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# Avocent® Universal Management Gateway Appliance Plug-in for DSView™ 4 Management Software

Release Notes: **UPDATE!**

Version 3.1.3.12

December 18, 2015

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This document outlines:

1. System Requirements
2. Language Support Information
3. Features and Enhancements
4. DirectCommand Service Processor Support
5. Known Issues

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## 1. System Requirements

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This plug-in is compatible with DSView™ 4 management software release versions beginning with version 4.5. Please update the DSView™ 4 management software to version 4.5.0.108 or later prior to installing this plug-in. For more detailed information on system requirements and other helpful reference items, please download the latest Avocent® Universal Management Gateway appliance plug-in technical bulletin and refer to the Avocent® Universal Management Gateway appliance and the DSView™ 4 software installer/user guides.

### To upgrade your system for this release:

**NOTE:** The client computer must use a 32-bit browser with a 32-bit Java JRE to launch sessions from the DSView™ 4 software. Java® JRE 8u45 and 7u71 was used in testing. The Microsoft Edge browser is not supported.

1. Upgrade the DSView™ 4 management software to version 4.5.0.108 or later. If there are DSView™ 4 software login issues using the Internet Explorer browser after upgrading, please ensure that the SSLv2 and SSLv3 options are disabled in the browser.
2. Upgrade the Avocent® Universal Management Gateway appliance plug-in to version 3.1.3.12 or later.  
**NOTE:** The appliance plug-in **must** be at the same version or newer than the appliance firmware for correct operation.
3. Upgrade the Avocent® Universal Management Gateway appliance to version 3.1.1.11 or earlier.
4. Execute the appliance resync action for the Avocent® Universal Management Gateway appliance within the DSView™ 4 software.
5. If this upgrade sequence could not be followed and the Avocent® Universal Management Gateway appliance cannot properly be managed using the DSView™ 4 software, please remove the appliance from DSView™ 4 software and then re-add the appliance again.

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## 2. Language Support Information

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English, Chinese and Japanese languages are supported by the Avocent® Universal Management Gateway appliance plug-in.

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## 3. Features and Enhancements

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Issue number	Component	Description
n/a	DSView™ 4 software plug-in	The Avocent® Universal Management Gateway appliance version 3.1.3.12 is now supported in the DSView™ 4 software.
487234-502686781	DSView™ 4 software plug-in	The exception thrown in the appliance unit view on the Target Settings/KVM Settings/Defaults screen is now correctly handled for newer appliances. Appliance firmware versions 2.8.1.13 and older will not function correctly with plug-in version 3.1.3.12 and newer.

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## 4. DirectCommand Service Processor Support

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### General

- Browser session functionality is implemented as pure port forwarding. The web interfaces of some service processors may work abnormally in this mode regardless of the port forwarding implementation.
  - Tools for a blade chassis may include a Management Module tool that may not function as desired for a chassis physically connected to a Private Target port on the Avocent® Universal Management Gateway appliance. This tool is defined by the Blade Chassis plug-in and may be removed by disabling the Blade Chassis plug-in if needed.
  - The DSView™ software DirectCommand viewer is only supported on Windows-based 32-bit O/S clients using the Internet Explorer 7 or 8 browser or the Firefox 3.0 or 3.6 browser, on Windows-based 64-bit O/S clients using the Firefox 3.0 or 3.6 browser, and on the Linux-based clients using the Firefox 3.0 or 3.6 browser.
  - The DSView™ software DirectCommand viewer is only supported on clients using 32-bit Java version 6. JRE-6u31 was used in testing for this release.
  - If the same client PC is used to run DirectCommand from the Avocent® Universal Management Gateway appliance web user interface and DSView™ 4 software simultaneously, there may be a conflict in launching the DirectCommand applet between the two sessions. This will cause an error message to be displayed when the DirectCommand session is started. To avoid this issue, always exit the DirectCommand applet when switching between the Avocent® Universal Management Gateway appliance
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web user interface and DSView™ software, and use the Avocent® Universal Management Gateway appliance web user interface solely or the DSView™ software solely to launch DirectCommand sessions where possible.

**NOTE:** If you are not accessing the Avocent® Universal Management Gateway appliance web user interface on your client PC, or the appliance firmware version is 2.0.x.x or greater, this limitation does not apply.

#### **Dell® DRAC4**

When the maximum number of sessions in DRAC4 has been reached, a new AutoLogin or vKVM DirectCommand session will fail. The failure can be recovered by resetting the SP via Telnet or SSH. The command for SP reset is **racadm racreset**.

#### **Dell DRAC/MC Chassis and Blades**

- The vKVM/VM operations for the DRAC/MC blades initiated through a DirectCommand browser session will function properly only if the DRAC/MC is accessed through the public interface of the Avocent® Universal Management Gateway appliance so that the client can directly communicate with the native SP Web interface
- Sometimes, the AutoLogin DirectCommand operation to DRAC/MC servers does not complete and either displays the *Internet Explorer cannot display the webpage* message for the Internet Explorer 7 browser, or displays a blank page for the Firefox 3 browser. The AutoLogin DirectCommand operation may complete if the page is refreshed.

