



VitalQIP[®] DNS/DHCP & IP Management Software

VitalQIP[®] (QIP)

Release 7.2 PR2 Build 1156

RELEASE NOTES

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Refer to Appendix C, "Third party software license statements" in the *VitalQIP Release 7.2 PR2 Installation Guide* (190-409-043R7.2PR2) for a complete description of all software licenses used to develop this product.



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About this document



Purpose

This document provides important information about the contents of Navis RM. It covers new features, system requirements, product installation and upgrade information, as well as resolved problems and known issues.

Important! The contents of this document are cumulative for Navis RM.

Reason for reissue

The following table shows the revision history of this document.

Revision	Issue number	Location
Added verbiage for the Solaris 10 UltraSPARC platform patch	2	“Platform patches” (p. 7-3)
This is the first release of Navis RM.	1	Throughout the book

Conventions used

This document uses the following typographical conventions:

Appearance	Description
<i>Italicized text</i>	<ul style="list-style-type: none">• File and directory names• Titles of publications• A value that the user supplies
<i>Bold italicized text</i>	<ul style="list-style-type: none">• Emphasized information
graphic user interface text or key name	<ul style="list-style-type: none">• 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
<input variable>	Input variable for which you must substitute another value. The angle brackets also indicate the value is a variable.
output text	Text that a system displays or prints

Technical support

If you need assistance with VitalQIP and related products, you can contact the Global Welcome Center for your region. Contact information is provided in the following table.

Region	Address	Contact information
North America	Alcatel-Lucent 400 Lapp Road Malvern, PA 19355 USA	Phone: 1-866-LUCENT8 (582-3688) Option 1, Option 2 Web: www.alcatel-lucent.com/support
Europe, Middle East, and Africa	Alcatel-Lucent Voyager Place Shoppenhangers Road Maidenhead Berkshire SL6 2PJ UK	Phone: 00 800 00 LUCENT or +353 1 692 4579 Email: emeacallcenter@alcatel-lucent.com Web: www.alcatel-lucent.com/support
Central and South America	Alcatel-Lucent Brasil S/A Avenida Marginal Direita Anchieta, 400 - Km 11,5 CEP: 04182-901 - Jardim Santa Cruz - Sao Paulo - SP Brazil	Phone: 0800 89 19325 or +55 11 3205 7626 For other local CALA numbers, consult the web site www.alcatel-lucent.com/support or contact your local sales representative.
Asia Pacific	Alcatel-Lucent Australia 280 Botany Road Alexandria NSW 2015 Australia	Phone: 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) Email: apactss@alcatel-lucent.com

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How to comment

To comment on this document, go to the [Online Comment Form](#) or e-mail your comments to the Comments Hotline (comments@alcatel-lucent.com).



1 Release components

Overview

Purpose

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

Contents

This chapter covers these topics.

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Software deliverables

The following table lists the software that comprises the Navis Network Manager Release 4 release.

Table 1-1 Software deliverables

Type	Platform	Directory	File
VitalQIP Software	Linux	<i>VitalQIP/7.2/Patches/PR2/Linux</i>	<i>qip72SetupLinuxgccr1.bin</i>
	Sun Solaris	<i>VitalQIP/7.2/Patches/PR2/Solaris</i>	<i>qip72SetupSolarisr1.bin</i>
	Solaris x86		<i>qip72SetupSolarisx86r1.bin</i>
	Windows	<i>Vitalqip/7.2/Patches/PR2/Windows</i>	<i>qip72setupwin32r1.exe</i>

How to obtain software

VitalQIP Navis Network Manager 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 **Support**, click **Documentation**.
- 5 Click **V**.
- 6 Click on **VitalQIP®**.
- 7 Under **Documentation and downloads**, click **Downloads: Electronic Delivery**.
- 8 Select **VitalQIP** and click **Next**.
- 9 Select **7.2** and click **Next**.
- 10 Select **Product-Media-7.2** and click **Next**.
- 11 Select the appropriate platform and click **Next**.
- 12 Select the file to download and click **Next**.
- 13 Specify the download directory on your local machine.
- 14 Click **Download** to use the legacy download agent, or **Download Plus** to use the GetPlus® download agent.

END OF STEPS

Document deliverables

Documentation available for this release

The following table lists the available documentation for the Navis Network Manager Release 4 release.

Table 1-2 Documentation deliverables

Type	Directory	File
Manuals	/VitalQIP/7.2/Docs	VitalQIP72PR2RN.pdf
Release Notes	/VitalQIP/7.2/Docs	VitalQIP72RN.pdf
	/VitalQIP/7.2/Linux	
	/VitalQIP/7.2/Solaris	
	/VitalQIP/7.2/Windows	

The following table lists the documents that comprise the documentation set for VitalQIP 7.2 PR2.

Table 1-3 Documentation list

Document ID	Document Title
Included in docs.zip file:	
190-409-124R7.2 PR2	<i>VitalQIP Web Client Quick Start Guide</i>
190-409-042R7.2 PR2	<i>VitalQIP Administrator Reference Manual</i>
190-409-043R7.2 PR2	<i>VitalQIP Installation Guide</i>
190-409-044R7.2 PR2	<i>VitalQIP Command Line Interface User's Guide</i>
190-409-068R7.2 PR2	<i>VitalQIP User's Guide</i>
190-409-079R7.2 PR2	<i>VitalQIP Web Client User's Guide</i>
Also available on OLCS:	
190-409-091R7.2 PR2	<i>VitalQIP Web Service Interface Specification</i>

To obtain documentation

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

To navigate OLCS, follow these steps:

1. Go to <https://support.lucent.com/portal/productIndexByCat.do>.
2. After a successful login, 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**.

Important! You can also download the latest issue of all release related documents by selecting the **Downloads: Electronic Delivery** option available on OLCS.



2 New features

Overview

Purpose

The following sections identify the new features and/or capabilities contained in Navis RM.

Contents

This chapter covers these topics.

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New features

Following are new features included in this release.

Table 2-1 New features

Feature ID	Feature name	Description
R.VQIP7.2PR2-10020	DHCP options for the subnet	You can now specify additional options or values for existing options for individual subnets, which will be applied to all the leases granted from the subnet. This will support new services such as VoIP.
R.VQIP7.2PR2-10050	IPv4 subnet and object move	From the VitalQIP web GUI, you can now perform both immediate and scheduled subnet and object moves, as it is done in the VitalQIP thick client.
R.VQIP7.2PR2-10060	QuickView enhancements	Using the QuickView in the VitalQIP Web GUI, you can graphically view the objects in a subnet, the subnets in a network, or the networks that contain subnets associated with a domain. VitalQIP is now enhanced to perform different operations from within the QuickView windows.
R.VQIP7.2PR2-10030	Object audit report	The object audit history report displays the history of a specified object. After a subnet is deleted, the object audit history report can continue to be produced. If the subnet information for the report is not found in the subnet table, the report looks in the subnet audit table for the subnet information. If the subnet information is not found in the subnet audit table, the subnet IP address displayed on the report will be 0.0.0.0 and the subnet mask will be 255.0.0.0.
R.VQIP7.2PR2-10040	Zone audit report	You can now produce a report to show the audit history of a zone and the resource records associated with the zone.

