

---

# Avocent® Universal Management Gateway Appliance Plug-in for Avocent® DSView™ 4.5 Management Software Release Notes Version 3.4.0.16 October 31, 2016

---

This document outlines:

1. System Requirements
2. Language Support Information
3. Features and Enhancements
4. Known Issues

---

## 1. System Requirements

---

This plug-in is compatible with Avocent® DSView™ management software release versions beginning with version 4.5, Service Pack 5 (SP5). Please update the Avocent® DSView™ management software to version 4.5 SP5 or higher prior to installing this plug-in.

**NOTE:** All references to “DSView™ software” within these release notes refer to version 4.5, SP5 or later, unless otherwise specified.

This plug-in is required to support JAVA 8-based Avocent® DSView™ management software, version 4.5. SP5 (Service Pack 5) and higher, and this plug-in is not compatible with JAVA 7-based DSView™ software from version 4.5.0.108 to 4.5.0.247.

After upgrading the appliance to version 3.4.0.16, if KVM sessions launched via the DSView™ software display an error message, resync the appliance with the DSView™ software and try again.

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 Avocent® DSView™ 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™ software. Java® JRE 8u45 and 7u71 was used in testing.

1. Upgrade the DSView™ management software to SP5 (Service Pack 5) or later. If there are DSView™ 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 3.4.0.16 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 3.4.0.16 or earlier.
4. Execute the appliance resync action for the Avocent® Universal Management Gateway appliance within the Avocent® DSView™ software.

- 
5. If this upgrade sequence could not be followed and the Avocent® Universal Management Gateway appliance cannot properly be managed using the DSView™ software, please remove the appliance from the software and then re-add the appliance again.

**NOTE:** There are some appliance/DSView™ software upgrade scenarios where target sessions to the appliance cannot be launched from the DSView™ software. These sessions are still functional when launched from the appliance Web interface. Contact Technical Support for the latest workaround for this issue if it occurs.

=====

## 2. Language Support Information

=====

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

=====

## 3. Features and Enhancements

=====

Issue number	Component	Description
n/a	DSView™ software plug-in	The Avocent® Universal Management Gateway appliance version 3.4.0.16 is now supported in the DSView™ software.
n/a	DSView™ software plug-in	Flash upgrade appliance configuration is currently supported for the appliance.
487234-621223509	DSView™ software plug-in, Avocent® Universal Management Gateway appliance	Intermittent local port serial session launch when the appliance user is authenticated through the DSView™ software is now resolved. It is still unclear if the appliance user authenticated through the DSView™ software can be further authenticated to a LDAP server to the DSView™ software.
n/a	DSView™ software plug-in, Avocent® Universal Management Gateway appliance	A new “Accessible Target” type is added to extend access to IP-based targets which cannot be uniquely identified as known Service Processors, PDUs, or Terminal Servers from the appliance user interface (UI). The discovery is disabled by default, and can be enabled from the Administration/Targets/Discovery/Settings page. In addition to enabling discovery of unsupported devices, it is also possible to disable management of known IP devices so that they are also discovered as Accessible Targets. All possible session launchers are provided for Accessible Targets, even if the specific target does not provide one or more of these interfaces.

---

---

## 4. Known Issues

---

---

### General

- An Avocent® Universal Management Gateway appliance must have an assigned IP address prior to being added to the DSView™ software.
- The Avocent® Universal Management Gateway appliance only sends SNMP type 1 traps to the DSView™ software.
- An Avocent® Universal Management Gateway appliance cannot be added to the DSView™ software if the appliance is a target device (such as a terminal server) of another appliance already added to the DSView™ software.
- When the Avocent® Universal Management Gateway appliance is under heavy processor load and simultaneously is added to DSView™ 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 the Avocent® DSView™ software is slower when there are many targets added to the appliance.
- When connecting SSH sessions to the Avocent® Universal Management Gateway appliance through the Avocent® DSView™ software using the Internet Explorer browser, the Putty viewer must be selected in the DSView™ software. If the Chrome browser is used, then the built-in Java viewer must be selected in the Avocent® DSView™ 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.
- Configuration performed on the Target Settings/KVM Settings/Defaults screen does not work correctly for appliance firmware versions 2.8.1.13 and older used with plug-in version 3.1.3.12 and newer.
- Appliance or target event handling or logging is not yet supported through the DSView™ software.
- Disabled port status update is not yet supported through the DSView™ software unless Unit Status Polling is enabled.
- Dial-up functionality is not yet supported through the DSView™ software.
- Appliance backup or restore is not yet supported through the DSView™ software.
- If a target device is moved to a different private port on the appliance, an Appliance Resync in the DSView™ software is required to update the port number in the DSView™ software.