#### **IBM® RSA-II**

- When a vKVM session is connected on an RSA-II server, a second login with the same userid will cause the original vKVM session to be disconnected. This includes a second login through the Avocent® Universal Management Gateway appliance which will use the same user ID. This behavior is by design in the RSA-II servers.
- Intermittent load failures of the vKVM and VM applets on RSA-II servers have been recorded when the JRE is allowed to keep temporary files on the computer. When using these vKVM and VM applications on RSA-II servers, Avocent recommends setting the JRE to disallow temporary file storage through the Java Control Panel.
- vKVM operation to RSA-II servers launched through a DirectCommand browser login session may not be successful. Use the DirectCommand AutoLogin operation.
- vKVM operation to RSA-II servers is incompatible with JRE-6u13. Clients should use JRE-6u11 or JRE-6u14 or later for these applications.
- When managing RSA-II servers through an Avocent® Universal Management Gateway appliance using the DSView™ 4 software, DirectCommand sessions might fail when using JRE versions above 6u7 without disabling “the next-generation Java Plug-in” setting through the Java Control Panel.

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If these issues continue to occur while disabling “the next-generation Java Plug-in,” Avocent recommends downgrading the JRE to 6u7.

**Sun™ ALOM, ELOM, ILOM**

- ILOM servers must have their http service running to be properly discovered using the SP Auto-Discovery or IP Discovery features. If the http server is not running, the ILOM must be added to the Avocent® Universal Management Gateway appliance using the Manual SP Add feature.
- ALOM servers lack a management web interface natively. The Avocent® Universal Management Gateway appliance does not support custom implementations of ALOM that include a Web UI.
- The ELOM native web interface vKVM operation may conflict with other network services commonly run on servers. If conflicts occur, we suggest performing these operations on a workstation computer instead of a server computer.
- The ILOM KVM/VM applet requires the username and password to be entered manually.
- ILOM vKVM sessions are failing to launch using the latest browsers and Java 7 on the client even when the session is launched directly to the Service Processor without using DirectCommand. Please try Java 6 and an older browser if possible to launch this session.

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**5. Known Issues**

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**General**

- An Avocent® Universal Management Gateway appliance must have an assigned IP address prior to being added to the DSView™ 4 software.
- The Avocent® Universal Management Gateway appliance only sends SNMP type 1 traps to the DSView™ 4 software.
- An Avocent® Universal Management Gateway appliance cannot be added to the DSView™ 4 software if the appliance is a target device (such as a terminal server) of another appliance already added to the DSView™ 4 software.
- When the Avocent® Universal Management Gateway appliance is under heavy processor load and simultaneously is added to DSView™ 4 software, the appliance may be added without targets. Please either resync the appliance or delete and re-add the appliance after the processor load is reduced to complete the discovery of the target devices managed by the appliance.
- The display of targets in the Avocent® Universal Management Gateway appliance unit view of DSView™ 4 software is slower when there are many targets added to the appliance.

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- When connecting SSH sessions to the Avocent® Universal Management Gateway appliance through the DSView™ 4 software using the Internet Explorer browser, the Putty viewer must be selected in the DSView™ 4 software. If the Chrome browser is used, then the built-in Java viewer must be selected in the DSView™ 4 software. Firefox can use either serial viewer application, except that for browser version 21, the `plugins.load_appdir_plugins` value must be set to true from the `about:config` screen to enable the Putty viewer to be launched.
  - Appliance or target event handling or logging is not yet supported through the DSView™ 4 software.
  - Disabled port status update is not yet supported through the DSView™ 4 software unless Unit Status Polling is enabled.
  - Dial-up functionality is not yet supported through the DSView™ 4 software.
  - Appliance backup or restore is not yet supported through the DSView™ 4 software.
  - If a target device is moved to a different private port on the appliance, an Appliance Resync in the DSView™ 4 software is required to update the port number in the DSView™ 4 software.

### **Service Processor (SP)**

- The control of Service Processor indicators using the DSView™ 4 software is now only functional for appliance versions 2.9.0.25 and later, using plug-in versions 3.1.0.18 and later. Use the appliance web interface as needed to work around this issue.
- Serial-over-LAN sessions launched from the DSView™ 4 software are shown as serial sessions in the DSView™ Active Sessions list.
- The Avocent® Universal Management Gateway appliance now supports Service Processor discovery by assigning the Service Processor hostname. If the same target using a hostname is discovered in multiple appliances which are managed by the DSView™ 4 software, the target will be presented with multiple navigation nodes and other undefined behavior. Please ensure that a Service Processor target is only managed once within the DSView™ 4 software.
- If a blade chassis is added to the appliance with Automatic Topology Update enabled in the DSView™ 4 software, the blades within the blade chassis do not always automatically appear in the DSView™ 4 software. Please execute the Update Topology task within DSView™ 4 software to complete the discovery of the blades within the blade chassis.
- The KG value within a Service Processor cannot be saved through the DSView™ 4 software for Avocent® Universal Management Gateway appliance versions less than 2.0.0.0. Please upgrade the Avocent® Universal Management Gateway appliance firmware to 2.x.x.x or later to resolve the issue.
- When adding a Service Processor, options are presented for “Cisco Chassis” and “Cisco UCS-B”. These options are not yet supported and should be ignored.

