Enterasys NetSight Console Release Notes

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Enterasys NetSight® Console

Version 2.3

November, 2006

INTRODUCTION:

NetSight Console provides a collection of tools to help you manage networks. Its client/server architecture lets you manage your network from a single workstation or, for networks of greater 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 is a family of products comprised of NetSight Console and a suite of plugin applications.

When updates have been obtained using the NetSight 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, the links from this topic to other help topics will not work. Links within the topic will work and once you've installed NetSight Console, you can launch the help system and access help for all topics.

NetSight Console

NetSight Console provides a collection of software tools that let you monitor device status, define network configuration, and automate troubleshooting tasks.

NetSight 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, Contact, Chassis, and product families (e.g., Matrix, SecureStack, 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 root ports, active links, and Root Bridges by highlighting active links and attaching symbols to devices and ports in the view.

Wireless Manager

Wireless Manager is a comprehensive tool that provides network management for Enterasys Wireless RoamAbout Access Points and RoamAbout R2 devices. Using Wireless Manager, you can view management information for R2, AP3000, and AP4102 devices. In addition, for AP4102 devices, Wireless Manager lets you configure individual device settings and create templates for global device configuration. Wireless Manager also lets you easily monitor 802.11 statistics and error statistics in both line graph and table format.

Policy Control Console

PCC is a separately licensed tool that allows IT to delegate control of network usage to less technical personnel. Using a simple web interface, authorized users such as administrative assistants, department managers, and professors can permit or deny access to the Internet, e−mail, and other network services that might otherwise disrupt a meeting or lecture. The Policy Control Console solution requires the installation of a specialized appliance on your network. The functionality in the

Policy Control Console will be limited in the absence of this appliance. For information on obtaining a Policy Control Console software license, visit `http://www.enterasys.com/products/management`.

FlexViews

NetSight Console provides pre−defined views of the network devices. These views provide information and configuration capabilities across the entire system. In addition, NetSight 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.

Basic Policy

The Basic Policy feature lets you view and configure port default policy. You can also use the feature to view information about port login sessions, including authentication type and the role under which the user authenticated.

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 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 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 Console with Hewlett−Packard's HP OpenView Network Node Manager (NNM), version 7.5 software. This feature lets you launch NetSight Device Manager from a device in NNM.

NetSight Plugin Applications

These are optional NetSight plugin applications that can be launched from the Console. Each plugin application serves to facilitate specific network management tasks. Plugin applications available with Console include:

- Automated Security Manager
- Policy Manager
- Inventory Manager
- Policy Control Console
- Enterasys Sentinel Trusted Access Manager

Enterasys recommends that you review these release notes prior to the installation or upgrade of this product.

SOFTWARE CHANGES AND ENHANCEMENTS

Software Changes

The following restrictions and limitations have been fixed in this release of NetSight Console:

General
(Linux and Solaris systems only.) When launching a Console client, user preferences (such as the position of the splitters for the device tree and the Event View) are now remembered.

Software Enhancements

The following enhancements have been added in this release of NetSight Console:

- **Policy Control Console**. PCC is a separately licensed tool that allows IT to delegate control of network usage to less technical personnel. Using a simple web interface, authorized users such as administrative assistants, department managers, and professors can permit or deny access to the Internet, e−mail, and other network services that might otherwise disrupt a meeting or lecture. For information on obtaining a Policy Control Console software license, visit `http://www.enterasys.com/products/management`. The Policy Control Console solution requires the installation of a specialized appliance on your network. The functionality in the Policy Control Console will be limited in the absence of this appliance.
- **View and Configure Port Default Policy**. A new Basic Policy tab displays the default policy role configured for a port and lets you change the role, if desired. It also displays information about port login sessions, including authentication type and the role under which the user authenticated.

