

NetCentral Version 4.1.15

Release Notes

Table of Contents

<i>Grass Valley Product Support</i>	2
<i>About this document</i>	3
<i>NetCentral features</i>	3
<i>NetCentral device providers</i>	3
<i>What's New in NetCentral version 4.1.15</i>	5
<i>What's New since NetCentral version 4.0</i>	9
<i>Actions and Filters based on text</i>	10
<i>Problems fixed in 4.1.15</i>	13
<i>Installing NetCentral</i>	15
<i>Tips</i>	17
<i>Using NetCentral with Windows XP Service Pack 2</i>	18
<i>Licensing NetCentral software</i>	20
<i>Requesting a license</i>	21
<i>Adding a license</i>	23
<i>Deleting licenses</i>	24
<i>Archiving licenses</i>	24
<i>Migrating from previous versions to NetCentral 4.1.15</i>	25
<i>Known problems</i>	29

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Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report new issue, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax. Contact Grass Valley first regarding problems with third party software on Grass Valley products, such as the Microsoft® Windows® operating system, Windows Media® player, Internet Explorer® internet browser, and SQL Server™.

Web Technical Support

To access support information on the Web, visit the product support Web page on the Grass Valley Web site. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

World Wide Web: <http://www.thomsongrassvalley.com/support/>

Technical Support E-mail Address: gvgtechsupport@thomson.net

Phone Support

Use the following information to contact product support by phone during business hours. After-hours phone support is available for warranty and contract customers.

United States	(800) 547-8949 (Toll Free)	France	+33 (1) 34 20 77 77
Latin America	(800) 547-8949 (Toll Free)	Germany	+49 6155 870 606
Eastern Europe	+49 6155 870 606	Greece	+33 (1) 34 20 77 77
Southern Europe	+33 (1) 34 20 77 77	Hong Kong	+852 2531 3058
Middle East	+33 (1) 34 20 77 77	Italy	+39 06 8720351
Australia	+61 1300 721 495	Netherlands	+31 35 6238421
Belgium	+32 2 3349031	Poland	+49 6155 870 606
Brazil	+55 11 5509 3440	Russia	+49 6155 870 606
Canada	(800) 547-8949 (Toll Free)	Singapore	+656379 1390
China	+86 106615 9450	Spain	+ 34 91 512 03 50
Denmark	+45 45968800	Sweden	+46 87680705
Dubai	+ 971 4 299 64 40	Switzerland	+41 (1) 487 80 02
Finland	+35 9 68284600	UK	+44 870 903 2022

Authorized Support Representative

A local authorized support representative may be available in your country. To locate the support representative for your country, visit the product support Web page on the Grass Valley Web site.

About this document

This document contains the latest information about the NetCentral system. For the complete description and instructions for NetCentral, read the *NetCentral User Guide*.

NetCentral features

The NetCentral system is a suite of software modules that work together to monitor and report the operational status of your facility's equipment from one or more centrally located computers. The NetCentral system runs in a Microsoft Windows desktop environment and uses Simple Network Management Protocol (SNMP), Syslog RFC 3164, and other industry standard technologies to communicate over an Internet Protocol (IP) network with Grass Valley and partner products.

The NetCentral system gives facility engineers and equipment operators the ability to do the following:

- Be continuously aware of the moment-by-moment status of multiple devices.
- Identify problems before they become critical.
- Understand why a device is malfunctioning.
- Consider recommendations for corrective action.
- Research messages and logs for information about previous status changes.
- Check status and troubleshoot from a remote location.

The NetCentral system provides a well-developed set of features designed specifically for the TV and video industry. This allows you to concentrate on the management of your equipment while minimizing network management overhead.

Grass Valley SNMP MIBS are written in SMIv2 (Structure of Management Information). All Grass Valley agents support SNMPv1. SNMPv2c is supported by specific operating systems, such as Windows 2000 or Windows XP. NetCentral manager accepts messages from either SNMPv1 or SNMPv2c agents.

NetCentral device providers

A software component called a device provider is required to monitor each type of device. As of the date of this release, device providers are available as follows:

- *K2 Media Client, K2 Media Server and K2 RAID storage devices*
- *HAFT Server*
- *Generic PC monitoring*
- *NetResponse web services monitoring*
- *Enhanced PC monitoring for Dell servers (750, 2650, 2850)*
- *Profile® XP Media Platform*
- *Profile Open SAN System*
- *Profile XP Media Platform RAID storage devices*

- *M-Series™ iVDR*
- *Universal Interface Module (UIM)*
- *PFR 500/600, PFR 700 storage devices*
- *Kalypso™ Classic & Kalypso HD/Duo Video Production Center*
- *Zodiak™ Digital Production Switcher*
- *KayakDD & KayakHD switchers*
- *Kameleon™ Media Processing System Media Processing System*
- *Gecko™ Signal Processing System Signal Processing System*
- *Encore™ Routing System Controller Routing System Controller*
- *7500 WB and 7500 NB matrices*
- *XMS 3500 & DBS 2930 Compression & Networking products*
- *Concerto™ Series routing matrix Series routing matrix*
- *Trinix™ 128, 256, and 512 matrices 128, 256, and 512 matrices*
- *Brocade Silkworm Fibre Channel switch (2400, 2800, 3200, 3800)*
- *Q-Logic Fibre Channel switch SANBox2 and SANbox 5202*
- *Cisco Catalyst Series Ethernet switch (2924, 2950, 2970, 3750)*
- *HP ProCurve 3400cl GigE Switch*
- *Generic Ethernet Switch*
- *Cisco 871 Router*
- *Videoframe GPIO Vnodes and signal monitoring Vnodes***
- *Harris automation*
- *Barco Hydra*
- *Avitech multi-viewer*
- *ADIC Scalar 10k tape library*
- *DIVArchive*
- *NetCentral Agent*
- *Any SNMP-enabled product using the generic device provider*

Many new products are being added. Ask your Grass Valley products representative for an updated list.

** Note: One license required for each device being monitored.*

*** Note: These third-party interface products allow monitoring of legacy devices without SNMP capabilities (contact closure alarms).*

What's new in NetCentral version 4.1.15

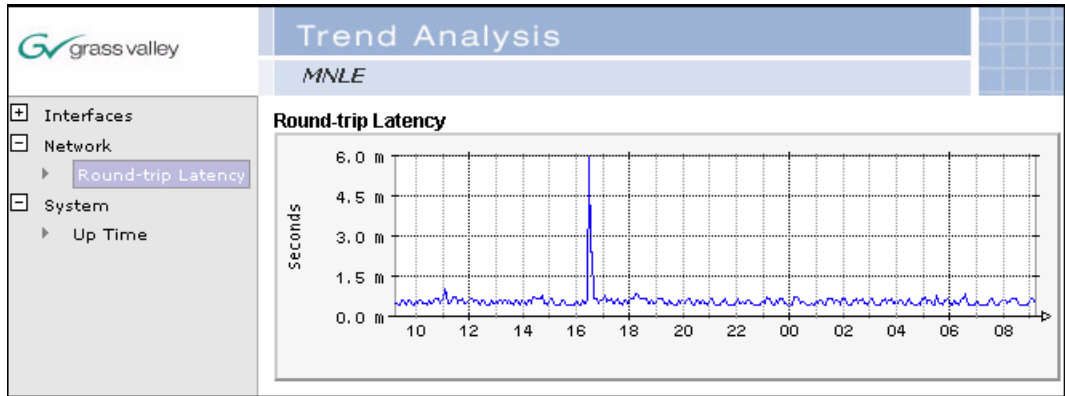
New since 4.1.10— NetCentral includes the following improvements and features new to version 4.1.15:

- **New device providers** — New device providers have been created for:
 - Cisco 871 Router
 - Generic Switch
 - XtenDD
 - HAFT Server
 - **Supports DIVA archive-MIB rev A3**
- **Ping Protocol** — Ping protocol has been added to the list of monitoring protocol options. This protocol provides basic heartbeat check capability for devices which do not support SNMP. Ping also adds trend analysis capability for network latency. To monitor a device using Ping protocol, go to **File | New | Device**, enter the name or IP address of the device and select Ping Device from the options provided.



