetSight Atlas Console and stop all services prior to starting Uninstall on Solaris workstations.
Problem 6:	During installation, the license information will be unreadable if your display settings are set for a black background (e.g., High Contrast#1, High Contrast #2, or High Contrast Black).
Solution:	Set your display **Properties > Appearance > Color Scheme** to something other than a black background during installation.
Problem 7:	When there is insufficient space in the selected install area, the installer reports the situation and lets you select an alternate location. If the alternate location does not provide the required space, the installer again reports the shortfall, but instead of showing the alternate path, it incorrectly shows the path to the original install area. The space provided by the alternate path is analyzed correctly; only the path that is reported is wrong.
Solution:	Select an install area that provides the required disk space. Refer to System Requirements for more information.
Problem 8:	(Linux Enterprise v3 ES only) During install, the installation program reports the obsolete use of an option for the tail command and an inability to check for available disk space: For example: `Preparing to install...` `tail: `-1' option is obsolete; use `-n 1'` `Try `tail --help' for more information.` `Console14_9.bin: line 330: [: `)' expected, found -z` `WARNING! The amount of /tmp disk space required and/or available could not be determined. The installation will be attempted anyway.` `Extracting the JRE from the installer archive...` `Unpacking the JRE...` `Extracting the installation resources from the installer archive...`
Solution:	This is a problem with the install program and the messages can be ignored.
Problem 9:	The `ThirdPartyDeviceMenu.txt` file is overwritten when installing Console 2.0 as an update to Console 1.5 or if installing to co-exist with Console 1.5. This removes links to your applications from the device-level right-click menu.
Solution:	Prior to installing Console 2.0, save the ThirdPartyDeviceMenu.txt file to a safe location. Then, after installing Console 2.0, restore the original file to the Enterasys Networks directory or merge portions of your original file with information in the new ThirdPartyDeviceMenu.txt file. Refer to How to Add Applications to the Device-Level Right-click Menu topic for more information.

Problem 10:	Although rare, a timing problem could cause the database initialization to fail. The install program reports that the installation completed with errors. Check the install log for the following error: `java.lang.NoClassDefFoundError: com/enterasys/netsight/tools/database/DatabaseInitializer Exception in thread "main"`

Solution:	Restart the database initialization as follows:
	
	1. Navigate to the `/server/jboss/bin` directory.
	
	`cd` <install area>`/server/jboss/bin`
	2. Execute the follwoing commands:
	
	`nsm.bat start`
	
	`initDb.cmd`

Problem 11:	Installing Console 2.0 over a previoiusly installed version of Console 2.0 reports the following errors reported in the install log: `BackupFiles Status: WARNING Additional Notes: WARNING – client\Resources\MibToolsApp.ini did not exist in C:\Program Files\Enterasys Networks\NetSight Atlas Console 2.0 WARNING – client\Resources\mailList.properties did not exist in C:\Program Files\Enterasys Networks\NetSight Atlas Console 2.0 WARNING – client\Resources\webuser.properties did not exist in C:\Program Files\Enterasys Networks\NetSight Atlas Console 2.0 WARNING – Users\AllUsers\.consolerc did not exist in C:\Program Files\Enterasys Networks\NetSight Atlas Shared WARNING – Users\AllUsers\.netsightrc did not exist in C:\Program Files\Enterasys Networks\NetSight Atlas Shared`
Solution:	These warnings can be safely ignored. The problem will be corrected in a future release.
Problem 12:	(SuSE Linux only) The install log will report errors and the server and database cannot be launched. This is because the installation cannot detect a SuSE operating system to allow installing the correct system−specific scripts for launching several services and the database and the server. The Console 2.0 installer uses the `dmesg` command on linux to determine if it is being installed on a SuSE system. However, sometimes the information necessary to determine this is not always in the system buffer that is read.
Solution:	Reboot the system just prior to installing Console on a SuSE system to ensure that the system buffer contains the necessary information.