- **Enhanced Alarms Manager Action Configuration**. The Alarms Action Configuration feature of the Alarms Manager has been enhanced to provide more ease and flexibility when creating E−Mail and Program Actions.
- **Hide Duplicate MACs**. A new Hide Duplicate and Empty MACs option has been added to the Discover Results table. This option lets you filter out duplicate entries that can occur when routed interfaces cause the same device to be discovered multiple times.
- **RMON History Graphs updated**. The Device Manager RMON History and RMON Long−Term History graphs now display the date and time the sample was taken instead of a sample index.
- **Configure an Export Directory for your automatic FlexView exports**. FlexView Options (Tools > Options) now lets you specify an export directory for FlexView table information that is automatically exported using the Export Type parameter.
- **Improved VLAN Port Apply Process**. When applying a VLAN port template with Configure Egress States enabled, only changes detected between the port template configuration and the information read from the device will be applied. This greatly reduces the number of SNMP sets. Events are logged at the beginning and end of each VLAN enforce.
- **Enhanced Event Logging Information**. SNMP sets are now logged in human−readable format.
- **Recognition of third−party devices**. Console now recognizes some third−party devices.
- **New Table Tools Copy Functionality**. NetSight Table Tools (accessed from the right−click menu in Console tables) now includes the ability to copy selected rows and table cells, and paste the information into other applications.

SYSTEM REQUIREMENTS

Supported Platforms

The system requirements for operating NetSight Console are listed here.

- **Windows® 2000 w/ Service Pack 4, Windows Server" 2003, and Windows XP® w/ Service Pack 2** (qualified on the English version of the operating systems)
    - Recommended P4−2.4 GHz, 1GB RAM
    - Free Disk Space − 500MB

- **Solaris® 8, 9, and 10 on Sun® Platforms only** (with latest operating system patches installed)
    - Recommended Sun® Ultra 30/60 (or equivalent), 900MHz, 1GB RAM
    - Free Disk Space − 800MB

- **Linux: Red Hat Version 9, Red Hat Enterprise Linux WS, ES v3, and SuSE Linux 9**
    - Recommended P4−2.4 GHz, 1GB RAM
    - Free Disk Space − 500MB

PRODUCT FIRMWARE SUPPORT:

NetSight 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:

Industrial I3
Matrix C1
Matrix E1

Matrix E5
Matrix E6/E7
Matrix N−Series
Matrix V−Series
Matrix X−Series
RoamAbout
SecureStack A2
SecureStack B2/B3
SecureStack C2/C3
Vertical Horizon
X−Pedition Routers

Devices

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

INSTALLATION INFORMATION:

When you purchased NetSight Console, you received a Licensed Product Entitlement ID that allows you to generate a product license. Prior to installing Console, you must redeem your Entitlement ID for a product license. Refer to the instructions included with the Entitlement that was sent to you. (For more information, see `http://www.enterasys.com/products/management/`.)

The NetSight 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 Console. In one of the windows, you will need to enter the license text that you receive when you redeem your Entitlement ID. When you finish with the series of windows, NetSight Console is installed according to your specification.

For complete installation instructions, refer to the installation documentation located on the NetSight Documentation web page: `http://www.enterasys.com/support/manuals/netsight.html`. If you will be installing from a CD, you can also access the installation instructions from the CD with a web browser by opening the `install.htm` file located in the top−level directory.

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 Console\backup\FlexViews` folder.

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

Evaluation Copy

If you have requested a NetSight Console evaluation license, you will receive a License Key. Evaluation requests for each product are limited to three 30−day instances. To upgrade from an evaluation copy of Console to a purchased copy, contact your Enterasys Networks Representative to purchase the software and receive an Entitlement ID. You do not need to reinstall the software to perform the conversion.

Upgrading Console

If you are upgrading from Console release 1.5.1, you can convert your Console 1.5.1 database to preserve most of your network information. However, some elements in the earlier version cannot be converted to Console 2.3. Refer to How to Convert a Database for more specific information on converting your Console 1.5.1 database.

If you are upgrading from Console release 2.x to Console 2.3, your data will be automatically migrated.

