

**Oracle® Communications
LSMS**

Release Notes

Release 13.2

E76236 Revision 3

October 2017

Oracle Communications LSMS Release Notes, Release 13.2

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Chapter 1

Introduction

This Release Notes includes Feature Descriptions, Media and Documentation pack contents, Product Compatibility and identifies the supported Upgrade Path and Migration Paths (if applicable). This document also includes listings of both the Resolved and Known Bugs for this Release. Directions for accessing key Oracle sites and Services are also identified in the *Oracle References and Services* chapter.

Release Notes are included in the Documentation Pack made available with every Software Release.

Chapter 2

Feature Descriptions

Topics:

- *64-Bit Application8*
- *504 Million LNP Entries8*
- *SNMP v3 support for LSMS alarm feed9*
- *Enhancement Bugs.....9*

This release delivers the following features:

- *64-Bit Application*
- *504 Million LNP Entries*
- *SNMP v3 support for LSMS alarm feed*

64-Bit Application

For TPD 7.0.x support, the LSMS Application is moved from a 32-bit to a 64-bit platform.

See "Understanding the LSMS Network" section in *Configuration Guide* for more information on copying the licenses for LSMS setups.

Customers will need to request the new 64-bit 3rd party license by completing the steps in the following section.

Requesting 64-Bit 3rd Party License

To request the new 3rd party license for LSMS 13.2, perform the following steps:

1. Go to <http://www.oracle.com/us/support/licensecodes/index.html>.
2. In the **License Codes Support** box on the right side of the screen, click **Request License Codes**.
3. Complete the form.

For product name, enter "**LSMS 13.2**".

For new orders, enter your Oracle Sales Order Number. If upgrading, enter the Support Identifier Number or Support Contract Number associated with this entitlement.

Under **How can we help you?**, enter "**Request for 64-bit LSMS 3rd party license.**"

4. Click **Submit Request**.

Please allow 24-48 hours for your request to be processed.

504 Million LNP Entries

This feature increases the capacity from 384 Million to 504 Million Telephone Number (TN) or Number Pool Block (NPB) records. This feature also removes incremental capacity control in LSMS. This feature only increases the TN count.

The maximum allowed count for all other data types remains unchanged:

Table 1: Max Data

| Value | LNP 384M Solution | LNP 504M Solution |
|--------|-------------------|-------------------|
| TN | 384,000,000 | 504,000,000 |
| NpaNxx | 350,000 | 350,000 |
| Lrn | 200,000 | 200,000 |
| Mr | 2,000,000 | 2,000,000 |
| LrnMr | 2,000,000 | 2,000,000 |
| OGTT | 200,000 | 200,000 |

The default system capacity is 120M. The user is be able to configure the system capacity to 504M by setting the `MAX_RECORDS` feature value to 504.

See *Configuration Guide* for more information on configuring quantity keys.

Hardware Requirements

This feature is supported on the OC EAGLE Application B Card (E5-APP-B) with 480 GB HDD only.

SNMP v3 support for LSMS alarm feed

With the implementation of this feature, LSMS supports SNMPv3 security enhancement and user/group management, alarm synchronization with EMS, and traps tailored for SNMPv3. LSMS will interact with the Oracle Communications EAGLE Element Management System (OCEEMS) or other Network Management Systems (NMS) in the SNMP interface to send traps in SNMPv3 as well as SNMPv1 mode.

The three supported SNMP global modes include:

1. SNMP v1 Only Mode
2. SNMP v3 Only Mode
3. Both SNMP v1 and v3 Mode

Note: SNMP v3 Only Mode is recommended and enabled by default for new installations.

Additional enhancements include:

- Configuration of NMS (including EMS) with various parameters from the `lsmsmgr` menu.
- A new Varbind named "sourceIp" to detail the IP address of the server sending the v3 traps.
- Alarm resynchronization between LSMS and NMS:
 - Support for SNMP GET and SET of MIB element "resyncVar".
- SNMP v3 security model support:
 - SNMP v3 views (Read/Write for LSMS MIB variables), groups, and users management.

Refer to *Configuration Guide* for SNMP v3 configuration.

