

relnotes.txt  
APC by Schneider Electric  
BotzWare 4.5.2  
www.apc.com  
Release Notes (990-3526P-en.txt)

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1.0 Web Client and Advanced View Requirements:

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The Web Client supports the following Web browsers.  
Other versions may work, but have not been tested.

- Microsoft(R) Internet Explorer(R) 11.x
- Google(R) Chrome(R) 46
- Mozilla(R) Firefox(R) 42
- Safari (R)

A simplified version of the Web Client supports the following  
mobile devices and tablets.  
Other mobile devices and tablets may work, but have not been tested.

Mobile devices

- iPhone(R) 3GS
- iPhone(R) 4
- iPhone(R) 5
- iPhone(R) 6
- iPod(R) Touch
- Android(R) 2.2+
- BlackBerry(R) 6.0

Tablets

- iPad(R)
- iPad(R) 2
- Android(R) 2.2+
- Firefox(R) 3.0

Advanced View supports the following OS platforms.  
Advanced View is not supported on mobile devices.

- Windows 8
- Windows 7 Pro
- Windows 7 Ultimate
- Windows Vista Enterprise
- Windows Vista Business
- Red Hat Enterprise Linux (version 4 or 5)
- Fedora Linux (version 11 or 12)

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## 2.0 BotzWare Version 4.5.2 Features:

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1. This release includes the following security improvements:

- TLS 1.2 is now supported.
- The Java provided with Advanced View has been updated to 1.8, required to add support for TLS 1.2.
- OpenSSL has been updated to 1.0.2h. Go to [OpenSSL.org](http://OpenSSL.org) for more information.
- The thttpd web server (HTTP/HTTPS) has been updated to v2.27.

2. Connecting a Rack Access Pod 170 to the appliance no longer causes a HTTP/HTTPS login failure.

3. The Access Information section of Rack Access Pod 170 email alerts now populates correctly.

4. The RSSI value for the Wireless Temperature Sensor (NBWS100T/NBWS100H) is now updated every three minutes.

5. The Configure Coordinator button in the Wireless Sensor Setup task is now active only when the Sensor Pod 180 is the Coordinator.

6. HTTP INFO log messages now display correctly.

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## 3.0 BotzWare Version 4.5.1 Features:

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1. Self signed certificates generated by the NetBotz appliance now use SHA-256 rather than SHA-1. After you update a previous NetBotz release to v4.5.1, do one of the following to replace the SHA-1 certificate with a new SHA-256 certificate:

- Log in from the console, or enable telnet. From the command line, run:  
(cd /opt/netbotz/bin; source ssl-cert-functions;  
update\_nbSelfSignedCert;)

- In the Network Interfaces task of the Advanced View, change the hostname of the appliance, and change it back if necessary.

2. The following are enhancements to the Wireless Sensor Setup:

- When Auto Join is running, the wireless device list is now disabled. Once Auto Join ends, the device list reloads including any device that was added. The Wireless Sensor Setup dialog no longer needs to be closed to repopulate the wireless device list.
- Auto Join status is now displayed in the Wireless Sensor Setup dialog.
- When there is a wireless device firmware update available, the progress of the file transfer from the appliance to the wireless devices is now displayed in the Wireless Sensor Setup dialog.
- Additional fields in the Wireless Sensor setup dialog clarify whether devices require a firmware update.

3. Random incorrect values are no longer displayed for numeric sensors.

4. The firmware update utility TFTP32.EXE was removed from the NetBotz v4.5.1 release because some antivirus programs report it as a vulnerability. This file itself is not a virus. You can use any tftp server, or to go to [http://tftpd32.jounin.net/tftpd32\\_download.html](http://tftpd32.jounin.net/tftpd32_download.html) site to download this utility.

5. The Register Now button points to the correct web site, [dcimassets.schneider-electric.com](http://dcimassets.schneider-electric.com).

6. Activity from the APC Rack Access Pod no longer causes the NetBotz appliance to reboot.

7. The Advanced View help content is now displayed in Google Chrome, Internet Explorer 11, Firefox, and Safari. Context sensitive help is no longer available. You can search the help content installed with the application for a specific topic, or go to [dcimsupport.apc.com](http://dcimsupport.apc.com).

8. The End User License Agreement (EULA) was updated.

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#### 4.0 BotzWare Version 4.5.0 Features:

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##### 1. Wireless sensor network Coordinator:

When the Coordinator is connected to the NetBotz appliance, its MAC address is now automatically added to the commission list.