The screenshot shows the 'Add Device' dialog box. It features a list on the left with three options: 'SNMP Device', 'Syslog Device', and 'Ping Device'. The 'Ping Device' option is highlighted. To the right of the list are five text input fields: 'Name or IP address:' containing '10.16.32.108', 'Location:' containing '3rd floor', 'Contact:' containing 'H. Walker', and 'Asset Tag:' containing 'G1232'. At the bottom right are 'OK' and 'Cancel' buttons.

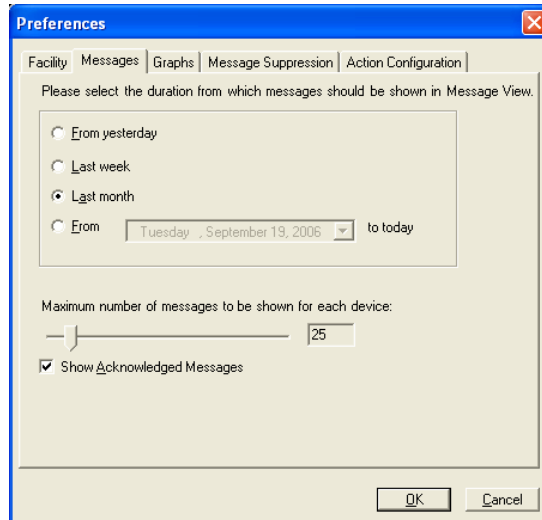
Network latency charts — NetCentral now creates Network latency trend graphs for all monitored device types. The default network latency value is 0.05 seconds, or 50 milliseconds (.05 seconds = 50 milliseconds). This is a floating point value, specifying the network latency in terms of seconds.



Trend navigation — Navigate the improved trend graphs quickly using the new navigation tree on the left side of the Trend view.

- **Message management:**

- **Text and pattern matching** — Configure actions and filters based on message text. (Note that this text must be in the “description” field, not the message title.) See “Actions and Filters based on text” on page 10.
- **Improved message severity filtering** — The Configure | Preferences | messages menu allows you to specify which recent messages you want to see in the message view. For instance, you can opt to view messages from the last week only, or from the last month, etc. This previously meant that even a message causing a warning or alarm status would be filtered out of view once it was outside the limits of the specified time scope. This feature has been updated so that the Message view now shows the message responsible for the severity alert in the Tree view, even if that message is outside the scope of the time filtering mechanism.



- **Message suppression** — Automatic message suppression controls the number of messages you receive from a “babbling” device. NetCentral

NetCentral Version 4.1.15 Release Notes

displays in the Message view the number of times a message has been suppressed. For more information about message suppression, including options for manual suppression, see the *NetCentral User Guide*.

!		From	Device Type	Message
⚠	<input type="checkbox"/>	xp.tgv	Profile XP	Fan Fault (14)
⚠	<input type="checkbox"/>	xp.tgv	Profile XP	

- **Place devices out of service or back in service** — Manually place devices out of service or back in service for maintenance purposes. To do this, right-click a device in the Tree view and select **Remove from Service**. This device will appear grey in the tree, and NetCentral will ignore the device until it is placed back in service (right-click, select **Back in Service**).



If you remove a device from service, don't forget to return it to service when you're finished! NetCentral will not display messages for this device until you do.

- **Port Alias** — An alias can be entered for each port on a Brocade, Cisco, Qlogic, or HP Ethernet switch, indicating what device is connected to the port.
- **Web Client improvements:**
 - **Localized messages** — Web Client reflects localized messages.
 - **Security settings** — The Web Client now accepts security settings. A user who has administrator rights on the server also has administrator rights on the Web Client; a user who has user or technician rights on the NetCentral Server also has user or technician rights when they access NetCentral via the Web Client.
 - **Sort messages by any column** — Messages in the NetCentral local client or the Web Client may be sorted by any column, including the newly added 'Remarks' column.
 - **Reset devices from the Web Client** — Devices may be reset from the Web Client interface if the logged in user has the appropriate access rights.
 - **Web Client status indicators** — Web Client status indicators have been updated to match the local client icons.
 - **Web Client message acknowledgement** — Acknowledge a message in the Web Client by clicking the checkbox next to the message. You may also enter remarks in the Web Client and press the "save" button to update remarks in the NetCentral database. When remarks are saved, the message is automatically acknowledged.
 - **A grey device indicates a device has been placed "out of service"** — The Web Client reflects when a device has been placed out of service (for maintenance purposes, for instance). When a device is placed out of service, NetCentral automatically suspends heartbeat polling and trend

variable polling; these functions are automatically started again when a device is placed back in service.

- **Open to device** — double-clicking a message opens to that device.
- **Adding remarks** — To ensure that a remark is not lost while you are typing it, pause the timer by clicking the **Stop Timer** button. Click **Start Timer** when you have finished and saved the remark.

- **Facility View:**

- **Folder icon** — When a folder is drag-and-dropped onto a NetCentral HTML page, the status indicator icon is displayed by default instead of the folder icon.
- **Copy Special** — When the status indicator is selected from the Copy Special menu, the icon is automatically sized correctly.
- **Active folder drawings** — Folder icons are now active in the Facility View, changing color to represent the status of devices in the folder.

- **Restore backup** — NetCentral backup can now be restored from the start menu.

1. Stop the NetCentral services.
2. Stop and restart the “World Wide Web Publishing” service.
3. Go to **Start | Programs | NetCentral | RestoreBackup**.

Note that the Restore Backup function won’t work if the back up zip file is placed directly in the C:\ drive. Place the zip file in a folder before running RestoreBackup.

- **Interface Speed** — NetCentral 4.1.15 includes speed improvements in the trend and property pages.
- **Off-line add device program** — Newly created program that allows offline adding devices to NetCentral.

The program **AddDevice.exe** takes two command line arguments. The first argument is the path of the input comma separated file (csv) and the second is the folder path. If the second argument is missing, **AddDevice.exe** will create a folder at the root level for each of the device types and place those devices in their respective folders.

