

CommandCenter[®] Secure Gateway Release 5.1.0

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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 a new release of this product. Please read the entire document and the related documentation available for this release.

Release 5.1.0 includes several enhancements and maintenance items. It also establishes a common release for both the Hardware Appliance and Virtual Appliance.

Release 5.1.0 documentation and upgrade firmware is available at <http://www.raritan.com/support/commandcenter-secure-gateway/>.

Applicability

Hardware Appliance

CC-SG 5.1.0 is applicable to CommandCenter ® Secure Gateway hardware models CC-SG-V1 and CC-SG E1 only.

Important note for CC-G1 customers: Raritan discontinued the CC-G1 model in June of 2007. **Do not attempt to upgrade your CC-G1 to this release.** Please back up your CC-G1, restore the database to a CC-SG V1 or E1 hardware unit running the same firmware version, and upgrade the new V1 or E1 hardware unit to this release per the Upgrade Path instructions below.

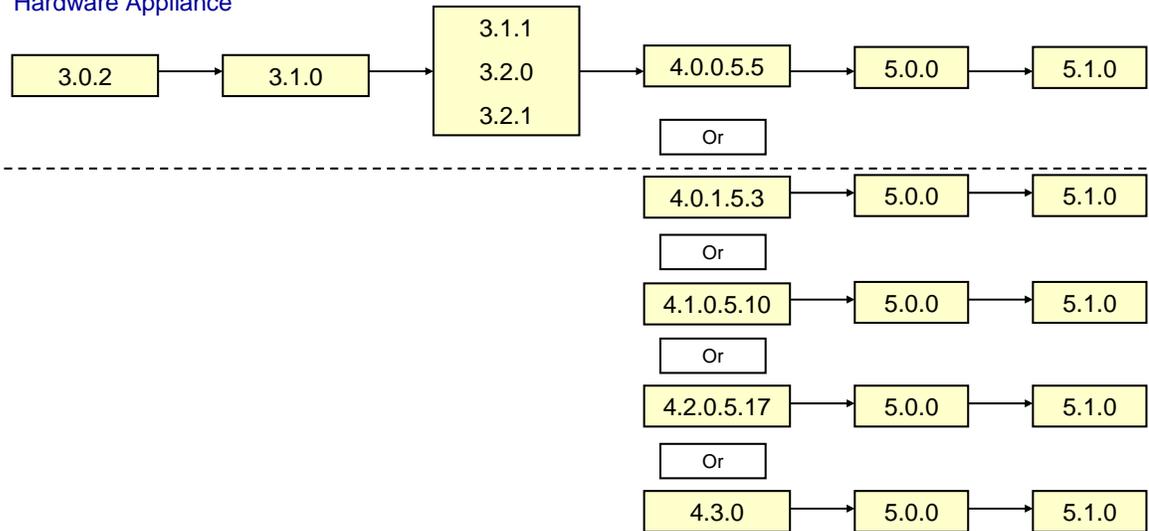
Virtual Appliance

CC-SG 5.1.0 is applicable to Virtual CommandCenter ® Secure Gateway. Customers running release 5.0.5 may upgrade to version 5.1.0. Note that release 5.0.5 was the introductory version of the virtual appliance and does not run on the hardware models.

Upgrade Path

To upgrade a hardware appliance to this release you must be running firmware version 5.0.0 (hardware appliance) or 5.0.5 (virtual appliance), as depicted in the diagram below. There may also be additional upgrade steps to take, depending on your current version. As indicated above, you can upgrade CC-SG V1 or CC-SG E1 but **not CC-G1** units to 5.1.0.

Hardware Appliance



Virtual Appliance



Please back up your CC-SG before and after any upgrade step. For detailed step by step instructions on upgrading, refer to the Readme file available with this CC-SG release. You may also need to upgrade your other Raritan devices. For a complete list of supported devices, refer to the CC-SG Compatibility Matrix. For instructions on upgrading managed Raritan devices, refer to the CC-SG Administrators Guide.

About Licensing

*(Note – this section applies only to **hardware appliance** upgrades from pre-5.0.0 versions; all others can disregard).*

In release 5.0.0, new licensing features were introduced in CC-SG. Licenses are now established and tracked through the new License Manager, located in the Administration menu of the Administration Client.

As seen in the upgrade path diagram above, if your unit is running a version lower than 5.0.0, **you must upgrade to 5.0.0 before moving up to 5.1.0**. The Licenses will be created during this step.

