

Release Note for Vista Manager EX Software Version 3.14.x



VISTA MANAGER™ EX

» 3.14.0

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What's New in Vista Manager EX v3.14.0

Introduction

This release note describes the new features in Vista Manager EX™ v3.14.0. It covers changes to Vista Manager EX plus the optional Autonomous Wave Controller (AWC) plugin.

Further information is included for other supported plugins, and AMF Plus supported menu items, highlighted with a badge in the Vista Manager EX UI.

You can obtain the software files from the [Software Download area of the Allied Telesis website](#). Log in using your assigned email address and password.

Contact your authorized Allied Telesis support center to obtain licenses.



Caution: Information in this release note is subject to change without notice and does not represent a commitment on the part of Allied Telesis, Inc.

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New Features and Enhancements

This section summarizes the new features and enhancements added to Vista Manager EX version 3.14.0.

It includes:

- [“Important Licensing changeover information” on page 5.](#)
- [“Upgrading versions earlier than 3.9.0” on page 5.](#)
- [“Notifications for Vista Manager Events in third-party applications” on page 5.](#)
- [“Flexible Port support for the ARX200S-GTX” on page 9.](#)
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Important Licensing changeover information

Applies to all Vista Manager EX installations

From version 3.14.0 onwards, we are preparing to migrate licensing systems. As of version 3.14.0, we will support both old and new licenses to prepare for the migration change.

We recommend you contact Allied Telesis Customer Support from the [Support Portal](#) in preparation to arrange new licenses for the licensed features before upgrading.

If you have not prepared licenses in advance and discover that this is an issue when upgrading, Vista Manager 3.14.0 continues to support older licenses. You can arrange new licenses and apply these before upgrading to a later version.

Upgrading versions earlier than 3.9.0

Applies to Vista Manager EX installations earlier than version 3.9.0

If you create a backup on a version earlier than 3.9.0, and you want to upgrade to a new version, you must first install your backup on version 3.9.0 and export the backup again. Then you can upload the new backup to a later version of Vista Manager (such as v3.14.0).

If you upgrade directly to 3.14.0 instead (for example, from 3.7.0 to 3.14.0 without upgrading to 3.9.0 first), you may encounter data corruption or incompatibility issues.

Alternatively, you can choose to perform a fresh install of the newer version and configure it from new.

Notifications for Vista Manager Events in third-party applications

Applies to all Vista Manager EX installations

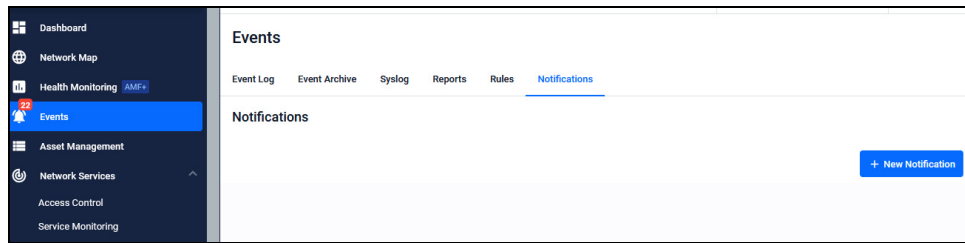
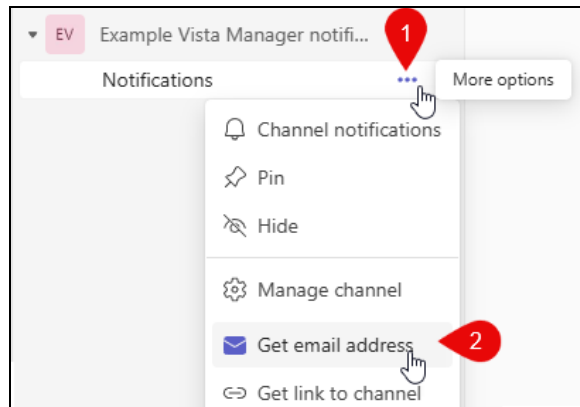
From version 3.14.0 onwards, you can configure Vista Manager to send you notifications about your network to third-party communication applications including Microsoft Teams and Slack, with the introduction of recipient groups.

You can select a recipient group from the recipient group section of the event rules drop down. You can create a recipient group with a name and a set of email addresses from the Events > Notification page.

A recipient group is treated as a user that has permissions for all events. It is up to the admin creating the event rule to decide which notifications the group receives.

To get an email for a Teams channel:

1. Click the three dots next to the channel you wish to send notifications to.
2. Click Get email address. Teams will generate an email address.
3. Copy the email address in the middle of the generated string between the <>



The Notifications tab on the Events page has been added to support sending notifications from Vista Manager to other applications. Click the **+ New Notification** button to add a new entry.

1. Enter a name.
2. Enter the email address from the communication channel.
3. Click the + button to confirm and add the email address.
4. Click save.

The new notification entry will be added to the Notifications page.

New Notification

Notifications allow you to connect external teams to Event Rule notifications by automating alerts to individuals or platforms like Slack and Microsoft Teams for real-time updates.

1

Name

Example Notification

2

Email Address

example@u.teams.ms

onmicrosoft.com@au.teams...

3

Cancel

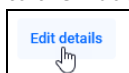
4

Save

Notifications		
Search by keyword		+ New Notification
Name	Email Address	Action
Example Notification	onmicrosoft.com@au.teams.ms	

You must also set up SMTP Server settings to get notifications. The SMTP config has been upgraded to handle encrypted SMTPS on port 465 and port 587. An SMTP Auth User and Password is required for the SMTP Server to forward information.

To change the SMTP settings, navigate to System Management > About and scroll down to the About SMTP section and click the 'Edit details' button.



About SMTP

SMTP Server Address: *

smtp.domain.com

SMTP Server Port *

587

Username

SMTPuser

Password

••••••••

Send mail as:

email@example.com

Cancel

Save

In version 3.14.0 onwards, the recipient group option has been extended. When you create a rule, you can choose to send notifications to specific notification groups.

Create Rule

Rule Name *

Enter Name

Match Criteria

Title

Sending mail failure

Networks

Any

Device

Any

Message

Failed to send mail to Error SMTP has n...

Action 1

Email Notification

Recipient group

Admin (1 user)

All (2 users)

Admin (1 user)