Note: If you are using the Wireless Sensor Pod 180 as the Coordinator, you must also configure the Coordinator, and identify its serial port ID in the Serial Device Configuration window.

##### 2. Wireless sensor network automatic commissioning:

The new Auto Join option in the Wireless Sensor Setup task allows wireless sensors to automatically join and form the wireless sensor network.

##### 3. Wireless sensor network add and delete devices:

Wireless devices can now be added or removed from the commission list without restarting the wireless sensor network.

##### 4. Wireless sensor network dry contact support:

The Wireless Sensor Pod 180 (NBPD0180) now supports the NetBotz Dry Contact Cable (NBES0304).

##### 5. Minimum humidity values:

Low humidity readings are now more accurately reported for the TH sensor (AP9335TH).

##### 6. This release updates OpenSSL to version 0.9.8zf:

-Fix for FREAK (CVE-2015-0204)

Go to [OpenSSL.org](http://OpenSSL.org) for more information.

7. Self-signed automatically generated SSL certificates now use 2048-bit encryption.

8. Port settings for MultiTech modems are now reported correctly in the Serial Device Configuration dialog.

9. Improved support for sensors, including NetBotz Spot Fluid Sensor (NBES0301):

Functionality to automatically detect sensors has been improved. Sensors now remain online and no longer report status as N/A.

10. The time zone display contains the most recent time zone data available at the time of release.

11. For some Pelco Sarix Pro cameras, the image resolution in the Advanced View does not match the resolution set in the Pelco UI Secondary Stream settings. The image resolution defaults to 704x480 in the Advanced View.

12. The Register Device option in the About view in Advanced View is now a link to <http://dcimassets.schneider-electric.com>.

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#### 5.0 BotzWare Version 4.4.2 Features:

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##### 1. MultiTech modem functionality:

Port settings for MultiTech modems are now accepted in the Serial Device Configuration dialog.

##### 2. Spot fluid sensor functionality:

The NetBotz Spot Fluid Sensor (NBES0301) now remains online and no longer reports its status as N/A.

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#### 6.0 BotzWare Version 4.4.1 Features:

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##### 1. This release updates OpenSSL to version 0.9.8zc:

-Fix for CVE-2014-3513

-Fix for CVE-2014-3567

-Mitigation for CVE-2014-3566 (SSL protocol vulnerability)

-Fix for CVE-2014-3568

Go to [OpenSSL.org](http://OpenSSL.org) for more information.

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#### 7.0 BotzWare Version 4.4.0 Features:

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##### 1. Support for the USB Coordinator & Router (NBWC100U) and Wireless Temperature Sensor (NBWS100T and NBWS100H):

NetBotz appliances running version 4.4 now support the USB Coordinator & Router and Wireless Temperature Sensor. The USB Coordinator & Router connects to a NetBotz Room Monitor 455 and NetBotz Rack Monitor 450, 550, or 570, allowing you to monitor temperature and humidity in your data center using the Wireless Temperature Sensor or the Wireless Sensor Pod 180.

Users must install the NetBotz Advanced View v4.4 application.

StruxureWare Data Center Expert Web Services and StruxureWare Operation users must use a minimum of StruxureWare Data Center Expert v7.2.2 to support the USB Coordinator & Router, Wireless Temperature Sensor, and Wireless Sensor Pod 180.

## 2. Increased device limits on the wireless sensor network:

The NetBotz Room Monitor 455 and NetBotz Rack Monitor 550 and 570 now support a total of 48 devices on the wireless sensor network, including the Wireless Sensor Pod 180, USB Coordinator, and Wireless Temperature Sensor. The NetBotz Rack Monitor 450 supports a total of 26 devices on the wireless sensor network.

## 3. Support for hand-held USB scanner:

You can now use a hand-held USB QR code/bar code scanner to add the MAC addresses of wireless devices into the "Add Addresses" dialog in the Wireless Sensor Setup task of the Advanced View. Scan the QR code on the Wireless Sensor Pod 180 or Wireless Temperature Sensor, or the bar code packaged with the USB Coordinator & Router.

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## 8.0 BotzWare Version 4.3.0 Features:

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### 1. Support for the Wireless Sensor Pod 180 (NBPD0180):

NetBotz appliances running version 4.3 now support the Wireless Sensor Pod 180. The Wireless Sensor Pod 180 connects to a NetBotz Room Monitor 455 and NetBotz Rack Monitor 450, 550, or 570, allowing you to monitor temperature and humidity in a rack in your data center. Additional sensors allow you to monitor multiple temperature readings and rack door access.

