

ShoreWare System Monitor 1.1 Generally Available build 3256

Software Release Notice

Overview

Build 3256 is a generally available build of ShoreWare System Monitor 1.1

Upgrades

The following upgrade paths are supported for this release:

- ShoreWare System Monitor 1.1 build 3009, 3027 and 3076

Upgrade Instructions

1. Stop the ShoreWare System Monitor service
2. Back up the Drive:\Program Files\ShoreTel\ShoreWare System Monitor directory and all subdirectories.
3. Download the installer.
4. Run the installation program and follow the on screen instructions.

Back out Instructions

1. Stop the ShoreWare System Monitor service
2. Restore the previous backup files
3. Start the ShoreWare System Monitor service

Notes

Build Date: Dec. 21, 2006
Engineering Build Number: 3256

This version of ShoreWare System Monitor software was tested and certified on the following platforms:

Microsoft Operating System

Windows 2000 Server/Advanced Server

Windows 2000 Professional

Windows XP Professional

Windows Server 2003

1. **Network Weather Report Not Received** – If the Network Weather Report is not being received, a variety of sources may cause this:
 - Anti-SPAM filter may be blocking this email
 - Anti-virus on the server may be preventing the service from sending emails
 - Mail server may not be configured to relay or forward emails
 - Mail server or Anti-SPAM filter may not accept email because the hostname of the server is not respected
2. **Inadequate RAM causes the service to stop** – If there is not enough available physical RAM when the service is starting or running, the service may crash or stop. The service may sometimes be able to create an event log entry indicating that there is not enough available RAM to continue working depending on how tight the system is for RAM. If the system is very tight on RAM, then the event log entry may not be able to be written.
3. **Unable to monitor a device** – If a device is not able to be monitored, SNMP may not be enabled. Check with the device manufacturer's instructions on how to configure and enable SNMP.
4. **Unable to collect information from a device** – If a device supports SNMP, and is configured to respond to SNMP queries, it will need to support the following MIB groups:
 - RFC-1213 MIB-II statistics
 - RFC-1573 MIB-II HighCapacity counters (optional)
 - RFC-1493 Bridge-MIB (optional, for querying switches)

Most all network devices support RFC-1213, as it was ratified in March of 1991. Many current network devices support RFC-1573, as it was ratified in January of 1994. Most all network switches support RFC-1493 as it was ratified in July of 1993.

5. **Current utilization for an interface is not showing any utilization** – If the network device provides continuously updated SNMP information, then the Current Utilization feature will work as designed. For certain high-end routers, SNMP statistics are only updated every 30 seconds. This prevents the Current Utilization feature from working, as it will not display any utilization statistics if queried every 5 seconds.

Features Added

1. Interfaces will show IP addresses associated with the interface
2. Downloadable spreadsheet on Tools tab now includes IP addresses and routing tables
3. SNMP v2c GETBULK is used to speed fetching of repetitive data

UI Improvements

None

Product Defects Corrected

The following defects have been corrected in ShoreWare System Monitor 1.1 build 3256:

Defect Number	Description
	Graph statistics no longer show incorrect data when a monitored device is reset
	License check routines now work correctly with proxy servers

The following defects have been corrected in ShoreWare System Monitor 1.1 build 3076:

Defect Number	Description
	License server SSL code would fail if the user had upgraded to IE7. The license server SSL code now works correctly if the user has IE7 installed.
	ReadIntIgnoreType internal debug message reported wrong filename when used.
	Corrected email sending routine to properly send HELO message according to RFC standards (previously worked with most mail servers, but failed with some).
	Adjusted counter rollover detection to reset variables if the counters have been reset to zero.

The following defects have been corrected in ShoreWare System Monitor 1.1 build 3027:

Defect Number	Description
	Monitored device reboots cause huge spikes in graphs – When a device that is being monitored is rebooted, its counters are all reset to zero. This causes the program to think that the counters have flipped, and it graphs an extremely high utilization, packet, broadcast, and error level when the device reboot is detected. This condition is now properly detected and utilization levels will be properly reported as zero due to the reboot.
	Service licensing may not work correctly on computers with multiple network cards – If the product is installed on a computer that has multiple network cards, the system may use the wrong MAC address to validate the license. As a result, the service will stop. This has been fixed to always use the same MAC address (if it exists on the machine), regardless of the order of which MAC address is first or second in the machine.
	Incorrect information displayed in the interface description field – Incorrect information (HTML gibberish) may have been displayed in the interface description field. This section has been re-coded to fix this problem.