Feature ID	Feature name	Description
R.VQIP7.2PR2-10070	Recurring scheduled items	VitalQIP allows users to schedule recurring tasks to occur at specific times of the day or at specific intervals. These tasks may be scheduled from different areas of VitalQIP. The VitalQIP 7.2PR2 web GUI allows users to view all their recurring tasks in one screen.
R.VQIP7.2PR2-10080	Qooxdoo localization	VitalQIP allows users to translate/change the static content in the web GUI.
R.VQIP7.2PR2-10090	Object delete	The VitalQIP web UI allows the deletion of objects from the Manage Objects screen. You can now delete the object when viewing the object profile, without returning to the Manage Objects screen.
R.VQIP7.2PR2-10100	Active Lease screen improvements	From the VitalQIP web GUI Active Lease screen, you can now refresh the list and delete leases.
R.VQIP7.2PR2-10110	Object description	Every object has an optional Description field associated. You can now view this field in the Manage Objects table.
R.VQIP7.2PR2-10120	Windows 2008 Active Directory support	VitalQIP now supports Microsoft DNS and DHCP servers using Active Directory on Windows 2008.
R.VQIP7.2PR2-10130	Access Control Self Registration	You can now register yourself and/or your devices via the Self Registration module.
R.VQIP7.2PR2-10140	LDRM	The LDRM module which was previously delivered as a VitalQIP add-on, is now available with the installation of VitalQIP. This eliminates the need for a separate delivery of LDRM.
R.VQIP7.2PR2-10150	Solaris x86 support	VitalQIP remote services are now supported on Solaris x86 platform.
R.VQIP7.2PR2-10210	Licensing	The VitalQIP license key is not backward compatible to previous releases. You will need to obtain a new license key, if you are upgrading to VitalQIP7.2PR2 from previous releases. License keys from previous releases do not work with VitalQIP 7.2PR2.



3 Test results

Overview

Purpose

This chapter is not pertinent to the Navis Network Manager release.



4 Changes to interfaces, alarms, and messages

Overview

Purpose

This chapter is not pertinent to the Navis Network Manager release.



5 Resolved issues

Overview

Purpose

This chapter describes resolved issues in this release.

Contents

This chapter covers these topics.

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Resolved issues in Navis RM

The following table identifies issues that have been resolved in Navis RM.

ARs resolved in Navis RM release

Fault ID	AR number	Severity	Description of Issue
VQIP00017150	1-1748650	3: Medium	After importing data, Help > About is not listing the proper count for the number of defined subnets.
VQIP00009152	1-1436344	3: Medium	The enterdomain/enterreversezone cannot handle the input file which has multilined text as its field value.
VQIP00009633	1-1217034	3: Medium	RFE: Client Class should be configurable on a subnet basis.
VQIP00010960	1-1374096	4: Low	The error message for enterospf does not clearly indicate the actual problem with the managed subnet character limit.
VQIP00017488	1-1690857	3: Medium	The CLI command qip-setadminrole fails if "=" character is present in the input data.
VQIP00017702	1-1770660	3: Medium	The QIP_search routine returns only the first 33 characters, although the search list contains more than 33 characters.
VQIP00017722	1-1022567	3: Medium	The CLI command exportsimpleobj used with the -f option displays a "." on the screen after each row.
VQIP00017751	1-1790895	3: Medium	When the VitalQIP QIP Update Service (qip-qipupdated) is first started, it is unable to successfully attach to the database and incorrectly binds to all interfaces on a random port that is numbered higher.
VQIP00019462	1-1903219	3: Medium	A normal administrator with multiple administrative roles assigned, can use applications from each organization when creating an object.
VQIP00019505	1-1916523	4: Low	Running a report via the Web GUI shows all objects/entries in a specific IPv4 subnet. However, the setup to create such a report only allows for the selection of specific type of objects to appear in the report. You cannot select "All" under the "Type" drop-down list.
VQIP00019526	1-1930722	3: Medium	You cannot schedule an object move and specify the move destination from the VitalQIP web GUI.

Fault ID	AR number	Severity	Description of Issue
VQIP00019679	1-1980732	4: Low	The procedure to migrate a DHCP server from one machine to another is not documented in the VitalQIP user documentation.
VQIP00019986	1-1991502	3: Medium	NS and glue records are not available in the multimaster root scenario.
VQIP00020320	1-2026906	3: Medium	Retrieving block definitions from VitalQIP address allocation using the CLI command qip-cli -c block, get with the output format as CSV, results in an error.
VQIP00020426	1-2034706	3: Medium	DHCP data is not automatically displayed when you modify an object profile in the VitalQIP web GUI.
VQIP00020428	1-2043680	4: Low	The CLI command entersimpleobj does not write errors to the output file.
VQIP00020536	1-2070508	3: Medium	Creating a subnet organization, executing an object audit from an IPv4 address or a hostname, generating DHCP from the screen, and executing a screen DNS generation or sending it in a local file are not possible from the VitalQIP web GUI.
VQIP00020596	1-2081030	3: Medium	Performing mass imports with the qip-setobject CLI command directs the errors to STDOUT/STDERR or a text file without line breaks. The error log is not clear.
VQIP00020597	1-2097756 1-2168892 1-2202853 1-2258220	3: Medium	In the Manage Objects page of the VitalQIP web GUI, there is no column "Object Description" as present in the VitalQIP thick client.
VQIP00020611	1-2107736	3: Medium	Deleting the administrator account from the VitalQIP web GUI is not possible, if the administrator account was used to access the web GUI.
VQIP00020620	1-2104070	3: Medium	Expanding DNS servers under zones is not possible, if secure updates are enabled in the VitalQIP web GUI.
VQIP00020630	1-2118510	4: Low	Inaccurate error messages are displayed when deleting domains that have active server objects.
VQIP00020632	1-2123443	3: Medium	Unable to use a Perl script as a DHCP userexit in Windows.

Fault ID	AR number	Severity	Description of Issue
VQIP00020640	1-2120121	3: Medium	After a successful DNS push, the VitalQIP remote server leaves a file and directory in <i>\$QIPHOME/tmp</i> . There is one file and one directory left for each successful push.
VQIP00020659	1-2136580 1-2477486	4: Low	When modifying an existing DNS Server in the VitalQIP web GUI, an error message is displayed.
VQIP00020664	1-2146778	3: Medium	A method is needed to validate/generate the VitalQIP license key, based on the hostid.
VQIP00020665	1-2123413	4: Low	The Quick View must display different object statuses (Unused, Static, M-DHCP, D-DHCP...) in different colors.
VQIP00020681	1-2156008	4: Low	Resource records of type TXT are displayed twice in the VitalQIP web GUI.
VQIP00020685	1-2151799	4: Low	In the VitalQIP web GUI, DNS servers for a zone cannot be expanded, if more than one DNS primary server for that zone has the same hostname but different domains.
VQIP00020693	1-2100413 1-2305267	3: Medium	The VitalQIP web GUI on windows crashes, if you select Quick View.
VQIP00020694	1-2151738	4: Low	The number of defined objects in the Help > About screen displays 0, instead of the actual number of defined objects.
VQIP00020695	1-2165974	3: Medium	Deleting objects from the Search Results page and from the object profile is not possible.
VQIP00020697	1-2096106	3: Medium	When deleting aliases from the Managed Objects > Object Profile > Alias screen, the name of the alias is not displayed. After clicking the << button, the alias name that is highlighted on the left in the text box after Aliases: is not displayed.
VQIP00020709	1-2162192	3: Medium	Adherence to the policy Generate Simple Unique Names is inconsistent, when creating unique names.
VQIP00020715	1-2164304	3: Medium	VitalQIP does send the user DN and password over the network using clear text LDAP, when performing domain controller generation.
VQIP00020728	1-2168178 1-2625667	3: Medium	qip-admin clone fails if Password Expiration and Reuse are set.
VQIP00020762	1-2189697	3: Medium	Cannot modify object to TTL=0