It is possible to update Console to change from a *Standalone* to a *Client/Server* configuration. However, on Windows systems, this requires re−installing Console 2.3 using the *Client/Server* license key. This update can be done on UNIX and Linux systems without re−installing. Refer to Upgrading Console in the Installation Help topic for more information on upgrading from Standalone 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.

Co−existing Versions of Console

Console Release 2.3 can be installed and co−exist with Console, Release 1.5. However, some precautions must be taken to prevent losing information or features in this environment or when either version is uninstalled.

- Prior to installing Console 2.3 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 uninstall Console 2.3 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 2.3, you will need to re−install Console 2.3.

CAUTION: If NetSight Console 2.x (licensed version or evaluation copy) is installed on a system with a 1.x version of Console that is integrated with HP OpenView, the 1.x version of Console will no longer be accessible from the HPOV menus.

HP OpenView Network Node Manager

NetSight Console supports version 7.5 of Hewlett−Packard's HP OpenView Network Node Manager (NNM) software.

CONFIGURATION CONSIDERATIONS

NetSight Console

1. NetSight 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 Console.
    1. Open the **Services** window on your system (on Window 2000 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. **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 socket 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_Networks/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 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

1. **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>"`
      FoFor example, HOSTNAME="123.123.123.123"
2. **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)
   4533 −− UIL (JMS)

Devices

1. NetSight 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 Matrix V2 devices.

Policy Control Console

1. For PCC release 1.0, the NetSight server will use the Authorization Group specified in the Policy Control Console options (Console Tools menu > Options) when communicating with devices

regarding PCC information. In following PCC releases, the NetSight server will use the Authorization Group associated with the logged−in user on the NetSight client. The PCC appliance will continue to use the Authorization Group specified in the PCC options.

OPERATING SYSTEM PATCHES

Before installing NetSight 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 Console are listed below. Solutions for these restrictions and limitations are noted, if available.

For the most up−to−date information concerning known issues, go to the Global Knowledgebase section at `http://www.enterasys.com/services/support/`. For the latest copy of this release note, go to `http://www.enterasys.com/support/manuals/netsight.html`. To report an issue not listed in this document or in the Global Knowledgebase, contact our Technical Support Staff.

Install/Uninstall

Problem 1:	(Windows 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 system requirements are met prior to installing NetSight 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:	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 6:	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:	Restore the database initialization as follows:
	
	1. Navigate to the `/server/jboss/bin` directory.
	
	`cd <install area>/server/jboss/bin`
	2. Execute the following commands:
	
	`nsm.bat installauto`
	
	`initDb.cmd`
	
	`nsm.bat start`

Problem 7:	Another timing problem (similar to Problem 6) could result in a failure to install *jboss* and *mysql*, critical elements of NetSight Console. The install program does not report errors and although the installation appears to complete successfully, you will not be able to start the server or the database.

Solution:	For server installation
	`_____`
	
	1. Navigate to the <*install dir*>`/server/jboss/bin` directory and execute the `nsm.bat installauto` command.
	
	`cd <install dir>/server/jboss/bin`
	`nsm.bat installauto`
	
	NOTE: Skip Step 2 (initialize the database) when restoring a database.
	2. Navigate to the <*install dir*>`/server` directory and execute the `initDb.cmd` command to initialize database.
	
	`cd <install dir>/server`
	`initDb.cmd`
	3. Start the NetSight Server. Refer to How to Stop and Start the NetSight Server for more information.
	
	`_____`
	For Standalone manual installation
	`_____`

1. Navigate to the <*install dir*>`/server/jboss/bin` directory and execute the `nsm.bat standaloneman` command to install services.

   ```
   cd <install dir>/server/jboss/bin
   nsm.bat standaloneman
   ```

   NOTE: Skip Step 2 (initialize the database) when restoring a database.
2. Navigate to the <*install dir*>`/server` directory and execute the `initDb.cmd` command to initialize database.