NetSight Atlas Console

General

Problem 1:	The Sort, Filter, and Find Toolbars cannot be isolated vertically. When you try to drag a bar vertically, the bar gets bigger, not isolated, and then you can no longer isolate the bar at all. This is a Java bug and does not interfere with the operation of the application.

Problem 2:	When different generations of SmartSwitch 6000/Matrix E7 family switches are mixed within a single chassis, the Console will create multiple **Grouped by Chassis** groups for the chassis. For example: Grouped By |_ Chassis |_ SmartSwitch 6000 [00001D837733] (2) |_ 172.16.34.5 |_ 172.16.34.7 Matrix E7 [00001D837733] (1) |_ 172.16.34.6 **NOTE:** The serial number is the same for both groups.
Solution:	Examine the serial number associated with each chassis to determine when multiple groups represent the same chassis.
Problem 3:	When an X−Pedition is configured to run the OSPF routing protocol, it is possible during TFTP transfer that the device will send TFTP packets from different source ports. This will cause the transfer to fail with a `TFTP Error: Undefined error`. For security reasons this is not supported by the NetSight Atlas TFTP Server.
Solution:	When OSPF routing protocol is being used on your network, you must configure your X−Pedition devices to use a single port for TFTP traffic. Refer to the ***X−Pedition User Reference Manual*** for information about using the system set tftpsource command.
Problem 4:	(Solaris only) NetSight Atlas Console may not accept input from the keyboard's numeric keypad.
Solution:	Installing the latest patches for your operating system should fix the problem. You can download the most recent operating system patches from www.sunsolve.sun.com.
Problem 5:	Device List > Import From File operations fail if the device list includes values with <space> characters (e.g., "authpwd=pass word" vs. "authpwd=password").
Solution:	Device lists do not support <space> characters in their parameter values. Remove any <space> characters from your values and then re−import the device list. Alternately, you can delete the device (that has <space> characters in its values) from the device list and use the Add Device window (which accepts values with <space> characters) to create the device.
Problem 6:	Device List > Import From Console operations fail to contact devices that have <space> characters in their community names or SNMPv3 user names and passwords (e.g. "pass word" vs. "password"). The device and profile are created, but the device icon displays a red down arrow.
Solution:	Correct the community name or SNMPv3 user name and password using the Console Profile Editor. With the next poll cycle, the device will be contacted.
Problem 7:	Ping does not work when running Console as a user without Administrative privileges on a Windows platform. Ping−related features will not work on the Console Client when

	running as a user without Administrative privileges: • Discovery using Ping • Device operational status cannot be determined for devices with their Poll Type set to **Ping only** (set Poll Type to SNMP) • Ping−related Compass functions
Solution:	Run Console as a user with Administrative privileges.
Problem 8:	When the EngineID is changed for a device using an SNMPv3 credential, Console will lose contact with the device and will not re−negotiate with the device to learn the new EngineID to re−establish contact with the device. This condition can be verified by attempting to contact the device using MIB tools.
Solution:	If querying the device with MIB tools is successful, shut down and restart Console to re−establish contact with the device.
Problem 9:	Importing a large number of devices (500 or more) will hang the application.
Solution:	Divide the device import into smaller groups. While poll (Options) settings and the level of network traffic will affect the number of devices that can be imported without encountering this problem, blocks of 300 devices should import properly on systems using Console's default poll settings.
Problem 10:	Auto Negotiation mode (ifMauAutoNegAdminStatus) cannot be managed using an SNMP set from NetSight Atlas Console (Port Properties, FlexViews, or MIB Tools). The set does not report a failure, but the set does not occur on the device. This problem was reported on firmware releases E9.0.7.0 and E9.0.7.2.
Solution:	Use the device Local Management (CLI) to set Auto Negotiation mode.
Problem 11:	Attempting to perform other operations while the mouse pointer is shown as an hourglass causes a Java Exception, and requires closing and restarting Console. In particular, when deleting a large number of devices from the **Properties** tab, the mouse pointer is changed to an hourglass, but does not prevent you from performing other operations.
Solution:	Wait; do not perform other operations while the mouse pointer is an hourglass.
Problem 12:	The **Refresh (Rediscover)** feature shows a *Completed* status message before the refresh is actually finished. Any requests that you make before the refresh is done will either be blocked (indicated by a *Tree is busy* message) or could produce unpredictable results.
Solution:	If you are refreshing a large number of devices, check the CPU utilization and wait until it has settled down to 0% before requesting the next action.
Problem 13:	(Linux and UNIX only) You cannot specify a range of pages when printing from tables on UNIX or Linux systems. If you select **Print** from the **Table Tools** popup menus, the resulting print settings window does not open to a sufficient size (and cannot be resized) to allow access to the page range fields.
Solution:	For these systems, the only option is to print the entire table.
Problem 14:	(Linux only) Linux remembers if a window was previously maximized, and if the help window is maximized prior to being dismissed, the next time it is opened, the information does not completely fill the maximized window.