Users must install the NetBotz Advanced View v4.3 application.

StruxureWare Data Center Expert Web Services and StruxureWare Operation users must use a minimum of StruxureWare Data Center Expert v7.2.2 to support the Wireless Sensor Pod 180.

### 2. Support for additional USB modems:

- \* MultiTech(R) MultiModem(R) Cell
- \* MultiTech MultiModem Cell 3G MTCBA-H5
- \* MultiTech MultiModem iCell 3G MTCMR-H5

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## 9.0 BotzWare Version 4.2.0 Features:

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### 1. Basic View replaced by Web Client:

A Web Client is now used to view data about objects monitored by NetBotz appliances running version 4.2.

A simplified version of the Web Client can be viewed using supported mobile devices and tablets.

To access an appliance using the Web Client, enter the hostname or IP address

of the appliance in a supported Web browser.

For advanced appliance configuration and system administration, use the NetBotz Advanced View application, available on the APC web site: <http://updates.apc.com/botz/av/install.htm>.

Advanced View is not supported on mobile devices.

## 2. Enhanced Pelco camera support:

Pelco camera discovery is no longer restricted to the network segment on which the NetBotz appliance resides.

Pelco camera preset controls are now available in the Camera View.

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## 10.0 BotzWare Version 4.1.0 Features:

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### 1. Advanced IP Filtering functionality:

The IP Filter additions now include the ability to filter on Protocol type and Port number.

2. A new OID was added to the MIB that represents the count of the A-Link sensors presently active and functioning on an appliance.

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## 11.0 BotzWare Version 4.0.0 Features:

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### 1. Support for Rack Access Pod 170 and Rack Access functionality:

The new Rack Access Pod 170, which monitors and controls two door contacts and two door handles with integrated locks and card sensors is compatible with the Rack Monitor 570, Rack Monitor 550, and the Wall Monitor 455.

Rack Access cards and doors can be configured and managed using the Advanced View application.

### 2. "Security Sensors" set now available:

A new set of sensors named "Security Sensors" is now available beneath the "Alerting Sensors" set. This sensor set displays any connected Rack Access-related devices that are determined to be in an unsecured state. This sensor set is visible in both Basic View and Advanced View.

### 3. Event Log:

The new "Event Log" records and displays internal messages and events as they occur on the appliance.

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## 12.0 Known Issues

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1. Windows 10 is not a supported operating system for installing Advanced View v4.5.2. Updating Java to version 1.8 caused an issue with the Advanced View installer. This will be addressed in a future release.

2. Device Definition Files (DDFs) that exceed 150K are not uploaded to the NetBotz appliance. Some sensors may not be displayed in the NetBotz Advanced View and web client.

3. Pelco Sarix Pro cameras are not supported in any version of BotzWare or Advanced View.

4. Region settings might not be retained after you upgrade to Advanced View v4.5.1 from versions earlier than v4.5.0. Some time zones listed in previous versions of Advanced View are no longer available. Choose the appropriate time zone in the Region task in v4.5.1.

5. Context sensitive help is no longer available in the Advanced View. You can search the help content installed with the application for a specific topic, or go to [dcimsupport.apc.com](http://dcimsupport.apc.com).

6. The Wireless Sensor Pod 180 firmware v1.0.1 cannot be updated via Advanced View 4.5.x. If you have updated your appliance and the Advanced View to v4.5.x, and you have a Wireless Sensor Pod 180 v1.0.1 on your network, call technical support for instructions on updating the sensor firmware to v1.0.5. Note: The Wireless Sensor Pod 180 firmware v1.0.4 can be updated to v1.0.5 via Advanced View 4.5.x as expected.

7. The pending firmware version in the Wireless Sensor Setup display can be reported as ff:ff:ff when: a wireless device is receiving a firmware update, and the data is interrupted before the transfer completes; or the device cannot store an update image properly in its flash memory. Reboot the appliance to resolve this issue.

8. Wireless SMS message fails to send if the message body contains no text or macros.

9. When the USB Coordinator & Router is the Coordinator on the wireless sensor network, the NetBotz appliance may reboot when you add wireless sensors and apply the commission list. This issue was addressed in v.4.5.0, so occurs on NetBotz versions prior to v4.5.0 only. A known issue in the USB driver used by the older NetBotz Linux kernel can cause the system to reboot and recover.

10. The Coordinator on the wireless sensor network does not restart if any change is made to the commission list while a firmware download from the NetBotz appliance to the Coordinator is in progress. You must reboot the NetBotz appliance to restore communication on the wireless sensor network.