Fault ID	AR number	Severity	Description of Issue
VQIP00020788	1-2200319	3: Medium	Number of "Used" and "Unused" next to the caption (legend/summary) as well as the percentage % of Used/Total.
VQIP00021013	1-2211170	3: Medium	Network Folder Display under IPv4 Address Management is incorrect when there are more than 250 networks.
VQIP00021308	1-2211209	3: Medium	Not able to set attribute to blank value.
VQIP00021544	1-2211369	3: Medium	Deleted domains are displayed in the myView hierarchy.
VQIP00021680	1-2211288	3: Medium	Networks are displayed many times under the DHCP server.
VQIP00021812	1-2205048	3: Medium	The qipd core dumps when the domain is invalid during scheduled moves.
VQIP00021819	1-2213091	3: Medium	Cannot assign subnets to a client class if they belong to a SN organization.
VQIP00021822	1-2213072	3: Medium	A network cannot be created if conflicting Non-managed reverse zone exists.
VQIP00021824	1-2213062	3: Medium	The DHCP settings from the SN Profile are not used when set to the option Same as in Subnet Org .
VQIP00021826	1-2211569	3: Medium	The Leasetime automatically changes when modifying a scope under myView.
VQIP00021827	1-2212866	3: Medium	When changing the Organization via the Organizations Hierarchy, the menu does not work.
VQIP00021877	1-2215700 1-2362118 1-2215989	3: Medium	Validate CNAMEs performance poor in VitalQIP v 7.2 vs 7.1 or 6.1SP1.
VQIP00021967	1-2227523	3: Medium	It is possible to create overlapping subnets in the network 10.x.x.x.
VQIP00021970	1-2235073	2: High	Duplicates in database and DNS
VQIP00021977	1-2234923, 1-2258206	3: Medium	The Active Lease is not sorted properly in the Web GUI
VQIP00022011	1-2238290	3: Medium	RFE: Object move button is missing in the Web GUI.
VQIP00022078	1-2255772	3: Medium	Deleting a Client Class which is assigned to a DHCP Server creates a Deadlock.

Fault ID	AR number	Severity	Description of Issue
VQIP00022080	1-2257529, 1-2217217	3: Medium	There is no refresh button available for the View Active Lease display in the Web UI.
VQIP00022101	1-2258306	3: Medium	RFE: Need DHCP Option configuration on subnet level.
VQIP00022149	1-2259386, 1-2581673	3: Medium	Need Change Audit History report for IPv4 Object in Web GUI.
VQIP00022154	1-2265663	3: Medium	7.2 Web Interface cannot display multiple DHCP servers with the same shortname.
VQIP00022177	1-2273364	4: Low	Need Scheduled Moves within 7.2 Web interface.
VQIP00022206	W-1- 2287956, 1- 2290814	3: Medium	Not able to modify objects in /31 subnets in 7.2 GA
VQIP00022242	1-2296392	3: Medium	Invalid parent_id is set when the domain name is modified.
VQIP00022244	1-2287795	3: Medium	Not able to add a likewise alias for two objects.
VQIP00022275	1-2439160	3: Medium	Not able to add a RR on an object via Web GUI with a blank TTL.
VQIP00022279	1-2465498	3: Medium	Windows 2003 DHCP push is failing via WEB.
VQIP00022280	1-2278348, 1-2314366	3: Medium	Force DHCP file generation is not working.
VQIP00022315	1-2312207	3: Medium	Not able to enter underscore objects through WEB GUI.
VQIP00022327	1-2314994	3: Medium	QIP 7.2 Admin Reference guide information regarding disabling the default qipConfig bean is not applicable when SSL Secure Messaging / Secure Web and Authentication callout is enabled.
VQIP00022335	1-2310453	3: Medium	Push to Windows 2003 DNS on 2003 64Bit is placing files in incorrect location <i>%systemroot%\sysWOW64\dns.</i>
VQIP00022371	1-2582871, 1-2327570	3: Medium	Object Audit History should show MAC address changes for M-DHCP objects.
VQIP00022372	1-2322178, 1-2617046	3: Medium	WEB GUI - Domain Resource Record page adds # - hash in owner column.
VQIP00022388	1-2343288	3: Medium	Unable to delete subnets from DHCP server managed list via web GUI.

Fault ID	AR number	Severity	Description of Issue
VQIP00022396	1-2295711	4: Low	Web interface and GUI are not showing same results for network list.
VQIP00022400	1-1871820	4: Low	Need folder size for each infrastructure item.
VQIP00022409	1-2361396, 1-2355856, 1-2486809	3: Medium	DNS>ACL template and DHCP>DHCP template tabs are missing from Master admins in the Web UI.
VQIP00022429	1-1690857	3: Medium	The qip-setadminrole fails if "=" character is in input data.
VQIP00022430	1-1022567	3: Medium	Prevent the dots from displaying to the screen whenever running the exportsimpleobj CLI.
VQIP00022432	1-2381165, 1-2030211	3: Medium	TTL is always 0 if object is created via Web GUI - Define Scope.
VQIP00022434	1-2375773	4: Low	Doc Defect: entersubnet/exportsubnet fields are incorrect.
VQIP00022437	1-2393946	3: Medium	Doc Defect: Need explicit statement that DHCP primary/failover need to be the same version.
VQIP00022447	1-2414428, 1-2663510	3: Medium	The qip-check deletes too much data for expiration of Router IPs.
VQIP00022453	1-2394626	3: Medium	In WEB GUI, if you delete one object from a subnet, it deletes all objects. But in reality, all objects were not deleted.
VQIP00022460	1-2424052	3: Medium	Qip-msgd is getting into endless loop when Load Balancing is configured.
VQIP00022462	1-2374543, 1-2466903	2: High	Non-managed Server are lost during 7.2 export procedure.
VQIP00022488	1-2440660	3: Medium	Web UI limiting RNDC key to 8 characters
VQIP00022503	1-2421644	3: Medium	Admin Guide/User Guide provides incorrect guidance on userexits [DOCBUG]
VQIP00022505	1-2396758	3: Medium	Manual DHCP is causing the Dhcpd.conf to get corrupt while dhcp generation
VQIP00022506	1-2445908	3: Medium	7.2PR1 fresh install does not install libidn-1.8.jar file
VQIP00022519	1-2426155, 1-2509747	3: Medium	Normal Admin cannot see subnets in WebUI if subnet orgs assigned

Fault ID	AR number	Severity	Description of Issue
VQIP00022532	1-2449657, 1-2581105	3: Medium	qip-getacltemplate - not returning full access list, or fails when -f is used
VQIP00022537	1-2034198	3: Medium	QIP.pcy file update and Doc changes required for userexits on Windows
VQIP00022540	1-2304875, 1-2495300	3: Medium	qip-dnsupdated.pid being removed during x.ddns.conf generation, subsequently child processes don't re-read new configuration
VQIP00022543	1-2423989, 1-2484706, 1-2484726	3: Medium	MyView broken when normal admin has network assigned via AdminRole and as item in managed list
VQIP00022559	1-2458717	3: Medium	Ghost subnets left in WebUI after join using customer data
VQIP00022566	1-2440048	3: Medium	Doc Defect: Multi-language support is unclear
VQIP00022569	1-2440496	3: Medium	Intermittent Oracle errors for subnet_ae
VQIP00022594	1-2454663	3: Medium	Broken obj_prof and svrs link causes QAPI process to die with each DHCP generation
VQIP00022597	1-2467522	2: High	Missing NS records - forward_zone flag set incorrectly
VQIP00022661	1-2495254, 1-2509616	4: Low	QIP 7.2PR1 - search results paging button not working
VQIP00022703	1-2504020	3: Medium	Global Static DDNS and Dynamic DDNS masks are not being used by Create Scope functionality in WebUI
VQIP00022721	1-2432197	3: Medium	Doc defect "For Lucent DNS 4.x servers, this CLI creates and distributes DNS files of Changed Records Only.
VQIP00022783	1-2547079	3: Medium	Documentation re-write for DNSSEC
VQIP00020812		3: Medium	issue when adding secondary servers to zone when domain name equals zone
VQIP00022080/ VQIP00021843	1-2257529, 1-2217217	3: Medium	Add a Refresh Button to the "View Active Lease" display
VQIP00019034	1-1871820	3: Medium	Need different folder size for each infrastructure item.
VQIP00022376	1-2253507	3: Medium	Error in Web-GUI 7.2 foldering when many zones defined
VQIP00022280	1-2278348, 1-2314366	3: Medium	Force DHCP file generation is not working.

