Alcatel·Lucent

VitalQIP®

DNS/DHCP & IP MANAGEMENT SOFTWARE | RELEASE 7.1 PR5

RELEASE NOTES

Contents

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About this document

Purpose

This document provides important information about the contents of Vital QIP 7.1 PR5. It covers new features, system requirements, product installation and upgrades, as well as resolved problems and known issues.

Reason for reissue

Refer to the following table for a revision history of this document.

Revision	Issue number	Location
Fixes for VitalQIP 7.1 PR5.	13	Table 5.1 Resolved issues in VitalQIP 7.1 Build 173
Instructions added to improve Sybase 15.0.2 performance. Fixes VQIP00020647.	13	Modify configuration parameters to improve performance in VitalQIP 7.1 Build 173.
Instructions added to address Afrinic maintainer support, and problems generating DHCP pushes from scopes created with the VitalQIP 7.1 PR4 web client.	13	• VQIP00022455 and Afrinic maintainer script • VQIP00022431 and DHCP push failure script
Instructions for installing license file to configure multiple Sybase processes.	12	Table 2.1 Software deliverables, and "Multiple Sybase engines for multi-processor machines".
Fix for incorrectly created QIP Temp Space against Sybase 15.0.2 ESD#6.	12	Table 2.1 Software deliverables, and "Post-installation tasks".

Revision	Issue number	Location
A new *common.jar* is included in VitalQIP 7.1 PR4 (B168) that fixes a reported problem in which DNS\DHCP Generation to Server produces corrupted files.	12	VQIP00020182
A known issue with Sun CoolThreads servers added.	12	Table 6.2 Known vendor issues
Support added for Sybase 15.0.2 ESD#6.	12	Apply Sybase 15.0.2 ESD#6 patch
A new policy (**CreateConduit**) allows the Remote Service to use the Message Service/SSL Tunnel Service to communicate with the File Generation Service (FGS).	12	New Remote Service policy
Includes fixes for VitalQIP 7.1 PR4.	12	Table 5.2 Resolved issues in VitalQIP 7.1 Build 168

Conventions used

These release notes use the following typographical conventions:

Appearance	Description
Italicized text	• File and directory names • Emphasized information • Titles of publications • A value that the user supplies
graphical user interface text or key name	• Text that is displayed in a graphical user interface or in a hardware label • The name of a key on the keyboard
input text	Command names and text that the user types or selects as input to a system
output text	Text that a system displays or prints

Technical Support

For assistance, contact Technical Support:

- For North America customers: **1-866-LUCENT8** (**582-3688**), Option 1, Option 2

- For Europe, Middle East, and Africa technical support: **00 800 00 LUCENT** or **+353 1692 4579**

- For Central and South America customers: **0800 89 19325** or **+55 11 3205 7626**

  For other local CALA numbers consult the web site http://www.alcatel-lucent.com/support or contact your local sales rep.

- For Asia Pacific technical support:

  – **1800-458-236** (toll free from within Australia)

  – (IDD) **800-5823-6888** (toll free from Asia Pacific –China, Hong Kong, Indonesia, South Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, and Thailand)

  – **(613) 9614-8530** (toll call from any country)

How to comment

To comment on this document, go to the Online Comment Form (http://www.lucent-info.com/comments/) or e-mail your comments to the Comments Hotline (comments@alcatel-lucent.com).

1 Overview

Overview

Purpose

This document provides important information about the contents of VitalQIP 7.1 PR5. It covers new and enhanced features, system requirements, product installation and upgrades, and known issues. The document is meant to be read by all customers who plan on using VitalQIP 7.1 PR5. Please read this document carefully and completely before installing and using VitalQIP 7.1 PR5.

> **Important!** The content of this document is cumulative: it contains information already published to support previous builds of VitalQIP 7.1. Resolved customer issues, for example, are organized by the build in which the fix occurred.

2   Release components

Overview

Purpose

This chapter describes software and documentation deliverables included in this release.

Contents

This chapter covers these topics.

Software deliverables

Software included in this release

The following table lists the software that comprises the VitalQIP 7.1 PR5 release.

Table 2.1 Software deliverables

Type	Platform	Directory	File
VitalQIP 7.1 Software	Linux	/vitalqip/7.1/Product-Media-7.1 /linux	*qip71SetupLinuxgcc.bin*
	Solaris	/vitalqip/7.1/Product-Media-7.1 /solaris	*qip71SetupSolaris.bin*
	Windows 2003 SP1	/vitalqip/7.1/Product-Media-7.1 /windows	*qip71setupwin32.exe*
Patches	Linux	/vitalqip/7.1/Product-Media-7.1 /Patches/linux	*vqip71patchB173 -linux.tar*
	Solaris	/vitalqip/7.1/Product-Media-7.1 /Patches/solaris	*vqip71patchB173-solaris.tar*
	Windows 2003 SP1	/vitalqip/7.1/Product-Media-7.1 /Patches/windows	*vqip71patchB173-win32.zip*
Sybase 15.0.1	Linux	/vitalqip/7.1/Product-Media-7.1 /Sybase15.0.1/linux	*ase1501linx86_32.tar.gz*
	Solaris	/vitalqip/7.1/Product-Media-7.1 /Sybase15.0.1/solaris	*ase1501solsparc32.tar.gz*
	Windows 2003 SP1	/vitalqip/7.1/Product-Media-7.1 /Sybase15.0.1/windows	*ase1501win32.zip*

Type	Platform	Directory	File
Sybase 15.0.2 ESD#6 patch	Linux	/vitalqip/7.1/Product-Media-7.1 /Sybase15.0.2/linux	• *ase1502linx86_32.tar.gz* • *EBF15962.tgz*
	Solaris	/vitalqip/7.1/Product-Media-7.1 /Sybase15.0.2/solaris	• *ase1502solsparc32.tar.gz* • *EBF15958.tgz*
	Windows 2003 Client	/vitalqip/7.1/Product-Media-7.1 /Sybase15.0.2/winclient	• *ase1502_client_win32.zip* • *EBF15963.zip*
	Windows 2003 SP1	/vitalqip/7.1/Product-Media-7.1 /Sybase15.0.2/windows	• *ase1502_winx86_32.zip* • *EBF15963.zip*
License file for Sybase multiple processes	All	• /vitalqip/7.1/Product-Media-7.1 /Sybase15.0.1/ ASE15.0-JAVA-LIC • /vitalqip/7.1/Product-Media-7.1/sybase15.0.2/ ASE15.0-JAVA-LIC	*ASE150_java.lic*
Sybase Temp Device space fix	All	/vitalqip/7.1/Product-Media-7.1/sybase15.0.2/alter-tempdb-sql	*alter_tempdb.sql*

How to obtain software

VitalQIP 7.1 PR5 installation files are available for download via Alcatel-Lucent Electronic Delivery (ALED) services. ALED uses secure HTTP and FTP to download files and documentation. In order to use ALED, you must be registered with Alcatel-Lucent Global Support.

If you are not registered with Alcatel-Lucent Global Support, visit https://market.lucent.com/release/SPRegistrantTypeSvlt. If you need assistance in registering, contact the Alcatel-Lucent Customer Support Services:

• Inside the United States: 1 (866) 582-3688, prompt 7

• Outside the United States: 1 (630) 218-7688

You must have SSH installed and configured before downloading installation files. For more information about setting up secure FTP, visit https://download.support.lucent.com/cgi-bin/ssh_ftp.cgi. After you have set up secure FTP, you can connect via secure FTP and access the **Product|Version|Platform**

directory to download the product's files. To download the product via secure HTTP, follow these steps:

1	If you have not registered, register at https://market.lucent.com/release/SPRegistrantTypeSvlt
2	Open a browser and go to https://support.lucent.com/portal/olcsHome.do.
3	Log in with your user name and password. The Customer Center is displayed.
4	Under Technical Support, click **Downloads**.
5	Click **U-Z**.
6	Under V, click on **VitalQIP®**.
7	Under Documentation and downloads, click **Downloads: Electronic Delivery**.
8	Select **7.1** and click **Next**.
9	Select **Product-Media-7.1** and click **Next**.
10	Select the appropriate platform and click **Next**.
11	Select the file to download and click **Next**.
12	Specify the download directory on your local machine.
13	Click **Download** to use the legacy download agent, or **Download Plus** to use the GetPlus® download agent.

E ND O F S TEPS

Documentation deliverables

Documentation available for this release

The following table lists the documentation that is available for VitalQIP 7.1 PR5.

Table 2.2 Documentation deliverables

Type	Directory	Filename
Manuals	/vitalqip/7.1/Product-Media-7.1/Docs	*VitalQIP71PR5.docs.zip*
Release Notes	/vitalqip/7.1/Product-Media-7.1/Docs /vitalqip/7.1/Product-Media-7.1/linux /vitalqip/7.1/Product-Media-7.1/solaris /vitalqip/7.1/Product-Media-7.1/windows	*109-409-100R7.1.pdf*
Web Service Specification	/vitalqip/7.1/Product-Media-7.1/Docs /vitalqip/7.1/Product-Media-7.1/linux /vitalqip/7.1/Product-Media-7.1/solaris /vitalqip/7.1/Product-Media-7.1/windows	*QIP71WebServiceSpec.pdf*

The following table lists the manuals that comprise the documentation set for VitalQIP 7.1.

Table 2.3 Documentation list

Document ID	Document title
190-409-042R7.1	*VitalQIP Administrator Reference Manual*
190-409-043R7.1	*VitalQIP Installation Guide*
190-409-044R7.1	*VitalQIP Command Line Interface User's Guide*
190-409-068R7.1	*VitalQIP User's Guide*
190-409-079R7.1	*VitalQIP Web Client User's Guide*

To obtain documentation from OnLine Customer Support

In addition to the ALED site, VitalQIP product documentation is available to customers through OnLine Customer Support (OLCS).

To navigate to OLCS, follow these steps:

1   Go to https:\\support.lucent.com/portal/productIndexByCat.do.

2   Select the product category for which you require documentation. For example, for VitalQIP documentation, select **Network, Service Management and OSS**.

3   To obtain manuals, select **Manuals and Guides**. To obtain release notes, select **Release Information**.

E ND O F S TEPS

3 New features

Overview

Purpose

The following sections identify the new features and/or capabilities contained in this release

Contents

This chapter covers these topics.

Certification with VitalQIP Add-ons

Feature ID

ARCH-700

Description

VitalQIP 7.1 has been certified with the following Add-ons:

- Audit Manager 1.7
- AutoDiscovery 2.2
- ENUM Manager 1.2
- Lucent DHCP Rules Manager (LDRM) 2.1
- Registration Manager 3.1
- SNMP Module 2.2
- Services Manager 3.1
- Usage Based Billing 7.1
- VitalQIP API Toolkit 7.1
- Workflow Manager 6.8

Refer to the Product Release Notes or documentation for specific information regarding installation requirements and supported platforms.

MyView

Feature ID

R.VQIP7.1-10010

Description

MyView personalized hierarchy has been added to the Web Client as a way to view all objects in an administrator's Managed List, as well as Shared Views that can contain IPv6 infrastructure. The Shared Views feature is set up with the MyView Management function in the Web Client. As part of the MyView feature, the MyView Service

section was added to the *qip.pcy* file. An administrator privilege, Display MyView Tab Only, in the VitalQIP client controls whether an administrator may only access MyView Hierarchy in the Web Client.

Administrator privilege changes

Feature ID

R.VQIP7.1-10010

Description

The Master Administrator can prevent Normal Administrators from adding new root level instances to the tree (for example, pools, IPv6 seed blocks, and nodes) by means of the Maintain Blocks, Maintain Pools, Maintain Seed Pools, and Add Nodes/Manage Nodes privileges in the Administrator Profile. Only Master Administrator and Organization Administrators are now allowed to maintain/view Rules, Address Templates, Internet Registries, Subnet Profile Templates and Reverse Zone Templates.

IPv4 Subnet Management in Web GUI

Feature ID

R.VQIP7.1-10040

Description

This feature implements the management of IPv4 subnets on the Web Client GUI while keeping it available on the VitalQIP client GUI. It also supports the retrieval of the subnet information using new CLI/APIs. The following functions are supported:

- Add a subnet
- View subnet properties
- Modify subnet properties. This includes specification of ranges of addresses (object range) within a subnet so that permission can be assigned at the subnet address range level
- Delete a subnet

- Split a subnet
- Join subnets
- Produce IPv4 subnet reports

Improved DNS push functionality

Feature ID

R.VQIP7.1-10050

Description

VitalQIP has added new policies, **DNSBinsDir**, **DNSServerAddress**, **MaxDNSUpdateThreads**, and **UseFreezeThawUpdate**, to the Remote Service that improve VitalQIP DNS Update Service push functionality. When these policies are set properly, a freeze-thaw technique for updating zones on a Lucent DNS 4.0/BIND 9.x server is implemented. This functionality requires Lucent DNS 4.0 build 17 or later or ISC BIND 9.3.0 or later. The improvement prevents the loss of updates received by the DNS Server during the push process

As a part of improved DNS push performance, a new server policy, DNS Serial Number Query Type on Generation, was added, and the Disable Dynamic Updates policy was renamed to "Disable DNS communication (dynamic updates / SOA queries) from QIP" to the VitalQIP Client.

CNAME resource record validation

Feature ID

R.VQIP7.1-10060

Description

VitalQIP now validates data to prevent CNAME conflicts. Data is validated when it is entered or modified. A new policy, Validate CNAME Records, was added to the VitalQIP Client that enables or disables this feature. This feature is enabled by default. For added or modified CNAME records, validation checks are made against the following:

- Object names
- Object aliases
- Domain names
- Object Profile resource records
- Domain Profile resource records
- Reverse Zone resource records
- ENUM NAPTR resource records
- IPv6 node names
- Object mail servers

For added or modified records other than CNAME records, validation checks are made against:

- Object aliases
- CNAME object resource records
- CNAME domain resource records
- CNAME reverse zone resource records

CLIs that impact these CNAME records are also validated if Validate CNAME Records is enabled. If a CLI causes a CNAME conflict when this policy is enabled, the CLI fails with an error message.

Linguistic sorting

Feature ID

R.VQIP7.1-10080

Description

The VitalQIP web client can now sort by order of defined language in the pool hierarchy. As a result, the pool hierarchy results returned from a search for pools, and MyViews are displayed in the sorting order for the defined language.

CSV support for web client CLI input and output files

Feature ID

R.VQIP7.1-10090

Description

Web Client CLIs that use input files or generate output files can now use both XML and CSV format.

Additional reports added to web GUI

Feature ID

R.VQIP7.1-100100

Description

The following reports have been added to the Web Client:

- Administrator Audit
- IPv4 Subnet Audit
- IPv4 Subnets
- IPv4 Subnet Usage
- MyView Audit
- MyView

Administrator security

Feature ID

R.VQIP7.1-10110

Description

The VitalQIP Web Client includes an Administrator Security feature that provides the following security options:

- Password length and complexity enforcement

- Password not being the same as the Login ID (nor very similar - for example, not the mirror of the Login ID)

- Restricted password reuse

- Ability to disable accounts after a specified number of failed logins

- Password aging

- Require password for new administrator

When a password has expired or a new administrator needs to set a new password, VitalQIP presents a change password screen to the user at the next login attempt. A Change Password function has also been added to the Web Client.

Administrator security privilege

Feature ID

R.VQIP7.1-10110

Description

A new administrator privilege, Allow Password Expiration, was added to the Administrator Profile. This locks the Administrator Profile when a password expires and forces the user to change it before being able to log in. This feature also affects the **qip-admin** CLI.

Reworked tab based menu in web GUI

Feature ID

R.VQIP7.1-10120

Description

The VitalQIP Web Client tab format has changed and supports customization and localization. A toolbar for all Web Client functions has been added and includes an About VitalQIP icon that provides version information.

Interface to web-based applications

Feature ID

> R.VQIP7.1-10120

Description

> External web-based applications can be accessed through the VitalQIP Web Client.
> External applications can be added to the Add-Ons | Customized Add-Ons menu in the
> Web Client. The menu is user-defined and can be customized to have sub-menus.

RIR reporting

Feature ID

> R.VQIP7.1-10130

Description

> VitalQIP 7.1 is compliant with the current reporting/registration templates for ARIN,
> RIPE and APNIC RIRs. Version 4.x of the SWIP templates in the ARIN reports is
> supported.

Asynchronous jobs and scheduling

Feature ID

> R.VQIP7.1-10140

Description

> The asynchronous jobs feature in the Web Client has been implemented for some
> VitalQIP operations that take a long time:
>
> - Add V6 Subnets
> - Split V6 Subnets
> - Block Renumbering

- DNS Push (Web UI only)
- All reports

Users have a choice of either running the job immediately (In Foreground), or scheduling the job to run in background (In Background) or at a later time (Scheduled At). In the latter two cases, the user must check back at a later time in the Job Scheduler to verify that the job has completed. Scheduled job information is retained in the database, allowing future jobs to be preserved across server restarts. The results of past jobs are also retained to allow the user to see job status information and/or error conditions. As part of this feature, the Job Scheduler section was added to the *qip.pcy* file. Web GUI CLIs also allow you to monitor and modify scheduled jobs.

LDAP authentication tool

Feature ID

R.VQIP7.1-10170

Description

VitalQIP has added a command, `qip-ldapauth`, that authenticates administrators against LDAP and Microsoft Active Directory.

User-defined object naming policy for the web client

Description

The VitalQIP web client can now use a user-defined name policy for the web client. The web client user-defined naming policy allows users to set up their own policy for naming objects. This functionality is set up apart from the VitalQIP User Client.

Customizable user exit scripts

Description

Default VitalQIP user exits can now be customized by users.

Enable/disable address allocation and IPv6 address management auditing

Description

The VitalQIP web client can audit address allocation and IPv6 management. To enable or disable this functionality, the Auditing policy was added to the Global Section of the *qip.pcy* file.

New SWIP reporting and DNS properties in the *qip.properties* file

Description

The *qip.properties* file has new properties for SWIP reporting and DNS.

CLI template generation

Description

A new CLI allows you to generate either an XML or CSV template that you can populate with data and use as input for Web Client CLIs.

New Remote Service policy

Description

The Remote Service can now use the Message Service/SSL Tunnel Service to communicate with the File Generation Service (FGS). When **CreateConduit** is specified in the Remote Service section of *qip.pcy* all communication between the remote server and FGS is done through the Message Service. Administrators need only open port 2468 for the Message Service. **CreateConduit** also eliminates the need to configure SSL for the Remote Service and FGS separately when the SSL Tunnel Service is configured.

4 Changes to interfaces, alarms, and messages

Overview

Purpose

This chapter is not pertinent to the VitalQIP 7.1 PR5 release.

5 Resolved issues

Overview

Purpose

This chapter describes resolved issues in this release.

Contents

This chapter covers these topics.

Resolved issues in VitalQIP 7.1 PR5

The following table identifies the customer reported issues that have been resolved in VitalQIP 7.1 PR5.

Table 5.1 Resolved issues in VitalQIP 7.1 Build 173

Fault ID	AR ID	Severity	Description of issue
VQIP00017266		3: Medium	Reports: Block Utilization report is not working, always giving `Could not generate the block utilization report for the Block ID` message.
VQIP00017495	1-1666209	3: Medium	V7.1 WeB interface - changing Manufacturer changes the MAC.
VQIP00017510		3: Medium	GUI crashing when selecting subnet in View Active Leases (data-specific).
VQIP00018986\ VQIP00019552	1-1868878, W-1-1944650	3: Medium	Privilege denied when creating a DHCP scope via web interface.
VQIP00019136	1-1869518	3: Medium	VitalQIP 7.1 Web error when trying to open Object Ranges.
VQIP00019329	1-1888101	3: Medium	Admin with read/write-access to address/object-range can only see 'Range Properties' in Web-GUI, cannot make changes.
VQIP00019476	1-1902414	4: Low	Static objects appear under the DHCP Server tab in the hierarchy display.
VQIP00019491	1-1912194	3: Medium	CNAME checking is matching against old domains status_flag 'D'.
VQIP00019511	1-1922284	3: Medium	Update the QIP GUI to prevent administrators from specifying invalid data for DHCP Option 15.

Fault ID	AR ID	Severity	Description of issue
VQIP00019513	1-1865452, 1-2307162	3: Medium	If more than one consecutive dynamic DHCP range is defined in a subnet, and a subnet policy template is enabled with **enable-subnet-selection-option** set to "both", the entry **enable-subnet-selection-option both** will be written out to *dhcpd.conf* twice.
VQIP00019515		3: Medium	A.R Message route issues with SSL On Solaris.
VQIP00019535	1-1937071, 1-1987637, 1-2116713	3: Medium	DHCP Generation is slow when Manual-Bootp is present.
VQIP00019542	1-1929789	3: Medium	Web server error on version 7.1b158 due to LDAP user authentication.
VQIP00019563	1-1951728, 1-1975357, 1-2042798, 1-2206625	3: Medium	Issues with **qip-getzoneprof** CLI (Version: VitalQIP 6.2 Build 50).
VQIP00020564		2: High	Push fails in VitalQIP 7.1 PR3 with large data set when QAPI logging is enabled.
VQIP00019646		3: Medium	**qip-dnscsv -i** broken in VitalQIP 7.1 PR3.
VQIP00019708	1-1987218	3: Medium	Object lease time is incorrectly displayed in DHCP servers tab ranges when drilling down to object ranges.
VQIP00019806	1-1980656	3: Medium	The lease details are not matching in the GUI with database after importing 6.2 data to 7.1.
VQIP00019831	1-1977889	3: Medium	Blocks created by site rules do not inherit UDA values from parent block.
VQIP00019982	1-1995630	3: Medium	**exportsimpleobj** taking hours.
VQIP00020035	1-2012605	3: Medium	Unable to add static or dynamic objects via the web using the Define Scope option.
VQIP00020053	1-2013780	3: Medium	**qip-splitrevzone** creates zones with unexpected mask.

Fault ID	AR ID	Severity	Description of issue
VQIP00020280	1-2023695	3: Medium	**UseFreezeThawUpdate** policy does not work for Windows.
VQIP00020313		3: Medium	**RFE**: Add support for AFRINIC to 7.1. For more information, refer to the *VitalQIP Web Client User's Guide*. **Important!** To enable full support for AfriNIC in VitalQIP 7.1 PR5, refer to VQIP00022455 and "Afrinic maintainer script".
VQIP00020481		3: Medium	QAPI service does not support log rotation.
VQIP00020525	1-2040057	3: Medium	Vital QIP 7.1 PR3 Web GUI is showing subnet as "used" but it is actually "unused".
VQIP00020540	1-2041855	3: Medium	When doing explicit block allocation for used block, the web client only allows 32 characters for the subnet name.
VQIP00020618	1-2097862	3: Medium	VitalQIP 7.1 PR4 Release Notes have incorrect build number. Refer to Table 2.1 Software deliverables.
VQIP00020619	1-2113002	3: Medium	Subnet Audit Report only lists activities for the user who ran the report.
VQIP00020635		3: Medium	QIP GUI core dumps during dynamic update.
VQIP00020643	1-2129603, 1-2247451	2: High	DHCP clients that renew without hostname in the packet are getting NULL-*<mac>* hostname on renew.
VQIP00020647		3: Medium	Document Sybase 15.0.2 config parameters to increase performance. Refer to "Modify configuration parameters to improve performance".
VQIP00020652	1-2126733	3: Medium	**qip-setzoneprof** messes up "zone block of named.conf" entry.
VQIP00020711	1-2168808	3: Medium	**qip-dnsupdate** service is failing in some conditions.

Fault ID	AR ID	Severity	Description of issue
VQIP00020719	1-2132120	3: Medium	DHCP generation fails in 7.1 PR4 when some scopes are created using web GUI and the scope has DHCP server defined as same as subnet profile.
VQIP00021891		3: Medium	**qipd** core dumping when domain not valid during scheduled moves.
VQIP00021996		2: High	Java services will crash when displaying some HEX data.
VQIP00022027	1-2162310	2: High	Duplicate names in database and DNS.
VQIP00022049	1-2249681	3: Medium	VitalQIP 7.1 PR4 Release Notes have incorrect Sybase patch reference. Refer to Table 2.1 Software deliverables.
VQIP00022274	1-2286291	3: Medium	Web GUI shows Location/Contact values from subnet if the values are null for the object.
VQIP00022321		3: Medium	Domain field not populated when viewing active leases.
VQIP00022390	1-2320735	4: Low	**Documentation**: Incorrect field name in example of **qip-setobject**.
VQIP00022420	1-2373834	4: Low	**Documentation**: CLI manual needs to discuss **qip-setsubnet** for multiple subnets.

Resolved issues in VitalQIP 7.1 PR4

The following table identifies the customer reported issues that have been resolved in VitalQIP 7.1 PR4.

Table 5.2 Resolved issues in VitalQIP 7.1 Build 168

Fault ID	AR ID	Severity	Description of issue
VQIP00012982	1-1450864	3: Medium	When Network Quick View is set for an administrator, the networks do not display properly.
VQIP00015560	1-1563610	4: Low	**RFE**: `qip-setminversion` documentation and `-h` syntax is incorrect.
VQIP00017334	1-1643074	3: Medium	Remote Server assignment can be overwritten using a user with Basic rights.
VQIP00017434	1-1680942	3: Medium	Trailing periods added to aliases without a domain is causing problems with generated host files and `qip-setobject` CLI.
VQIP00019247\ VQIP00019590\ VQIP00019545	1-1873260, 1-1949006	3: Medium	VitalQIP 7.1 Unable to view active leases via WebGUI.
VQIP00019543	1-1941344	4: Low	`qip-setobject` CLI creates an empty reject file
VQIP00019564	1-1953623, 1-2005277	4: Low	Duplicate NAPTR records when trying to do generation.
VQIP00019586	1-1949363	2: High	Import error when running script to 7.x version from 6.2.

