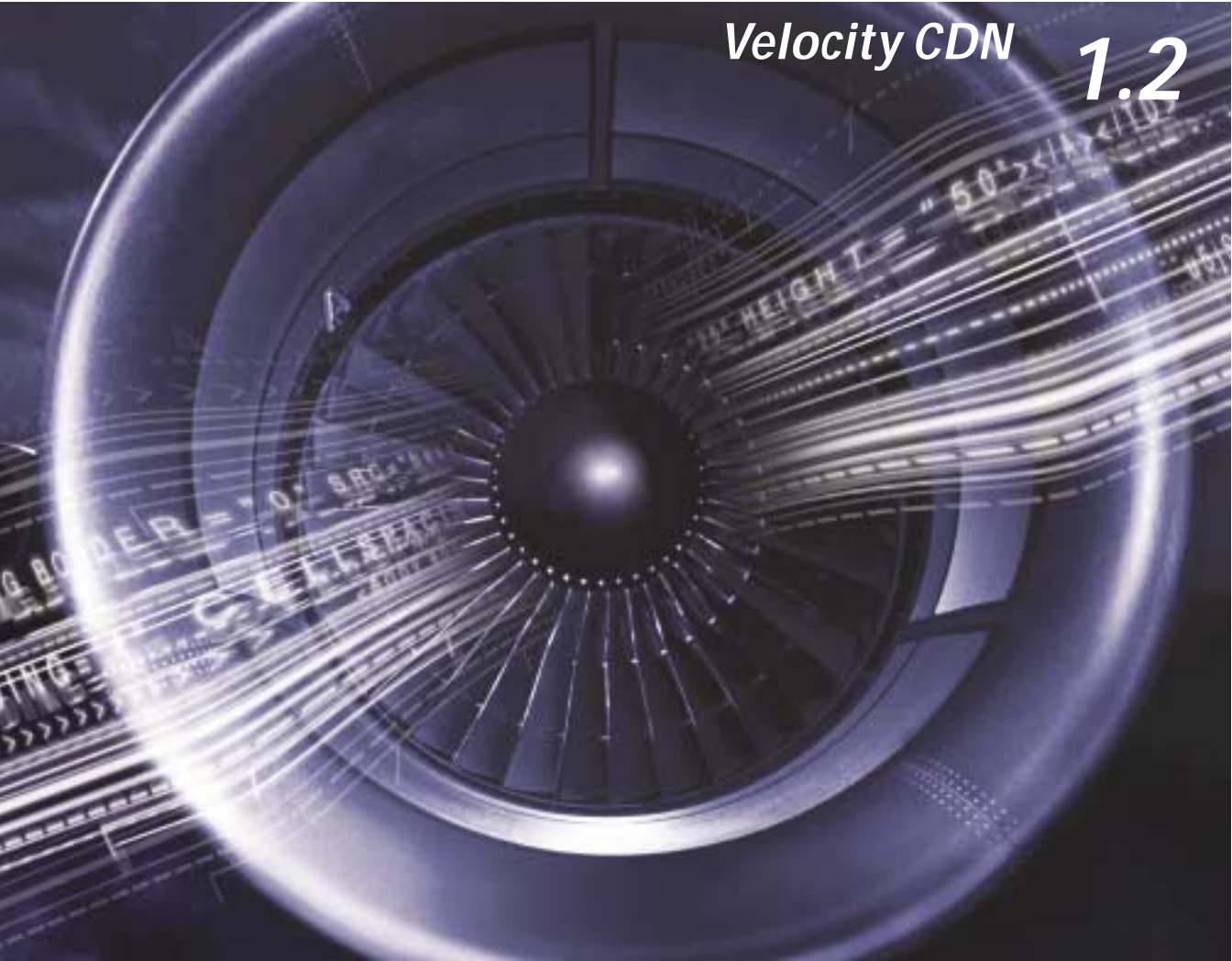




Velocity CDN **1.2**



Release Notes

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This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

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About This Guide

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View a summary of new features in this release	Chapter 1, “New Features in Version 1.2,” on page 9.
Read about known issues in this release	Chapter 2, “Known Issues,” on page 13
Get important tips regarding Velocity™ Management Suite caveats and third-party product issues	Chapter 3, “Caveats,” on page 17
Read about support options and obtaining technical assistance	Chapter 5, “Obtaining Technical Assistance,” on page 29
Access Velocity management suite Legal Notices	Chapter 6, “Legal Notices,” on page 31

1

New Features in Version 1.2

The following sections summarize the new features in version 1.2.