Fault ID	AR number	Severity	Description of Issue
VQIP00022353	1-2314366	3: Medium	Not able to force push in WEB GUI.
VQIP00022064		3: Medium	Web Client:Scheduled Automatic Update issues.
VQIP00022314		3: Medium	checonf is not working in build number 776.
VQIP00022304		3: Medium	Objects do not show the contact id of subnet if created via Scope creation.
VQIP00022328	1-2315242	3: Medium	Unable to modify Lucent dhcp 5.3 server type from web GUI.
VQIP00022382		3: Medium	Admin Guide changes to describe new message type DNSUpdateNAPTR
VQIP00020554	1-2079031	3: Medium	The Install should put the file ASE150_java.lic into the \$SYBASE/SYSAM-2_0/licenses directory
VQIP00022155		3: Medium	Remote Server SSL installation - need to enable a parameter in the qip.pcy file SecurePush
VQIP00022253		3: Medium	Overlay Installation is prompting the current \$QIPHOME but will allow changing of the directory to somewhere else
VQIP00022313		3: Medium	E/S install shows errors during install but does continue and complete.
VQIP00022355		3: Medium	Installation of Template does not record QIPDATASERVER variable in ES installation
VQIP00022384		3: Medium	QIP Install template recording issue
VQIP00022784	1-2538147	3: Medium	Display of reverse zones in the VitalQIP Windows GUI > Network Profile > Reverse zone is not correct. Child zones are assigned to an incorrect parent zone.
VQIP00022786	1-2499957	3: Medium	The qip-cli does not have uda support after installation of VitalQIP 7.2PR1.
VQIP00022787	1-2432587	4: Low	qip-cli -c amseedblock, get -u admin1 -p password -o works only for IPV6 addresses and not for IPV4 addresses. Clarify in the CLI document.
VQIP00022796	1-2505983	3: Medium	EDUP fails on import of updates with mixed case domain.
VQIP00022809	1-2199336	4: Low	For Device properties, the option Active is listed twice in the Status drop-down list but there is no option for Inactive .

Fault ID	AR number	Severity	Description of Issue
VQIP00022918	1-2600162	3: Medium	dnssec-userexit.pl cannot handle zones that have prefix or postfix zone extensions.
VQIP00022933	1-2594874	2: High	dnssec-userexit.pl wrongly identifies those zones that are not DNSSEC-enabled as DNSSEC-enabled.
VQIP00022934	1-2608836	3: Medium	Doc Defect - <i>UserExits.pcy</i> should be located in <i>QIPHOMENConf</i> .
VQIP00022997	1-2678758	3: Medium	If a VitalQIP administrator has subnets assigned via a role and other subnets assigned via the managed list, this user will receive errors when adding or modifying objects.
VQIP00023021	1-2608312	2: High	Bootp file generation does not work in VitalQIP 7.2PR1 on Linux and Windows operating systems.
VQIP00023044	1-2618291	3: Medium	qip-clear is not correctly described in the user documentation.
VQIP00023050	1-2654254	3: Medium	The UDF field is populated when you select multiple objects in Windows IP-Manage.
VQIP00023063	1-2654296	3: Medium	The linguistic sorting of object classes is broken in the Windows IP-Manage interface.
VQIP00023122	1-2658883	3: Medium	RIPE reporting does not work due to changes in Standard.



6 Known issues

Overview

Purpose

This chapter describes known issues and workarounds if available for Navis Network Manager.

Contents

This chapter covers these topics.

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Known issues and workarounds in Navis RM

The following table includes a list of known issues that were identified as customer impacting and/or outstanding customer problems that have not yet been resolved.

Table 6-1 Known issues and workarounds

Fault ID	AR Number	Severity	Description	Workaround
VQIP00023071		4: Low	Internet Explorer 8 Mixed Content Warning	<p>You can suppress mixed content warnings by adjusting the browser security settings. In the Tools > Internet Options > Security > Internet Zone > Custom Level dialog box, set the Display mixed content option to Disable. This option automatically blocks unsecure content in secure pages without the annoyance of the prompt.</p> <p>For more information about suppressing mixed content warning, see http://msdn.microsoft.com/en-us/library/ee264315%28VS.85%29.aspx#ends_users.</p>
VQIP00023163		3: Medium	Pre-configuration steps for 64 bit MSDNS push	<p>For more information about the pre-configuration steps for 64 bit MSDNS push, see the <i>VitalQIP Administrator Reference Manual</i>.</p>