Enhancement Bugs

LSMS 13.2 supports the following enhancement Bugs:

Table 2: LSMS 13.2 Enhancement Bugs

| Bug # and Title | Description |
|--|---|
| 20326160 Remove LSMS incremental capacity control | Removes capacity control from the LSMS product suite. |

| Bug # and Title | Description |
|--|---|
| 20714561 LSMS Integration with mainstream TPD as supported on the E5-APP-B card | The operating platform for LSMS is upgraded from TPD 5.5.x on CentOS 5 to TPD 7.0.x on Oracle Linux with the LSMS 13.2 Release. |
| 20772436 Upgrade LSMS Query Server to ensure full compatibility with LSMS 13.2 | The LSMS Query Server is fully compatible with LSMS 13.2. |
| 23034386 LSMS Query Server Support for Solaris 10 and 11 | The LSMS Query Server 13.2 supports both Solaris 10 and 11. |
| 23040898 LSMS Query Server 13.2 Minimum Platform Requirements | The minimum disk space (in a partition containing <code>/usr/mysql/</code>) required for LSMS 13.2 is 125G. |

Chapter 3

Media and Documentation

Topics:

- [Media Pack.....12](#)
- [Documentation Pack.....12](#)

Oracle Communications software is available for electronic download on the Oracle Software Delivery Cloud (OSDC). Documentation is delivered electronically on the Oracle Technology Network (OTN). Both the software Media Pack and the Documentation Pack are listed in this chapter.

Media Pack

All components available for download from the Oracle Software Delivery Cloud (<https://edelivery.oracle.com/>) are in *Table 3: Media Pack Contents*.

Note: This list is accurate at the time of release, but is subject to change. Please view the Oracle Software Delivery Cloud site for the latest information.

Table 3: Media Pack Contents

| |
|--|
| Name |
| Oracle Communications LSMS (13.2.1.0.0-132.23.0) |
| Oracle Communications LSMS Query Server (13.2.1.0.0-132.19.0) |
| Oracle Communications LSMS (13.2.0.0.1-132.15.0) |
| Oracle Communications LSMS (13.2.0.0.0-132.14.0) |
| Oracle Communications LSMS Query Server (13.2.0.0.0-132.12.0) |
| Oracle Communications Tekelec Platform Distribution 7.0.3-86.40.0 - 64-bit |

Documentation Pack

All documents available for download from the Oracle Technology Network (OTN) site (<http://docs.oracle.com>) are listed in *Table 4: Documentation Pack Contents*.

Note: This list is accurate at the time of release but is subject to change. See *Oracle Help Center* for all available documents.

Table 4: Documentation Pack Contents

| |
|--|
| Core LSMS Documentation |
| <i>Release Notes</i> |
| <i>Configuration Guide</i> |
| <i>Database Administrator's Guide</i> |
| <i>Administration and LNP Feature Activation Guide</i> |
| <i>Security Guide</i> |
| <i>Full Upgrade Guide</i> |
| <i>Incremental Software Upgrade/Installation Guide</i> |
| <i>LNP Database Synchronization User's Guide</i> |
| LSMS Query Server Documentation |

| |
|---|
| <i>LSMS Query Server Installation and Upgrade Guide</i> |
| <i>LSMS Query Server Security Guide</i> |
| <i>LSMS Query Server Licensing Information Reference</i> |
| Hardware, Installation, and Maintenance Documentation |
| <i>Alarms and Maintenance Guide</i> |
| <i>EAGLE Application B Card Hardware and Installation Guide</i> |
| Reference Documentation |
| <i>LSMS Licensing Information User's Guide</i> |

Chapter 4

Upgrade Paths

Topics:

- [Upgrade Paths.....15](#)

This chapter contains the possible full upgrade paths to LSMS 13.2. Please verify that your current installed release is listed on a valid upgrade path.

Upgrade Paths

The possible full upgrade paths to LSMS 13.2 are listed in the following table:

Table 5: LSMS 13.2 Full Upgrade Paths

| From | To |
|-------------------|-------------------|
| LSMS Release 13.0 | LSMS Release 13.2 |
| LSMS Release 13.1 | LSMS Release 13.2 |

Chapter 5

Product Compatibility

Topics:

- [Product Compatibility.....17](#)
- [LSMS Query Server Compatibility.....17](#)

This section shows release-specific compatibility with other related products.

Product Compatibility

Table 6: LSMS 13.2 Compatibility with ELAP shows LSMS 13.2 compatibility with ELAP.

