

Paragon II Platform

Release 4.4

March 17, 2008

Document Revision History

Original Document Release:	March 17, 2008
Revisions:	

Related Documents:

Paragon II 4.4 User Guide
Paragon II 4.4 Compatibility Matrix
P2-SC Compatibility Matrix Mar_17_2008

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Release 4.4 New Deliverables and Versions

Version 4.4 includes the following new product (Component/Version):

- P2CIM-AUSB DUAL: 0A2

Version 4.4 includes the following updates (Component/Version):

- P2-UMT: 3EF
- P2-EUST: 3ED
- P2-EUST/C: 4ED
- P2-UST 1FB
- P2-USTIP1/2: 1.2.1.5.8 / LUPMA-0A15
 - To be used with MPC 5.0.2.x and RRC 4.66.5.8
- P2CIM-AUSB 0EA
- P2CIM-AUSB-B 0A7
- P2CIM-AUSB-C: 1A5
- P2CIM-APS2 3C2
- P2CIM-APS2DUAL 2A6
- P2-HUBPAC 0C9
- Paragon I UST1 5J2
- Paragon Update 2.4.4.5.2

Updated User Documentation (Document/Version):

- Paragon II User Guide: PII-0Q-E
- Paragon Manager User Guide: PMG-0I-E

Firmware is available for download at

<http://www.raritan.com/support/firmwareupgrades/paragonII/>.

Documentation may be downloaded from

<http://www.raritan.com/support/productdocumentation/paragon-II/>.

New Features Overview

The following new features and items are provided with this release:

- New P2CIM-AUSBDUAL Computer Interface Module
- New P2-HUBPAC Upgrade Procedure
- P2-HUBPAC Support of Multiple Video

New P2CIM-AUSBDUAL Computer Interface Module

A new dual USB CIM is now available, providing the same functionality as the PS/2 version, but designed for use with servers requiring USB connections for the keyboard and mouse. Consisting of two Cat5 ports, the dual USB CIM provides a connection to a single server by two Paragon II UMT switches, essentially doubling the number of users that may access a particular server. This CIM supports servers with USB or Sun USB keyboard & mouse, and provides automatic skew compensation.



The Raritan price list has been updated with the following:

➤ P2CIM-AUSBDUAL	\$195
➤ P2CIM-AUSBDUAL-32PAC	\$5,600
➤ P2CIM-AUSBDUAL-64PAC	\$10,560
➤ P2CIM-AUSBDUAL-GOV	\$195
➤ P2CIM-AUSBDUAL-32PAC-GOV	\$5,600
➤ P2CIM-AUSBDUAL-64PAC-GOV	\$10,560

New P2-HUBPAC Upgrade Procedure

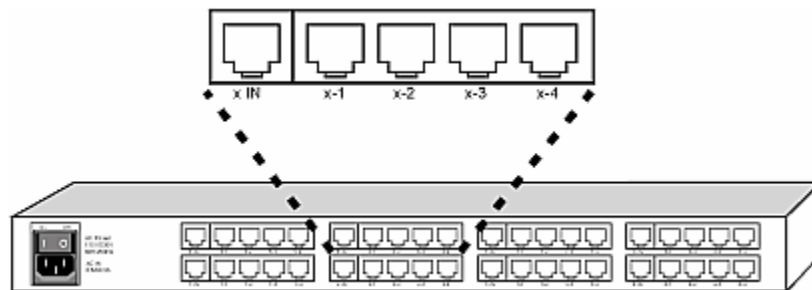
Until now, in order to upgrade the P2-HUBPAC, customers needed to return the unit to the factory. There is now a new upgrade tool and process that enable administrators to perform the upgrade themselves on site.

In order to upgrade your P2-HUBPAC, it must be running at version 0C6 or later. To upgrade it, first obtain a special new USB-to-RS485 cable (model: P2-IAPCIM) from Raritan, as pictured here:



If you are already a P2-HUBPAC user, you may obtain the cable at no charge by contacting your regional Raritan Technical Support office. The cable is shipped standard with new units. A special USB-to-RS485 driver is also needed and can be obtained from Raritan Technical Support.