Fault ID	AR Number	Severity	Description	Workaround
VQIP00023192		2: High	MS-DHCP Monitor Service is not being installed when you select the MS-DHCP Support option from the Remote Server package.	Ensure that the MSDHCP Support option is selected when you are installing the Remote Server on Windows. After the completion of installation, execute the following command: C:\<Location of Service> MSDHCPMonitorService -install E.g. C:\qip\DHCP>MSDHCP MonitorService - install Where c:\qip is the QIP home folder.
VQIP00020696	1-2165742	3: Medium	An administrator who modifies the subnet profile cannot review the DHCP Option Template's contents currently selected at the same time.	
VQIP00020680	1-2155386	3: Medium	When using the WebGUI, the Manage Objects view must display colored icons for the object statuses (Unused, Static, M-DHCP, D-DHCP...) as in the Fat GUI.	
VQIP00020729	1-2156853	3: Medium	Subnets in the subnet organization profile are reversely sorted by subnet address. The sort order cannot be altered.	
VQIP00022357	1-2316697	3: Medium	Adding multiple objects simultaneously to subnets is not possible.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022427	1-2325393	3: Medium	When modifying an administrator using the qip-admin command, you can change the login name of the administrator; however the search_name in the admins table is not modified, thus causing problems when an administrator tries to login with the changed name.	
VQIP00023035	1-2646074	3: Medium	Using Quick add object does not work with the subnet mask 255.255.255.255.	
VQIP00022454	1-2414370	3: Medium	Adding an object level resource record that does not contain a TTL, results in an error in the VitalQIP web GUI.	
VQIP00022474	1-2415908	3: Medium	Multiple entries in the remote server proxy via the web GUI causes incorrect file format and DNS generation fails.	
VQIP00022478	1-2429861	3: Medium	Defining a DHCP scope in the background fails in the web GUI.	
VQIP00022479	1-2428316	3: Medium	Modifying two or more objects in the web GUI and running the job in the background fails. But the Job Scheduler says "Completed" instead of "Failed".	
VQIP00022496	1-2442398	3: Medium	Install VitalQIP 7.2PR1 using the overlay option fails and an error is displayed.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022521	1-2448989	3: Medium	An administrator with no privileges for a specific subnet gets the required information when the CLI qip-getobjectprof is executed.	
VQIP00022701	1-2505962	3: Medium	The DHCP server and DHCP template are not populated when using Quick Add and Quick Edit Full Object Profile.	
VQIP00022726	1-2520182	3: Medium	The web GUI allows selection of a slave zone as the target for generation; IP-Manage only shows the master zones. Both master zones and slave zones are selectable when performing DNS generation.	
VQIP00022730	1-2496547	3: Medium	Some global policies are not displayed in the web GUI.	
VQIP00022840	1-2571409	3: Medium	RFE - "Ability to delete values populated via a search, such as DHCP Server".	
VQIP00023033	1-2627177	3: Medium	Subnets are grouped incorrectly in MyView -> IPv4 Subnets .	
VQIP00023036	1-2643063	3: Medium	When a local host generation push is initiated, the file created is named "ethers" instead of "hosts".	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00023046	1-2646733	3: Medium	A block is returned to the parent and has to be re-allocated, if it is marked as Reserved or if the rule to create the block is reserved and changed to FREE.	
VQIP00022477	1-2386249	4: Low	Installation of VitalQIP hangs, if a different database port is used during template installation.	
VQIP00022622	1-2442263	4: Low	Importing data from VitalQIP 6.2 to VitalQIP 7.2PR2 fails.	
VQIP00022897	1-2465528	2: High	Domain Controller generation does not work in the VitalQIP web GUI.	
VQIP00020895	1-2213208 1-2677792	3: Medium	The Web Service Interface Specifications document does not have complete information about IPv4 operation limitations.	
VQIP00022219	1-2273662	3: Medium	In the web GUI, IPv6 Quick Add is not assigning IPs that were deleted and are now available.	
VQIP00022354	1-2323949	3: Medium	The DHCP option template <NONE> is not available for selection in the web GUI.	
VQIP00022389	1-2320138	3: Medium	Installation of VitalQIP fails on Windows, if you are installing it in a path with multiple directories.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022394	1-2349046	3: Medium	The tool tip for turning on and turning off FQDN is incorrect in the web GUI.	
VQIP00022403	1-2349073	3: Medium	In the web GUI, there is no validation for resource record data.	
VQIP00022407	1-2360077	3: Medium	Users have read access to DHCP, but are allowed to write to the global MAC address pool server.	
VQIP00022414	1-2357397	3: Medium	Executing the qip-admin.exe CLI command creates the user, but no administrator role is added.	
VQIP00022681	1-2486640	3: Medium	In the web GUI, there is no option for getting the Administrator Activity report for IPv4 addresses.	
VQIP00022877	1-2518503	3: Medium	Contact profiles are not shared between organizations.	
VQIP00023145	1-2689348	3: Medium	Adding IPv4 reverse zones to the Personal view is not allowed.	
VQIP00022367	1-2455068	3: Medium	Installing the VitalQIP Enterprise server when creating the template file fails during exporting data.	
VQIP00022399	1-2344984	3: Medium	Subnet MAC pools cannot be accessed via MyView.	
VQIP00022408	1-2355712	3: Medium	Overlay installation of VitalQIP fails, if the SA password is set to anything but NULL.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022415	1-2355863	3: Medium	Using the ACL templates options on an LDNS4.x master server breaks DNS generation to an MS-DNS server which also holds the zone.	
VQIP00022438	1-2387675	3: Medium	The resource record type disappears from the GoTo search menu in the Solaris 10 thick client (ip-manage) when you change the administrator and log in again as the same user.	
VQIP00022452	1-2414015	3: Medium	In the web GUI, DNS > DNS Generation > Actions > Collapse all function is not working.	
VQIP00022457	1-2418083	3: Medium	Unable to assign a new domain to a subnet via the web GUI Object Properties screen.	
VQIP00022468	1-2412299	3: Medium	Dynamic DNS Mask option does not have any effect.	
VQIP00022535	1-2439299	3: Medium	Problem with new user password propagation on WEB interface.	
VQIP00022539	1-2442940	3: Medium	Object Alias Names in WebGUI and CLI too short, does not adhere to RFC.	
VQIP00022557	1-2428433	3: Medium	After doing VitalQIP 7.2 PR1 overlay DNS got changed from 4.1 to 4.2 and it will not start.	
VQIP00022595	1-2476468	3: Medium	Standardize the search function in the WebUI.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022598	1-2453108	3: Medium	Web Interface does not allow removing externally addend RR.	
VQIP00022603	1-2479301	3: Medium	IPv4 Address search function on managed lists does not returned results for explicit addresses [WebUI].	
VQIP00022609	1-2485027	3: Medium	Application is not reset on object profile in WebUI when reverted to <NONE> via IP-manage AND application was assigned via subnet	
VQIP00022727	1-2519797	3: Medium	Web-UI Find Next does not work unless network branch or subnet branch is expanded.	
VQIP00022735	1-2513434	3: Medium	Differences in Access Rights interpretation for DHCP option template between thick client and WEB GUI.	
VQIP00022745	1-2469626	3: Medium	Explicit allocation of block to an existing subnet fails.	
VQIP00022790	1-2524384	3: Medium	National characters in organization's description preclude logging in via thick client.	
VQIP00022807	1-2525985	3: Medium	Issue with displaying hourglass mouse pointer with IE 7,8.	
VQIP00022808	1-2552546	3: Medium	Unable to change object class in WebGUI when selecting multiple objects (was possible in IP-manage).	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022821	1-2544700	3: Medium	Reports button on Subnet properties page does not work after Search.	
VQIP00022822	1-2471244	3: Medium	Scheduled move report generated via WEB does not display M-DHCP objects.	
VQIP00022851	1-2577435	3: Medium	Web UI does not show subnet properties screen - after modifying- when accessed from a global search.	
VQIP00022878	1-2521756	3: Medium	RFE: UDA IP Address data type should not accept leading zeros.	
VQIP00022880	1-2585187	3: Medium	Previously created orphan RRs not getting loaded to DNS even after creating domain for that RRs.	
VQIP00022882	1-2572751	3: Medium	DHCP options template are cloned and contain values from logged in org when creating a new organization.	
VQIP00022919	1-2586707	3: Medium	Problem with association between m-bootp and DHCP Server.	
VQIP00022966	1-2609749	3: Medium	Differences of aliases displaying in the web gui and thick client.	
VQIP00022994	1-2586889	3: Medium	WebUI will not allow object modification if an out of zone FQDN cname is added via alias tab and source domain doesn't exist.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00023024	1-2589207	3: Medium	Invalid aliases displaying on "Global IPv4 Search result" page.	
VQIP00023038	1-2656551	3: Medium	qip-setsnorgprof doesn't work for a subnet org which has space in the front of the suborg name. (Continuation of 1-2654339).	
VQIP00023047	1-2648529	3: Medium	Normal administrator is unable to delete the Child pool under Address Allocation tab in the 7.2 PR1 web GUI	
VQIP00023051	1-2613243	3: Medium	Keystore file are not created during installation in German environment.	
VQIP00023052	1-2502484	3: Medium	IPv4 Search via MAC does not work if colons are entered.	
VQIP00023069	1-2663336	3: Medium	input file for qip-cli incorrectly parsed.	
VQIP00023088	1-2683575	3: Medium	Removing one subnet from a subnet org in thick client deletes all subnets from the Site.	
VQIP00023110	1-2663077	3: Medium	RFE: special treatment of splitting to /31 or /32 subnets.	
VQIP00023117	1-2697199	3: Medium	CLI reject file not working - qip-setsnorgprof.	
VQIP00021902	1-2226141	3: Medium	RFE: utility to export/import an Organization and all data in it.	
VQIP00022876	1-2579573	3: Medium	Pool Names should allow Apostrophes.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022615	1-2483159	4: Low	Problem with DHCP server search pattern for single objects and multiple objects.	
VQIP00022446	1-2343349	4: Low	Grayed out default value under DHCP server profile report in the WebGUI.	
VQIP00022467	1-2415609	4: Low	comma in corporate extensions prevents server profile from being saved (WebUI).	
VQIP00022536	1-2387284	4: Low	Undocumented link between DHCP Template and QIP Objects.	
VQIP00023022	1-2621869	4: Low	WEB GUI doesn't accept UDA values over 255 characters.	
VQIP00023007	1-2650751	4: Low	qip-cli zone, get returns deleted domains.	

Known issues and workarounds in Navis Network Manager

The following table includes a list of known issues that were identified as customer impacting and/or outstanding customer problems that have not yet been resolved.