Table 6: LSMS 13.2 Compatibility with ELAP

| Product | Release | Compatibility |
|---------|---------|---------------|
| ELAP | <10.0 | NC |
| | 10.0 | PC |
| | 10.1 | FC |

Note: EAGLE should be upgraded to Release 46.5 before the OCEEMS is upgraded to Release 46.5. Partial compatibility is provided only in order to support the short period of time while the customer upgrades to a large network.

Legend:

- FC - Fully Compatible
- PC - Partially Compatible - Product combinations are functional but have not undergone complete regression testing. Some feature capabilities may not be fully functional or supported.
- NC - Not compatible

LSMS Query Server Compatibility

Table 7: LSMS 13.2 Compatibility with the LSMS Query Servers shows LSMS 13.2 compatibility with the LSMS Query Servers.

Table 7: LSMS 13.2 Compatibility with the LSMS Query Servers

| LSMS Query Server | Compatibility |
|-------------------|---------------|
| 12.0 | NC |
| 13.0 | NC |
| 13.1 | FC |
| 13.2 | FC |

Note: LSMS Query Server 13.2 requires the installation of Solaris 10 patch 119254-92 if running Solaris 10.

Legend:

- FC - Fully Compatible
- NC - Not Compatible

Chapter 6

Resolved and Known Bugs

Topics:

- *Severity Definitions.....19*
- *Resolved Bug Listing.....19*
- *Customer Known Bug Listing.....22*

This chapter lists the Resolved and Known Bugs for this release.

These bug lists are distributed to customers with a new software release at the time of General Availability (GA), and are updated for each Maintenance release.

Severity Definitions

The problem report sections in this document refer to Bug severity levels. Definitions of these levels can be found in the publication, *TL 9000 Quality Management System Measurement Handbook*.

Problem Report: A report from a customer or on behalf of the customer concerning a product or process defect requesting an investigation of the issue and a resolution to remove the cause. The report may be issued via any medium. Problem reports are systemic deficiencies with hardware, software, documentation, delivery, billing, invoicing, servicing or any other process involved with the acquisition, operation, or performance of a product. An incident reported simply to request help to bring back the service or functionality to normal without the intent to investigate and provide a resolution to the cause of the incident is not a problem report.

- **Critical:** Conditions that severely affect the primary functionality of the product and because of the business impact to the customer requires non-stop immediate corrective action, regardless of time of day or day of the week as viewed by a customer on discussion with the organization such as
 1. product inoperability (total or partial outage),
 2. a reduction in the capacity capability, that is, traffic/data handling capability, such that expected loads cannot be handled,
 3. any loss of emergency capability (for example, emergency 911 calls), or
 4. safety hazard or risk of security breach
- **Major:** Product is usable, but a condition exists that seriously degrades the product operation, maintenance or administration, etc., and requires attention during pre-defined standard hours to resolve the situation. The urgency is less than in critical situations because of a lesser immediate or impending effect on product performance, customers and the customer's operation and revenue such as
 1. reduction in product's capacity (but still able to handle the expected load),
 2. any loss of administrative or maintenance visibility of the product and/or diagnostic capability,
 3. repeated degradation of an essential component or function, or
 4. degradation of the product's ability to provide any required notification of malfunction
- **Minor:** Other problems of a lesser severity than 'critical' or 'major' such as conditions that have little or no impairment on the function of the system
- **Minor, No Loss of Service:** Oracle severity beyond what is defined by TL 9000.

The numbered severity levels in the tables below correspond to these definitions:

- 1 - Critical
- 2 - Major
- 3 - Minor
- 4 - Minor, No Loss of Service

Resolved Bug Listing

The tables in this section list bugs that are resolved in the following builds:

LSMS 13.2.1.0.0-132.23.0 and LSMS Query Server 13.2.1.0.0-132.19.0.

LSMS 13.2.0.0.1-132.15.0.

LSMS 13.2.0.0.0-132.14.0 and LSMS Query Server 13.2.0.0.0-132.12.0.

The Resolved Bugs table shows an impact statement for Severity 1 and 2 Bugs as well as for Severity 3 Bugs that are associated with a SR.

Note: Resolved bugs are sorted in ascending order by severity and then by bug number.

