

**Oracle® Communications**  
**Local Service Management System**

Release Notice

Release 13.3.x

**E91328 Revision 3**

July 2020

**ORACLE®**

**Oracle Communications, LSMS Release Notice, Release 13.3.x**

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# Table of Contents

<b>Table of Contents .....</b>	<b>iii</b>
<b>List of Tables .....</b>	<b>iv</b>
<b>Chapter 1: Introduction .....</b>	<b>1</b>
LSMS 13.3.x Introduction.....	2
Revision History.....	2
<b>Chapter 2: Feature Descriptions .....</b>	<b>3</b>
iconectiv NPAC Compatibility (Release 13.3).....	4
Hardware Requirements .....	4
Enhancement Bugs .....	4
<b>Chapter 3: LSMS Release 13.3.x Media and Documentation .....</b>	<b>5</b>
Media Pack.....	6
Documentation Pack.....	6
<b>Chapter 4: LSMS Release 13.3.x Supported Upgrade Paths .....</b>	<b>7</b>
Supported Upgrade Paths .....	8
<b>Chapter 5: Product Compatibility .....</b>	<b>9</b>
Product Compatibility .....	10
<b>Chapter 6: LSMS Release 8.3 Resolved and Known Bugs .....</b>	<b>11</b>
Severity Definitions.....	12
Resolved Bug List .....	13
Customer Known Bug List.....	15
<b>Chapter 7: Oracle References and Services .....</b>	<b>23</b>
My Oracle Support (MOS).....	24
Emergency Response .....	24
Customer Training.....	25
Locate Product Documentation on the Oracle Help Center Site .....	25
Locate Product Release Software on the Oracle Software Delivery Cloud Site .....	26

# List of Tables

Table 1: Media Pack Contents for 13.3.1 .....	6
Table 2: Documentation Pack Contents .....	6
Table 3: LSMS Release 13.3.1 Upgrade Paths .....	8
Table 4: LSMS 13.3.1 Compatibility with EAGLE Products .....	10
Table 5: LSMS Release 13.3.1.0.0-133.10.0 Resolved Bugs .....	13
Table 6: LSMS Release 13.3.1 Customer Known Bugs .....	15

# Chapter 1: Introduction

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## Topics:

LSMS 13.3.x Introduction  
Revision History

This Release Notice includes feature descriptions, media and documentation pack contents, and product compatibility; and identifies the supported upgrade paths and migration paths (if applicable). This document includes listings for both the resolved and known bugs for this release. Directions for accessing key Oracles sites and services are also identified in the Oracle References and Services chapter.

Release Notices are included in the documentation pack made available with every software release.

## LSMS 13.3.x Introduction

Oracle Communications Local Service Management System (LSMS) receives data broadcast from the NPAC/SMS. The LSMS provisions the service provider's downstream systems, such as its LNP call routing database. The LSMS is a mechanized system used.

## Revision History

Date	Revision	Description
01/04/2018	01	Initial release for LSMS 13.3
11/14/2018	02	Release 13.3.1
07/01/2020	03	Updated the Compatibility section with the reference to EAGLE Compatibility Matrix

# Chapter 2: Feature Descriptions

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**Topics:**

iconectiv NPAC Compatibility (Release  
13.3)  
Enhancement Bugs

This chapter provides a summary of each feature released in LSMS 13.3.

## **iconectiv NPAC Compatibility (Release 13.3)**

This feature makes the LSMS compatible with the iconectiv NPAC. To enable iconectiv NPAC specific functionality, new configurable options allow the user to specify if a region is connected to Neustar or iconectiv NPAC. By default, the configuration option is set to "N" to signify Neustar NPAC. Before connecting a region to iconectiv NPAC, the corresponding option must be set to "Y".

There is also an audit script to identify the number of NPACs that are connected to iconectiv and Neustar.

See "NPAC Component Configuration" in Configuration Guide for configuration options, and Database Administrator's Guide for the NPAC Audit Report.

### **Hardware Requirements**

This feature is supported on the LSMS running on E5-APP-B-02 (P/N 870-3096-02) cards.

### **Enhancement Bugs**

LSMS 13.3 supports enhancement bug 27021302 to upgrade LSMS to TPD version 7.5.



# Chapter 3: LSMS Release 13.3.x Media and Documentation

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## Topics:

Media Pack  
Documentation Pack

Oracle Communications software is available for electronic download on the Oracle Software Delivery Cloud (OSDC). Documentation is delivered electronically on the Oracle Help Center (OHC). Both the software Media Pack and 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 1: Media Pack Contents.