Fault ID	AR ID	Severity	Description of issue
VQIP00019996	1-2003714	3: Medium	Cannot remove admin because of the foreign key constraint. `Error: (10000)QAPI Error 10000: Could not Delete Admin  <admin>` `QIPDB Error 5000: Could not map database error to a QIPDB error.`
VQIP00020147	1-1794338	3: Medium	**Documentation**: Correct the **`sp_dboption QIP,'trunc.log on chkpt.',false`** line to include a space in manual.
VQIP00020182\ VQIP00020184	1-2022976, 1-2019761, 1-2022522	1: Critical	In VitalQIP 7.1 PR3, DNS Gen to Server produces corrupted files, though Gen to local files is OK.
VQIP00020396\ VQIP00020419	1-2034198, 1-2041590	3: Medium	1. DNS generation does not call userexits for DNSUP1FGS and DNSUP3FGS (7.1PR3). 2. DHCP userexit not working after upgrade to 7.1 PR3. Note: A new policy is needed for Userexits to work with 7.1 PR4 on Windows. A new policy **`{Scheduler_Name}.ExtraQAPIArgs`** has been added to the VitalQIP RMI Scheduler Service section of *qip.pcy*. Set this new policy to **`-nostdioreset`**, for example: **`{Scheduler_Name}.ExtraQAPIArgs=--nostdioreset`**
VQIP00020387	1-2038436	3: Medium	Services hung/crashed during log rotation.
VQIP00020542	1-2074250	3: Medium	**Documentation**: VitalQIP install ORACLE_HOME env variable issue.

Resolved issues in VitalQIP 7.1 PR3

The following table identifies the customer reported issues that have been resolved in VitalQIP 7.1 PR3.

Table 5.3 Resolved issues in VitalQIP 7.1 Build 166

Fault ID	AR ID	Severity	Description of issue
VQIP00009622	1-1225321	3: Medium	**qip-dnscsv** crashes when there are large number of zones. **Important!** The VitalQIP 7.1 PR3 (B166) version of **qip-dnscsv** addresses the problem of **qip-dnscsv** crashing when a large number of zones are being processed with the **-n** option. However, the VitalQIP 7.1 PR3 version of the **qip-dnscsv** CLI cannot be used in interactive mode (the **-i** option). Refer to Known Issue **Error! Reference source not found.** on page **Error! Bookmark not defined.** for details and possible workarounds.
VQIP00010556	1-1336060	3: Medium	**qip-dnsupdated** does not read *n.ddns.conf* after a DNS file generation on Windows only.
VQIP00011007	1-1378635, 1-1242867	3: Medium	Space character remains after deleting value assigned in a UDF field.
VQIP00012004	1-1414832	3: Medium	Double-dots in dotted hostnames are possible to enter in GUI and cause zone errors.
VQIP00012010		4: Low	Additional restrictions should be added to software and documentation when Name Validation is set to DNS_COMPLIANT.
VQIP00012266	1-1424978	4: Low	**RFE**: VitalQIP 6.1 SP1 *Administrator Reference Manual* - request to allow comments in document PDFs.

Fault ID	AR ID	Severity	Description of issue
VQIP00012962	1-1440485	3: Medium	Moving a DNS Server changes User Defined DNS Server IP in the DHCP Option Template.
VQIP00013678	1-1473875	3: Medium	Aliases of a deleted domain do not get associated with the remaining parent domain.
VQIP00014011	1-1485577, 1-1689749	3: Medium	Moving a DNS server does not update subnet profile DNS server fields.
VQIP00014209 \ VQIP00017586	1-1481226, 1-1733392	3: Medium	Admin Audit Report includes data for other Admins.
VQIP00015131	1-1498790, 1-1514145, 1-1535319, 1-1799874	3: Medium	Problems adding large number of aliases via web interface.
VQIP00015267	1-1521360	3: Medium	When using the folder option in GUI Hierarchy, qip-getfolderlst cannot correctly list multi-level folders.
VQIP00015374	1-1543910, 1-1538315, 1-1684307	3: Medium	DNS RRs are removed from Secondary DNS servers due to load-balancing. ***Working as designed***: Customers that are concerned about this should use failover instead of load-balancing so that the requests will be handled sequentially.
VQIP00015817	1-1539504	3: Medium	**qip-dnsupdate** CLI fails due to deadlock causing a generation pushlock.
VQIP00015927	1-1792429, 1-1870383	3: Medium	Performance Improvement is needed for Web GUI IPv4 Hierarchy filtered by Subnet.
VQIP00016650	1-1628160	3: Medium	Request for enhancement, Inquire reports do not show subnet mask.
VQIP00017263\ VQIP00016045	1-1651626, 1-1608714	3: Medium	**RFE**: - **qip-setsubnet** CLI to support the input of multiple subnets.

Fault ID	AR ID	Severity	Description of issue
VQIP00017315	1-1654626	3: Medium	Ranges with DHCP Server 'Same as in Subnet Profile' not displayed on DHCP properties.
VQIP00017351	1-1642264	3: Medium	OSPF Managed range does not show in IPManage when created.
VQIP00017367	1-1658103, 1-1776226	3: Medium	Various Global Policies are not known to **qip-getpolicy** / **qip-setpolicy** CLIs.
VQIP00017390	1-1654644	3: Medium	**qip-leasefilegen**: IPs with DHCP Server 'Same as in Subnet Profile' not written to lease file.
VQIP00017440	1-1673926	3: Medium	Changing a DNS Server object from A to B does not affect subnet properties.
VQIP00017445	1-1677833	3: Medium	Problem with DNS Generation under Network Services in 7.0 build 504 web client. Problem was not reproducible in 7.1 PR3 (data-specific issue).
VQIP00017451	1-1685667, 1-1680020, 1-1760068	3: Medium	VitalQIP SSL Tunnel Service terminates unexpectedly when log rotation configured.
VQIP00017497	1-1660166	3: Medium	Problem with RO and RW rights for Administrative Role - Server type.
VQIP00017533	1-1692934	3: Medium	Java Log Rotation subsystem is not working for RMI Schedule Service.
VQIP00017536	1-1718953	4: Low	Resource Records added via GUI or CLI, can not get into *db.root* file even after successful DNS generation.
VQIP00017648	1-1547319	3: Medium	DNS push should report an error if there was a problem restarting **named**.
VQIP00017670	1-1756853	3: Medium	7.1 PR1 patch Installer: unable to kill some qip processes.
VQIP00017712	1-1770915	3: Medium	Web GUI errors when trying to add objects.

Fault ID	AR ID	Severity	Description of issue
VQIP00017730	1-1783353	3: Medium	Web GUI does not give indication of tombstoned records.
VQIP00017733	1-1701782	3: Medium	Expired Reservations does not clean ObjectClass Router records.
VQIP00017757	1-1786900	3: Medium	QAPI does not retry getting serial from DNS if response is truncated (TCP).
VQIP00017933		3: Medium	In 7.1 SP2 , Define Scope/Range functionality is not working on Solaris/Sybase.
VQIP00017951\ VQIP00018623	1-1822539, 1-1822539	3: Medium	Unable to select multiple RR in domain Profile.
VQIP00018027		3: Medium	AMS appliance testing: View active lease crashes Thick Client.
VQIP00018111\ VQIP00018788	1-1833043, 1-1809305	3: Medium	Errors on data_access when splitting subnets that are assigned to both Normal Admins.
VQIP00018119	1-1817378	3: Medium	Performance issue opening subnet profile in web Interface when routers exist (sybase).
VQIP00018131	1-1833293	3: Medium	Multiple users running Quick Delete via the Web interface freezes the user's browsers.
VQIP00018183		3: Medium	Cannot expand the Subnets in Sybase 15.0.2 using Web Client.
VQIP00018215	1-1837524	3: Medium	The Default Domain Name in Object Scope/Range Definition comes up as a blank.
VQIP00018223	1-1837505	3: Medium	In the 7.1 PR1Web GUI, the additional associated domains fail to appear in the Existing List in the Add search screen.
VQIP00018242	1-1791075	3: Medium	Web GUI crashing with debug enabled - Win\Linux firefox only.
VQIP00018480		4: Low	Independent Zone flag in global policies needs to be removed - due to defect 12399.

Fault ID	AR ID	Severity	Description of issue
VQIP00018969	1-1869206	3: Medium	7.1 PR2 RN correction - DNS\DHCP servers are not included in patch builds.
VQIP00018995	1-1866598	4: Low	7.1 PR2 overwrote LDAP Auth settings for the web provided in the ApplicationContext.xml file previously provided.
VQIP00019036	1-1870671	4: Low	Failed to add subnets. Performance issue that was data-specific.
VQIP00019221	1-1880051	4: Low	"Same as subnet profile" does not exist as a DHCP Server option under Define Scope via Web GUI.
VQIP00019258	1-1880963	3: Medium	Web GUI: Domain search from subnet broken in 159.
VQIP00019277	1-1863339	4: Low	Ability to prevent modifying the Subnet Profile properties required in the 7.x webUI for Normal Administrators. To prevent Normal Administrators from modifying the Subnet Profile in VitalQIP 7.1 PR3, the following property needs to be set in the *qip.properties* file: **disableNormalAdmUpdates=true** Refer to the *VitalQIP Administrator Reference Manual* for further information.
VQIP00019288	1-1877189	3: Medium	Patch - Error during install of PR2 at the console on Linux OS. "*/usr/sbin/host*" "*/usr/sbin/nsupdat*e" is not an existing file.
VQIP00019319	1-1887541	3: Medium	Check before assign is not set correctly from web GUI.
VQIP00019374	1-1890890, 1-1918984	3: Medium	VitalQIP 7.1 API Toolkit documentation correction needed regarding reference to **libQdhcp_api.so**. Changes were made to *API Toolkit 7.1 User's Guide* (Issue 2) - 190-409-033R7.1.

Fault ID	AR ID	Severity	Description of issue
VQIP00019483	1-1902799	3: Medium	FGS/QAPI spawns listener on random port. Documentation change was made to *Administrator Reference Manual*.
VQIP00019487\17225	1-1637866	3: Medium	SecureMessageRoutes do not appear to support backup/alternate IP.
VQIP00019512	1-1887191	4: Low	Adding static objects is slow. Problem resolved with upgrade to Sybase 15.0.2 ESD#5.
VQIP00019518	1-1927307	3: Medium	Wrong comments in *qip.pcy* **QIPAuthCallout** section. Documentation change was made to *Administrator Reference Manual*.
VQIP00019522	1-1929550	4: Low	Release notes should mention that the "PR" patches are cumulative.
VQIP00019529	1-1931139	3: Medium	**Documentation**: *Administrator Reference Manual* should tell how to use LDAP authentication for the web client.
VQIP00019530	1-1930757	3: Medium	ip-manage cores with segmentation fault when trying to modify object properties for range of objects.
VQIP00019572	1-1964435	4: Low	**Documentation**: **qip-setsubnet** to change domain lists is unclear. Documentation update was made to *CLI User's Guide*.
VQIP00019589	1-1971052	3: Medium	Since 7.1 Build 164 mini-patch, **qip-tombstonepurge** is changing Assign_flag of used subnets to "N".
VQIP00019954		3: Medium	7.1-PR3 (B166) cannot be applied on 7.1PR2 (only web server) installed machine.
VQIP00020063	1-2014214	3: Medium	**Documentation**: Chapter "Overlaying Sybase 15.0.2 over Sybase 15.0.1" found on QIP 7.1PR3 should be updated.

Fault ID	AR ID	Severity	Description of issue
VQIP00020081	1-2014085, 1-2015163	1: Critical	Patch to 7.1 PR3 failed - Oracle scripts installed instead of Sybase SQL scripts. The current 7.1 PR3 installers have been corrected to avoid this issue.
			If you had previously installed 7.1PR3 with the affected installers, a patch tar file is available via ALED to work around this issue. A *readme* file is also provided with instructions for replacing the incorrect SQL files. This workaround patch needs to be applied before running the post-installation database script.

Resolved issues in VitalQIP 7.1 PR2

The following table identifies the customer reported issues that have been resolved in VitalQIP 7.1 PR2.

Table 5.4 Resolved issues in VitalQIP 7.1 Build 158

Fault ID	AR ID	Severity	Description of issue
VQIP00010620	1-1351983, 1-1640541, 1-1713159	3: Medium	Cannot modify Client Class name from policy->Client Class menu.
VQIP00015371	1-1539528	3: Medium	ALL option is missing from object class in the Web UI search.
VQIP00015642	1-1570081, 1-1586775	3: Medium	IPManage crashes when modifying Subnet Org.
VQIP00015950		3: Medium	70Patch - QIP GUI Client Installation gives additional screen for starting R/S services.
VQIP00015991		3: Medium	`qip-msextract` terminates in an unusual way.
VQIP00016425		3: Medium	IPv4SM - Subnet Warning Email notification does not work.
VQIP00016544	1-1602714	3: Medium	VitalQIP GUI crashes when viewing the active lease for certain format of object leases.
VQIP00016701	1-1628309	3: Medium	Global Search function does not work in Web GUI - QIP7.0.
VQIP00016972	1-1636329	3: Medium	`qip-admin` does not write all error messages to stdout.
VQIP00016998	1-1795461	4: Low	Difference noted between a normal admin viewing a DNS server in the 'MyView' web GUI and the thick client.

Fault ID	AR ID	Severity	Description of issue
VQIP00017035		4: Medium	**Documentation**: QIP 7.1 *Installation Guide* "Recommendations for Oracle" section has `cursor_sharing = force`.
VQIP00017290	1-1648826	4: Low	Unlimited lease times are changed when modifying an object via the web client in 6.2.
VQIP00017375	1-1663402	3: Medium	GUI crashes searching for dotted hostname with exact match.
VQIP00017383	1-1650744	3: Medium	`qip-setsubnet` and `qip-getsubnetprof` not consistent.
VQIP00017404	1-1671883	3: Medium	Keyboard selected items do not get changed.
VQIP00017416	1-1671350	3: Medium	Non Managed DNS Server Configuration has strange behavior.
VQIP00017428	1-1679328	3: Medium	Access permissions and roles not working as expected for administrators.
VQIP00017512	1-1688563	3: Medium	Web/Sybase Performance is slow when viewing/modifying an object.
VQIP00017524 \ VQIP00018289	1-1700696	3: Medium	Database not correctly updated whilst using OnChange with PXE clients. Important: As a consequence of resolving this problem, VitalQIP no longer accepts objects with null hostnames and instead sets them to a unique name. To protect a Manual DHCP/Bootp object that already exists in the database from being updated by a dynamic object lease update, set the Protect MDHCP/Bootp Objects global policy to True.
VQIP00017525	1-1697585	3: Medium	Problem with Administrator assignment on "Modify Shared Views" page.
VQIP00017534	1-1718240	3: Medium	`qip-setzoneprof` messes up "zone block of named.conf" entry.
VQIP00017549	1-1714545	3: Medium	Re-adding deleted EDUP RR does not change TTL [15608].

Fault ID	AR ID	Severity	Description of issue
VQIP00017571 \ VQIP00017707 \ VQIP00017780	1-1707165, 1-1773268 , 1-1802661	3: Medium	Shared network name is not reflected even successful update dialog displayed.
VQIP00017573	1-1722728	3: Medium	**qip-qipupdated** not reading/honoring DNSUpdatePrincipal correctly.
VQIP00017574	1-1729252	4: Low	**qip-setzoneprof** removes DNS servers if the DNSservers field in the input file has errors.
VQIP00017615	1-1739586	3: Medium	Cannot modify Subnet Properties in Native Client and Web Client.
VQIP00017629	1-1744305	3: Medium	**Documentation**: IMS_NLT - VitalQIP documentation incorrect for Sybase Uninstallation.
VQIP00017641		2: High	Unable to delete an organization that has objects created...GUI crashes.
VQIP00017652		3: Medium	**enterserver**: empty RNDC Path variable.
VQIP00017653	1-1602795	3: Medium	**qip-setzoneprof** did not work as expected.
VQIP00017656	1-1752632	3: Medium	**Documentation**: SYBASE_SYSAM environment variable should be removed from the list of variables in *Sybase.sh*.
VQIP00017665		3: Medium	The **enterserver** CLI errors when output of **exportserver** is used for input.
VQIP00017669	1-1756700	3: Medium	**Documentation**: some domains not shown on web client.
VQIP00017676	1-1758876	3: Medium	MX record not updating properly - unable to remove a Mail Server Record from an object.
VQIP00017682	1-1754547	4: Low	**Documentation**: QIP 7.1 PR1 (B155) Release Notes corrections required.
VQIP00017688	1-1747042	3: Medium	DHCP-Server value "same as in subnet profile" not visible in Web GUI.
VQIP00017693		3: Medium	Web interface CLI problems when using web authentication external callout.

Fault ID	AR ID	Severity	Description of issue
VQIP00017701	1-1764068	3: Medium	Eternal object does not show up correctly on web GUI.
VQIP00017706		3: Medium	**Documentation**: VitalQIP installation on Sybase/UNIX creates tables with wrong lock schemes.
VQIP00017708	1-1774176	3: Medium	Web GUI errors when normal administrator is trying to do a global search.
VQIP00017711	1-1775986	4: Low	**Documentation**: Swapped notes on 7.1 install guide issue 4.
VQIP00017740	1-1787148	4: Low	**Documentation**: Dynamic Updates to MS-DNS are not explained clearly.
VQIP00017741		4: Low	**Documentation**: Overview of MS DNS Update Service is incomplete.
VQIP00017749	1-1788804	2: High	Error messages received when accessing subnet property elements via the web interface.
VQIP00017750	1-1794598	3: Medium	Restrict Subnet parameter in User Profile setting is not working in Web UI.
VQIP00017760	1-1795462	3: Medium	CPU Utilization spiked by the java process when an object name that does not exist is specified during Quick Move.
VQIP00017779		3: Medium	Change the lower limit for leaseTime from 3600 to 1.
VQIP00017786	1-1804679	4: Low	Server should not be included in hierarchy unless normal admin has permission to the server.
VQIP00017788		3: Medium	Global search by MAC address with customer data and certain search strings times out, others work fine (no results found).
VQIP00017791	1-1746290	3: Medium	**Documentation**: Object Audit History by name not working after object is deleted.
VQIP00017811		3: Medium	DHCP scope policy template cannot be set for address range.

Fault ID	AR ID	Severity	Description of issue
VQIP00017812		3: Medium	**RFE**: DHCP server push logic must support configuration file policies with multiple values.
VQIP00017857	1-1808072	3: Medium	**qip-getdnssrvlst** for reverse zone does not work.
VQIP00017866	1-1777864, 1-1774623	2: High	Sybase 15.0.2 causes intermittent stored procedure failures.
VQIP00017893	1-1817272	3: Medium	**Documentation**: Clone admin with **qip-admin** does not work
VQIP00017905	1-1818179	3: Medium	**Documentation**: error in the CLI documentation for **qip-setreclaimschedule**.
VQIP00017973	1-1555784	4: Low	VitalQIP Message Service crashes on Win2008.

Resolved issues in VitalQIP 7.1 PR1

The following table identifies the customer reported issues that were resolved in
VitalQIP 7.1 PR1.

Table 5.5 Resolved issues in VitalQIP 7.1 Build 155

Fault ID	AR ID	Severity	Description of issue
VQIP00009883	1-1241207	3: Medium	Can only add one Secondary Server at once to a domain/reverse zone.
VQIP00010011	1-1256310	3: Medium	Command line utility `qip-rptzonerr` returns error code -1 if run as non-root user.
VQIP00011018	1-1371126 1-1286068	3: Medium	LDRM 2.0 , policy not being pushed out from GUI.
VQIP00011853	1-1394344	3: Medium	Scheduled DNS updates are not working.
VQIP00012854	1-1441620, 1-1542223	3: Medium	Unable to add subnet to administrators access list.
VQIP00012859		3: Medium	GUI client crashes when expanding subnet view as normal admin (but works for qipman).
VQIP00013570	1-1467970 1-1501359 1-1468748 1-1476938	3: Medium	PC GUI crashes with a non-functional default printer.

Fault ID	AR ID	Severity	Description of issue
VQIP00013816		3: Medium	Split a /110 subnet (with same objects) to 16 /114 subnets, got split subnet failed, Could not find child node **methodResponse**.
VQIP00014301		4: Low	Need hourglass between block allocation and post-allocation for Explicit Allocation.
VQIP00014368		3: Medium	Searching for a subnet by UDA not working. **qip-cli -c subnet,search -u qipman -p qipman -o ravi -- uda=ipv6subnet_group/v6Subnet_name=testsub** works with subnet name only.
VQIP00015664		4: Low	No match found error message has variables reversed (page number prints where string should and vice versa).
VQIP00015713		3: Medium	Global Search - get an "extra" error when entering invalid search criteria.
VQIP00015770		3: Medium	Selecting an item (using the keyboard only), the callback functions are not executing on QT Dialog list boxes.
VQIP00015819	1-1579784	3: Medium	Error creating a Hierarchy report on certain pools (data-dependant).
VQIP00015829	1-1579048	3: Medium	Stealth Server override server name option disappears from profile.
VQIP00015914		3: Medium	**qip-getzoneprof** CLI terminates output when PostFix section of zone contains more than some amount of data.
VQIP00015982	1-1605929	4: Low	DOS windows appear after warning alert that a subnet has reached 96% capacity.
VQIP00016071	1-1610849	3: Medium	Reports tab in Web UI missing management reports that were available in 6.1 SP1. Only Inquire Report was added at this time.
VQIP00016129		3: Medium	The web GUI hung when a normal administrator tried to merge two child pools inside MyView.
VQIP00016330	1-1601996	3: Medium	**enterlocalobj** and **entersimpleobj** allow duplicate hostnames (without the use of the **-w** switch).

Fault ID	AR ID	Severity	Description of issue
VQIP00016421	1-1590482	3: Medium	Moving an ObjectName to an Alias does not get updated by DDNS.
VQIP00016502		3: Medium	IPv4SM - Cannot deselect all the routers from Selected Router List in Subnet Profile.
VQIP00016551		3: Medium	Unable to add/modify dynamic criteria with NULL string.
VQIP00016578		3: Medium	IPv4OM - With length 31 for a subnet, no IP Address is displayed in Manage Objects.
VQIP00016813		4: Low	Document change: The OK button does not close the job sched print friendly pop-up window if one jumps to another window and then comes back. Issue moved to "Table 6.2 Known vendor issues" table as a technical limitation.
VQIP00017046		3: Medium	IPv4SM - A user cannot unset the value in both Location and Contact.
VQIP00017099		3: Medium	IPv4SM - There is an indication in Web GUI something is still in progress after a successful delete of subnet.
VQIP00017151		2: High	Master Admin Shared View Usage could use performance improvement.
VQIP00017167	1-1645232	3: Medium	ip-manage terminates with 'Segmentation violation' during non-managed DNS server delete.
VQIP00017185		3: Medium	IPv4SM - Define Scope: The new valid range for the Lease Time is not proper.

Fault ID	AR ID	Severity	Description of issue
VQIP00017198		3: Medium	Miscellaneous changes to Subnet Info report. 1. When the user selects all the values for "Object Type" and/or "Address Status", the report indicates the value for "Object Type" and/or "Address Status" as "All". 2. When the user selects all the values for "Object Type" and/or "Address Status", the report will list unused subnets with a message "No objects in use for Subnet XYZ". 3. If an object is present in multiple domains – it will displayed once for each domain in which it is included. While multiple inclusion of objects will not result in confusion in a Domain based report, it might be incorrectly interpreted as duplicate data for Subnet based report.
VQIP00017241		3: Medium	IPv4 Subnets report – subnets and objects without domains are not in the report.
VQIP00017249		3: Medium	After Sybase 15.0.1 sort order change `index.sql` produces errors.
VQIP00017260		3: Medium	Adding new Feature to `qip-util` to rebuild indexes – ReIndex.
VQIP00017265	1-1651695	3: Medium	Modifying multiple objects will clear all Object UDFs.
VQIP00017272		4: Low	*Administrator Reference Manual* and the *qip.pcy* file state SchedulerNames is a comma separated list when the SW does not accept the comma. SchedulerNames now accepts commas.
VQIP00017288		4: Low	Unable to create shared view when there is only one admin in the system.
VQIP00017289		3: Medium	IPv4 SM - Invalid Pointer error displayed when attempt to add all 266 /16 subnets to empty /8 Network.
VQIP00017333	1-1642079	3: Medium	VitalQIP DNS Update Service hangs on Windows 2003 E/S - New static DDNS objects not resolving.
VQIP00017337		3: Medium	An extra child pool "DEFAULT_CHILD_POOL:org_name" is displayed on search results for add contents GUI.

Fault ID	AR ID	Severity	Description of issue
VQIP00017365		3: Medium	Takes almost two minutes to display the Create Shared View (properties screen in performance environment).
VQIP00017372		3: Medium	Creating different Seed Pool with duplicate Child Pool names causing problem doing block allocation CLIs.
VQIP00017384		2: High	7.0 import into 7.1 fails on bad data in *pool_ae.qef* file. Was actually a 7.0 problem where the data in the table was corrupted. Not reproducible with 7.1.

VQIP00017387		3: Medium	Doing a migration of 7.0 to 7.1 with customer data getting the following user-defined exception:
			`Executing convert_srvr_zone_options Function`
			`NO_DATA_FOUND`
			`Select zone_servers`
			`item is id = 2294,owner = Stealth Server`
			`ERROR: User-Defined Exception`

VQIP00017394	1-1667853	3: Medium	7.1 WEB UI is displaying Purchase date in wrong format.
VQIP00017407		3: Medium	**Documentation**: Check Before Assign should be set to None when assigning scopes via Web. This is no longer a requirement in 7.1 PR1. The *Web Client User's Guide* was modified because scope creation now proceeds regardless of the Check Before Assign field value (VQIP00017469). The dialog box that comes up after the scope is created indicates that a PING did not occur.
VQIP00017450		3: Medium	Alias added as type External in domain RR tab. This occurs when using the Alias tab to add/modify an alias that resides in another domain than the A record's domain. The problem only happens when "Use DNS Update Service" policy is set to False.
VQIP00017454	1-1680466	4: Low	Cannot create DHCP scopes via QIP 7.1 Web client ***FAILURE***.
VQIP00017460		3: Medium	IPv4SM - Define Scope: The new valid range for the Lease Time is not proper.
VQIP00017412	1-1666690	3: Medium	Cannot add new subnets to network in IP-Manage under Windows 2003.