Table 8: LSMS Release 13.2.1.0.0-132.23.0 and LSMS Query Server 13.2.1.0.0-132.19.0 Resolved Bugs (October 2017)

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|---|---|
| 26126454 | Y | 2 | SR: startNode in Standby node needs provisioning to be stopped at the Active LSMS | Missing database entries occur without detection if the standby system is restarted while provisioning is active. |
| 26381849 | | 2 | Alternate SPID is not getting provisioned in SV | The Alternate SPID will not be provisioned even with the option enabled. |
| 23296626 | | 3 | LSMS13.2:ST:- command to check eth MAC address is not working | |
| 24376991 | Y | 3 | SR: NAS server is reaching 90% or greater capacity utilization under normal use | Configured backups may exceed the capacity of the NAS system depending on the database and log file sizes. |
| 25425629 | Y | 3 | SR: Unable to clear the Volume full alarm from lsmsec | An alarm reporting that the NAS volume is full will be displayed on the GUI even after the error condition is resolved. |
| 26033841 | | 3 | CDS RAMP: Minor platform alarms, DB Replication failed alarm in syscheck | |
| 26146252 | Y | 3 | SR: SERVDI creates backup in Standby Node even when run from the Active Node | The LNP Database Synchronization User's Guide does not mention that even though SERVDI is run from the Active LSMS, the SERVDI backup is taken from the Standby LSMS. |
| 26146466 | | 3 | SR: SERVDI should take backup from Active when Standby has missing data | |
| 24836333 | | 4 | Update HTTPS certificates (remove SHA-1) | |
| 25061945 | | 4 | HTTPS certificates should be using SHA-256 or SHA-512 | |
| 26175272 | | 4 | Update to TPD 7.4 | |

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|--|-----------------|
| 26178393 | | 4 | ELAP deletion from LSMS | |
| 26184140 | | 4 | Upgrade Mysql packages | |
| 26184152 | | 4 | Update third party packages | |
| 26280980 | | 4 | LSMSQS: Update MySQL | |
| 26324643 | | 4 | Update Security Guide For Certificate Generation Command | |
| 26395356 | | 4 | Update Install/Upgrade Document For Split Mirror Upgrade | |
| 26500525 | | 4 | LSMS 13.2 release notes missing Eagle compatibility matrix | |

Table 9: LSMS Release 13.2.0.0.1-13.2.15.0 Resolved Bugs (September 2016)

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|---|--|
| 24392864 | Y | 3 | Unable to add LRN override in LSMS for Small Networks with Cluster code 001 | The LRN override incorrectly prevents the cluster code of 1 being used for small network destinations. Manually setting the destination cluster to "1" in the GUI will fail. |

Table 10: LSMS Release 13.2.0.0.0-13.2.14.0 and LSMS Query Server 13.2.0.0.0-13.2.12.0 Resolved Bugs (August 2016)

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|---|-----------------|
| 19114529 | | 3 | [237733]LSMS_13.0: LQL queries should only be run from Active server | |
| 19303454 | | 3 | Connection with NPAC aborted by NPACAgent for internal failure | |
| 20926111 | | 3 | LSMS13.1_ST:Network Reconfiguration on single displaying segmented menu | |
| 20929444 | | 3 | LSMS13.1_ST: Getting error logs on /var/TKLC/log/platcfg in LSMS 13.1 | |
| 21047863 | | 3 | Device and OCEEMS timestamp are displayed same for LSMS | |
| 21103774 | | 3 | LSMS13.1: On LSMS Application installation is taking longer time | |
| 21476826 | | 3 | SR: db partition in LSMS 13.1 exceeds 90% very easily | |

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|---|-----------------|
| 19083578 | | 4 | [166070]LSMS12.0_SYSTEM_TEST:LSMS does not display required valid options when feature is activated | |
| 19112614 | | 4 | POR: [236256]* SNMPv3 support in LSMS | |
| 19114648 | | 4 | [237830]LNP Support for 504M entries | |
| 19115861 | | 4 | [238753]E5MS_46: Device time stamp value is incorrect in LSMS | |
| 20366447 | | 4 | During installation partition the entire disk | |
| 20432971 | | 4 | Build and run on TPD 7.x | |
| 20442122 | | 4 | Update NETech stack to 64bit | |
| 20836790 | | 4 | POR: Remove LSMS incremental capacity control | |
| 21104472 | | 4 | LSMS does not come up after restoring DB from NAS | |
| 22339740 | | 4 | LSMSQS: support Solaris 10 & 11 | |
| 23060402 | | 4 | LSMS is allowing duplicate EMS IPs | |
| 23321809 | | 4 | Upgrade Mysql to 5.6.31 | |
| 23562199 | | 4 | LSMS Query Server MySQL package upgrade to 5.6.31 | |

