

## CommandCenter<sup>®</sup> Secure Gateway Release 5.0.5 **Virtual CC**

**November 15, 2010**

**Version 5.0.5 provides the initial release of the CC-SG virtual appliance (Virtual CC). Virtual CC is supported to run on VMware<sup>®</sup>. Version 5.0.5 cannot be installed on a CC-SG hardware appliance.**

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*(Note – numbers in parentheses throughout this document are reference numbers internal to Raritan.)*

## Introduction

These Release Notes contain important information regarding the release of this product. Please read the entire document and the related documentation available for this release.

Release 5.0.5 introduces the CC-SG virtual appliance (Virtual CC). *Virtual CC contains the same features as the CC-SG hardware appliance, with one exception.* Automatic failover is implemented differently. Instead of installing two instances of CC-SG in a “clustered” configuration, Virtual CC customers will use VMware’s “High Availability” function to implement automatic failover to another virtual machine.

Release 5.0.5 documentation is available at <http://www.raritan.com/support/commandcenter-secure-gateway/>.

## Applicability

CC-SG 5.0.5 is applicable to the CommandCenter ® Secure Gateway virtual appliance.

## Obtaining Release 5.0.5

Virtual CC software and its documentation are provided on a DVD when ordering part number CCSG128-VA. When ordering, it’s important to provide the email address of the person that will be installing the software and license. When the order is entered into Raritan’s system, an email message containing a link to the licensing portal and instructions for downloading your license file will be sent to the email address on file. Once you have access to the licensing portal, you can download Virtual CC from <http://www.raritan.com/support/commandcenter-secure-gateway/>.

Part number CCSG128-VA includes software, documentation and the first year of software maintenance.

## New Features and Updates in This Release

The purpose of 5.0.5 is to introduce the virtual appliance. As a result, there are no new core CC-SG functions or features. Compatibility with other Raritan products, along with 3<sup>rd</sup> party applications such as browsers and JRE, remain the same as 5.0.0.

**The CC-SG evaluation software has also been updated.** The new Virtual CC “eval” allows access to 16 nodes and includes the 5.0.x features. The new part number is CCSG16-VA, which can be ordered at no charge on a DVD or downloaded from

<http://www.raritan.com/support/commandcenter-secure-gateway>.

The Virtual CC evaluation software is supported for use with VMware Player 3.1.

CCSG16-VA includes a Quick Setup Guide with specific installation instructions for this evaluation version. Note that it includes a built-in license and does not require access to the licensing portal before deployment.

## Virtual CC Overview

Virtual CC includes all of the features and functions of the hardware solution, but is provided solely as a software product that runs on VMware as a virtual appliance. It is supported for use in a VMware vSphere® 4.0 environment.

See the Virtual Appliance Quick Setup Guide for a list of system requirements.

Virtual CC leverages vSphere’s “High Availability” feature for automatic failover. As a result, only one CC-SG license is needed. A second license for the purpose of running two instances of CC-SG simultaneously for redundancy is not needed.

A 128 node license is included with the base software. The part number is CCSG128-VA. As with the hardware appliance, node licenses can be added as needed. For example, CCL-512 can be added to CCSG128-VA to create a virtual appliance that is enabled to access 640 nodes.

When CCSG128-VA is ordered, a Virtual CC DVD is mailed to the customer and an email is sent to the designated administrator. The software may also be downloaded from

[www.raritan.com/support/commandcenter-secure-gateway](http://www.raritan.com/support/commandcenter-secure-gateway). The email provides instructions for accessing the Raritan licensing portal. It’s important that an accurate email address is provided with the order. A 2nd email provides instructions on generating the license(s).

One Virtual CC base software license can run on one virtual machine at a time. **Virtual CC leverages the Flexera™ FlexNet Publisher® License Server Manager for easy license deployment & management.** The license manager works in conjunction with a Raritan “vendor daemon” to facilitate communications. In 5.0.5, the daemon is supported on Windows and Linux 32-bit operating systems. The license manager software and vendor daemon are provided in a zipped file and posted on the CC-SG support page. Please refer to the new Quick Setup Guide and Administration Guide for details.

## Security and Compliance Information

Refer to the CC-SG Administrators Guide 'Appendix B: CC-SG and Network Configuration' for specific settings.