Fault ID	AR ID	Severity	Description of issue
VQIP00017413	1-1665252	3: Medium	Unable to assign managed domains to subnets via the Network Profile Screen for previously created Subnets.
VQIP00017414	1-1673427	4: Low	Document change: Need to document how to configure the **qipauthcallout** for Web. The VitalQIP Administrator Reference Manual has been updated.
VQIP00017461		3: Medium	IPv4SM - Define Scope: The new valid range for the Lease Time is not proper.
VQIP00017463	1-1694321	3: Medium	Push fails when creating the db.127.0.0 zone.
VQIP00017467	1-1697309	3: Medium	7.1 Web Client performance issue when bringing up the Job Scheduler.
VQIP00017468	1-1697318	3: Medium	VitalQIP7.1 Performance issue: **qip-setobject** CLI is slow when modifying an object.
VQIP00017469	1-1697929	4: Low	Need ping before assign turn off in web client for defining DHCP scope.
VQIP00017476	1-1699050	3: Medium	QIP 7.1/Oracle **qip-setzoneprof** hangs when trying to create the "." domain.
VQIP00017479	1-1710433	3: Medium	Add next Obj from Subnet and Quick Add do not work on Windows/ Sybase configuration.
VQIP00017481	1-1700353	3: Medium	Non-managed server entry causes IP-Manage to exit.
VQIP00017512	1-1688563	3: Medium	Web/Sybase Performance is slow when viewing/modifying an object.
VQIP00017513		2: High	ip-manage UI crashes when removing a network from the managed access list in add or modify admin.
VQIP00017523		4: Low	Location and Contact are not defaulted to the Subnet Default on Add Object.
VQIP00017528	1-1716437	3: Medium	**Documentation**: Trying to Install Remote Server on Unix. VitalQIP Installation documentation was updated to point out overlay installs are not supported in 7.0/7.1.

Fault ID	AR ID	Severity	Description of issue
VQIP00017532		2: High	Blocks should go to Pending Status irrespective of whether a RIR Report has been sent or not.
VQIP00017538	1-1703973	4: Low	**Documentation**: Object Audit History status message documentation requires explanation that SM is an acronym for Scheduled Move.
VQIP00017545	1-1720670	4: Low	**Documentation**: Upgrade failures. Need to point out that setting the charset and sort order to utf-8 is a mandatory step in the Sybase installation process.
VQIP00017556	1-1718775	3: Medium	**Documentation**: InstallShield directory issue during VitalQIP upgrade.
VQIP00017559	1-1724710	3: Medium	`qip-ldapauth` does not search subtrees from the base DN. `ReferralChasing` should be set to yes by default in the policy file.
VQIP00017572		3: Medium	Remote Service does not use Message Service for all communication. The Remote Service can now use the Message Services or SSL Tunnel Service to communicate with the File Generation Service by using the `CreateConduit` policy. Reference the *VitalQIP Administrator Reference Manual* for more information.
VQIP00017587	1-1731869, 1-1745252	3: Medium	Web user via authentication callout failed to view active lease.
VQIP00017594		3: Medium	Click on "Manage Objects": it takes 4-8+ mins to load the subnet.
VQIP00017622	1-1742460	4: Low	**Documentation**: *Installation Guide* should specify that Oracle `qip_temp` table has to be created as temporary space and not permanent space.
VQIP00017643	1-1740721	3: Medium	**Documentation**: IMS_NLT QIP7.1 documentation change - UTF8 Locale settings.
VQIP00017629	1-1744305	3: Medium	**Documentation**: VitalQIP documentation incorrect for Sybase Uninstallation.

Fault ID	AR ID	Severity	Description of issue
VQIP00017682	1-1754547	4: Low	**Documentation:** QIP 7.1 PR1 (B155) Release Notes corrections required.
VQIP00017706		3: Medium	VitalQIP installation on Sybase/UNIX creates tables with wrong lock schemes. Release Notes need to point out that Sybase should be configured to be lock scheme=datarows.

Resolved issues in VitalQIP 7.1

The following table identifies the customer reported issues that were fixed in the original 7.1 release.

Table 5.6 Resolved issues in Release 7.1

Fault ID	AR ID	Severity	Description of issue
VQIP00003861		4: Low	**RFE**: Confusing terminology for DNS servers in Subnet Profile. We should call these 'Preferred' and 'Alternate' DNS servers not 'Primary' and 'Secondary'.
VQIP00006478		3: Medium	On a Motif GUI, the data for an Object's resource record (type TXT) is not encapsulated in quotes (' " ').
VQIP00008673		4: Low	Site Name of Subnet Organization should not allow space in its name.
VQIP00009025		4: Low	On the subnet profile, the 'tftp server' is not set back to 'none' when the server object is deleted.
VQIP00009431	CARES 1-1214082	3: Medium	Error. 10000 QAPI error 1000: could not save QAPI ACL template QIPDB Error 5014: could not execute sQL Statement Upgrades.
VQIP00009524		4: Low	CLI **qip-setsubnet** does not handle output file from CLI **qip-getsubnetprof** correctly when there are multiple 'domain=' lines.
VQIP00009569		4: Low	Subnet Organization Warning formula is not correct or just not displaying correctly.
VQIP00010529	CARES 1-1292104	3: Medium	Trying to install the CLI commands on a remote server and installation script is dying.
VQIP00010582	CARES 1-1341342	3: Medium	DDNS updates for unassigned reverse zone still sent to DNS server.
VQIP00010686		3: Medium	**qip-getdhcpsvrlst**: -n option is not working.

Fault ID	AR ID	Severity	Description of issue
VQIP00011927	CARES 1-1410959	4: Low	**RFE**: Documentation of Time Server Check box on Server Object.
VQIP00012115	CARES 1-1421262	4: Low	QIP 6.2 B42 `qip-search` misspelling.
VQIP00013051	CARES 1-1424758	3: Medium	Schedule Service is incorrectly installed when installing Remote\GUI modules.
VQIP00013246		2: High	(Firefox only) Links for all documents in HTML format not working. Got HTTP Status 404.
VQIP00013480	CARES 1-1460672	3: Medium	DHCP Generation cannot be done - as only M-DHCP is used this avoids deployment of new clients.
VQIP00013502	CARES 1-1463107	3: Medium	Aliases do not resolve correctly after an object move if the object's domain changes.
VQIP00013786	CARES 1-1478308	3: Medium	Password restrictions in client interfaces.
VQIP00013793		3: Medium	Cannot navigate to logout and help.
VQIP00013871		3: Medium	Associate Seed Blocks with Pool screen listing of IPv4 and IPv6 blocks not sorted.
VQIP00014078		3: Medium	Vendor and User Class are not configured properly for dynamic object creation.
VQIP00014322		2: High	Addition of nodes is not reflected in changed zones only pushes (for that matter updates/deletes probably are not either).
VQIP00014586		3: Medium	Add Seed Block from Block Hierarchy, Address Pool list not in alphabetical order.
VQIP00014703		3: Medium	`exportudf` does not report Domain type UDFs.
VQIP00014756		4: Low	RIR Report for APIN does not validate entries in the "person" field.
VQIP00014790		4: Low	Headers are coming page wise in HTML report.

Fault ID	AR ID	Severity	Description of issue
VQIP00015021		4: Low	Node management GUI, added node of type printer, type on IPv4 address is always WORKSTATION.
VQIP00015068		4: Low	Min. and Max. UDA Values Getting Truncated in Attributes Tab in Web GUI.
VQIP00015071		3: Medium	Specified Address: is missing in header of Reports-> IPV6 Subnet ->IPv6Subnets.
VQIP00015086		4: Low	IBM AIX DHCP servers have "unsupported" for type on push screen but allow push to server.
VQIP00015096		3: Medium	Rule Audit report - Rules in dropdown list should be sorted.
VQIP00015098		4: Low	Quick add a node with subnet default address selection of specific does not enable the IP address field.
VQIP00015120		3: Medium	If move an IP address from one interface to another, after the success of the move, the original interface name leaves tree.
VQIP00015208	CARES 1-1526408	3: Medium	Error installing QIP 7.0. Setting QIP database to the predetermined "Small" size level does not create devices large enough for the tables and stored procedures created during install. The "Small" database size is no longer available in 7.1.
VQIP00015262		3: Medium	If IPv6 enabled, the rndc utility is failing.
VQIP00015482	CARES 1-1555765	2: High	VitalQIP 7.0/Sybase/Solaris or Linux installation does not handle the Sybase runtime license correctly.
VQIP00015559	CARES 1-1561095	4: Low	Unable to create a server and domain in one step using the Windows GUI.
VQIP00015637		3: Medium	FreePendingBlockJob, CalculateBlockHD, and CalculatePoolHD when scheduled with certain data have a performance impact on Web.

Fault ID	AR ID	Severity	Description of issue
VQIP00015645		3: Medium	`qip-cli -cblock,allocate`: when input file has a rule that is of type "free", should not make the call to object creation.
VQIP00015702		3: Medium	On modify of object via the web UI, if adding a large number of aliases, they appear to be dropped.
VQIP00015771		2: High	Import/exports of 7.0 data will cause the line feeds in the multiline text UDAs to be replaced by	(pipe) characters.
VQIP00015821		3: Medium	Pool Audit report - reporting attributes that have not changed.
VQIP00015835		3: Medium	Trying to delete a seed block that has no address ranges or subnets fails.
VQIP00015859		3: Medium	Global Search - as a normal admin - get an error when Range=All.
VQIP00015905		3: Medium	Lucent DNS 4.x does not reload with push-update.
VQIP00015906		3: Medium	View active leases has garbage characters for last entry in *dhcp.db* file.
VQIP00015907		3: Medium	The last line in the Web UI display of a lease with option 82 data is truncated.
VQIP00015908		3: Medium	Missing a few active lease entries in Web UI.
VQIP00015910		3: Medium	If Database Server and Web Server boxes have different times set - license error occurs on web.
VQIP00015929		2: High	Web active lease display hangs.
VQIP00016353		3: Medium	View active leases has garbage characters for last entry in *dhcp.db* file.
VQIP00017154		3: Medium	Block utilization report – cannot access report when run in background or `scheduled_at`.

6   Known issues

Overview

Purpose

This chapter describes known issues and workarounds if available for VitalQIP 7.1 releases.

Contents

This chapter covers these topics.

Known issues and workarounds in VitalQIP 7.1

The following table contains a list of known issues that were identified as customer impacting and/or outstanding customer problems not yet resolved in the VitalQIP 7.1 release.

Important! Refer to the most recent VitalQIP 6.2 Release Notes and VitalQIP 7.0 Release Notes for a list of Known Issues related to the VitalQIP 6.x and 7.0 functionality that is also available within VitalQIP 7.1 PR5.

Table 6.1 Known issues and workarounds in VitalQIP 7.1

Fault ID	AR ID	Description of issue	Workaround
VQIP00011599		Explicit Block Alloc failed with "Object Creation Failed. Subnet cannot be created"	The workaround to this problem is to turn off Usage Based Billing in the Global Policies of VitalQIP. **Note**: Usage Based Billing support was discontinued in VitalQIP 7.2.
VQIP00012174	1-1412782	`qip-setudf` not doing any checks against ACL. The code should check if the user has permissions to modify that IP, and if not it should error out.	

Fault ID	AR ID	Description of issue	Workaround

VQIP00015660		If DISPLAY variable is set in environment when tomcat is started then reports do not work - Invocation target exception.	The following is applicable only for Solaris/Linux based installations.
			
			If the user is not able generate reports after Tomcat restart and the error contains the following text:
			
			`Caused by: java.lang.NoClassDefFound Error: Could not initialize class sun.awt.X11GraphicsEnviro nment`
			
			Execute the following steps to resolve the problem.
			
			1. Open a command window and enter:
			
			`Unset DISPLAY`
			
			2. Stop Tomcat.
			
			3. Start Tomcat.
			
			Fixed in VitalQIP 7.2.

VQIP00015800	1-1588880	**qip-report** does not filter correctly when using **−m**.	

Fault ID	AR ID	Description of issue	Workaround

VQIP00015820		The default installation of Sybase issues a lot of irritating "SET_READONLY" JDBC warnings.	You can disable the warnings by connecting as "sa" and issuing the following 2 queries:
			
			`update spt_mda set querytype = 4, query = '0' where mdinfo = 'SET_READONLY_FALSE'`
			`go`
			
			`update spt_mda set querytype = 4, query = '0' where mdinfo = 'SET_READONLY_TRUE'`
			`go`

VQIP00015873		InstallShield (Windows) is unable to kill IP-manage if it is up and running while applying patch.	Stop the IP-manage process before applying patch.
VQIP00016467		IPv4SM - When a subnet is created with Address Template containing user and vendor class, those are not set correctly.	Fixed in VitalQIP 7.2.
VQIP00016501		Email address format is not being validated when using block allocation CLIs with RIR reports.	Use Web UI for RIR Reports.
VQIP00016569		Pool Audit report - duplicates records in report when run as a normal admin.	
VQIP00016607		Cannot log into VitalQIP after changing either the qipadmin or qipman password during installation.	Update *qip.pcy* encrypted passwords.

Fault ID	AR ID	Description of issue	Workaround
VQIP00016614		Search behavior should be consistent in Pool Search and MyView, with UDAGroup=NULL and UDA Value=*	Fixed in VitalQIP 7.2
VQIP00016632 /VQIP00022367		Server install with template file fails when it attempts to export the existing data.	
VQIP00016645		Linguistic sorting: inconsistency results for English and Chinese when search pool with UDA using wild card.	
VQIP00016680		In Microsoft Internet Explorer, it is possible to drag the tabs at the top of the Web GUI to a lower position on the page, blocking the display of data that normally appears there.	Technical limitation on Deluxe Menu and it only happens in IE. The workaround: depress the mouse on the tab area and drag it UP to make the menu appear again.
VQIP00016692		IPv4SM - A normal administrator user with subset of subnets has issue with some functionalities.	Fixed in VitalQIP 7.2.
VQIP00016730		Adding short-name records to reverse zone RR tab does not detect collisions.	
VQIP00016736		IPv4SM - In Subnet Profile, UDF Field Name and its Value are not lined up properly.	This is a technical limitation of javascript html and the browser. Works with IE browser. Fixed in VitalQIP 7.2.
VQIP00016766		Adding a new record in Resource Record tab, then deleting the "conflicting" record displays error.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00016807		Login validation not consistent between web UI and thick client UI.	Do not add administrators without specifying a password. Fixed in VitalQIP 7.2.
VQIP00016844		Admin Audit report - multiple entries do not always pick up all the records.	
VQIP00016886		**startTomcat.sh** does not work when executed from the *$QIPHOME/web/conf* directory.	Execute **./startTomcat.sh** from *$QIPHOME* directory.
VQIP00016914		D-DHCP object A record collision with reverse zone CNAME not detected.	
VQIP00016936		**enteralias** CLI does not display error for collision with reverse zone profile resource record.	
VQIP00016946		Doc Edit: **qip-getdhcpsvrlst** doc needs a correction for -n subnet_address option.	Fixed in VitalQIP 7.2.
VQIP00016973		Error displayed but record added from **enterdnsrr** when adding TXT conflicts with Reverse zone CNAME.	
VQIP00016975		Short name entry for **enterdnsrr** throws error but adds colliding record anyway.	
VQIP00016977		Object profile CNAME RR that collides with reverse zone RR displays error but is added through **enterdnsrr**.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00016983		The "MyView Name" field in the MyView Report and MyView Audit report does not support special characters.	Fixed in VitalQIP 7.2.
VQIP00017034		IPv4SM - Define Scope: Servers in DHCP Server should not display all the configured servers.	Fixed in VitalQIP 7.2.
VQIP00017070		`qip-syncexternal` indicates successful add to QIP but RR not added on CNAME collision.	
VQIP00017071		`qip-syncexternal` object PTR record that collides with Object profile CNAME RR fails detection.	
VQIP00017082		`qip-setzoneprof` does not detect reverse zone collisions with Resource record tab CNAMES.	
VQIP00017084		Error received when a large number of subnets are created from multiple Web GUIs simultaneously	In both cases even with the error message, all the subnets were created as requested. The IPv4 Hierarchy may need to be refreshed in order to display all the subnets created.
VQIP00017092		Linguistic sorting: if more than 1 UDA in search criteria, the search cannot retrieve any records	If only providing one UDA search criteria, including using <ALL> then will work correctly. Fixed in VitalQIP 7.2.

Fault ID	AR ID	Description of issue	Workaround
VQIP00017093		My View displays some extra data in managed list or administrative roles for a normal administrator.	Working as designed: This is how the legacy Managed List works. If a domain is assigned to an administrator or a role, the administrator not only sees the domain, but also the servers and subnets in the domain. The same is true for address range.
VQIP00017103		Install - In the database size screen, the size for Large shows 450 MB rather than 600 MB. Display issue only - QIP device sizes are correct for the Large therefore there is no functional issue.	Fixed in VitalQIP 7.2.
VQIP00017104		IPv4OM - When the subnet is set with "Ping" for Check Before Assign, there is no check in Web UI.	Fixed in VitalQIP 7.2.
VQIP00017108		Web client is showing non-managed zones in the hierarchy.	Fixed in VitalQIP 7.2.
VQIP00017110		RIR reports (GUI only) - changed and source fields do not appear as required which is incorrect.	Fixed in VitalQIP 7.2.
VQIP00017126		Install - There should be no prompt for the path to the Perl executable	Fixed in VitalQIP 7.2.
VQIP00017143		Admin security: GUI and CLI not in sync for password max length.	Do not use passwords greater than 25 characters. Fixed in VitalQIP 7.2.

Fault ID	AR ID	Description of issue	Workaround
VQIP00017146		Cannot access large report after it runs in the background.	See error message for location of report. Example "Since the file size is huge, report is saved at <a href='../temp/qipman/bg/qipman-Administrator_Audit_Report-20070605_170324_974-0400.htm" Fixed in VitalQIP 7.2.
VQIP00017150		Help About not listing number of defined subnets.	Fixed in VitalQIP 7.2.
VQIP00017166		Admin security: web UI - change password page, nothing happens if press <enter> after filling up all required fields.	You have to press **Change Password** for the request to send.
VQIP00017175		D-DHCP PTR collision with CNAMES on RR tab not detected.	
VQIP00017176		DNS push to local directory requires directory to already exist.	Fixed in VitalQIP 7.2.
VQIP00017177		**enternetwork** CLI creates a reverse zone that conflicts with CNAMEs.	
VQIP00017178		**enterreversezone** creates reverse zone that cannot be deleted in thick client.	
VQIP00017180		**enterreversezone** fails to detect CNAME collisions.	
VQIP00017186		Splitting reverse zones does not detect CNAME collisions.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00017191		A normal admin with renumber block privilege failed to renumber an IPv6 block.	
VQIP00017192		IPv4SM - Successful subnet creation pop-up window does not list all the subnets for large number.	Fixed in VitalQIP 7.2.
VQIP00017199		Web UI - Active Lease Grant/Expire time is incorrect. The time is 4 hours ahead.	Fixed in VitalQIP 7.2.
VQIP00017215		DHCP/DNS hierarchy under My View - servers only has hostname in hierarchy. Affects users who have multiple servers with the same hostname but different domain name.	Fixed in VitalQIP 7.2.
VQIP00017246		Admin profile screen display problem (Solaris).	Motif issue. Not a problem on Windows.
VQIP00017267		Reports: Date is incorrect on the IPV6 subnets reports.	Likely to happen when the Client and Server are in different time zones.
VQIP00017292		IPv4SM - Define Scope - MyView: Define scope from MyView does not work when I clicked **Search** button (without providing anything in the Domain Name field, which is valid).	Fixed in VitalQIP 7.2.
VQIP00017293		IPv4SM - Add Next Object - MyView: Add Next Object does not work.	Fixed in VitalQIP 7.2.
VQIP00017294		IPv4SM - MyView - There is an error of loading subnet after Join Subnet.	Fixed in VitalQIP 7.2.

Fault ID	AR ID	Description of issue	Workaround
VQIP00017307		`qipbulkload` allows adding an object and alias of the same name.	
VQIP00017308		`qipbulkload` enters aliases as short names.	Use FQDN in input file for alias, for example, `10.200.100.109,obj109,1 0.200.100.0,,lz.com,Wor kstation,Test 6.23.14,,,,,,,1,,,,alias .lz.com...`
VQIP00017382	1-1660465	VitalQIP7.1 template install not functioning. Hangs on cacerts check.	Fixed in VitalQIP 7.2.
VQIP00017395	1-1667851	FireFox under Linux is not working properly with VitalQIP 7.1.	Use Firefox on Solaris or Windows clients. Fixed in VitalQIP 7.2.
VQIP00017425		Trying to modify primary DNS server in subnet profile, after changing to another server, a success message is received but the change does not take effect. The original server name was still assigned as primary.	Fixed in VitalQIP 7.2.
VQIP00017433		When allocating used blocks with an address template, the first object is not being created.	Fixed in VitalQIP 7.2.
VQIP00017435		When creating dynamic objects and object templates, both primary and secondary DHCP servers appear. Only primary server should appear.	Fixed in VitalQIP 7.2.
VQIP00017480		Normal Admin cannot "Add Next Object to Subnet" on Web client.	Works fine as qipman administrator. Fixed in VitalQIP 7.2.

Fault ID	AR ID	Description of issue	Workaround
VQIP00017499	1-1705123	UpdatePreclusionDuration is not displayed under Server Policies.	Fixed in VitalQIP 7.2.
VQIP00017515	1-1710480	Define Scope fails if the template name starts with a space.	Update the DB to remove the space from the name. Fixed in VitalQIP 7.2.
VQIP00017519		Modifying an object is changing the default router every time the object is modified.	Problem occurs with thick client only.
VQIP00017560	1-1725107	Stealth settings are ignored for previously-deleted domains.	Completely delete the domain by pushing the change to all DNS servers after the deletion, or use a SQL script to purge it out of the database, then recreate it as a new domain.
VQIP00017596		If subnet is associated with two domains, all the objects are displayed twice in subnets report.	Fixed in VitalQIP 7.2.
VQIP00017608		Headless operation for Tomcat in QIP 7.1 - X11 errors.	Unset DISPLAY variable then stop and restart Tomcat. Fixed in VitalQIP 7.2.
VQIP00017609	1-1738771	Zone block of name.conf does not exist at server level.	
VQIP00017634	1-1746386	Unable to add object (errorcode = 20) when dynamic object template set to same as in subnet profile.	Fixed in VitalQIP 7.2.
VQIP00017635	1-1746452	Restricted User cannot select DHCP Server for subnet scope in Web UI.	Fixed in VitalQIP 7.2.

Fault ID	AR ID	Description of issue	Workaround
VQIP00017649		GUI crashes when Validate Domain on Move is set to true.	Set Validate Domain on Move policy to False and try the same move via the GUI and the move is successful.
VQIP00017673		**qip-mcancel** is not canceling scheduled moves.	
VQIP00017694	1-1760119	User-Defined Field automatically set with one blank space - appears in Search '*'	The VitalQIP 7.1 Web Interface does not pick up this white space as a data value when performing a global search with the same parameters, so it is only a problem with the old GUI interface. Fixed in VitalQIP 7.2.
VQIP00017719	1-1778032	**qip-msextract** CLI creates an *ms-scopes* file that has a blank domain name	Edit *ms_scopes.txt* to globally replace ",," with ",{domainname},", and then run the CLI command.
VQIP00017732	1-1758126	**qip-siteimport** CLI not working.	Fixed in VitalQIP 7.2.
VQIP00017751	1-1790895	**qip-qipupdated** binds to non-loopback interfaces.	Stopping and restarting qip-qipupdated will then cause it to bind only to the loopback (assuming the database is available).
VQIP00017756	1-1790650, 1-1870412	Web GUI log (*qip7.log*) has messages related to add-on modules that are not licensed.	Benign errors in log.
VQIP00017832	1-1812014	VitalQIP 7.1 Error from web gui when trying to edit multiple reverse zone	Use the Thick client to edit multiple reverse zones. Fixed in VitalQIP 7.2.
VQIP00018056		Concurrent web GUI users hang during update/modify object when Validate CNAME set to True at least with Sybase.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00018127	1-1834008	Wrong behavior of Subnet Profile ->User-Defined Fields.	Populate value field and then click OK.
VQIP00018135	1-1834290	Windows GUI installation always puts MessageRoute statements to *qip.pcy*, never SecureMessageRoute statements	Edit *qip.pcy*, change **MessageRoute** to **SecureMessageRoute**, then restart Message Service on the client.
VQIP00018251		7.1 Patch - In 7.1PR3 qip-restore is not working on Windows.	Stop "Distributed Transaction Coordinator" service before running patch install and restart after patch install has completed. Since this service can be used by QIP or non-QIP services, utilities. or tools this service should be restarted after the restore or uninstall is completed.
VQIP00018471	1-1824918	**qip-dbinit** fails on Solaris 10 if the environment variable TMPDIR is set.	This appears to be an operating system specific issue (Solaris 10 only) when running the **qip-dbinit** CLI. Unset the temp director within the postinstall script. Add the following at the top of the script: unset TMPDIR. Fixed in VitalQIP 7.2.
VQIP00018537	1-1844938	Viewing contact information via web (First and Surname) fails with OutOfMemory Error.	The workaround is increase the memory assigned for java heap.
VQIP00018586	1-1836237	FQDN/Domain of new node is not set by **qip-cli**.	Adding the same node via the web interface directly works properly. Fixed in VitalQIP 7.2.

Fault ID	AR ID	Description of issue	Workaround
VQIP00018730	1-1854405	Normal User with Managed Type: Organization cannot create ClientClass.	Assign a Domain or Network, etc (writeable infrastructure piece) to admin to allow access to client classes. Fixed in VitalQIP 7.2.
VQIP00018945		Attempt to expand 10.0.0.0/8 network in customer data set results in web GUI Java heap error. The thick client hangs.	Copy *$QIPHOME/web/conf/ hibernate.properties* to *$QIPHOME/web/classes* Fixed in VitalQIP 7.2.
VQIP00018987	1-1858538	Problem with IPv4 Subnet Report generation on WEB GUI.	Only Web GUI client is affected, no problems with reports generated via VitalQIP client. Fixed in VitalQIP 7.2.
VQIP00018992	1-1865833	Install failed for VitalQIP 7.1 on Windows with 512+ GB disk.	Resize the partitions. Suggest C: < 200GB.
VQIP00019175	1-1872344	Remove a router from subnet profile does not update object profile	Fixed in VitalQIP 7.2 PR1.
VQIP00019287	1-1883566	Join subnet functionality on WEB GUI has no capabilities as legacy GUI.	Fixed in VitalQIP 7.2.
VQIP00019309	1-1887139	Web GUI does not output a warning message when number of subnets returned from auto-calculate function is very large.	The VitalQIP client pops up a warning message saying that the auto-calculate takes long time and could halt the application and do you wish to continue? Fixed in VitalQIP 7.2.
VQIP00019366	1-1887581	Need a method to remove unused shared network names.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00019441	1-1839919	Organization Level admins cannot modify server properties.	Use normal managed type instead of organization when granting rights at master level to the normal administrator. Fixed in VitalQIP 7.2.
VQIP00019462	1-1903219	Org. specific application can be chosen in other Organization.	
VQIP00019475	1-1903440	Reservation of Objects not possible in Linux IP-Manage.	Windows and Solaris IP-manage do not allow for modification of this field, it is automatically populated with the number of select devices from the subnet screen.
VQIP00019478	1-1906678	Cannot add domain as 'Mail Forwarder' in Obj Profile (7.x).	
VQIP00019505	1-1916523	Issue with trying to run Subnet reports using the VitalQIP 7.1 web client.	Instead of ALL you can do a multiple select of everything under both the Object Type and Object Status dropdown lists.
VQIP00019526	1-1930722	Enhance web-gui to schedule an object move and specify the move destination.	This functionality currently exists in thick client (motif or PC client).
VQIP00019547	1-1944028	7.x web GUI should be able to view active leases for just one subnet, not the entire DHCP server.	Fixed in VitalQIP 7.2.
VQIP00019553	1-1950381	Network Profile of Motif GUI should have Network Mask and Contact E-mail Address grayed out when modifying an existing network	Fixed in VitalQIP 7.2.

