

IRISnGEN 9 Release Notes

Product Line: Intelligent Systems Management
 Product: IRISnGEN
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This document contains information on IRISnGEN release 9.1 and serves as a revision record for point release information. It is an historical document and new information is appended as required.

Revision History

Issue	Release	Date	Reason	Page #
1	v9.1.0.5303	3/17/2015	Major Release Windows® Server 2012 support SQL Server 2012 support Simplified installation Communication enhancements	2

Definitions and Acronyms

“MedTel” – Refers to MedTel Services, Inc.

“MS” – Refers to Microsoft® software.

“NAT “ – Also, Network Address Translation. Refers to a methodology of modifying [network address](#) information in [Internet Protocol](#) (IP) [datagram](#) packet headers while they are in transit across a traffic [routing device](#) for the purpose of remapping one IP [address space](#) into another.

“OS” – Also, Operating System. Refers to a Microsoft® operating system.

“Windows®” - Refers to Microsoft Windows® operating system.

Release Summary

This release replaces all previous versions of IRISnGEN. Support for previous releases will continue in accordance with current customer service policies. Applicable user documentation is updated and is available by using your login credentials at: www.medtelservices.com

IRISnGEN 9.1 Changes and Enhancements

IRISnGEN version 9.1 provides a number of major operational and performance enhancements. New and enhanced functions are as follows:

- [Windows® Server 2012 support](#)
- [SQL Server 2012 support](#)
- [Remote Agent Compatibility and Upgrade Information](#)
- [Simplified installation](#)
- [Communications Enhancements](#)
- [Corrected Issues](#)
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Windows® Server 2012 Support

IRISnGEN 9.1 adds MS Windows® 2012 Server and Windows® 8 compatibility. Refer to the [Hardware and Software Requirements](#) section below for additional details.

MS SQL Server 2012 Support

IRISnGEN 9.1 is compatible with SQL Server 2012 and SQL Server 2008. MedTel continues to offer support for IRISnGEN using SQL Server 2005, but encourages upgrading to the most recent MS SQL Server version at each end user's earliest convenience. MS SQL Server 2003 is not compatible with IRISnGEN 9.1.

The MS SQL **CLR** function must be enabled in the IRISnGEN 9.1 SQL database, just as it was for IRISnGEN 8. This feature is disabled by default in SQL Server. Enabling CLR opens the SQL Server to code execution by those who are already assigned permissions to do so. It is the responsibility of the end user's SQL Administrator to appropriately secure the SQL Server permissions on all levels. This function is disabled by default so that SQL Administrators may be fully informed about the state of the SQL Server in order to manage security according to their corporate security policies. MedTel Customer Support can provide simple instructions for enabling this feature.

Remote Agent Compatibility and Upgrade Information

IRISnGEN 9.1 is fully compatible with all NET-PATH application versions, SEBea application versions 5.0 through 8.0, and all SEBII versions. However, its use with SEBea versions below 5.0 is limited to daily operations such as receiving and processing events, status, and transparency. IRISnGEN 9.1 cannot send a new database to an SEBea running Application version 4.x. Any 4.x version SEBea must be upgraded to Application 5.x or above to allow a database download from IRISnGEN 9.1.

Simplified Installation

The IRISnGEN 9.1 installation process requires only a single UI selection rather than separate IRISnGEN Server or Client choices. Unlike previous IRISnGEN versions, IRISnGEN 9.1 does not require use of the Distributed Component Object Model (DCOM) for client – server communication. Therefore, IRISnGEN installation and configuration is greatly simplified.

Refer to the IRISnGEN 9.1 Installation Guide for detailed installation instructions.

TCP/IP Communications Enhancement

The previous DCOM communications interfaces have been replaced with a highly reliable and significantly more resilient socket-based communication method.

IRISnGEN 9.1 Server utilizes TCP/IP as the transport protocol for network connections to remote agents, providing improved reliability for minor network connectivity issues. When a connection between client and server is fully broken, IRISnGEN Client attempts to reconnect to the server automatically. The underlying connection is keyed specifically to the client machine/remote agent pair to prevent cross connections in the event multiple clients attempt to reconnect at the same time. A server-side timer closes any open resources in the event the client connection is dropped and cannot be reestablished.

