

**Oracle® Communications  
Tekelec Policy Management**

**Release Notice**

Release.10.4.0

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**ORACLE®**

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## Introduction

This release notice lists the Resolved and Known PRs for Policy Management Release 10.4.0.

Release Notices are distributed to customers with a new software release at the time of Product Availability. They are updated for each Maintenance Release.

## Upgrade Paths

10.4.0\_23.1.0 supports the following upgrade paths for C-Class blades

	<b>From</b>	<b>To</b>
<b>CMP</b>	10.4.0_11.1.0 [2/17/14 respin], or 6.4 migration to 10.4.23.1.0	10.4.0_23.1.0
<b>MPE</b>	10.4.0_9.1.0 [10/18/13 build delivered to SIT] or 6.4 migration to 10.4.23.1.0	10.4.0_23.1.0

## Load Lineup

This version of Policy Management 10.4.0\_23.1.0 includes:

Application Lineup

- CMP
- MPE

Platform Lineup

- TPD 6.0.2-80.35.0
- Comcol 6.1p165.9113

## PR Severity Definitions

The PR sections in this document refer to PR severity levels. Definitions of these levels can be found in the following publication:

TL 9000 Quality Management System Measurement Handbook

## Resolved PRs

**Table RN-1. NOTE: Table RN-1 Policy Management 10.4.0\_23.1.0 Resolved PRs**

PR #	CSR#	Severity	Title
231756	N/A	Enhancement	Changing Ethernet interface from auto-negotiate to manual not supported
234332	N/A	Minor	Critical Alarm 70025 the MySQL slave has a different schema version than the master
234406	N/A	Minor	Platcfg cluster file sync does not remove route from standby blade
234664	N/A	Major	OAM bond_0 failover behavior-Pulling both links on bond0 (OAM) does not result in failover
235448	N/A	Minor	Unable to resolve a hostname specified in NodeInfo table
235977	N/A	Enhancement	No user profile other than root can transfer saveLogs
236226	N/A	Major	OM Statistic Accuracy - <SessionCount> in <MessageProcessingStats>
236228	N/A	Minor	OM Statistic Accuracy - <PolicyFailCount> in <MessageProcessingStats>
236229	N/A	Minor	OM Statistic Accuracy - <MaxBandwidthDownstream> in <NetworkElementStats>
236230	N/A	Minor	OM Statistic Accuracy - <PeakTransactionRate> in <MessageProcessingStats>
236231	N/A	Minor	OM Statistic Accuracy - <AbnormalDisconnectCount> in <NetworkElementStats>
236295	N/A	Minor	"32312 Server Disk Space shortage" on CMP standby node during OmStat Collection [10.4.0_11.1.0 respin build]
236415	N/A	Major	Timeout to process OSSI request in tomcat.log
236653	N/A	Enhancement	Configuring System backup for remote archive does not allow saving 30 days worth of Backups
237863	N/A	Major	PCRF 10.4 orphaned bandwidth tracking after fail-over