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- The DSView™ 4 software does not display the Enclosure LED status for the HP iLo and iLo2 Service Processors.
  - When an FSC iRMC Service Processor target is selected in the DSView™ 4 software, the navigation label shows *IPMI* instead of FSC iRMC.
  - The status of a Generic Service Processor is shown in the DSView™ 4 software as *Unit Status Unknown* when it should be shown as Idle.
  - Merged targets cannot include more than one Service Processor target.
  - Two SoL Session tools are displayed for the Cisco UCS-B blades.
  - Power information is not available from Dell M600, M605 or M805 blades. The error message *SPM\_RESULT\_MEMORYERROR* may be displayed.
  - SSH and Telnet session launches to Service Processor chassis are currently not functional using the DSView™ 4 software. Please use the appliance Web interface for these launches.

#### **Power Distribution Unit (PDU)**

- Power Distribution Unit (PDU) firmware update is not yet supported through the DSView™ 4 software.
- For best results, outlet power control operations from the appliance unit view and outlet unit overview should be performed slowly and only using one outlet at a time. Cycle operations should be avoided.
- For best results, outlet power control functions from the Outlet/Properties navigation of the outlet unit overview should be performed slowly.
- Outlet transition notifications are not always received from the appliance.
- A "PDU thresholds Configuration - Bulk Edit" operation option is unintentionally presented for any PDU managed through the Avocent® Universal Management Gateway appliance. This operation is not functional and should not be used.
- If an outlet of a PDU managed by the Avocent® Universal Management Gateway appliance was set to *Locked Off* prior to adding the appliance to the DSView™ 4 software, the outlet state will be displayed as "Idle" in the DSView™ 4 software.

#### **KVM/UMIQ Module**

- KVM sessions can only be launched from 32-bit browser clients when using the DSView™ 4 software.
- KVM sessions launched from Chrome version 42 and greater cannot be launched until the NPAPI is enabled. The process to enable the NPAPI is:
  - a. Browse to: `chrome://flags/#enable-npapi`
  - b. Click the *Enable* link for the Enable NPAPI configuration option.
  - c. Click the *Relaunch* button that now appears at the bottom of the configuration page.

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- The KVM viewer does not currently allow the view color to be reset.
  - If KVM viewer installation issues are seen when using the Firefox browser version 21 and later with the DSView™ 4 software, please browse to about:config in the browser and change the plugins.load\_appdir\_plugins value to true.
  - If an active KVM session is launched through the DSView™ 4 software and a new user is added to the appliance, the /var/home directory will be removed from the appliance.
  - If UMIQ module names are not automatically pulled into the DSView™ 4 software from the Avocent® Universal Management Gateway appliance, please insure the setup and configuration is set as follows:
    - a. SNMP Traps should be enabled and flowing between the Avocent® Universal Management Gateway appliance and the DSView™ 4 software.
    - b. SNMP traps from the Avocent® Universal Management Gateway appliance should be directed to the correct DSView™ 4 software. Check this from the appliance Unit Overview. The Appliance Settings/Users/Authentication/Authentication Servers/DSView software setting for Authentication server 1 should be set to the DSView™ 4 software server IP address as seen by the appliance. If this value is incorrect, it can be manually set here, or will be automatically reset by an appliance resync.
    - c. These System Settings in the DSView™ 4 software should be enabled:
      - The System/Global Properties/Units/Synchronization/Auto Name Pull must have the “Pull Names from appliances to DSView automatically” setting enabled.
      - The System/Global Properties/Units/Synchronization/Auto Topology Update screen must have the “Delete target devices that no longer have connections” setting enabled.
      - The System/Global Properties/Units/Deletion screen must have the “Delete target devices that no longer have connections” setting enabled.
    - d. If there is still an issue with a name update on an appliance reboot or the adding of a UMIQ module, check the Target Devices view and delete any instances where the target name in the DSView™ 4 software database matches the actual target name of the UMIQ module.
  - The DSView software Proxy mode selection will override the setting of the UMIQ module Pass-Through mode.

### **Serial Port Targets**

- The DSView™ 4 software Serial Viewer will not launch using the Chrome browser version 29. Please use an older or newer version of Chrome.
- If Putty serial viewer installation issues are seen when using the Firefox browser version 21 and later with the DSView™ 4 software, please browse to about:config in the browser and change the plugins.load\_appdir\_plugins value to true.

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- After the appliance is factory defaulted, serial sessions launched from the DSView™ 4 software from a DSView™ 4 software user that is not defined within the appliance will display some error messages at the start of the launch in the viewer window, but these error messages do not indicate a user issue and can be ignored.
  - Serial session launch tools for terminal servers are currently not supported. Please use the appliance Web interface for this function.

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