Numerous benefits emerge from the implementation of TCP/IP communications methodology. DCOM configuration is a complex and time-consuming process in previous versions of IRISnGEN. The elimination of the DCOM dependency for Client-Server communication saves time and effort, and alleviates security concerns. The use of TCP/IP in place of DCOM hardens the product and eliminates the possibility of DCOM exploitability.

Another benefit of particular importance for military installations is that standard images can be used for IRISnGEN Server's OS and SQL installation, with the need for exceptions reduced to virtually zero.

One significant benefit is the ability to use NAT to map a public IP address to a local network IP address assigned to a NET-PATH. Outgoing IP packets from the NET-PATH can be rerouted upon exit so they still appear to IRISnGEN to originate from the remote agent.

The RA Manager History window provides a multitude of new messages pertaining to TCP/IP socket communications. The figure below illustrates an example of some such messages. The History window now includes information on connection status from the Client to the Server. A new feature of RA Manager is the ability to detect if another RA Manager session is connected to a specific remote agent. If there is an attempt to start a second session with the same remote agent, the RA Manager History window displays a message to that effect and disallows a second connection.

Figure 1 – RA Manager History Window

```

09/17/14 09:38:04 AM Trying to reconnect to server
09/17/14 09:38:04 AM Initializing
09/17/14 09:38:04 AM Connecting to server...
09/17/14 09:38:04 AM Connection to server Failed!
09/17/14 09:38:04 AM PALSQA5SFY01\Administrator on PALSQA5SFY01 is already associated with this Remote Agent.
    
```

For Help, press F1 NUM 9:38 AM

System Parameters

Three new System Parameters are available to customize TCP/IP communication. The parameters provide the means by which IRISnGEN administrators configure the network characteristics of the application to specific environmental needs. Specifically, the TCP/IP listening port, bound IP address, and server socket connection timeout are configurable through these parameter settings.

CAUTION! Adding these parameters and modifying their default values can result in communication failure. Do not attempt to adjust these parameters without contacting MedTel Customer Support for assistance.

Table 1 – TCP/IP System Parameters

System Parameter	Default	Description
COMMS_TIMEOUT_SECONDS	90	The server socket connection cleanup timer value in seconds with a valid range of 0-36000. 0 signifies that the connection will be torn down immediately following the detection of a loss of connection. Any invalid values will be replaced with the default value.
COMMS_SERVER_PORT	49495	An integer value defining the TCP-IP port number on which the server will listen.
COMMS_SERVER_INTERFACE	0.0.0.0	The interface address on which the server will listen. The default value of 0.0.0.0 specifies that the server will listen on all available interfaces.

Availability and pricing

If your IRISnGEN system is under extended or annual maintenance, MedTel provides IRISnGEN 9.1 software at no additional charge up to one year after release. If you choose not to upgrade to 9.1 within one year after release, the charge associated with the upgrade is 50% of the current list price of IRISnGEN 9. Our Customer Support group provides upgrade assistance via telephone and remote access support for all customers with a valid maintenance contract. Call our Customer Support team at 800-444-7434 (1-678-581-8060 for international customers). Select option 1 and then enter your 10 digit PIN, or email irissupport@medtelservices.com. Please contact your sales representative for pricing of available on-site services.

Training

IRISnGEN training classes are available at our corporate training location in Palmetto, Florida, and on-site at customer facilities. Training courses for IRISnGEN are modified to include the features and enhancements incorporated in release 9.1. For more information on available training courses and schedules please visit our web site at: <http://www.medtelservices.com>.

Hardware and Software Requirements – IRISnGEN 9.1

IRISnGEN 9.1 requires a minimum level of hardware and software for proper operation. These requirements are different for the server and client systems. The following is a description of the minimum hardware and software requirements necessary to ensure satisfactory operation of IRISnGEN 9.1.

