

# Knowledge Base Article #ETM674

## ETM<sup>®</sup> System Release Notes for Maintenance Release 5.0.2 12-3

This document contains important information about version 5.0.2 12-3 of the ETM<sup>®</sup> System. The ETM System includes the ETM Communications 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.

*This maintenance release can only be installed on ETM System Software v5.0.2. If you are running a previous version of ETM software, please contact your Account Executive or SecureLogix Customer Support for updated software.*

### Issues Resolved in v5.0.2 12-3

- Incompatibility between ETM System Software v5.X and ETM appliance compact flash disk (multiple symptoms)
  - Appliance may not complete the reboot process, requiring a serial connection to the appliance to complete the reboot
  - Appliance may panic upon reboot, causing a secondary reboot
  - During the reboot process, an appliance panic may cause the software to initialize into a state that does not allow the proper ISDN messaging to pass between the Central Office and PBX. This will manifest itself as the appliance reporting "Kernel Panics" and/or the D-channel continuously going down and coming back up ("bouncing"). Calls will not be able to be completed across affected spans during this time if "bouncing" is experienced.
  - This problem is caused by compatibility issues between the version of Linux kernel in the ETM appliance software and the compact flash disk on the appliance. To determine if a card can experience this problem, issue the following command via ASCII Management Interface, telnet or serial connection to the appliance: "**Maint more /proc/ide/hda/model**"
  - If you see either of the following results, your card can experience the issue: "**SanDisk SDCFBI-32**" or "**SanDisk SDCFJ-32**"
  - Linux kernel update to ensure compatibility with compact flash disk.
  
- Voice calls incorrectly identified as Modem calls
  - Significant changes to low-level call type functions were introduced in ETM System Software v5.0 to enhance the ability to detect modem call types, including the ability to detect V.92 quick connect modem handshakes. The call type detection change did improve our modem detection capability but the increased sensitivity has resulted in a small percentage of "false positive" detections where voice calls are improperly characterized as modem calls.
  - Statistics captured at two large sites indicate that some customers running ETM System Software v5.0 could see "false positive" modem detections at rates of approximately 1 per 1,000 voice calls
  - The call type code was changed to provide further validation checking of modem handshakes and eliminate the false positive modem detections
  
- Oracle error in IPS Poller (Ora-08177: can't serialize access for this transaction)
  - Use of serialized transactions in IPS Poller mechanism resulted in an Ora-08177 error in high load scenarios.
  - Now avoiding use of 'serialized transaction' isolation level in IPS Poller

- Changed call initiation times from second to millisecond resolution to differentiate between two calls starting on the same channel within a second
  - ETM call records previously used the start time of a call to uniquely identify it, which resulted in second call being “lost” if two calls on the same channel started at the exact same second.
  - Unique identifier granularity changed to add milliseconds to value to avoid this scenario
- Ended Call Display Time value not recognized after being changed
  - Changing the Ended Call Display Time value in the Performance Manager properties did not take effect.
  - Changing value now results in desired value.
- On PRI spans, call type carried over from the previous call in isolated scenarios
  - In isolated scenarios, the call type from the previous call was carried over to the next call, resulting in an incorrect call type for that call.
  - Call type now reset at beginning of every call.
- Appliance communication ports appear to be open in High and Medium security configuration
  - If a port scanner is run against any ETM appliance running version 5.0 or above in High/Medium Security mode, the following ports may be detected: Telnet port(s), Primary/Backup NFAS ports, and Cache Recording span port. These ports will not respond to any communication attempt, but will appear “open” to the scan if the scanner’s IP address is the Management Server IP or one of the Telnet Allow IPs.
  - Ports are now visible only if scanning from the ETM Management Server IP address.

### **Bug List - Resolved in v5.0.2 12-3**

- 4974 - IPS Engine intermittently fails with Oracle-08177 error.
- 5829 - Call type carried over from previous call.
- 5892 - Call Monitor does not use updated Ended Call Display Time value.
- 6007 - Allowed telnet IPs permit port scanning in Medium/High security mode.
- 6041 - Last Resort package is too large to install on some hardware variants of 4.x 3000 appliances.
- 6044 - Operating system lacked support for DMA-enabled compact flash disks used by a subset of 2100/3000 appliances. Symptoms included d-channel problems, reboot problems, and kernel panics.
- 6045 - ETM System lacks account lockouts after repeated failed login attempts within a configurable timeframe.
- 6046 - Appliance's package download and processing time is slow.
- 6047 - For a small percentage of calls, voice calls are declared as Modem.
- 6048 - H.323 IPS termination problem led to occasional appliance restarts (panics).
- 6049 - ETM only accounts for 1 call per second on a given channel.

To download this patch for a standard ETM System installation, please follow the directions below:

- Go to <http://download.securelogix.com/>
- Navigate to the bottom of the page. There you will find a "Library Search File" section.
- Enter the file name "502-12-1A.zip"
- When prompted for a username and password, enter the following:
  - Username: 50212-1A
  - Password: download

To download this patch for an ETM Call Recording installation, please follow the directions below:

- Go to <http://download.securelogix.com/>
- Navigate to the bottom of the page. There you will find a "Library Search File" section.
- Enter the file name "502-12-1A-Rec.zip"
- When prompted for a username and password, enter the following:
  - Username: 50212-1A-Rec
  - Password: download

Instructions for installing the components of this patch can be found at the following link:

<http://support.securelogix.com/article.htm?articleid=ETM779>

Release notes for this patch are included in the download and can also be found at the following link:

<http://support.securelogix.com/article.htm?articleid=ETM674>

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The ETM System includes: Data Encryption Standard software developed by Eric Young  
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