11. When BotzWare is updated from v4.3 to v4.4, a second Wireless Sensor Pod 180 Coordinator is created in Advanced View, and the original one is grayed out. To preserve historical data, do not delete the grayed out entry for the original Coordinator.

12. Once the wireless sensor network restarts, Wireless Sensor Pod 180 devices in Router or End Device mode may not rejoin the wireless network if the Received Signal Strength Indicator (RSSI) falls below 20%. Move the affected End Devices and the Router closer together.

13. When the Wireless Sensor Pod 180 Coordinator is disconnected from the host NetBotz appliance, the data for the Coordinator is lost, and all the sensors in the wireless network display as offline. To preserve the sensor history for the Routers and End Devices in the wireless network, you must remove the Coordinator using the Wireless Sensor Setup task. See the Wireless Sensor Pod 180 Installation Guide for more information.

14. The Advanced View sensor list does not automatically update when the mode of a Wireless Sensor Pod 180 is changed from End Device to Router, or from Router to End Device. Users must restart the Advanced View, or delete the grayed out entry for sensor pods in their original modes.

15. Pelco camera configuration via HTTP on port 80 only  
Pelco camera configuration can only be performed via HTTP on port 80. Camera configuration settings performed on Pelco cameras discovered via HTTPS will not be applied.

16. Advanced View can be slow to respond to Pelco camera updates when both surveillance and alert clip capture are in use. It is recommended that users do not use both surveillance and alert clip capture when monitoring the maximum number of cameras.

17. SeaLevel 462/463 I/O modules must be reconnected and reconfigured after upgrade to v4.2.

To collect data for monitored SeaLevel 462/463 I/O modules, users must do the following:

- Upgrade the NetBotz appliance and the Advanced View user interface to v4.2.
- Disconnect the SeaLevel 462/463 module from the NetBotz appliance.
- Wait for the Sea I/O 462/463 device to become grayed out in the list. Remove the port configuration in the Serial Devices display.
- Reconnect the SeaLevel 462/463 module.
- In the Serial Devices display, select the Sea I/O 462/463 device type for the correct port, and specify the port label.

18. Humidity and Dew Point sensors show as "N/A" on appliance start. If the humidity is extremely low when the monitoring appliance is started, any attached humidity or dew point sensors will report a value of "N/A". Once the humidity rises to an acceptable value (more than 14 or 15%), the sensors will report normally.

19. The help system in Advanced View v4.50 and earlier is incompatible with Google Chrome.

When viewed in the Google Chrome browser, the help system does not display any content. Use another browser to view the Advanced View help system.

20. Multiple lock/unlock commands within one second can be delayed. If you issue a lock or unlock command to two locks on the same Rack Access Pod within one second, some commands will be delayed by one minute.

To avoid this issue, wait 1-2 seconds between lock or unlock commands to locks on the same Rack Access Pod.

21. USB devices not available after reboot

If connected USB devices are not available in Advanced View or Basic View after a restart, power cycle the appliance.

Note: The internal cameras in the NetBotz Room Monitor 455 and the NetBotz Room Monitor 355 are considered to be USB devices.

22. Slave Device Failure error on a pod monitored via Modbus

This is most commonly due to a sensor with a reading of NA. If this sensor perpetually reports an NA value, it should not be monitored and the register for this sensor should be removed.

\*NOTE: The most common occurrence of this is when monitoring Camera Pod 160 devices and a door switch sensor is not connected.



By default, all sensors are mapped to a register value as they are discovered. The pod may then be monitored when a slave ID is assigned.

23. Motion Mask must match primary stream resolution for Pelco cameras.

- In the AV/Streams tab select video configuration.
- Go to the primary stream area and select the resolution that matches the resolution shown in the Advanced View camera view.
- Go to the bottom of the Av/Streams page and press save.

24. Non-metric sensor readings could cause inconsistent alert triggering behavior due to rounding.

All sensor readings are processed and stored on the NetBotz appliance in metric units. If you configure your device to report sensor readings in imperial units, some readings are converted from metric units. Rounding occurs during the conversion process and can cause inconsistent alert triggering behavior.