Because there are eight separate connection clusters in the P2-HUBPAC, the upgrade process is performed eight times per unit. However, once the preliminary setup procedure is addressed for the first cluster, all that's needed to upgrade the remaining seven clusters is to plug the cable into the proper port and click on the installation button. Allow fifteen to twenty minutes per P2-HUBPAC for the installation.



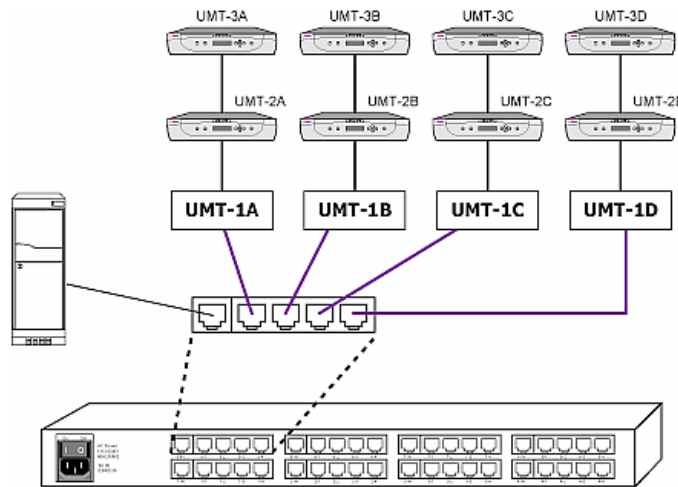
Important: If for any reason the upgrade process is interrupted once the firmware begins to upload, the unit will lock and must be returned to the factory to complete the upgrade.

Please see the updated 4.4 user guide for detailed instructions on performing the upgrade.

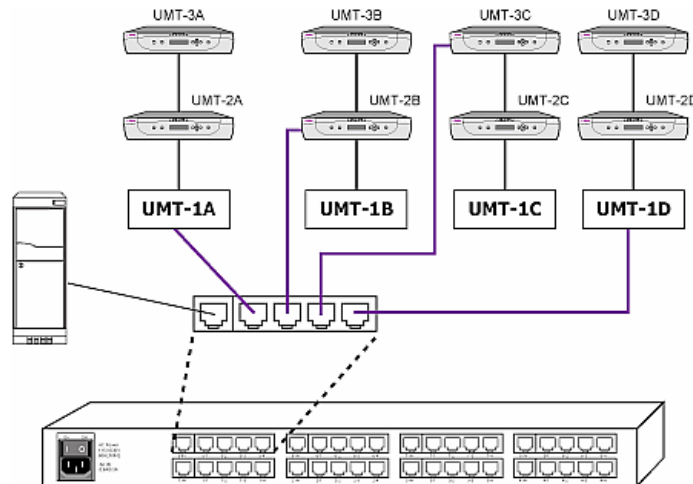
<http://www.raritan.com/support/productdocumentation/paragon-II/>

P2-HUBPAC Support of Multiple Video

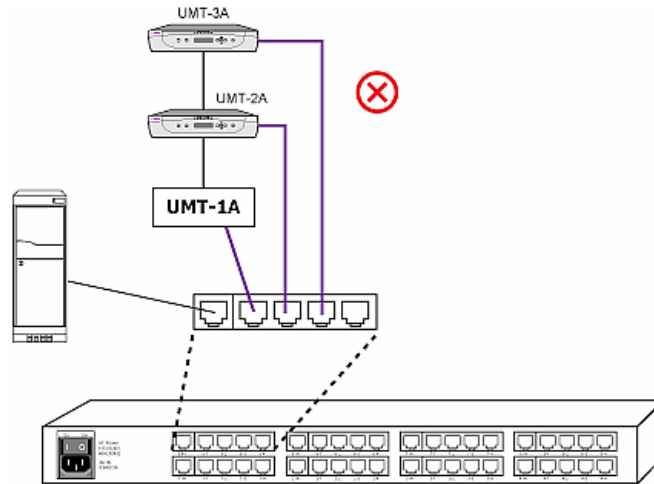
The Paragon II “Multiple Video” feature can now be used in a system configuration that includes the P2-HUBPAC. Note that in order to use this feature with P2-HUBPAC, the ports in a given five-port cluster cannot be connected to more than one UMT in a particular stack or tier. In other words, the Paragon switches connected to the same cluster cannot share the same Paragon Base Unit. The connected UMT may be either a master unit or a stacked unit. Examples of supported configurations include:



and ...