Customer Known Bug Listing

[Table 11: LSMS Release 13.2 Customer Known Bugs \(October 2017\)](#) lists known bugs in this release:

Table 11: LSMS Release 13.2 Customer Known Bugs (October 2017)

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|---|---|
| 19113052 | | 3 | [236583]Authentication is not present for Community string in SNMP feature | The Authentication string for the Community is not present in traps originating from the LSMS system. The missing community string is not needed by the E5-MS system, so no impact to monitoring via E5-MS is expected. |
| 19113227 | | 3 | [236713]LSMS server shows high utilization when we capture save logs from GUI | System speed during savelogs operation is reduced. |

| Bug # | SR | Sev | Title | Customer Impact |
|---------------------|----|-----|--|---|
| 19113239 | | 3 | [236723]Server has high CPU utilization when Servdi process initiated with delay | While servdi is in progress, some processes such as backup, bulkload and NPAC traffic might take longer to complete. |
| 19115017 | | 3 | [238107]Response file is not being generated while importing data on LSMS | Response files will not be created when the input exceeds 2GB. |
| 20755600 | | 3 | LSMS13.1_FT:Unstable behavior shown on loss of connectivity with heartbeat cable | When the heartbeat cables are removed from the LSMS server, the active server goes into ACTIVE "INHIBITED" and the standby server goes into STANDBY "INHIBITED" which is the expected behavior. This can be corrected using the hafailover --noinhibit command. |
| 20882218 | | 3 | LSMS13.1_FT: Issue while viewing logs when day is changed | The condition will arise if a time-consuming operation (e.g., bulkload, audit or servdi) is started just before midnight. The user will not be able to view the logs of the operation that just completed from the current GUI screen. The log file can be viewed using a vi editor if the pathname is known. |
| 20927580 | | 3 | LSMS13.1_ST: Not able to perform Backup on LSMS | Problem is simulated if a CPU-hogging process is started when a CPU-hogging process is already in progress. Customers should not start a SERVDI when a backup is in progress or vice versa. |
| 20947188 | | 3 | LSMS13.1_ST: Enhance filter is not getting disabled | If the ENHANCED_FILTERS feature is turned OFF then user is not able to switch to custom filter in EMS Routing, but they will not be able to switch back to the regional filter. If the user wants to disable the regional filters by disabling the ENHANCED_FILTERS feature, they should first move to Custom Filter routing. |
| 20963161 | | 3 | LSMS13.1_ST: View tab is in disable mode while accessing lsmsview user | View tab is disabled when doing the following: Login to LSMS GUI as lsmsadm user. Switch user to lsmsview, access the tab LSMS->Default GTT, and all the tabs including the "view" tab are disabled. |

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|--|---|
| 20963299 | | 3 | LSMS13.1_ST:-Reports GUI disabled when apply and cancel operated simultaneously | If apply and cancel are used close together, there will be an error for an invalid report. |
| 21088992 | | 3 | LSMS13.1_ST: Surveillance alarm not getting generated in case of manual backup | Failure of manual backup may not get logged. |
| 2114730 | | 3 | LSMS13.1:Error observed while doing network reconfiguration on LSMS 13.1 | May have to do initial setup again to get setup to work. |
| 21154664 | | 3 | LSMS13.1_ST:Mysql replication stops after restore. | User should only restore the backup on the same server the backup was done from to avoid this. |
| 21648163 | | 3 | LSMS13.2_504_FT: Already existing optional features are shown as not configured | No Impact to customer operations. |
| 23282276 | | 3 | LSMS13.2_ST:Alarms not getting cleared on LSMS. | Under certain conditions, the NAS space alarms may not be cleared. To manually remove the stale alarm, the command "alarmMgr --clear TKSPATMA20" should be executed. |
| 23321140 | | 3 | LSMS13.2_ST:Unable to delete or view report with same name but in different case | If two reports are created using the same name but with different upper and lower cases, the user can only select one of the reports to delete. The workaround is to open the report and then use the edit/delete functionality to remove the report. |
| 23568102 | | 3 | LSMS13.2_ST: Incorrect behavior on cancelling IDBF process | No impact to customer operations. |
| 23630619 | | 3 | LSMS13.2_ST:Discrepancy logs for NPB not being created | No impact to customer operations. |
| 23664768 | | 3 | LSMS13.2_ST:Automatic file transfer functionality not working | Automatic file transfer functionality is not transferring the files to the standby server. |
| 23664819 | | 3 | LSMS 13.2_ST: Core file observed when execute command of lql | The report generation may create a core file if executed with invalid values. |
| 23664987 | | 3 | LSMS13.2_ST: User is able to run spidsec feature via standby server | The spidsec command should only be executed from the primary server. |
| 23857010 | | 3 | LSMS13.2_ST: delresync not working appropriately. | If the resync data between the primary and slave/standby system exceeds the space for the mysql temporary tables, the synchronization process could be |