Recover Configuration After Failure

After System Controller sends configuration changes to a cache device, it waits for confirmation that the configuration changes succeeded.

If it receives an alert indicating that some of the configuration changes did not complete successfully, System Controller will verify that the device's current configuration is accurately represented in the Velocity datastore by requesting the device's current configuration and reconciling that with the datastore. It will then pass the alert to the alert list so that the administrator is aware of what configuration settings failed to apply.

RealMedia Management Is Now Included

All RealMedia proxy functionality can now be managed through the Velocity management interface.

To configure RealMedia services for a device with valid Exceleator and RealMedia licenses installed, do the following:

- 1 Click System > *Device_Name* > Configuration > RealMedia.
- 2 Insert and configure the service.

NOTE: All RealMedia services use the same communication port.

Content Publisher Access Control and Private CDNs

This feature lets Velocity administrators create separate, private CDNs and assign administrative users and device groups to the CDN. These users can have either full or read access to CDN collections, jobs, and device groups.

Users with full access to the CDN can create new content collections and content jobs and assign those jobs to the CDN's device groups.

Users with read access can only view existing content collections and content jobs, they cannot create or modify collections or jobs.

All users are restricted from accessing or viewing any content data that is not managed within one of their assigned virtual CDNs.

To create a virtual CDN, complete the following steps:

- 1 Click Administration > CDN List > Create New Private CDN.
- 2 Type a name for the CDN > click Continue to Step 2.
- 3 Assign one or more administrative users to the CDN > click Continue to Step3.
- 4 Assign one or more device groups to the CDN > click Continue to Step 4.
- 5 Click Save CDN now.

Administrative Access Rights

Administrative access rights have been enhanced as follows:

- ♦ You can specify access to the Velocity management components (System Controller, Content Controller, or both).
- ♦ You can also assign administrators either Read or Full access to cache devices and device groups.

Device and Datastore Synchronization

Administrators can now cause synchronization of device settings and the datastore at both the device level, the device group level, and for the entire content network. For more information, see [Synchronizing Devices and Datastores](#) in *System Controller Deployment Guide*.

Licensing

License enforcement has been improved. You must have an appropriate license (included on a license diskette with your product) to operate a Velocity management server and manage cache devices.

For more information on licensing, see [Installing Velocity License Files](#) in *System Controller Deployment Guide*.

Streaming Service Management

The Streaming Service Management user interface has been modified to improve usability.

Content Filtering

Filtering services can now be configured using System Controller.

To access this feature, do the following:

- 1 Click **System** > *Device Name* > **Configuration**.
- 2 In the **Content Filtering** section, configure the filtering services for the device.

Additional Service Configuration Settings

Additional configuration settings for forward, transparent, and reverse proxy services have been added.

ICP/CERN

Caching hierarchies can now be configured and managed using System Controller.

To access this feature, do the following:

- 1 Click **System** > *Device Name* > **Configuration**.
- 2 In the **System Network Settings** section, set the device's hierarchy options.

Prepopulation of Streams

You can now specify prepopulation of RealMedia, QuickTime, and Windows Media streams using Content Controller.

NOTE: Prepopulation of media streams requires a configured and active forward proxy service for the media type (RealMedia, QuickTime, or Windows Media).

Content Distribution Validation

Content Controller can now track the pre-population status of collection objects.

To use this feature the Report URL Download Failure Details setting must be set when a job is created.

To see the content distribution information:

- 1 Click Content Controller > Job List.
- 2 Click the status for the job that contains the collection in question.
- 3 Click the status of the device for which you are interested in seeing the object information.

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Known Issues

This section summarizes the known issues with using Velocity™ management suite.

Excelerator Version Requirements

Version 1.2 of the management suite manages Excelerator 2.1 and 2.2 devices.

Websense Licenses Are Not Detected But Are Required

System Controller will let you configure Websense settings for any cache device without verifying that the device has a valid Websense license. However, when you apply the settings, System Controller issues alerts for configuration errors.

To avoid these errors, you should install a valid Websense license on the target device before attempting to configure the filtering service.