Fault ID	AR ID	Description of issue	Workaround
VQIP00019558		InstallShield (Solaris) is unable to kill IP-manage if it is up and running while applying a 7.1 patch.	Stop the IP-manage process before applying patch.
VQIP00019595	1-1972511	Duplicate Alias checking should be done at object level regardless of Validate CNAME policy.	If **Validate CNAME** is off, user is able to enter duplicate aliases at the object level, if it is turned on, they are not able to do so. This is regardless of whether the Name Validation policy is set to true or false at the administrator level. Fixed in VitalQIP 7.2.
VQIP00019676	1-1981656	DNS Mask default settings not applied to Reserved Records.	
VQIP00019688	1-1975872, 1-1992641, 1-2009558	Domain field not populated when viewing active leases.	Problem seems to be specific to Windows GUI - works on Motif client. Fixed in VitalQIP 7.2 PR1.
VQIP00019700	1-1943713	Router Group Name in GUI/WebGUI doesn't accept more than 15 characters.	Fixed in VitalQIP 7.2 PR1.
VQIP00019707	1-1964531	DHCP server ranges missing objects if DHCP server is specified from subnet organization or subnet profile.	
VQIP00019731	1-1986502	**entersubnetorg** CLI has no **-w** functionality; need to always supply full list of subnets when calling CLI.	Fixed in VitalQIP 7.2 PR1.

Fault ID	AR ID	Description of issue	Workaround
VQIP00019761	1-1985469	Subnet Organization Adds Taking Extended Time. Users that are setup as "Normal" administrators are reporting that it is taking an extended amount of time to add subnets to subnet organizations that are large in size.	Master admins have the problem also but it is faster than for normal admins.
VQIP00019938	1-2001969	Cannot add a VitalQIP feature after applying patch release.	Refer to VQIP00017528. Currently a Tech Limitation - VitalQIP Installation documentation was updated to point out overlay installs are not supported in 7.0/7.1.
VQIP00019986	1-1991502	NS and glue records missing in multimaster root scenario.	
VQIP00019992		*Windows only.* Problem with the W2K Installshield when VitalQIP Services are not completely stopped before executing Patch Install.	1. To avoid this problem, ensure that all the VitalQIP services are completely stopped before applying the patch. or 2. If problem has occurred following the reboot after applying the patch, obtain the *libqipsybase.dll* file from Technical Support.
VQIP00019994	1-2001952	Display of Reverse Zones in Windows GUI -> Network Profile -> Reverse zone is not correct. Child Zones are assigned to incorrect Parent Zone.	
VQIP00020002	1-2007925	Reverse zone calculator: Split reverse zones give different results on Windows and Linux.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00020010	1-2009596	Problem with deleting Sites when doing DC Generation.	Two possible workarounds are: 1. Full deletion of the subnet org, not just editing the Windows 2000 Site tab, or 2. Having a second (possibly dummy) Domain controller still assigned on the Windows 2000 Site tab to prevent the Site Name from changing to Null.
VQIP00020013	1-2011359	Abnormal behavior in the Reverse Zone profile " Primary/Secondary" servers tab via the GUI.	
VQIP00020320	1-2026906	`qip-cli -cblock,get` does not work when using CSV format.	This CLI works in XML or the when using `qip-cli -c info,get -n ExplicitBlockAlloc Request --format=csv`
VQIP00020327	1-2031317	When setting "Create out-of-zone Glue Records" to False, required Glue Records are not created.	
VQIP00020336	1-2030211	DHCP scopes created with Web GUI assign 0 TTL to object.	If created object via GUI or `qip-setobject` CLI we find entries that indicate that TTL will be picked up from domain-level values.
VQIP00020393	1-2013960	Enabling Auth Callout and changing qip-msgd port makes it impossible to logon thru Web GUI.	Set msgd daemon port to back to 2468.

Fault ID	AR ID	Description of issue	Workaround
VQIP00020426	1-2034706	DHCP data is not automatically populated on modify object profile in the Web GUI.	Manually set the DHCP server name and DHCP Template. This only happens with Quick Add.
VQIP00020428	1-2043680	**entersimpleobj** does not write errors to output file.	
VQIP00020429	1-2040049	EDUP for IPv6 PTR records does not work.	
VQIP00020465	1-2050033	Combinations of " and , in object description causes **entersimpleobj** to fail.	Avoid using " and , characters within an object description.
VQIP00020482	1-2040960	Customer wiring_hub object class doesn't store slot/port information	
VQIP00020541	1-2074218	The %SYSTEMROOT%\ qsendmail.ini was not put in place by 7.1 PR2 or PR3 installation. 7.1 PR2 did save a copy of the existing one to qsendmail.000.	Do one of the following: • Before applying the patch, manually take a backup (e.g. in the name as *QSendmail.000*) of *QSendmail.ini*. After applying the patch, rename the backup file as *QSendMail.ini*. • If you do not have a backup of *QSendMail.ini,* after applying the patch, copy *QSendMail.ini* from previous installations of VitalQIP 7.1 windows system and edit the file. Fixed in VitalQIP 7.2 PR1.
VQIP00020596	1-2081030	Mass imports via **qip-setobj** - errors have no linebreaks.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00020597	1-2097756, 1-2168892	Add column "Object Description" in the Manage Objects page in the Web GUI.	
VQIP00020598	1-2102667	Web GUI: There isn't any difference between the "1" and the "l" letter character.	
VQIP00020601	1-2047750	Subnet name does not appear on "Address Allocation Block Information" window.	
VQIP00020607	1-2108556	Deleting object from a goto/search screen does not reset the pointer back.	
VQIP00020615	1-2104425	**qip-setzoneprof** does not have reject lines for invalid data.	
VQIP00020627	1-2041251	**FailOnFailedUserExit** gives incorrect/ambiguous generation failed message if userexit fails on the failover.	
VQIP00020629	1-0893379	**qip-dnscsv -i** option not working properly in 7.1 PR5 B169.	1. **qip-dnscsv** without **-i** option is working fine. 2. Use **qip-dnscsv** file from 7.1 PR2 (B158) or earlier.
VQIP00020631	1-2121909	Application List is not in sorted properly in Client GUI while adding an object in Primary Application drop-down box.	Motif GUI only issue. Only Master level administrators have a problem with the Application list sort order.
VQIP00020640	1-2120121	DNS generation does not clean up temp directories.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00020646	1-2128238	Server column is blank "schedule at" job scheduler, also shows generating instead of target server when "in background".	
VQIP00020650	1-2133621	Output/input XML files for **`qip-cli -c subnet,[get|modify]`** seem to be incompatible.	
VQIP00020697	1-2096106	Alias being removed is not displayed in the text box.	
VQIP00020701	1-2163756	Field for Subnet UDF is too short, input length and display length. With the CLI **`enterudf`** you can enter up to 128 chars for the Field Value. The GUI only allows up to 30 chars (length of input field).	
VQIP00020722	1-2128255	TTL for alias is not changed when TTL for object is modified under ip-manage.	DNS Generation will push the updated TTL value for the alias.
VQIP00020727		Database error when DHCP Policy template is assigned to subnet.	1. Add the object by right clicking. 2. In object profile, click on the "Dynamic Configuration" tab once.
VQIP00020728	1-2168178	**`qip-admin`** clone fails if Password Expiration and Reuse are set.	

Fault ID	AR ID	Description of issue	Workaround
VQIP00021715	1-2188834	VitalQIP 7.1 B155 - Audit report inconsistencies. In some cases, the information about the alias added by admin is missing in the Administrator Audit History Report although this information is present in Object Audit History Report.	
VQIP00021896	1-2224285	New subnets from split/ join are still displayed in the same Subnet Org, but not included in DC Generation.	
VQIP00021935	1-2227979	**qip-cli** search for UDA does not always return full result set.	
VQIP00022036	1-2238416	Unable to find the DHCP Option Template after adding the scope.	
VQIP00022202	1-2256375	**qip-cli -c subnet,search** times out or generates `report NullPointerException` error.	The same searches work quick and fine in the web UI.
VQIP00022210	1-2095054	QAPI memory leak. On an Enterprise server that does frequent, large DNS/DHCP Generations to many remote servers, "top" shows that each QAPI process uses a larger and larger memory footprint each day.	A stop/start of **qip-rmisched** will stop/start the **qapi** processes as well and will release the memory.
VQIP00022284	1-2303659	Sort functionality In IPv4 Search results.	Can sort using thick client.

Fault ID	AR ID	Description of issue	Workaround
VQIP00022419	1-2328384	Shared Network defaults to wrong name. This problem happens only with subnets ending with the same digit at the beginning of last IP address octet.	
VQIP00022423	1-2381986	Able to paste and save any IP in Default Router Field of Subnet Profile.	Issue is occuring only on Windows thick client and not on Solaris (WebGUI and thick client).
VQIP00022431		DHCP push fails in PR5 with scopes that were created in the VitalQIP 7.1 PR4 web client with DHCP server set to "Same as subnet profile".	Execute the *71_20719sybscript.sq*l or *71_20719orascript.sql* Sybase/Oracle script after upgrading to VitalQIP 7.1 PR5. Refer to "DHCP push failure script", on page 8-52. Scripts can be obtained from Technical support and the ALED site.
VQIP00022436	1-2375973	Audit object history report not showing original value in UDF after modify UDF value, but any modification after is recorded.	
VQIP00022455		Cannot add maintainers in 7.1PR5.	Execute the *afrinic_sybase.sql* or *afrinic_oracle.sql* Sybase/Oracle script after upgrading to VitalQIP 7.1 PR5. Refer to "Afrinic maintainer script", on page 8-52. Scripts can be obtained from Technical Support and the ALED site.

Known vendor issues

The following table contains a list of known vendor issues that have been identified as customer impacting problems

Table 6.2 Known vendor issues

AR ID	Vendor	Description of issue	Workaround
	ISC	On Linux platforms, the message `obsolete setsockopt SO_BSDCOMPAT` displays.	This message has no impact on VitalQIP, and is expected to be fixed in a future release.
	Mozilla	When performing a Web GUI search using the Mozilla browser, if the search results contain no domains, Mozilla displays `XX`.	
	Windows/ Oracle VitalQIP issue	Technical Limitation: There is an issue compiling VitalQIP against 64 bit Oracle libraries - Oracle 10 will need to reside on a 64 bit box but VitalQIP will need to reside on another 32 bit platform.	For the 7.1 release, if a user is running Oracle on a Windows box, the enterprise server cannot be on the same box.
	Firefox Browser	Using Localization feature in Firefox Browser displays blurry Chinese text.	By increasing text size from View menu, font displays a lot clearer.
VQIP00016813	Internet Explorer	Technical limitation. There is a still unfixed bug in IE, present since version 6.0, where bringing up a print preview window causes the javascript window.close() function to fail, which is what is used to make the Close button work.	User can click on the Close icon (x) to close a Print Preview dialog window.

AR ID	Vendor	Description of issue	Workaround
VQIP00020168	Sun Solaris	VitalQIP has seen performance issues when run on an UltraSparc/Sun server containing CoolThreads (also known as Niagara) processors.	**VitalQIP Enterprise Server** As a result of field experience, specific testing of VitalQIP on an UltraSparc/Sun CoolThreads processor was conducted. It was determined that this technology supports highly multi-threaded applications, and the VitalQIP Enterprise server component is not structured to take advantage of this technology. As a result, it was determined that the VitalQIP Enterprise Server should not be run on this processor and will not be supported. **VitalQIP Remote Server** VitalQIP remote server software, including DNS and DHCP, was found to operate consistent with past performance and will be supported on CoolThreads processors.
1-1582342	Sun Solaris, Cisco	For VitalQIP to have the best performance possible, it is important to ensure that the network interfaces are operating at their greatest capacity. There are conditions where the Sun Solaris host and the network switch or router to which it is connected will auto-negotiate to a half-duplex connection setting. Depending on your network implementation, this may not be the optimum configuration.	On Solaris, the **ndd** command can be used to determine the network settings for the interfaces present on the system (for example, bge, ce, and so on). **/usr/sbin/ndd -get /dev/bge link_mode** (**0** = half-duplex, **1** = full-duplex) More information about the ndd command is available from the UNIX man page or from Sun. Information about determining and setting the interface for the switch or router is dependent on the equipment vendor.

AR ID	Vendor	Description of issue	Workaround
1-1333304 1-1374839 1-1420646	Intel	Intel hyperthreading issue. Several customers have reported severe performance issues for Lucent DNS 4.0 and other services when running with hyperthreading enabled. These issues are currently under investigation.	Disable hyperthreading.
	InstallShield	Install Shield 5.0 Product Issue: Occasionally, attempts to type a value into the Install Shield VitalQIP 7.0 Installation Program do not work. The program does not allow focus to the text box. This happens depending on the type of Windows Manager or xterm being used.	If this happens, click outside the Installation window, then click back into the text field for data entry.
	InstallShield	InstallShield hangs, then terminates, before the Install Preview screen due to a conflict between the development-time bean names and one or more runtime bean names.	Add the following options to the install command: **`-w ismpfix1.active=true`**
	InstallShield	InstallShield takes an extraordinary amount of time to launch when Virus Scans are checking each file opening.	Turn off the Virus File Check until after Installation.
	InstallShield	Cannot have an existing *qip.pcy* file in the directory where VitalQIP is getting installed.	When uninstalling VitalQIP and reinstalling, the *qip* directory remains. Need to delete the existing *qip* directory prior to reinstall.

AR ID	Vendor	Description of issue	Workaround
1-1272221 1-1336985	MS DNS	Push failure for MS DNS remote server.	The W2K Support Tools package is required for the MS DNS remote server. For Windows 2000/2003 Server, dnscmd is provided as a command-line interface for managing DNS servers. This tool can be used to script batch files, to help automate management and update of existing DNS server configurations or to perform setup and configuration of new DNS servers on your network. You can install the Resource Kit from *Support\\Tools* folder on the product compact disc. For help in using the command, type `dnscmd /?` at a command prompt. For complete documentation of the dnscmd command, see the Windows 2000/2003 Server Resource Kit.

Binding to multiple interfaces

When running the VitalQIP SSL Tunnel Service (**qip-ssltd**) or Message Service (**qip-msgd**) using multiple NICs, you must add all IP addresses of that device to all proxies and ACL lists. This permits communication between SSLT/MSGD and other devices.

For Message Service, if SSLT is not running, it binds to 2468 on both the loopback and ALL interface addresses. If SSLT is running, Message Service binds to 2468 on just the loopback address and connects to SSLT.

The SSL Tunnel service binds to 2468 on ALL network interfaces.

7   System requirements

Overview

Purpose

This chapter describes software and hardware requirements and compatibility restrictions.

Contents

This chapter covers these topics.

Supported platforms

The following table lists the platforms that are supported in VitalQIP 7.1 PR5.

Important! VitalQIP 7.1 PR5 is backward compatible with all existing VitalQIP 6.2 and VitalQIP 7.0 remote servers.

Table 7.1 Supported platforms

VitalQIP component	Platform
VitalQIP Enterprise Server	Red Hat Enterprise Linux (AS, ES – 32 bit) 4.0 –x86 platforms only Solaris 9 UltraSPARC Solaris 10 UltraSPARC **Note**: UltraSparc/Sun CoolThreads (also known as Niagara) is not supported. This technology supports highly multi-threaded applications, and VitalQIP is not structured to take advantage of this technology.
	Windows 2003 Standard and Enterprise Server (32 bit only)
VitalQIP Remote Server	Red Hat Enterprise Linux (AS, ES – 32 bit) 4.0 –x86 platforms only Solaris 9 UltraSPARC Solaris 10 UltraSPARC **Note**: UltraSparc/Sun CoolThreads (also known as Niagara) is supported.
	Windows 2003 Standard and Enterprise Server (32 bit only) Windows 2008 Standard and Enterprise Server (64 and 32 bit) **Note**: 7.1 PR3 and DHCP 5.4 B43 or higher are required for Windows 2008 support.
VitalQIP Client (CLI + GUI)	Red Hat Enterprise Linux (AS, ES– 32 bit) 4.0 –x86 platforms only Solaris 9 UltraSPARC Solaris 10 UltraSPARC
	Windows 2003 Standard and Enterprise Server (32 bit only) Windows XP (or SP2) Professional

VitalQIP component	Platform
Web Browser	Microsoft Internet Explorer 7.x or higher
	Mozilla Firefox 2.0 or higher The Firefox browser is recommended due to improved performance.
Web Server	Apache Tomcat 5.5.15 Note: Starting with VitalQIP 7.0, the Web Server no longer uses the Apache Web Server delivered in previous releases. Refer to the *VitalQIP Installation Guide* for more details.

System patches

Ensure the appropriate operating system patches are applied before you upgrade the VitalQIP database and the VitalQIP software.

The following table describes the patches to install for each platform.

Table 7.2 Platform patches

Platform	Required Patches
Linux RedHat 4.0 x86	• Ensure the Linux Developers Kit is installed. Sybase installation on Linux requires the Developers Kit to run the installation or the installation fails. • Install the Red Hat Linux patch, compat-libstdc++-7.3-2.96.128.i386.rpm. Visit http://www.redhat.com to download the patch.
Solaris 9 UltraSPARC	Recommended Patch Set 3/07 or newer and PatchID# 111711-16, 111712-16 and 111722-05 (or superseded patch#).
Solaris 10 UltraSPARC	Recommended Patch Set 2/07 or newer.
Windows 2003	Recommended Patch SP2.

Software requirements

The section lists the software requirements for VitalQIP 7.1 PR5 on Solaris (Sparc), Linux, and Windows. Please note if you are not currently running on the supported platform version, you are strongly encouraged to upgrade to the supported version.

Important! You must select UNICODE and UTF-8 support, as well as the desired languages during the Solaris Operating System and Database installation. This step is mandatory. (VQIP00017643)

The following table lists the software requirements for VitalQIP 7.1 PR5.

Table 7.3 Software requirements

Software	Version	Description/comments
JRE	1.6.0 or any newer version of 1.6	JRE 1.6.0-b105 is delivered with VitalQIP 7.1. VitalQIP 7.1 supports JRE version 1.6.0 or any newer version of 1.6.
Oracle	10gR2 Enterprise Edition, 10gR2 Standard Edition	If Oracle Enterprise Edition is installed, the Advanced Security Option is set by default with the Oracle installation. This setting causes the VitalQIP Schedule Service (**qipd**) not to start. To avoid the problem, you must install Oracle Enterprise Edition by doing a custom installation and deselecting the Advanced Security Option setting. If the Oracle Enterprise Edition is installed with the Advanced Security Option set, run the Oracle installation, select Advanced Security Option from the installed items list, and uninstall the Advanced Security Option to remove the setting. If Oracle Standard Edition is installed, the Advanced Security Option is not set by default. The VitalQIP Schedule Service (**qipd**) will start.
Sybase	15.0.1, 15.0.2 ESD#6	VitalQIP 7.1 PR5 was certified with Sybase 15.0.2 ESD#6. Although Sybase 15.0.1 is also supported, upgrade to Sybase 15.0.2 ESD#6 is recommended. Note: If you are upgrading from VitalQIP 7.0 to VitalQIP 7.1, and you are currently running Sybase 15.0.1, you must ensure that the Sybase sort order is set correctly. Refer to "Changing the Sybase sort order and re-indexing", on page A-2.

Hardware requirements

The following table lists the hardware requirements for each VitalQIP 7.1 PR5 component.

Important! On Windows platforms, a screen resolution of 1024x768 is required to ensure that all VitalQIP screens fit correctly on the display (VQIP00015090).

Table 7.4 Hardware requirements

Component	Windows/Linux	UNIX
VitalQIP Enterprise Server	1GHz Pentium processor	512 MB memory, more is strongly recommended
	500 MHz Processor	512 MB memory, more is strongly recommended
	300 MB disk space (does not include disk space required for data segments)	300 MB disk space (does not include disk space required for data segments)
VitalQIP Remote Server and Distributed Services	500 MHz Pentium processor, or higher	300 MHz processor
	256 MB memory, minimum	256 memory minimum per processor, more is strongly recommended
	300 MB of disk space	300 MB of disk space
MS DNS and DHCP Server	Perl 5.003 or higher	N/A
VitalQIP Web Client	500 MHz processor, or higher	500 MHz processor, or higher
	256 MB memory, minimum	256 MB memory, minimum
	300 MB of disk space	300 MB of disk space (150 MB for Linux)
	Sybase or Oracle Client	Sybase or Oracle Client
VitalQIP Client (GUI and CLIs)	500 MHz Pentium processor, or higher	300 MHz processor, or higher
	128 MB memory, minimum	128 MB memory, minimum

Component	Windows/Linux	UNIX
	Sybase or Oracle Client	Sybase or Oracle Client

Compatibility restrictions

VitalQIP 7.1 supports DNS/DHCP Generation and message compatibility with pre-VitalQIP 7.1 remote servers for the following versions of VitalQIP when they are on the most current patch level:

- VitalQIP 6.2
- VitalQIP 7.0

On December 5th, 2008, Alcatel-Lucent announced the discontinued availability of VitalQIP 6.2, and VitalQIP 7.0. Please keep these dates in mind when planning upgrades. The Discontinued Effective Date is December 30, 2009, at which point support for these versions will be discontinued.

Important! Contact Technical Support before upgrading from VitalQIP 6.1 SP1 (or earlier release) to VitalQIP 7.1 to determine if a direct upgrade is possible.

Third-party or other hardware/software requirements

VMware support policy

Customers who choose to run VitalQIP or any VitalQIP add-ons under VMware, will be supported as follows:

If an AR (Assistance Request) is opened with Alcatel-Lucent Support, customers must clearly state whether they are running the VitalQIP software in a VMware environment. It will be generally assumed that the issue being reported is common between the VMware environment and a native supported platform, and support will make every effort to resolve the problem, however respond-only objectives will apply if the issue is Vmware related. Certified performance numbers on the officially certified platforms may not hold true under VMware.

Solaris 10 Container support policy

(VQIP00017529) Customers who choose to run VitalQIP components in a Solaris 10 environment will be supported as follows:

- VitalQIP Enterprise Server or Remote Server (DNS Only) will run in a Solaris 10 Container environment. The DHCP server cannot support the virtual interfaces in a container on Solaris 10.

- The customer must reproduce any problems on a native Solaris 10 platform. If the problem is reproducible in the native environment, then the customer can enter a ticket with Alcatel-Lucent Support.

- Be sure to explain that this system is running in a Solaris 10 container environment but that the problem was replicated in a supported environment. Include the version of VitalQIP you are running.

- If the problem is not reproducible in the native Solaris 10 platform, the customer must open a support request with Sun Microsystems.

8   Installation and upgrade notes

Overview

Purpose

This chapter describes the procedures required to upgrade from VitalQIP 6.2 or VitalQIP 7.0 to VitalQIP 7.1. Any customer running VitalQIP 6.2 or VitalQIP 7.0 can upgrade directly to VitalQIP 7.1, and then apply the VitalQIP 7.1 PR5 patches.

Note: On December 5th, 2008, Alcatel-Lucent announced the discontinued availability of VitalQIP 6.2, and VitalQIP 7.0. Please keep these dates in mind when planning upgrades. The Discontinued Effective Date is December 30, 2009, at which point support for these versions will be discontinued.

Contents

This chapter covers these topics.

Performing first-time installation

If you are installing VitalQIP for the first time, ensure that you have met the system requirements described in the previous chapter and then refer to the *VitalQIP Installation Guide* for further information. This manual is available on the ALED site as well as the documentation area of OLCS. Refer to "To obtain documentation from OnLine Customer Support", on page 2-6.

Installation files by ALED

VitalQIP 7.1 installation files are available on the ALED site. Please contact Technical Support (see page x) for more information on obtaining the installation files. If you have already obtained your installation files from the ALED site, follow these steps to begin the installation:

1   Execute the appropriate *.bin* or *.exe* file from a temporary directory to extract the installation set and start the installation process.

- For Windows, open the Run window by accessing **Start => Run** and then type: **x:\qip71setupwin32.exe** (where x: is the temporary directory.)

- For UNIX, access the installation directory and run one of the following commands:

    – For Solaris: **./qip71SetupSolaris.bin**

    – Linux: **./qip71SetupLinuxgcc.bin**

2   Follow the installation directions provided in the *VitalQIP 7.1 Installation Guide*.

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Running installation in debug mode

The default debug log created by InstallShield (*$QIPHOME/Logfile*) does not provide
enough specific VitalQIP information following the install. To ensure you are capturing as
much VitalQIP-specific information during the installation, you can run the Installation
binary in debug mode. This produces a debug file with much more troubleshooting value
than the standard default log file. This optional procedure can be used with any VitalQIP
7.1 installation.

1   In the same directory as the product launcher, create a file with the same name as the
launcher but with a .sp extension.

2   Ensure that the file contains the following lines:
```
is:debug=1
is:javaconsole
```

3   Execute the installation binary with arguments as follows (note that the placement of space
characters is important):

UNIX
```
# ./qip71Setup<Solaris or Linux>.bin -is:log log.txt -log '#'
'!log.txt' @ALL
```

Windows
```
qip71setupwin32.exe –is:log log.txt –log # !log.txt @ALL
```

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This generates a *log.txt* file that includes tracing information not only in the directory
where the installation binary is run, but also in the installation log file under the
installation location.

