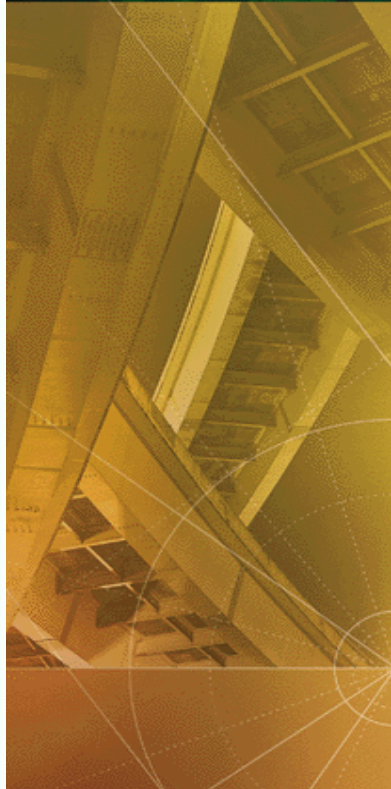
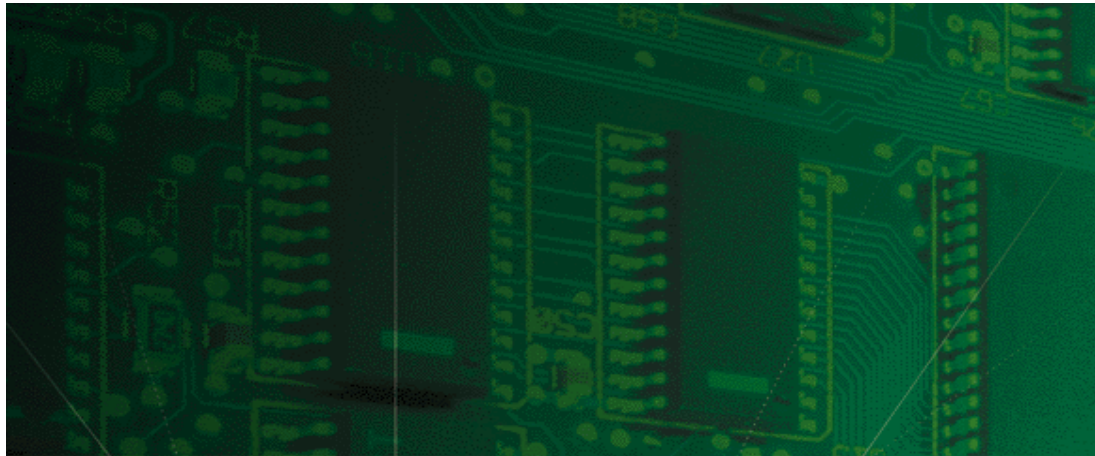




# Total Control Manager for Windows

## Service Release Notes



Part No. 10030595  
Version Number 6.0.86



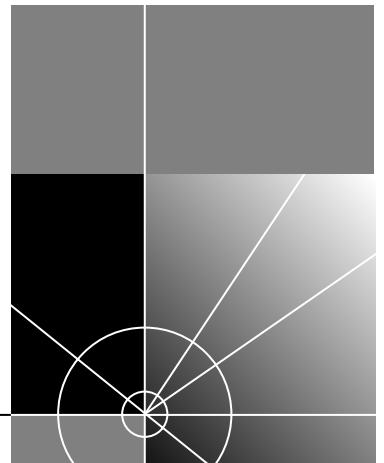
# Total Control Manager for Windows

**Service Release Notes**  
**Version Number 6.0.86**

<http://www.3com.com/>

Part No. 100350595

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# TOTAL CONTROL MANAGER FOR WINDOWS RELEASE NOTES

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## About These Release Notes

These Release Notes contain information important to the installation and configuration of Total Control Manager for Windows Version 6.0.86. They also include new features and information that changed after the main documentation set was released.

Use these Release Notes in conjunction with the *Total Control Manager for Windows Software Reference* and the *Total Control Manager for Windows and UNIX Getting Started Guide*.

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## Hardware and Software Compatibility

Total Control Manager for Windows Version 6.0.86 is compatible with these Total Control Products and Network Application Cards (NACs):

Product	Software Version
Network Management Card (486 16MB NMC)	6.1.17
Network Management Card (386 and 486 4MB NMC)	6.0.9
HiPer Network Management Card (Pentium Based NMC)	6.2.17
Dual E1/PRI	3.1.5
Dual E1/CAS	1.3.4
Dual T1	4.3.2
Dual T1/PRI	3.1.5
HiPer DSP R2	2.0.20
HiPer DSP E1	2.0.19
HiPer DSP T1	2.0.19
Quad Dual Side Modem	6.0.6
Quad Single Side Modem	6.1.6
EdgeServer (486 Based)	1.6.11