The program **AddDevice.exe** must be run from c:\Program Files\Thomson Grass

NetCentral Version 4.1.15 Release Notes

Valley\NetCentral\Bin

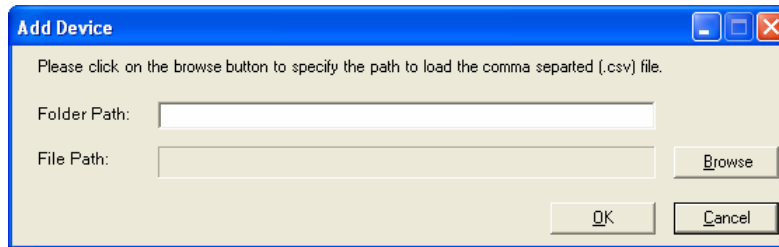
Usage: **AddDevice.exe** *[[file.csv] [folder_name]]*

[file.csv] – Comma separated list file. Each line in the file should be composed of *Device Type, Device IP address, Device Name, and Community name*. For example:

```
Dell PowerEdge,10.16.104.161,XChange Server,public
K2 Server, 10.16.104.162, Server1,public
K2 Server,10.16.104.163,Server2,public
```

[folder_name\folder_name\folder_name] – The path (separated by backslashes if necessary) for the NetCentral folder in which to place the devices described in the *file.csv*.

When the program is run, if you do not supply the command line argument, the program will launch a dialog box for you to enter a file path and NetCentral Folder path.



Notes:

- If you supply a folder path under which the device is already present in the NetCentral database, the device will not be added again. However, if you ask the program to install the device under a different folder name, the program will add the device again under the new folder name name.
- AddDevice.exe does not run if NetCentral services are running. Stop NetCentral Services before using AddDevice.exe.
- After adding devices, AddDevice.exe will display a log of its activities.

What's new since NetCentral version 4.0

NetCentral version 4.1 and subsequent versions include the following improvements and features new since version 4.0:

- **Generic Device Provider** — This license allows the user to monitor a device for which there is no NetCentral device provider.
- **Localization tool** — Provides translated versions of NetCentral messages.
- **Licensing** — This is NetCentral's licensing mechanism. Refer to "Licensing

NetCentral software” on page 20.

- **Menu restructure** — There are fewer menus; menu selections have been reorganized.
- **Network usage** — NetCentral indicates network traffic on the NetCentral server PC.
- **Improved wizard for actions and filters** — Use the same wizard to configure actions and filters.
- **Trends view** — The Trends view is one of the primary NetCentral views. The Trends view graphs the changes in monitored devices’ status parameters over time.
- **Tree view improvements** — In the Tree view you can change device names and configure the sort order.

NOTE: *Upgrades to SNMP agents on monitored devices are not required to support NetCentral version 4.1.15. Any SNMP agents compatible with previous versions of NetCentral are also compatible with NetCentral version 4.1.15.*

Actions and Filters based on text

Actions and Filters can be applied to messages based on the text content of the message. Regular expressions supported are explained in the following table. The sample results provided assume you are using regular expressions to further limit a beep action configured to sound upon receipt of warning or critical messages.

To create a parallel situation, add a device as a Windows System. For this device, configure a beep action to sound when a warning or critical message is received. Then use a regular expression to limit this action to an even more specific set of messages—messages that meet the critical or warning requirement *and* match the text you specify.

Note: Regular expressions are case insensitive.

Character	Description	Example	Result
^	Beginning of the string.	The expression "^A" will match an A only at the beginning of the string. Ex: "^N" matches "NetCentral"	^Application Beeps for "Application hotfix install error."

NetCentral Version 4.1.15 Release Notes

Character	Description	Example	Result
^	The caret (^) immediately following the left-bracket ([]) has a different meaning. It is used to exclude the remaining characters within brackets from matching the target string.	The expression "[^0-9]" indicates that the target character should not be a digit. Ex: "[^0-9]" matches 'a'/'x' but, not '0'/'7'	(a-z) (A-Z)[^0-9] Does not beep for "The driver detected a controller error on 2."
\$	The dollar sign (\$) will match the end of the string.	The expression "abc\$" will match the sub-string "abc" only if it is at the end of the string. Ex: "Central\$" matches "NetCentral"	
	The alternation character () allows either expression on its side to match the target string.	The expression "a b" will match a as well as b . Ex: "t The" matches "the" and "The"	Application driver Beeps for "Application hotfix install error."
.	The dot (.) will match any character.		. Beeps for "Application hotfix install error."
*	The asterix (*) indicates that the character to the left of the asterix in the expression should match 0 or more times.	"Th*e" matches "Te", "The", "Thhe" etc.	(driver)* Beeps for "Application hotfix install error."

Character	Description	Example	Result
+	The plus (+) is similar to asterix but there should be at least one match of the character to the left of the + sign in the expression.	“Th+e” matches “The”, “Thee” etc.	(error)+ Beeps for “Application hotfix install error.”
?	The question mark (?) matches the character to its left 0 or 1 times.	“Th?e” matches “Te” and “The”	T?e Beeps for “The driver detected a controller error on 7.”
()	The parenthesis affects the order of pattern evaluation and also serves as a tagged expression that can be used when replacing the matched sub-string with another expression.	“(this) (that)” matches either “this” or “that”	(Application)+[a-z]*[A-Z]*(error)+ Beeps for “Application hotfix install error.”
[]	The brackets ([and]) indicate that the character being compared should match any one of the characters enclosed within the bracket.	"[0-9]" matches '0' / '7' but, not 'a' / 'x' The dash (-) between 0 and 9 indicates that it is a range from 0 to 9. The regular expression will therefore match any character between 0 and 9, that is, any digit.	[0-7] Beeps for “The driver detected a controller error on 4.” Does not beep for “The driver detected a controller error on 9.”

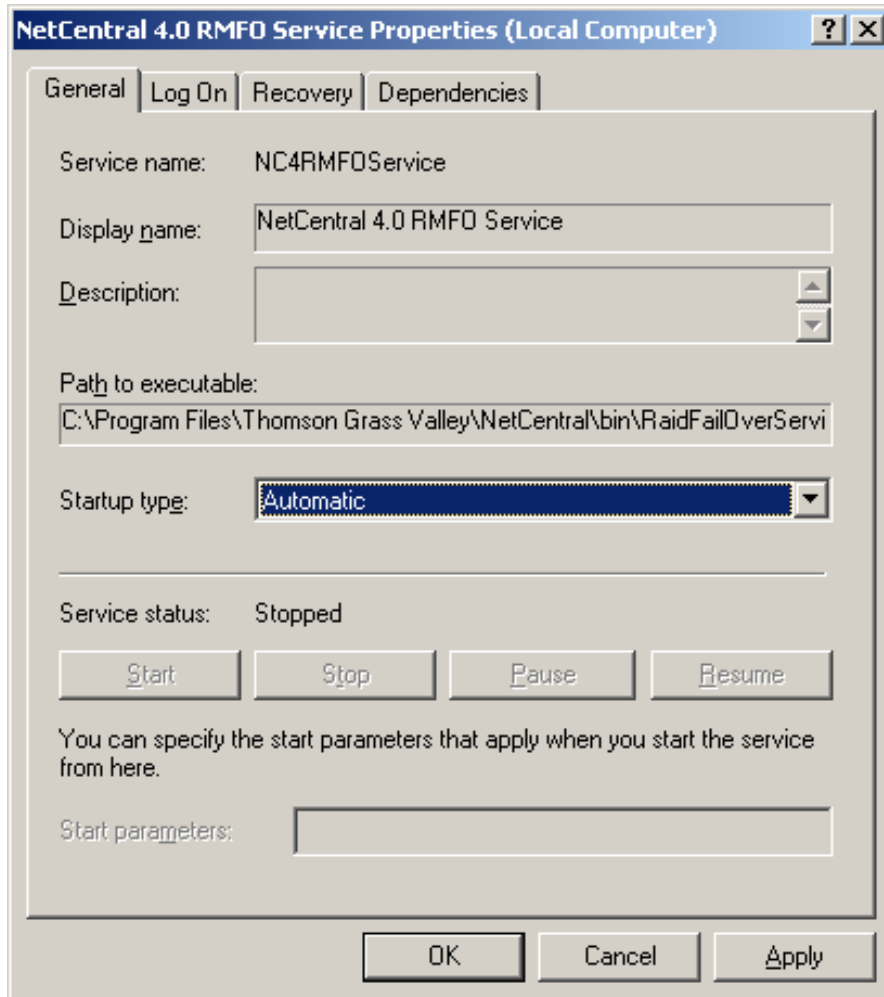
Character	Description	Example	Result
\	Backslash is used to search for a special character	"\" matches a single asterisk.	\@ Beeps for “The driver detected a controller error on @.”