## Customer Known PRs

**Table RN-2. Policy Management 10.4.0 Customer Known PRs**

PR#	Severity	Title	Customer impact	Component	Workaround
203996	3-Minor	No Event log entry for UI import XML Update Policy and Policy Template	Audit log will not record this event.	CMP	
228622	2-Major	[CMP trace log rotate] CMP trace log rotate mechanism work abnormal	This behavior does not result in loss of subact logs. Only second instance of log is created when log files are "rolled". Typically customer should not need access to subact logs.	Platform	
228674	3-Minor	[Platform OSHardening ] Core.B48, the permission of /etc/motd should be 644, not 400	There is no customer impact.	Platform	
229442	3-Minor	[Platform]Password configured in SNMP Setting don't be encrypted during replication from CMP to MPE	No system impact.	Platform	Need to modify COMCOL schema on every server in topology to use SOAP instead of 'A' for snmpCfg in table TableDef.
229865	3-Minor	[Alarm] The Alarm details of 31201 cannot be found	Minor impact to customer. Can use troubleshooting guide if needed.	Platform	Refer to the troubleshooting guide to take a look at that alarm id info
230101	3-Minor	[SNMP]The servers memory is almost used out but no alarm 31116 & 31122 generated	Gen8 server uses 64 GB Mem on MPE and 128 GB Memory on CMP. There is large amount of memory compared to 6.4 systems.	Platform	
230241	3-Minor	snmpwalk always get no variables response once when snmpwalk with V3 command but V2 Community Name	Unless customer tests forced error scenario, no impact to customer.	Platform	
230251	3-Minor	When SNMPv3 Username is up to 32 characters, snmpwalk on manager get failure.	Likely no impact to customer unless a 32 character user name is used instead of 31 characters (or less) for username in SNMP v3	Platform	
230389	3-Minor	[Alarms] Too much alarm 31294(HA Resource registration status) generated	Customer Impact minimal as event will stop after intial configuration is complete.	Platform	
230475	3-Minor	When SNMP v3 is configured as username with up to 30 characters and password with up to 64 characters, snmp process died	Customer could have impact if using SNMP v3 with long user names. Fixed in Comcol 6.2p101.8453.	Platform	
231667	2-Major	[Auto SaveStats] The size of savelogs is 0 when kill the critical process	Believed to be invalid test result from previous version. In 10.4 savestates are written to /var/camiant/savelog which has very large available space for savestate logs.	Platform	Executing the steps as follow again: 1. Use command "pidof java" find the critical process IDs for the qp_procmgr. 2. Then use command "kill -9 number_pid" to kill one of it. 3. The qp_procmgr will restart and the savestats will save automatically 4. Check the savelogs will be saved at /var/TKLC/log/savelogs/. Or you can get relate info. from system .
231735	3-Minor	[migration]after migrate a scale mpe from 6.4 to 10.4, reset counters for vod statistic did not reset all counters	Customer impact is minimal. Workaround, if encountered, can be performed if needed.	MPE	execute 'service qp_procmgr restart' on every MPE blade will correct the issue.

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231778	2-Major	[CMP failover] It occurs CMP failover on longevity testing	Should system restore be attempted on CMP, this could cause failover of CMP cluster which is not service impacting.	Platform	Don't execute systembackup task on the CMP node.
231932	3-Minor	OM stats query ConnectedNetworkElementStats did not collect the GX and vod counters	Workaround is to use rcmgr. Only applies to Mx connected network elements.	CMP	The MX connected network element stats can be queried from target MPE's rcmgr.
232005	3-Minor	[Platform alarm] It occurs alarm 32333 "HP hpacucliStatus utility problem " on MPE179 on longevity testing	Intermittent alarm misreported by HP cucliStatus utility problem. Underlying system is in tact. Alarm clears on its own in about ten mins.	Platform	
232169	3-Minor	[Platform Alarm] MPE raised the alarm 31100 "Unable to resolve a hostname specified in the NodeInfo table"	Issue is related to Geo-Redundancy. This feature not being used by this customer.	Platform	We can set different MPE clusters in different sites in NodeInfo table after modifying SiteInfo table.
232411	2-Major	[Platform] Error occurred when firewall configuration rules modified and saved repeatedly	Minimal impact. Occurs only on fast repetition of add or delete rule. Need to give system time and try again.	Platform	
232527	2-Major	[Platform CMP failover] It occurs CMP failover when add the MPE cluster on topology setting	Impact is CMP failover limited to addition of large number of MPEs clusters in CMP topology. Customer not expected to add more than 15 MPE clusters in topology.	Platform	Once CMP enters the failover condition, to clear the condition is to perform these steps on both CMPs. Start with the Standby followed by the Active. 1. prod.dbdown - This step must execute without error in order to move on to the next step 2. rm -rf \$DB/UpdateLog 3. prod.start  Before adding MPE to topology, set one CMP blade as 'force-standby' can help too.
232616	3-Minor	10.4CMP GUI webpage can not be opened after fresh install	Minimal. Not likely to occur as issue is rarely seen, would only be seen during installation, not production and has readily available work around.	CMP	'service qp_procmgr restart'
232658	3-Minor	Change the path associated NE's order cause CMP camiant.db.DbException	Not an applicable scenario in customer network at this time.	CMP	Up/down single selected NE during modifying Path.
232660	3-Minor	Delete a non existed path cause CMP NullPointerException	Negative test case. Should be no impact to customer unless trying to remove non-existent path.	CMP	
232662	3-Minor	Unexpected prompt [ No Search results for Account ID: ] after delete an account	Customer uses OSS interface in production to provision subscriber accounts. Impact is minimal and likely limited to lab testing. If prompt is encountered in lab, correct delete behavior of delete execution can be verified in the case unexpected prompt is encountered.	CMP	
232663	3-Minor	Diameter currently active sessions is not consistent with real network condition if remove MX from CMP	Test Scenario as written should have no impact to customer	MPE	execute 'service qp_procmgr restart' will clean up.
233073	3-Minor	[Audit Log] the description is wrong when do Manual ERX Sync	Does not impact functionality. Text in user log when Manual sync of ERX is initiated shows user initiated VoD synchronization.	CMP	
233124	3-Minor	time range can not be cleared after audit log search in R10.4 CMP	This impact is minor, and Customer can adjust that time range or Re-click search from Audit Log menu item.	CMP	Re-click search from Audit Log menu item.