Solution:	Resize the window to restore a normal presentation.
Problem 15:	(Linux only) An initial Discover, performed immediately after install, stops prematurely. Console stops sending discover packets. Subsequent Discovers work properly.
Solution:	Wait 3−5 minutes following installation or system reboot before starting a Discover on Linux systems.
Problem 16:	The SNMPTrap Service synchronizes its timestamp with your system's clock when the service is launched, but does not recognize changing to or from Daylight Savings Time while running. This causes a one hour discrepancy in the timestamps for Traps and Informs that appear in Console after making the change.
Solution:	Stop and Restart the SNMPTrap Service when changing to or from Daylight Savings Time.
Problem 17:	(Windows2000, XP, 2003 Server) When the Console Server is run as a service, programs (GUI based executables) that have been configured to be launched as an Alarm Action do not launch correctly. The process starts, but the application's graphical user interface fails to open.
Solution:	Contact Enterasys GTAC for a workaround for this problem.
Problem 18:	Launching **SSH** from the right−click menu when a device is selected in the left panel does not work if there are multiple copies of the cygwin1.dll file on your system.
Solution:	Search for cygwin1.dll using the Windows Start > Find/Search facility and delete all but the most recent version. The most recent version should reside in *x*`:\cygwin\bin`, where *x* is the drive on which you have installed the cygwin distribution.
Problem 19:	Hovering the mouse pointer over an object Console's main window (long enough to display a tooltip) while there is another window open (Discovery, FlexView Properties, etc.) will occasionally cause the main window to assume focus (move to the front), thereby hiding the other window. This appears to be related to a known Java problem.
Solution:	Restore focus to the hidden window by moving the main window to one side and clicking on the hidden window or selecting the hidden window from the Taskbar.
Problem 20:	The Hide/Show Acknowledged Events button () restores cleared events to the Events View. This button should not restore cleared events. Instead, it should only hide or show Acknowleged events that are logged after the table is cleared.
Solution:	This problem will be corrected in a future release.
Problem 21:	The Authorization Group that appears in the title bar in the title of Console's main view is not updated when the group membership of the current user is changed in the Groups and Users tab of the Authorization and Device Access window.
Solution:	The title shows the correct Authorization Group when a new Console Client session is started. This problem will be corrected in a future release.
Problem 22:	Console may hang when attempting *Retrieve* Properties that cause the table to expand into thousands of rows. For example, Port Properties on several devices with a large number of ports in a single operation. It is not possible to define a finite limitation. The table size is related to your system's memory resources.
Solution:	Retrieve Properties for fewer devices at a time and/or increase the available memory.

Problem 23:	If Discover finds a device that already exists in the database, but the existing device is configured with a different profile, the device appears in the Discovered Devices table, noted as *Exists* with the current profile for the existing device within angle brackets. The same informaiton should appear in a tooltip, however that profile information is blank in the tooltip. Saving the device changes the existing profile to the one listed in the Profile column.
Solution:	This problem will be corrected in a future release.
Problem 24:	The MatrixV2 does not support sets to the MAU MIB. Therefore you cannot use the Console's Properties − Port View to configure ifMauEntry or ifMauAutoNegEntry MIB objects.