Upgrading to VitalQIP 7.1 PR5

The upgrade to VitalQIP 7.1 PR5 is accomplished in the following sequence:

1. Upgrade the database software to the latest supported version (Sybase 15.0.2 ESD#6 or Oracle 10gR2). Refer to Table 8.1 to determine what database upgrade is necessary.

   Note: VitalQIP 7.1 PR5 can be applied to a VitalQIP database that is running Sybase 15.0.1. If significant performance problems are encountered, however, Alcatel-Lucent recommends that you upgrade to Sybase 15.0.2 ESD#6.

2. Upgrade the Enterprise Server from VitalQIP 6.2 or 7.0 to VitalQIP 7.1.

3. Apply the VitalQIP 7.1 PR5 patches.

Database upgrade requirements

The Sybase or Oracle database upgrade is only needed for a database on an enterprise server. Although recommended, database clients do not need to be upgraded on your VitalQIP 7.1 clients if they are running Sybase or Oracle client. Since VitalQIP6.x, Sybase or Oracle client software is *not* required on remote servers.

Table 8.1 Database upgrade requirements

VitalQIP Release	Sybase Version	Sybase Upgrade Requirements	Oracle Version	Oracle Upgrade Requirements
6.1 SP1 and earlier	12.5.X	No direct upgrade path exists to VitalQIP 7.1 PR5. Contact Technical Support.	9.2.X	No direct upgrade path exists to VitalQIP 7.1 PR5. Contact Technical Support.

VitalQIP Release	Sybase Version	Sybase Upgrade Requirements	Oracle Version	Oracle Upgrade Requirements
6.2 B49 and earlier	12.5.X	**Option 1**: Back up 12.5.x, uninstall 12.5.x, and install 15.0.2. Then apply the ESD#6 patch. To uninstall Sybase, refer to the directions in Chapter 2 of the *VitalQIP Installation Guide*. **Option 2**: Install 15.0.2 in a new directory and then apply the ESD#6 patch.	9.2.X	Upgrade to 10gR2.
7.0 B460 and B502	15.0	**Option 1**: Back up 15.0, uninstall 15.0, and install 15.0.2. Then apply the ESD#6 patch. To uninstall Sybase, refer to the directions in Chapter 2 of the *VitalQIP Installation Guide*. **Option 2**: Install 15.0.2 in a new directory and then apply the ESD#6 patch.	10gR2	No upgrade required.

VitalQIP Release	Sybase Version	Sybase Upgrade Requirements	Oracle Version	Oracle Upgrade Requirements
7.0 B520	15.0 15.0.1	• If version is 15.0: **Option 1**: Back up 15.0, uninstall 15.0, and then install 15.0.2. To uninstall Sybase, refer to the directions in Chapter 2 of the *VitalQIP Installation Guide*. **Option 2**: Install 15.0.2 in a new directory. • If version is 15.0.1: Overlay with 15.0.2 and then apply the ESD#6 patch.	10gR2	No upgrade required.
7.1	15.0.1	Overlay with 15.0.2 and then apply the ESD#6 patch.	10gR2	No upgrade required.

Performing a fresh installation of Sybase 15.0.2

Before you begin the upgrade process, have the *VitalQIP Installation Guide* and the *VitalQIP Command Line Interface User's Guide* available. These guides are referred to frequently. Also, verify that your system meets the Sybase pre-installation requirements that are described in "Sybase pre-installation tasks", in Chapter 2 of the V*italQIP Installation Guide*. (VQIP00017682)

Pre-installation tasks

Follow these instructions if you are performing a fresh installation of Sybase 15.0.2 in a new directory, or after uninstalling an older version.

Before installing Sybase 15.0.2, the following steps must be completed.

Export VitalQIP data

To export your data, follow these steps:

---

1   Run the following from a command line:

```
qip-export –u qipadmin –p <password> –d <export_directory>
```

---

2   Make a copy of the VitalQIP exported data.

---

3   If you are also using Audit Manager, export the Audit Manager data as well. Run the following command from a command line:

```
lam-export –u lamadmin –p <password> –d <export_directory>
```

---

4   Ensure you save a copy of your Sybase dump to restore your database if necessary.

E ND O F S TEPS

Retain current Sybase settings

If you want to keep your current Sybase settings (device names, paths, and sizes), you need to note your current Sybase database configuration settings. This information is needed during the Sybase 15.0.2 installation. To retain a copy of your current Sybase configurations, follow these steps:

---

1   Start the Sybase server.

---

2   Enter the following commands:

```
isql –U sa –P <sa_password>
1>sp_helpdb QIP
2>go
```

---

3   Print the returned information.

---

4   Enter the following commands:

```
1>sp_helpdb master
2>go
```

---

5   Print the returned information.

---

6   Enter the following commands:

```
1>sp_helpdevice
2>go
```

7   Print the returned information.

E ND O F S TEPS

Retain configuration file settings

If you want to use new Sybase configuration settings, open your current *<dataserver>.cfg* file in a text editor. This file is located in the SYBASE directory. Review the file's content and note all the parameters that have changed from the default. After Sybase 15.0.2 is installed, the same sizes can be used or new information can be entered for these parameters. For example, you ***must*** ensure the `lock scheme` parameter (in the `Lock Manager` section) is set to "**datarows**" in the Sybase 15.0.2 version of the *<dataserver>.cfg* file. This parameter allows row level locking.

Stop the Sybase Server and VitalQIP Services

Stop all Sybase server and all VitalQIP services. To stop the Sybase server, submit the following commands:

```
isql –U sa –P <sa_password>
1>shutdown
2>go
```

To stop all VitalQIP services, refer to Chapter 2, "Manage VitalQIP Services" in the *VitalQIP Administrator Reference Manual*.

Fresh installation

Obtain the Sybase 15.0.2 installation set from the VitalQIP ALED site (refer to "How to obtain software", on page 2-3 for instructions). The directions for installing Sybaseare located in Chapter 2 of the *VitalQIP 7.1 Installation Guide*. After you have finished the installation, complete the tasks in the following sections.

Post-installation tasks

After the Sybase 15.0.2 installation, perform the following steps:

1   Edit the *<dataserver>.cfg* file to make any changes necessary for parameters noted when you were performing the pre-installation task described in "Retain configuration file

settings", on page 8-8. For example, you must ensure the lock scheme parameter (in the Lock Manager section) is set to "datarows". (VQIP00017706)

2   Sybase 15.0.2 alters its server entries in the *interfaces* file (UNIX) or *sql.ini* file (Windows) using the **dsedit** utility. The new Sybase 15.0.2 installation places the server name and database server IP address into the *interfaces* file or *sql.ini* file (for example, QIPSYBASE, 198.200.138.1). Problems can occur for your Sybase clients since the clients expect the entry in the *interfaces* or *sql.ini* file to have the database server's IP address ***and port number***. Alcatel-Lucent recommends editing the *interfaces* file or *sql.ini* file on the database server and changing it to the database server's IP address and port number to match your Sybase client *interfaces* files.

E N D   O F   S T E P S

Set the System Administrator password

A user account called "sa" is created for the Sybase System Administrator when you install the Sybase software. A user logged in as "sa" can use any database on Adaptive Server, including master, with full privileges.

Immediately after a new installation, there is no password on the "sa" account. The initial default value for the password is . In a production environment, the Sybase System Administrator should always use a non-default password.

The System Administrator should log in to the new Adaptive Server as "sa" and set a password using **sp_password**:

```
isql -Usa -P
1> sp_password null, <new_password>
2> go
```

where "**null**" is the default password and **<new_password>** is the password that you are assigning to the "sa" account.

Maintain symbolic links after installing Sybase

UNIX only. If you already created symbolic links per the instructions in the "Additional Sybase configuration" section of the *VitalQIP Installation Guide*, you can skip the following steps.

The following steps apply to symbolic links:

1   Go to the directory $SYBASE.

2   Verify that the file *<QIPSYBASE>.cfg* exists.

3   Create a symbolic link using the following command:

     # **ln -s $SYBASE/*<QIPSYBASE>*.cfg $SYBASE/ASE-15_0/*<QIPSYBASE>*.cfg**

E N D   O F   S T E P S

Multiple Sybase engines for multi-processor machines

Changing the default value in the Sybase Configuration file for option "number of engines at startup" can cause various VitalQIP services to hang (VQIP00007881). The VitalQIP log files will indicate a hang when trying to perform a disconnect from the Sybase database. This only affects customers running Sybase on a multiple CPU machine and who have changed this configuration option from DEFAULT to the number of CPUs utilized at Sybase startup.

The default setting for this parameter in the Sybase configuration file is: number of engines at startup = DEFAULT. Alcatel-Lucent recommends keeping this option set to DEFAULT. The DEFAULT value equates to 1. In ASE 15, the support method for dynamically starting and stopping additional Sybase dataserver engines is through the use of the **sp_engine** system stored procedure.

The syntax for the execution of the **sp_engine** command by the sa user is as follows:

sp_engine "online | offline | can_offline" [,*<engine id>*]

Example:

sp_engine "online"

Or:

sp_engine "online", 1

Also, setting the Sybase configuration parameter "*max online engines*" (in the Processors section) to the number of CPUs available on the machine, allows the **sp_engine** command to dynamically set Sybase dataserver engines online and offline.

> Note: Engine numbers start with 0. Therefore, the first engine started by Sybase will have an engine ID of 0. Any additional engines will start with the number 1 and increment from there.

After the parameters are set, Sybase requires a special ASE_JAVA license file, *ASE150_java.lic*, to run multiple Sybase processes. The file is not platform specific, and not 32/64bit specific.

Note: The *ASE150_java.lic* file requirement started with ASE 15.0.

Follow these steps to install the *ASE150_java.lic* file:

1   Download a copy of the *ASE150_java.lic* file from ALED (*/vitalqip/7.1/Product-Media-7.1/Sybase15.0.2*).

2   Copy the *ASE150_java.lic* file into the *$SYBASE/SYSAM-2_0/licenses* directory.

3   Stop and restart Sybase.

E N D   O F   S T E P S

Change the Sybase sort order

If you are upgrading from VitalQIP 7.0 and ***are already running Sybase 15.0.1***, you must change the Sybase sort order, as described in Appendix A on page A-1. If you are upgrading from a previous version of VitalQIP and a previous version of Sybase, you can skip this section.

Apply Sybase 15.0.2 ESD#6 patch

Download the Sybase 15.0.2 ESD#6 patch for the OS (refer to Table 2.1 on page 2-2 for the EBF filename), and unzip or untar it to a temporary directory.

To install, follow these steps:

1   Log into your system as:
   - For UNIX, the root user
   - For Windows, the user with administrative privileges

2   Exit all programs you are currently running.

3   To start the installation:

If you are…	Then…

Installing on UNIX	1. Source your Sybase environment variables:
	 a. If needed, change the directory to the Sybase home directory:
	  cd /opt/<Sybase directory>
	 b. Source the Sybase environment variables:
	  – For Cshell:
	  source SYBASE.csh
	  – For Bourne shell:
	  . ./SYBASE.sh
	2. Go to the directory where the Sybase EBF#6 installation files are located.
	3. Execute:
	  ./setup

Installing on Windows	1. From your Desktop, select **Run** from the **Start** menu.
	2. Open a command prompt and type:
	  cmd
	3. Go to the directory where the Sybase installation files are located:
	  cd <drive>:\<directory>

The Welcome screen opens.

4 Click **Next**. The End-User License Agreement screen opens.

In the **Select** field, select your country to display the license agreement in your language. Read the license agreement and select the **I agree to the terms of the Sybase license for the install location specified** option.

5 Click **Next**. The Destination screen opens.

   a. Check that the path displayed corresponds to the Sybase home directory you specified when you installed Sybase 15.0.2, and click **Next**.

   b. A dialog box opens with the message **You have chosen to install into an existing directory. Any older version of the product you choose to install that are detected in this directory will be replaced. Do you want to continue with installation into this directory?**

6 Click **Yes**. The Sybase setup type screen opens:
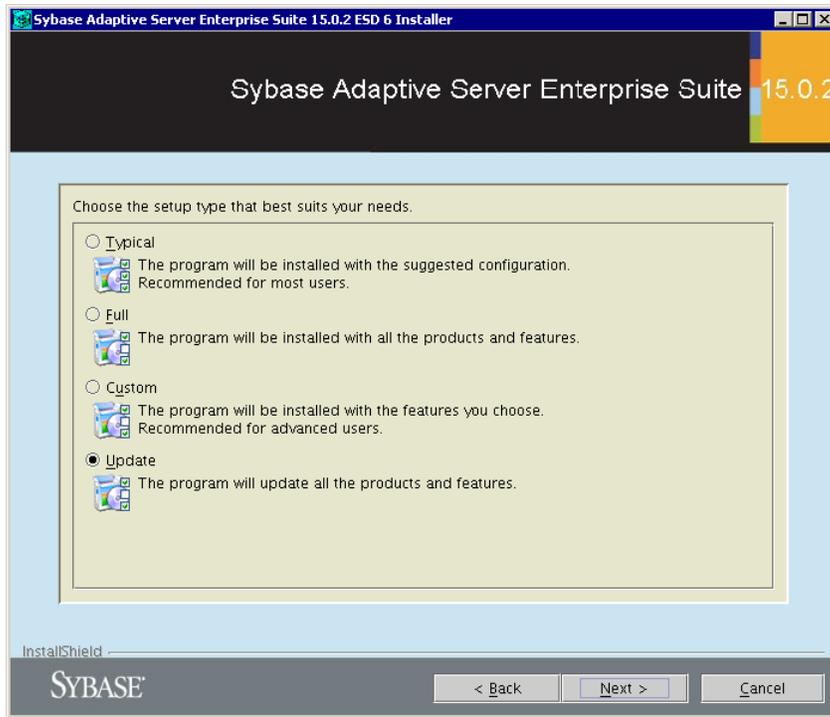
Ensure that the **Update** option is selected and click **Next**.

---

7   The ASE Installer displays the features that have already been installed and which features will be updated by the ESD#6 patch.

---

8   Click **Next**. The ASE Installer checks your system information. In some instances, a dialog box opens with the message **Installer ins unable to find a suitable license for one or more of the configured Adaptive Server Enterprise instance(s)… Do you want to continue without the license verification?**

---

9   Click **Yes**. In a few moments, the summary information screen opens.

---

10 Click **Next**. The ESD#6 patch install commences.

---

11 When messages appear informing you that newer files exist on your system, click **Yes to All**.

---

12 When the patch is successfully installed, click **Next** to continue.

---

13 In the Configure new Adaptive Server screen, ensure that all checkboxes are deselected and click **Next**.

The ESD#6 patch installation is completed.

---

14 Click **Finish** to close the ASE Installer.

---

15 Restart the Adaptive Server:

- On UNIX, run:

$SYBASE/$SYBASE_ASE/install/startserver [**-f** *RUN_server_name file*]

- On Windows, verify that the Adaptive Server has restarted after a reboot. Select **Start => Programs => Administrative Tools => Services**. Right-click on SYBSQL_*<servername>*] and select **Start** if the Adaptive Server status is not displayed.

---

16 Verify that the new version has been installed. Run the following query from **isql**:

isql –U sa –P *<sa_password>*
1>**select @@version**
2>**go**

---

17 Verify that the new version is at 15.0.2 with ESD#6.

E N D   O F   S T E P S

Modify configuration parameters to improve performance

To ensure that Sybase 15.0.2 performs optimally, changes need to be made to two configuration parameters. Both parameters can be dynamically set and do not require the server to be rebooted. Follow these steps.

---

1 Set the Sybase **"statement cache size"** parameter. This parameter controls the amount of memory allocation to the parsed SQL cache. This parameter should be set to 5000 (2k) blocks, as follows:

isql -U sa -P *<sa_password>* -S *<server name>*
1>**sp_configure "statement cache size", 5000**
2>**go**

---

2 Set the Sybase **"enable literal autoparam"** parameter. This parameter controls how the optimizer chooses which SQL execution plan to use. When this parameter is enabled, the optimizer can choose to use a similar query execution plan that is already cached, which saves time developing a new execution plan. Use the following syntax to change the parameter:

```
isql -U sa -P <sa_password> -S <server name>
1>sp_configure "enable literal autoparam", 1
2>go
```

E ND O F S TEPS

Overlaying Sybase 15.0.2 over Sybase 15.0.1

Follow these instructions if you are performing an overlay installation of Sybase 15.0.2 on top of an existing Sybase 15.0.1 database.

Pre-installation tasks

Before overlaying Sybase 15.0.1 with Sybase 15.0.2, the following steps must be completed.

Check database is error free

Because installing Adaptive Server 15.0.2 overwrites current Adaptive Server software, you should ensure that your database is error free before you start the overlay.

To ensure that your database is error free, run **dbcc checkdb** and **dbcc checkcatalog** on the Sybase database.

```
isql -U sa -P <sa_password>
1>use QIP
2>go
1>dbcc checkdb
2>go
```

Check that the output does not contain error messages and then run **dbcc checkcatalog**:

```
1>dbcc checkcatalog
2>go
```

If errors are returned by these commands, contact Technical Support before you proceed with the overlay.

Back up database and Sybase directory

In case you need to revert to the original version of the Adaptive Server software, you should back up the database, as well as make a copy of the Sybase directory.

To back up the database, refer to the instructions in Chapter 18 of the *VitalQIP 7.1 Administrator Reference Manual*.

Export VitalQIP data

To export your data, follow these steps:

1   Run the following from a command line:

    qip-export –u qipadmin –p *<password>* –d *<export_directory>*

2   Make a copy of the VitalQIP exported data.

3   If you are also using Audit Manager, export the Audit Manager data as well. Run the following command from a command line:

    qip-export –u lamadmin –p *<password>* –d *<export_directory>*

4   Ensure you save a copy of your Sybase dump to restore your database if necessary.

E ND O F S TEPS

Stop the Sybase Server and VitalQIP services

Stop all Sybase server and all VitalQIP services. To stop the Sybase server, enter the following commands:

```
isql –U sa –P <sa_password>
1>shutdown
2>go
```

To stop all VitalQIP services, refer to Chapter 2, "Manage VitalQIP Services" in the *VitalQIP Administrator Reference Manual*.

Overlay installation

Follow these instructions if you are performing an overlay installation of Sybase 15.0.2 on top of Sybase 15.0.1. The directions for installing Sybase as a direct install are the same as for Sybase 15.0.1 and are located in the *VitalQIP 7.1 Installation Guide*.

Important! *Linux only*. Sybase 15.0.2 requires system library */usr/lib/libaio.so.1*. If it does not exist, contact VitalQIP Support for the *libaio-0.3.102-1.i386.rpm* package and install this *rpm* (which includes the library *libaio.so.1*). For more information, refer to https://rhn.redhat.com/errata/RHBA-2005-085.html.

To overlay Sybase 15.0.2 on top of Sybase 15.0.1, follow these steps:

1   Verify that you have shut down Adaptive Server, exported your data, backed up both the database and the SYBASE directory, as specified in the pre-installation tasks section above.

2   Use InstallShield to load the new software from the location where you downloaded from ALED:

   - For Windows installations, execute *setup.exe*.

   - For UNIX installations, change to the correct directory and enter **./setup**.

3   Install Adaptive Server 15.0.2 over the SYBASE installation path, following the instructions in the *VitalQIP 7.1 Installation Guide*. Note that after files are loaded into your SYBASE directory, InstallShield asks if you want to configure the new installed server.
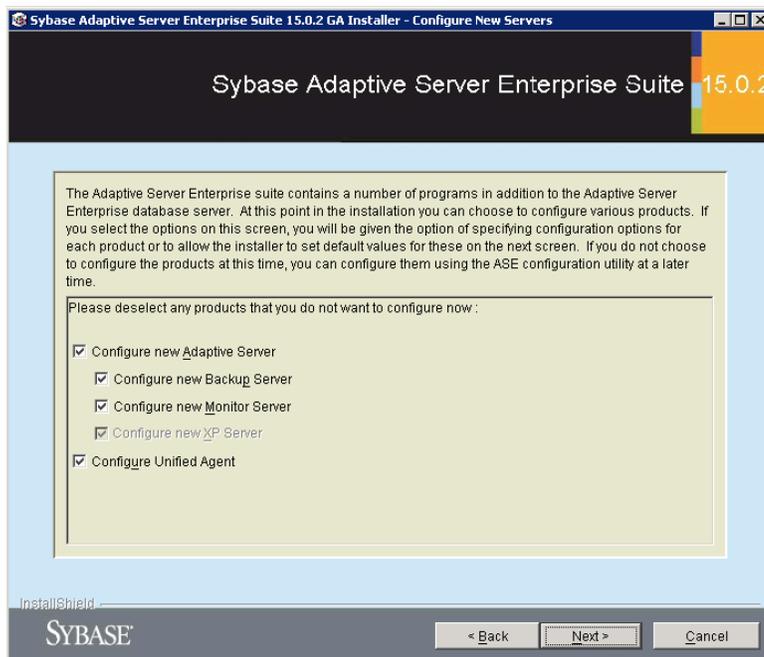
4   Deselect *all* the check boxes and click **Next**. The install commences and displays a successful message when it has finished.
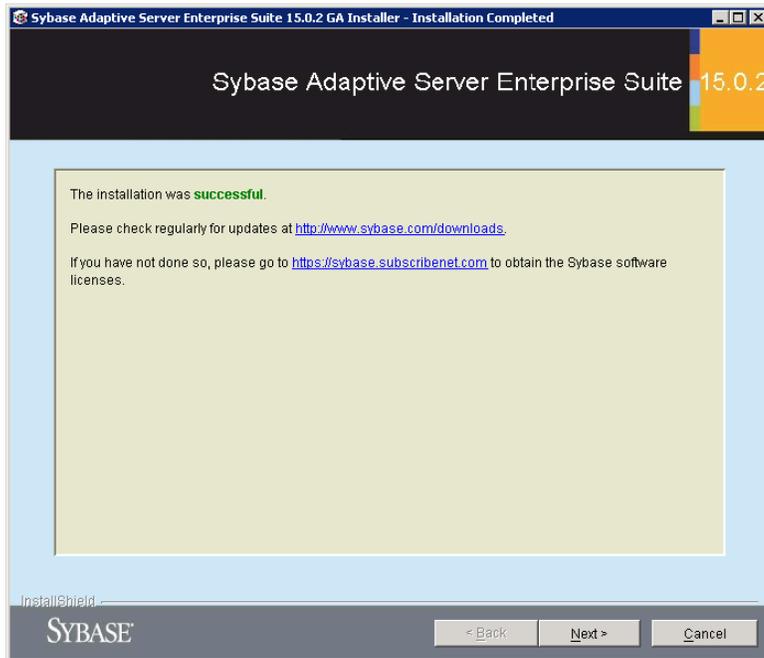
5   Click **Next** to finish the installation. A message opens stating that the wizard requires you restart your computer. Choose from the following.

If you are …	Then
Installing on UNIX	The installation is complete. Click **Finish**.
Installing on Windows	The machine must be rebooted before installing VitalQIP. Select one of the following and click **Finish**: • Yes, restart my computer. • No, I will restart my computer at a later time.

6   Restart the Adaptive Server:

•   On UNIX, run:

$SYBASE/$SYBASE_ASE/install/startserver [**-f** *RUN_server_name file*]

•   On Windows, verify that the Adaptive Server has restarted after a reboot. Select **Start** => **Programs** => **Administrative Tools** => **Services**. Right-click on **SYBSQL_**<*servername*>] and select **Start** if the Adaptive Server status is not displayed.

7   Verify that the new version has been installed. Run the following query from **isql**:

isql –U sa –P *<sa_password>*
1>**select @@version**
2>**go**

8   The server should now be at version 15.0.2.

E ND O F S TEPS

Post-overlay tasks

After you have installed Adaptive Server on top of Sybase 15.0.1, perform the following post-installation tasks.

Apply Sybase 15.0.2 ESD#6 patch

Download the Sybase 15.0.2 ESD#6 patch for the OS (refer to Table 2.1 on page 2-2 for the EBF filename), and unzip or untar it to a temporary directory.

To install and overwrite the current ASE software with the ESD#6 patch, follow thesteps in "Apply Sybase 15.0.2 ESD#6 patch", on page 8-11.

Run the *installmaster* script

Run the new *installmaster* (*instmstr* on Windows) script included with the Sybase 15.0.2 release, using the following command:

UNIX instructions
```
isql –U sa –P <sa_password> -S <servername> -n
-i $SYBASE/$SYBASE_ASE/scripts/installmaster –o <output file>
```

Windows instructions
```
isql -U sa -P <sa_password> -S <servername> -n
-i %SYBASE%\%SYBASE_ASE%\scripts\instmstr -o <output file>
```

Run the *instmsgs.ebf* script

In Adaptive Server version 15.0.2, several changes have been made to the system stored procedures and many new error messages have been added. You must perform this post-overlay task to make these changes available. Follow these steps:

1   Safeguard the modified messages in your master device in case you need to restore error messages back to the 15.0.x release from which you are upgrading. Run *uninstmsgs.ebf* as follows:

   UNIX instructions
   ```
   isql –U sa -P <sa_password>-S <servername> –w 1000 –i
   $SYBASE/$SYBASE_ASE/scripts/uninstmsgs.ebf – o restore_msgs.ebf
   ```

   Windows instructions
   ```
   isql -U sa -P <sa_password> -S <servername> -w 1000 -i
   %SYBASE%\%SYBASE_ASE%\scripts\uninstmsgs.ebf -o restore_msgs.ebf
   ```

2   Run the *instmsgs.ebf* script ***after*** you have completed running the *uninstmsgs.ebf* script, as follows:

UNIX instructions

```
isql –U sa –P <sa_password> -S <servername> -n
-i $SYBASE/$SYBASE_ASE/scripts/instmsgs.ebf –o <output file>
```

Windows instructions

```
isql -U sa -P <sa_password> -S <servername> -n
-i %SYBASE%\%SYBASE_ASE%\scripts\instmsgs.ebf -o <output file>
```

E ND O F S TEPS

Note: If you revert to your original version of Adaptive Server, you need to undo the *instmsgs.ebf* changes by running the following script after you have downgraded:

```
isql -S <servername> -U sa -P <sa_password> -i restore_msgs.ebf
```

Maintain symbolic links after upgrading Sybase

UNIX only. If you already created symbolic links per the instructions in section "Additional Sybase configuration" of the *VitalQIP Installation Guide*, you can skip these steps. To apply symbolic links:

1   Go to the directory *$SYBASE*.

2   Verify that the file *<QIPSYBASE>.cfg* exists.

3   Create a symbolic link using the following command:

```
# ln –s $SYBASE/<QIPSYBASE>.cfg $SYBASE/ASE-15_0/<QIPSYBASE>.cfg
```

E ND O F S TEPS

Upgrading to Oracle 10gR2

This section covers upgrading from Oracle 9.2 from Oracle 10gR2. The upgrade process is broken down into three parts: Preparation, Install Oracle 10gR2, and Post Oracle 10gR2 Installation Steps. Each part must be completed to successfully upgrade to Oracle 10gR2.