Server Software (9.1)

Operating System

IRISnGEN 9.1 is compatible with Operating Systems:

MS Windows® Server 2008

MS Windows® Server 2008 R2

MS Windows® Server 2012

SQL Database Management System

IRISnGEN 9.1 operates with SQL Server:

MS SQL Server 2008

MS SQL Server 2012

Other Software (installed during IRISnGEN installation process)

Crystal Reports Basic Runtime for Visual Studio 2008

Microsoft® ASP .NET 4.0

Microsoft® SQL Server Native Client

Microsoft® Visual C++ 2008 Redistributable –x86 9.0.30729.17

Microsoft® Visual C++ 2010 Redistributable –x86 10.0.40219.1

Client Software (9.1)

Operating System

IRISnGEN 9.1 Client is compatible with Operating Systems:

Windows® 7

Windows® 8

Windows® 8.1

NOTE: IRISnGEN 9.1 is not compatible with Windows® Server 2003, Windows® XP, or Windows® Vista.

Server Hardware (9.1)

Hardware requirements for the IRISnGEN server can vary depending on a number of variables including, but not limited to, sites, users, alarm volume, and report generation. It is not possible to state with certainty the hardware that a given installation will require unless the demands placed on the specific IRISnGEN system are known. The minimum recommended hardware for the server is:

- A dedicated single Pentium processor of 3.0 GHz or higher, or a dedicated multiple Pentium processor platform with each processor having a rating of 2 GHz or higher.
- Eight gigabytes (8 GB) of Random Access Memory (RAM).
- 50 GB disk storage (SATA disks are recommended)
- Sufficient I/O ports to accommodate listener, dialout, and maintenance modems required to support the number of monitored devices. MedTel strongly recommends Perl PCI Express serial controllers. These controllers are widely available and can be purchased directly from MedTel. The controller requires a full height, 1/3 length PCI slot and accommodates up to 8 external modems.
- Network connectivity
- A method for remote connectivity for support such as VPN, WebEx, Teamviewer, or PC Anywhere Host.

Client Hardware (9.1)

Any PC used as an IRISnGEN Client PC must have the following minimum features:

- 1 GHz Pentium processor or higher
- Four gigabytes (4 GB) of Random Access Memory (RAM)
- 10 GB free disk space
- Network connectivity

The client configuration listed above provides acceptable performance with a limited number of simultaneous IRISnGEN functions in use. Performance may degrade with the activation of

multiple alarm viewers per client session, expansion of viewable alarms to over 2,000 in the alarm viewer, use of multiple edit screens, opening several Remote Agent Manager sessions with transparency, or use of the PC for other applications (e.g., MS Outlook or MS Office) while using IRISnGEN. In these cases, it is recommended that a faster processor and expanded memory be procured in order to maintain maximum performance.

Corrected Issues in IRISnGEN 9.1

Defect ID	Subject	Brief Description	Comments
2069	Alarm Viewer	Customer request that there be a way to increase the font size in the Alarm Viewer	The users can now increase or decrease the font size in the Alarm Viewer. Font size will be saved in user settings.
3030	Alarms Manager	Enhanced Key: Variables aren't saved if keyword is not first in the template.	Restricted the keyword position when saving the keyword template.
4550	Communications Manager	CommMgr retries forever if no compatible ports are found.	Unavailable ports are skipped after specified number of retries.
5203	Alarm History	Canceling an Alarm History load results in wrong Detail.	Interruption of Alarm History record retrieval results in either an empty list or a partial list. A double-click on any alarm in the partial list display the alarm details fully and without error.
5788	Terminal Emulation	TTWin Temporary files not deleted.	Temporary files are now deleted when transparency session is ended.
5972	Server	Special Procedures - hard carriage returns are not used when the alarm is forwarded	Implemented new version of Crystal Reports.
6092	User Defined Fields	A refresh of the parent node causes the User Folders under the parent node to disappear. Closing the Client and reopening it shows the User Folders.	User Folders now persist after the parent node refresh.
6394	Alarm Viewer	Alarm Viewer was not showing special characters properly.	Corrected passthrough of special characters through SNMP. Special characters are now processed as originally received in the Remote Agent.