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

**Table 1: Media Pack Contents for 13.3.1**

Description
Oracle Communications LSMS (13.3.1.0.0-133.10.0)
Oracle Communications Tekelec Platform Distribution 7.0.3-86.40.0 - 64-bit

## Documentation Pack

All documents available for download from the Oracle Help Center (OHC) site (<http://docs.oracle.com/en/industries/communications/>) are listed in Table 2: Documentation Pack Contents.

*Note:* This list is accurate at the time of release, but it is subject to change. See the Oracle Help Center for the latest information.

**Table 2: Documentation Pack Contents**

<b>Release Notices and Licensing Information User Manuals</b>
LSMS 13.3.x Release Notice
LSMS 13.3.x Licensing Information User Manual
<b>Core LSMS Documentation</b>
LSMS 13.3 Configuration Guide
LSMS 13.3 Database Administrator's Guide
LSMS 13.3 Administration and LNP Feature Activation Guide
LSMS 13.3 Security Guide
LSMS 13.3.x Full Upgrade Guide
LSMS 13.3 Incremental Upgrade/Installation Guide
LNP 10.1 Database Synchronization User's Guide
<b>Hardware, Installation, and Maintenance Documentation</b>
LSMS 13.3 Alarms and Maintenance Guide
EAGLE Application B Card Hardware and Installation Guide

# Chapter 4: LSMS Release 13.3.x Supported Upgrade Paths

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**Topics:**

Supported Upgrade Paths

This release has been tested for upgrade from specific prior releases. This chapter contains the exact paths for upgrade. Please verify your current installed release is listed on a valid upgrade path.

## Supported Upgrade Paths

The possible upgrade paths to LSMS Release 13.3.1 are listed Table 3.

**Table 3: LSMS Release 13.3.1 Upgrade Paths**

<b>From</b>	<b>To</b>
LSMS Release 13.3.0	13.3.1
LSMS Release 13.2.1	13.3.1
LSMS Release 13.2.0	13.3.1
LSMS Release 13.1.1	13.3.1 (Migration

**Note:** Any upgrade other than listed above is not recommended or supported. Version 13.3.1 is also supported as a new or fresh installation.

# Chapter 5: Product Compatibility

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**Topics:**

Product Compatibility

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

## Product Compatibility

Refer to *EAGLE Compatibility Matrix* for the product compatibility between this product release and the releases of other products. The compatibility table shown below is retained only for historical purposes.

**Table 4: LSMS 13.3.x Compatibility with EAGLE Products**

Product	Release	Compatibility
ELAP	10.1.x	FC
	10.0.x	PC
OCEEMS	46.3	PC
	46.3	PC

**Note:** Customers should upgrade to the fully compatible release identified in Table 4: LSMS 13.3.1 Compatibility with EAGLE Products.

### 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.

# Chapter 6: LSMS Release 13.3.x Resolved and Known Bugs

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## Topics:

Severity Definitions  
Resolved Bug List  
Customer Known Bug List

This chapter lists the resolved and known bugs for LSMS release 13.3.x.

These 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.

1. **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:
  - Product inoperability (total or partial outage),
  - A reduction in the capacity capability, that is, traffic/data handling capability, such that expected loads cannot be handled,
  - Any loss of emergency capability (for example, emergency 911 calls), or
  - Safety hazard or risk of security breach.
2. **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 less immediate or impending effect on product performance, customers, and the customer's operation and revenue such as:

- Reduction in product's capacity (but still able to handle the expected load),
  - Any loss of administrative or maintenance visibility of the product and/or diagnostic capability,
  - Repeated degradation of an essential component or function, or
  - Degradation of the product's ability to provide any required notification of malfunction.
3. **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.
  4. **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 of 1–Critical, 2–Major, 3–Minor, 4–Minor, No Loss of Service.



## Resolved Bug List

Table 5: LSMS Release 13.3.1.0.0-133.10.0 Resolved Bugs lists bugs resolved in this release.