Before you begin the upgrade process, have the *VitalQIP Installation Guide* and the *VitalQIP Command Line Interface User's Guide* available. These guides are referred to frequently. Also, have an Oracle database administrator and Oracle installation documents present while you upgrade. Alcatel-Lucent does not support Oracle upgrades.

Alcatel-Lucent recommends installing Oracle 10gR2 in a new directory. If you do not have enough disk space to install Oracle 10gR2 in a new directory, export VitalQIP data (and data for any Add-on products, such as Audit Manager), back up your old Oracle, uninstall Oracle, and install Oracle 10gR2. Do not attempt to upgrade previous Oracle versions.

Pre-installation tasks

Before upgrading to Oracle 10gR2, the following steps must be completed:

Configure operating system

You need to verify that configure your operating system before upgrading. For instructions on configuring your operating system, refer to the *VitalQIP Installation Guide*.

For the VitalQIP 7.1 Enterprise Server, your operating system must be upgraded to (VQIP00015818) Solaris 9 or 10 before upgrading your Oracle database.

Export VitalQIP data

To export your data, follow these steps:

1   Run the following from a command line:

```
qip-export –u qipadmin –p <password> –d <export_directory>
```

2   Make a copy of the VitalQIP exported data.

3   Follow any Oracle backup procedures your organization has in place.

E ND O F S TEPS

Stop the Oracle server and VitalQIP services

Stop the Oracle server and all VitalQIP services. If you need assistance with stopping the Oracle server, refer to your Oracle database administrator. For information about stopping VitalQIP services, refer to the *VitalQIP Administrator Reference Manual*.

Uninstall Oracle

For UNIX: Uninstall Oracle. This procedure assumes enough space is available on your machine for a separate installation of Oracle. If there is not enough space, remove the old version of Oracle after backups are made before installing Oracle 10gR2.

Install Oracle 10gR2

Install Oracle 10gR2 according to Oracle's installation guide and release notes. There are several Oracle parameters that need to be modified for your database and operational environment. Increasing these parameters within Oracle can result in better performance within Oracle and VitalQIP. These parameter settings represent minimum requirements for an Oracle and VitalQIP configuration:

- `cursor_sharing = exact`

- `db_file_multiblock_read_count = 16`

- `shared_pool_size = 14000000`

- `processes = 50`

- `dml_locks = 200`

- `log_buffer = 32768`

   Important! It is recommended that the settings for sga_max_size and sga_target parameters be set to the maximum allowed based on available memory to Oracle. Refer to Oracle installation documentation for more details on how to set the sga_max_size and sga_target parameters.

Important! The compatible parameter must be set to at least 9.2.0.0 (for example, compatible=9.2.0.0) to support the *MAXEXTENTS UNLIMITED* parameter. This storage parameter is used when creating temporary tables, and the indexes are used to move the database design. These tables and indexes are dropped at the end of the migration. Following the upgrade, export and import data into the Oracle database to defragment the disk space that was fragmented by temporary tables and indexes.

Post-installation Oracle 10gR2 installation steps

After upgrading the Oracle 10gR2 database, follow these steps:

1   You are now ready to proceed with the VitalQIP upgrade. Install VitalQIP 7.1 following the installation instructions in the VitalQIP Installation Guide.

2   Import your VitalQIP data using VitalQIP's **qip-import** utility. For more information about **qip-import**, refer to the *VitalQIP Command Line Interface User's Guide*.

     Important! If VitalQIP ENUM Manager is also being upgraded at this time, **qip-import** must be performed *after* the new version of ENUM Manager has been installed.

3   Notify your Oracle database administrator to run Oracle's **analyze** command to gather statistics on the VitalQIP database after it has been imported. This step helps with performance.

E ND O F S TEPS

Upgrading the VitalQIP enterprise server

This section covers the upgrade of VitalQIP enterprise server from VitalQIP, version 6.2 or 7.0 to VitalQIP 7.1.

Important! Starting with VitalQIP 6.1 SP1, lower version clients are automatically prevented from logging into the enterprise server. Refer to section "Upgrade notification process ", on page 8-33 for details.

Important! Overlay installs are not supported in VitalQIP 7.0/7.1. If you wish to add a new component or services after applying a patch, VitalQIP must be uninstalled and a new installation performed that includes the desired components or services, followed by an installation of the most current patch release.

For example, if you wish to install the VitalQIP remote server on the same machine as the VitalQIP Enterprise server, you must select Remote server at the same time as you select the Server Package. You cannot install the VitalQIP Remote server after you have already installed the VitalQIP Enterprise server.

Enterprise Server upgrade prerequisites

Comply with the following before beginning the upgrade:

- Obtain a new license key since the license key structure was modified for VitalQIP 7.1.

    Important! When upgrading VitalQIP on Linux servers, you must obtain a new license key. You need to supply the IP address instead of the hostID when requesting a new license key.

- Back up your existing database before upgrading to VitalQIP 7.1. If any problems occur during the upgrade, you will need these backups to restore your current data.

- Back up your existing VitalQIP system including all subdirectories before upgrading. If any problems occur during the upgrade, you will need these backups to restore your current system to its original state.

- Back up your *qip.pcy* file. If your VitalQIP 7.1 installation fails for any reason, you must uninstall VitalQIP 7.1 and reinstall it.

- It is recommended that a copy of the *VitalQIP Installation Guide* be available before you begin the upgrade process. VitalQIP documentation can be found on the ALED site.

Importing the VitalQIP data into your VitalQIP database requires temporary disk space. It is important to have the right amount of temporary disk space when running VitalQIP's import utility. Determine the size of the largest VitalQIP export file in your current VitalQIP export directory and add 5% to that file size. The sum is the size of the largest temporary file **qip-import** (the import utility is called during the upgrade and imports data into the database) creates. Ensure that enough temporary disk space resides in the export directory.

Preparation for upgrading the VitalQIP 7.1 Enterprise Server

Before you begin upgrading to the VitalQIP 7.1 enterprise server, ensure your system meets the prerequisites described in this section.

Back up all data files

Before upgrading, back up all Oracle, and/or VitalQIP data files. Refer to "Upgrading to Oracle 10gR2" on page 8-23 for backing up Oracle.

Migration prerequisites

All servers defined in VitalQIP must contain a valid domain and a default directory location. If not, the VitalQIP 7.1 data migration fails. Apply current 6.2 or 7.0 patches to Enterprise Server before exporting the data to ensure all database scripts/patches have been applied via the **db-init** process. If this step is not performed, the database scripts can also be applied manually (for example. *62_6321sybscript.sql*) after the 6.x data has been imported into the VitalQIP 7.1 system via the **qip-import** CLI.

Before upgrading to VitalQIP 7.1, stop VitalQIP services, and connections to the database. Additionally, all web servers should be shut down prior to an import to avoid caching issues.

Resolve migration issues

Ensure you resolve all migration issues before upgrading to VitalQIP 7.1. Alcatel-Lucent recommends testing the migration of data in a 'lab environment' to ensure all migration issues are identified and resolved before upgrading in production. The following migration issues with Network Allocator data have been identified:

- (VQIP00013464) During migration, the pool contact, which is required in VitalQIP 7.x, will be left empty if there was no pool contact specified in the previous Network Allocator data. These pools should be populated with a valid contact e-mail address. Some functionality is affected if there is missing contact information, for example, the Pool Info report and Pool notifications will not be sent.

- (VQIP00013385) The User Classes are not migrated properly into Address Templates. The User Classes need to be set manually after migration.

- (VQIP00013475) Migrated RIR Seed Blocks are not getting RIR report types migrated correctly. All seed blocks that were migrated show as "Do Not Generate Report" Report types and need to be set manually after migration.

- (VQIP00013521) Migrated Address Templates are missing a required domain name (since this did not exist in Network Allocator 3.2 data). This can cause errors when using explicit allocation with these address templates. Edit the templates and add the domain name manually.

- (VQIP00014735) Import of RIPE/APNIC/ARIN email from Network Allocator 3.2 must be manually migrated to the Registration email address.

Unsupported server types

VitalQIP permits the import of data for the following server types even though they are no longer supported. After the import, these servers should be changed to supported server types from within the VitalQIP GUI. (VQIP00017562)

- IBM AIX DHCP
- IBM NT DHCP
- MS NT 4.0 DHCP
- BIND 4.9.x DNS
- MICROSOFT-NT4.0

Copy original export data

During the upgrade process, current export files are converted into VitalQIP 7.1 format. If you want to keep the original exported data, the original export directory must be copied before upgrading to VitalQIP 7.1.

Obtain qipadmin Password

During the installation of VitalQIP 7.1, you are asked to provide the password for qipadmin. You need to obtain qipadmin's password from your VitalQIP system administrator before beginning the VitalQIP enterprise server upgrade.

Upgrading VitalQIP 6.2 or 7.0 to VitalQIP 7.1

VitalQIP 7.1 cannot be installed over any other versions of VitalQIP. You must first uninstall your current version of VitalQIP, being sure to back up all files as described in "Preparation for upgrading the VitalQIP 7.1 Enterprise Server", on page 8-27.

Upgrading to VitalQIP 6.2 or 7.0 to VitalQIP 7.1 on Windows

To upgrade the VitalQIP enterprise server from version 6.x to VitalQIP 7.1, follow these steps:

1   Use the **qip-export** CLI to export VitalQIP 6.2 or 7.0 data.

2   Install Sybase 15.0.2 or Oracle 10gR2.

3   Install the VitalQIP 7.1 Enterprise Server.

4   Use the **qip-import** CLI to import data to VitalQIP 7.1.

   Important! If VitalQIP ENUM Manager is also being upgraded at this time, **qip-import** must be performed *after* the new version of ENUM Manager has been installed.

5   Open VitalQIP Services Controller by accessing **Start=>Programs=>Lucent VitalQIP =>VitalQIP Services Controller**.

6   Start the VitalQIP Login Service, VitalQIP Message Service, and VitalQIP Schedule Service by highlighting the "VitalQIP Login Service", "VitalQIP Message Service" and "VitalQIP Schedule Service" and click **Start**. Depending on the type of installation that is run, the server and service may already be running.

7   Verify that the services have started successfully, and close the VitalQIP Services
    Controller by clicking **Exit**.

8   Open the VitalQIP application by accessing **Start=>Programs=>Lucent
    VitalQIP=>VitalQIP**.

9   Log into the VitalQIP interface as qipman.

10 Verify that the data remains the same as prior to the upgrade and is accessible.

11 Access **Help=>About VitalQIP** to verify that the VitalQIP version reads "7.1".

12 Refer to "Post-installation tasks", on page 8-32 for a list of things to do after you have
    completed the VitalQIP 7.1 upgrade.

E N D O F S T E P S

Upgrading VitalQIP 6.2 or 7.0 to VitalQIP 7.1 on UNIX

To upgrade VitalQIP 6.2 or 7.0 to VitalQIP 7.1 on UNIX, follow these steps:

1   Check the */etc/profile* for the following lines and, if they are present, remove them:

```
# Begin INSTALLSHIELD Environment Variable Section
# Do not edit this section manually.
# var 1 : CLASSPATH=`echo
$CLASSPATH`':/opt1/qipsrt/classes/cliwrapper.jar:/opt1/qipsrt/class
es/log4j.jar:/opt1/qipsrt/classes/jdom.jar:/opt1/qipsrt/classes/xa
lan.jar:/opt1/qipsrt/classes/xerces.jar
if [ -z "`echo $CLASSPATH`" ]
then
CLASSPATH=/opt1/qipsrt/classes/cliwrapper.jar:/opt1/qipsrt/classes
/log4j.jar:/opt1/qipsrt/classes/jdom.jar:/opt1/qipsrt/classes/xala
n.jar:/opt1/qipsrt/classes/xerces.jar
else
CLASSPATH=`echo
$CLASSPATH`':/opt1/qipsrt/classes/cliwrapper.jar:/opt1/qipsrt/class
es/log4j.jar:/opt1/qipsrt/classes/jdom.jar:/opt1/qipsrt/classes/xa
lan.jar:/opt1/qipsrt/classes/xerces.jar
fi
export CLASSPATH
```

```
# var 1 : PATH=`echo
$PATH`':/opt1/qipsrt/Netalloc/3.2:/opt1/qipsrt/cli
if [ -z "`echo $PATH`" ]
then
PATH=/opt1/qipsrt/Netalloc/3.2:/opt1/qipsrt/cli
else
PATH=`echo $PATH`':/opt1/qipsrt/Netalloc/3.2:/opt1/qipsrt/cli
fi
export PATH

# End INSTALLSHIELD Environment Variable Section
```

2   Use **qip-export** to export VitalQIP 6.2 or 7.0 data. (You may need to save the data in another machine.)

3   Install or upgrade to Solaris 9 or 10 or Linux 4.0 and apply all the recommended patches (especially for VitalQIP 7.1 PR5 Enterprise Server).

4   Install Sybase 15.0.2 or Oracle 10gR2 (for Database Server).

5   Install VitalQIP 7.1 Enterprise Server.

6   Use **qip-import** to import data to VitalQIP 7.1.

   Important! If VitalQIP ENUM Manager is also being upgraded at this time, **qip-import** must be performed *after* the new version of ENUM Manager has been installed.

7   Start the enterprise server daemons using the following command:
   #**$QIPHOME/etc/qip-es-startup**

8   Access the VitalQIP application by executing:
   ip-manage&

9   Log into the VitalQIP interface as qipman.

10   Verify that the data remains the same as prior to the upgrade and is accessible. Access **Help=>About VitalQIP** and verify that the VitalQIP version is "7.1".

11   Refer to "Post-installation tasks" below for a list of tasks to perform after you have completed the VitalQIP 7.1 upgrade.

Troubleshooting the enterprise server upgrade

If the VitalQIP 7.1 installation fails, reference the *$QIPHOME/log/qip-util.log* file for more information. If the **qip-import** is executed following a VitalQIP 7.1 install, reference the *$QIPHOME/log/qip-import.log* file for more information.

Post-installation tasks

After the upgrade is completed, perform the following:

- QIP Temp Space is created incorrectly against Sybase 15.0.2 ESD#6. The following Sybase script must be run to correct this issue:

    a. Obtain the *alter_tempdb.sql* file from ALED (*/vitalqip/7.1/Product-Media-7.1/Sybase15.0.2*).

    b. Change the directory to and source your environment by running:

    ```
    cd  $QIPHOME/etc
    ```

    ```
    . ./shrc
    ```

    c. Login to Sybase via isql by entering:

    ```
    isql -Usa -P -S<Servername> -ialter_tempdb.sql
    ```

    d. Restart Sybase.

- Review the *qip-util.log* file. Information on data that could not be upgraded but was not severe enough to generate an error is located in this file.

- The VitalQIP 7.1 installation modifies the *qip.pcy* file with a proper password unless the data is imported from a different server. If that is the case, use the **qip-crypt** command to create a new encrypted password (for information about the **qip-crypt** command, refer to the *VitalQIP Command Line Interface User's Guide*). Edit the *qip.pcy* file with a text editor after the upgrade to insert the new encrypted password.

- (VQIP00009747) If you are on VitalQIP 6.2 and you used an SSL push (DNS or DHCP) before upgrading to VitalQIP 7.1, you must encrypt the password for the RMI QAPI Service. To encrypt the password, perform the following steps:

    a. Enter:

    ```
    QAPISSL_Scheduler, PassPhrase
    ```

This displays the unencrypted RMI QAPI password.

b. Enter:

`qip-crypt <unencrypted pass phrase>`

This displays the encrypted version of the password.

c. Edit the *qip.pcy* file and replace the unencrypted password with the encrypted one.

d. Stop and start the RMI Schedule Service.

Move user exits

After the upgrade, you need to update the *qip.pcy* file and move user exits. Ensure all user exits are moved to the *QIPHOME/userexits* directory. The File Generation Service looks for user exits in this directory. Remember to use the absolute paths with user exit scripts and set execute permissions on the user exit files.

Upgrade notification process for VitalQIP clients

The VitalQIP Client upgrade indicator that prevents a lower version client from logging into the VitalQIP system is now set by default. A message is displayed when an outdated version of the VitalQIP client connects to the database. The message can be tailored to give instructions to the users, such as where to obtain current VitalQIP client installation files.

VitalQIP clients running on the following operating systems can be upgraded to VitalQIP 7.1:

*   Red Hat Enterprise Linux 4.0 – (VQIP00015573) x86 platforms only

*   Solaris 9 Ultra SPARC

*   Solaris 10 Ultra SPARC

*   Windows 2003 Enterprise and Standard Servers (32 bit only)

*   Windows XP Professional

Configure Enterprise Server for VitalQIP client upgrade notification utility

Important! Before you execute the VitalQIP client upgrade notification utility, ensure the database and VitalQIP enterprise are upgraded to VitalQIP 7.1.

To synchronize the build number in the database with the application just applied, the **qip-setminversion** script should be run. This script is located in the *$QIPHOME/usr/bin* directory. The following is the description, synopsis, and parameters for the **qip-setminversion** CLI:

qip-setminversion

The **qip-setminversion** CLI configures the VitalQIP enterprise server to display a message that informs users the VitalQIP client needs to be upgraded when an outdated client connects to the database.

Synopsis
```
qip-setminversion -N <OS Build Version> -B <Build Number>
-L <Location> -T <Message Text> -g <Login Server> -s <Data Server>
-u <User Name> -p <Password> -o <Organization> -v -h|-?
```

Parameters

The parameters are as follows:

-N *OS Build Version*	Specify the minimum operating system version of the VitalQIP client that will be allowed to connect to the enterprise server. This parameter accepts arbitrary strings.
	• Linux 4.0 (kernel version 2.6.9)
	• Solaris 9
	• Windows 2003
-B *Build Number*	The VitalQIP client build number that must be upgraded.
-L *Location*	Specifies the path to where the VitalQIP client upgrade file can be obtained.
-T *Message Text*	Specifies what text is to appear in the dialog box. If the text has spaces, the test must be in quotes. This text should explain what the users need to do to upgrade the VitalQIP client. The text is shown in a dialog box that appears whenever outdated VitalQIP clients connect to the database.
-g *Login Server*	The login server name or IP address.

-s *Data Server*	Specifies the VitalQIP database server. This value is the value of the QIPDATASERVER environment variable.
-u *User Name*	Specifies the VitalQIP administrator account to be used in establishing the database connection.
-p *Password*	Specifies the password for the associated administrator account.
-o *Organization*	Specifies the VitalQIP organization (corporation) name.
-v	Displays version and build number.
-h │ **-?**	Shows the synopsis for **qip-setminversion** script.

Input Example
```
qip-setminversion -n "Solaris 9" -B 256 -L "https://www.alcatel-
lucent.com" -T "Please upgrade your client by downloading the
self-extracting client installation executable."
```

Pre-installation tasks for VitalQIP 7.1 patch

You must ensure that the last installation of VitalQIP was successful and working correctly on the target machine (VQIP00017556). Also, make sure that the InstallShield directory is not missing, corrupt or incomplete. It resides in the $HOME directory of the user who last installed VitalQIP on the target machine. You need to be logged in as that user when you run the Patch installation as well to ensure that the program finds the existing InstallShield directory. Otherwise, the patch upgrade fails with the message:

```
Unable to install VitalQIP: patch is associated with a product
that is not installed on target machine
```

Export VitalQIP data

To prevent users from logging into the GUI client during the patch process (which might take a long time for a company that has many clients and remote servers at remote locations), the following alternatives are recommended:

- You can leave the Login Service/**qip-logind** shut down during the patch process.

- If the above is not practical in your organization and you must have clients and remote servers back on line before all systems can be patched, use the **qip-setminversion** command. Refer to "Upgrade notification process " on page 8-33 for information on the Automatic Upgrade process.

To export your data, follow these steps:

1   Run the following from a command line:

    qip-export –u qipadmin –p *<password>* –d *<export_directory>*

2   Make a copy of the VitalQIP exported data.

3   If you are also using Audit Manager, export the Audit Manager data as well. Run the following command from a command line:

    lam-export –u lamadmin –p *<password>* –d *<export_directory>*

4   Ensure you saved a copy of your Sybase dump to restore your database if necessary.

E ND O F S TEPS

Download files to a temporary directory

Copy the patch bundle from the applicable platform directory to a temporary directory on your local system and untar for UNIX or unzip for Windows. The patch bundles listed in the following table contain an installation executable and **qip-isbackup** and **qip-isrestore** scripts. You may need various patch bundles, if your organization uses more than one operating system for VitalQIP-related systems.

Table 8.2 Patch bundle information

Platform	Directory	File
Linux	*\QIP\7.1\Product-Media-7.1\Patches\linux*	*vqip71patchB173linux.tar*
Solaris	*\QIP\7.1\Product-Media-7.1\Patches\solaris*	*vqip71patchB173-solaris.tar*
Windows 2003 SP1	*\QIP\7.1\Product-Media-7.1\Patches\windows*	*vqip71patchB173-win32.zip*

VitalQIP 7.1 Backup

You must make a backup of the existing VitalQIP installation before you can install the VitalQIP 7.1 patch.

VitalQIP 7.1 backup for UNIX

To back up the VitalQIP 7.1 release, follow these steps:

1   Make sure you have enough free space on the $QIPHOME partition. Free space on the $QIPHOME partition must be equal to the current disk usage of $QIPHOME and *$HOME/InstallShield* as determined as follows:

    `df -k $QIPHOME` > (sum of values returned by 'du -sk $QIPHOME $HOME/InstallShield')

2   Log in to the host as root and set up the same session environment as is required for the original product installation.

3   Source in the VitalQIP environment for the existing installation. Change directory to *QIPHOME/etc* and enter:

    `. ./shrc`

If the environment is not already sourced, $QIPHOME will not be found.

4   Download the *qip-isbackup.sh* and *qip-isrestore.sh* utilities into a directory other than the base $QIPHOME or $HOME/InstallShield (*$QIPHOME/<backup>/..* in the example in step 5).

5   Create a backup of the VitalQIP installation and associated InstallShield product database:

    `cd $QIPHOME/<backup>..` #change to the directory where the utilities were downloaded

    `./qip-isbackup.sh`

E ND O F S TEPS

Backup for VitalQIP 7.1 on Windows

To back up the VitalQIP 7.1 release, follow these steps:

1   Make sure there is enough free space on the %QIPHOME% disk equal to the current disk usage of %QIPHOME% plus *%CommonProgramFiles%\InstallShield*.

2   Download the **qip-isbackup.bat** and **qip-isrestore.bat** scripts into a directory other than the base *%QIPHOME%* or *%CommonProgramFiles%\InstallShield* (for example, *%QIPHOME%\<backup>..*).

3   Open a command line window and change to the directory where the scripts were downloaded. Enter:

     cd %QIPHOME%\<backup>..

4   Create a backup of the VitalQIP installation and associated InstallShield product database as follows:

     qip-isbackup.bat

5   If you did not use the default directory (*%QIPHOME%/named*) when installing Lucent DNS, you must back up that location manually.

E ND   O F   S TEPS

Installing the VitalQIP 7.1 PR5 patch

The patches described in this section must be applied to existing VitalQIP 7.1 systems only. Note that patches are cumulative and are released as a patch set that is applied with InstallShield (VQIP00019522).

> Important! *It is essential that all VitalQIP Services be stopped completely before you start a patch installation. Otherwise, certain files cannot be updated.*

Patching a remote server

The patch installation does not contain or install the DNS or DHCP services. All relative binaries and related VitalQIP services, which were installed as part of the initial Remote Server installation, are delivered and patched. If you want the most current release of the DHCP or DNS services, you can download them from the ALED site.

Install the patch

To install the patch, follow these steps:

1   Stop all existing VitalQIP Services including the Tomcat Web Server and close any
     VitalQIP-related files or logs.

2   From the command line, run **qip71SetupSolarispatch.bin** (Solaris),
     qip71SetupLinuxgccpatch.bin (Linux) or **qip71setupwin32patch.exe**. The
     License Agreement displays.

3   Accept the license agreement and click **Next**. The Welcome screen displays.

4   Click **Next**. The Directory screen displays.
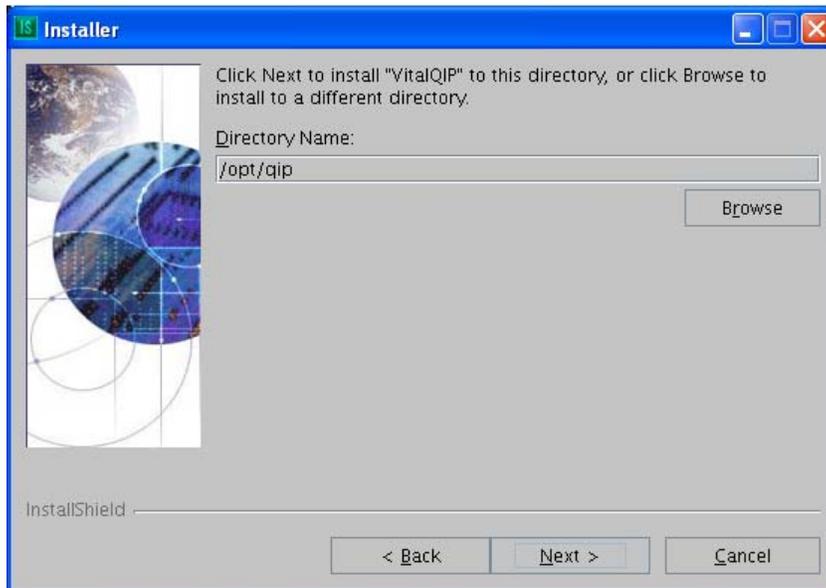
5   Click **Next**. Choose from the following.

