

nGenius Performance Manager v2.0.1 Build 1435 Patch Release Notes

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The best way to contact Customer Support is to submit a Support Request:

<http://netscout.custhelp.com/cgi-bin/netscout.cfg/php/enduser/ask.php>

Telephone: In the US, call **888-357-7667**; outside the US, call **+011 978-614-4000**. Phone support hours are 8 a.m. to 8 p.m. Eastern Standard Time (EST).

When calling, know the following:

- Type of network platform
- Software and firmware versions
- Probe model number
- License number and your organization's name

E-mail: support@netscout.com

Sales

Call **800-357-7666** for the sales office nearest your location.

E-Services

Website Address: www.netscout.com/support

All NetScout Customers — You can access the Self-Help Center, use your coupon to register and activate your *nGenius* Performance Manager Product, or e-mail Customer Support.

MasterCare Customers — You can obtain the latest software patches and upgrades, or access the latest documentation by logging in using your MasterCare number.

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For end-user and partners training information, and online course listings, access the Training website link:

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User Forum

Website Address: www.netscoutuserforum.com/

Provides access to a customer-driven user group connecting the growing worldwide community of NetScout users.

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nGenius Performance Manager v2.0.1 Build 1435 Patch Release Notes

Introduction

This document describes the resolved issues in nGenius® Performance Manager v2.0.1. NetScout® Systems strongly recommends that you read this document in its entirety before you install the patch.

You should install the nGenius Performance Manager v2.0.1 patch to keep your nGenius Performance Manager v2.0.1 system performing optimally, and to support probes containing NSP v5.2, NSP v6.0.x, or a mixed environment of both NSP v5.2 and NSP v6.0.x firmware.

Refer to the appropriate probe documentation, Probe Agent Administrator Guides, and Release Notes for details relating to agent firmware functionality and required configurations.

Installing the Version 2.0.1 Patch

Patch Approved: March 2004

Version: Release 2.0.1

Build Number: 1435

Platforms: Windows 2000 Professional and Advanced Server, Windows NT Server and Workstation, Solaris 2.7, Solaris 2.8, IBM/AIX 4.3.3, HP/UX 11.0

To install the patch, you must be the root user on UNIX systems and the Administrator user on Windows systems. The Patch must be installed on the same system where nGenius Performance Manager v2.0.1 was installed as well as on any system where the nGenius® NewsStand for Remote Servers is installed, if included in your enterprise.

Downloading the Patch

Download the patch from the NetScout Systems Customer Support website:

`www.netscout.com/support/software_downloads.htm`

To access the software download area, you must enter your MasterCare number. If you do not have a MasterCare number, or would like to become a MasterCare customer, consult your NetScout Systems Sales Representative.

Installing on nGenius Server or nGenius Remote NewsStand

UNIX Platforms

- 1 FTP the `pm201-b1435-patch-unix.tar` file to the <PM Home folder> on the local machine. For example:

`/opt/NetScout/pm201-b1435-patch-unix.tar`

Note: Be sure to FTP the file in binary mode.

- 2 Log in as root.
- 3 Stop the nGenius Server, if applicable, by navigating to the <Performance Manager install directory>/rtm/bin directory, and entering:

`./stop`

- 4 Execute the following command:

`chmod 777 pm201-b1435-patch-unix.tar`

5 Execute the following script:

AIX customers only — You must perform the following steps to successfully install the service pack:

- 1 Remove the dbstart file from the <PM_HOME>/rtm/bin folder, if it exists.
 - 2 Remove the following two lines from the start1 script in the <PM_HOME>/rtm/bin folder if they exist: (**Important:** Do not comment out the lines. You must remove these lines if they exist.)
LDR_CNTRL=MAXDATA=0x50000000
export LDR_CNTRL
-

```
tar -xvf pm201-b1435-patch-unix.tar
```

6 Make sure the ownership of the ngenius files is correct by executing the following commands:

- `chown -fR ngenius:ngenius <PM Home>`

For example:

```
chown -fR ngenius:ngenius /opt/NetScout
```

- `chown root:other <PM Home>/rtm/bin/execwrapper`

For example:

```
chown root:other /opt/NetScout/rtm/bin/execwrapper
```

7 Start the nGenius Server by navigating to the <Performance Manager install directory>/rtm/bin directory and entering:

```
./start
```

Windows Platforms

- 1 Stop the nGenius Server, if applicable.
- 2 Check the Task Manager to verify that all processes are stopped.