25. Configuring custom analog sensors with small sensor increment values:

A custom analog sensor that uses small sensor value increments may become less accurate due to small fluctuations in the analog readings that are typical for these types of sensors. These fluctuations can cause the following side effects:

- The smaller the sensor increment value, the greater the sensor readings fluctuate. This creates more data points that are stored on the appliance, which consumes more storage space. If you have a custom analog sensor with a small sensor increment value that fluctuates often AND you must capture this data, use an Extended Storage System with the appliance to avoid any performance issues that might occur due to the amount of storage used for the data.
- If your custom sensor fluctuates frequently during normal use, be sure to take those fluctuations into account when configuring thresholds for the sensor. Failure to do so can result in the sensor transitioning in and out of an alert state, triggering many alert notifications and overloading the appliance. When creating alert thresholds for custom analog sensors with small sensor increment values, use the Above Value for Time and Below Value for Time threshold types to prevent the sensor readings from frequently triggering alerts.

26. External storage with NAS and unstable network connections:

- Appliance Restart Behavior

Appliances that use NAS and that are connected to unstable or unreliable networks may be prone to restarting more often than appliances that do not use NAS. External Storage with NAS is dependent on network connectivity. An appliance using NAS for External Storage automatically restarts when the network connection is lost. After restarting, the appliance tries to re-establish network connectivity. If it cannot re-establish network connectivity, it uses the storage that is integrated with the appliance and generates an alert indicating an External Storage connectivity error.

The appliance continues to try to re-establish the NAS connection at five-minute intervals. Once the NAS connection is available, the

appliance automatically restarts again and re-initializes the NAS drive once the appliance finishes restarting.

27. External storage with NAS and unstable network connections:

- Data and Alerts Stored When NAS is Unavailable

If NAS is unavailable, data is stored in the data storage integrated with the appliance. When NAS becomes available, the appliance automatically transfers to the NAS all data stored during the period in which the NAS was unavailable. If the data generated by the appliance during this period exceeds the amount of storage available on the appliance, only the data stored on the appliance at the time the NAS becomes available is saved to the NAS.

28. External storage with NAS over a wireless network connection:

Appliances connected to the network using a wireless network adapter can use External Storage with an NAS successfully.

If the appliance begins generating large amounts of data, it is possible to overwhelm the network connection and overload the appliance.

29. External storage with NFS NAS: Changing the UID value

When specifying a UID, choose one that will not likely need to be changed. If you configure External Storage to use an NFS mount and specify a UID and later attempt to change the UID, depending on the permissions of the files written with the first UID configured, the appliance may not be able to access the files written using the first UID.

30. External Storage with NFS NAS: DNS problems can cause long timeouts

If your appliance is configured to use an NFS mount and has trouble contacting the DNS server, the timeouts between mount attempts can be five minutes or more per retry. The appliance attempts to mount the NFS mount twice before automatically restarting, causing the appliance restart to take 10 - 15 minutes or more.

31. A long initial device scanner scan can cause the appliance to become sluggish until complete.

You can purchase a license that enables you to use the Device Scanners task to scan up to five devices. The initial scan of each device discovers all variables on the device and writes them to persistent storage on your appliance. This initial scan can take significantly longer than any subsequent scan of a device. The more MIB2 network interfaces and advanced device data obtained from DDFs that each device has, the longer the initial scan takes. If you add many SNMP targets simultaneously, the initial scan of each new device can cause the appliance to become sluggish or temporarily unresponsive. Once the initial scan of these targets is complete, the sluggish performance should cease.

32. Advanced View preferences are saved only on clean exit.

If you change any Advanced View preferences or if you Add or Remove appliances from Advanced View, the new settings are not saved unless you exit the application by selecting Exit from the File menu, or by clicking the X in the corner of the window.

If the application closes due to an unexpected error or if it is closed automatically as part of an Advanced View upgrade, changes are not saved.

### 33. Problems using the upgrade task to install Advanced View upgrades:

In rare cases, Advanced View upgrades that are downloaded to your system using the Upgrade task in Advanced View may fail to launch after download. If this occurs, use the NetBotz Web-based Advanced View upgrade applet to upgrade your Advanced View.

- Go to <http://www.apc.com/tools/download/index.cfm>, select the appropriate software upgrade and operating system, and click the Submit button.
- Download the appropriate version of Advanced View from the list.

### 34. Unplugged external temperature sensors and amp detectors report low value threshold alerts.

If you configured your appliance to use a TS100 External Temperature Sensor or an Amp Detector and have the threshold enabled, unplugging the sensor causes the appliance to report the following alerts until the sensor is plugged back in:

- Low temperature alert
- Sensor unplugged alert

### 35. Unplugging and reconnecting a USB hub with multiple Output Relay Pod 120s too quickly can cause the appliance to restart.