As mentioned, the ports in a given five-port cluster cannot be connected to more than one UMT in a particular stack or tier. The following illustration is an example of an unsupported configuration for use with this feature:



Issues Fixed in This Release

#	Description	Affected Component
4716	Mouse freeze issue.	P2-EUST and P2-EUST/C
4857	USTIP1 and USTIP2 running 4.5.0 firmware cannot disable web interface by setting "enable web browser interface" to no.	P2-USTIP
4860	Login Blank option does not work on USTIP local port	P2-USTIP
8112	Scroll lock break issue with RS/6000.	P2-UST and Paragon I UST1
9085	When holding down a key in Solaris when connected to AUSB CIM, keystrokes stop repeating after only a few seconds	P2CIM-AUSB
9370 / 10505	BladeCenter issues.	P2CIM-AUSB-B
9403	Report of slow Kb/Mouse response after selecting a channel	P2-EUST and P2-EUST/C
9590	Channel status didn't update to red when occupied	P2-UMT
9797	Monitor can't handle DOS 720x400 output on Local port of P2-USTIP	P2-USTIP
9962	Need to press hotkey more than twice to activate OSD after using previous keys in IBMX330 channel.	P2-EUST and P2-EUST/C
10068	Incorrect capslock status	Dual CIMs
10831	USTIP 4.6.4.5.0 RRC issue with tiered UMT	RRC4.66.5.8
11467	Instance of blank OSD.	P2-EUST and P2-EUST/C
11669	Keyboard issue on Sun SPARC	P2-UMT
11909	UMT may hang if forcing logout of user.	P2-UMT
12146	Issue accessing Sun Blade.	P2CIM-AUSB
12481	After entering C-A-D, additional keystrokes aren't passed	P2-EUST and P2-EUST/C
12628	Display is wrong when running sort by port.	P2-EUST and P2-EUST/C
12629	When choosing sort by name, eight channels are not present.	P2-EUST and P2-EUST/C
12630	Stranger characters appear when using hot key.	P2-EUST and P2-EUST/C
13203	After switching in certain steps, user can't get correct channel video from IBM-Blade channel.	P2-UMT

Issues Deferred to a Future Update

#	Description	Affected Component
4717	Report of intermittent mouse and keyboard response.	P2-EUST and P2-EUST/C
4709 / 4711 / 8276	Remote mouse sync issues.	P2-USTIP
4726	P2ZCIM Menu Status continuously changing between Magenta and Black	P2ZCIM
4728	Paragon II OSD showing a green active channel, on a PII ZCIM chain, when no active target/device/server exists	P2ZCIM
4869	Network card responded with wrong gateway	P2-UMT
4984	Mac boot command issue	P2CIM-AUSB
5370	Report of compatibility issue with IBM RS/6000 43P Model140	Multiple
7161	Autoskew issue	P2CIM-AUSB
8737	"Incorrect Login" message appeared after an attempt to download the UMT database	Paragon Manager
8903	Report of Mac Mouse roll ball direction is wrong	P2-EUST and P2-EUST/C
9056	No video during text mode using P2CIM-AUSB on X4100 servers	P2CIM-AUSB
9204	Mouse jumping after upgrading UST-1 to 5J1	UST1
9135	Menu status alternated between Magenta and Black	P2ZCIM
9603	Report of PC/Server not detecting the smart card at first after a reboot.	P2CIM-AUSB-C, P2-EUST/C
9720	When performing P2-EUST/C FW upgrade, sometimes need to click the download button twice.	P2-EUST/C
9821	If pressing <Scroll Lock> three times and not releasing at the last time, the video in the Vista channel kept flashing.	P2-EUST and P2-EUST/C
9966	UST-IP remote to execute DPX cycle power channel twice, the UST-IP will logout remote menu.	USTIP
11258	Public View mode issue	P2-UMT
11306	Partial view of OSUI	P2-EUST and P2-EUST/C
11756	Keyboard and mouse issue with IBM x3250	P2CIM-APS2
12126	Keyboard and mouse issue with IBM x3550	P2CIM-APS2
12249	Instances of no Kb/mouse after cold booting with P2CIM-AUSB-C (workaround is to recycle the CIM)	P2CIM-AUSB-C
13257	Issues with USTIP when using MPC 5.0.3	USTIP