### Service Processor (SP)

- The control of Service Processor indicators using the DSView™ 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™ 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™ 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™ software.
  - If a blade chassis is added to the appliance with Automatic Topology Update enabled in the DSView™ software, the blades within the blade chassis do not always automatically appear in the DSView™ software. Please execute the Update Topology task within DSView™ software to complete the discovery of the blades within the blade chassis.
  - The KG value within a Service Processor cannot be saved through the Avocent® DSView™ 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.
  - The DSView™ 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™ software, the navigation label shows *IPMI* instead of FSC iRMC.
  - The status of a Generic Service Processor is shown in the DSView™ 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 Avocent® DSView™ 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™ 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™ software, the outlet state will be displayed as “Idle” in the DSView™ software.

### KVM/UMIQ Module

- KVM sessions can only be launched from 32-bit browser clients when using the DSView™ 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.
- If KVM viewer installation issues are seen when using the Firefox browser version 21 and later with the Avocent® DSView™ software, please browse to `about:config` in the browser and change the `plugins.load_appdir_plugins` value to true.
- If KVM viewer installation issues are seen when using the Internet Explorer browser with the DSView™ software, please follow these steps:
  - a. In a separate tab, browse to `https://<DSView-IP>/dsview/applets/AvctlInstall32.cab#Version=5,04,04,317`
  - b. Save the cab file to the hard disk, and expand the contents into a folder
  - c. Execute the `AvctlInstall32.bat` file to complete the viewer installation
- If an active KVM session is launched through the DSView™ software and a new user is added to the appliance, the `/var/home` directory will be removed from the appliance.
- If KVM data is encrypted on a KVM session, the appliance must be connected to the Avocent® DSView™ software in secure mode.
- If KVM data is not encrypted but a KVM session cannot be established, the appliance must be connected to the DSView™ software in secure mode.
- A KVM session launched from the DSView™ software may be preempted by a KVM session launched from the appliance, even if the preemption level of the appliance is less than the preemption level of the DSView™ software. Please avoid these conflicts.
- When using the DSView™ software Legacy Java or ActiveX viewers with the appliance, please disable mouse synchronization so that the mouse will remain available for subsequent KVM sessions launched through the DSView™ software. The current Java and ActiveX viewers in DSView do not have this limitation.
- If UMIQ module names are not automatically pulled into the Avocent® DSView™ 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™ software.
  - b. SNMP traps from the Avocent® Universal Management Gateway appliance should be directed to the correct DSView™ 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™ 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™ 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 Avocent® DSView™ software database matches the actual target name of the UMIQ module.
- The DSView™ software Proxy mode selection overrides the UMIQ module Pass-Through mode setting.

### Serial Port Targets

- The DSView™ 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™ software, please browse to about:config in the browser and change the plugins.load\_appdir\_plugins value to true.
- After the appliance is factory defaulted, serial sessions launched from the DSView™ software with a DSView™ software user not defined within the appliance will display some error messages at the start of the launch in the viewer window. 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.

### FIPS Operation

- When the appliance is operating in FIPS mode, an MD5-based certificate is used to connect the appliance to the DSView™ software in trust-all mode. Set the connection to Secure Mode to ensure that MD5 is not included in the certificate.
- Prior to setting an appliance to FIPS mode, the appliance should be deleted from the Avocent® DSView™ software, then re-added to the software after the appliance is set to run in FIPS mode. Similarly, before removing an appliance from FIPS mode, the appliance should be deleted from the DSView™ software and then re-added to the software after the appliance is removed from FIPS mode.

### Accessible Targets

- If sessions launched to Accessible Targets fail consistently, please resync the appliance to restore normal operation.

*Emerson, Emerson Network Power and the Emerson Network Power logo are trademarks or service marks of Emerson Electric Co. Avocent, the Avocent logo and DSView are trademarks or service marks of Avocent Corporation. All other marks are the intellectual property of their respective owners. This document may contain confidential and/or proprietary information of Avocent Corporation, and its receipt or possession does not convey any right to reproduce, disclose its contents, or to manufacture or sell anything that it may describe. Reproduction, disclosure, or use without specific authorization from Avocent Corporation is strictly prohibited. ©2016 Avocent Corporation. All rights reserved.*