Release Notes

Proactive Lifecycle Management (PALM)

Release 3.3.2

These release notes accompany release 3.3.2 of PALM cloud based inventory and life cycle manager. These release notes provide information on new software features and hardware modules supported in PALM.

Alcatel-Lucent Enterprise

Contents

The Alcatel-Lucent Enterprise ProActive Lifecycle Management is a cloud based application providing asset and lifecycle information pertaining to the installed base of Alcatel-Lucent Enterprise equipment on a given customer network. The asset and lifecycle information includes LAN and WLAN hardware version, Operating System version, warranty status, and support service status.

Supported Browsers

The following is a list of web browsers supported for use when accessing the ProActive Lifecycle Management web portal.

- Firefox: V50 or greater
- Internet Explorer: V10 or greater
- Safari: V9 or greater
- Chrome: V50 or greater

OmniVista

PALM relies on data provided by Alcatel-Lucent OmniVista® 2500 Network Management System to display accurate information regarding installed devices on the customer network.

The minimum version of OmniVista installed and running on customer premise is OV2500 4.1.2.R03.

It is always recommended to use the latest available OV2500 version to take advantage of most comprehensive support for PALM in terms of hardware models and AOS version.

Remember that OmniVista 2500 administrator should first opt-in to use PALM. Please see OmniVista user manuals for details.

Supported Hardware

LAN SWITCHES	Min AOS SUPPORTED	Min OmniVista 2500 Version
OmniSwitch 9900	AOS 8.4.1.R02 or greater	4.1.2.R03
OmniSwitch 10K	AOS 7.3.4.R01 or greater	4.1.2.R03
OmniSwitch 9000E	AOS 6.4.6.218.R01 or greater	4.1.2.R03
OmniSwitch 6900	AOS 7.3.4.R01 or greater	4.1.2.R03
OmniSwitch 6860/E	AOS 8.1.1.585.R01 or greater	4.1.2.R03
OmniSwitch 6560	AOS 8.4.1.R02 or greater	4.1.2.R03
OmniSwitch 6850E	AOS 6.4.6.218.R01 or greater	4.1.2.R03
OmniSwitch 6850	AOS 6.4.4.707.R01 or greater	4.1.2.R03
OmniSwitch 6855	AOS 6.4.6.218.R01 or greater	4.1.2.R03
OmniSwitch 6450	AOS 6.6.5.R02 or greater	4.1.2.R03
OmniSwitch 6350	AOS 6.7.1.147.R01 or greater	4.1.2.R03
OmniSwitch 6250	AOS 6.6.5.R02 or greater	4.1.2.R03
OmniSwitch 6400	AOS 6.4.5.635 R02 or greater	4.1.2.R03
OmniSwitch 6865	AOS 8.4.1 R02 or greater	4.2.2.R01
OmniSwitch 2220	AOS 8.3.1.R01 or greater	4.2.2.R01
OmniSwitch 6465	AOS 8.5.1.R01 or greater	4.2.2.R01
WIRELESS LAN SWITCHES/CONTROLLERS	Min AOS SUPPORTED	Min OmniVista 2500 Version
OmniAccess 4005	AOS-W 6.4.2.6 or greater	4.1.2.R03
OmniAccess 4010	AOS-W 6.4.2.6 or greater	4.1.2.R03
OmniAccess 4030	AOS-W 6.4.2.6 or greater	4.1.2.R03

OmniAccess 4504XM	AOS-W 6.4.2.6 or greater	4.1.2.R03
OmniAccess 4604	AOS-W 6.4.2.6 or greater	4.1.2.R03
OmniAccess 4704	AOS-W 6.4.2.6 or greater	4.1.2.R03
OmniAccess 4550	AOS-W 6.4.2.6 or greater	4.1.2.R03
OmniAccess 4650	AOS-W 6.4.2.6 or greater	4.1.2.R03
OmniAccess 4750	AOS-W 6.4.2.6 or greater	4.1.2.R03
OmniAccess 4850	AOS-W 6.4.4.15 or greater	4.1.2.R03
WIRELESS LAN AP	**MIN OS SUPPORTED**	
OAW-AP1101	AWOS 3.0.0.57 or greater	4.2.2.R01
OAW-AP1221/OAW-AP1222	AWOS 3.0.0.57 or greater	4.2.2.R01
OAW-AP1231/OAW-AP1232	AWOS 3.0.0.57 or greater	4.2.2.R01
OAW-AP1251/OAW-AP1251D	AWOS 3.0.0.57 or greater	4.2.2.R01
WAN ACCESS	**MIN OS SUPPORTED**	
OA 5710	11.00.00.02.05	4.2.2.R01
OA 5720	11.00.00.02.05	4.2.2.R01
OA 5725	11.00.00.02.05	4.2.2.R01
OA 5800	11.00.00.02.05	4.2.2.R01

