

2019-02-04

Monday, 4 February 2019 12:43

[Bug 48400](#):IP shown as NA although service finds IP and authenticates device

[Bug 48402](#):Devices stay stuck and do not move to new enforcer

[Bug 48403](#):Communication error between enforcers for remote IP Helper

2019-03-03

Sunday, 3 March 2019 10:26

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- Large network was upgraded (small is still on old version). Upgrade was done due to issues fixed and required upgrade.
- System has increased in size substantially.
- Additional servers were added to cluster and load redistributed throughout enforcers (added 3 to existing 2).
- PMO feel they can almost be considered as beta site due to the many issues and time required to operate comparing to other systems.
- New issues of false positive which is most impacting for PMO.
 - ~30 events per day
 - Improved substantially since last fix which included the auth limited for timeout
- Uplinks blocked have a very high impact
 - Operational issue - procedure update for replacing switch
- ★ • Next on site visit
 - Review time it take to block device (various scenarios) and check how time can be improved if needed.
 - New device takes ~15 minutes to be authenticated
- TAM availability for immediate visit when needed
 - Dedicated TAM is probably not the requested solution from PMO side (due to costs).
 - Consider bringing a partner (commIT) with 2-3 people that will handle PMO.
 - In any case Portnox need to approve specific person as expert and has required knowledge like Blum.
- Requirements going forward
 - Compliance checks and enforcement.
 - Time expected for each event handling.
 - Expand knowledge of log analysis for Ofir and Shiran (in Portnox office)
- Power outage for a long time
 - Switch monitoring
 - Devices authentication (get thrown out of domain)

2019-04-04 - Upgrade 3.32 to 3.35

Thursday, 4 April 2019 8:49

Activities:

- Upgrade system to 3.35
- Rebuild enforcer 7 with all configurations matching site configuration

Summary:

Upgrade process took several hours mainly due to 3 issues:

- Operator role deleted
- Communication failure between enforcers
- Review all and match each specific configuration between enforcers

One of the servers has only 8GB RAM and thus is set with only max 50 authentication threads (others enforcers have 70)

All issues will be raised internally at Portnox to be reviewed and attended with highest priority

Issues encountered:

- Operator role was deleted by user causing 2 issues:
 - Delete user results in failure due to user is logged in
 - Upgrade script to fail.

Script to create the role again via DB created ad-hoc and resolved the issue.
- Delete use from classic UI when user is the first record in users page (due to filter) results in failure (cannot delete Portnoxadmin)
 - Delete from NG Experience is successful
- Default values at clean installation seem to have changed in Monitor APP:
 - Watchdog tab:
 - Move logs every 24 hours changed to 1 hour
 - Check service status every 20 seconds changed to 1
 - Core Modules tab:
 - Listen to broadcasts packets not checked changed to checked

All settings were aligned to match existing enforcers
- Services did not start after upgrade and were stuck in communication between enforcers.
 - IP Helpers were disabled
 - Devices not aligned to same enforcer as their switch were aligned via DB
 - Services started after a long time
 - IP Helpers were enabled
 - Few devices were moved by the system to enforcer different from their switch
- NG Experience NAS and device pages did not load after upgrade
 - NAS view showed hives but switch display was blank
 - Device view seems stuck in loading
 - After a long time (~30 minutes) pages loaded and from then on pages loaded immediately
- Option to move multiple switches between enforcer no longer exists
- System tested for all functionality according to customer test procedure and all were successful

[Bug 50848](#):Block option to delete built in roles

[Bug 50849](#):Default values changed for new installation

[Bug 50850](#):Devices are moved by the system to enforcer different from their switch