   ```
   cd <install dir>/server
   initDb.cmd
   ```
3. Start Server. Refer to How to Stop and Start the NetSight Server for more information.

For Standalone automatic installation
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1. Navigate to the <*install dir*>`/server/jboss/bin` directory and execute the `nsm.bat standaloneauto` command to install services.

   ```
   cd /server/jboss/bin
   nsm.bat standaloneauto
   ```

   NOTE: Skip Step 2 (initialize the database) when restoring a database.
2. Navigate to the <*install dir*>`/server` directory and execute the `initDb.cmd` command to initialize the database.

   ```
   cd /server
   initDb.cmd
   ```
3. Start Server. Refer to How to Stop and Start the NetSight Server for more information.

Console

General

Problem 1:	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 2:	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 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 3:	(Solaris only) NetSight 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 4:	Device List > Import Devices 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 5:	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 • Ping−related Compass functions • Ping options from the right−click menu
Solution:	Run Console as a user with Administrative privileges.
Problem 6:	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 7:	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 8:	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 9:	(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 10:	(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 11:	(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 12:	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 13:	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 14:	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 15:	Console may hang when attempting to *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 16:	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 information 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 17:	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.
Problem 18:	Performing IP Range Discover for a large range of devices (greater than 200 devices) using only an SNMPv3 profile fails. The Status Bar reports "Timed Out." For example: `254 IPs Queried, 1 Completed, 224 Timed Out, 0 Discovered Devices`.
Solution:	Increase the SNMP Timeout for Discover to be 5 seconds. Refer to How to Set Options − Discover for more information.
Problem 19:	(Linux systems) The NetSight Server Statistics window (Server Information − Server Stats button) fails to show the percentage of CPU usage consumed by the NetSight Server. The percentage is always zero (0.0%).
Solution:	This problem will be corrected in a future release.
Problem 20:	Attempting to save devices to the database from discover may result in a discover error (exception).
Solution:	Retry the Discover. If the problem persists, contact support.

Problem 21:	A NetSight Database Restore reports errors if you attempt to restore a database containing information from more NetSight Plugin applications than are currently installed. This can occur if you save the database, uninstall a plugin, then attempt to restore the database.
Solution:	Save your database after uninstalling plugin applications and use this saved database as your backup copy.
Problem 22:	In the Trap Receiver Configuration window, attempting to apply an SNMPv1 Trap Credential and an SNMPv2 Trap Credential that both use the same community name fails.
Solution:	Use MIB Tools or device CLI to apply the trap credentials.
Problem 23:	In the Trap Receiver Configuration window, selecting "Both" in the Type field of the Trap Receiver Configuration table only creates a single trap receiver for Traps. It does not create a receiver with an identical credential for Informs. In addition, if you create a single receiver for Traps and then attempt to add a receiver with the same credential for Informs, the **Apply** button is not enabled, and you cannot apply the receiver to your devices.
Solution:	Create and/or use a different credential to create the receiver for Informs.

Problem 24:	Occasionally, the NetSight Server reports errors during shutdown. For example, you may see error messages like these:
	`2005-09-28 08:36:49,375 INFO`
	`[org.jboss.system.server.Server] JBoss SHUTDOWN: Undeploying all packages`
	<more error messages here>
	`2005-09-28 08:36:52,125 INFO`
	`[org.jboss.system.server.Server] Shutdown complete`

Solution:	These errors do not affect the operation of Console and will be fixed in a future release.
Problem 25:	MSTP Functionality has been disabled in Console release 2.3 due to firmware dependencies. The MSTP functionality can be enabled by contacting Technical Support.
Problem 26:	If you launch the Change License window (from the Server Information window License tab) from a plugin application that does not support Macrovision licensing, the window does not provide enough space for the entire license text to be entered.
Solution:	To update your Console 2.3 license, you must launch the Change License window from Console 2.3.
Problem 27:	(Linux only) Resizing a table column automatically sorts that column.
Solution:	You can clear the sort by clicking the column heading. This will be fixed in a future release.

