



Guest Management Software (GMS) v5.7.0 Release Notes

General information

Important

The Guest Management Software (GMS) version must match the MSM7xx Controller software version. For example, GMS v5.7.0 will only work with an MSM7xx Controller running v5.7.x software.

GMS 5.7.0 does not support interaction with MSM7xx Controller teams. GMS 5.7.0 must only be used with standalone MSM7xx Controllers.

Software entitlement and download information

MSM7xx Controllers purchased on April 15, 2010 or later, are entitled to GMS. MSM7xx Controllers with an active software support contract are also entitled to GMS.

Note: Both software download sites identified below require that you first authenticate yourself using your HP Passport. New users can get an HP Passport account with free registration.

For those without a software support contract

1. Go to the HP Networking support portal at www.hp.com/networking/support, search for your MSM7xx Controller model, display its information, and then select the software download option.
2. On the software page look for the GMS software version that corresponds to your MSM7xx Controller software version and select the software download link.
3. Sign in with your HP Passport and then select your already-registered product or identify it by serial number.
4. Download the software when prompted.

Important Note: If your MSM7xx Controller is not entitled to receive GMS software, you will not be able to download the GMS software file.

For those with a software support contract

1. The Software Updates and Licensing portal www.hp.com/go/hpsoftwareupdatesupport provides access to the latest software updates. Go to this portal and sign in with your HP Passport credentials.
2. Select the SAID for your software support contract from the list or enter the SAID directly.
3. Download the software when prompted.

Support for new E-MSM720 Controller

GMS v5.7.0 adds support for the new E-MSM720 Controller.

Documentation

You can download documentation including the *Guest Management Software Administrator Guide* online at: www.hp.com/support/manuals. Search for *Guest Management Software*.

About controller-based subscription plans

Controller-based subscription plans operate independently of GMS, and will not update GMS when a user account, based on them, expires and goes "invalid", which will result in leaving the user account in GMS incorrectly showing the status as active.

Consider not using controller-based subscription plans, instead creating all users from within GMS.

Fixes

The following issues have been fixed since release 5.5.3:

Description
GMS does not allow you to re-create a CA (Certificate Authority) after the CA becomes invalid.
User certificates created in a GMS installation on a computer with the Unlimited Strength Cryptography add-on installed do not work on GMS installations on computers that do not also have the cryptography add-on installed.
When the Prompt for authentication if session is idle for option is set and a user session expires and the user enters a wrong password, it becomes impossible to log in again even with a correct password.
In some cases, even after all the remaining online time in an account has been consumed, the Remaining Online Time button still shows three seconds remaining.
Customize Login Pages (on Service Controller tab) does not enable you to configure the IP port number.

Known issues

The following known issues are present in this release:

Description
The following fields are not printed on the voucher: Encryption Key, Encryption key format, Encryption mode, Guest details.”
Vouchers do not support PNG-format images.
GMS cannot detect when the Windows system language is changed.
After assigning user accounts to be managed by GMS to a particular VSC, never rename the VSC as this will make GMS unable to continue managing the user accounts associated with the original VSC name.
The GUI does not inform users of character restrictions applicable to service controller friendly names. The following characters must not be used: ' (single quote) " (double quotes) . (period) ? (question mark) \ (backslash)
Although GMS works with SQL Server 2008, it is important to consider the following: Microsoft has identified interoperability issues with SQL Server 2008 and Windows Server 2008. Please refer to the following Microsoft bulletin: http://support.microsoft.com/kb/945627/en SQL Server uses dynamic ports instead of fixed ports even when it is supposed that SQL Server uses 1433 port by default. Therefore, before installing GMS with SQL Server, it is recommended that a fixed port be configured as described here: http://technet.microsoft.com/en-us/library/ms345327.aspx