If	Then
The patch installation program does not detect a backup of the previous installation	A screen opens, informing you that a backup is required. 1. Click **Cancel**. The **Do you want to exit?** dialog box opens. 2. Click **Yes**. The patch installation closes so you can make the required backup, as described in "VitalQIP 7.1 Backup", on page 8-37.
The patch installation program detects a backup of the previous installation	A screen opens, describing the components you want to install. This screen varies depending on the way your site is configured. It describes the location and features of the current installation.
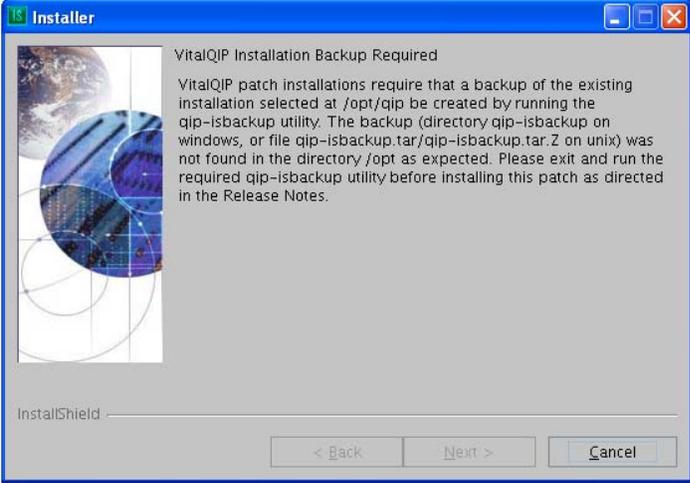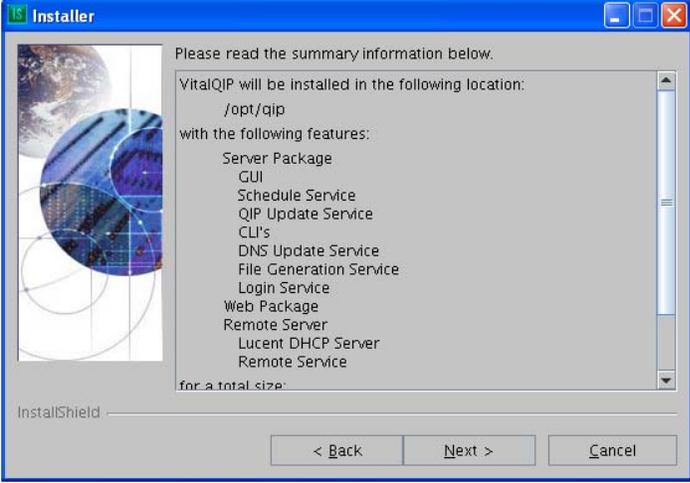
6   Click **Next**. The VitalQIP patch is installed.
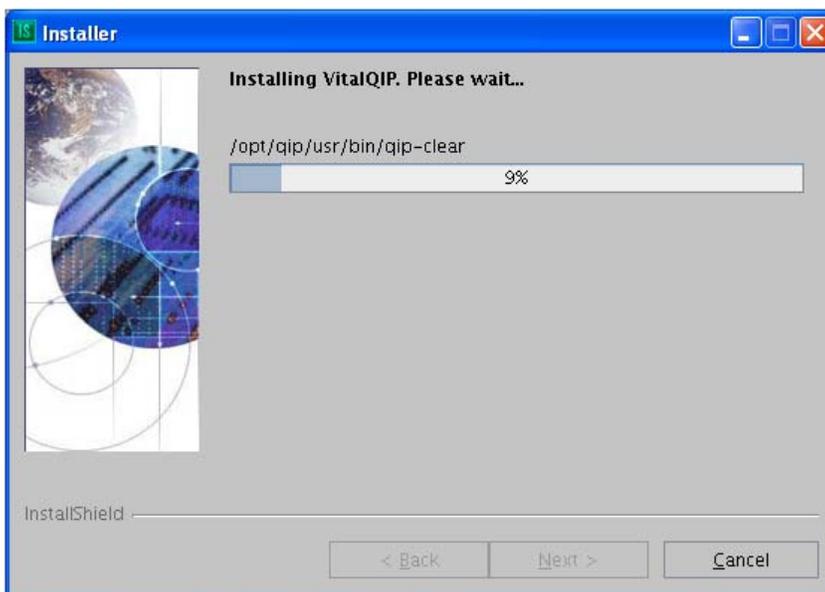
7   Click **Next**. A screen opens notifying you of a successful installation.
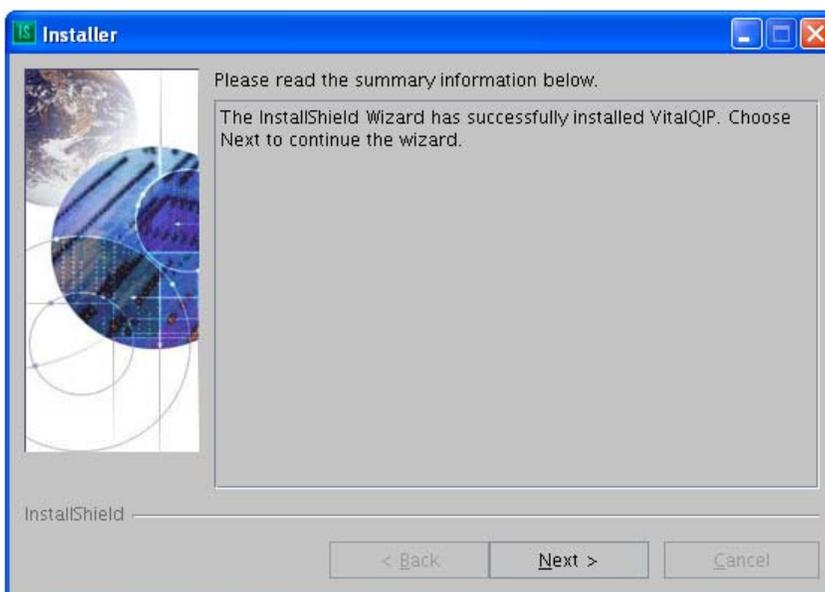
8   Click **Next**. A screen allowing you to start enterprise server daemons opens.
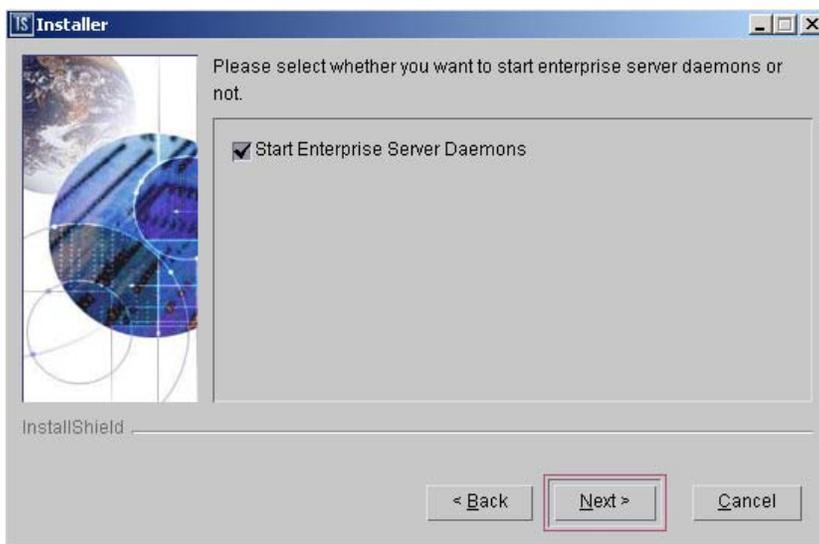
9   Click **Next**. A screen displays the status of the enterprise server daemons.
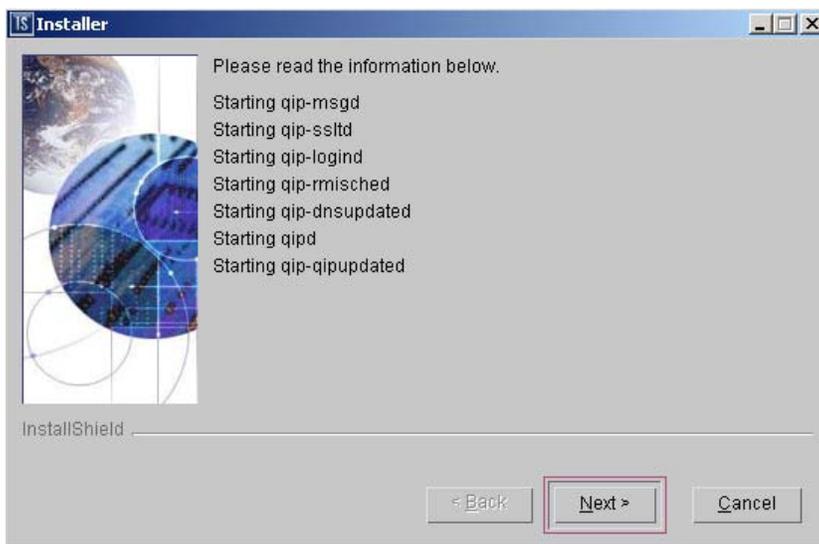
10   Click **Next**. A screen allowing you to start client daemons displays.
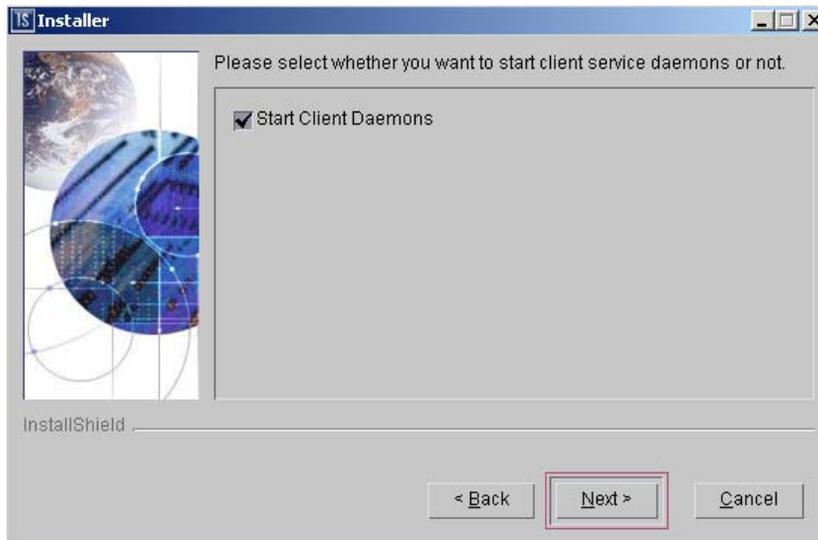
11 Click **Next**. A screen shows the status of the client daemons.
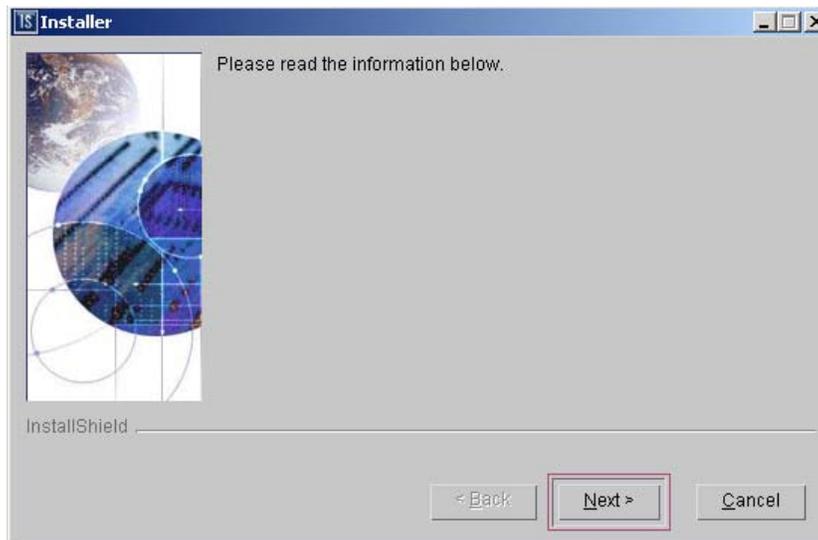
12 Click **Next**. A screen allowing you to start remote server daemons opens.
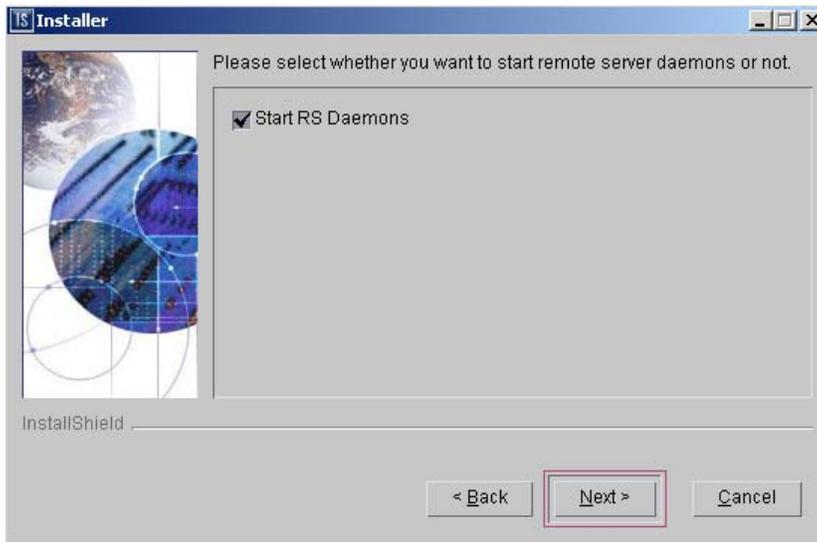
13 Click **Next**. A screen displays a message describing the status of the remote server daemons.

14 Click **Next**. A screen opens, allowing you to start the Tomcat Web Server.
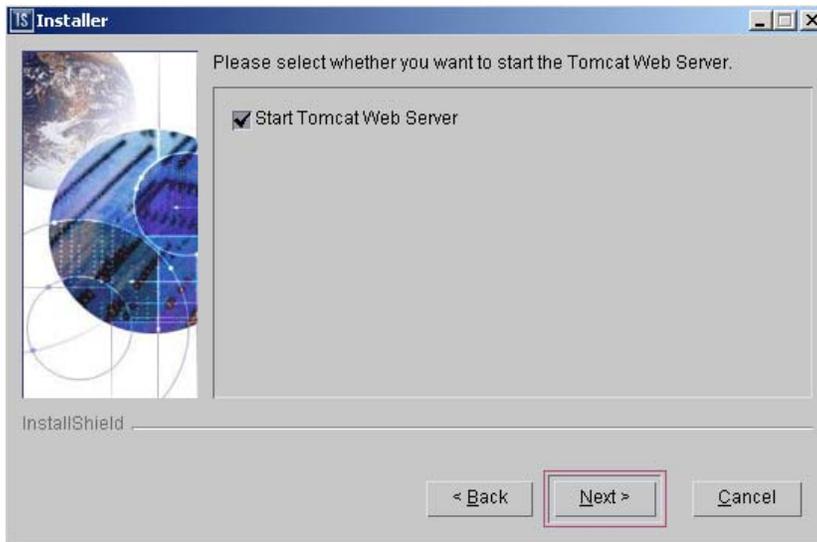
15 Click **Next**. The installation is complete.
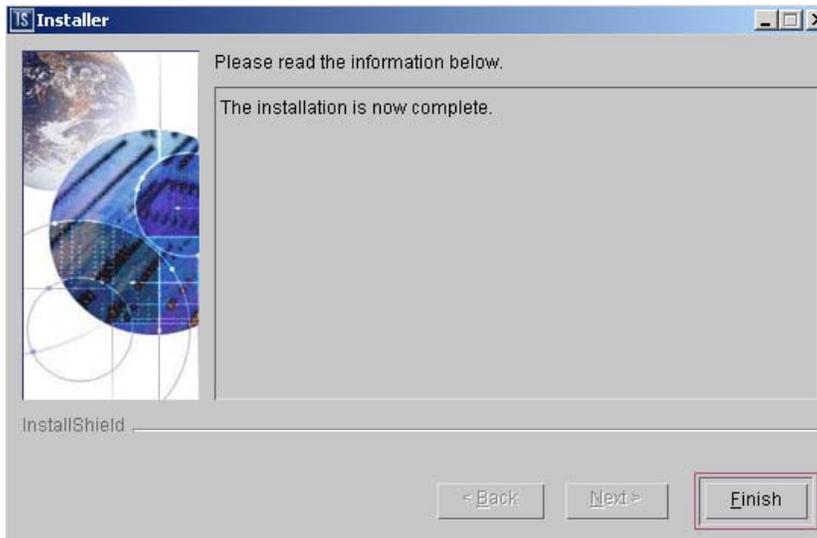
16 Click **Next**. The Installer Wizard closes.

17 Either close this login session or set up the new patched VitalQIP environment before doing any VitalQIP operations:

- **. $QIPHOME/etc/shrc**

18   Make sure all VitalQIP services are stopped. Your data may become corrupt if you run the database scripts without stopping VitalQIP services.

19   Execute the database scripts. The **qipinst** utility should be run to apply all necessary SQL scripts for the VitalQIP 7.1 PR5 patch release.

E ND O F S TEPS

Patch installer for the Remote server on Windows

This installation is intended only for the VitalQIP 7.1PR5 remote server on Windows. It is a workaround for VQIP00017684.

To apply VitalQIP 7.1 PR5 on Windows Remote Servers, follow these steps:

1   Make sure VitalQIP 7.1 B145 (Base version) or 7.1 B155 (PR1) or higher is installed. If not, install the appropriate version.

2   Remove the folder *C:\Program Files\Common Files\InstallShield\Universal\common*.

3   Start the patch installation by double clicking **qip71setupwin32remote.exe**. The License Agreement opens.
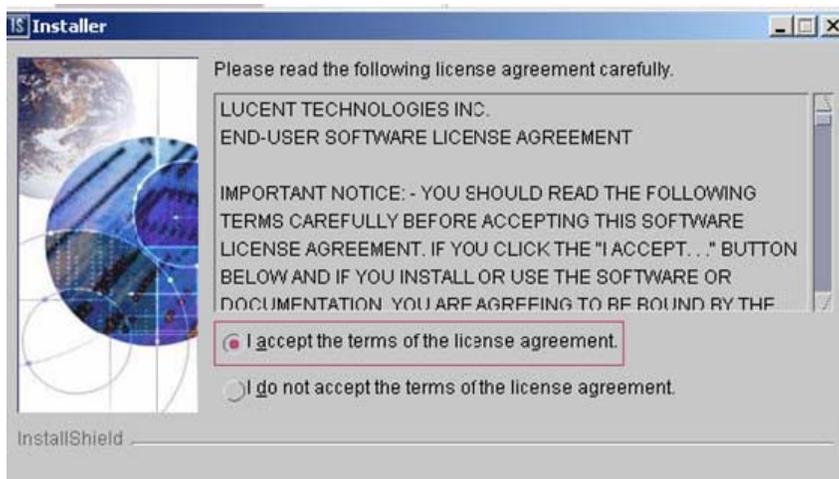
4   Accept the license agreement and click **Next**. The Welcome screen opens.

5   Click **Next**. VitalQIP Platform Support Policy screen opens.
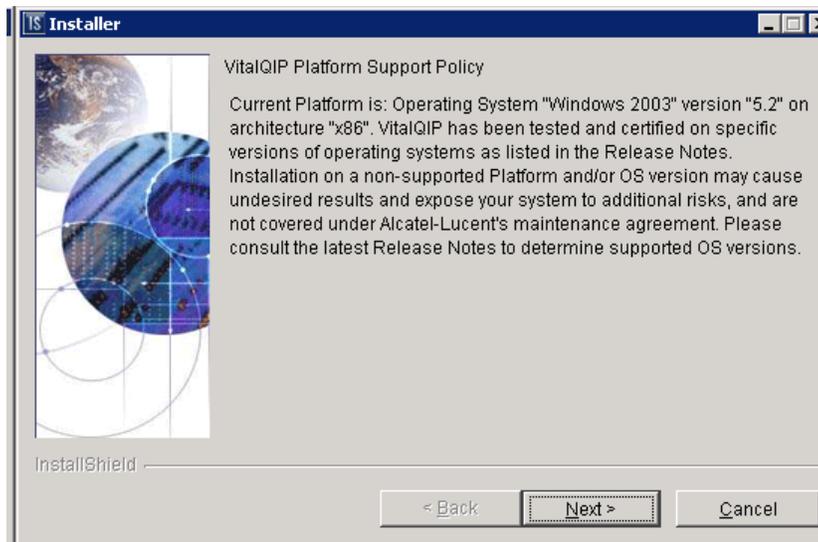
6   Click **Next**. The Directory screen opens.
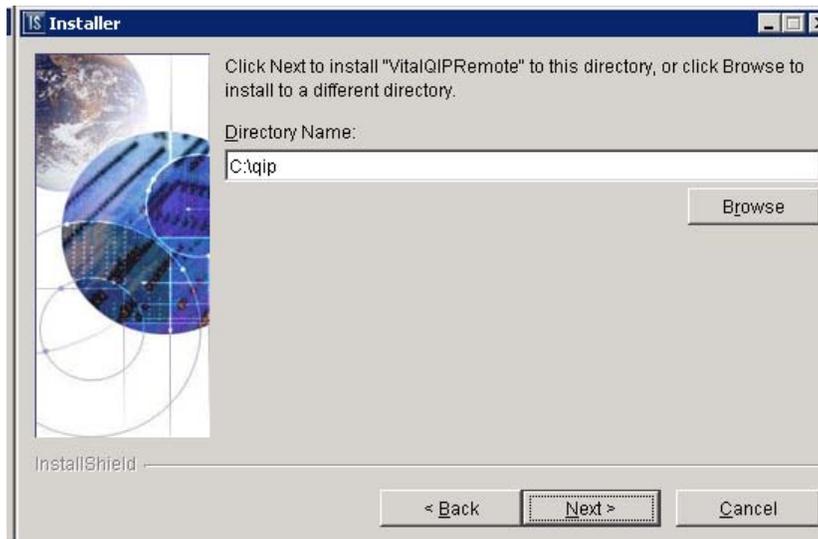
7   Click **Next**. A screen describing the components you want to install opens. This screen varies depending on the way your site is configured. It describes the location and features of the current installation. If the follow screen, only remote component is displayed.
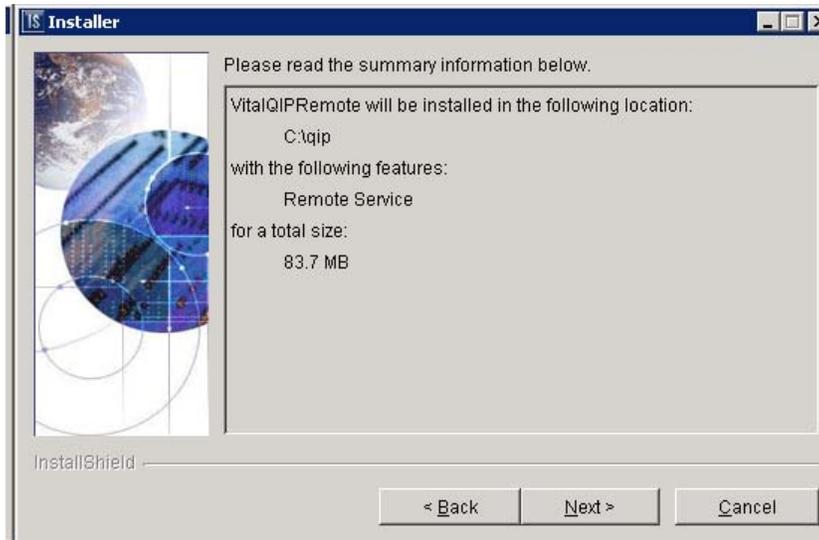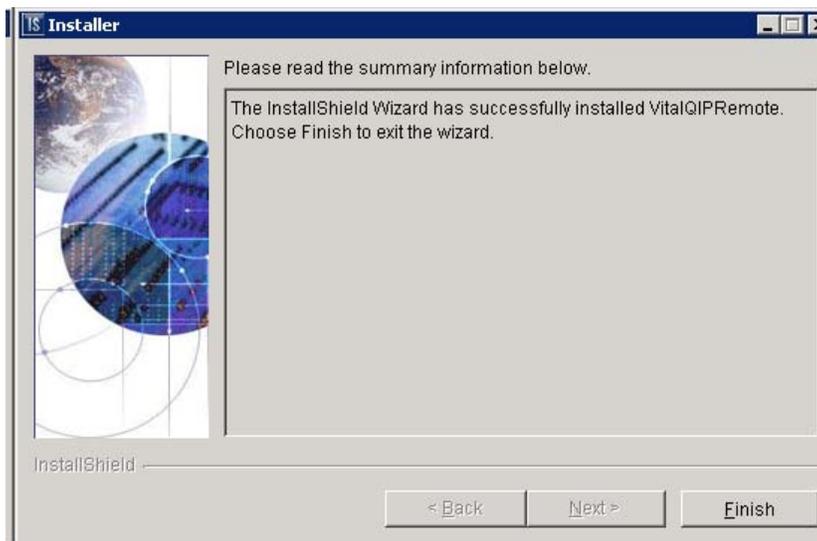
8   Click **Next**. The VitalQIP patch is installed.
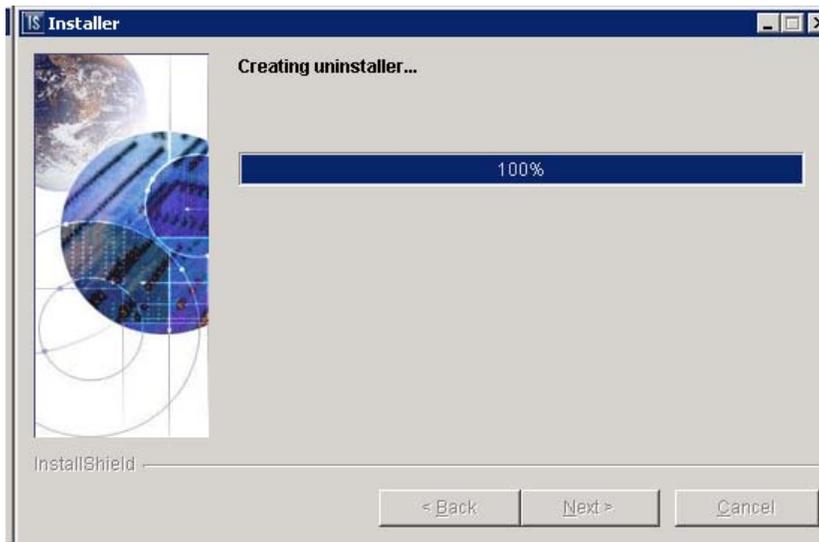
9   If the *common.jar* file is found on your system, the following screen opens.
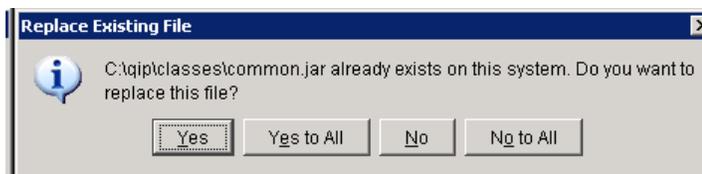
10 Click **Yes to All**. Remove output files screen opens.
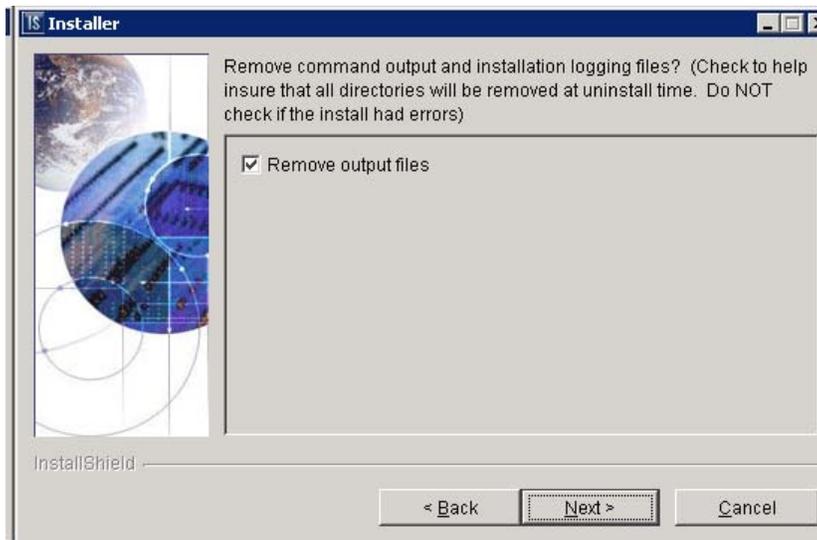
11 Click **Next**. Finish screen opens.