Defect ID	Subject	Brief Description	Comments
6707	Alarm Viewer	Alarm Viewer alarm count is incorrect when using Selectivity by Alarm Status.	Alarm count in the Alarm Viewer correctly reflects the number of alarms remaining in the Viewer when Selectivity is applied.
6813	Host Information	Saving a host with no Telnet port entry marks the field as mandatory.	The user must place a value in the field and the port number must be within range otherwise the record cannot be saved.
6927	Client	Timed Comments	Enhancement to Timed Comments that provide color coding, scheduling and future comments.
6947	Hierarchy	Hierarchy Site list doesn't refresh when a new site is added by a different iris client.	Performing a refresh will update the Hierarchy Site list.
6995	Localization	Traffic Report Selector allows multiple selector names that are the same.	Added unique index to table (traffic_selectors) which will not allow entries to be saved with the duplicate name.
7035	User Interface	After unchecking the Wildcard characters checkbox under the Event Match (data) tab, all the default data (characters) are gone.	Checking or unchecking the box for wildcard characters does no longer removes the default entries that were previously listed.
7087	User Defined Fields	Refresh issues regarding User Defined Fields	User Defined Field values are not impacted when performing a refresh.
7098	Event Match	Duplicate Event Match function duplicates the variable extraction template details for only the first trigger word in the Event Match.	Duplicating an Event Match now duplicates all trigger words and their variable extraction templates.
7171	Remote Agent NET-PATH	NET-PATH External Modem Device Library limited.	Modem Device Library has been updated.
7196	Alarm Viewer	Add the full Site State name as one of the Viewer columns.	Added Site State name column to both Alarms Viewer and Alarms History.
7227	Alarms Detail	Contact Phone Note field does not populate in Alarm Viewer detail.	Clicking on contacts in the customer/site/host field correctly displays the contact information.

Defect ID	Subject	Brief Description	Comments
7323	Alarm History	Totals on the bottom of the History Viewer screen do not reflect the correct information until you press the refresh manually. Then the totals update.	The history count is accurately displayed at the bottom of the screen once the selectivity icon is picked.
7330	User Groups	Setting viewer access permission could cause client application to crash.	Corrected issue that caused application to crash when edit operation was attempted without valid permissions.
7449	Thresholds	Deleting one of a series of pending thresholds does not remove same entry with the same keyword and variable.	All rows that have the same Host and Effective Keyword are now removed.
7471	Alarm Viewer	Request to restore function to the Batch Update whereby alarms can be updated based on Alarm ID.	Batch Update now allows multiple alarm updates based on a range of Alarm IDs.
7595	Polling - General	Unable to poll for traffic if File Type is full.	NET-PATH now polls successfully when a File Type is full.
7774	Alarm History	Manual escalation from right click menu in History Viewer does not show escalation level change until refresh.	Escalation changes are now seen without having to issue a refresh. Right click on an alarm in history viewer right click escalate and the column updates in real time.
7995	Message Library	Request to have Alarm Entry data field expanded to allow more than 30 characters.	The data field has been expanded to 60 characters.
8084	Keyword Templates	Keyword Template allows duplicate keywords causing duplicate alarms.	The Keyword Template now cannot be saved with duplicate keywords. A popup box notifies the user of the keyword limitation upon the user's attempt to save the record.
8098	Forward/Email	Mass Edit for emails does not contain format column.	The format column is now displayed in IRISnGEN. User can edit the format column and change the format for individual users.
8103	User Defined Folders	Performing a refresh after creating a Public or Private folder causes the folder to disappear.	Private or public folders no-longer disappear after performing a refresh.
8131	Alarm Console	Unable to copy and paste information from Alarm Console\Customer, Site or Host areas.	Converted Alarm Console Customer, Site and Host text to rich text blocks that can be copied to the clipboard.