Table 6-2 Known issues and workarounds

Fault ID	AR Number	Severity	Description	Workaround
VQIP00020645	1-2122185	3: Medium	Define Scope function does not use instance length from Naming Policy correctly under WEB GUI.	As a workaround you can use the qip-scope CLI.
VQIP00020654	1-2109641	4: Low	CLI qip-setzoneprof cannot set the same slave server for a multi masters zone.	
VQIP00020674	1-2137075	3: Medium	Creation of translated WebGUI does not work.	
VQIP00020732	1-2182051	4: Low	Object Scope/Range Definition will fail if started from MyView Hierarchy.	Coming via Address Management -> IPv4 -> Networks -> <subnet> to the subnet profile, the scope definition works OK.
VQIP00020864	1-2213224	3: Medium	Defect - "HeaderFault" part in VitalQIP Web Service WSDL causing problem with Netbeans.	
VQIP00020934	1-2211451	3: Medium	Modifying the domain for multiple objects is not possible in the MyView hierarchy.	
VQIP00021593	1-2200335	3: Medium	The "Page Size" option is missing from the modify - DHCP Option template search screen.	
VQIP00021731	1-2211308	4: Low	Multiple identical scopes are displayed under different subnets.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00021817	1-2212946	3: Medium	DHCP Usage report per Subnet does not display the Subnet Summary line correctly.	
VQIP00021818	1-2211562	3: Medium	Search field incorrectly labeled in Managed List Search (Admin Profile, Admin Role).	
VQIP00021821	1-2212926	3: Medium	DHCP Option display truncated - DHCP Option number is not visible.	
VQIP00021823	1-2213046	3: Medium	Search result differs for "On Screen" and "As a report".	
VQIP00021825	1-2212962	3: Medium	DHCP Report (Expanded) does not display actual value for limited lease times in DHCP Option Templates.	
VQIP00021828	1-2213103	4: Low	Hierarchy on the left hand side is not correctly updated when using "Quick" functions.	
VQIP00021829	1-2213119	3: Medium	When moving an object to a pingable target IP, an error is reported although the move works.	
VQIP00021836	1-2213172	3: Medium	Define Scope incorrectly reports Error - invalid start address 0.	Use the thick client to add a scope with a .0 address.
VQIP00021837	1-2213199	3: Medium	Error getTreeFrame() is undefined after modifying a node's domain from the IPv6 Address Management.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00021838	1-2213213	3: Medium	Domain Search does return IPv6 Reverse Zones.	
VQIP00021839	1-2213150	3: Medium	Error is reported when moving M-DHCP IPs to Subnets with a different default DHCP Server although move succeeds.	
VQIP00021840	1-2213138	3: Medium	Node Hierarchy Report does not work when called from the Reports Menu.	
VQIP00021845	1-2219152	3: Medium	Global Policies cannot be modified if an organization's description contains (European) accent characters.	Avoid entering any European accent characters in an organization's description.
VQIP00021848	1-2219117	3: Medium	Client Class Names must be unique across organizations.	
VQIP00021858	1-2220521	3: Medium	Add to Hierarchy for a Node Search incorrectly updates the Node Hierarchy.	
VQIP00021869	1-2220559	3: Medium	Allow to source Resource Records in Zones/Reverse Zones/Objects.	
VQIP00021870	1-2212787	3: Medium	Cannot set the DHCP Server for a Subnet Organization back to <NONE>.	Modify using native GUI or in the Web GUI under the search dialog (Modify Subnet Org > .. on the DHCP Server level > press OK) but do not select anything. Press Submit and DHCP server will be removed.
VQIP00021871	1-2219223	3: Medium	When searching for MACs, it is not possible to use characters “:” or “-” as separators.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00021889		4: Low	DHCP and DNS Servers can be assigned names that are invalid when creating objects.	Avoid using underscores in DNS/DHCP server names.
VQIP00021966	1-2235163	3: Medium	Hard to choose page number on the Modify Objects page.	Workaround for this issue is to click on the number (value field) not on the “dropdown” button.
VQIP00021977	1-2234923	3: Medium	Not able to sort Active Lease in the Web GUI.	
VQIP00021999	1-2238139	4: Low	Object Management list is not correctly resized.	
VQIP00022000	1-2238018	3: Medium	IPv6 Subnet-Status is not correct.	
VQIP00022003	1-2238142	3: Medium	Reset focus in object management to last modified or last viewed IP address.	
VQIP00022012	1-2238434	3: Medium	Schedule Reclaim does not work when selecting a subnet in MyView.	
VQIP00022022	1-2199916	3: Medium	User defined DHCP options in the DHCP option template properties screen are not shown.	
VQIP00022023	1-2200187	3: Medium	Audit IPV4 Subnet not precise enough, DHCP option template name not shown, only the ID.	
VQIP00022024	1-2199920	3: Medium	DHCP Option Template properties does not show values in the columns Option Code and Tag Key .	Moving the separators left shows there are columns in the display for Option Code and Tag Key
VQIP00022052		3: Medium	Add Device CLI does not give error when required attribute is not input.	

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022100		3: Medium	Normal admin with empty access list able to view all the servers (DNS/DHCP/DC).	Avoid creating Normal Admins with empty Managed Lists.
VQIP00022106	1-2258199	3: Medium	Web GUI: Functionality of adding multiple Static objects with custom Object Name.	
VQIP00022126	1-2260077	3: Medium	Cannot re-add a network via Web GUI.	
VQIP00022129		4: Low	DNSSEC: Keys cannot be added if the key has a leading zero.	Add the private and public key names in the input file, then the keys are added.
VQIP00022143	1-2263782	3: Medium	Search for Subnet on UDAs does not behave as expected.	
VQIP00022146	1-2258633	4: Low	Object class selection to filter in reclaim details does not work without pressing Enter or mouse clicking the selection.	
VQIP00022150	1-2269531	3: Medium	Cannot delete DNS Server from zone in MyView.	Server can be removed from zone using IPv4 Address Management screen.
VQIP00022200	1-2273661	3: Medium	Unique name warning not enforced for IPv6 names.	
VQIP00022208		3: Medium	Device Searches much faster in FF than IE.	Technical limitation with IE.
VQIP00022216		3: Medium	DHCP Logging is not resuming.	
VQIP00022237	1-2295814	3: Medium	Tomcat dies if started in non-ksh environment.	Tomcat needs to be started in ksh or the startup script should be modified so that Tomcat is started in ksh environment.

Fault ID	AR Number	Severity	Description	Workaround
VQIP00022246		2: High	Mac Address given out a default lease (since device not yet created), now attempt to add - performance hit with a lookup before submit.	
VQIP00022305		3: Medium	Comma character not accepted in Login Name and Last Name field in Subscribers page.	
VQIP00022310		3: Medium	When modifying a node through IPv4 object, an unwanted “modify interface failed” error message pops up.	The modify works even though an error is received.
VQIP00022336		3: Medium	Domain name is not shown in View active lease screen for SSL connection.	
VQIP00022354	1-2323949	3: Medium	DHCP-Option-Template <NONE> not available for selection in Web GUI.	
VQIP00022378		3: Medium	DC:Site name is blank after site association, if we add the subnetorg using web client.	The site name is populated properly when the subnet org is added using the thick client.
VQIP00022380		3: Medium	DC push issue with normal admin assigned DC server with R/W permission.	If we add both the subnet orgs in the access list (with R/W) of normal admin, the push will work fine.

Known installation issues and workarounds in Navis Network Manager

The following table includes a list of known installation issues that were identified as customer impacting that have not yet been resolved.