Alarm and Event Manager

Problem 1:	(Windows2000, XP, 2003 Server) When the Console Server is run as a service, programs (GUI based executables) that have been configured to be launched as an Alarm Action do not launch correctly. The process starts, but the application's graphical user interface fails to open.
Solution:	Contact Enterasys GTAC for a workaround for this problem.

FlexViews

Problem 1:	Attempting to Enforce values for MIB objects that are not supported in a device will report a Set Failure. In particular, this will occur when attempting to map a transmission priority to a traffic class in Matrix E5 or Vertical Horizon devices using FlexView Table Editor to map priority using the dot1dTrafficClass MIB. This also poses a problem for Matrix E1 devices. While the device does recognize the dot1dTrafficClass MIB, attempting to SET a value fails. This occurs because although these devices do support mapping of Priorities 0−7 to four separate Traffic Classes, the mapping is global to each Priority as opposed to each instance of that Priority. FlexView attempts to perform the mapping per instance (dot1dTrafficClass) and the SET fails.
Problem 2:	Some MIB tables may not work in FlexViews. Any column in a FlexTable that is instanced by TimeFilter may be left empty for devices whose firmware improperly implement TimeFilter.
Solution:	The MIB tables may have time filters in them. MIB tables with time filters do not work in FlexViews.
Problem 3:	FlexViews may not present the correct order of bits for writeable, enumerated MIB objects. When a device returns bits for an enumerated object in the incorrect (reverse) order, the value will be displayed incorrectly in the FlexView. When the value appears incorrectly in a FlexView, it cannot be reliably used to edit and enforce values for enumerated OIDs on devices. You can verify whether the bits are returned in the correct order by examining the raw bit value, either through MIB Tools or by creating an expression column that displays the raw value for the column containing the Bits values.
Solution:	Verify the correct order of bits, as suggested, or use MIB Tools to edit and set writeable enumerated OIDs.

Topology Manager

Problem 1:	Changes made to *Unconnected Nodes* or *Removed by Synchronize* submaps are not be retained when the map containing them is saved.
Solution:	This problem will be corrected in a future release.
Problem 2:	Background images cannot be tiled in Topology Manager. If you have converted maps from an earlier release of Console that contained a tiled background, the image will appear un−tiled in Topology Manager.
Problem 3:	Customized device icons are not supported in Topology Manager. If you have converted maps from an earlier release of Console that contain device icons that you changed in the prior release, they will appear in Topology Manager with the standard icon for the device type.
Problem 4:	Manually−created connections between map objects, other than devices, are not supported in Topology Manager. If you have converted maps from an earlier release of Console that contain these manually−created connections, they are dropped in the conversion and will not appear in Topology Manager. Manually created−connections between devices are converted.
Problem 5:	Labels associated with Symbols in maps that you've converted from an earlier release of Console are dropped in the conversion and will not appear in Topology Manager. The Symbol is treated as an *Image*, without a label.
Problem 6:	GoTo shortcuts in maps that you've converted from an earlier release of Console are dropped in the conversion and will not appear in Topology Manager.
Problem 7:	Topology Manager does not support background colors. If you have converted maps from an earlier release of Console that contained a background color, the background is dropped in the conversion and will not appear in Topology Manager.

VLAN

Problem 1:	False failure message when enforcing VLANs to a device (e.g., RoamAbout2) that does not support `CreateAndWait` and `NotInService`. The VLAN is created successfully.
Solution:	Select the device in the left panel, access the VLAN tab and  (Retrieve) the Device VLAN information to verify that the VLAN was successfully created.

Problem 2:	On an X−Pedition router, a VLAN definition cannot be overwritten to an existing VID that is used by the **System Static** VLAN (e.g., SYS_L3_InterfaceName).
	