Secure Prepopulation of Streams Is Not Supported

Although you can enter a user name and password when creating stream prepopulation jobs, the prepopulation action is not supported from secured streaming servers that require username/password authentication.

Changing Cache Device Subnet Masks Causes Configuration Instability

If you change the subnet mask for a device's *vcdn managementaddress* and then synchronize the device with the datastore using the Device Settings Override Datastore option, System Controller loses the management address and can no longer access the device.

There are two work-arounds for this issue:

- ◆ Re-import the device

Or

- ◆ Click Details > click the device name > click Edit > change only the management IP address > click Submit.

Device List Filter inside Group List Is Not Working

Applying a filter to the Device List tab within a group is not working. Volera plans to address this issue in a future product release.

NOTE: The filters on other device lists, for example when selecting devices to include in a group, are working.

Real Media and System Controller

Real RTSP Port Must Be Set on 2.1 Cache Devices

Because Real Media Proxy services are managed differently on Excelsator 2.1 and 2.2 cache devices, System Controller 1.2 does not correctly configure the RTSP port setting for Excelsator 2.1 Real Media proxy services.

To set or modify the RTSP port on a 2.1 device, you must access the Excelsator browser-based management tool and launch the Real Proxy administration tool. You can then configure the RTSP port.

After applying the change, you can synchronize the device's Real settings with the datastore using the Device Settings Override ... option.

Configuring the RTSP Port through a Device Group Might Fail

In some cases, configuring the Real Media RTSP port setting at the device group level fails. This occurs when the group configuration doesn't include all the Real proxy services defined on the cache device.

To rectify the problem, perform a device synchronization using the Device Settings Override ... setting.

Changing DNS Name Requires Manually Changing the Cookie Domain

If you create a Reverse accelerator service on a device or device group, and later change the DNS name associated with the service, the Cookie Domain settings are not automatically updated.

You must access the service, click the Authentication Options button, and manually change the cookie domain settings to match the DNS name change.

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Caveats

This section presents important tips and information for installing, configuring, and using the Velocity™ management suite.

Installation Issues

The following sections contain important installation information.

Server Time Must Be Set Prior to Installation

The Velocity management suite datastore requires that all system times are synchronized.

It is, therefore, critical that you configure management servers for network time protocol (NTP) support prior to installing System Controller.

You can do this using the standard RedHat 7.2 Date and Time mechanisms. For help enabling and configuring NTP support, refer to the following URL: <http://www.redhat.com/docs/manuals/linux/RHL-7.2-Manual/custom-guide/dateconfig.html>.

Datastore Name Can't Contain Spaces

When installing System Controller, you must use only alphanumeric characters for the Datastore Name.

Installation Requires That the /opt Directory Is linked to the / Partition

For the Velocity management suite installation to work correctly, the following conditions must be met:

- ◆ The /opt directory must be linked to the / partition.
The install process examines the / partition only, not an /opt partition if present.
- ◆ The / partition must have sufficient disk space to install the product.
Insufficient space in the / partition will prevent installation regardless of the size of any /opt partition you might have created.

Library Message Temporarily Overwrites CLI Installation Progress Bar

When you run the installation from the command line, at one point the progress bar is overwritten by a message from a library that is loaded. The installation continues in the background and after a few moments the progress bar is restored.

Additional Installation Instructions

When installing your Velocity management server, you should ensure the following:

1. During Red Hat installation assign the management server the following:
 - ◆ A static IP address (do not use DHCP)
 - ◆ A unique host name.

If you have already completed the Red Hat installation as specified in the Getting Started guides and you did not make these assignments, you can use various Red Hat utilities, such as netcfg or linuxconf to correct this.

2. Ensure that your network's DNS system resolves the host name you have assigned to the IP address you have assigned.
3. Ensure that the etc/hosts file on the server contains an entry for the IP address and host name. This is in addition to the standard localhost entry.

For example, if the IP address is 1.1.1.1 and the management server's complete DNS name is velocityservername.my.com, the hosts file on the server would contain the following entry:

```
1.1.1.1    velocityservername.myco.com velocityservername
```

4. When the System Controller installation wizard asks for the IP address of this server (for example, 123.123.123.123), use the static IP address you have assigned.