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## System Requirements

### Required hardware and software:

- CPU—Pentium
- RAM—32 MB minimum
- Free hard disk space—75 MB minimum (25 MB to install Total Control Manager, 50 MB swap space)
- Monitor—Color
- Network Connection—Ethernet or Token Ring
- Windows 95 or Windows NT 4.0 with Service Pack 3

---

## New Features and Descriptions

The following features are included in this release:

- Expanded NFAS support
- Bi-Directional MIB support
- 105 Responder Test (Dial-In) support
- V.42bis Compression over V.120
- E1/R2 Support

## Expanded NFAS Support

Total Control Manager included the following objects to support NFAS:

- Programmed Settings | NFAS Group
  - Interface ID—Integer, Default = 0
  - Logical Group Number—Integer, Default = 0
  - Span D-Channel Type—Enum, FAS(1), DchannelPrimary (2), DchannelBackup(3)
  - Logical Group Type—Enum, FAS(1), NFAS(2), SS7(3), Default = FAS(1)
- Performance Monitor | NFAS Group
  - NFAS Span State—Enum, none(1), IS(2), STBY(3), OOS(4), MB(5), MOOS(6), WAIT(7)

- Faults | NFAS Group
  - On D-Channel Switch-Over Start
  - On D-Channel Switch-Over End
  - On D-Channel Switch-Over Fail

**Bi-Directional MIB Support**

Total Control Manager added the following parameters to support bi-directional MIBs in the mdm.mib and ds0.mib tables:

- Inbound Connect Attempt Failed
- Outbound Connect Attempt Failed

**105 Responder Test (Dial-In) Support**

Total Control Manager now supports 105 Responder Tests for Dial-In to Quad Modem cards, Channelized T1, and Dual T1 cards.

**V.42bis Compression over V.120**

Total Control Manager now supports V.42bis Compression over V.120. This object, hdmCcEnableV120v42Bis, was added to the hdm.mib.

- V.42bis Compression over V.120—disable(1), enable(2)

**E1/R2 Support**

Total Control Manager now supports configuration of additional E1 channels. Previously it only included support for T1 channels.

---

**Installing This Version**

This section is designed to help you check network hardware and install Total Control Manager for Windows on the management station.

**Setting up the Hardware**

Total Control Manager for Windows can manage complex or simple networks. The simplest network may consist of a management station connected to a Total Control Enterprise Network Hub.

Total Control Manager for Windows features intelligent menus. The software displays menus and menu options for installed devices and does not display menus for devices that are not installed. Total Control Manager determines if a hub is connected to the management station before displaying the main menu bar.

Make sure the management station is on a network with at least one hub before running Total Control Manager for Windows.



## Before you Begin

Before using Total Control Manager for Windows to manage network devices:

- 1 Assemble and install the hardware devices to be managed. Typically this software manages an Enterprise Network Hub, but it can also manage other network devices like the Modem Pool/16.
- 2 Connect the personal computer, also called a management station, that will run the Total Control Manager software to the network that serves the devices you want to manage.
- 3 Assign Internet Protocol (IP) addresses to the devices to be managed and to the management station.
- 4 Uninstall any previous versions of the software.

## Uninstalling a Previous version of the Software

To remove a previous version of the Total Control Manager application:



*When you uninstall Total Control Manager, all active processes are terminated.*

- 1 Click the **Start** button, point to **Programs**, and then point to **USR Management Applications**. Click **Uninstall Total Control Manager**.
- 2 Follow the instructions in the wizard to remove Total Control Manager from your management station.

## Installing the Software



*If Total Control Manager for Windows was previously installed, or is currently installed, uninstall the older version before continuing with this procedure.*

To install Total Control Manager for Windows:

- 1 Start the management station, if necessary.
- 2 Insert the Total Control Manager software CD into your CD-ROM drive.
- 3 Click the **Start** button and then click **Run**.
- 4 Type **Drive:\Tcm\Setup**  
(where Drive is the letter assigned to the CD-ROM drive)
- 5 Click **OK** and follow the instructions on the screen.

After installing the software, click the Total Control Manager icon in the group and folder selected during installation to start the software.

**Starting the Software** To start Total Control Manager for Windows:

- 1 Double-click the Total Control Manager icon in the group and folder selected during installation.

The Total Control Manager graphical user interface (GUI) appears.

- 2 Before Total Control Manager can establish a connection with the NMC and determine hub configuration using AutoDiscovery, you must identify the NMC with a host name or an IP address.