Problems fixed in 4.1.15

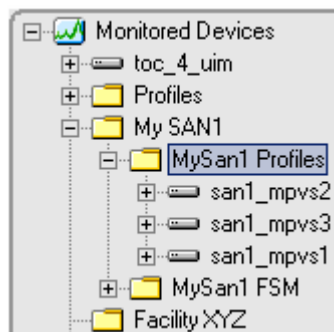
- **Updated PFR700-K2RAID device provider** —The number of LUNs displayed was previously limited to six. This restriction has been removed.
- **Fixed K2 Client reference display of PAL systems**—K2 Client channels page now correctly displays PAL reference standard.
- **Updated PFC 500 drive information** — Reflects correct drive/controller relationship.
- **Cisco fault reporting** — Now correctly reporting faults on the appropriate port only.
- **Trend graph flags** — resetting a device state resets the device’s trend flag to normal status (instead of a warning or critical status).
- **Database restoration** — Database from a previous installation can be restored in 4.1.15.
- **Enhanced Dell version information** — Dell version information updated.
- **Message purging** — Purging warning or critical messages for a device automatically clears the device of any warning or critical alerts associated with the message.
- **System page hostname display** — System page accommodates large DNS hostnames.
- **Correct conversions** — Conversions from bps to Mbps or MBps are now correct.
- **Cisco 3750 Device Provider** — Updated to launch configuration.
- **Improved Tree view** — Deleting a folder from the Tree now prompts the user with a confirmation dialog box.

- **Open SAN fabric creation** — Updated to automatically set the Profile Raid proxy server. If you are using **PFC500 on an Open SAN**, you must update fabrics to use this new service.

To enable this, first verify that the **NetCentral 4.0 RMFO Service** is set to automatic startup.



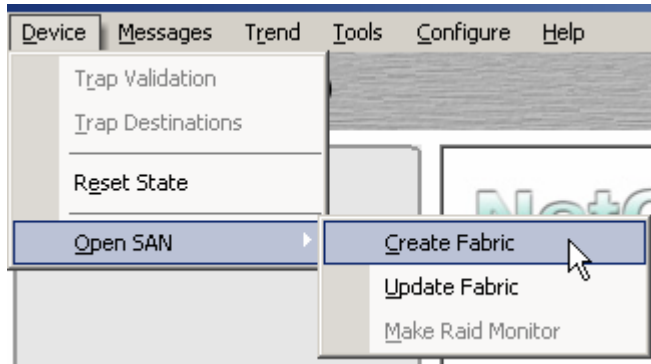
Second, in the Tree, create a folder to contain all of the SAN components you want in the fabric. You may want to create subfolders to organize SAN components. In that case, group all the Profiles you want to include in a fabric in one of the subfolders. Ensure this folder has a unique name within the Tree.



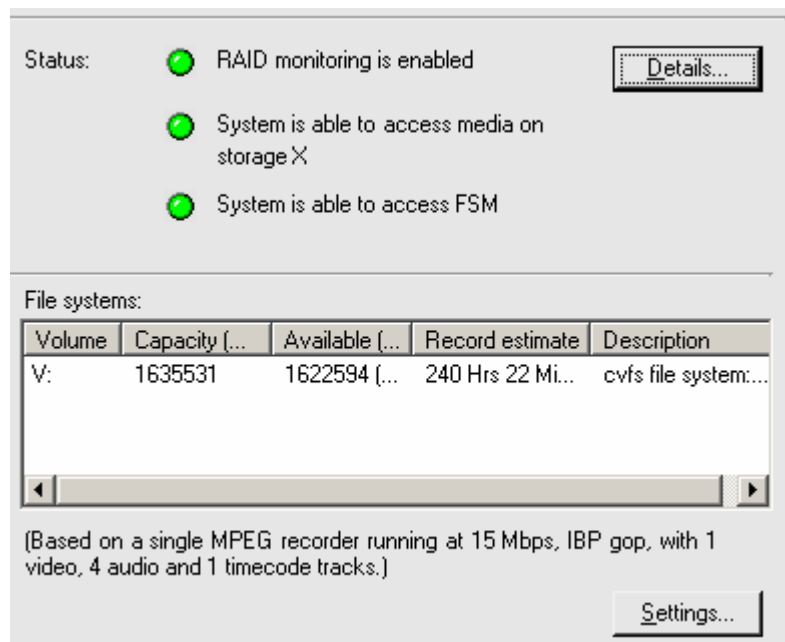
NetCentral Version 4.1.15 Release Notes

In the Tree view, select the folder which contains the Profiles you wish to include in a fabric. (Remember, this folder must have a unique name in the Tree.)

In the NetCentral menu, go to **Device | Open SAN** and select **Create Fabric**.



The component functioning as the RAID proxy indicates in the property pages that RAID monitoring is enabled. A Details button provides further information.

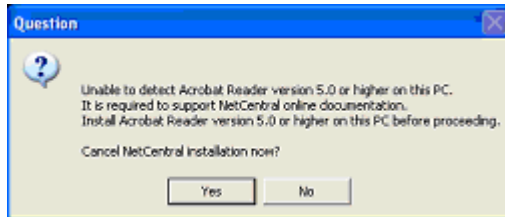


Installing NetCentral

Initial Installation —To install NetCentral version 4.1.15 software for the first time, first install NetCentral 4.1.5.2. Second, install the 4.1.15 service pack. Follow the instructions found in the *NetCentral Quick Start Guide* or the *NetCentral User Guide*.

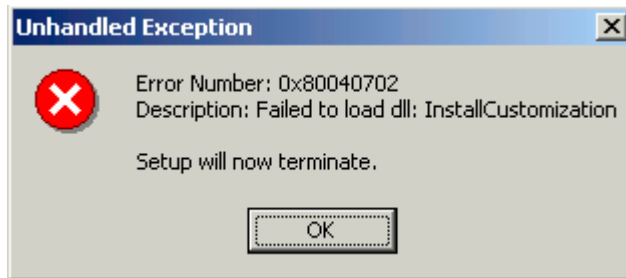
During server installation, you will see a dialog box with the question, “Do you want to install Device Providers now?” Always answer “No” to the dialog question and proceed with the NetCentral installation and Service Pack installation. You will be able to install device providers from the NetCentral menu by selecting **File | New | Device Provider**.

Note: When installing the NetCentral server on a PC that has Adobe Acrobat 7.0 Professional installed, the NetCentral installer gives the following dialog pop up dialog pop-up, stating NetCentral is unable to detect Acrobat Reader:



Ignore this message and select No to proceed with NetCentral install.