Deferred PCCI Issues

#	Description	Related Components
11367	OSUI wakeup issue.	IP Reach UST EUST
11378	Mouse may stop working smoothly when accessing channels through IP-Reach and UST.	IP Reach UST
11400	Mouse may not synch well with Fedora target and P2CIM-AUSB attached.	IP Reach AUSB-C
11184	After resetting "User Profile," the number of user accounts in PII-SC may not be correct.	PII-SC P2-UMT
11859	May experience substantial time to add/delete devices when over 700 in the database.	CC-SG
11904	PC performance may slow when more than 700 channels.	CC-SG
11698	Problems associating when a power strip is on a tier.	PII-SC P2-UMT
11476	Can't switch between IBMX330 channels remotely through UST-IP.	P2-UMT USTIP
11666	PII-SC may identify IBM-Blade CIM as a power strip.	P2-UMT PII-SC Blade CIM
11697	Reported instances of target turning black even though it is still connected and powered on	P2-UMT ZCIM
12062	Sleep mode remaining "green".	P2-UMT PII-SC
12187	After refreshing a ZCIM, the power association is not kept.	P2-ZCIM PII-SC
13257	MPC5.0.3 issues when used with USTIP	UMT, Z-Series, P2ZCIM

General System Notes

I. General Notes

- IBM BladeCenter Support
 - Need to configure and refresh servers manually through the Paragon OSD
 - One CIM is connected to the BladeCenter chassis. CIMs are not connected to the individual servers. As result, one user at a time may access the servers running in a BladeCenter chassis.
- Video Redirect (Forced Video)
 - Not supported for use with the UST/IP remote port
- Multiple Video
 - Not supported for use with Dual CIMs, P2-ZCIMs, Dual CIMs, Blade CIMs, or X-330 CIMs
- Support of CORTRON keyboards
 - Not supported for use with P2-UST, UST1 or UST/IP remote port
- Support of Kensington mouse products:
 - Requires use of P2-EUST user station
 - Not supported for use with P2-HUBPAC
 - Direct-Connect Mode not supported
- Due to potential blocking issues, the Double Diamond configuration is not supported by Raritan if the configuration includes UMT Stacking units or P2-HUBPAC. It is highly recommended to avoid using a Double Diamond configuration in general, and especially when using Paragon II stacking units or the P2-HUBPAC (Raritan Issues 4722, 4723, 4724). No action planned at this time.
- Raritan Issue #4858/8101: Reported instances of “stuck shift key” behavior; when clicking the mouse, multiple icons were selected. No action planned at this time. Workaround: The problem involves the keyboard losing responsiveness when using Paragon. The problem is very random but if it occurs, users should press the LEFT SIDE CTRL, ALT, SHIFT keys and then the RIGHT SIDE CTRL, ALT, SHIFT keys. The keys should be pressed one at a time.
- When using Paragon II Z-CIMs, it is recommended that they are **deployed in static environments**, and the following steps be considered:
 - Ensure that the latest compatible firmware for P2ZCIMs and corresponding Paragon system is being used.
 - When the P2ZCIM target is powered off, the OSD status may take from 20 to 30 seconds to update for long chains (24). Shorter chains (10) the status updates in less than 10 seconds.
 - If the master is the last P2ZCIM to be powered OFF, the OSD will keep the active (Green) status for the target. If customers do a methodological power down they should be aware that they are leaving the last P2ZCIM as the master.
 - The Master P2ZCIM can be detected if the LED is blinking on and off, but at a regulated, moderate speed (i.e., every half second).