Cancel

Create

Create Rule

Rule Name *

Enter Name

Match Criteria

Title

Network Added

Networks

Any

Device

Any

Message

Network Network-57 for subnets

Action 1

Email Notification

Recipient Group *

Select recipients

All Admin Users

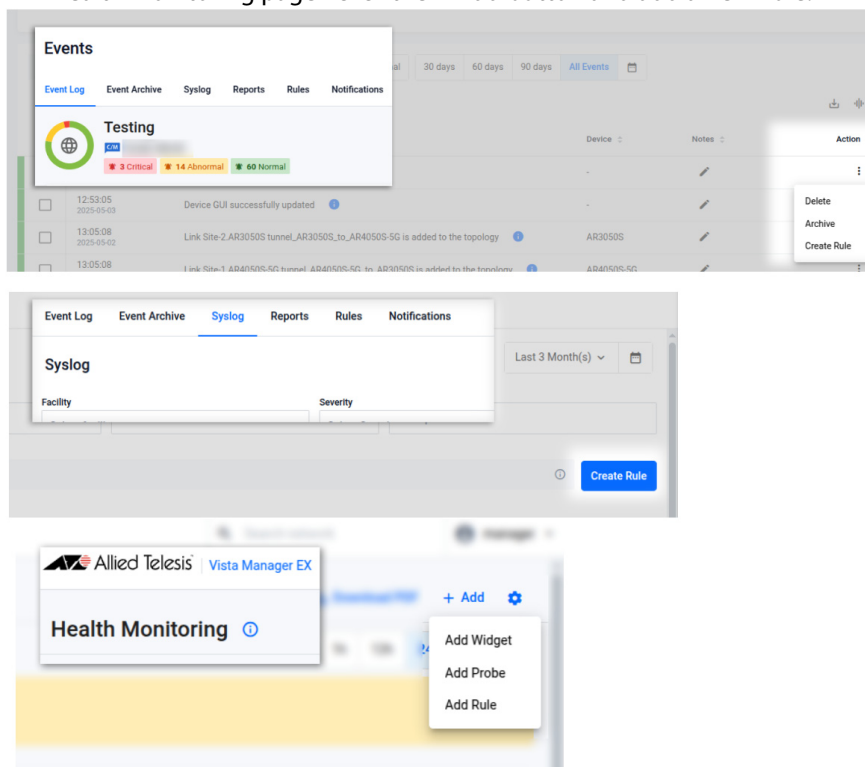
All Non-Admin Users

notification_group_1

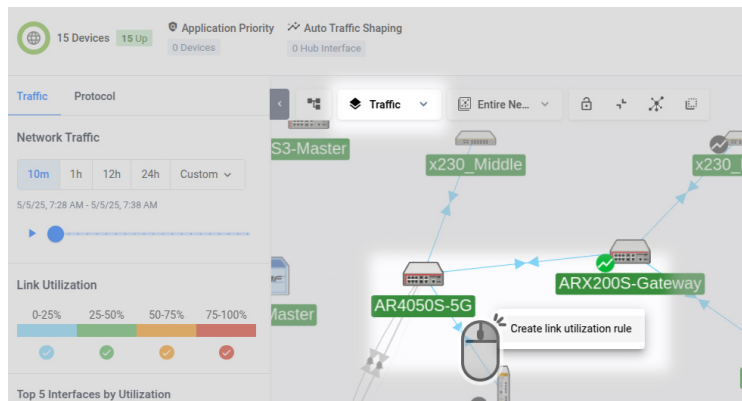
notification_group_2

You can create rules from the Events > Syslog page, main Event Log page, or from the Health Monitoring page. To create a new rule on the:

- Events page - click the three dots next to an event log entry.
- Syslog page - click the Create Rule button.
- Health Monitoring page - click the + Add button and add a new Rule.



You can also create a link utilization rule from the Traffic layer of the Network map by right clicking a blue link.



Flexible Port support for the ARX200S-GTX

Applies to all Vista Manager EX installations

From version 3.14.0 onwards, Vista Manager supports flexible WAN/LAN ports on the ARX200S-GTX. The ARX200S-GTX has one Ethernet WAN port and four switch LAN ports.

You may wish to use one of the switch ports as a second WAN port for resilient Internet connectivity, and you can change the switch ports from LAN to WAN and back at any time.

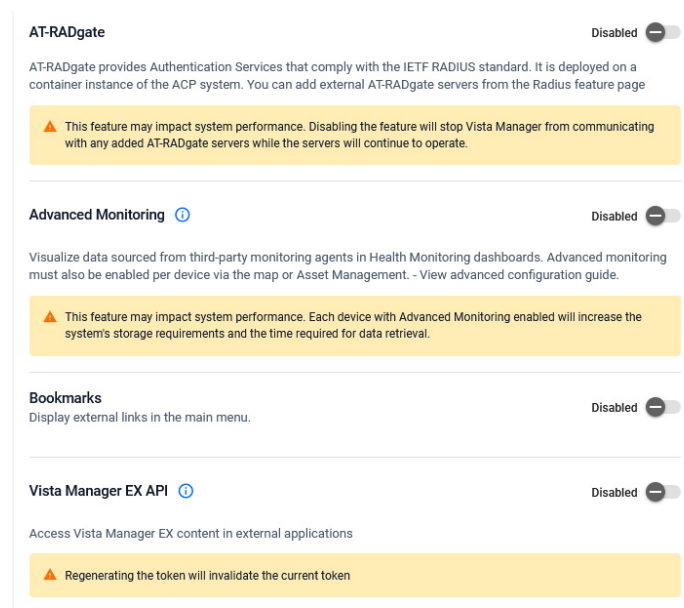
Vista Manager detects changes in the flexible WAN/LAN port status automatically.

Improved memory and plugin functionality

Applies to all Vista Manager EX installations

From version 3.14.0 onwards, plugins will start dynamically to improve memory. This is to reduce load if plugins were to automatically start on startup.

Some plugin processes can be started by toggling select widgets from the system configuration page. These include AT-RADgate, Advanced Monitoring, Bookmarks, and the Vista Manager EX API access.



-
- Plugin processes will start dynamically for optional plugins when the plugin is first registered from the System Management > Plugins page. Note that the AWC and SNMP plugins must be manually started as usual.
 - Restoring a backup where optional plugins had been registered previously will cause those plugin processes to start.
 - Upgrading from a previous version of Vista Manager will cause only registered plugin processes to start.
 - Plugin processes will be dynamically stopped when the plugin is de-registered.

Applying SD-WAN rules to all applications

Applies to all Vista Manager EX installations

From version 3.14.0 onwards, support has been added for an 'any' option for applications from the SD-WAN > Rules page.

You can now create an SD-WAN rule that applies to any application. This support helps you to deploy SDWAN across multiple sites easily, by using rules that apply to all applications instead of making individual rules for each application.

Temperature widget adjustments

Applies to all Vista Manager EX installations

From version 3.14.0 onwards, Vista Manager has changed how it handles the temperature charts on the Health Monitoring page for devices with sensors that notice temperature changes, but may not have an internal 'too-hot' or 'too-cold' limit set internally.

If the temperature sensor on a device does not report a high 'too-hot' limit or low 'too-cold' limit, the temperature value will display differently.

Live Temperature Widget

The Live Temperature widget's title shows the sensor's name, and the subtitle shows the latest polling time. The sensor's name may also include the sensor ID number at the end of the name.

If there is no 'too-hot' limit reported for a sensor, the device's temperature value will display as a number with no live temperature chart. The data from that sensor will not count toward the health score of the device.

For the case of devices that have a 'too-hot' threshold but not a 'too-cold' one, it now internally calculates a 'too-cold' one as follows:

If the device sensor's temperature is:

- at or above 5 Celsius, use 0 Celsius as the too-low threshold
- under 5 Celsius, take the current reading and subtract 5 degrees, then use that.

For example:

- If the low limit is 4 degrees, so the 'too-cold' threshold will adjust to -1 degrees.
- If it is 7 degrees, so the 'too-cold' threshold will adjust to 0 degrees.

If there's no 'too-cold' limit, the left side of the live temperature chart will continue to be shown as green. This is pre-existing behaviour.

Historical Temperature Widget

When a limit does not exist, the relevant limit line and warning limit line will no longer be included on the Historical Temperature charts.

When a limit does not exist, the average temperature line won't approach the top or bottom of the Historical Temperature Charts.

Temperature Device List

In the Device Health > Temperature device list, when a high-temperature limit does not exist, the device will be displayed as 'Unknown'.

Health Monitoring and dashboard changes

Applies to all Vista Manager EX installations

From version 3.14.0 onwards, the Health Monitoring page has changed.

Overall Health Monitoring Changes

- The health monitoring category 'Fair' has been renamed to 'Warning'.
- The 'Unknown' category has been added.
- When there is no high limit on a sensor, that sensor will be classed as 'Unknown' instead of 'Good', and it will not count towards a Health Score rating.
- The current categories are 'Good', 'Warning' (Previously 'Fair'), 'Bad', and 'Unreachable'.
- Temperature sensors now include an ID number at the end of their name.
For example: 'Temp: System 8' would indicate that sensor has an ID of 8.
 - When multiple sensors share the same name on a device, this ID helps users match each sensor in Vista Manager to its corresponding sensor on the device.

Flexible dashboard

- There are now twice as many rows available on the flexible dashboard, which allows for some widgets to be optionally reduced in size.

Probe Health dashboard

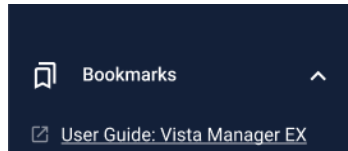
- The subtitle of the latest widgets shows the latest polling time.