Windows 2000 installation note: Installations of NetCentral 4.1.5.2 and 4.1.6.1 may fail on Windows 2000 installations that do not already have msvcp60.dll installed. If you encounter this error during installation...



...go to %WINDIR%\System32 and verify that msvcp60.dll is present there. If this file is not present it can be found with Windows 2000 Support Tools on the original Windows 2000 installation CD.

If no Windows 2000 media is available, the entire support tools package can be downloaded here:

<http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/supporttools.msp>.

Installing Windows 2000 Support Tools from CD or download

On the Windows 2000 CD, run <CDROM>\Support\Tools\setup.exe and complete the installation. Alternatively, run the setup from the downloaded file. When this is finished, copy msvcp60.dll from the “%SYSTEMDRIVE%\Program Files\Support Tools” directory to the local system32 folder (“%SYSTEMDRIVE%\WINNT\System32”).

OR

NetCentral Version 4.1.15 Release Notes

Manually extract msvcp60.dll from <CDROM>\Support\Tools\support.cab to the local system32 folder.

Upgrading from a previous 4.1 version to NetCentral 4.1.15 — *Upgrading from a NetCentral version lower than 4.1.10.7 will cause all Trend graphs to be reset and the messages NetCentral has received will be deleted. Please back up any data you want to preserve. Upgrading from versions 4.1.10.7 or newer will not cause Trend graphs to be reset.* To upgrade from 4.1 to 4.1.15, first exit all NetCentral services. Second, if a service pack is currently installed, please uninstall it.

Then install service pack 4.1.15.

Upgrading from a previous 4.0.x version to NetCentral 4.1.15 — *Upgrading from NetCentral version 4.0 to version 4.1 will cause the messages received by NetCentral to be deleted. Please back up your records before upgrading.* Use the 4.1.15 NetCentral Service Pack to upgrade the NetCentral IV product. Run the NetCentral Upgrade 4.0.x To 4.1.5.exe setup file on the NetCentral IV cd, then install the 4.1.15 service pack.

Upgrading from NetCentral 2.x or 3.x to NetCentral 4.1.15 — For NetCentral II and NetCentral III customers, the NetCentral manager Upgrade product option is available to license the upgrade to NetCentral IV. This will require a complete installation.

Tips

The following suggestions may help you get your NetCentral system working initially, and help you keep it running trouble free.

- **Windows XP hotfix** — If you are running Windows XP, you may encounter 100% CPU usage when NetCentral is running. To correct this, go to <http://support.microsoft.com/default.aspx?scid=kb;en-us;867795> and follow the instructions for obtaining the appropriate hotfix for the XP service pack you are using. Please note that hotfixes are free and unsupported.
- **Log on to NetCentral** — When you use NetCentral without logging on, you are at the default “User” level access, in which many menu items and administrator-level features are disabled. You must log on to NetCentral as a NetCentral administrator to add device providers, add devices, or perform other system configuration tasks. In NetCentral, click **File | Logon**. This is not your Windows PC logon. See the section “Accessing NetCentral” in chapter 3 of the *NetCentral User Guide*.
- **Set your screen resolution** — If NetCentral dialog boxes appear “chopped” or truncated, you probably need to set your screen resolution. Go to **Display Properties** (right-click in the display area; select **Properties** from the menu). Select the **Settings** tab. Select **Advanced**. Select the **General** tab. Set the DPI to “Normal Size” (96 DPI). Restart the PC.
- **Create Facility graphical views** — Read the newly updated Facility View Tutorial in the *NetCentral User Guide* to learn how to create active drawing representations of your facility.
- **Limit NetCentral Auto-Discovery** — If NetCentral’s Auto-Discovery processes require too much time, simply configure Auto-Discovery to limit the range of IP

addresses that NetCentral scans. Read the *NetCentral User Guide* for Auto-Discovery procedures.

- **Security with SNMP community name** — For increased security, you can use an SNMP community name other than *public*. To do this, you must modify SNMP properties on the monitored devices.
- **Retrieve real-time status information** — When you first open a subsystem property page, real-time data is retrieved and displayed. After that, the default refresh rate at which NetCentral refreshes subsystem status information is between ten seconds and two minutes, depending on the type of parameter monitored.
- **Monitoring a PFC 500 in an Open SAN environment** — This type of RAID storage device communicates its status information via the Ethernet network, also termed “out-of-band” monitoring. This means that the RAID storage appears only as a subsystem of Profile XP Media Platforms in the NetCentral user interface.

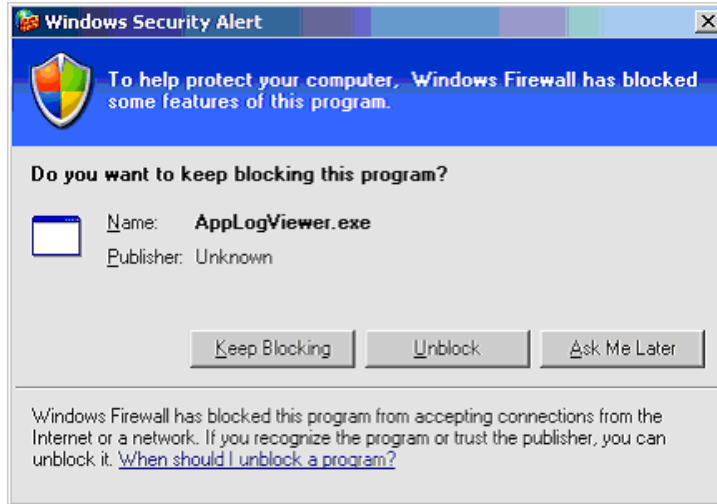
To monitor a PFC 500, enable the Windows service “NetCentral 4.0 RMFO Service.” In Windows XP, go to **Start | right-click My Computer | Manage | Services and Applications | Services**. Right-click the service, select **Properties | General**. Change the Startup Type to **Automatic**.

- **Restart NetCentral Services** — In the unlikely event of a NetCentral service error, right-click the system tray icon (on the NetCentral server PC) and restart all NetCentral services; then restart the NetCentral client interface.
- **Automatic message purging** — Automatically purged messages are placed in the NetCentral Miscellaneous folder as a zipped HTML file.

Using NetCentral with Windows XP Service Pack 2

Some or all of the following steps might be necessary to ensure correct NetCentral operation on a PC with Windows XP Service Pack 2:

1. Install NetCentral on the Windows XP Service Pack 2 PC (if it is not already installed) and open the NetCentral interface.
2. Use NetCentral until the Windows XP operating system pops up a Windows Security Alert dialog box similar to the following:



3. In the Security Alert dialog box, click **Unblock**. Do this unblocking for all NetCentral components and their associated programs when the Windows XP operating system pops up the Security Alert dialog box.
4. After the Windows XP Service Pack 2 installation, NetCentral may seem to not receive SNMP trap messages. This is because by default in Service Pack 2, the Windows Firewall is enabled and blocks unsolicited connections/ports to your computer. To enable NetCentral to receive SNMP trap messages, enable the SNMP trap executable by using the Windows Firewall. Follow these steps to unblock the program:
 - a. Click **Start | Run**, type `wscui.cpl` in the Open box, and then click **OK**.
 - b. Click **Windows Firewall**.
 - c. In the Windows Firewall dialog box, click the **Exceptions** tab, and then click **Add Program**.
 - d. In the Add a Program dialog box, click **Browse** and in the `C:\WINDOWS\system32` directory, select `snmptrap.exe`.
 - e. After you select your program, click **OK**.
 - f. On the **Exceptions** tab, make sure that the check box next to your program is selected, and then click **OK**.