Defect ID	Subject	Brief Description	Comments
8151	Alarm Viewer	Special procedure "Out of Memory" error.	Increased sized special procedures to allow for up to 15,000 characters.
8190	Alarm Viewer	When the Alarm Viewer remains open for extended an period, authentication fails when attempting to open the Alarm Console.	Alarm Console now opens normally after Alarm Viewer remains open for over 24 hours.
8197	Comments	Comment Icon is persistent after removing all comments from a defined set of alarms.	Comment icon is now removed after the time period expires for the comment.
8208	Upgrade	Converted Email Pages were converted to a HTML Format during 7.4.7 to 8.4.4 upgrade.	Mass Edit may now be used to view and change the file format for any email.
8210	Alarm Console	Request to be able to customize what objects default to open in Alarm Console per User.	Alarm Console will now save current state of open objects and will use this when each time console is opened.
8212	Alarm Report Schedules	When multiple reports are scheduled for the same exact time with the same report set and DIFFERENT selectors, all the targets are sent the same data.	When multiple instances of a single report (e.g., IRIS100) are scheduled to run simultaneously, the resulting data in each report output is correct for each instance.
8219	Install Client	UAC setting in Windows blocked the IRISnGEN Client from launching the ODBC Configuration when not an administrator	Corrected 32- vs 64-bit issue. IRISnGEN Client now requests the UAC to prompt the user to run the application as an administrator.
8222	Map Viewer	Alarm Console does not function properly with IRISnGEN using MapPoint 2010.	Alarm Console now display the appropriate alarm and Site information when accessed from the map.
8242	Alarm Console	Performing Batch Update from Viewer does not update alarms Audit History.	Performing Batch Update from Viewer now updates the same alarms in the Audit History also.
8243	Filter Sets	String Filter Set with Action of DELETE does not delete the alarm.	Viewer Alarms are now properly deleted when String Filters are applied.
8249	Email to Alarm Gateway(8.4)	Alarm Viewer fails to display an alarm when IRISnGEN logs an email connection failure.	Connection errors now show in the alarm viewer under IRIS INTERNAL. The alarm contains information pulled from the email gateway log to alert the user of a problem.

Defect ID	Subject	Brief Description	Comments
8260	Downloads	NET-PATH modem based downloads time out when large scripts are in the database.	Added the SEB_REBOOT_WAIT System Parameter with a 9 minute default.
8276	Alarms Manager	Alarms over 8083 bytes are truncated in the IRISnGEN database.	All data on alarms over 8083 bytes is retained, processed, and displayed on the Alarm Viewer.
8277	Forward/SNMP	When a SNMP target is used the trap will fail if the trap is too large.	Verified that the stored procedure sp_GetSNMPAlarmInfo has been updated to a value of MAX for the "exttext" declaration.
8278	Licensing	Unable to edit licensed Remote Agents after receiving a valid license key violation when attempting to add Remote Agents over the licensed limit.	License key validation now functions appropriately.
8281	Alarm History	History viewer displays an error when occurred is used in the selector.	The absolute time now works in the history viewer. Results are displayed and no errors are displayed.
8283	Ignore Alarms	Cannot save a (Timed) Ignore Filter when Comments contain an apostrophe (e.g., it's).	All comments now allow apostrophes.
8290	SEB Manager – RA Manager	Corrupted memory error in RA manager history viewer.	Connection button is disabled while current action is being performed to eliminate possible memory corruptions due to competing request.
8297	Server	IRISnGEN Server Management Console not encrypting service starting account password	Password for the account that starts the IRISnGEN service is now encrypted in the Management Console.
8298	Terminal Emulation	TTWin version 3.5 is no longer available. Vendor is now at version 4.7	Upgraded TTWin from version 3.5 to 4.7.
8303	Alarms Reports	The iris301.rpt is providing incorrect Remote Agent reporting status.	Remote Agent reporting has been modified to only update last activity date if one or more alarms are successfully received.
8309	Equipment Explorer	EE Remote Agent status icon does not show correct color/status on Windows 7 AGM remote client.	Compare the last response time of RA with the server time (instead of local client time).

Defect ID	Subject	Brief Description	Comments
8319	Client	IRISnGEN Client should close when a License Key Violation is encountered	When the client using the system parameter is not able to browse to the "IRISHOME\$" shared server folder a message pops up containing text that alerts them that they are not setup properly and need assistance.
8322	Alarm Viewer	Enhancement to disable the refresh of alarm viewer while the batch update screen is opened.	Refresh is now disabled while a batch update screen is open.
8323	DCOM	Remove the use of DCOM and RPC in IRISnGEN clients. Allow another method to communication with the server	Communication method was replaced with TCP/IP. Refer to the narrative for IRISnGEN v9 enhancements in the IRISnGEN v9 Release Notes (this document).
8325	Equipment Explorer	Equipment Explorer: Site icon cannot be updated when the alarm state has active control elements.	The icon changes state when active control elements are active then the icon changes back once they are back to the normal state.
8327	Server Configuration Manager	Add ability to use Server IP Address.	Added option to choose either Server Name or Server IP Address.

Known Issues

There are no known issues in version 9.1 that could affect your day to day operations.

Additional Information

For more information, visit our website at <http://www.medtelservices.com/> or contact your sales manager.