5. When the wizard asks for a unique ID for this server, use the host name you assigned during Red Hat installation.

If you have not complied with these requirements, you might receive one of the following alerts:

- ◆ Datastore Configuration Failure
- ◆ Datastore Installation Failure

If the datastore configuration or installation fails, you must ensure that the requirements set forth at the beginning of this section are met and reinstall System Controller.

Blocking HTTP Access Also Blocks System Controller Access

If you block all HTTP access to a cache device using either its Filtering or Access Control features, System Controller will not be able to import or manage the device.

Potential SSL Port Conflicts

Each service on a cache device requires a unique IP address/port combination.

By default, Velocity management suite uses a secure (SSL) connection to manage the content network's cache devices. The default port for these connections is 443.

Both Excelerator's authentication services and Secure Excelerator also use the standard SSL communication port by default.

You cannot use the same IP address/port combination for more than one of these services. For more information, see [Implications for Using Authentication on Your Content Network](#) in *System Controller Deployment Guide*.

Preparing a Cache Device to Be Added in System Controller

The Device's Management Address Must Be Set

Before adding a cache device in System Controller, you must enter the following command at the cache device system prompt:

```
set vcdn managementaddress=iii.iii.iii.iii  
apply
```

where *i* is an IP address bound to one of the network cards on the target cache device.

For more information, see [Preparing Cache Devices for Management and Working with Cache Device Management Addresses](#) in *System Controller Deployment Guide*.

Spaces in Device Passwords Prevent Importing

Device imports will fail if the management password contains spaces. For more information, see [Device Passwords Must Not Contain Spaces](#) in *System Controller Deployment Guide*.

Working with Device Management IP Addresses and Other Settings

Some Settings Cannot Be Cleared

To prevent a cache device from becoming inaccessible, none of the following settings can be cleared on the device:

- ◆ vcdn managementaddress
- ◆ vcdn managementport
- ◆ vcdn managementid
- ◆ vcdn monitoringfrequency

This prevents the cache device from becoming inaccessible.

You can, however, assign new valid values for the settings. For example, you can set another bound IP address as the `vcdn managementaddress`.

For more information, see [Working with Cache Device Management Addresses](#) in *System Controller Deployment Guide*.

Datastore and Device Settings Must Be in Sync

The Velocity management server must be able to communicate with a device using the management address in the datastore. If the device's management address is different than what has been defined in the datastore, then all management operations will fail.

You can check the device's management address at the device's System prompt by typing

```
get vcdn
```

Verify that the `vcdn managementaddress` is the same as defined in the Velocity datastore by accessing the management server, selecting the device in question, and comparing the address on the Device Details tab.

Managing Through Hierarchies and Filtering Services

To manage a cache device, the Velocity management server must be able to connect and post information to the device. The device must also be able to make requests to the Velocity management server. Because the servers and devices use HTTP or HTTPS to communicate, some configurations can impact communications. For example, if an ICP parent is not available, the management server will be unable to contact the device.

The following examples clarify these issues.

Implications of the Must Forward Through Hierarchy Option

A management browser will not be able to administer a cache device if both of the following are true:

- ◆ The cache device is configured so it must forward requests through the hierarchy.
- ◆ The hierarchical parent is down.

This will result in the request from System Controller to the device being sent to a parent that is not available. Because the parent is down, the request will never return to the device.

To work around this issue, you must access the device directly (not through System Controller) and add the management server's IP address in the Hierarchy > Bypass > Bypass ... Local Domains list.

NOTE: Excelerator cache devices that are members of hierarchies can always be administered through the Excelerator browser-based tool because administrative requests aren't forwarded through the hierarchy.

Implications of the Block Unrated Setting in Filtering Services

A management browser will not be able to administer a cache device if the device has a filter service installed and is configured to block unrated traffic.

This occurs because all communications from the management server are unrated.

To work around this restriction, you must access the device prior to blocking unrated traffic and enter the IP address of the management server in the Override list as an Always Allow entry in the list.

Deploying Multiple Management Servers

If you plan to have multiple management servers share the same datastore, you must ensure that each management server has a hostname that is either

- ◆ Resolvable through DNS to the server's management IP address

For example, a DNS request for `velocityservername.myco.com` resolves to IP address `1.1.1.1`.

Or

- ◆ Included with its IP address in its hosts file.

