

Guest Management Software V5.7.6.0 Release Notes

Abstract

These release notes provide important release-related information for GMS (Guest Management Software) Version 5.7.6.0.

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Description

This document provides important V5.7.6.0 release information.

General information

Software Updates and Licensing portal

The Software Updates and Licensing portal provides access to the latest software updates to customers with a support contract. An HP Passport is required to access the Software Updates and Licensing portal at www.hp.com/go/hpsoftwareupdatesupport and it is available to customers who have purchased a maintenance and support agreement.

Documentation

Documentation, including the *Guest Management Software Administrator Guide*, is available for download at www.hp.com/support/manuals. Search for *Guest Management Software*.

GMS supported Windows versions

GMS can be installed on Windows 7, Windows Vista, and Windows XP (SP2 recommended).

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 becomes invalid, which results in 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.

Increase default timeout

Under **Preferences > Guest accounts**, if **Activate idle timeout for guest accounts** is enabled, HP recommends that you increase the **Default timeout** value from 60 seconds to a substantially larger value, such as 600 seconds.

GMS support for teaming

GMS 5.7.6.0 supports teaming in MSM software 5.7.6.0 with the following limitations:

- **Only the team manager controller is supported.** GMS interacts only with the team manager controller and not member controllers.
- **Subscription plans not supported.** User sessions are not synchronized across all members in a team. Therefore, subscription plans are not supported on a controller team. User accounts cannot have **Validity** set to **Subscription Plan**. **Custom Validity** is the only choice for **Validity**.
- **Automatic account removal only supported for Inactivity.** Due to a lack of synchronization between team members and the team manager, automatic account removal due to **Inactivity** is not supported on a controller team. Automatic account removal due to **Inactivity** is supported on a controller team.
- **Maximum number of concurrent sessions not supported.** Since this option is per controller, it is not supported in a team. This option is fixed at **Unlimited** for controller teams.

Configuring the service controller in GMS (when teaming is used):

- Do not configure a controller in GMS when the team manager controller is not available and a team member is temporarily taking its place.
- GMS interacts only with the team manager controller, you cannot add a team member as the controller.

- Any attempt to add a team member as a service controller in GMS will be rejected, with the following message displayed:
An error occurred while uploading the CA to the Service Controller. Please check if the Services Controller is a member of a team. If teamed, please add the Service Controller using the team IP or team manager IP.
- It is best to use the team IP address for the controller configuration.
- If you specify the team manager controller IP address, GMS detects that it is the team manager controller and automatically adds the controller using the team IP address. This confirmation message is displayed:
The Service Controller you are trying to add is the team manager. GMS will add this Service Controller using the team IP address instead of the Service Controller IP address.
This is normal.
- On the **Service Controller** tab, the **Edit Service Controller** button cannot be used to edit the controller information for teamed controllers (parameters such as Team IP, HTTP port number, and SOAP port number). Attempts to do this cause this message to be displayed:
Editing Service Controller details is not supported. If the details are altered, please delete and add the Service Controller using the Add device wizard.
As the message indicates, delete and then add the controller back with the wizard, specifying the changed values.

Adding/editing user accounts in GMS when the team manager is unavailable:

- Like when teamed controllers are not used and the controller becomes unavailable, if the team manager controller becomes unavailable, users can still be added and edited in GMS but the controller (team manager) is not updated until it comes back online.
- In this case when adding/editing user accounts, the following prompt is displayed:
The selected team is in standby mode. GMS will add the account once the team manager is active. Do you want to continue?
Select **Yes** to add/edit the account in GMS only for now, with automatic update of the team manager controller upon its availability.

SOAP function limitations for teaming environment

The functions discussed in this section may be of interest to developers who make use of SOAP to communicate and configure devices, especially when creating and managing user accounts on a controller. The following SOAP function calls that were not available in previous versions are re-enabled in MSM software Version 5.7.6.0 or later.

The following limitations apply to controller teams only.

- `UpdateUserAccountMaxConcurrentSession`: The user account limit is per controller instead of being applied globally to the team.
- `UpdateUserAccountValidity`: This function will return an error if subscription plans are selected to set the account validity.
- `ExecuteUserAccountLogout`: The action of logging out a user will only take effect if the user is logged in on the team manager.
- `UpdateUserAccountRemovalSettings`

NOTE: The **Removal due to invalidity** option of the `UpdateUserAccountRemovalSettings` function works in a teaming environment. However, do not use the **Removal due to inactivity** option when teaming because it could cause the controllers to wrongly remove active accounts.

Although enabled in MSM software release 5.7.6.0 or later, the following SOAP functions should not be used on a controller team. If you attempt to use any of these functions when teaming is enabled, an error is returned.