	When such VLAN Definition is compared in the VLAN Details window, the following information is displayed:
	
	`Setting Name | VLAN Config | | Device Config`
	`==========+==========+====+==========`
	`VLAN Name | Not Defined | | SYS_L3_InterfaceName`
	`VID | 3 | | 3`

	`Write To Device	N/A	!=	Undefined VLAN will be removed			on enforce` The message is misleading because: 1. You cannot overwrite the **System Static** VLAN on a router. 2. Since the VLAN Definition with VID=3 is not defined in a VLAN Model the Enforce operation does not make sense.
Solution:	MERGE the VLAN from the router into the VLAN Model.
Problem 3:	On an X−Pedition (SSR) router, you cannot directly change the PVID for a Basic Port from one non−Default VLAN to another non−Default VLAN. For example, changing PVID 7 ➡ PVID 8 will not work.
Solution:	Change the PVID to the Default VLAN and then change the PVID to the new non−Default VLAN. For example, change PVID 7 ➡ PVID 1 ➡ PVID 8.
Problem 4:	On the X−Pedition Router, assigning a PVID (that exists on the device) in the Basic Port view and enforcing may incorrectly report an error, placing a red **X** in the PVID table cell.
Solution:	Refresh the table by performing a **Retrieve** to remove the **X**.

Device Manager

Problem 1:	Console Device Manager will report a **Set Fail** when attempting to set a value for a MIB object that is not supported in the device. In particular, this will occur when attempting to map a transmission priority to a traffic class in Matrix E5 or Vertic Horizon devices using Bridge Extension Port Traffic Class window in Device Manager. With the exception of the VH−2402S−L3 and the VH−8G−L3 which only support one traffic class, these switches support only two Traffic Classes: (Low) which maps to Priority 0−3 and 1 (High) which maps to Priority 4−7. Device Manager attempts to perform the map even though these switches cannot map transmission priorities to traffic classes. This also poses a problem for Matrix E1 devices. Although these devices do support mapping of Priorities 0−7 to four separate Traffic Classes, the mapping is glob each Priority as opposed to each instance of that Priority. Device Manager attempts to perform the mapping per instance (dot1dTrafficClass) and the SET fails.
Problem 2:	When using the Configuration Upload/Download feature to receive configuration information from a device, a filename fo existing file must be specified; if a **File Name** is specified for a file that does not exist in the TFTP root directory, the uplo will fail reporting, **tftpServerError(8)**. This occurs when the tftpd process has been started automatically with NetSight A Console (the normal case) or if it is started from the Services Manager menu from the Windows Task Bar, or via `/etc/rc2.d/S99NsTftp start` on Solaris.
Solution:	You must specify an existing file, as the **File Name** in the Configuration Upload/Download window. If a particular file do exist, create an empty text file with that filename in the TFTP root directory that can be used with the Configuration Upload/Download. As an alternative, you can start the `tftpd` process from the command line with a `−c` option. When started with the `−c` op `tftpd` is allowed to create files if they do not already exist. `tftpd` is located in the `Enterasys_Networks/NetSight_Atlas_Shared/bin` directory in the NetSight Atlas Console install area.

	For example:
	
	1. Stop tftpd from the Services Manager.
	2. Navigate to the Enterasys_Networks/NetSight_Atlas_Shared/bin directory.
	
	Solaris:
	`cd <install area>/Enterasys_Networks/NetSight_Atlas_Shared/bin`
	
	Windows:
	`cd <install area>\Enterasys Networks\NetSight Atlas Shared\bin`
	3. Restart tftpd using the `-c` option.
	
	`tftpd -c`

Problem 3:	(Solaris) Launching Device Manager from HPOV on Solaris fails.

Solution:	Edit two files:
	
	1. Navigate to the `/var/Enterasys_Networks/NetSight.properties` directory.
	2. Using a text editor, change the following line:
	
	from:
	`NetSight Atlas ConsoleCS.DeviceManager=/usr/local/Enterasys_Networks/NetSight_Atlas_Console_2.0/devicemanage`
	
	to:
	`NetSight Atlas ConsoleCS.DeviceManager=/usr/local/Enterasys_Networks/NetSight_Atlas_Console_2.0/client/devic`
	3. Navigate to the `/usr/local/Enterasys_Networks/NetSight_Atlas_Console_2.0/client` directory.
	4. Using a text editor, open the `devicemanager.sh` file and add three arguments ($1 $2 $3) to the last line of script s looks like:
	
