Knowledge Base Article #ETM416
ETM® (Enterprise Telephony Management) System v6.0.2
Release Notes

This document contains important information about version 6.0.2 of the ETM® System. The ETM System includes the ETM Communications and Application Appliances, ETM Server software, and the ETM applications: the Performance Manager, the Voice Firewall, the Usage Manager, AAA Services for the Voice Firewall, the Voice IPS (Intrusion Prevention System), and the Call Recorder.

Changes in v6.0.2

LDAP Paging Support—Paged results are now supported for LDAP import sets.

Local CRC only created when Call Recording is enabled--Previously, a local CRC was created automatically when a Card capable of supporting it connected to the Server. Now, a local CRC is only created when Call Recording is enabled.

Includes all changes released in software updates since v5.2—Changes in v6.0.1* are listed below. For a list and description of other updates since v5.2, visit the SecureLogix Knowledge Base at *http://support.securelogix.com*.

Issues Resolved in v6.0.2*

- 7472—Host file Domain Name Resolution causes call loss and SP Panics.

- 7465 – 3070 Appliance Panics into Failsafe

- 7464—CstMediaProxyXcvr queue gets full/hangs

- 7415—Issues under load

- 7429—Signaling Proxy stops proxying and processing SIP messages under load

- 7475 - Log and Dialog files on the proxy nodes can grow without bounds

- 7438—Network Initialization/Bind Errors following Bootup

- 7473 - SIP Trace Upload Issues

- 7418—Inactivity Termination/Purge fails for calls in certain states

- 7474 - Call Type Count may not match total number of declared call types when multiple changes occur

- 7405—HA: Signaling Proxy loss of redundancy

- 7466—DSP Debug TOS command not working

- 7449—SIP Options Ping Issues

- 7447—Signal Proxy Service fails to stop cleanly

- 7428—Call logs resent to Management Server in rare cases

- 6852—Ping not runnable on SIP appliance

Changes in v6.0.1* (Included in v6.0.2)

SIP Trunk support—ETM System v6.0 introduced new hardware for SIP trunk support and extends most ETM application features to SIP trunks, including the Voice Firewall, Voice IPS, Health and Status, and Call Accounting.

IPv6 support—The ETM System now supports both IPv4 and IPv6. Hybrid environments are supported.

Call Recorder Collection Server enhancement—The Collection Server now provides an option for rule-based call recording storage when the Default filter is used. Operating system folder permissions can be used to assign access control per Recording Policy rule.

New Windows Operating System Support—The ETM System now supports Windows Vista and Server 2008. Windows NT is no longer supported.

Call Recording Status Detector—The ETM System now tracks the percentage of all inbound/outbound calls recorded, to identify potential error conditions impairing call recording. If the percentage drops below a configurable threshold, the event is logged so that maintenance actions can be taken to correct the potential error condition. Real-time statistics are provided that can be used to determine why calls are not recorded.

Various memory usage enhancements for ETM® System applications—The ETM System now has improved efficiencies for lookups between active calls and Directory information.

Issues Resolved in v6.0.1*

- 6546— Indicators for spans that are in Alarm and/or offline

- 6571— Temporary duplicates in Client Allow List

- 6686— GUI allows empty Card name

- 6701— Updated JRE with DST Changes

- 6706—Collection Server connections blocked until GUI warning is acknowledged

- 6737— MS crashed due to user-corrupted database

- 6835— Duration objects not parsed correctly when loaded from DB

- 7028— Decoding CID messages containing multiple stop bits

- 7108— NFAS Group port conflicts

- 7203— Consistent allowed characters for Import Set name

Special Configuration Instructions

SS7 Signaling Listener Ports—When configuring fully associated signaling links on SS7 Bearer Spans, ensure that a unique listener port is selected for each Span on a Card, or port conflicts will occur. During the "out-of-the box" configuration of Cards, the Appliance software selects unique listener ports based on the Span number on the Card. If you change these port assignments, assign a distinct value for each Span. See the *ETM® System Installation Guide* for details.

IMPORTANT INFORMATION for installing on Windows Vista or Server 2008—A new feature called User Account Control (UAC) was introduced in Windows Vista and Windows Server 2008 that limits application software to standard user privileges and only provides administrator level privileges if authorized by an Administrator-level user. In addition to requiring administrator privileges to perform administrative functions, UAC also introduced File and Registry Virtualization, which causes user-level programs to write data and registry settings to a virtual area for the given user, rather than to a system directory (such as Program Files) or the registry. Various functions, scripts, and installations in the ETM System may be adversely affected.

To prevent issues, do one of the following when installing on one of these operating systems:

- Ensure a user with Administrator privileges installs the ETM System applications and then run the applications as Administrator rather than local user.

- Install the ETM System in a directory that is not a system directory (for example, not in Program Files).

- Disable the UAC feature on your operating system.

Delayed interface responsiveness—On Windows, an additional delay averaging 20 seconds may be encountered when any of the ETM System Software Components attempts to open a network connection to a remote machine. This delay is due to the lack of a DNS Server definition or an invalid DNS server definition in the Windows Internet Protocol (TCP/IP) Properties for the applicable networking interface, exacerbated by the Java 1.5 Virtual Machine use of a SOCKS networking protocol that requires additional DNS lookups.

To avoid this delay, do one of the following:

- Specify a valid DNS Server in the Windows Internet Protocol (TCP/IP) Properties for the applicable networking interface.

- On each remote client computer, add an entry for the ETM Server computer to the HOSTS file. For example, if the Server is **zephyr.securelogix.com** with an IP address of 10.1.1.202, you would add the following entry:

    10.1.1.202 zephyr   zephyr.securelogix.com

Obtaining the Optional Acrobat Reader

ETM System documentation in PDF format is provided with the ETM System software, and Usage Manager Reports can be saved in PDF format. To view these PDFs, you must have Adobe Acrobat Reader v5.0 or later, which is available for download from *www.adobe.com*.

Known Issues in Version 6.0.2

Unable to import LDAP data set from an IPv6 address—A known issue with the LDAP Java SDK prevents the Directory Manager from connecting to the LDAP source via IPv6.

Management Server and Report Server do not start on an IPv6-only system—If IPv4 networking is removed or disabled on the system on which the Management Server and Report Server are installed, the services will not start. When using IPv6, ensure that IPv4 networking is also installed and enabled.

An ETM System console installed on an IPv6-only system cannot connect to remote Management Servers— If IPv4 networking is removed on the client host on which a remote ETM System Console is installed, the Client cannot connect to the ETM Server. When using IPv6, ensure that IPv4 networking is also installed and enabled.

Emergency Group contents—When defining a custom Emergency Group for a Firewall Policy, do not use Directory Filters, or the Firewall Policy may fail to install.

Masking/Redirection Plan for E1 DASS2/DPNSS—Various issues exist with Masking/Redirection Plan functionality on E1 DASS2 and DPNSS Spans.

In-progress calls logged by analog at startup—When an analog 1012/1024 Span starts up following a restart or reboot, any calls that are currently in-progress generate new call logs. Since Spans are not frequently restarted or rebooted, this issue is not likely to occur often.

Potential for Inbound SMDR correlation mismatches—On rare occasions, under heavy load on Merlin PBXs, unanswered calls may be miscorrelated with answered calls that have like duration.

Version History

For information about previous releases of the ETM System, see the SecureLogix Knowledge Base at *http://support.securelogix.com*, keyword "release notes".

Last Update: 2/18/2010

*v6.0.1 was the GMA release of v6.0.x.