12 Click **Finish**. The Installer Wizard closes.

E ND OF S TEPS

Post-installation tasks

Installation of SQL scripts

Patch Build 173 (PR5) includes required SQL scripts that contain VitalQIP database schema changes. All VitalQIP components that access the database are required to upgrade to B173. This includes the client GUI, CLIs, Enterprise Server, and Update Servers. Remote Servers are not affected unless the database accessing libraries/components resides on the server.

The following command executes a series of SQL scripts for Patch Build 173 (PR5):

UNIX
```
$QIPHOME/usr/bin/qipinst -u qipadmin -p qipadmin -s <db name> -l
$QIPHOME/log/qip-patch.log -c patch
```

Windows
```
%QIPHOME%\qipinst -u qipadmin -p qipadmin -s <db name> -l
%QIPHOME%\log\qip-patch.log -c patch
```

Alternatively, the following commands can be used to run each SQL script individually:

Sybase
```
isql –U qipadmin –P <sa_password> –i <script name>.sql
```

Oracle
```
sqlplus qipadmin/<password>@<databasename> @<script name>.sql
```

The following scripts are executed by the **qipinst** utility:

- **71_16551orascript.sql** or **71_16551sybscript.sql**
- **view.sql**
- **sp.sql**
- **trigger.sql**
- **set_version.sql**

DHCP push failure script

To resolve the problem described in VQIP00022431 on page 6-24 and enable DHCP pushes for scopes defines in the VitalQIP 7.1 PR4 web client GUI, follow these steps:

1   Download *71_20719sybscript.sql* or *71_20719orascript.sql* from the ALED site.

2   Copy *71_20719sybscript.sql* or *71_20719orascript.sql* to the *QIPHOME/script* folder.

3   Change directory to *QIPHOME/script*.

4   Run the SQL script as follows:

Sybase

```
isql -U qipadmin -P <sa_password> -i 71_20719sybscript.sql
```

Oracle

```
sqlplus qipadmin/<password>@<databasename> @71_20719orascript.sql
```

E N D O F S T E P S

Afrinic maintainer script

To resolve the problem described in VQIP00022455 on page 6-24 and add support for Afrinic maintainers in VitalQIP 7.1 PR5, follow these steps:

1   Download *afrinic_sybase.sql* or *afrinic_oracle.sql* from the ALED site.

2   Copy *afrinic_sybase.sql* or *afrinic_oracle.sql* to the *QIPHOME/script* folder.

3   Change directory to *QIPHOME/script*.

4   Run the SQL script as follows:

Sybase

```
isql -U qipadmin -P <sa_password> -i afrinic_sybase.sql
```

Oracle

```
sqlplus qipadmin/<password>@<databasename> @afrinic_oracle.sql
```

E N D O F S T E P S

Review the fixed defect list

Review "Resolved issues" on page 5-1 for any special instructions that may apply.

> **Important!** *For environments with Oracle 9 Clients only.* If the VitalQIP Motif GUI client is loaded against an Oracle 9 client, relink Oracle 9 library after the installation:
>
> ```
> # cd $QIPHOME/usr/lib
> # rm libqiporacle.so (to break the link from libqiporacle.so.10
> to libqiporacle.so)
> # ln -s libqiporacle.so.9 libqiporacle.so
> ```
>
> **Important!** If using Userexits on Windows, refer to the Workaround Notes for VQIP00020396 on page 5-7.

Restart VitalQIP services

Restart the VitalQIP services. Use the **qip-es-startup** and/or **qip-rs-startup** scripts (located in the *$QIPHOME/etc* directory) for UNIX or the VitalQIP Service Controller for Windows. Errors about DNS and DHCP already running may be ignored.

Uninstalling the VitalQIP 7.1 Patch

Restore script for UNIX

To uninstall the VitalQIP 7.1 patch, you must have the **qip-isrestore.sh** utility downloaded into a directory other than *$QIPHOME* or *$HOME/InstallShield*.

When you installed this patch, a file called *qip-isbackup.tar* was created in *$QIPHOME/..* that contains uninstall information. To uninstall this patch, follow these steps:

1	Stop all VitalQIP services.
2	Login to the host as root and set up the session environment as required for the product installation/operation.
3	Source in the VitalQIP environment for the existing patched installation using the following command: **. $QIPHOME/etc/shrc**

4   Uninstall the current installed, patched VitalQIP product using the following command:

`$QIPHOME/_uninst/uninstaller.bin`

5   Restore the backup of the VitalQIP installation and associated InstallShield product database by using the following commands:

`cd $QIPHOME/..` `#change to the directory where the utilities were downloaded`

`./qip-isrestore.sh`

6   Either close this login session or set up the new patched VitalQIP environment before doing any VitalQIP operations by using the following command:

`. $QIPHOME/etc/shrc`

E ND O F S TEPS

Restore script for Windows

To uninstall the VitalQIP 7.1 patch, you must have the **`qip-isrestore.bat`** utility downloaded into a directory other than *%QIPHOME%* or *%CommonProgramFiles%\InstallShield*.

When you installed this patch, a backup directory called *qip-isbackup* was created in the parent directory of *%QIPHOME%* that contains the uninstall information.

> **Important!** Do not execute the VitalQIP 7.1 uninstall before running **`qip-isrestore.bat`**. Although the script would restore the file directory content of %QIPHOME% and the InstallShield database, the system environment, registry, and service information for VitalQIP would not be restored.

To uninstall this patch, follow these steps:

1   Stop all VitalQIP services.

2   Open a command line window and change directory to the %QIPHOME% parent directory by typing:

`cd %QIPHOME%\..`

3   Restore the backup of the VitalQIP installation and associated InstallShield product database as follows:

`qip-isrestore.bat`

4   If the pre-patched VitalQIP installation included Lucent DNS support and the DNS installation location selected during that installation was not the default (*%QIPHOME%\named*), move the *%QIPHOME%\named* directory to the user selected DNS installation location after the patch installation is completed. Note that since only executables are installed by the patch, this should not affect the user configuration or data files.

5   If you did not use the default directory (*%QIPHOME\named*) when installing Lucent DNS, you must restore the DNS file from the backup location.

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Restore your database

To restore your database, follow these steps:

1   Import your VitalQIP data using VitalQIP's **qip-import** utility. For more information about **qip-import**, refer to the *VitalQIP Command Line Interface User's Guide*.

2   Notify your Oracle database administrator to run Oracle's **analyze** command to gather statistics on the VitalQIP database after it has been imported. This step helps with performance.

E ND O F S TEPS

Appendix A: Change Sybase sort order

Overview

Purpose

This appendix contains details on changing the Sybase sort order.

Contents

This appendix covers these topics.

Changing the Sybase sort order and re-indexing

If you are upgrading from VitalQIP 7.0 and *are already running Sybase 15.0.1*, you must perform the procedure in this section. If you are upgrading from a previous version of VitalQIP and a previous version of Sybase, you can skip this section.

With VitalQIP 7.1, the sort order for Sybase changed to Binary sort order for the ISO 10646-1, UTF-8 multibyte encoding. You need to change the sort order and re-index the database before you can work with VitalQIP 7.1.

UNIX instructions

To change the sort order and re-index the database, follow these steps:

1   Shut down VitalQIP processes.

2   Source in the VitalQIP environment.

3   Change directories to the *script* subdirectory under QIPHOME:

    cd *$QIPHOME*/script

4   Drop the existing VitalQIP database constraints using the following command:

    isql -U qipadmin -P *<qipadmin_password>* -S *<db_server_name>* -i drop_constraint.sql

5   Drop the existing VitalQIP database indexes using the following command:

    qip-util -u qipadmin -p *<qipadmin_password>* -s *<db_server_name>* DropIndex

6   Source in the SYBASE environment.

7   Go to the following directory:

    cd $SYBASE/ASE-15_0/bin

8   Set the DISPLAY UNIX variable.

9   Enter **./sqlloc**. The Adaptive Server Selection window opens.

10 Select the adaptive server name and click **OK**. The SA User Name and Password window opens.

11 Enter **sa** and the sa password and click **OK**. The Default Language, Character Set and Sort Order window opens.
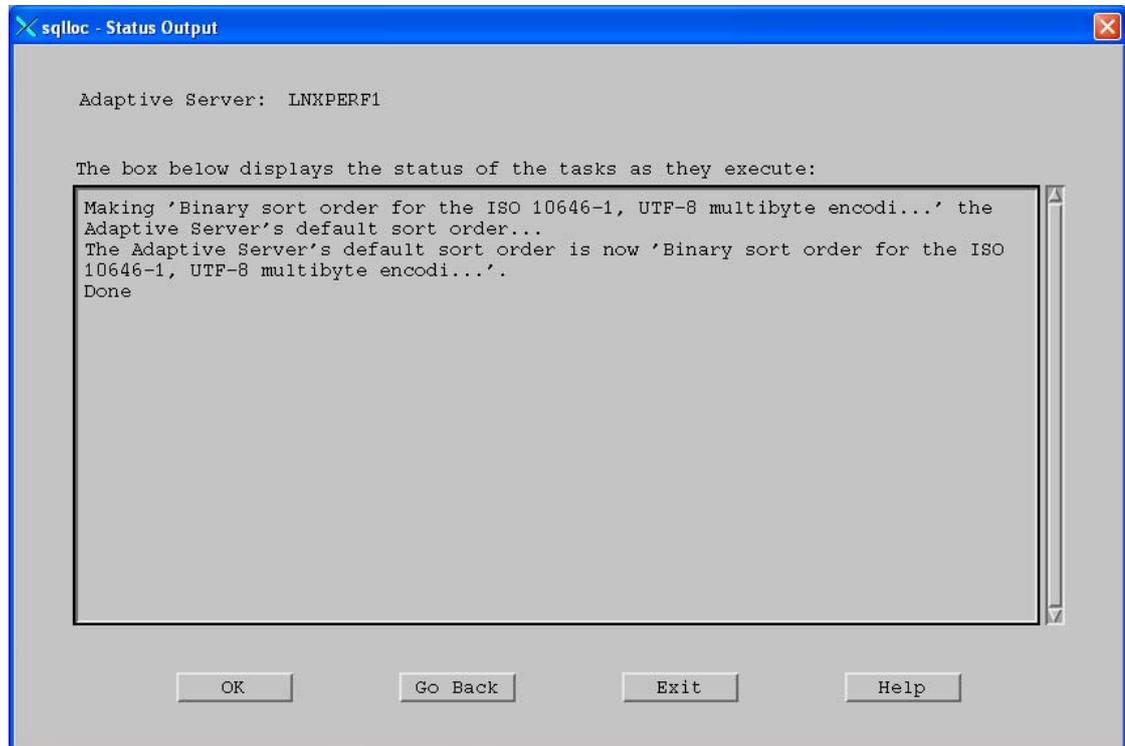
12 Select **Binary sort order for the ISO 10646-1, UTF-8 multibyte encoding** from the
sort order pick list and click **OK**. The Rebuild index warning dialog box opens.
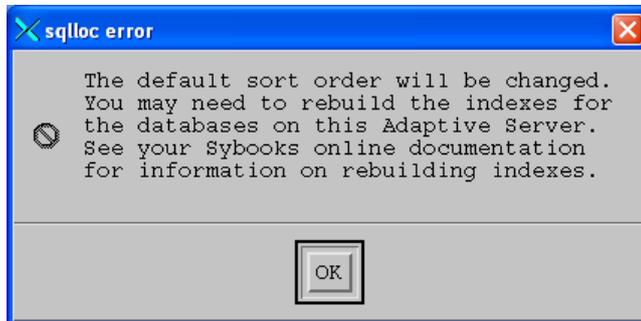
13 Click **OK** to acknowledge the index rebuild warning. The Localization Summary
window opens.
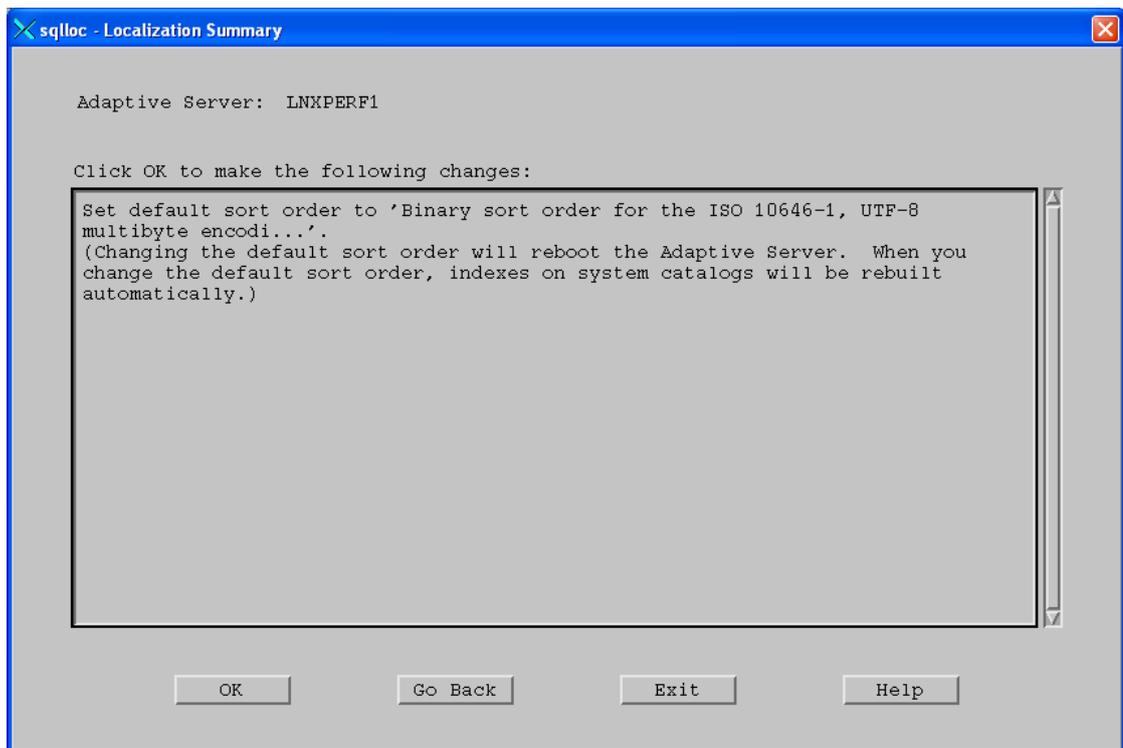
14 Click **OK** to make the sort order change. The Status Output window opens.

15   Review the status for any errors. If there are no errors, and the last line reads `Done`,
     click **Exit**. A confirmation dialog box opens.
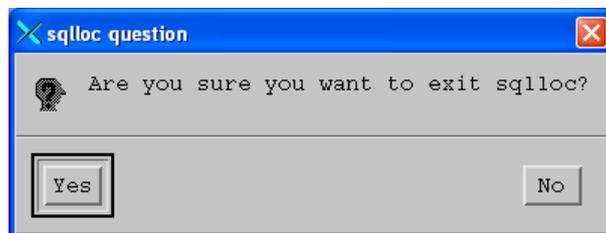
16   Click Yes to exit **sqlloc**.

17   Change directories to the *script* subdirectory under QIPHOME:

     cd *$QIPHOME*/script

18   Add back the indexes, constraints, and rebuild the triggers by executing the following
     commands.

     isql -U qipadmin -P *<qipadmin_password>* -S *<db_server_name>*
     -i index.sql-o *<output_log_file>*
     isql -U qipadmin -P *<qipadmin_password>* -S *<db_server_name>*
     -i alter_table.sql

```
isql -U qipadmin -P <qipadmin_password> -S <db_server_name>
-I trigger.sql –o <output_log_file>
```

19 Correct the master database suspect indexes, by executing the following commands:

```
isql -U sa -P <sa_password> -S <db_server_name>
1> dbcc reindex(spt_mda)
2> go
```
Checking table 'spt_mda' (object ID 1472005244): Logical page
size is 8192 bytes.
The sortorder and character set ID's for index 2 on this table
were 50:1 in sysindexes. They have been corrected to 50:190.
The indexes for 'spt_mda' are already correct. They will not
be rebuilt.
DBCC execution completed. If DBCC printed error messages,
contact a user with System Administrator (SA) role.

```
1> dbcc reindex(spt_jtext)
2> go
```
Checking table 'spt_jtext' (object ID 1520005415): Logical page
size is 8192 bytes.
Msg 7952, Level 16, State 1:
Server 'LNXPERF1', Line 1:
The sortorder and character set ID's for index 2 on this table
were 50:1 in sysindexes. They have been corrected to 50:190.
The indexes for 'spt_jtext' are already correct. They will not
be rebuilt.
DBCC execution completed. If DBCC printed error messages,
contact a user with System Administrator (SA) role.

```
1> dbcc reindex(spt_ijdbc_mda)
2> go
```
Checking table 'spt_ijdbc_mda' (object ID 1152004104): Logical
page size is 8192 bytes.
The sortorder and character set ID's for index 2 on this table
were 50:1 in sysindexes. They have been corrected to 50:190.
The indexes for 'spt_ijdbc_mda' are already correct. They will
not be rebuilt.
DBCC execution completed. If DBCC printed error messages,
contact a user with System Administrator (SA) role.

20 Verify there are no suspect indexes by executing the following commands:

```
isql -U sa -P <sa_password>
1> use master
2> go
```

```
1> sp_indsuspect
2> go
There are no suspect indexes in database master.
(return status = 0)
1> use QIP
2> go
1> sp_indsuspect
2> go
There are no suspect indexes in database QIP.
(return status = 0)
```

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Windows instructions

To change the sort order and re-index the database, follow these steps:

1   Access the Language Options screen, as described in "Windows: configure the
    database", in Chapter 2 of the *VitalQIP Installation Guide*.
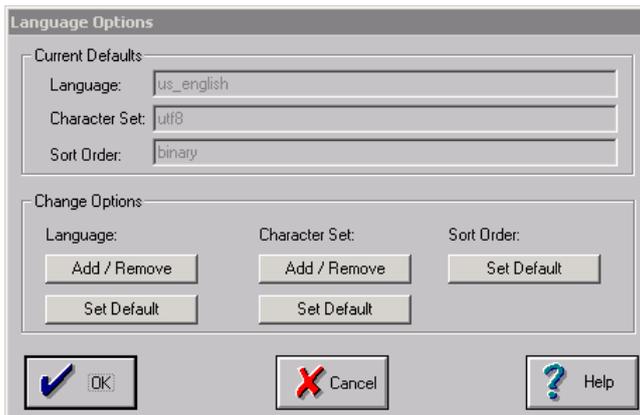

2   A universal character set needs to be selected in order to convert one language into
    another language. In the Language Options screen, click Add/Remove under Character
    Set. The Install Character Sets screen opens.
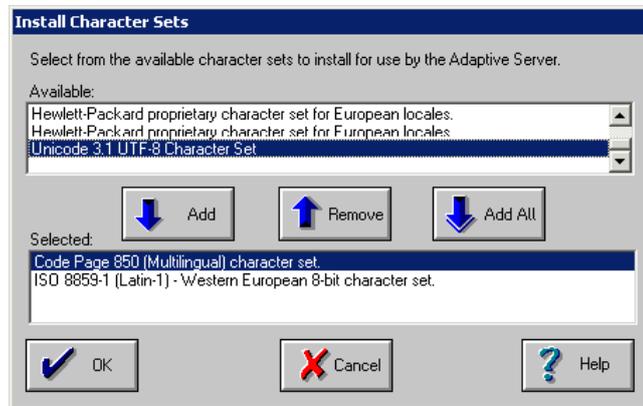
3   From the **Available** list, select **Unicode 3.1 UTF-8 Character Set** and click **Add**. The
     selection is added to the **Selected** list. Once you have made your selections, click **OK**.

4   The character set needs to default to the Unicode 3.1 UTF-8 character set. In the
     Language Options screen, click **Set Default** under **Character Set**. The Change Default
     Character screen opens.
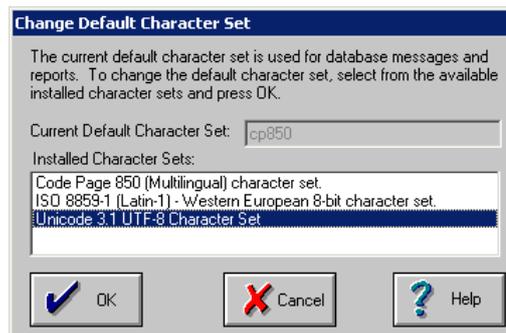
5   Select **Unicode 3.1 UTF-8 Character Set** and click **OK**.

6   The sort order needs to default to Binary sort order for the ISO 10646-1, UTF-8
     multibyte encoding character set. In the Language Option screen, click **Set Default**
     under **Sort Order**. The Select Default Sort Order screen opens.
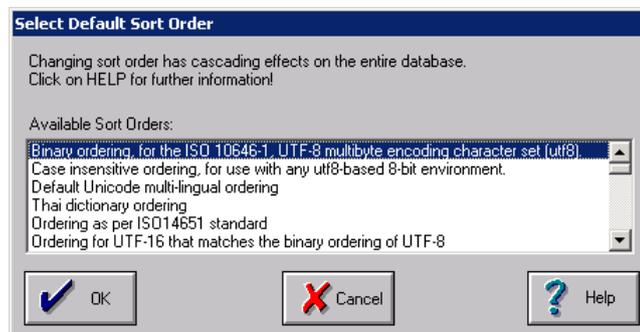
7	Select **Binary sort order for the ISO 10646-1, UTF-8 multibyte encoding character set (utf8)** and click OK.
8	Click **OK** again and click Save in the Configure Adaptive Server screen to save the changes.
9	Click **Exit** to close the Configure Sybase Servers screen.
10	Open a command window.

11	Add back the indexes, constraints, and rebuild the triggers by executing the following commands.
	
	`isql -U qipadmin -P <qipadmin_password> -S <db_server_name>`
	`-i index.sql-o <output_log_file>`
	`isql -U qipadmin -P <qipadmin_password> -S <db_server_name>`
	`-i alter_table.sql`
	`isql -U qipadmin -P <qipadmin_password> -S <db_server_name>`
	`-I trigger.sql -o <output_log_file>`

12	Correct the master database suspect indexes by executing the following commands:
	
	`isql -U sa -P <sa_password> -S <db_server_name>`
	`1> dbcc reindex(spt_mda)`
	`2> go`
	`Checking table 'spt_mda' (object ID 1472005244): Logical page size is 8192 bytes.`
	`The sortorder and character set ID's for index 2 on this table were 50:1 in sysindexes.  They have been corrected to 50:190.`
	`The indexes for 'spt_mda' are already correct.  They will not be rebuilt.`
	`DBCC execution completed. If DBCC printed error messages, contact a user with System Administrator (SA) role.`
	
	`1> dbcc reindex(spt_jtext)`
	`2> go`
	`Checking table 'spt_jtext' (object ID 1520005415): Logical page size is 8192 bytes.`
	`Msg 7952, Level 16, State 1:`
	`Server 'LNXPERF1', Line 1:`
	`The sortorder and character set ID's for index 2 on this table were 50:1 in sysindexes.  They have been corrected to 50:190.`
	`The indexes for 'spt_jtext' are already correct.  They will not be rebuilt.`
	`DBCC execution completed. If DBCC printed error messages, contact a user with System Administrator (SA) role.`

```
1> dbcc reindex(spt_ijdbc_mda)
2> go
Checking table 'spt_ijdbc_mda' (object ID 1152004104): Logical
page size is 8192 bytes.
The sortorder and character set ID's for index 2 on this table
were 50:1 in sysindexes.  They have been corrected to 50:190.
The indexes for 'spt_ijdbc_mda' are already correct.  They will
not be rebuilt.
DBCC execution completed. If DBCC printed error messages,
contact a user with System Administrator (SA) role.
```

13 Verify there are no suspect indexes by executing the following commands:

isql -U sa -P *<sa_password>*

```
1> use master
2> go
1> sp_indsuspect
2> go
There are no suspect indexes in database master.
(return status = 0)
1> use QIP
2> go
1> sp_indsuspect
2> go
There are no suspect indexes in database QIP.
(return status = 0)
```

E N D   O F   S T E P S