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|--|---|
| | | | | interrupted and an error message will be displayed. |
| 19113047 | | 4 | [236581]LSMS 13.0 : On LSMS GUI Java pop of "Invalid Session ID" is observed | Invalid ID is observed after closing the LSMS Java GUI and the browser is still open. There is no negative system impact. |
| 19113279 | | 4 | [236761]Server has high CPU utilization when bulkload is initiated on system | No impact to customer operation. |
| 19113503 | | 4 | [236923]Manual Re-sync under LNP Database Synchronization is not required | No negative system impact. An error message is already displayed that the operation is not supported with ELAP 10. |
| 19114097 | | 4 | [237387]MAX_USER feature should be applied to LSMS CLI users | No negative impact to customer operation. |
| 19114727 | | 4 | [237893]Data shown on CLI when creating SPID, GTT group & modifying EMS routing | No negative impact to customer operation. |
| 19114931 | | 4 | [238042]Warning is observed in queryserver.err log file present on Query Server | No negative impact to customer operation. |
| 19115095 | | 4 | [238178]Unwanted lines observed while initiating database snapshot on LSMS | No negative impact to customer operation. |
| 19115398 | | 4 | [238390]User is able to successfully reconcile using old reconcile files | No negative impact to customer operation. |
| 19115522 | | 4 | [238488]LSMS13.0_ST:Incorrect message displayed on importing SPID. | Incorrect response text generated. No impact to normal operations. |
| 19115528 | | 4 | [238492]LSMS13.0_ST: Error message is ambiguous on LSMS GUI for QS MySQL port | No impact to customer operations. |
| 19117125 | | 4 | [239733]LSMS13.0_ST:Warnings are observed when LSMS terminal left idle | Occasional undesired output present on idle terminal sessions. |
| 19117131 | | 4 | [239738]LSMS13.0_ST : EMS status varies between ACTIVE and STANDBY LSMS Server | Status not displayed on the standby server. |
| 19117132 | | 4 | [239740]Incorrect message displayed while modifying Default GTT and Override GTT | Additional popup box displayed upon saving/ updating. |
| 19117564 | | 4 | [240084]LSMS13.0_ST: After upgrading, Platcfg menu displays unwanted options | Options not applicable to system will be available on the menu. These options will not function and should be ignored. |