Bookmarks

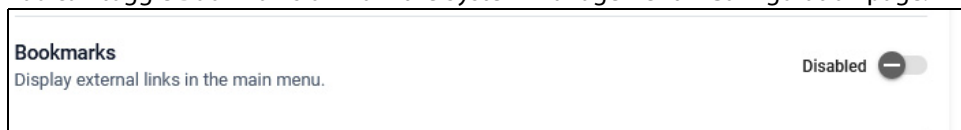
Applies to all Vista Manager EX installations

From version 3.14.0 onwards, support for adding bookmarks to Vista Manager's main side menu has been added. You can bookmark IP Addresses or other URLs for quick access.

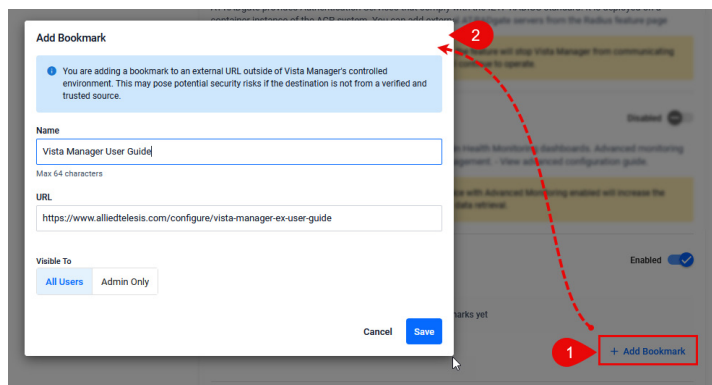
Bookmarks are saved within Vista Manager so that they are always available even if the user is using a new/different browser.



You can toggle Bookmarks on from the System Management > Configuration page.



This will show the Bookmarks menu, where you can click + Add Bookmark to bookmark a URL.



As a network admin you can optionally set bookmarks to be admin-only as well, so only admin users will be able to view them.

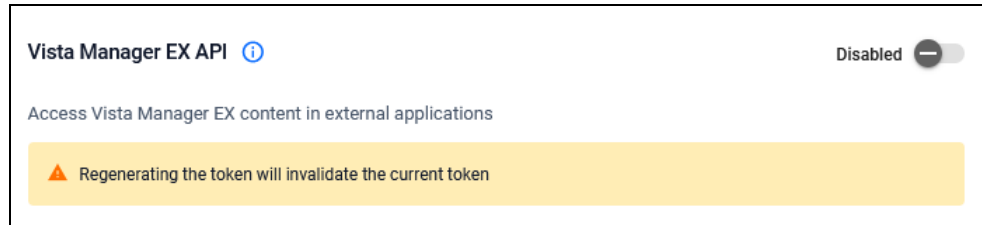
- Bookmarks are disabled by default.
- Bookmarked URLs must contain either https:// or http:// at the start of the URL.
- There is only one list of bookmarks, and a maximum of 5 bookmarks are supported.
- Enable Bookmarks on the System Management > Configuration page.
- Disabling the feature does not delete any of the bookmarks.
- Bookmarks are opened in a new tab.
- Bookmarks are included when making a backup of Vista Manager, and imported when restoring from that backup.
- An admin user has the ability to see or edit the full list of bookmarks.
- Every non-admin user will see the same list of non-admin user bookmarks.

Vista Manager EX API

Applies to all Vista Manager EX installations

From version 3.14.0 onwards, you can access part of the APIs of Vista Manager to create custom applications. This is part of a plan to create a full API gateway.

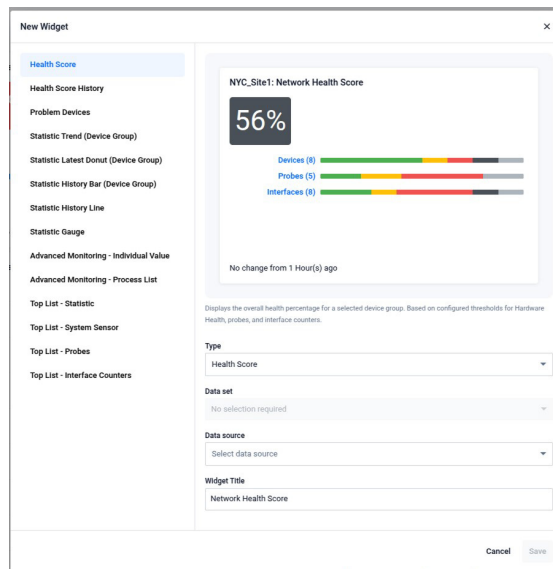
You can create a token for access to the API from the System Management > Configuration page.



Widget Preview for Health Monitoring

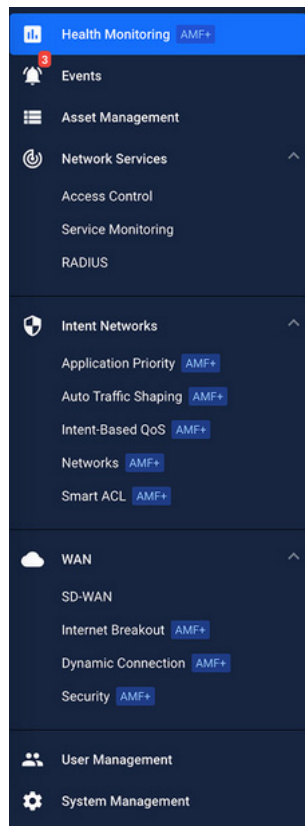
Applies to all Vista Manager EX installations

From version 3.14.0 onwards, when you create a new widget from the Health Monitoring menu, a preview of the widget will be displayed.



Vista Manager Menu update

Applies to all Vista Manager EX installations



From version 3.14.0 onwards, the left-hand menu has been reworked. The Vista Manager side menu has moved from a license-based order to a feature-based grouping to improve navigation

- The AMF Plus menu has been split into three categories: Intent Networks, WAN, Health Monitoring

- An 'AMF+' Badge now appears next to any feature that requires an AMF Plus license.

- SD-WAN and other WAN related items have moved under the WAN heading.

Important Considerations Before Upgrading

This section describes changes that may affect Vista Manager EX or your network's behavior if you upgrade. Please read it carefully before upgrading.

Manual polling recommended if upgrading

Applies to all Vista Manager EX installations

From version 3.11.0 onwards, we recommend that you poll the network manually after upgrading Vista Manager EX.

This makes sure that Vista Manager EX acquires functionality that has been added in the new release, including functionality that depends on information from devices. Otherwise, features may fail to detect devices and will not work as intended.

To poll manually, use the **Refresh Topology** button on the Network Map:



Traffic map data not restored

When you upgrade Vista Manager EX, traffic map data from earlier versions will not be imported.

Upgrading versions earlier than 3.9.0

If you create a backup on a version earlier than 3.9.0, and you want to upgrade to a new version, you must first install your backup on version 3.9.0 and export the backup again. Then you can upload the new backup to a later version of Vista Manager (such as v3.14.0).

If you upgrade directly to 3.14.0 instead (for example, from 3.7.0 to 3.14.0 without upgrading to 3.9.0 first), you may encounter data corruption or incompatibility issues.

Alternatively, you can choose to perform a fresh install of the newer version and configure it from new.

Health Monitoring sensor widgets are empty after upgrading from 3.13.x

After upgrading from 3.13.x, sensor gauge widgets will be empty on the Health Monitoring page's flexible dashboard. If you have created any latest or historical temperature widgets for specific devices, you need to re-create these widgets again after upgrading.

Internet Explorer 11 compatibility

When using the Vista Manager EX integrated map with Internet Explorer 11, you may find performance to be slower, particularly with large maps. Therefore, we recommend using a different browser, especially if you have a large network.