New Features Summary

The following software features are being introduced with the 3.3.2 release, subject to the feature exceptions and problem reports described later in these release notes:

FEATURE	DESCRIPTION
Support Service Activation	This feature allows for a device to be shipped and installed before the support service entitlement starts. At the same time, support service activation is the way to associate a device s/n to a service part number.
Self-Registration form	New section added allowing the user to select a Partner which will be associated to the created Palm Subscription. Buyer users of this Partner will have access to the created subscription.
Fleet Dashboard	New filters section allowing to search by S/N, sales order Id, Sales order Date range, Product family.

Early Availability / Demonstration Features Summary

The following software features are present in PALM 3.3.2 release as limited or early availability features. Some web pages and functionality may be available; however, they have not gone through the complete Alcatel-Lucent Enterprise qualification process. For additional information please contact the Product Line Manager.

FETURE	DESCRIPTION
Licenses & Detailed Device List	Please note this section of PALM is available to use but there might be incomplete or incorrect information presented.

Unsupported Hardware
The following list represents the ALE networking products that are not supported on PALM.

- OmniSwitch 6200
- OmniAccess WLAN Access Points

Open Problem Reports and Feature Exceptions
The problems listed here include problems known at the time of the product's release. Any problems not discussed in this section should be brought to the attention of the Alcatel-Lucent Enterprise Technical Support organization as soon as possible. Please contact customer support for updates on problem reports (PRs) where no known workaround was available at the time of release.

PROBLEM REPORT	DESCRIPTION	WORKAROUND
1-208744447	Blank fields for some products in the Lifecycle components section can be reported. No data in the table indicates there is no information regarding the lifecycle component for this device.	No workaround

FEATURE EXCEPTION	DESCRIPTION	WORKAROUND
Renewal of support contracts	The renewal of support contracts for Aruba Access Points is not available and should be treat manually by sending an ESR to Global Welcome Center.	No workaround

Technical Support
Alcatel-Lucent Enterprise Technical Support is committed to resolving our customer's technical issues in a timely manner. Customers with inquiries should contact the Support Services team :

- ✉: ebg_global_supportcenter@al-enterprise.com
- ☎ in English + 1 650 385 2193 (24h, 7 days a week)
- ☎ in German + 1 650 385 2197 (7:00 am till 7:00pm CET)
- ☎ in French + 1 650 385 2196 (7:00 am till 7:00pm CET)
- ☎ in Spanish + 1 650 385 2198 (7:00 am till 7:00pm CET)
- ☎ Toll free + 800 002 001 00 (coverage below)
- Fax: +33(0)3 69 20 85 85

The toll free numbers are available for several countries in four languages:

- In English for United Kingdom, Italy, Australia, Denmark, Ireland, Netherlands, South Africa, Norway, Poland, Sweden, Czech Republic, Estonia, Finland, Greece, Slovakia, Portugal
- In French for France, Belgium, Luxemburg
- In German for Germany, Austria, Switzerland
- In Spanish for Spain

Upon opening a case, customers will receive a case number and may review, update, or escalate support cases on-line. Please specify the severity level of the issue per the definitions below.

Severity 1 Production network is down resulting in critical impact on business—no workaround available.
Severity 2 Segment or Ring is down or intermittent loss of connectivity across network.
Severity 3 Network performance is slow or impaired—no loss of connectivity or data.
Severity 4 Information or assistance on product feature, functionality, configuration, or installation.

For fastest resolution, please provide information regarding:
- OmniVista Enterprise edition installed on premise
- User name and associated PALM password for the account observing the issue