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|---|---|
| 19118605 | | 4 | [240919]LSMS13.0_ST:Switch over complete alarm is observed on LSMS GUI | An alarm is raised on GUI without any side effect. Should not be of much issue for the customer. |
| 19773240 | | 4 | LSMS13.0_ST:Backup of plat and plat-app gets stored at incorrect location | If customer is performing manual back up from the platcfg menu, it is possible to cause the backup to go to the wrong location by going through multiple menu options. To avoid this bug, if taking manual backup and selecting xml configs (lsmsdb.xml, lsmslogs.xml or plat.xml) other than the intended backup, exit the platcfg menu and select only the intended xml option. |
| 20605658 | | 4 | LSMS13.1_FT: Unexpected alarm observed on LSMS GUI | Incorrect error regarding switchover may occur when standby server is lost. |
| 20687182 | | 4 | LSMS13.1_FT: On LSMS GUI "show tool tip" option is not working on EMS icon | CLLI tool tip is not being displayed. The tool tip would show some help on the purpose/status of the CLLI. It should be present for the ease of use for the end user. |
| 20759901 | | 4 | LSMS13.1:Modify /View user level password time out window is not working properly | If there is only one user defined on the server and the width of the dialog box is decreased, the user is not visible. Increase the size of the dialog box to view the user. |
| 20776020 | | 4 | LSMS13.1_FT: Error message is displayed on clicking 'X' of delete dialog box | User will have to cancel the delete dialog box by clicking on the "No" button in the dialog box. |
| 20776072 | | 4 | LSMS13.1_FT: Using shortcut key 'p' the control shifts from primary to secondary | The End user cannot use shortcut key to open the Dialog Box. He has to use the GUI and Mouse or GUI and Arrow/Enter Key to open the required Dialog Box. |
| 2077716 | | 4 | LSMS13.1_FT: command class feature pop up is displayed at a very later stage | The error message is displayed after entering data. Customer wasted time entering data that will not be saved. No real impact. |
| 20812254 | | 4 | LSMS13.1_FT: Unexpected warnings are received on LSMS console | These messages do not have any negative impact on the working of LSMS. These messages are observed only on the Console terminal if kept open. |
| 20821180 | | 4 | LSMS13.1_FT: High CPU utilization while starting node on LSMS | At startNode, the LSMS has just started and no other operation can take place. |

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|--|---|
| | | | | High CPU utilization during startNode is not an issue. |
| 20850148 | | 4 | LSMS13.1_FT:Status displayed on active and standby server for non-existing ELAP | No impact. It is very doubtful that a customer will try to run a non-existing CLI from the command line. Running the command for a non-existing CLI does not do any harm. More meaningful error output would be helpful. |
| 20864902 | | 4 | LSMS13.1_FT: Switchover alarm is not observed on LSMS GUI | The switchover alarm is not generated upon loss of network connectivity to the primary server. The customer may not notice that switchover has occurred and therefore would not have an opportunity to address the network issue that caused the switchover. Note that the switchover itself is successful. |
| 20879211 | | 4 | LSMS13.1_FT:On fresh LSMS setup ,banner message about http/https is not observed | The HTTP/HTTPS banner message is not shown upon initial installation of the LSMS software. When there is a change to HTTPS options, the banner message will be shown. The command "httpConfig.pl status" can be used to display the HTTP/HTTPS status. |
| 20886553 | | 4 | LSMS13.1_FT: List of all files disappear if we try to delete non-existing file | The user should choose a file that is shown in the browser window. If a non-existing file is attempted to be opened, the file list that was shown earlier is removed. The user can close the current window and reopen the same window to see all the existing files in the browsed path again, and then choose an existing file. |
| 20901533 | | 4 | LSMS13.1_FT: lsmsSNMPagent failure observed while starting lsmsSNMP agent | A wrong message is logged once. The process starts properly. No impact to customer. |
| 20901571 | | 4 | LSMS13.1_FT:Unexpected lines pegged in backend.log | An extra line is logged creating a little confusion to the end user. |
| 20903716 | | 4 | LSMS13.1_FT: Recovery happens without enabling CANADA_SPID_RECOVERY feature | Some parts of the feature may work without it being enabled. |
| 20929139 | | 4 | LSMS13.1_ST: mysql core is observed on lsms13.1 | No known issue at this time. |
| 20929532 | | 4 | LSMS13.1_ST: "Exit" is not displaying properly for Configure Hosts-->Edit path | The Exit option is visible in a normal PuTTY window. It is also visible in a |