NOTE: *If you decide later that you do not want the program to be an exception, clear this check box.*

5. Accessing NetCentral device provider Help files may result in the browser displaying an error page. Follow these steps for the Help files to be displayed properly in the browser window:
 - a. Open Internet Explorer.
 - b. Click **Tools | Internet Options**.
 - c. In the Internet Options dialog box, click the **Connections** tab, and then click

the **LAN Settings** button.

- d. In the Local Area Network (LAN) Settings dialog box, check if proxy server settings are configured. If configured, click the **Advanced** button.
- e. In the Proxy Settings dialog box, the **Exceptions** section adds the machine IP address instead of localhost.

NOTE: *Follow the above steps if you have configured your browser to use Proxy Server instead of Automatic Configuration.*

6. With Windows XP Service Pack 2, NetCentral occasionally fails to start. If this happens, restart the SabreTooth protocol service. You might have to restart the SabreTooth protocol service more than once.

Perform steps 5 and 6 only if necessary.

Refer to the following URL for further reference:

<http://support.microsoft.com/kb/842242>

Licensing NetCentral software

Upon installation of NetCentral software, a temporary license is automatically activated. The temporary license runs for three weeks. With the temporary license, you can get all your software installation and device monitoring setup done for your NetCentral system without waiting to receive the permanent licenses. For trial purposes only, the temporary license also allows you to use features and monitor devices for which you have not purchased permanent licenses.

Please go through the license request process for your permanent licenses *without delay*. You must request, receive, and install the permanent licenses before the temporary license expires in order to continue NetCentral monitoring without interruption.

All NetCentral components are licensed through the SabreTooth License Manager, which is installed on the NetCentral server PC along with the NetCentral server software. Licenses are unique to the system for which they are requested and cannot be used on any other machine. Licenses for NetCentral components—including device providers and optional features—are keyed to the NetCentral server PC. License information is stored in XML files you can manage just like any other file on your system.

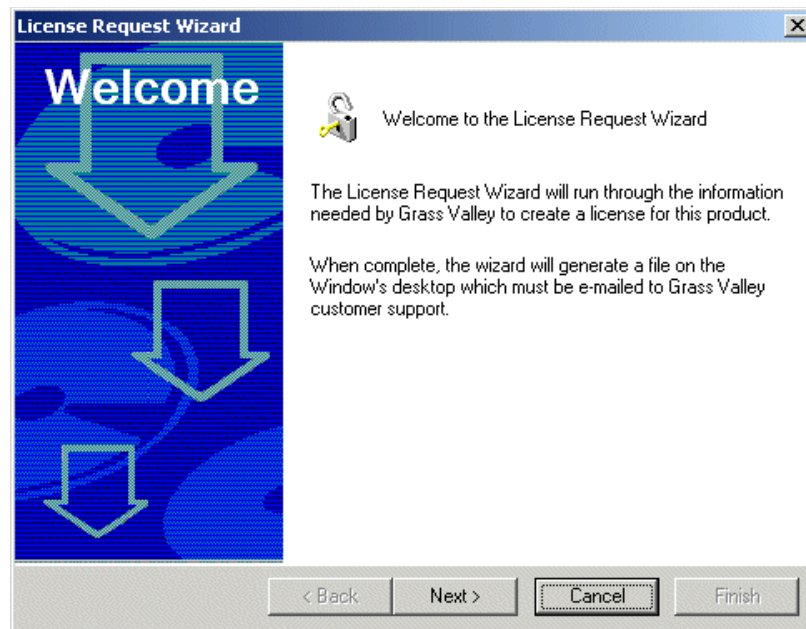
NOTE: *Licenses are based on your system's unique identifier, which is derived from a combination of the Media Access Control (MAC) address and primary hard disk serial number. If you replace or switch related system components, such as the primary Ethernet card or hard disk, you must obtain a new license.*

Requesting a license

Since software licenses are unique to the system for which they are purchased, you must provide a generated unique ID for the desired system to Grass Valley, which is then used to create your unique permanent license.

To obtain permanent licenses, follow the directions below:

1. Open the License Request Wizard. You can do this by following the prompt at the end of the NetCentral server software installation process, or at any time on the Windows **Start** menu at **Programs | NetCentral | License Request Wizard**.



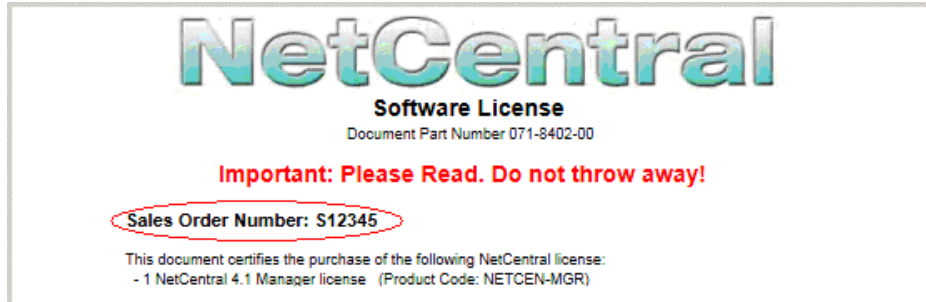
2. Read the on-screen instructions. Click **Next** to continue.

The screenshot shows a window titled "License Request Wizard" with a "Customer" step indicator on the left. The main area contains the text "Enter the following information:" followed by several input fields: "Name" (containing "my name"), "Email Address" (containing "myEmail@somewhere.com"), "Company" (containing "myCompany"), "Address" (empty), "Country" (a dropdown menu set to "United States of America"), and "Phone" (empty). At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Finish".

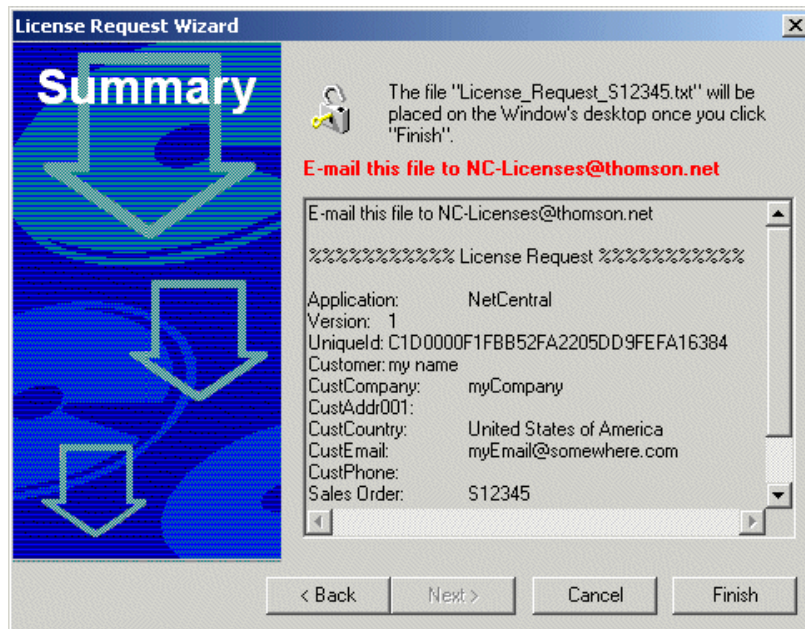
3. Enter all of the information requested on this page. You must provide a valid e-mail address to receive your license activation text file. Click **Next** to continue.