For example, the hosts file on the server contains the following entry:

```
1.1.1.1    velocityservername.myco.com velocityservername
```

Browser Compatibility

The Velocity 1.2 management suite was tested and validated using Internet Explorer 5.5 or later browsers.

Netscape 6.0 and later browsers should be compatible with the management suite. However, Volera has not validated this browser against the product.

Earlier versions of Internet Explorer and Netscape browsers are not supported.

Periodic Nonsecure Warnings Are Issued When Managing Using SSL

If you configure System Controller to require SSL communication from management browsers, communications between the browser and server are completely secure. However, some traffic, such as local machine-generated pop-up messages, uses HTTP and will cause the browser to display warnings regarding nonsecure content. These warnings do not pertain to your management information, which is entirely secure.

For the management tool to function properly, you must accept each message by clicking Yes. If you click No by mistake, navigation within the tool might stop functioning. If this happens, click the browser's Back button to restore tool functionality.

Microsoft Media Server (MMS) Services Require Valid Exceleator Licenses

System Controller lets you specify the creation of MMS acceleration services for device groups without checking for valid Media Exceleator licenses.

You must therefore ensure that each target cache device in the group contains a valid Volera MMS Media Exceleator license. Otherwise, the service creation operation will fail on unlicensed devices, causing errors and alerts to be generated.

Partial Name Searches Require the Asterisk (*) Wildcard

The Velocity management suite search feature for locating devices, groups, users, collections, etc. performs specific exact searches on the name entered

in the search field. Partial name searches require that the asterisk (*) wildcard be included.

For more information, see [Using the Management Suite List Filters](#) in *System Controller Deployment Guide*.

Password Case Sensitivity Applies When Importing Cache Devices

Exceerator cache devices store passwords with mixed case. However, the device's browser-based tool and CLI interfaces do not recognize case differences in passwords. This means that if the original Config password is *test*, you could enter Test, test, TEST, or teSt, etc. in the cache device's browser-based tool or CLI and the cache device would recognize each variation as a valid password.

System Controller's device password handling feature, on the other hand, is case-sensitive, meaning that Test, test, TEST, and teSt are each different passwords. Also, cache devices preserve the case of passwords as it was originally entered.

Therefore, when you add a cache device that is password-protected, you must match the case stored on the device when you enter the password in System Controller.

If you don't know the exact cases used in an Exceerator password, you should change the password prior to creating the device in the Velocity management suite and enter the same password when creating the device.

Asterisks (*) Indicate Required Fields

Asterisks (*) in the Velocity management suite browser-based interface indicate fields for which you must supply configuration information.

Monitoring Is Delayed

The monitoring data displayed in the Velocity management suite management interface is updated according to the polling frequency you have specified. Graphs are drawn up to 20 minutes after the first data is recorded.

This means that you should use monitoring data as a long-term analysis tool rather than a real-time traffic reader or immediate data provider.

To see real-time data for a specific device, access the device's monitoring features as explained in the *Excelerator 2.2 Administration Guide*.

Changing a Server to Run Only Content Accountant

If you have a management server with the Velocity management suite installed (System Controller, etc.), and you want to run only Content Accountant on the server, you must do the following

- 1 Uninstall all management suite components, beginning with Content Accountant, then Content Controller (if applicable), and finally System Controller.
- 2 Reinstall Content Accountant.

Using the Linux Firewall

If you are using a firewall on the server on which you are installing Velocity 1.2, you must ensure that the firewall allows traffic on all ports required by the management server. Failure to do so will cause various communication errors to occur during operation.

A list of ports is included in [Management Suite Firewall Port Requirements](#) in *Getting Started with System Controller*.

If You Use NDSTRACE

Some administrators use NDSTRACE to troubleshoot Velocity datastore problems. To use this utility, you must first install the `ncurses4` package. This is found in the `ncursesr-5.0-5.i386.rpm` or a later `ncurses4` RPM package for Red Hat Linux v 7.2.

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Upgrading to Version 1.2

Instructions for upgrading to version 1.2 are found in [Upgrading the Velocity Management Suite](#) in *System Controller Deployment Guide*.

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Obtaining Technical Assistance

For technical assistance with Velocity management suite, visit [Volera's Support Web site \(http://www.volera.com/support\)](http://www.volera.com/support).

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