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|---|--|
| | | | | smaller window up to a limit. The user can open a normal-sized PuTTY/xterm window and everything works fine. No customer impact. |
| 20947789 | | 4 | LSMS13.1_ST: Command "lsmsdb -c adduser -u <username>" is not appropriate | The parameters for account expiration date and maximum number of days between logins will result in the user's account being declared invalid at the earlier of the two conditions specified by the parameters. |
| 20955330 | | 4 | LSMS13.1_ST: Extra line is getting pegged while executing command lsmsSNMP stop | Extra lines are displayed. |
| 20955373 | | 4 | LSMS13.1_ST: SNMP logs are not getting update while terminating SNMP agent | When the SNMPAgent is stopped or started from within the LSMS application, the activity is logged properly. When the SNMPAgent is killed by a Unix command, the activity is not logged. A Unix command can be used to check if the SNMPAgent was killed. No real impact. |
| 21046429 | | 4 | LSMS13.1_ST: Issue in viewing audit logs on standby server | The audit logs are always on the active server. |
| 21046579 | | 4 | LSMS13.1_ST: Issue in viewing report from standby server | User can create report on standby server even though it cannot be used. Reports are supposed to be created on active server. |
| 21144754 | | 4 | Unnecessary duplicate entry needed in single subnet configuration | Even for the single subnet configuration, the gateway address must be entered twice. This is only done during installation. |
| 21625287 | | 4 | LSMS13.2_504_FT: User is allowed to change LSMS capacity value to a lower value | The MAX_RECORDS value can be set by the user. Editing this value to a capacity lower than the configured capacity may cause alarms to be reported. |
| 23211094 | | 4 | LSMS13.2_ST: Bad file descriptor at /usr/TKLC/plat/sbin/configNAS line 904 | No impact to customer operations. |
| 23511247 | | 4 | LSMS13.2_ST: Invalid values being accepted for some optional features | No impact to customer operations. |
| 23702248 | | 4 | LSMS13.2_ST: Incorrect error code observed on executing delresync command | No impact to customer operations. |

| Bug # | SR | Sev | Title | Customer Impact |
|----------|----|-----|--|--|
| 23723450 | | 4 | LSMS13.2_ST:Roll-over not working for Trans and Rejected logs | No impact to customer operations. |
| 23856878 | | 4 | LSMS13.2_ST:Unexpected output on running mysql commands via lsmsadm user | The service command for the mysql processes must be executed as the root user. |

Chapter 7

Oracle References and Services

Topics:

- *My Oracle Support (MOS).....31*
- *Emergency Response.....31*
- *Customer Training.....32*
- *Locate Product Documentation on the Oracle Help Center Site.....32*
- *Locate Product Release Software on the Oracle Software Delivery Cloud Site.....32*

My Oracle Support (MOS)

MOS (<https://support.oracle.com>) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select **2** for New Service Request
2. Select **3** for Hardware, Networking and Solaris Operating System Support
3. Select one of the following options:
 - For Technical issues such as creating a new Service Request (SR), Select **1**
 - For Non-technical issues such as registration or assistance with MOS, Select **2**

You will be connected to a live agent who can assist you with MOS registration and opening a support ticket.

MOS is available 24 hours a day, 7 days a week, 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at 1-800-223-1711 (toll-free in the US), or by calling the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. 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 Oracle.

Customer Training

Oracle University offers expert training on Oracle Communications solutions for service providers and enterprises. Make sure your staff has the skills to configure, customize, administer, and operate your communications solutions, so that your business can realize all of the benefits that these rich solutions offer. Visit the Oracle University web site to view and register for Oracle Communications training: education.oracle.com/communication. To reach Oracle University:

- In the US, please dial 800-529-0165.
- In Canada, please dial 866-825-9790.
- In Germany, please dial 0180 2000 526 (toll free) or +49 8914301200 (International).
- In Spain, please dial +34 91 6267 792.
- In the United Kingdom, please dial 0845 777 7 711 (toll free) or +44 11 89 726 500 (International).

For the appropriate country or region contact phone number for the rest of the world, please visit Oracle University's web site at <http://www.oracle.com/education/contacts>.

Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at <http://www.adobe.com>.

1. Access the Oracle Help Center site at <http://docs.oracle.com>.
2. Click **Industries**.
3. Under the Oracle Communications subheading, click the **Oracle Communications documentation** link.
The Communications Documentation page appears. Most products covered by these documentation sets will appear under the headings "Network Session Delivery and Control Infrastructure" or "Platforms."
4. Click on your Product and then the Release Number.
A list of the entire documentation set for the selected product and release appears.
5. To download a file to your location, right-click the **PDF** link, select **Save target as** (or similar command based on your browser), and save to a local folder.

Locate Product Release Software on the Oracle Software Delivery Cloud Site

Oracle Communications software is available for electronic download at the Oracle Software Delivery Cloud site, <https://edelivery.oracle.com>. Only authorized customers with a valid password may download software from the site.

For directions on downloading the software and other information about using this site, click **FAQ** in the top right corner.

Appendix

A

Firmware Components

This appendix is not applicable to EAGLE, ExAP or LSMS releases.