Virtualization support

The Vista Manager EX virtual appliance is not supported on VMware vSphere Hypervisor (ESXi) 5.5. Please upgrade to VMware vSphere Hypervisor (ESXi) 6.0, 6.5, 6.7, 7, or 8 if you wish to use this version of Vista Manager EX.

Vista Manager plugins

Do **not** delete a plugin from Vista Manager during a version upgrade. No de-registering or re-registering of plugins is required during this stage.

Fibre monitoring feature permissions

Note that on a **new** installation of Vista Manager EX, you will need to enable **Active Fibre Monitoring** permissions for users. This can be done on the **User Management** page.

Disabling Internet Breakout disables all PBR rules

Internet Breakout uses policy-based routing (PBR) rules. When you use Vista Manager EX to disable Internet Breakout, it disables all PBR rules, including:

- rules created by SDWAN, and
- rules created by Internet Breakout, and
- rules created manually through the CLI.

Obtaining User Documentation

Vista Manager documentation

Installation Guides, User Guides and Release Notes for Vista Manager EX are available on our website, alliedtelesis.com.

AMF Plus documentation

For full AlliedWare Plus documentation, see our online documentation library. For AMF Plus, the library includes the following documents:

- the [AMF Plus Feature Overview and Configuration Guide](#)
- the [AMF Plus Datasheet](#)
- the [AMF Plus Cloud Installation Guide](#).

Upgrading Vista Manager as a Windows-based installation

Windows-based Vista Manager has two optional plug-ins. These can be upgraded at the same time as Vista Manager EX.

Obtain the executable files

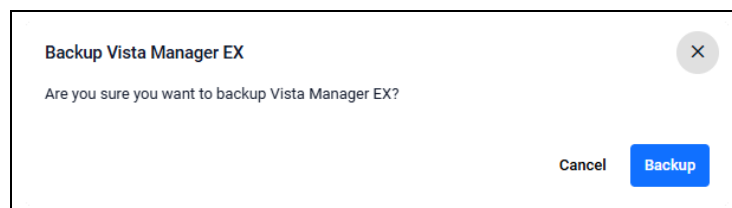
1. Download Vista Manager EX from the [Allied Telesis Support Portal](#). If you are going to install the AWC and/or SNMP plug-ins then download these files from the same location.
 - The Vista Manager EX installation executable is named 'atvmexXXXbXXw.exe', with the Xs denoting the version and build numbers.
 - The AWC plug-in is called 'atawcXXXbXXw.exe'.
 - The SNMP plug-in is called 'atsnmpXXXbXXw.exe'.

Do not rename these files. The installation requires them to be in this format.
2. Put the executables for Vista Manager and any plug-ins you wish to install in a single folder. This folder must be accessible from the machine you wish to install Vista Manager on.

Backup Vista Manager EX and the plug-ins

Backup Vista Manager EX

1. Log in to Vista Manager and select the **System Management** page.
2. In the **Database Management** page, click on the **Backup** button next to the Backup tab.
3. Click **Backup** again to confirm you wish to make a backup.



This automatically downloads a **tar** file backup to your default download location.

Backup the SNMP plug-in

4. If you have the SNMP plug-in installed, log on locally to the **Vista Manager EX Server** on your Windows device.
5. **Stop** the SNMP server services using the shortcut or by running the following command line:
"<Vista Install Path>\Plugins\AT-SNMP\NetManager\bin\svrcmd.bat" svrstop
6. Run the backup utility by using the shortcut or by running the following command line.
"<Vista Install Path>\Plugins\AT-SNMP\NetManager\bin\SMBBackup.exe"
Follow the instructions on the screen.

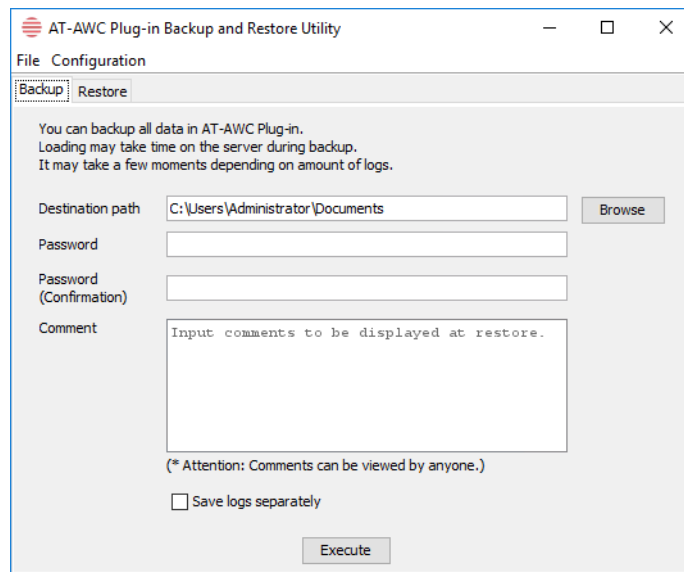
Backup the AWC plug-in

7. If you have the AWC plug-in installed then log on locally to the Vista Manager EX server.
8. Stop the AWC server services using the shortcut or by running the following command line.

"<Vista Install Path>\Plugins\AT-AWC\root\stopserver.bat"

9. Run the backup/restore utility by using the shortcut or running the following command line.

"<Vista Install Path>\Plugins\AT-AWC\tools\maintenance\maintenance.bat"



10. Select the backup tab and follow the instructions on the screen.

Note: The default location of <Vista Install Path> is **C:\Program Files (x86)\Allied Telesis\AT-Vista Manager EX**

Uninstall the existing version

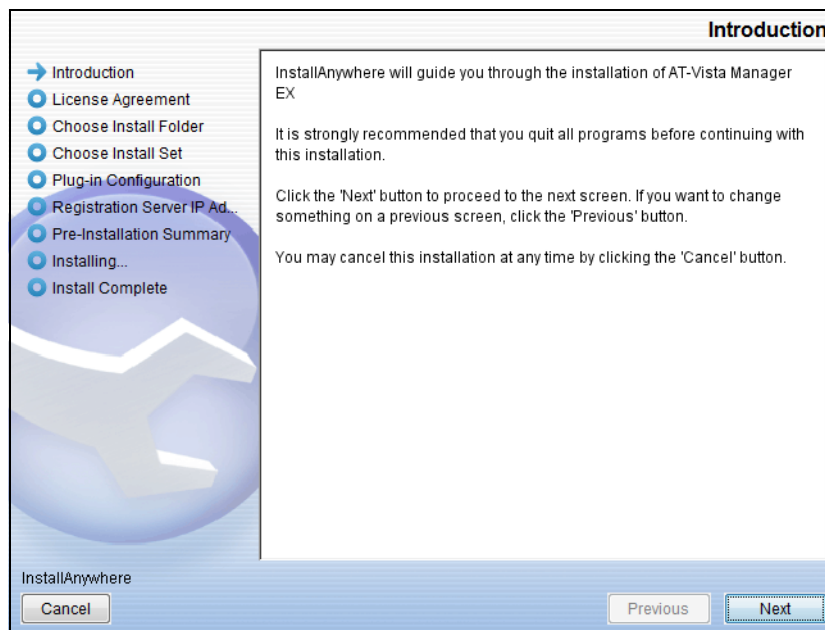
1. Log on to your Windows device as the same user as when installing.
2. Stop the server. Select **AT-Vista Manager EX** and then **AT-Vista Manager EX - Stop Server** from the Windows menu.
3. From the Windows menu, select **AT-Vista Manager EX** then **AT-Vista Manager EX - Uninstall**.
4. The AT-Vista Manager EX uninstaller starts.
5. Click the **Uninstall** button to uninstall.
6. If a dialogue box prompting you to restart the system is displayed, select **Restart the system** or **Restart later** and click the **Finish** button.
7. Delete the installation folder. The default installation folder is:
C:\Program Files (x86)\Allied Telesis\AT-Vista Manager EX
8. Reboot the system.