- `ExecuteBackupUserAccountsPersistentData`
- `ExecuteUserAccountRenewPlan`
- `AddSubscriptionPlan`
- `DeleteSubscriptionPlan`
- `DeleteAllSubscriptionPlans`
- `UpdateSubscriptionPlanName`
- `UpdateSubscriptionPlanOnlineTimeState`
- `UpdateSubscriptionPlanValidityPeriodState`
- `UpdateSubscriptionPlanOnlineTime`
- `UpdateSubscriptionPlanValidityPeriodMethodState`
- `UpdateSubscriptionPlanValidityPeriodFor`
- `UpdateSubscriptionPlanValidityPeriodBetween`
- `UpdateSubscriptionPlanValidityPeriodFrom`
- `UpdateSubscriptionPlanValidityPeriodUntil`
- `UpdateSubscriptionPlanBooleanAttribute`
- `UpdateSubscriptionPlanIntAttribute`
- `UpdateSubscriptionPlanBandwidthLevelAttribute`

Fixes

GMS V5.7.6.0 now includes all fixes since V5.7.5.0 through V6.5.2.0.

NOTE: The number that precedes the fix description is used for tracking purposes.

Version 5.7.6.0

The following issues have been fixed in this release:

- [**162225**] Fixed an issue in which, if you selected the option for auto-deletion of accounts with expiration status, the accounts would stay active for one more day after their expiration status was assigned. You now can uncheck the auto-delete option in **Preferences**, and the system deletes the accounts as soon as the expiration status is assigned.
- [**156898**] When you create a new user that is associated to one controller, GMS now validates that the number of users associated with the controller is within the maximum allowed. The following user authentication limits apply:

Controller	Maximum number of controlled APs	Maximum number of locally defined user accounts	Maximum number of active user sessions
MSM720	200	1000	500
MSM760	200	2000	2000
MSM765	200	2000	2000
Controller team	800	2000	2000

- Fixed an issue that allowed a new account user to be created via GMS using two account profiles (with different Egress VLANs) and the system saved both choices.
In this release, GMS validates the profiles to avoid conflicting selections and does not allow two account profiles. In this case, you must select and deselect one of the profiles.

Issues and workarounds

NOTE: The number that precedes the issue description is used for tracking purposes.

The following issues exist in this release:

- [**144660**] On rare occasions, GMS loses connection with the controller due to a problem with accepting an SSL connection, forcing all controllers to go offline. If this occurs you must:
 1. Backup the GMS database and also the MSM7xx Controller configuration.
 2. Uninstall and then reinstall GMS. Restore the GMS database.
 3. Reset the MSM7xx Controllers to their factory default state.
 4. On each MSM7xx Controller, restore configuration from the backup you made in step 1.
 5. Start GMS
- [**129523**] GMS deletes subscription plan accounts.
- [**128991**] GMS allows deleting accounts on a team when trying to add the team manager controller twice.
- [**122937**] GMS cannot gracefully handle manipulation of the GMS certificate directly on the controller or by additional GMS instances. The GMS certificate must only be created or removed from within a single GMS instance. Attempts to create or remove the GMS certificate directly on the controller or via additional GMS instances will result in the controller being shown as offline in GMS rather than clearing the Certificate Valid check box. If this occurs, re-create the certificate from within GMS as follows:
 1. Log in to GMS.
 2. Under **Service Controllers**, select the offline controller.
 3. Click **Restore Service Controller** and follow the prompts, providing the controller password when prompted.
In GMS, the controller now appears as online.
- [**55341**] When the language settings for the host computer where GMS is installed are changed to a non-English but supported language, GMS does not change the language to match the new setting.

- 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 (?), and backlash (\).
- 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. See 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, HP recommends that a fixed port be configured as described in the following Microsoft TechNet library entry:
<http://technet.microsoft.com/en-us/library/ms345327.aspx>

Contacting HP

For additional information or assistance, contact HP Networking Support:

<http://www.hp.com/networking/support>

Before contacting HP, collect the following information:

- Product model names and numbers
- Technical support registration number (if applicable)
- Product serial numbers
- Error messages
- Operating system type and revision level
- Detailed questions

HP security policy

A Security Bulletin is the first published notification of security vulnerabilities and is the only communication vehicle for security vulnerabilities.

- Fixes for security vulnerabilities are not documented in manuals, release notes, or other forms of product documentation.
- A Security Bulletin is released when all vulnerable products still in support life have publicly available images that contain the fix for the security vulnerability.

To find security bulletins:

1. Go to the HP Support Center website at www.hp.com/go/hpsc.
2. Enter your product name or number and click **Go**.
3. Select your product from the list of results.
4. Click the **Top issues & solutions** tab.
5. Click the **Advisories, bulletins & notices** link.

To initiate a subscription to receive future HP Security Bulletin alerts via email, sign up at:

http://h41183.www4.hp.com/signup_alerts.php?jumpid=hpsc_secbulletins

Related information

Documents

To find related documents, see the HP Support Center website:

<http://www.hp.com/support/manuals>

Enter your product name or number and click **Go**. If necessary, select your product from the resulting list.

Related documents

The following documents provide related information:

- *Guest Management Software Administrator Guide*

Websites

- Official HP Home page: <http://www.hp.com>
- HP Networking: <http://www.hp.com/go/networking>
- HP product manuals: <http://www.hp.com/support/manuals>
- HP download drivers and software: <http://www.hp.com/support/downloads>
- HP software depot: <http://www.software.hp.com>
- HP education services: <http://www.hp.com/learn>

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