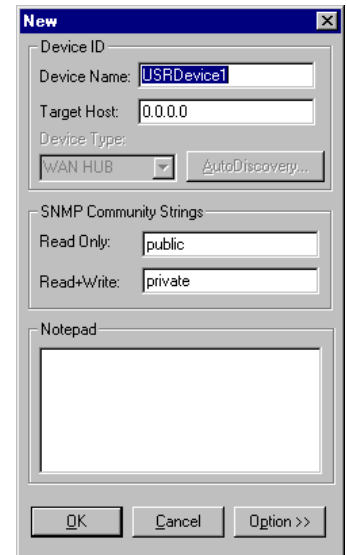
Default addresses are assigned to both the LAN (192.77.203.193) and WAN (192.77.203.65) ports on the NMC NIC. Although these defaults work for the initial connection, change these addresses during the first session to match your networking scheme. See the *Total Control Manager Software References* or the Total Control Manager online Help for more information on how to change the NMC host names and IP addresses.

- 3 On the **Main Menu** bar, click **File**, and then click **New**.

The New Dialog box appears.

- 4 To identify the device, type a name in the **Device Name** box.
- 5 Specify the IP Address of the NMC for the hub you want to configure in the **Target Host** box.
- 6 Click **OK**.

Total Control Manager discovers the device.



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## Restoring the Previous Software

To restore to the previous version of software, reload the previous code version. Obtain the software code from 3Com's TOTALservice website at <http://TOTALservice.3Com.com>. Refer to *Installing the New Software* in the previous section.

---

## Restoring NVRAM on Quad Modems and Trunk Cards

You may experience problems when trying to save to NVRAM with Quad Modems and Trunk cards. Since Quad Modems cannot store trap enables, or faults, and the NMC does, use the following procedure to correctly save the settings to your chassis.

- 1 Make necessary changes to the parameters using Total Control Manager.
- 2 Save to NVRAM on all cards except the NMC.
- 3 Issue the **Save Chassis to NVRAM** command on the NMC.
  - a On the Total Control **Main** menu, click **Configure**, and then click **Actions/Commands**.
  - b From the **Command to Execute** menu, select **Save Chassis to NVRAM**.
- 4 Issue **Save Chassis NVRAM** from to save the NVRAM file.
  - On the Total Control Manager **Main** menu bar, click **File**, and then click **Save NVRAM**.

### To Restore NVRAM

- 1 Restore the NVRAM through Total Control Manager to restore the .NVR file.
- 2 Issue the **Restore Chassis NVRAM** command on the NMC.
  - a On the Total Control **Main** menu, click **Configure**, and then click **Actions/Commands**.
  - b From the **Command to Execute** menu, select **Restore Chassis to NVRAM**.
- 3 Issue the **Restore from NVRAM** for all other cards.
- 4 On the Total Control Manager **Main** menu bar, click **File**, and then click **Restore NVRAM**.
- 5 Issue the **Restore from NVRAM** for all other cards.

---

## Chassis Inventory

You may experience difficulties using the Chassis Inventory feature in Total Control Manager if you are using a Sony PCG-F190 notebook computer.

To workaround this issue:

In the Inventory dialog box, click **Copy**, and then paste the information into any text editor.

---

## Call Events Using a 486 NMC

If the call model is constantly below three minutes on a fully loaded HiPer chassis, the 486 NMC cannot process the high loads of call events from the HiPer DSP Modems.



*A call model is defined as the average duration between a call start event and call end event.*

When enabled, Timeslot Service Traps provide connection and state information on an individual DSO timeslot (modem channel) basis. If HiPer DSP Timeslot Service Traps are required, use only a minimal set, such as two traps.

A total of seven traps are available. The following table describes the trap enables and the recommended use.

Trap Enables	Recommended Use
On Timeslot In Service	For trouble clearing a specific timeslot failure
On Timeslot Out of Service	For trouble clearing a specific timeslot failure
On Timeslot State Change	For trouble clearing a specific timeslot failure
On Incoming Call Failure	For logging a failed in call in attempt on a specific timeslot
On Outgoing Call Failure	For logging a failed out call attempt on a specific timeslot
On Call Arrive	For trouble clearing, will fire when an in call attempt is made on a DSO
On Call Terminate	For trouble clearing, will fire when an in call normal terminate is made on a DSO



*Use the Incoming Call Fail trap only for logging purposes; all other traps should be disabled and reserved for trouble clearing.*

## Resolved Issues

These issues are resolved with this release:

MR Number	Description
MR 1011	Issue—Load From Fails if source chassis is not open. Resolution—Total Control Manager now supports Load From if a chassis is closed.
MR 1041	Issue—Signal converter setting objects inconsistent between Modem and Templates. Resolution—Signal converter settings are now consistent.
MR 1042	Issue—Total Control Manager error when receiving more than 999 packets. Resolution—Total Control Manager now handles any number of packets.
MR 1070	Issue—User is prompted to save changes to the GUI even if no changes were made. Resolution—Users are only prompted when changes are made.
MR 1071	Issue—Feature Request—Add button or command to close all Virtual Front Panel Displays (VFPDs) . Resolution—Total Control Manager now contains a Close All button. To access the Close All feature, click <b>Window</b> , and then click <b>Close All</b> .
MR 1076	Issue—Load From feature does not work correctly for all HiPer DSP parameters. Resolution—Total Control Manager now supports Load From on all parameters.
MR 1298	Issue—Conflict between Total Control Manager templates and NVRAM with the modulations parameters. Resolution—The Save to NVRAM and Restore from NVRAM commands are not available at the channel level on the HiPer DSP. These commands exist at the card level to save all channels to NVRAM.
MR 1384	Issue—HDM R2 span-level blocking not working. On the HDM only 24 timeslots can be chosen via TCM. Resolution—This is fixed in 6.0.86.
MR 1437	Issue—When attempting to save a chassis to a .WHB file when an E1R2 HiperDSP is in the chassis, the save will stop with a NoDataAvailable message. Resolution—This feature has been removed.

(continued)

MR Number	Description
MR 1454	<p>Issue—Using TCM Solaris 6.0.20, attempts to execute SW commands on the span level of an R2 HDM results in incorrect OIDs being sent to the NMC.</p> <p>Resolution—This is addressed by TCM Windows version 6.0.86.</p>

## Unresolved Issues

These issues remain unresolved with this release:

MR Number	Description
MR 1173	<p>Issue—Error when packet bus traps is queried with HiPer ARC.</p> <p>Explanation—Packet Bus session trap enables are not available for the HiPer ARC.</p>
MR 1181	<p>Issue—If you install Total Control Manager to a directory other than the default, you may experience failures with the HiPer Trax offline configuration.</p> <p>Workaround—To avoid problems, install Total Control Manager to its default directory.</p>
MR 1212	<p>Issue—Value too large in trap setting for HiPer ARC.</p> <p>Explanation—Packet Bus session trap enables are not available for the HiPer ARC.</p>
MR 1231	Issue—Analog modem calls in E1 CAS does not apply to the E1 CAS.
MR 1234	Issue—Total Control Manager displays the settings for Span Line Blocking on the Dual E1 CAS card. However, the Dual E1 CAS card does not support Span Line Blocking.
MR 1296	Issue—Total Control Manager displays the settings for Sending Code Type on the Dual E1 CAS card. However, the Dual E1 CAS card does not support Sending Code Type
MR 1314	Issue—Total Control Manager displays the trap for On Reset by DTE on the HiPer DSP card. However, the HiPer DSP card does not support this trap.
MR 1328	<p>Issue—Total Control Manager does not support AutoResponse on the card level of a HiPer DSP card.</p> <p>Workaround—AutoResponse configuration for HiPer DSP span and modem channels is not supported in this release.</p>

(continued)

MR Number	Description
MR 1333	<p>Issue—The Cut and Paste feature returns an “Illegal Parameters” error message. This error occurs if you close the Programmed Settings dialog box after cutting information from the dialog box.</p> <p>Workaround—To correct this issue, do not close the first Programmed Settings dialog box before pasting the information into the second dialog box.</p>
MR 1347	<p>Issue—Total Control Manager crashes when getting Packet Bus traps for HiPer ARC.</p> <p>Workaround—Total Control Manager no longer supports Packet Bus traps.</p>
MR 1350	<p>Issue—Total Control Manager displays the settings for Hard Busy /at Disable and Soft Busy /at Disable . However, the HiPer DSP card does not support these settings.</p> <p>Workaround—No workaround currently exists.</p>
MR 1382	<p>Issue—Total Control Manager crashes when running the packet bus sessions with a VPN Gateway card.</p> <p>Explanation—Total Control Manager does not support VPN Gateway for this release.</p> <p>Workaround—No workaround currently exists.</p>
MR 1387	<p>Issue—Under some instances Total Control Manager may launch minimized.</p> <p>Workaround—Right-click the Total Control Manager icon on the task bar, select <b>Maximize</b>.</p>
MR 1399	<p>Issue—Total Control Manager offers two (2) options for Call Routing settings—Analog and Digital. Total Control Manager does not support the None option in this case.</p> <p>Workaround—No workaround currently exists.</p>

## 6.0.86 Support

Total Control Manager for Windows Version 6.0.86 no longer supports or ships the following products:

- Security Server
- Accounting Server
- NMS Database Conversion Utility
- Alarm Server



*Alarm Server is provided with Total Control Manager as a utility. You may experience problems when running Total Control Manager and the Alarm Server on the same computer. If problems arise, run the two products on separate machines.*



*AutoResponse configuration for HiPer DSP span and modem channels is not supported in this release.*







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