

September 14, 2009

HyperIP Release 5.5.2 is a feature release variant from Release 5.5.1 that provides support for a smaller disk for VMware installations. HyperIP Release 5.5.2 is not a mandatory upgrade for HyperIP Release 5.5.1. It is available from Network Executive Software on CD media, or by download, and is available as a no-charge upgrade to HyperIP customers of record.

This release supports installation and operation on Network Executive Software supplied hardware appliances as well as under VMware ESX server systems.

#### FEATURES/ENHANCEMENTS ADDED WITH HyperIP RELEASE 5.5.2

The following items highlight new feature(s) or enhancement(s):

- 1) VMware installation can be installed in as little as 5GB of disk space.
- 2) Users now have the ability to view the software version installed on the alternate partition. This information is displayed in the Display Product Information on the Maintenance page.
- 3) Users now have the ability to set the following site tuning parameter:  
  
**usercvgapq** - When the receiving HyperIP is receiving duplicates at a rate consistent with the transmitting HyperIP's retransmits, this parameter should be turned on. The receiving HyperIP will then queue packets received out of order, then put them back in order to reduce the number of retransmits.
- 4) Display HyperIP State shows the number of configured and active intercepts and proxies (for all sites).
- 5) Intercepts can now be defined with a destination address on the same IP network (subnet).
- 6) All updates from HyperIP Release 5.5.1 are also included in this release:
  - Support for VMware ESX platform. The HyperIP serial number must be obtained from the virtual machine running HyperIP and then submitted to NetEx (support@netex.com) in order to obtain a license key for HyperIP optimization.
  - Enhancement for HyperIP sessions that are running over links where packets are delivered out of order (i.e. MPLS circuits).

## OPERATIONAL/PROCEDURAL IMPACT

The following items highlight any operational or procedural issue(s):

- 1) Any customers running Release 5.4.6 or earlier must upgrade via an upgrade kit (harddrive replacement) or via appliance exchange/refresh. Please contact Netex Support to order upgrade kit or arrange for exchange.
- 2) If you are upgrading from Release 5.5, you can request a CD. The CD contains a complete software version that is installed on the other partition of the hard drive, which is not currently running. Once installed, the new image can be subsequently started by selecting the other partition (and a configuration file) and rebooting the system. Once the new system is running it must be made permanent for it to run on subsequent reboots.
- 3) Default administrator (hipadmin) password is hipadmin. NetEx strongly recommends changing this password.
- 4) HyperIP Platform Serial Number is found on the Maintenance Page under Display Product Information and will be required when requesting the license key.
- 5) Because of current VMware ESX limitations, the documented usage of the USB port is not supported for VMware deployments and you must substitute alternative means for saving/restoring configurations, diagnostic dumps, etc.

## DOCUMENTATION UPDATES

Updated product documentation:

- \* HyperStart Guide 5.5.2
- \* HyperIP User Guide 5.5.2

Check for new versions of documentation at [www.netex.com](http://www.netex.com) by clicking on the 'Support' tab, then selecting 'HyperIP' under 'Products', then clicking on 'Docs' in the entry for this product release.

- Release Announcement
- HyperStart Guide (README)
- User Guide
- HyperFlash - latest updates & information
- SNMP MIB definition files
- NESi Products MIB
- HyperIP License MIB
- HyperIP MIB
- HyperIP Traps MIB
- MIB Structure

## RECENT UPDATES

Check for product updates at [www.netex.com](http://www.netex.com) by clicking on the 'Support' tab, then selecting 'HyperIP' under 'Products', then clicking on 'Updates' in the entry for this product release. If any updates are listed, follow the installation recommendations.

Refer to the updated HyperFlash at [www.netex.com](http://www.netex.com) by clicking on the 'Support' tab, then selecting 'HyperIP' under 'Products', then clicking on 'Docs' in the entry for this product release. HyperFlash contains late breaking news regarding this release. Please refer to all Release Announcements up to and including this one for added features and/or changes to the appliance which may affect procedures, support, or operations included in this release.

## DOWNLOAD PROCEDURE

If you are a customer of record and are currently running HyperIP Release 5.4.6 or earlier, you **MUST** order the upgrade kit by contacting Network Executive Software, Inc. Support.

If you are a customer of record and are currently running HyperIP Release 5.5, contact [support@netex.com](mailto:support@netex.com) to obtain download instructions. Be sure to identify your company name in the request, the product being requested (HyperIP), and contact information, including a name and telephone number.

If you are a customer of record and are currently running HyperIP Release 5.5.1, it is not necessary to upgrade to Release 5.5.2.

## CD MEDIA DISTRIBUTION

Alternatively, customers of record may request a CD distribution by sending an e-mail to [support@netex.com](mailto:support@netex.com). Be sure to identify your company name in the request, the product being requested (HyperIP), a shipping address, and contact information, including a name and telephone number.

## END OF SUPPORT

Consistent with our support policy:

Since this is not a mandatory upgrade from Release 5.5.1, there is no announced end of support date for Release 5.5.1 at this time.

Support for HyperIP Release 5.5 ended on August 1, 2009.

Support for HyperIP Release 5.4.6 ended on February 1, 2009.

Earlier releases are unsupported.

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