- If the P2ZCIM is physically connected to the Paragon UMT and the target is powered off (or not connected to a target), the OSD will show the P2ZCIM as a tiered device (Purple). The user won't be able to switch into the device which is proper functionality.
- When a user is connected to a non-master target on a P2ZCIM chain they will be disconnected when the power is lost to the Master ZCIM. Again, if users are aware of what P2ZCIM is the master this situation can be prevented.
- The Resize command used to set the P2ZCIM chain size and to optimize the database memory in Paragon systems is not supported in this release.
- When P2ZCIMs are used, at least one out of 20 P2ZCIMs needs to be powered.
- As noted in the Paragon II user guide, automatic skew compensation is only available when you use P2-EUST (or P2-EUST/C) and one of these CIMs: P2CIM-APS2, P2CIM-AUSB, P2CIM-ASUN, P2CIM-APS2DUAL, P2CIM-APS2-B, P2CIM-AUSB-B or P2CIM-AUSB-C. However, "Manual" skew compensation is always available with a P2-EUST (or P2-EUST/C) regardless of the CIM type.
- Pinnacle keyboard support with P2-HUBPAC – Supports all keys and function (LED) keys. Pinnacle provides a LCD that may miss characters from time to time when used with P2-HUBPAC; it is recommended that the user refer to their PC screen which also displays the characters correctly.
- For users of Sun equipment, especially Sun keyboards connected to Paragon with P2CIM-USBG2, P2CIM-AUSB, P2ZCIM-USB CIMs connected to the target machine, the following will occur: When a key is depressed and held to initiate character repeats, the repeating will stop after about 2 seconds. To continue the key repeat, simply release the key and depress it again. Repeat this procedure until the desired repeat length is reached.
- If a user plugs in a USB combo (keyboard and mouse) in one USB port, the user station will not detect the other USB port if anything is connected to the second USB port. This is the manner in which the user station was designed to function.
- Paragon I UMT2161 is not available in hardware version III, and therefore cannot be upgraded to the current Paragon II release. As a result, it is not compatible with Paragon II CIMs.

II. Smart Card Reader Notes

- The card reader is compatible with Microsoft Windows and Linux. Solaris support is planned for Q208.
- The Paragon II integrated smart card is not supported for use with:
 - IBM BladeCenter
 - P2-HUBPAC
- External smart card readers are not supported.

- The P2-EUST/C built-in smart card reader does not function if an external reader is attached to the target device or built into the keyboard that is attached to the user station.
- P2-EUST/C supports only USB keyboard and mouse. The use of PS/2-to-USB converters is not supported with this user station.
- Regarding the **Video Redirect and Multiple Video features**, if the card reader is transmitting data, the forced switch will fail, as switching away from the target server is not possible while the card reader is actively transmitting.

III. Feature Support Across User Stations

The following chart indicates which features, introduced since release 4.1, are supported among the Paragon II user stations.

Feature	P2-UST*	P2-EUST	P2-EUST/C
Auto Skew	No	Yes	Yes
Pinnacle Keyboard Support	Yes	Yes	No
Cortron Keyboard Support	No	Yes	No
System Reset Via the OSUI	Yes	Yes	Yes
Blocked Path Status Display	Yes	Yes	Yes
Support for Kensington Expert Mouse and Turbo Trackball	Yes	Yes	Yes
Multiple Video	Yes	Yes	Yes
Forced Video	Yes	Yes	Yes
Hot Key for Up/Down Channel Navigation	No	Yes	Yes
Flexible User Port Timeout Setting	No	Yes	Yes
IBM BladeCenter Support	Yes	Yes	Yes
IBM x330	Yes	Yes	Yes
P2-EUST/C Integrated Smart Card Reader	No	No	Yes

*Discontinued as of July 2007.