

Network Configuration Manager Device Services Support (DSr) Readme Version 26.0 Hotfix 2

VMware Smart Assurance 9.6.1



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Revision history

The following table presents the revision history of this document.

Revision	Date	Description
01	July, 2019	First release

This chapter includes the following topics:

- [Hotfix description](#)

Hotfix description

This hotfix Read Me provides information detailing changes or enhancements to **Network Configuration Manager Device Services Support (DSr) Version 26.0 Hotfix 2**. It also includes information on hardware and software requirements, as well as fixed and known issues.

Note This hotfix can be installed on NCM versions 9.6.1 or lower. 9.3 is the lowest version supported for this DSr installation.

Related publication

- *VMware Smart Assurance Network Configuration Manager Device Services Support (DSr) 26.0.0 Hotfix-2 Support Matrix*

New device drivers

There are no device driver added in this release.

This chapter includes the following topics:

- [Modified Driver](#)

Modified Driver

The following driver that has been modified in this release:

- Dell Powerconnect
 - Added support for model W-7005 Controller .
- Fortiner Fortigate
 - Added support for model FGT60E; Fortigate-60E; FortiGate-60E-POE.
- PAN Firewall
 - Added support for model PA-5200; PA-5250.
- Cisco PIX Firewall
 - Added support for model ASA5585-SSP-20.
- Cisco Aironet AP
 - Added support for models AIR-SAP2602I-A-K9, AIR-SAP2602E-A-K9
- Cisco IOS Router
 - Added VLAN support for model ISR4431.

Software components

This hotfix contains the following third-party software components:

- SHA256
- Sort table

Prerequisites

The following prerequisites are needed to upgrade to **Network Configuration Manager Device Services Support (DSr) Version 26.0 Hotfix 2**.

This chapter includes the following topics:

- [Platform-specific requirements](#)

Platform-specific requirements

- You must be running Network Configuration Manager Versions 9.3 or later.
- If you are running any other version *lower* than Network Configuration Manager 9.3, you must *first* upgrade to Network Configuration Manager Versions 9.3 or later.

For additional hardware and software requirements, refer to the *VMware Smart Assurance Network Configuration Manager Installation Guide for Red Hat Enterprise Linux 4 and 5* .

Enhancements and changes

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Network Configuration Manager Device Services Support (DSr) Version 26.0 Hotfix 2 release have no enhancements and changes into the product.”

Known issues

The following are known issues in this **Network Configuration Manager Device Services Support (DSr) Version 26.0** release. Unless otherwise noted, issues listed here apply to Linux, Windows environments.

CQ/ticket number	Issue	Workaround	Original Hotfix release
SR 30855404 CQECC00487503	Out of band accessible devices classes that support SNMP/TFTP to manage configurations cannot be managed by using SNMP/TFTP.	Ensure that a working read-write credential is defined and used for SNMP discovery. Without scheduling, update the credentials if the device used only a read-only credential, since this is insufficient for configuration management by this protocol combination.	12.0.0 HF5 Build 385
CQECC00495460	Devices using SCP for configuration change may require an administrator user account for configuration file transfers to succeed. If an administrator account is not used, configuration pulls and pushes can result in a failed job. Note : The error message for a failed job of this type may not properly describe the lack of device account privilege necessary.	To determine if an administrator account is required for a specific device, perform the configuration file transfer manually from the device server managing the device.	12.0.0 HF12 Build 784
CQECC00533972	The Hotfix Uninstaller does not update the Help > About dialog box with the correct hotfix number on Windows platform.	There is no workaround for the issue.	12.0.0 HF13 Build 863
CQECC00634200	The F5 D39 device discovery passes using SNMP, but the discovery fails using Term.	There is no workaround for the issue.	13.0 HF 1 Build 30
CQECC00637458	During discovery of devices, Juniper WXC devices are discovered by Samsung Router device class, although the device class list does not include the Juniper WXC device class.	Juniper WXC device class must be added to the device class list so that Juniper WXC devices are discovered by Juniper WXC device class.	13.0 HF 16 Build 130
CQECC00640576 CQECC00638268	After running an operating system upgrade on Alcatel EFM devices, sometimes, Network Configuration Manager incorrectly displays that the upgrade has failed even though the operating system was successfully upgraded on the device.	There is no workaround for the issue.	14.0 HF 18 Build 43