Table 6-3 Known installation issues and workarounds

Fault ID	Description of issue	Severity	Workaround
VQIP00021937	If you step back during console install during IP address input of services, the next service does not carry over the IP if it is not the default.	4: Low	Re-enter the IP address.
VQIP00022186	Uninstall of overlay installed VitalQIP causes an error.	3: Medium	Null Pointer Exception error to log causes an error prompt on Uninstall. No workaround necessary. Removal of remaining VitalQIP directory after uninstall handles issue.
VQIP00022261	Installed DS with LOGIN, FGS and MESSAGE Service system cannot determine file sizes.	4: Low	No workaround necessary - Informational.
VQIP00022262	ds install of login service and fgs also installed full compliment of clis	4: Low	No workaround necessary - Informational.
VQIP00022289	Uninstall in Console mode TC 6.4.3 did not complete successfully.	3: Medium	Delete the remaining VitalQIP directory after uninstall.
VQIP00022295	Installing with -console and specified web port in use causes premature exit.	3: Medium	Ensure all ports to be used on the VitalQIP Web Server are not in use by any other application before installation of VitalQIP.
VQIP00022302	Adding client to R/S Installation does not set Username and password or SoapUrl in <i>qip.pcy</i> file	3: Medium	Manually update <i>qip.pcy</i> file with: User=qipman Password=<encrypted_password_of_qipman> soapUrl=https://<ip_address_of_web_server>
VQIP00022322	During install when RS services are started, DNS/ named is not displayed if it is started during install.	4: Low	No workaround necessary - Informational.
VQIP00022342	Web Client (WS) Uninstallation is not working.	3: Medium	

Fault ID	Description of issue	Severity	Workaround
VQIP00022367	E/S install while creating template file fails during exporting data.	3: Medium	Intermittent issue where the E/S installation failed on export - seen only on one system. If this happens, rerun E/S install in non-console mode.
VQIP00022369	Service sometimes not installed - error not handled - LockServiceDatabase failed - The service database is locked. (0x41f)	3: Medium	Install the service via the DOS prompt, for example: <servicename> -install
VQIP00022389	When VitalQIP is installed under: <i>E:\programme\qip</i> setup is giving error message containing the path <i>e:\programmeqip</i> . The path misses a \ and cannot be found.	3: Medium	Use shorter directory names or simply install directly on partition (<Drive>:\qip).
VQIP00022395	Any installation that includes CLIs is missing web server info in cli.properties	3: Medium	Include the value http://<ipaddr of web server>:<port>/ws/services/VQIPWebService for each of the six lines shown below. cli.admin.SoopUrl= cli.ipAlloc.SoopUrl= cli.ipManage.SoopUrl= cli.dhcp.SoopUrl= cli.dns.SoopUrl= cli.dnssec.SoopUrl=

Known vendor issues

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

Table 6-4 Known vendor issues

Fault 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.	<p>VitalQIP Enterprise Server</p> <p>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.</p> <p>VitalQIP Remote Server</p> <p>VitalQIP remote server software, including DNS and DHCP, was found to operate consistent with past performance and will be supported on CoolThreads processors.</p>
	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 64 bit platform with 32 bit Oracle client installed.	If you are running Oracle on a Windows box, the VitalQIP enterprise server cannot be on the same box.
	Oracle	A date/time synchronization issue exists between the Linux Oracle client and the database. Oracle has an unpublished bug that claims that if a system stays running without reboot for a while (about 50 days or longer), then the date/time synchronization between client and database is corrupt.	Reboot the client.

Fault ID	Vendor	Description of issue	Workaround
	Oracle	Oracle 10gR2 cannot be installed on Windows 2008R2, as Oracle does not support Windows 2008R2.	Install Oracle 10gR2 on Windows 2008SP1.
	ISC	On Linux platforms, the message <code>obsolete setsockopt SO_BSDCOMPAT</code> 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.	
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). <pre>/usr/sbin/ndd -get /dev/bge link_mode</pre> (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.
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.

Fault ID	Vendor	Description of issue	Workaround
	InstallShield	Install Shield 5.0 Product Issue: Occasionally, attempts to type a value into the Install Shield VitalQIP 7.2 PR2 Installation Programs 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	When uninstalling VitalQIP and reinstalling, the <i>qip</i> directory remains. Cannot have an existing <i>qip.pcy</i> file in the directory where VitalQIP is getting installed.	Need to delete the existing <i>qip</i> directory prior to reinstall.
	Firefox Browser	Using Localization feature in Firefox Browser displays blurry Chinese text.	By increasing text size from View menu, font displays a lot clearer.

Fault ID	Vendor	Description of issue	Workaround
1-1272221 1-1336985	Microsoft: MS DNS	Push failure for MS DNS remote server	<p>The W2K Support Tools package is required for the MS DNS remote server.</p> <p>For Windows 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.</p> <p>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, refer to the Windows 2000/2003 Server Resource Kit.</p>
VQIP00016813	Microsoft: Internet Explorer	Technical limitation. There is a still unfixed bug in Internet Explorer, present since version 7.0, 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.
VQIP00018601	Microsoft and Mozilla	Technical limitation: Hourglass is not always displayed when functions take considerable time to execute.	Depending on the function executed, Internet Explorer and/or Firefox may not display the hourglass.
VQIP00018845	Microsoft and Mozilla	Internet Explorer technical limitation: Domain Properties takes a long time if the hierarchy is expanded.	Collapse the hierarchy before clicking on the domain for properties, or use the Firefox browser.

Fault ID	Vendor	Description of issue	Workaround
VQIP 00022927	Sun Microsystems	Solaris x86 server sees no DHCP traffic.	<p>Enable these two policies in the <i>dhcpd.pcy</i> file.</p> <p>DHCPSocketAddr=255.255.255.255</p> <p>DHCPServer=<IP address of DHCP server></p> <p>You can set these two policies via "Additional Policies" section of the DHCP server profile.</p> <p>Set DHCPSocketAddr as 255.255.255.255 whether the DHCP server runs on a box having single or multiple NICs.</p>
VQIP00022930	Flexera Software	A message "Unknown Operating System" is displayed in the VitalQIP installer for Windows 2008R2.	



7 System requirements

Overview

Purpose

This chapter describes software and hardware requirements and compatibility restrictions.

Contents

This chapter covers these topics.

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Supported platforms

Navis Network Manager is supported on the following platforms.

Table 7-1 Supported platforms

VitalQIP component	Platform
VitalQIP Enterprise Server	<ul style="list-style-type: none"> • Red Hat Enterprise Linux 5.2 (32 bit and 64 bit) – x86 platforms only • Solaris 9 UltraSPARC (32 bit and 64 bit) • Solaris 10 UltraSPARC (32 bit and 64 bit) <p>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.</p>
	<ul style="list-style-type: none"> • Windows 2003 SP2 Standard and Enterprise Server (32 bit and 64 bit) • Windows 2003 R2 SP2 Standard and Enterprise Server (32 bit and 64 bit) • Windows 2008 R2 Enterprise Server (64 bit) <p>Note: If you are running Oracle on a Windows box, the VitalQIP Enterprise Server cannot be on the same box (Windows/ Oracle VitalQIP issue). Ensure that the Oracle client for the VitalQIP Enterprise Server is 32 bit.</p>
VitalQIP Remote Server	<ul style="list-style-type: none"> • Red Hat Enterprise Linux 5.2 (32 bit and 64 bit) – x86 platforms only • Solaris 9 UltraSPARC (32 bit and 64 bit) • Solaris 10 UltraSPARC (32 bit and 64 bit) • Solaris x86 (64 bit) <p>Note: UltraSparc/Sun CoolThreads (also known as Niagara) is supported.</p>
	<ul style="list-style-type: none"> • Windows 2003 SP2 Standard and Enterprise Server (32 bit and 64 bit) • Windows 2003 R2 SP2 Standard and Enterprise Server (32 bit and 64 bit) • Windows 2008 Standard and Enterprise Server (32 bit and 64 bit) • Windows 2008 R2 Standard and Enterprise Server (32 bit and 64 bit)
VitalQIP Client (CLI + GUI)	<ul style="list-style-type: none"> • Red Hat Enterprise Linux 5.2 (32 bit and 64 bit) – x86 platforms only • Solaris 9 UltraSPARC (32 bit and 64 bit) • Solaris 10 UltraSPARC (32 bit and 64 bit)
	<ul style="list-style-type: none"> • Windows 2003 SP2 Standard and Enterprise Server (32 bit and 64 bit) • Windows 2003 R2 SP2 Standard and Enterprise Server (32 bit and 64 bit) • Windows 2008 Standard and Windows 2008 R2 Enterprise Server (32 bit and 64 bit) • Windows Vista Enterprise and XP Professional (32 bit and 64 bit)

VitalQIP component	Platform
Web Browser	Microsoft Internet Explorer 7.x or higher
	Mozilla Firefox 3.x or higher Note: The Firefox browser is recommended due to improved performance.
Web Server	Apache Tomcat 5.5.27 Note: Starting with VitalQIP 7.0, the Web Server uses Apache Tomcat. The Webserver no longer uses the Apache Web Server delivered in previous releases. Refer to the <i>VitalQIP Installation Guide</i> for more details.

