

Novell Volera Velocity Management Suite

2.0

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RELEASE NOTES



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Volera Velocity Management Suite Release Notes

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About This Guide

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Get important tips regarding Velocity™ Management Suite caveats and third-party product issues	Chapter 3, "General Caveats," on page 13
Read about known issues and caveats for using the management suite to manage Excelerator 2.x cache devices	Chapter 4, "Excelerator 2.x Issues and Caveats," on page 17
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1

New Features in Version 2.0

Version 2.0 adds the capability of managing Excelerator XL 1.0 cache devices.

For a summary of the functional differences between Excelerator 2.x and Excelerator XL 1.0, see [Functional Changes in Excelerator XL 1.0](#) in the *Volera Excelerator XL Release Notes*.

2

General Known Issues

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

Installation Issues

Installation Error Messages Are Not Intuitive

Installing System Controller on a server that has insufficient space on the /root or /opt partitions will fail to create some of the required directories and files. This results in the following error message: Can't read /opt/volera/roma/webapps/roma/WEB-INF/main-conf.xml: No such file or directory.

System Controller Doesn't Display All Alerts

Some alerts sent to the Velocity management server do not get displayed in the System Controller alert list. Each alert is assigned a priority. System Controller is configured to only show extreme and critical alerts. All other alerts are logged in the System Controller log files. If you do not see the expected alerts in System Controller, check the System Controller log files (app_sc*.log) in /opt/volera/roma/logs.

Prepopulation Issues

Prepopulation of mmsu:// mmst:// Protocols Not Supported

For the prepopulation of MMS streams, the mmsu:// (MMS in UDP) and mmst:// (MMS in TCP) protocols are not supported.

Instruction for prepopulating MMS streams are found in [Prepopulating Windows Media Content](#) in the *Volera Content Controller Deployment Guide*.

Large Real Media Files Might Not Prepopulate

Large Real Media files might not be completely prepopulated in cache.

Pre-Population Using Real .smi File Not Working

Using a Real Media .smi file in a collection to pre-populate content to the Exceleator XL 1.0 device will result in the .smi file being pre-populated, but the streaming content referenced in the .smi file will not be pre-populated.

3

General Caveats

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

Excelerator Version Requirements

Version 2.0 of the management suite manages Excelerator 2.1, 2.2, 2.3 and XL 1.0 cache devices.

Installation Caveats

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 Date and Time mechanisms. For help enabling and configuring NTP support, refer to the [RedHat Web site \(http://www.redhat.com/docs/manuals\)](http://www.redhat.com/docs/manuals).

RedHat DNS Server Must Do Authoritative Reverse Lookups

As you install RedHat Linux, you must specify a DNS primary server that is capable of performing authoritative reverse DNS lookups.

Management Server Host Name Must Resolve in DNS

You must ensure that each management server has a hostname that is 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.

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.

Additional Installation Instructions

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

Blocking HTTP Access Also Blocks System Controller Access

As you configure filtering and access control for a device, you must ensure that you haven't blocked any of the following:

- ◆ HTTP access to a cache device
- ◆ The device's management IP address
- ◆ The device's management port

If any of these are blocked, System Controller will not be able to import or manage the device.

Browser Compatibility

The Velocity 2.0 management suite was tested and validated using Internet Explorer 6 or later and Netscape 7 or later browsers.

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

Config Password Must Be Changed on Management Server

After a device has been imported for management through the suite, if the Config user password is changed on the device either through the CLI or using the device-based System Controller, the management server will not be able to communicate with the device.

You will need to restore communications with the device by changing the password on the device back to the password that the management server has for the device. Then you can use the Edit button on the Device Details page to access a dialog that lets you change the password and submit it to the device.

Alternatively, you must delete the device and re-import it using the password set on the device.

Periodic Non-Secure 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 non-secure 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.

Media Services Require Valid Excelerator Licenses

System Controller lets you specify the creation of MMS acceleration services for device groups without checking for valid Media Excelerator licenses. (Licenses are checked when managing single devices.)

You must therefore ensure that each target cache device in the group contains a valid Volera Media Excelerator license for the services you are creating. 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 *Volera System Controller Deployment Guide*.

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 online documentation.

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 2.0, 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 *Volera Velocity Management Suite Getting Started Guide*.

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 ncurses RPM package for Red Hat Linux.

4

Excelerator 2.x Issues and Caveats

This section outlines the known issues and caveats for managing Excelerator 2.1 and later cache devices with Velocity Management Suite 2.0.

Known Issues

There are no known issues when managing 2.x devices through version 2.0 of the management suite.

Caveats

Potential SSL Port Conflicts

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

By default, the 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 *Volera System Controller Deployment Guide*.

Preparing a Cache Device to Be Added in System Controller

The 2.x Device's Management Address Must Be Set

Before adding a 2.x 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 *Volera System Controller Deployment Guide*.

Spaces in Device Passwords Prevent Importing

Device imports will fail if the management password contains spaces. For more information, see [Excelsior 2.x Device Passwords Must Not Contain Spaces](#) in *Volera 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 *Volera 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: Exceleator cache devices that are members of hierarchies can always be administered through the Exceleator 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.

Password Case Sensitivity Applies When Importing Cache Devices

Exceleator 2.x 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 Exceleator 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.

5

Excelerator XL 1.0 Issues and Caveats

This section outlines the known issues and caveats for managing Excelerator XL 1.0 cache devices with Velocity management suite 2.0.

Issues

The following are known issues when managing Excelerator XL 1.0 devices using Velocity management suite 2.0.

Importing an Unlicensed XL 1.0 Device Causes All Services to Display

If you import an Excelerator XL 1.0 device that has no licenses installed, the Velocity management interface displays all services in the Configuration tab for the device as though they were licensed.

If you then attempt to configure the unlicensed services for the device, they will not be loaded on the device because the licenses are missing.

Missing Data in Graphs

Graphs available in System Controller will not show the first 20 minutes of monitoring data.

Access Control can Block Device Management

Access control policies can prevent managing the Excelerator device through the Web management interface when the policy blocks the management traffic.

If this happens, you can use the `no policy` command to regain access as explained in [Use Caution When Creating Access Control Policies](#) in *Volera Excelerator XL Release Notes*.

Creating Multiple WCCP Routing Groups Doesn't Work

Using System Controller to configure a second WCCP routing group will result in a configuration error.

Job Status Report Is Incorrect for Pre-Populate MMS Linked URLs

Pre-population of MMS content with the directive to follow links might result in a job status error even though the pre-population actually was successful.

Adding a New Disk Requires Reloading the System

After you add a new disk using the New Disk option in the Web management tool or the **disk scan** command at the command line, you must reload (restart) the device before the new partition will be used.

Caveats

The following are caveats for using the Velocity management suite to manage Excelerator 3 devices.

Additional Device Setup Is Required

Managing Excelerator 3 with the management suite requires additional setup of each device. You must complete the instructions in [Preparing Excelerator XL 1.0 Devices for Management](#) in the *Volera System Controller Deployment Guide*.

If this step is overlooked, attempting to import an Excelerator 3 device will result in the following error:

```
error: 'key communication.err.sending.request not found'.
```

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Upgrading to Version 2.0

Instructions for upgrading to version 2.0 are found in [Upgrading from Velocity CDN 1.2](#) in *Volera Velocity Management Suite Getting Started Guide*.

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Obtaining Technical Assistance

For technical assistance with the Volera Velocity Management Suite, visit [the Volera product support Web pages on novell.com \(http://support.novell.com/volera\)](http://support.novell.com/volera).