CQ/ticket number	Issue	Workaround	Original Hotfix release
CQECC00640720	During a pull operation to view the system properties of Covaro device, the serial number is not displayed in NCM.	There is no workaround for the issue.	14.0 HF 18 Build 43
CQECC00642312	During a pull operation on Overture devices to view the interfaces, the Infotype for all the interfaces that are pulled shows as Generic type.	This issue will be addressed in the future releases.	15.0 HF 1 Build 51
CQECC00642503	SNMP support is enabled in the device driver for Adtran Total Access 924e even though the device does not support SNMP.	NCM will support SNMP for the device if the device supports SNMP.	15.0 HF 1 Build 51
TASC 303409 IAP Certifications	Model name will be displayed as VirtualControllerIAP when the Aruba IAP device is in virtual controller mode and the exact model of the IAP will not be displayed. Certain device specific information might not be pulled	There is no workaround for this behaviour. Recertification can be done if more information is received on the VirtualControllerIAP environment.	DSR 22.0 HF2 Build 13
IS-12026	Error while installing DSr on Windows platform. Error Message : "Windows error 2 occurred while loading Java vm".	During DSr installation on Windows platform, if there is an error then follow the below steps: <ol style="list-style-type: none"> 1 Unzip jre folder in the following location: \$VOYENCE_HOME/jre 2 Open command prompt. 3 Navigate to DSr build directory. 4 Invoke the following command to start the installation: NCM_Device_Drivers_24_HF1_Window s.exe LAX_VM "c:\smarts-ncm\jre\bin \java.exe". 	DSR 24.0 HF1 Build 7
IS-12026	Error while uninstalling DSr on Windows Platform. Error Message : "Windows error 2 occurred while loading Java vm".	During DSr uninstallation on Windows platform, if there is an error then follow the below steps: <ol style="list-style-type: none"> 1 Unzip jre folder in the following location: \$VOYENCE_HOME/jre 2 Open command prompt. 3 Navigate to the directory: \$VOYENCE_HOME/software/ Uninstall_Device_Driver_HF1 4 Run the uninstall VMware Smart Assurance Network Configuration Manager Device Drivers.exe. 	DSR 24.0 HF1 Build 7

Fixed issues

There are no fixed issues in **Network Configuration Manager Device Services Support (DSr) Version 26.0 HF 2**. Unless otherwise noted, these issues apply to Linux and Windows environments.

JIRA/ticket number	Symptom	Description of fix	Original Hotfix release
NA	NA	NA	NA

Installing Device Services Support (DSr) Version 26.0 Hotfix 2



The installation instructions included in this section are for the Linux, CentOS, Windows Server 2008 R2, Windows Server 2012 and Windows Server 2016 operating environments.

Note In the examples in both the Install and Uninstall instructions, **[Product Directory]** is used; however you must substitute [Product Directory] with your actual installation directory path.

Windows Server 2008 is only supported on NCM releases prior to 9.4

- For both Linux, you can determine your product installation directory by examining `/etc/voyence.conf`, and looking for the text `VOYENCE_HOME`.
- For Windows, you can determine your product installation directory by accessing the Registry key at: **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Voyence\Control\Configuration\VOYENCE_HOME**.

In Windows environment, if the DSr hotfix installation fails with an error message stating that the *Java virtual machine could not be found*, you must verify that the **PATH** system variable under Environment Variables contains the location of the Java installation on your computer. The following sections provide details regarding installing the hotfix in different environments.

This chapter includes the following topics:

- [Installation instructions for a cluster environment](#)
- [Installation instructions for a non-clustered environment](#)
- [Verifying the installation](#)

Installation instructions for a cluster environment

Use the following steps to install this hotfix for a cluster environment on an application or device server.

Note : If any files in the custom package folder conflict with files in the DSr Hotfix, a warning appears. For cluster environment DSR should be installed on both Application Server and Device Server.