	`/usr/local/Enterasys_Networks/NetSight_Atlas_Shared/jre/1.4.2_03/bin/java" -Xmx256m $OPTIONS1 $OPTIONS2 -classpath $CP com.ets.nac.devmgr.chmgr.CmMgr $1 $2 $3`

Problem 4:	Continuous (packet) capture is not supported for Matrix E1. Continuous capture packet download on the E1 does not wrap buffer is full. Selecting continuous capture on an E1 behaves the same as *stop when full*.
Problem 5:	Packets using Cabletron Interswitch Message Protocol traffic are not decoded and the Default view in the RMON Packet Capture Buffer window is alwasy Hex/Ascii for these packets.
Problem 6:	Device Manager crashes when launched on a Linux host running on VMWare ESX−Server.
Solution:	This problem will be corrected in a future release.
Problem 7:	Matrix N Series (DFE) allow a maximum number of two historyControlEntries per port. The default configuration include entries for each port and attempting to create another will appear to be successful however, the index status cannot be set t valid.

MIB Tools

Problem 1:	MIB Tools will report a Set Failure with a **No Such Name** error when attempting to set a value for a MIB object that is not supported in the device. In particular, this will occur when attempting to map a transmission priority to a traffic class in Matrix E5 or Vertical Horizon devices using MIB Tools to map priority using the dot1dTrafficClass MIB. This also poses a problem for Matrix E1 devices. While the device does recognize the dot1dTrafficClass MIB, attempting to SET a value fails. This occurs because although these devices do support mapping of Priorities 0−7 to four separate Traffic Classes, the mapping is global to each Priority as opposed to each instance of that Priority.
Problem 2:	Closing MIB Tools with a drop−down list open (for example the IP Address or Community Name drop−down list) causes a Java exception in the Alarms and Events view of Console. This is a Java bug.
Problem 3:	Auto Negotiation mode (ifMauAutoNegAdminStatus) cannot be managed using an SNMP set from NetSight Atlas Console (Port Properties, FlexViews, or MIB Tools). The set does not report a failure, but the set does not occur on the device. This problem was reported on firmware releases E9.0.7.0 and E9.0.7.2.
Solution:	Use the device Local Management (CLI) to set Auto Negotiation mode.
Problem 4:	Cabletron trap OIDs (1.3.6.1.4.1.52.0*) cannot be displayed in the MIB tree in MIB Tools. This branch in the MIB tree has been disabled to avoid naming conflicts.
Solution:	To see the trap description for a particular trap, type the OID for the trap into the **Current Object** field and press **Enter**. The description will be displayed in the Details panel.

HP OpenView Integration

Problem 1:	The `enterasys-link-flap-mib.txt` fails to load when the loadmibs script is executed.
Solution:	This problem will be corrected in a future release.

Help System

Problem 1:	Links to topics selected in the Contents may not work correctly following a search operation. If you use the JavaHelp search to find a term, then return to the Contents and navigate to a topic, the viewer may take you to the wrong place in the topic. If the topic you select contains the term just sought using the search, the viewer will take you to the term instead of the topic you chose from the Contents.
Solution:	Click the Search tab, clear the entry and type **Return**. Go back to the Contents tab and the navigation will work correctly.
Problem 2:	Scrolling rapidly (using the arrow keys) through the Contents panel in the help and, less frequently, scrolling within a topic (right panel) will cause a Java Exception. This is related to a JavaHelp bug.
Solution:	Use the scroll bar in the help topics or use mouse clicks to navigate in the Contents panel.
Problem 3:	Printing help files from the Console Help viewer may cause the application to hang.

Solution:	Windows users should use Task Manager to end the Console Help task. Solaris users should kill the Console Help process. If you encounter this problem, print help files from a browser by accessing the NetSight Documentation Web page at `http://www.enterasys.com/support/manuals/netsight.html`, or by printing the .html files in the `NetSight Atlas Console\docs` directory.
Problem 4:	(Linux only) Linux remembers if a window was previously maximized, and if the help window is maximized prior to being dismissed, the next time it is opened, the information does not completely fill the maximized window.
Solution:	Resize the window to restore a normal presentation.