Note: If the dengine.exe is not stopped, locate the nGeniusNative, nGeniusServer, and NSApache services in Control Panel > Services (Windows NT) or Control Panel > Administrative Tools > Services (Windows 2000), change the Startup Type setting to Manual, and then reboot.

- 3 FTP the pm201-b1435-patch-win.exe file to the local machine.

Note: Be sure to FTP the file in binary mode.

- 4 Using Windows Explorer, double-click on the following file:
pm201-b1435-patch-win.exe
- 5 In the Unzip dialog box, click browse, and navigate to the <PM Home> folder (for example: c:\NetScout\).
- 6 Click Unzip.
- 7 To start the nGenius Server: From Start > Programs > NetScout nGenius Server, select **Start nGenius Server**.

Remote nGeniusCLI

UNIX Platforms

- 1 FTP the clisetup.bin file for Solaris, HP/UX, or IBM/AIX to the local machine.

Note: Be sure to FTP the file in binary mode.

- 2 Log in as root.
- 3 Execute the following command:

```
chmod 777 clisetup.bin
```

Execute the following script for Solaris, HP/UX, and IBM/AIX:

```
./clisetup.bin
```

Windows Platforms

- 1 FTP the clisetup.exe to the local machine.

Note: Be sure to FTP the file in binary mode.

- 2 Execute the following file:
<Drive>:\cli\windows\clisetup.exe

Resolved Issues in Build 1435

Date Approved: March 2004

New Functionality: N/A

Resolved Problems/Issues: Table 1 contains resolved problems and issues in nGenius Performance Manager v2.0.1 build 1435 and any additional information (if applicable).

Table 1 Build 1435 Resolved Problems and Issues

Problem/Issue	Resolution
Server crashing issues due to lack of memory when polling large amounts of data. (15362)	Out of Memory errors due to lack of memory when polling large amounts of data were resolved.
Periodically, the nGenius Performance Manager Server stops polling data from devices. (15217)	Changes were made in the logger to resolve this situation.
Duplicate Individual Statistics articles cannot have different interval displays. (13845)	Duplicate Individual Statistics articles can now have different interval displays.
On a Cisco Catalyst 5000 series switch, if you click on a Fast Ether Channel (FEC) in the navigation tree, all the network and application layer drill-down capabilities are disabled, even if the FEC has been spanned to the NAM. (14825)	On a Cisco Catalyst 5000 series switch, when the user clicks a Fast Ether Channel (FEC) in the navigation tree, all network and application layer drill-down capabilities are no longer disabled.
If identical device names are in the Most Utilized Circuit article and the Most Congested Circuits article, then FECNs and BECNs do not display in Network Congested articles. (14864)	Whether drilling down from Most Utilized Circuits or Most Congested Circuits, the Circuit Details article now displays.
When publishing a NewsPaper that includes the Custom Layout section, the Custom Layout section does not display if the section includes a previously generated article. (14886)	The Custom Layout section now shows all articles sent to it, even if those articles are also requested to appear in other sections.
In VoIP Monitoring, jitter values were displayed in microseconds. (14911)	Jitter values were changed to display in milliseconds rather than microseconds. Note: Firmware version must be 6.0.2 or higher.

Table 1 Build 1435 Resolved Problems and Issues (Continued)

Problem/Issue	Resolution
No Application Volume for Monitored Element Group in Executive Summary. (14953)	Application Volume article can now be generated for physical interfaces as well as virtual DLCI, PVC, and VLAN interfaces.
Different information is found on a DLCI when the automatic release process runs, even when values are not changed. (14976)	The code was revised to create a unique number for each DLCI interface, resolving the issue.
In the Most Active Application and Most Active Network Protocols articles run against an Enterprise Wide group, both the physical and its virtual interfaces are included in the report, which shows duplicate information. (14982)	The Most Active Application and Most Active Network Protocols articles show only physical interfaces when run against the Enterprise Wide group.
Missing Application Summary/Breakdown charts in Weekly/Monthly Resource Summary article. (14994)	Fixed in patch. Corrected sql.properties file.
No Application Detail for weekly/monthly drill down with daily interval for Application Group Protocols. (14998)	Data is now retrieved from the Group Protocols table.
Jumbo Frame Distribution is incorrect.	Distribution chart parameters for Jumbo Frames were corrected.
Periodically front page articles were not displaying. (15322)	Under certain loads, XSL transformation was failing and was changed to correct this issue.
Intermittently, the same protocols display multiple times in the same Newspapers. (15531)	The code has been updated to resolve the issue.