On an application server (Linux)

Follow these steps :

Step	Action	Command
1	Stop the cluster	clusvcadm -d [service name] For example: clusvcadm -d app_service
2	Mount the disk	mount [Partition] [Product Directory] For example: mount /dev/sdc1 /opt/smarts-ncm
3	Run the DSr 26.0 Hotfix 2 installer (for Linux or Solaris).	bash NCM_Device_Drivers_26_HF2_Linux.bin (Follow the prompts to install.)
4	Stop the services.	/etc/init.d/vcmaster stop
5	Unmount the disk.	umount [Product Directory] ("lsof -l [Product Directory]" and kill processes if the drive is busy).
6	Start the cluster.	clusvcadm -e [service name] For example: clusvcadm -e app_service

On a device server (Linux)

Note Any jobs in progress on the Device Server will be cancelled.

Follow the step:

Step	Action	Command
1	Run the DSr 26.0 Hotfix 2 installer for Linux.	bash NCM_Device_Drivers_26_HF2_Linux.bin Follow the prompts to install.

Installation instructions for a non-clustered environment

Use the following steps to install this Hotfix for a non-clustered environment on Linux, Solaris, and Windows.

Note If any files in the custom package folder conflict with files in the DSr Hotfix, a warning appears.

On an application, device, or combination server (Linux)

Note Any jobs in progress on the Device Server will be cancelled.

Follow the step :

Step	Action	Command
1	Run the DSr 26.0 Hotfix 2 installer.	<ul style="list-style-type: none"> ■ For Linux (follow the prompts to install):bash NCM_Device_Drivers_26_HF2_Linux.bin

On an application, device, or combination server (Windows Server 2003/2008 R2/2012/2016)

Note Any jobs in progress on the Device Server will be cancelled.

Follow these steps :

Step	Action	Command
1	Run the .exe file.	Double-click the NCM_Device_Drivers_26_HF2_Windows.exe file.
2	The installer will load.	Follow the prompts by clicking Next .
3	The install is complete.	Click Done when the install completes.

Verifying the installation

To verify the **Network Configuration Manager Device Services Support (DSr) Version 26.0 Hotfix 2** installation, follow these steps:

Step	Action	Command
1	Open the Help menu.	Click the Help option on the Network Configuration Manager menu bar.
2	Open the About window.	Select About . The About VMware Smart Assurance Network Configuration Manager window will open.
3	Verify the version of the Device Services release.	The version of this release is Device Service Release 26.0 Hotfix 2 .

Uninstalling Device Services Support (DSr) Version 26.0 Hotfix 2



Important The uninstall process reverts all files modified by the Device Services Support (DSr) Version 26.0 Hotfix 2 installation to their pre-installation state.

Only use these uninstall procedures if you are sure you want to uninstall Device Services Support (DSr) Version 26.0 Hotfix 2.

Note In the examples in both the Install and Uninstall instructions, **[Product Directory]** is used; however you must substitute [Product Directory] with your actual installation directory path.

- For both Linux you can determine your product installation directory by examining `/etc/voyence.conf`, and looking for the text `VOYENCE_HOME`.
 - For Windows, you can determine your product installation directory by accessing the Registry key at: **HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\Voyence\ControlConfiguration\VOYENCE_HOME**. The following sections provide details regarding installing the hotfix in different environments:
-

This chapter includes the following topics:

- [Uninstall instructions for a cluster environment](#)
- [Uninstall instructions for a non-clustered environment](#)
- [Verifying the uninstall](#)

Uninstall instructions for a cluster environment

Use the following steps to uninstall this Hotfix for a clustered environment on Linux and Windows.