Install the new version

1. From your Windows device, execute the Vista Manager EX installation program 'atvmexXXXbXXw.exe'.

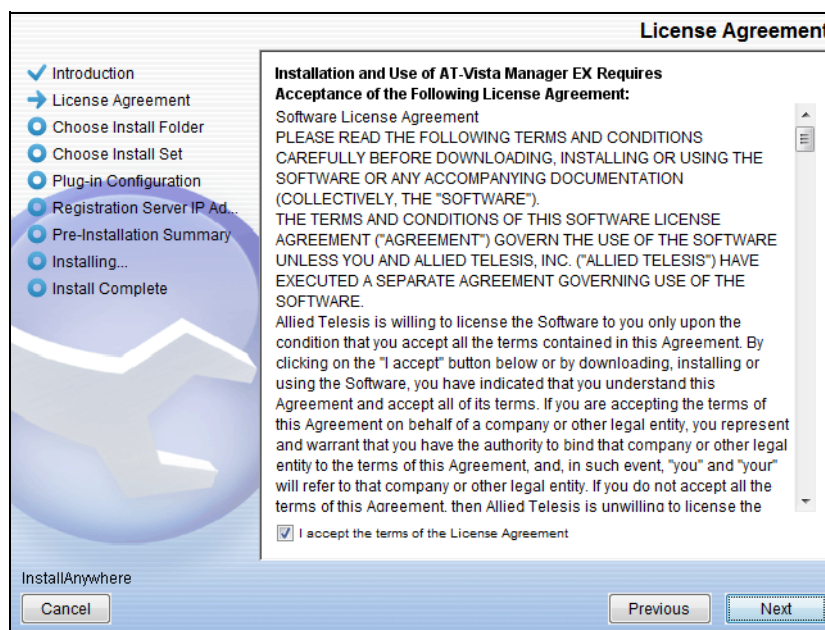
Note: You must have administrator privileges to run the installer.

2. The **Introduction** dialog displays:



This wizard will guide you through the installation of the latest version of Vista Manager EX. Click **Next**.

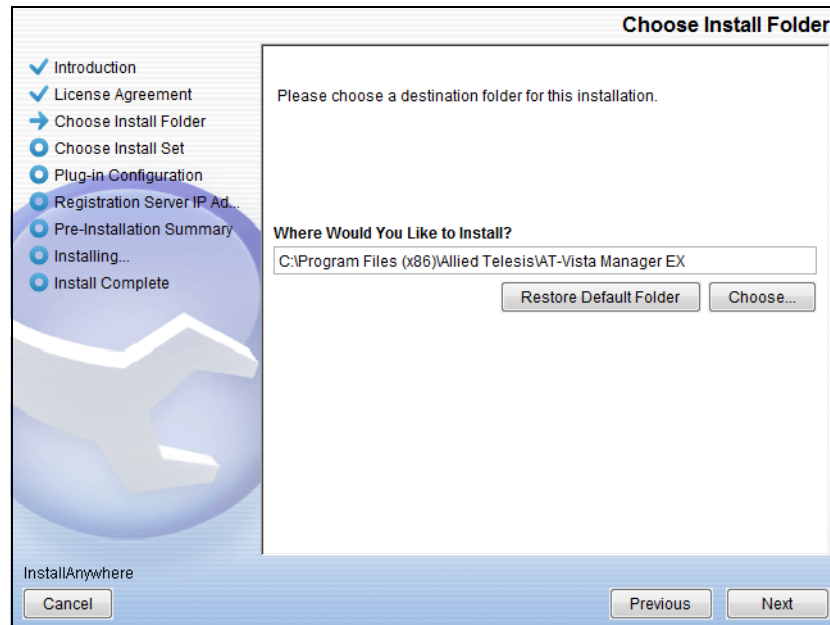
3. The **License Agreement** dialog displays:



Read the software license agreement terms and conditions. If you agree to accept the terms of the license agreement:

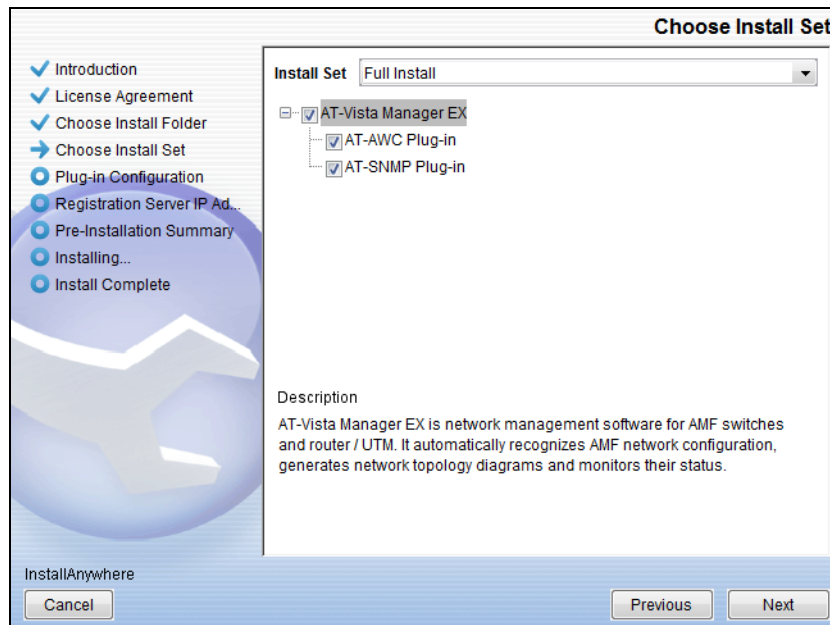
- Click **I accept the terms of the License Agreement**
- Click **Next**

4. The **Choose Install Folder** dialog displays:



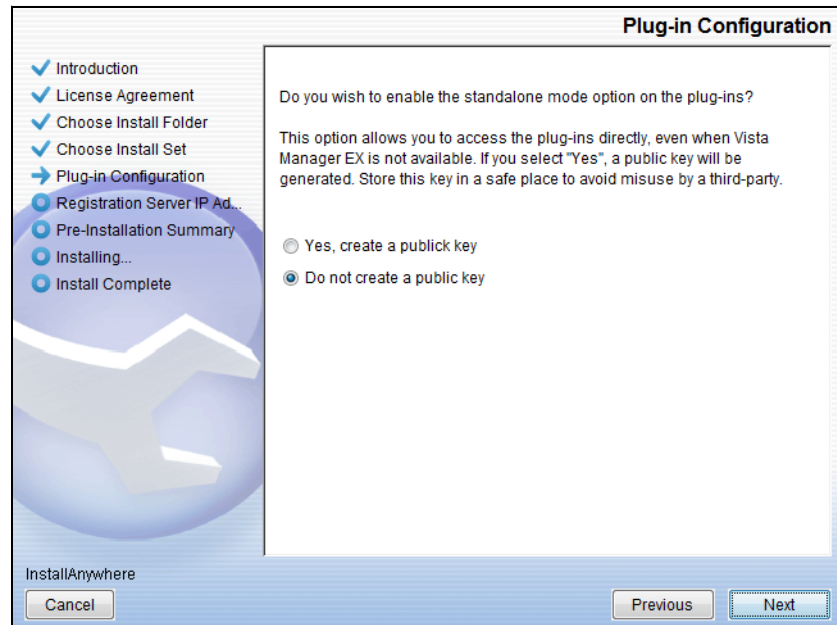
Select a destination location and click **Next**.