Alarm and Event Manager

Problem 1:	(Linux Systems): Red Hat Linux: Scripts that launch GUI based executables (e.g. xterm, xpdf) that have been configured as an Alarm Action do not launch correctly. On SuSE Linux: Scripts that launch GUI based executables (e.g. xterm, xpdf) that have been configured as an Alarm Action do not launch correctly. Testing a script that has been configured as an Alarm Action works, but the script doesn't launch when triggered by Alarm Criteria (e.g. By Device Status Change). Executing scripts that launch non−GUI based programs works correctly on Red Hat and SuSE Linux. These problems do not appear on Red Hat Enterprise WS, ES.
Solution:	This problem will be corrected in a future release.

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 Vertical 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: 0 (Low) which maps to Priority 0−3 and 1 (High) which maps to Priority 4−7. Device Manager attempts to perform the mapping 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 global to 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 for an existing file must be specified; if a **File Name** is specified for a file that does not exist in the TFTP root directory, the upload will fail reporting, **tftpServerError(8)**. This occurs when the tftpd process has been started automatically with NetSight 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 does not 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` option, `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 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_Console/devicemanager`
	
	to:
	`NetSight Atlas ConsoleCS.DeviceManager=/usr/local/Enterasys_Networks/NetSight_Console/client/devicemana`
	3. Navigate to the `/usr/local/Enterasys_Networks/NetSight_Console/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 so it 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 when 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 always 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 includes two entries for each port and attempting to create another will appear to be successful however, the index status cannot be set to 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:	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:	A graphic hotspot may not work correctly the first time you click it unless the graphic is fully displayed on the screen.
Problem 2:	If you use the JavaHelp search to find a term, then return to the Contents and navigate to another topic that contains the term you were just searching for, the viewer takes you to the term inside that topic.
Solution:	Return to the Search tab, clear the entry and click Search. Go back to the Contents and the navigation will work correctly.
Problem 3:	Help does not launch from the Help button in the Authorization/Device Access window.
Solution:	You can access Help for the Authorization/Device Access window from the Help viewer Table of Contents (Help > Help Topics).

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 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.
Problem 4:	Using NetSight Console or MIB Tools to set values for sysName, sysLocation, and sysContact on a Roamabout R2 is successful. However, those values are not persisted after resetting the device.
Solution:	Telnet to the device and, using Local Management navigate to the Network Configuration View and Save the configuration.
Problem 5:	C2 Devices only. Starting in firmware version 03.03.14, the C2 is not properly populating dot1dStpPortDesignatedBridge. As a result, Topology Manager will not be able to correctly link these devices; the interfaces will be wrong. In addition, some of the pre−defined

	FlexViews like Port Spanning Tree Information, will not return properly.
Solution:	The Topology Manager problem can be corrected by deleting the link that is automatically created, and adding the link manually, selecting the correct interfaces.

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 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 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.

- For information on obtaining a software license, visit `http://www.enterasys.com/products/management`.
- Download the latest NetSight software products* from the product web pages at `http://www.enterasys.com/products/management/downloads/`.
- Download previously released NetSight products*, using the Download Library at `http://www.enterasys.com/download/`.
- To receive information on Enterasys NetSight 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 licenses are version dependent and will only operate with the version of software related to the license.

GLOBAL SUPPORT

By Phone: 978−684−1000
1−800−872−8440 (toll−free in U.S. and Canada)

For the Enterasys Networks Support toll−free number in your country:
`http://www.enterasys.com/services/support/contact/`

By Email: `support@enterasys.com`

By Web: `http://www.enterasys.com/services/support`

By Fax: 978−684−1499

By Mail: Enterasys Networks, Inc., 50 Minuteman Rd., Andover, MA 01810 (USA)

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

ADDENDUM:

This section provides updated release information, available to current NetSight 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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