During the upgrade process, CC-SG will establish a 128 node base license and will also build any applicable “add-on” licenses needed, **based on the quantity of nodes in the unit’s database**. If there are more than 128 nodes in the database, a second license known as an “Add-On” license is

created and added to the base license. The created Add-On license is rounded up, based on the following license levels:

CCL-64	64 node license
CCL-128	128 node license
CCL-256	256 node license
CCL-512	512 node license
CCL-1024	1024 node license
CCL-2048	2048 node license
CCL-4096	4096 node license
CCL-8192	8192 node license

For example, if there are 400 nodes in the database, an add-on license for 512 nodes will be established – **in addition to the 128 node base license.**

The process of upgrading and establishing the license(s) has been designed in a manner that is *as seamless as possible for current CC-SG customers.* During the upgrade, the new firmware release captures the unit's unique ID and current nodes – and uses this information to establish the new license(s). Upon completion of the upgrade, the licenses can be found in the new "License Manager" menu.

Once the upgrade to 5.0.0 is completed, your node licenses have now been established and the unit's node access will be limited to the amount of nodes as displayed in the License Manager. If you need to add to your node licenses in the future, please contact your Raritan sales representative.

Clustered Licensing: In a clustered configuration, in which a 2nd CC-SG serves as a failover unit to a primary unit, 'Cluster' licenses are shared. Examples of CC-SG part numbers for ordering a clustered solution include CC-2XE1-512 and CC-2XE1-1024.

The base and add-on licenses are bound to the two CC-SG node host IDs identified in the license files. License files should be added to, and features checked out, on the designated primary node in the cluster. They will be automatically transferred to the backup node when the two CC-SG nodes are joined into a cluster.

The licenses allow for the cluster to be temporarily deleted so that maintenance activity, such as firmware upgrades, may be performed.

Important: It is highly recommended that upgrading and/or license management is performed at a pre-arranged time, during which users are not accessing the system. The system requires that the required licenses are added and features are activated in order to be in the operational state. Until that time system access is limited, devices and nodes are not available.

If direct access to devices is needed while the CC-SG is not in the fully operational state and the device indicates it is still under CC-SG management: Shut down the CC-SG application using System Maintenance > Shutdown. After the timeout period the devices will be directly accessible.

Note: If your CC-SG unit is relatively new, the database may include considerably less nodes than those for which licensing was purchased. As a result, the node licenses established during your upgrade may be lower than the purchased amount. Should this occur, please [contact your closest Raritan office](#) and report the issue to Customer Service, who will work with you to acquire the proper node license.

New Features and Updates in This Release

Hardware and Virtual Appliances Now on the Same Release

The hardware and virtual appliances are now both available as Release 5.1.0. As a result, there are some added benefits and options.

- a. Allows for easy transfer of the database and configuration from the hardware appliance to the virtual appliance. *This enables hardware customers to easily shift to a virtual appliance if desired.* Prior to this release, this was a manual, more time-consuming task. Customers that wish to move over to a virtual solution should contact their Raritan sales representative.
- b. Neighborhood Interoperability. A CC-SG neighborhood of appliances can now consist of both hardware and virtual units. Hardware customers can add virtual CC's to their neighborhood if desired.

Recommended sequence for bulk migration from one CC-SG onto another CC-SG:

- A Bulk Pause Task(s) can be used to pause management of devices. (optional)
- Perform a Full backup of the CC-SG that you are migrating from.
- Shutdown the CC-SG application via System Maintenance > Shutdown.
- Perform a Full Restore on the CC-SG that you are migrating to. The CC-SG that you are migrating to must have its own valid licenses in order to be fully operational. However, this will not prevent the ability to perform the restore step.
- A Bulk Resume Task(s) can be used to resume management of devices. (optional)
- A Device Availability Report can be generated to review the managed device status.
- Once the migration has been successfully completed, the database should be reset on the CC-SG that you migrated from to ensure there will be no

conflicts between the two CC-SGs if both are inadvertently brought on line. This can be done by accessing the Diagnostic Console Operation Menu > Admin > Factory Reset > Full CC-SG Database Reset option.

Notes:

- All appliances must be running the same version (5.1.0 or higher)
- This does not pertain to clustering. A CC-SG "Cluster" cannot include a virtual appliance. Only hardware units can be clustered. Failover for virtual appliances is implemented by utilizing the VMware "High Availability" feature.

Minor Features & Maintenance

1. WS-API Enhancements

- a. getSystemInfo (31422)
- b. Category Management Service (32538)
- c. getNodeByName / getNodeByInterfaceName (32658)

2. Pause/Resume Management of Devices

Users can create a task to allow management of a set of devices to be paused or resumed. Currently this must be done on an individual device basis. The task is configured from the Administration Client.

Users can select one or more devices. Email notification of the task and report completion is available. Users can retry a task if an error is encountered with one or more devices. A summary of task executions can be seen in Task History.

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 5.1.0 Upgrade Readme File
- Compatibility Matrix
- Administrators Guide
- Users 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. Cluster rebuilds: When selecting a rebuild time, please be aware of possible differences in time zones between units.
6. During the CC-SG boot-up sequence, should the following message be displayed, it can be safely ignored (seen on the local KVM console port only):

```
Memory for crash kernel (0x0 to 0x0) notwithin permissible range
```

7. 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
```

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. Wmware 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. 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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