5. The **Choose Install Set** dialog displays:



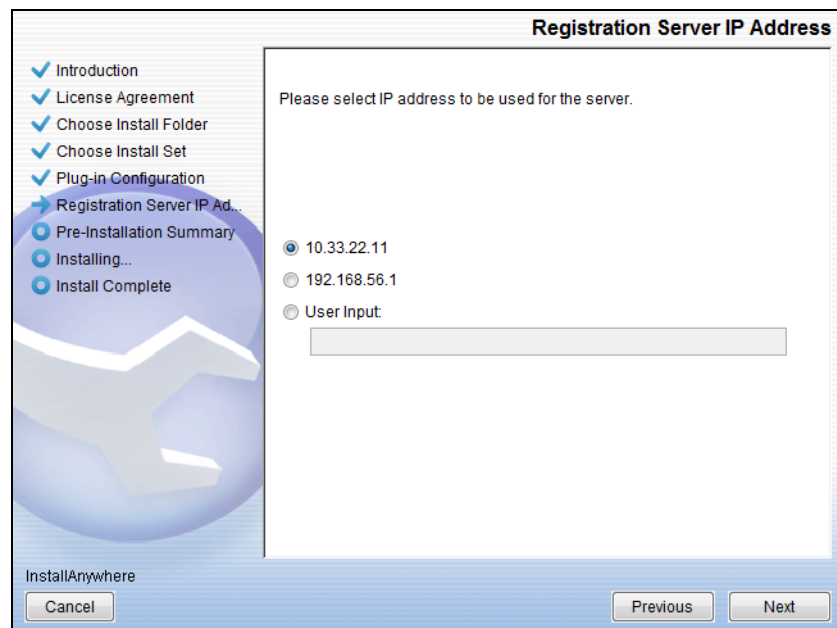
Select **Full Install** from the drop down list. By default all plug-ins are selected. Clear the check box for any plug-ins you do not wish to install. Click **Next**.

6. The **Plug-In Configuration** dialog displays:



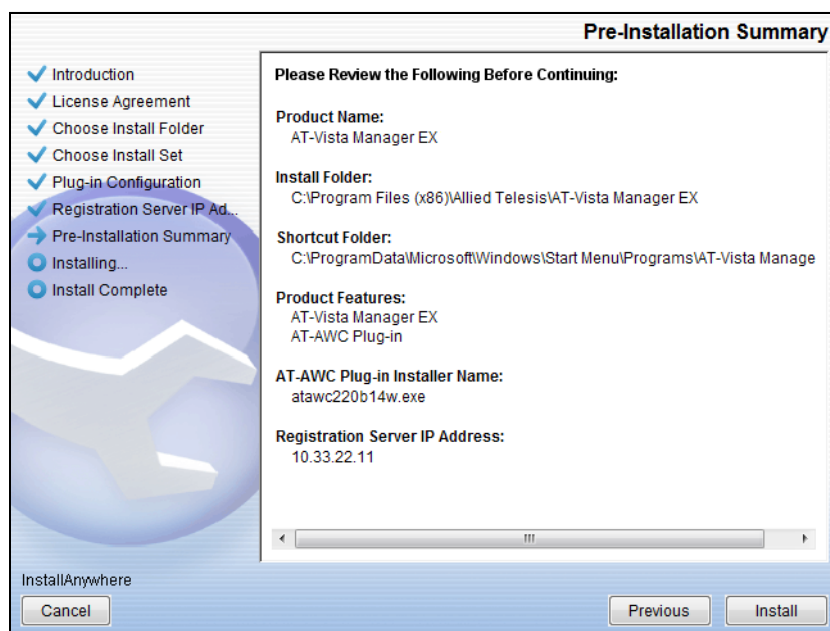
Select **Do not create a public key** unless you are intending to use the plug-ins in standalone mode. For more information on standalone mode, refer to the Installation Guide. Click **Next**.

7. The **Registration Server IP Address** dialog displays:



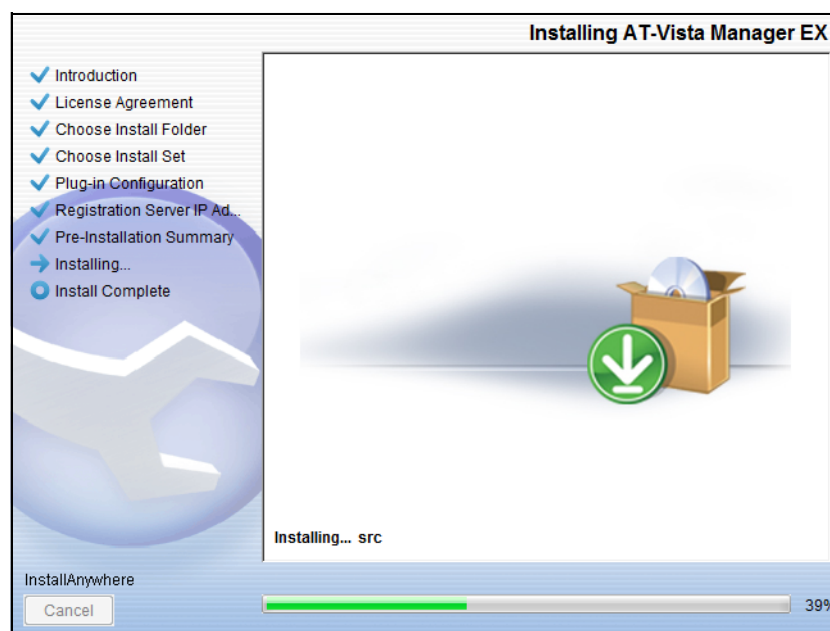
Either select from the list of IP addresses already configured on the Windows machine, or input a valid IP address. Click **Next**.

8. The **Pre-Installation Summary** dialog displays:

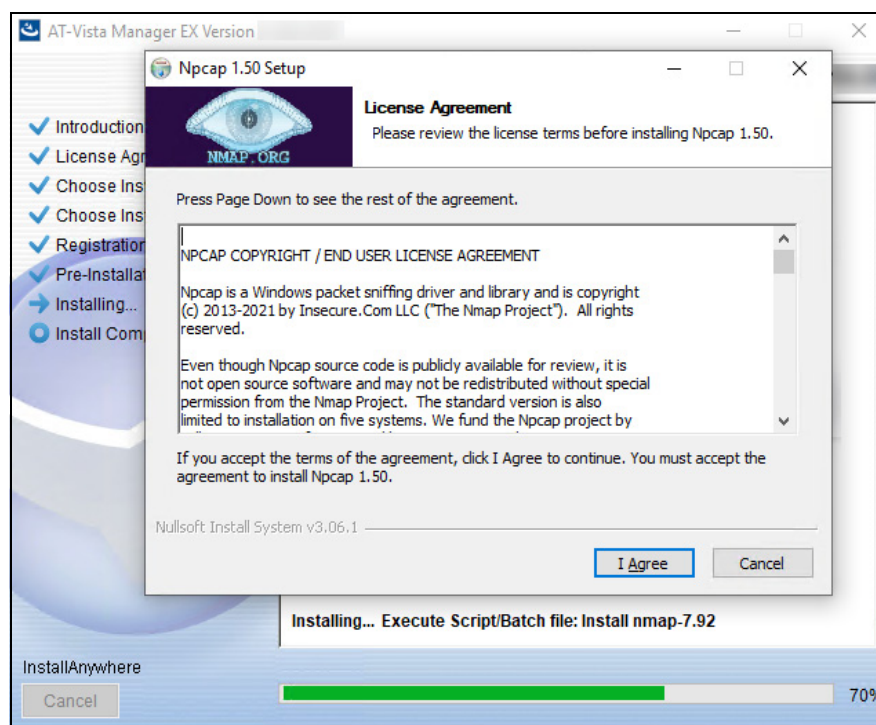


Check that your Product Name, Install Folder, Shortcut Folder, Product Features, Plug-in Installer Name and Registration IP Address are correct, and then click **Install**.