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233220	3-Minor	[CMP]Policy Conditons can use Or operation when double clicking the file icon	Will not impact existing policy rules which be imported. Will not impact new policy rules unless clicking on file icon which is not usual or only method. Policy can be created correctly.	CMP	Re-tag the Or by double click.
233331	3-Minor	[CMP]Policy name or template name shoul limit the string length on GUI	No customer impact unless policy name exceeding 255 characters is input.	CMP	
228674	3-Minor	[Platform OSHardening ] Core.B48, the permission of /etc/motd should be 644, not 400	There is no customer impact.	Platform	N/A
230469	2-Major	VOD latency exceed 2s when do save states under 100% load	A very few VOD transactions' response latency might exceed 2 seconds (up to 3 secs) when saving state log is being performed.	MPE	N/A
238088	3-Minor	[platform coredump] It occurs core dump when add MPE cluster to topology	No impact to customer.	Platform	N/A
238222	2-Major	[MPE failvoer] The MPE occurs failover when add another MPE to topology, the issue occurrence ratio is 10%	This issue will only present for new additions of MPE clusters to the topolgy when Sig-A ip address is modified. If Sig-A is already modified during intial configuration, before migration, issue should not be encountered in production. Failover of MPE clusters is supported in any event.	Platform	Configure Sig-A ip address to be used during 6.4 MPE migration, prior to migration (i.e. during initial configuration).
238443	3-Minor	[CMP]Cluster state is shown as "No data" and no definition in FD007796 document	When a server is offline for an extended period of time, the reports tab of the CMP GUI will transition to "no data" for this server, recognizing that no data can be pulled from the offline server. This is expected behavior.	CMP	N/A
238752	3-Minor	[OMStates]Peerdown counter is always 0 by using "Show counter DiameterPCEF" in rcmgr	Should be no customer impact as this counter is not believed to be collected during customer OmStat collection.	MPE	N/A

## Oracle Tekelec References and Services

### Customer Care Center

The Oracle Tekelec Customer Care Center is your initial point of contact for all product support needs. A representative takes your call or email, creates a Customer Service Request (CSR) and directs your requests to the Tekelec Technical Assistance Center (TAC). Each CSR includes an individual tracking number. Together with TAC Engineers, the representative will help you resolve your request.

The Customer Care Center is available 24 hours a day, 7 days a week, 365 days a year, and is linked to TAC Engineers around the globe.

Oracle Tekelec TAC Engineers are available to provide solutions to your technical questions and issues 7 days a week, 24 hours a day. After a CSR is issued, the TAC Engineer determines the classification of the trouble. If a critical problem exists, emergency procedures are initiated. If the problem is not critical, normal support procedures apply. A primary Technical Engineer is assigned to work on the CSR and provide a solution to the problem. The CSR is closed when the problem is resolved.

Technical Assistance Centers are located around the globe in the following locations:

#### **Tekelec - Global**

Email (All Regions): [support@tekelec.com](mailto:support@tekelec.com)

#### **USA and Canada**

##### Phone:

1-888-FOR-TKLC or 1-888-367-8552 (toll-free, within continental USA and Canada)

1-919-460-2150 (outside continental USA and Canada)

##### TAC Regional Support Office Hours:

8:00 a.m. through 5:00 p.m. (GMT minus 5 hours), Monday through Friday, excluding holidays

### Emergency Response

In the event of a critical service situation, emergency response is offered by the Oracle Tekelec Customer Care Center 24 hours a day, 7 days a week. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with the Customer Care Center.

### Customer Training

Tekelec offers a variety of technical training courses designed to provide the knowledge and experience required to properly provision, administer, operate, and maintain Tekelec products. To enroll in any of the courses or for schedule information, contact the Tekelec Training Center at (919) 460-3064 or E-mail [training@tekelec.com](mailto:training@tekelec.com).

A complete list and schedule of open enrollment can be found at [www.tekelec.com](http://www.tekelec.com).