Operating 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 Red Hat Enterprise 5.2	During installation, ensure that the Linux gcc libraries under the development section of the operating system install are selected. Note: To run installation programs in graphical mode with Red Hat Enterprise Linux 5.2, ensure that the openmotif.x86_64 and openmotif.i386 packages are installed.
Solaris 9 UltraSPARC	Recommended Patch set dated 5/2009 or newer is sufficient. Note that DNS 4.2 does not run without this patch.
Solaris 10 UltraSPARC	Recommended Patch set dated 5/2009 or newer is sufficient. Note that DNS 4.2 (or higher) does not run without this patch.
Solaris x86	None
Windows 2003	Recommended Patch SP2.
Windows 2008	Recommended Patch SP1.

Note: Each release of VitalQIP is *certified* against a specific major release of an operating system. Additional point releases of that operating system are considered *supported*. As an example, Navis Network Manager is certified with RHEL 5.2, which means that VitalQIP will support RHEL 5.2.x.

Lucent DNS

Lucent DNS 5.0 (BIND 9.5.2-P3) is packaged with Navis Network Manager, which is described in the *Lucent DNS 5.0 Release Notes* (190-409-112R5.0).

Navis Network Manager also supports configurations with Lucent DNS 4.1 (BIND 9.4.3 P3), Lucent DNS 4.0 (BIND 9.3.5 -P2), Microsoft DNS and non-Lucent DNS BIND 9.x servers.

Lucent DHCP

Lucent DHCP 6.0 is delivered with Navis Network Manager, which is described in the *Lucent DHCP 6.0 Release Notes* (190-409-114R6.0).

VitalQIP 7.2 also supports configurations with Lucent DHCP 5.6.

Software requirements

The section lists the software requirements for Navis Network Manager 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.

The following table lists the software requirements for Navis Network Manager.

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 Navis Network Manager. Navis Network Manager supports JRE version 1.6.0 or any newer version of 1.6.
Oracle	10gR2 Enterprise Edition, 10gR2 Standard Edition	Only 64-bit database servers are supported in Navis Network Manager.

Software	Version	Description/comments
		<p>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 and the VitalQIP Schedule Service (qipd) will start.</p> <p>Note: If you are running Oracle on a Windows box, the VitalQIP enterprise server cannot be on the same box (Windows/ Oracle VitalQIP issue)</p>
Oracle clients	Oracle 10.2.0.4 Enterprise Edition (32 bit) Oracle 10.2.0.4 Standard Edition (32 bit)	
Sybase	15.0.2 ESD#6	<p>Only 64-bit database servers are supported in Navis Network Manager. If a need arises such that Sybase 32 bit is required, the installation files can be obtained under the 7.1 product set on the ALED site.</p> <p>Navis Network Manager was certified with Sybase 15.0.2 ESD#6.</p> <p>Important! Before you Install Adaptive Server Version 15.0.2 on a 64-bit Windows 2003 platform, you must either install Microsoft Visual C++ 2005 or download and install the Microsoft Visual C++ 2005 Redistributable Package (x64). This package installs runtime components of Visual C++ Libraries that are required to run 64-bit applications developed with Visual C++ on a computer that does not have Visual C++ 2005 installed. The patch can be downloaded from: http://www.microsoft.com/downloads/details.aspx?FamilyID=90548130-4468-4BBC-9673-D6ACABD5D13B&displaylang=en</p>

Binding to multiple interfaces

When running the VitalQIP SSL Tunnel Service (**qip-sslt**) 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.

The Message Service binds to port 2468 on both the loopback and all interface addresses if SSLT is not running. If SSLT is running, the Message Service binds to port 2468 on just the loopback address, and connects to SSLT.

The SSL Tunnel Service binds to port 2468 on all network interfaces.

Hardware requirements

The following table lists the hardware requirements for each Navis Network Manager component.

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

Table 7-4 Hardware requirements

Component	Windows/Linux	UNIX
VitalQIP Enterprise Server	1 GHz Pentium 4 processor, or higher	500 Mhz Processor
	1 GB memory, more is strongly recommended	1 GB memory, more is strongly recommended
	500 MB disk space (does not include disk space required for data segments)	500 MB disk space (does not include disk space required for data segments)
VitalQIP Remote Server and Distributed Services	500 Mhz Pentium 4 processor, or higher	300 Mhz processor
	256 MB memory, minimum	256 MB memory minimum per processor, more is strongly recommended
	300 MB of disk space	300 MB of disk space
MS DNS and DHCP Server	Perl 5.10 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
	Sybase or Oracle Client	Sybase or Oracle Client
VitalQIP Client (GUI and CLIs)	500 Mhz Pentium 4 processor, or higher	300 Mhz processor, or higher
	128 MB memory, minimum	128 MB memory, minimum
	Sybase or Oracle Client	Sybase or Oracle Client

Compatibility restrictions

Remote servers and DNS Views

Navis Network Manager is backward compatible with all existing VitalQIP 6.2 and VitalQIP 7.x remote servers when they are on the most current patch level, except when DNS Views are configured. DNS Generation and message compatibility will not be supported with pre-VitalQIP 7.2 remote servers if DNS Views are configured.

If DNS Views are not configured, however, Navis Network Manager supports DNS/DHCP Generation and message compatibility with pre-VitalQIP 7.2 remote servers for the following versions of VitalQIP when they are on the most current patch level:

- VitalQIP 6.2
- VitalQIP 7.0
- VitalQIP 7.1

Important! Contact Technical Support (your local Welcome Center) before upgrading from VitalQIP 6.1 SP1 (or earlier release) to Navis Network Manager to determine if a direct upgrade is possible.

DNS Views and DNSSEC

VitalQIP can manage DNSSEC-enabled remote servers and DNS View-enabled remote servers with the following restrictions:

- A DNS server with DNSSEC enabled cannot also have DNS Views enabled.
- A DNS server with DNS Views enabled cannot also have DNSSEC enabled.
- A zone that has DNSSEC enabled cannot also be part of a DNS View.
- A child zone of a zone that has DNSSEC enabled cannot also be part of a DNS View.

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

If you run VitalQIP components in a Solaris 10 container environment, the following are applicable:

- 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.
- Reproduce any problems on a native Solaris 10 platform. If the problem is reproducible in the native environment, 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, open a support request with Sun Microsystems.



8 Installation and upgrade notes

Overview

Purpose

This chapter contains notes on installation of Navis Network Manager.

Contents

This chapter covers these topics.

Performing first-time installation	8-2
Upgrading to Navis Network Manager	8-3

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” (p. 1-4).

Installation files by ALED

Navis Network Manager installation files are available on the ALED site. Please contact your Welcome Center, listed in “Technical support” (p. vi) 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:\qip72setupwin32r1.exe (where **x:** is the temporary directory.)
 - For UNIX, access the installation directory and run one of the following commands:
For Solaris: **./qip72SetupSolarisr1.bin**
Linux: **./qip72SetupLinuxgccr1.bin**
 - 2 Follow the installation directions provided in the *VitalQIP Installation Guide*.

END OF STEPS

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 Navis Network Manager 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

```
# ./qip72Setup<Solaris or Linuxgcc>r2.bin -is:log log.txt -log '#' '!log.txt' @ALL
```

Windows

```
qip72setupwin32r2.exe -is:log log.txt -log # !log.txt @ALL  
E N D O F S T E P S
```

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 Navis Network Manager

Information on upgrading to Navis Network Manager from previous releases has been documented in the *VitalQIP Installation Guide* (190-409-043R7.2PR2), Issue 1. Refer to Part IV, “Upgrade VitalQIP”.