9. The **Installing...** dialog displays:

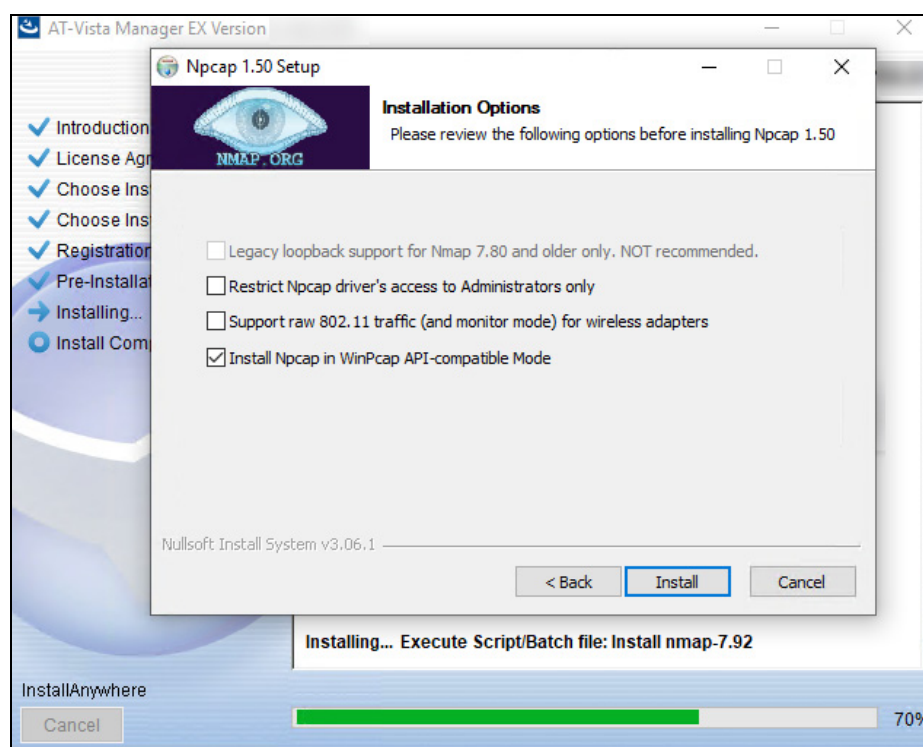


10. The NPCAP installer dialog appears.

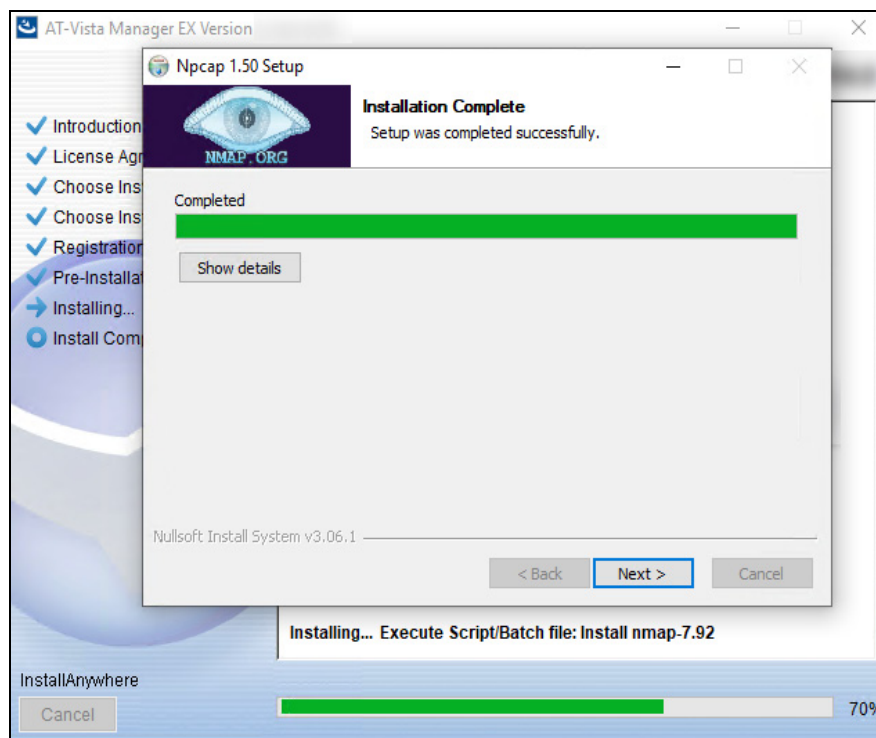


Click **I Agree** to proceed with the install.

11. Click **Install**.

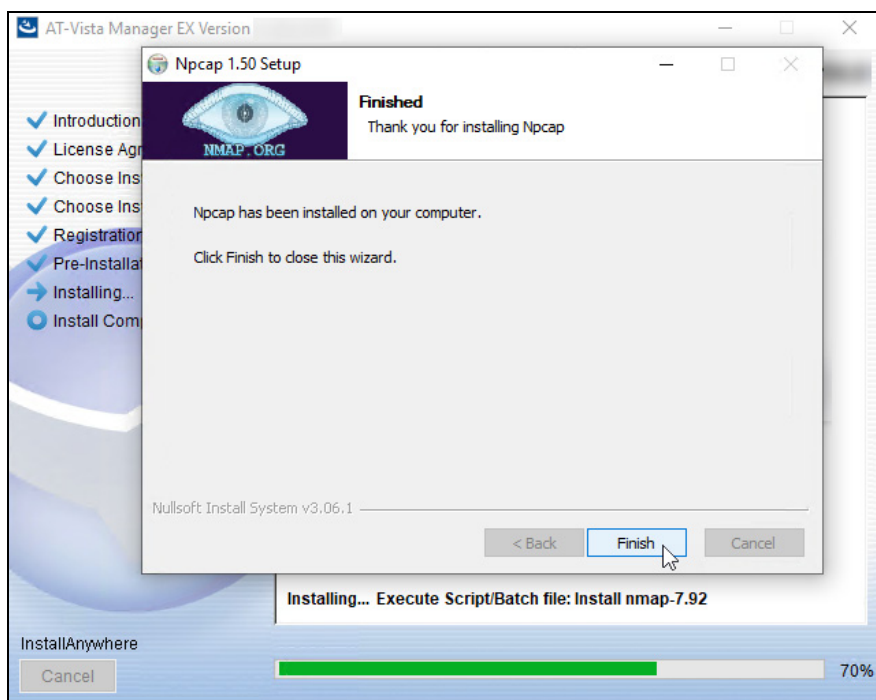


12. The Npcap install will install.



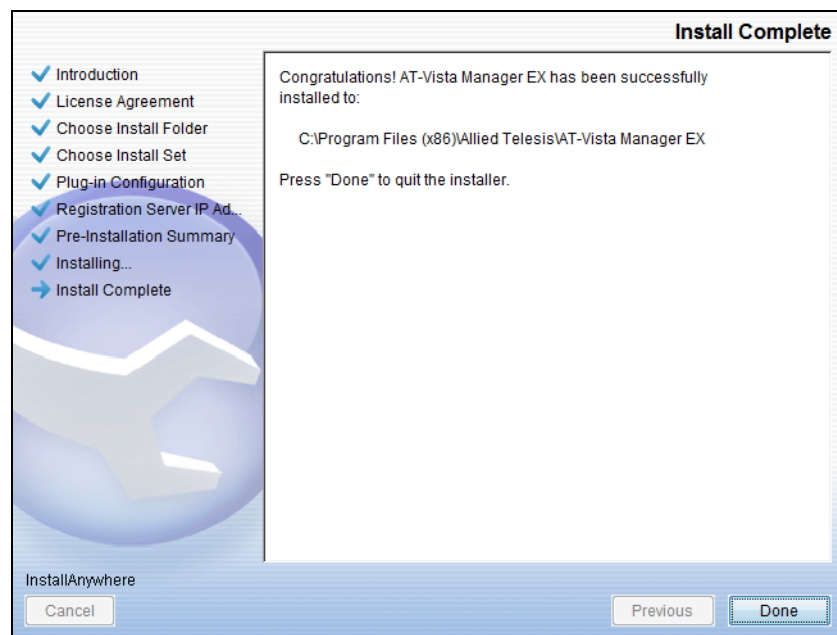
Click **Next**.

13. Click **Finish** to close the Npcap installer.



Vista Manager will resume the rest of the download.