## Updated Product Documentation

Updated documents available with this release include:

- CC-SG 5.0.5 Upgrade Readme File
- Compatibility Matrix
- Administrators Guide
- Quick Setup Guide

## General Notes

1. If using Windows XP or Vista, CC-SG supports the 64 bit OS. However, if using a Java plug-in, only the 32 bit plug-in is supported. See <http://java.sun.com/javase/6/webnotes/install/system-configurations.html> for Java support information. (17855)
2. For optimal operations, disable the pop-up blocker in your browser.
3. Virtualization: During the first connection to a virtual machine, you may be asked to download an add-on from VMware. Once the add-on is installed, please restart your browser.
4. If you are using Firefox on Windows, you must add the IP address of the CC-SG to the Allowed Sites for Add-ons list and the Allowed Sites for Pop-ups list in the browser before connecting to a VMW Viewer interface.
5. During the CC-SG boot-up sequence you can safely ignore the following message (seen on the local KVM console port only):  

```
Memory for crash kernel (0x0 to 0x0) not within permissible range
```
6. During boot-up, a normal delay of up to two minutes may occur after seeing the following message (local KVM console port only):  

```
Red Hat nash version 5.1.19.6 starting
```
7. If the network connection to the License Server is lost, a restart of the license server manager (lmgrd) is recommended. (32031)
8. It is assumed that the virtual machine datastore will be protected and/or maintained consistent with backup/restoral best practices and that shared

storage meets the requirements specified by VMWare. (31108)

## Limitations and Restrictions

1. Supported JRE versions for this release include 1.6.0\_10 thru 1.6.0\_20.
2. The "Bookmark Node" feature is not supported when using Internet Explorer version 8 (IE8). (20053, 20237)
3. The "Exit" option in the MPC client's "Connection" menu does not function when running on Linux. Use the X in the corner of the window as an alternative. This issue has been seen when using the following:
  - Fedora Core 6: JRE 1.6.0\_13; Firefox 3.0.10
  - Fedora Core 7: Firefox 2.0.0.14, JRE 1.5.0\_13 and JRE 1.6.0\_13
  - Red Hat Enterprise - Release 5.2: Firefox 3.0.10, JRE 1.6.0\_07 and JRE 1.6.0\_13(19999)
4. CC-SG is not supported for use with Firefox 3.0.11. Versions 3.0.13, 3.0.14, 3.5.x and 3.6.x are supported. FF 3.5.x and 3.6.x are recommended.
5. RSA Remote Console cannot be launched from CC-SG when using JRE 1.6.0\_10 and higher. Downgrade to 1.6.0\_07. This is a SUN issue, and when fixed will no longer be a restriction in CC-SG. (19651)
6. IE6 does not support AES-256 encryption and XP with IE6/IE7 does not support AES-256 encryption.
7. If enabling AES 256, ensure that the jurisdiction files are installed on the client. Otherwise, you will be locked out of the CommandCenter.
8. When using a Linux client, the Virtualization topology view cannot be printed.
9. VMware Viewer and Firefox version 3.6.x are not compatible.
10. CC-SG cannot manage or access ESXi virtual nodes that use a free-trial license. (31078)
11. Firefox users of the Access Client are prompted to download a file named 140.JNLP each time a port connection is made. Select the "Do this automatically for files like this from now on" checkbox, so that Firefox can automatically download the file for future connections. (31893)
12. The configuration database in a 5.0.0 hardware appliance cannot be copied into the 5.0.5 virtual appliance. Until 5.1 is released, customers that wish to convert to the virtual appliance will need to use the export function and import the .CSV file into the virtual appliance. Note that not

all data is captured in the export and some data entry will be required. Raritan recommends that hardware customers that wish to convert to the virtual appliance wait until the 5.1 release.

13. When choosing a server on which to run the Flexera License Server and Raritan vendor daemon, please note the following:

- Raritan's testing has shown the following processor/OS combinations to be favorable:
  - Intel Pentium 4 with Windows XP
  - Intel Pentium D with Windows Vista
  - Intel Celeron with Windows 2003 Server
  - AMD Opteron with Windows 2003 Server
  - AMD Opteron with Windows 2003 Server
  - AMD Opteron with Windows 7
  - AMD Opteron with Windows 2008 Server
  - AMD Athlon 64 with Windows Vista
- Raritan's testing has shown the following processor/OS combinations to be **unfavorable**:
  - Intel Xeon with Windows 2003 Server
  - Intel Xeon with Windows 2003 Server
  - Intel Pentium 3 with Windows 2003 Server

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