On an application server (Linux only)

Follow these steps to uninstall this Hotfix:

Step	Action	Command
1	Stop the cluster.	clusvcadm -d [service name] For example: clusvcadm -d app_service
2	Mount the disk.	mount [Partition] [Product Directory] For example: mount /dev/sdc1 /opt/smarts-ncm
3	Navigate to the Hotfix directory.	cd [Product Directory]/software/ Uninstall_Device_Drivers_HF2/
4	Run the Hotfix Uninstall script.	bash Uninstall_Network_Configuration_Manager_Device_Drivers
5	Stop the services.	/etc/init.d/vcmaster stop
6	Navigate to the root directory.	cd/
7	Unmount the disk.	umount [Product Directory] ("Isol -l [Product Directory]" and kill processes if the drive is busy)
8	Start the cluster.	clusvcadm -e [service name] For example: clusvcadm -e app_service

On a device server

Follow these steps to uninstall this Hotfix:

Step	Action	Command
1	Navigate to the Hotfix directory.	cd [Product Directory]/software/ Uninstall_Device_Drivers_HF2/
2	Run the Hotfix Uninstall script.	bash Uninstall_Network_Configuration_Manager_Device_Drivers

Uninstall instructions for a non-clustered environment

Use the following steps to uninstall this Hotfix for a non-clustered environment on Linux and Windows.

On an application, device, or combination server (Linux)

Follow these steps to uninstall this Hotfix:

Step	Action	Command
1	Navigate to the Hotfix directory.	cd [Product Directory]/software/ Uninstall_Device_Drivers_HF2/
2	Run the Hotfix Uninstall script.	bash Uninstall_Network_Configuration_Manager_Device_Drivers

On an application, device, or combination server (Linux) for NCM 9.5.1 onwards

Note This section is only applicable for the NCM base release 9.5.1 onwards.

To uninstall the Hotfix completely, you must extract the **jre-dsr.tar.gz** files manually before uninstalling the Hotfix.

Follow these steps to uninstall this Hotfix:

Step	Action	Command
1	Navigate to the Hotfix directory.	cd [Product Directory]/software/ Uninstall_Device_Drivers_HF2/
2	Unzip the folder.	Unzip jre-dsr.tar.gz folder in the following location: \$VOYENCE_HOME/jre-dsr.tar.gz
3	Run the Hotfix Uninstall script.	bash Uninstall_Network_Configuration_Manager_Device_Drivers

On an application, device, or combination server (Windows only)

Follow these steps to uninstall this Hotfix:

Step	Action	Command
1	Open Add or Remove Programs.	Open Add or Remove Programs located under the Control Panel in Windows.
2	Run the Hotfix Uninstaller.	<ul style="list-style-type: none"> ■ Select Network Configuration Manager Device Drivers 26 HF2 from the Add or Remove Programs list. ■ Click the Change/Remove button to run the uninstaller.

On an application, device, or combination server (Windows) for NCM 9.5.1 onwards

Note This section is only applicable for the NCM base release 9.5.1 onwards.

To uninstall the Hotfix completely, you must extract the **jre-dsr.zip** files manually before uninstalling the Hotfix.

Follow these steps to uninstall this Hotfix:

Step	Action	Command
1	Navigate to the Hotfix directory.	[Product Directory]
2	Unzip the folder.	Unzip jre-dsr.zip folder.
3	Navigate to the Hotfix directory.	[Product Directory]/software/ Uninstall_Device_Drivers_HF2/
4	Run the Hotfix Uninstaller.	Double-click Uninstall VMware Smart Assurance Network Configuration Manager Device Drivers.exe to start the uninstall process. This portion of the uninstaller may take several minutes.

Verifying the uninstall

To verify **Network Configuration Manager Device Services Support (DSr) Version 26.0 Hotfix 2** is uninstalled, follow these steps:

Step	Action	Command
1	Open the Help menu.	Click the Help option on the Network Configuration Manager menu bar.
2	Open the About window.	Select About . The About VMware Smart Assurance Network Configuration Manager window will open.
3	Verify the version of the Device Services release.	The previous version of DSr installed on your machine is displayed.

Troubleshooting and getting help

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VMware support, product, and licensing information can be obtained as follows:

Product information - For documentation, release notes, software updates, or information about VMware products, and service, go to the VMware Online Support website (registration required) at:

docs.vmware.com

For technical support, go to VMware Online Support and select Support. On the Support page, you will see several options, including one to create a service request. Note that to open a service request, you must have a valid support agreement. Contact your VMware sales representative for details about obtaining a valid support agreement or with questions about your account.