

iPrism®

Release Notes

Version: 6.5x-SP1

Date: May 2011



iPrism v6.5x-SP1 adds two new features and includes a number of bug fixes. It is delivered as a hotfix, HF 2-560, superseding HF 2-557 and 2-558.

New Features for 6.5x-SP1

Event Log Backup & Restore:

- Adds an FTP-based event synchronization configuration utility, which synchronizes log event data to an external resource so that it can be restored in the event of an iPrism catastrophe or appliance upgrade.
- This feature is available as Advanced item #24 (configure off-box event storage) in the system wipeout menu.

Advanced Troubleshooting Tools:

- Another addition to the Advanced section of the wipeout menu (item #23) is a utility called Tshoot, which allows more advanced troubleshooting capabilities should a problem arise with the iPrism.
- These tools are designed for advanced system administrators to use under the direction of EdgeWave technical support.

Bug Fixes for 6.5x-SP1

Authentication

- [Hotfix 2-557] Fixes problems with Kerberos-based autologin from Mac hosts when active directory is in use
- [Bugs 9417, 9445] Fixes instances where authentication failed due to a memory constraint
- [Bug 9452] Fixes failures with ipad authentication
- [Hotfix 2-558] Corrects a Samba problem when there are many (10,000 or more) active directory users

Reporting

- [Bug 9386] Fixes a bug where selecting local categories only for reports selects all categories
- [Bug 9471] Fixes scenarios where iPrism was not downloading remote filtering events

Filtering

- [Bug 9484] Fixes error with conflicting ratings added for 6.500

Event Log Backup & Restore Usage Notes

This new feature makes a binary snapshot of the event log (aka. reporting data) and exports that to an external FTP server. This snapshot then becomes available for restoration should a catastrophe strike (i.e. a replacement iPrism must be deployed) or to migrate the event log during appliance model upgrades (contact Tech Support to help facilitate). The utility must be configured prior to operation, and will run hourly (8 minutes past the hour) as long as it has a valid configuration. To stop the service one simply needs to unconfigure it.

Configuration Requires the Following:

- Hostname of FTP server (or IP address)
 - The FTP server should be capable of accepting several gigabytes of files, and can handle a directory structure (it will contain 3 levels for year, month and day) containing hundreds of thousands of files.
- Directory under FTP server (as seen from the user login)
 - This must be writable by the specified user account AND this must pre-exist – it is not created.
 - Username (must have privileges to directory above)
 - Password (note this is echoed to console! Passwords must be alphanumeric)

Configuration Steps:

1. Go to the system wipeout menu and select Advanced menu item #24. The following choices are displayed:
 - (1) review configuration
 - (2) edit configuration
 - (3) delete configuration (turn off feature)
 - (4) test configuration
 - (5) restore events from external server
 - (6) view logfile
 - (7) save configuration
 - (8) exit
2. Configure & Activate: Choose option 2 from the menu and provide the ftp server, directory, username and password. When prompted to save do so.
3. Review the Configuration: Anytime you wish to review the configuration you can do so by selecting option #1. This will confirm both the stored configuration as well as the current working configuration.
4. Test the Service: The service can be tested by entering option #4. This test will attempt to connect to the server but will not actually store any data there. After running this command it is suggested to review the log (option #6) for successful operation.
5. Exit: The service is now operational.

Restoration:

- Please note that restoration of the event database is a very intensive process and it will cause the reporting database to become unavailable for an extended period of time (up to a day or longer).
- Also the restore option will first delete the data on the local iPrism before attempting the restore. Therefore caution should be used prior to attempting this feature.
- Go to the system wipeout menu and select Advanced menu item #24. Choose option #5.
- You will be presented with the stages of the restore as they occur. Please do not exit or ^C away from the console when in this mode, let it run to completion. The phases it will report on are listed below. Each phase can take several minutes to hours to complete. Unless specified, expect several minutes:
 - “Shutting down reporting database...” – the database is being shut down.
 - “Removing reporting database files...” – The event files currently stored on iPrism are being purged in order to make room for the restored files.
 - “Begin FTP synchronization process...” – The files from the FTP server are being transferred back to iPrism.
 - “Removing old event data from RDS...” – The backup events are being removed from our redundant file system in order to make room for the newly acquired events.
 - “Inserting restored events into RDS...” – The newly restored event files are being installed on the redundant file system. Note this phase may take several hours to complete.
 - “Removing temporary event storage...” – the temporary storage used for the FTP transfer is being removed – this is fairly quick
 - “Restoring reporting database...” – note this phase can take more than a day to complete, depending on how heavily iPrism is being used and what model you have.
 - “Restore completed...” – This indicates that the system has completed the restore normally.

Stopping the Service

- Choose option #3– delete configuration and stop service.
- Keep in mind that if you stop the service you will need to reconfigure it before it becomes effective again.

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