The screenshot shows a window titled "License Request Wizard" with a "License" step indicator on the left. The main area contains the text "Locate the Sales Order Number on the NetCentral License Document that you received from Grass Valley." followed by "Enter the Sales Order Number below:" and an empty text input field. Below this is the text "Click the button below to view a sample of the NetCentral License Document." and a "View Sample" button. At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Finish".

4. Enter the Sales Order number with which you purchased your NetCentral licenses. You can find this number on the NetCentral License Document you received from Grass Valley upon purchase of the license. This document also includes licensing instructions. An example of the NetCentral License Document is as follows:



5. Click **Next** to continue.



6. The resulting text contains all the information required to issue your permanent licenses. Click **Done** and find the license request file on the Windows desktop.

7. E-mail the license request file to NC-Licenses@thomson.net.

Adding a license

The license activation text file that you receive from Grass Valley is an XML file. Use the SabreTooth License Manager to add this file to your system and enable your permanent licenses.

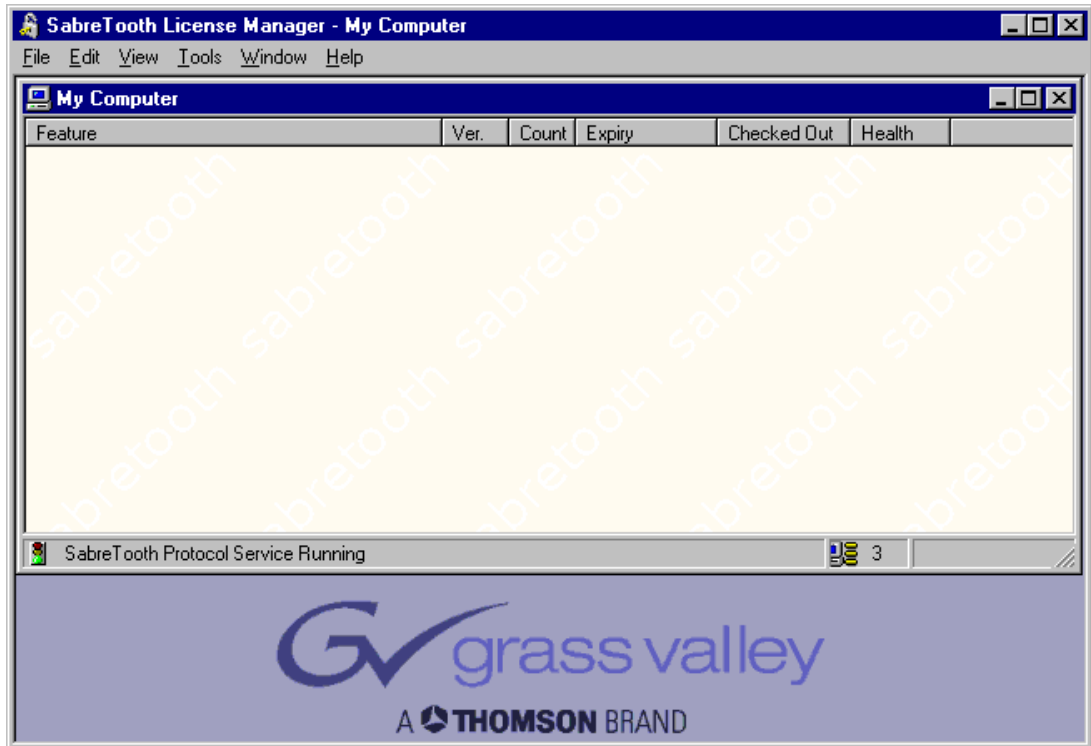
Because the temporary license allows you to monitor devices for which you have not received permanent licenses, when you enable your permanent license you can inadvertently cause a device that you intend to remain licensed to become unlicensed. For example, if you have purchased a device provider license to monitor four devices, under the temporary license you could freely begin to monitor eight devices of that type. However, when you install the permanent license, monitoring becomes limited to four devices only, so four of the eight devices disappear from the NetCentral system. When this happens, you cannot specify which devices

disappear and which devices are retained. Therefore, you might lose a device that you intend to keep.

CAUTION: *Before enabling a permanent license for a device provider, make sure you are not monitoring more devices than the number for which you are licensed.*

To add a license, follow the directions below:

1. Click the desktop icon to open the SabreTooth License Manager.



2. Drag and drop the XML file onto the SabreTooth License Manager, or choose **File | Import** and navigate to the file location to open the XML file.

Deleting licenses

Deleting a license immediately disables the feature that license enabled.

Delete a license as follows:

1. Select the license in the SabreTooth License Manager.
2. Choose **Edit | Delete** to delete the license.

Archiving licenses

You may wish to archive your licenses to a secure location. This will allow you to quickly re-install a license if you inadvertently delete one.

To archive a license:

NetCentral Version 4.1.15 Release Notes

1. Select the license in the SabreTooth License Manager.
2. Choose **File | Export** to open the Save As dialog box.
3. Assign a meaningful name to the file and save it to the desired location. You may want to save the file to some type of removable media and keep it in a safe place.

Migrating from previous versions to NetCentral 4.1.15

Upgrading to NetCentral 4.1.15 from NetCentral 4.x requires installing the 4.1.15 service pack. However, upgrading from NetCentral versions 3.x or lower requires a different process. NetCentral version 4.x is a new application and requires new installation, usually on a different PC than that previously used for NetCentral version 3.1 or lower. However, the following table provides tips to help you migrate to NetCentral version 4.x.

These instructions are only for migrating from version 3.1 or lower to version 4.0 or higher. If you already have version 4.x, you do not need to follow these steps to upgrade with 4.1.15 Service Pack(s).

NOTE: Upgrades to SNMP agents on monitored devices are not required to support NetCentral version 4.1.15. Any SNMP agents compatible with previous versions of NetCentral are also compatible with NetCentral version 4.1.15.

To migrate this functionality...	Consider these comments...	Then, if applicable, do this on the previous version of NetCentral...	And this on NetCentral 4.1.15.
Continuous monitoring	If you require continuous monitoring of your devices as you transition to NetCentral 4.x, plan for an overlap time period when both your previous version of NetCentral and NetCentral 4.x are monitoring simultaneously, each running on different PCs. Do not attempt to run both versions of NetCentral on the same PC.	Leave your previous version of NetCentral running on its monitoring station PC.	Set up the new NetCentral server PC, install NetCentral 4.1.15 software, configure, and begin monitoring devices. Cross-check with your previous version of NetCentral to verify configurations and monitoring functionality.