14. Once the installation is complete you will see the **Install Complete** dialog:



Check that the installation has completed successfully and click **Done**.

Restore the Vista Manager database

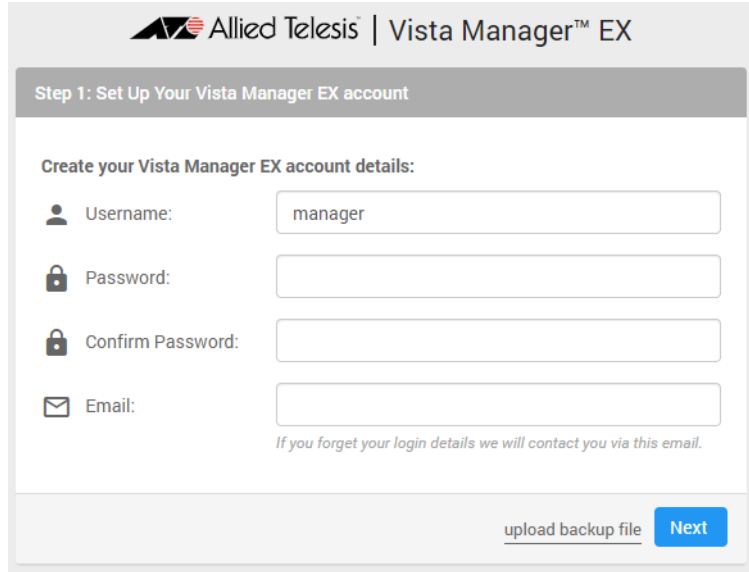
After the upgrade is complete, you need to restore the Vista Manager database. To do this, use the following procedure.

1. Login to Vista Manager.

The screenshot shows the 'Vista Manager EX Login' form. At the top, there is a header with the 'Allied Telesis' logo and the text 'Vista Manager™ EX'. Below the header, the title 'Vista Manager EX Login' is displayed. The form contains two input fields: 'Username:' and 'Password:'. Below the password field, there is a checkbox labeled 'Remember me' and a blue 'Login' button.

Enter the **Username** manager and the **Password** friend. Click Login.

2. Click on upload backup file.



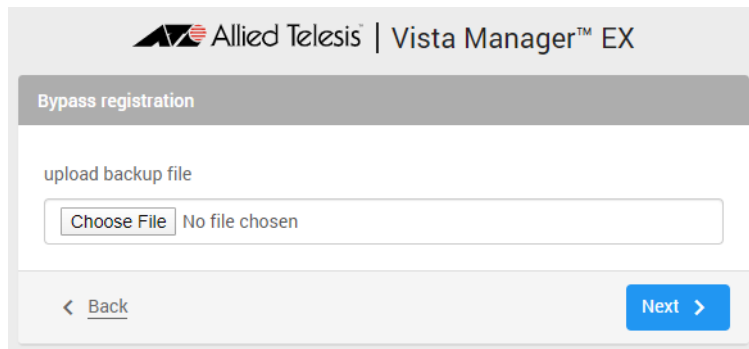
The screenshot shows the 'Allied Telesis | Vista Manager™ EX' interface. A header bar contains the logo and title. Below it, a grey bar reads 'Step 1: Set Up Your Vista Manager EX account'. The main area is titled 'Create your Vista Manager EX account details:' and contains four input fields: 'Username:' with the value 'manager', 'Password:', 'Confirm Password:', and 'Email:'. Each field has a corresponding icon (person, lock, lock, and envelope). Below the email field is a small note: 'If you forget your login details we will contact you via this email.' At the bottom right, there is a link 'upload backup file' and a blue 'Next' button.

Caution Your serial number and license information are part of your database backup. If you upload the backup file when upgrading, you will keep the same serial number, and your licensing will continue to work without interruption.

However, if you configure a new instance of Vista Manager EX, without uploading your backup, a new serial number will be generated, and your existing licensing will no longer work. You will need to contact Allied Telesis support to generate a new license.

Therefore, it is **STRONGLY** recommended that you upload your database backup to ensure your licensing keeps working.

3. Select the database backup to upload. Click on Choose File, and browse to your Vista Manager database backup. Click Next. The Vista Manager database will be restored.



The screenshot shows the 'Allied Telesis | Vista Manager™ EX' interface. A header bar contains the logo and title. Below it, a grey bar reads 'Bypass registration'. The main area is titled 'upload backup file' and contains a file selection interface with a 'Choose File' button and the text 'No file chosen'. At the bottom left, there is a '< Back' link, and at the bottom right, there is a blue 'Next >' button.

Restore the SNMP plug-in

4. If you have the SNMP plug-in installed then log on locally to the Vista Manager EX server.

5. Stop the SNMP server services using the shortcut or by running the following command line.

"<Vista Install Path>\Plugins\AT-SNMP\NetManager\bin\svr cmd.bat" svrstop

6. Run the restore utility by using the shortcut or by running the following command line.

"<Vista Install Path>\Plugins\AT-SNMP\NetManager\bin\SMRestore.exe"

Follow the instructions on the screen.

Restore the AWC plug-in

7. If you have the AWC plug-in installed then log on locally to the Vista Manager EX server.

8. Stop the AWC server services using the shortcut or by running the following command line.

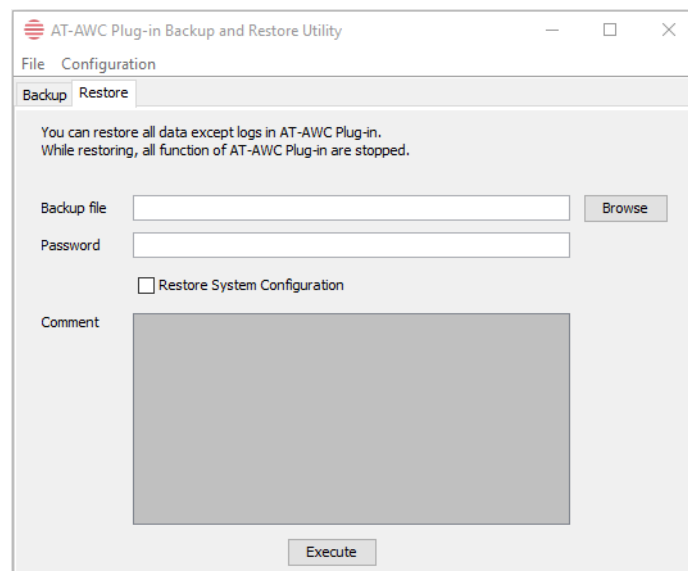
"<Vista Install Path>\Plugins\AT-AWC\root\stopserver.bat"

9. Run the backup/restore utility by using the shortcut or running the following command line.

"<Vista Install Path>\Plugins\AT-AWC\tools\maintenance\maintenance.bat"

10. Select the restore tab on the dialog and follow the instructions on the screen.

Note: By default, restoring the AWC database will not restore the system configuration. You can restore the system configuration by checking the Restore System Configuration checkbox in the backup/restore utility.



We recommend that you check the Restore System Configuration checkbox, as it will allow you to restore the following system configuration settings:

- Database Settings
 - « Maximum Memory Usage
- Data Retention Period Settings
 - « Associated Client History

-
- « Client Location Estimation History
 - « IDS Report History
 - Network Map Settings
 - « Wireless Client Update-Interval
 - Client Location Estimation History data

The system configuration contains settings that are tailored to the machine that created the backup. If you are restoring the backup on a different machine, particularly if that machine has a lower specification, it is recommended not to restore the system configuration.

Note: The default location of <Vista Install Path> is **C:\Program Files (x86)\Allied Telesis\AT-Vista Manager EX**

Upgrading Vista Manager on VST-APL

See the [Vista Manager Network Appliance \(VST-APL\) Release Note](#).

Upgrading Vista Manager on VST-VRT

See the [Vista Manager Virtual \(VST-VRT\) Release Note](#).

Troubleshooting

See the Troubleshooting chapter in the [Vista Manager EX User Guide](#).