Device Firmware

Problem 1:	SmartSwitch 6000 with firmware version, 04.05.06 inserts hex Fs into the chassis serial number. This causes an extra **Grouped By/Chassis** group to be created in the Console left panel. For example when Fs are inserted into the serial number, the following two groups : Grouped By |_ Chassis |_ SmartSwitch 6000 [00001DFFFF837BFFFFD7] (2) |_ 172.16.34.11 *This board running FW 04.05.06* |_ 172.16.34.12 *This board running FW 04.05.06* |_ SmartSwitch 6000 [00001D837BD7] (3) |_ 172.16.34.13 *This board running FW 04.10.22* |_ 172.16.34.10 *This board running FW 04.11.06* |_ 172.16.34.13 *This board running FW 05.00.49* **NOTE:** The serial number is the same, with the exception of the inserted Fs.
Solution:	Upgrade firmware to a version that is fully supported with NetSight Atlas Console.
Problem 2:	The Matrix E5 always reports TFTP firmware download as successful, even when the TFTP firmware download fails because of a problem with the firmware filename. A TFTP firmware download or TFTP configuration upload will fail if the length of the entry for the **Last Filename** is longer than the **Full Image Path** entry for the firmware being downloaded. The corruption is caused by remnants of the longer (earlier) filename. For example, attempting to download firmware with a **Full Image Path** of `firmware/03.00.07` when the **Last Filename** is `images/E5/Lowrider/03.00.06` results in a corrupted filename of `firmware/03.00.07r/03.00.06`. The `r/03.00.06` portion of the corrupted filename is a remnant of the Last Filename.
Solution:	This problem will be corrected by firmware version 03.00.11.

Problem 3:	X−Pedition Routers running firmware revision E9.1.7 do not provide information about port auto−negotiation capabilities. As a result, the capabilities columns in the Port Properties view displays N/A for all of the capabilities columns for these devices.
Solution:	This problem will be corrected in a future revision of the firmware.

Any other problems than those listed above should be reported to our Technical Support Staff.

SUPPORTED MIBs

Click here for a list of the IETF and Private Enterprise MIBs supported by NetSight Atlas Console as of its initial release. For information regarding the latest software available, recent release note revisions and changes to the supported MIBs, visit the NetSight Atlas Console section at the following Web site:

`http://www.enterasys.com/support/manuals/netsight.html`.

Additional (indexed) MIB documentation is also available at the following Web site:

`http://www.enterasys.com/support/mibs`

IMPORTANT URLS:

The following Enterasys URLs provide access to NetSight software products and product information.

- To download the latest NetSight software products*, use the NetSight Software Download at `http://sweval.enterasys.com/`
- To download previously released NetSight products*, use the Download Library at `http://www.enterasys.com/download/`
- To receive information on Enterasys NetSight Atlas management products, including the availability of new versions and new product releases, sign up for ProActive Notification at `http://sweval.enterasys.com/notify/`
- To register any NetSight products that are covered under a service contract, use the NetSight Service Contract Product Registration form at `http://sweval.enterasys.com/netsight/`

*Software license keys are version dependent and will only operate with the version of software related to the license key.

GLOBAL SUPPORT

By Phone: (603) 332−9400
By Email: mailto: `support@enterasys.com`
By Web: `http://www.enterasys.com/support`
By Fax: (603) 337−3075
By Mail: Enterasys Networks, P.O. Box 5005, Rochester, NH 03867−5005

For information regarding the latest software available, recent release note revisions, or if you require additional assistance, please visit the Enterasys Support web site.

`http://www.enterasys.com/support`

ADDENDUM:

This section provides updated release information, available to current NetSight Atlas Console customers through the web update operation. Use the Check for Updates feature to determine if updates are currently available. The updates are listed by date, with the most recent updates listed first.

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