If you have a USB hub connected to your appliance that has four Output Relay Pod 120s connected to the hub and if you disconnect the hub from your appliance, wait at least 30-40 seconds before reconnecting the hub to the appliance. Reconnecting a hub with this many Output Relay Pod 120s can result in an initialization error, causing the appliance to lock up and then restart automatically. The appliance functions normally and properly initializes once it completes the restart process.

### 36. Advanced Scheduling of Periodic Reports: Interval Value Resets at the end of disabled periods.

You can define an Advanced Schedule for a periodic report, specifying periods of time during which periodic reports are not sent, overriding your Report Interval settings. The Interval value you specified resets to the time at which the Disabled period in the Advanced Schedule ends.

Depending on your Advanced Schedule and Periodic Report Interval settings, this can cause periodic reports to be delivered at unexpected times.

For example, you configured your appliance to deliver a Periodic E-mail Report once every 6 hours, an Interval of 360 minutes. You configured this report at 12:00 PM, so you receive a report at 6:00 PM, 12:00 AM, 6:00 AM, etc. Later, you configure an Advanced Schedule that disables delivery of this Periodic Report between the hours of 9:00 AM and 5:00 PM. The Interval timer now begins counting out the 360 minute interval at 5:00 PM, the time at which the Periodic Report becomes enabled again. Your next report would be received at 11:00 PM, and then another at 5:00 AM.

37. Streaming audio from a busy appliance may result in audio gaps or an error.

If you are streaming audio from an appliance that is busy, the audio stream playback might stop and start momentarily. In some cases, you might receive a pop-up error saying that communication with the Camera Pod was interrupted, even though the Camera Pod is responding. If you receive the pop-up notification, click OK to continue.

An appliance can become busy when it generates multiple alert notifications that include a lot of images and audio, or it is accessed by multiple Advanced View clients who are streaming audio or viewing images at a high frame rate. The audio stream should become constant once the appliance is less busy.

38. Problems obtaining or maintaining PPP connections:

If you have trouble obtaining or maintaining PPP connectivity for more than about two minutes, you may need to disable lcp echo requests. To determine if this is necessary, look at the syslog. If your syslog includes entries similar to either of the following messages, you should disable lcp echo requests:

- local2.warn pppd: appear to have received our own echo-reply!
- local2.info pppd: No response to 4 echo-requests

39. SMS interrupt during dial-out immediately PPP session fails

If your appliance has a PPP connection established as a result of clicking Dial-Out Immediately and an alert condition occurs which requires that an SMS alert be sent, the SMS send fails, even if you checked Interrupt PPP when an SMS alert occurs. If the PPP connection was established by any means other than clicking Dial-Out Immediately, the connection is interrupted and the SMS send proceeds normally.

40. Output Control: False alarms after restart or disconnecting and then reconnecting a pod

Depending on your output control configuration, it is possible to generate false alert conditions after restarting your appliance or disconnecting and reconnecting a Power Control Pod or Output Relay Pod 120. If the Switch Initial State of a device connected to a port is the opposite of the default state in which the device automatically starts, the appliance automatically sets the device to the specified Switch Initial State.

\*NOTE: There is a brief period where the device is not in the expected state. If you have specified thresholds that generate alerts when the state that is not the expected Switch Initial State is detected, alerts may be generated before the appliance has changed the state of the device to the Switch Initial State.

41. Unable to communicate with the appliance using the USB console port:

In the event you are unable to access the Control Console, you may need to install a serial-to-USB driver.

The USB vendor is FTDI. The type of driver is VCP. Please access their website for driver downloads.

42. Serial Configuration Utility may discover serial ports which do not physically exist.

When connecting Bluetooth devices to a Microsoft Windows system, virtual serial ports may be created to communicate with these devices.

Occasionally, when the devices are disconnected or removed, Windows may not clear the associated registry entries cleanly. As a result, some serial communications applications may still continue to detect these virtual serial ports.

The Serial Configuration Utility may also discover these ports and display them in the serial port list. When these ports are scanned for connected NetBotz appliances, they will be skipped and will not cause any problems in communicating with any NetBotz appliances.

43. When a user changes any of the SNMPv3 communications parameters on the appliance, attempts to communicate with SNMPv3 under the new parameters are rejected.

When making changes to the Authentication Protocol or the Encryption Algorithm settings for the appliance, those changes are recorded but not propagated to the SNMP operating environment until the appliance is rebooted.

44. Slowly disconnecting a NBES0301 Fluid Detector (Spot Leak) sensor from a sensor port may result in the removal of the sensor from the system without notification.

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