To migrate this functionality...	Consider these comments...	Then, if applicable, do this on the previous version of NetCentral...	And this on NetCentral 4.1.15.
Preparations and setup for each type of monitored device to support NetCentral monitoring	All requirements for monitoring a particular device-type with a previous version of NetCentral—such as unlocking agents, installing cards, or installing FTP services—are the same for monitoring with NetCentral 4.x. If a device is monitored by NetCentral 3.1 or lower, it will be similarly monitored by NetCentral 4.0 or higher.	For each device-type, make sure that all monitoring features are operational, such as the following: -SNMP trap messages are being received. -Device-specific log download/access is working. -All components pass the diagnostic tests with the Diagnostic Tool.	After all installation and setup tasks are complete, check the same functionality. It should work similarly.
Trap destinations	To streamline the migration process, you can skip SNMP configuration steps (trap destinations) by assigning the NetCentral 4.x server PC the same IP address as the previous NetCentral monitoring station PC. However, this requires an interruption in the monitoring of your devices as you reconfigure network settings. If you require continuous monitoring (refer to the first tip in this table), do not attempt to skip SNMP configuration steps this way.	First disconnect the previous NetCentral monitoring station PC from the network.	Then, before installing NetCentral 4.1.15, configure the new NetCentral server PC with the IP address of the previous NetCentral monitoring station PC. As your devices are added to the NetCentral 4.1.15 system, the NetCentral server PC should be able to receive your device's SNMP trap messages with no further SNMP configuration required.
NetCentral messages	You cannot import any previous versions' NetCentral messages into NetCentral 4.x. However, you can save the messages for future research.	Export the NetCentral log in tab delimited format and import into a spreadsheet application. Save the spreadsheet file in a location accessible for researching NetCentral messages.	No steps necessary.

NetCentral Version 4.1.15 Release Notes

To migrate this functionality...	Consider these comments...	Then, if applicable, do this on the previous version of NetCentral...	And this on NetCentral 4.1.15.
HTML pages	If you have custom background images that you created for the Facility view in your previous version of NetCentral, you can re-use them in NetCentral 4.x.	In the Folder properties dialog boxes, identify the HTML files and their background images. Copy the background images to the NetCentral 4.x server PC.	Set up a NetCentral Tree View folder and use the Create HTML Page feature. Specify the background image from your previous version of NetCentral as you create the new HTML page. Rebuild Active Drawings to create the same graphical view as you had in your previous version of NetCentral, using the improved HTML features of NetCentral 4.1.15.
System configuration, such as Auto-Discovery, SNMP configuration, Heartbeat polling, etc.	You must configure anew all custom system settings in NetCentral 4.x. Depending on network changes or other variables, most of these settings will be the same as they were in your previous version of NetCentral.	Do not uninstall your previous version of NetCentral until all NetCentral 4.x configurations are complete. Open your previous version of NetCentral and view settings. You can do this even if the PC is disconnected from the network.	Open settings and cross-check with those from your previous version of NetCentral, duplicating them as applicable.
Actions	You must configure anew all custom action settings in NetCentral 4.x. However, you can reuse any sound files or programs associated with your actions.	Copy any sound files or programs to the NetCentral 4.x server PC.	Open action properties and cross-check with those from your previous version of NetCentral, duplicating them as applicable.
Remote monitoring via Client PCs	NetCentral client software has been replaced with the NetCentral Web Client, which provides remote monitoring via the Internet.	Uninstall the NetCentral client software from client PCs.	Configure the necessary Web settings on the NetCentral 4.1.15 Server PC so the Web client will run properly. See chapter 7 “Monitoring with the Web Client” in the user guide.

To migrate this functionality...	Consider these comments...	Then, if applicable, do this on the previous version of NetCentral...	And this on NetCentral 4.1.15.
Centralized monitoring	During the migration process, you can simultaneously monitor devices by both the previous version NetCentral monitoring station and the new NetCentral 4.x server PC. However, once the migration is complete you should purge all previous version NetCentral monitoring functionality to avoid confusion.	When you are satisfied that your migration is complete, uninstall NetCentral 3.1 or lower from its former monitoring station PC.	Verify that all NetCentral 4.1.15 configurations are complete and that all devices are fully monitored.

Known problems

- Problem** Unable to monitor DIVA archive after installing NetCentral service pack 4.1.15.
- Workaround** Verify that DIVA is using the SNMP agent supporting MIB rev A3. This may require a DIVA upgrade.
-
- Problem** When using the NetCentral default HTML editor, a device on the HTML page does not update its status indicator. This occurs after text positioned on the carriage return immediately after the device is deleted and, due to a problem in the Microsoft DHTML edit control, the script to update the control gets deleted as well.
- Workaround** If you must delete text positioned on the carriage return immediately after a device, delete the device as well as the text, then re-paste the device onto the page and re-enter new text as necessary.
-
- Problem** During NetCentral server 4.1.5.2 Installation, answering “Yes” to the dialog question “Do you want to install Device Providers now?” may result in the following Unhandled Exception error:
- ```
“Error Number: 0x80040707. Description: Dll
function call crashed:
InstallCustomization.LaunchDeviceProviderDlg.
Setup will now terminate.”
```
- This error indicates that the installation is incomplete, even though clicking “ok” may move the installation wizard to the “finish” screen.
- Workaround** If this error occurs, you must uninstall NetCentral and start again. To avoid this error, answer “No” to the dialog question and proceed with the NetCentral installation. Restart the computer on completion. Install the latest service pack and restart again. Add device providers from the NetCentral menu by selecting **File | New | Device Provider**.
- 
- Problem** For some Cisco Ethernet switches, if a port alias is set and then a trap is received from that switch, the trap message includes a description of the port or interface, not the port alias.
- Workaround** There is no workaround right now.

**Problem** System functionality related to date and time can be incorrect when the Windows Regional Options are not set to English (United States).

**Workaround** Run NetCentral only on systems with Regional Options set to English (United States).

**Problem** NetCentral can become unlicensed if the default MAC address of the NetCentral server PC changes. This can occur if a NIC is replaced, or if a different NIC is used than the one in use when the license ID was generated.

**Workaround** Make sure that the NIC in use when the license is requested remains in use.

**Problem** A Windows PC targeted to receive a message from the Windows Message action does not receive the message.

**Workaround** The “Computer Browser” service and the “Messenger” service are required on a host PC targeted to receive messages from NetCentral. Make sure these services are running.

**Problem** On Windows Server 2003, when accessing Trend pages, the web server gives a “Page not found” error.

**Workaround** In IIS Web server extensions, you must explicitly enable Active Server Pages and Perl CGI Extensions. This is because the version of IIS shipped with Windows Server 2003 intentionally disables serving active content.

**Problem** If NetCentral is not correctly uninstalled due to the uninstallation program crashing or some other error, NetCentral will not install. The indicators of this problem are that the Windows Add/Remove Programs dialog box has no entry for NetCentral, yet the NetCentral installation program consistently aborts.

**Workaround** Uninstall NetCentral using *msiexec.exe* from the command prompt. To do this, you must enter the NetCentral product code. For NetCentral 4.1.15, the product code is as follows:

```
{D4FC013B-B150-4A79-B739-A6E166FF78D8}
```

To uninstall NetCentral, do the following:

1. Click **Start | Run**, enter `cmd`, and click **OK**. The command prompt window opens.
2. Enter one of the following and then press **Enter**:
  - On Windows 2000, enter

## *NetCentral Version 4.1.15 Release Notes*

C:\WINNT\System32\msiexec.exe /x <Product Code>

- On Windows XP, enter

C:\WINDOWS\system32\msiexec.exe /x <Product Code>

3. Follow the prompts to complete the uninstallation.

**Problem** The Network Usage tool does not operate.

**Workaround** Logon to the NetCentral PC as an administrator. This is the Windows logon, not the NetCentral logon. The Network Usage tool requires administrator-level privileges.

**Problem** On Windows XP, the Web Client login sometimes fails, even when properly configured.

**Workaround** Delete the ASPNET user from Component Services and re-add it following the “Windows XP and Windows Server 2003 Web Server Configuration” instructions found on page 43 of your *NetCentral User Guide*.