Table 5: LSMS Release 13.3.1.0.0-133.10.0 Resolved Bugs (November 2018)

Bug Number	SR	Severity	Title	Customer Impact
27669978	Y	2	lsms wrapper script is timing out on startup.	On some system configurations, the npacagent will not respond before the configured timeout, preventing the agent from properly starting.
26397778	Y	3	Excessive logging in /var/logs for secure logs and btmp logs consuming disk.	Excessive logging for the login sessions is consuming storage in the /var/log/ partition.
27177683		3	LSMS13.3_ST: Error lines were observed during SNMP services start on lsms.	
27433352	Y	3	syscheck error: Only 0 instance(s) of tklcTpdCardCfgS running.	On the NAS server, the snmp process fails to start. This prevents the alarms messages from being forwarded from the NAS platform.
27585559	Y	3	NTP tallycode errors are being reported on the LSMS NAS systems.	Error messages are being erroneously raised by syscheck and displayed in the alarm banner for NTP errors.
27623108		3	Fix lnVerifyAck script to support iconectiv NPAC ACK file.	
27692385	Y	3	Voltage errors reported on systems.	Occasional erroneous readings from the sensor cause syscheck to report voltage errors.
27731839	Y	3	Syscheck Produces an Error: "Cannot cd to /root:Permission denied."	Execution of the syscheck application can report a "permission denied" message when executed from certain directories.
28127248	Y	3	SR: ResyncDB Not Being Pruned.	The ResyncDB is not being cleaned up once the database exceeds 1M records. This issue reduces the number of backups that can be stored on the backup server.
27951164		4	Update MySQL to the latest 5.6 release.	
27951194		4	Update to TPD 7.6 to include security updates.	

Bug Number	SR	Severity	Title	Customer Impact
28409359		4	LSMS 13.3.1 - Upgrade all third party packages to the latest version.	

**Table 6: LSMS Release 13.3.0.0-133.6.0 Resolved Bugs (January 2018)**

Bug Number	SR	Severity	Title	Customer Impact
26671331	Y	2	DSMFL: Physical Memory exhausted in LSMS resulting in LSMS down.	Memory leak in the cmha process is consuming all available system memory resulting in an eventual system lockup.
27030252	Y	2	lsmslogd is running out of file handles and is logging to /var/log/ messages.	The logging agent is failing to release the file handles. Once the number of open file handles exceeds the maximum system limit, the log information will be redirected to the operating system syslog.
26681053		4	LSMS is not aborting when they receive invalid access control attributes values.	
26681120		4	For SWIM recovery result LSMS is sending distinguishedName as 2 levels.	
26941381		4	Configuration to specify if a region is connected to Neustar or iconectiv.	
26941421		4	Audit Script to check the enabled regions and their corresponding NPAC.	
26981669		4	NPA-NXX-X modification in time range BDD not working if NPANXX-X does not exist.	
27021302		4	Upgrade to TPD 7.5.	
27101487		4	Update Third Party Packages.	
27228161		4	Update DB migration script to include new iconectiv configurations.	

## Customer Known Bug List

Please find below the known bugs and associated Customer Impact Statements in Table 6: LSMS Release 13.3.1 Customer Known Bugs. This information is provided for information purposes only.

**Table 7: LSMS Release 13.3.x Customer Known Bugs**

Bug Number	SR	Severity	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.
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 timeconsuming 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.

Bug Number	SR	Severity	Title	Customer Impact
20927580		3	LSMS13.1_ST: Not able to perform Backup on LSMS.	Problem is simulated if a CPUhogging 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.
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.
21147390		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.
21788666		3	LSMS13.2_504_FT: Failure of DB backup.	Manual termination of the NAS backup will require manual intervention to remove the partial backup from the NAS device.
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 KSPLATMA20" should be executed.

Bug Number	SR	Severity	Title	Customer Impact
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 <code>spidsec</code> 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 interrupted and an error message will be displayed.
26033853		3	CDS RAMP: Several 100 errors for "File does not exist."	Error messages referring to missing files are incorrectly present in the error log files.
27156544		3	LSMS13.3_FT: Unexpected error for module QS observed in syscheck.	Executing the <code>syscheck</code> command from the <code>/root</code> directory displays an error message in the output.
27297584		3	LSMS13.3_FT: Number of backups configured by configBackup set to 5 after upgrade.	The system defaults to a retention of 5 backup sets during the installation and upgrade instead of the ideal setting of 3. This configuration could cause the backup storage location to run out of space to store the backup images.

Bug Number	SR	Severity	Title	Customer Impact
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.
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 operation.
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.

Bug Number	SR	Severity	Title	Customer Impact
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.
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.
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.
20777716		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.

Bug Number	SR	Severity	Title	Customer Impact
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. 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 disappears 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.



Bug Number	SR	Severity	Title	Customer Impact
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 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	Y	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.

Bug Number	SR	Severity	Title	Customer Impact
23233765		4	LSMS13.2_ST: could not unmount CD-ROM in platcfg.err logs.	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.
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.
26330377		4	Unable to take backup on NAS - TPD fix.	No impact to customer operations.
26545649		4	For M-GET response ALTSPID xml tag should be NIL/NULL when data is not present.	No impact to customer operations.
26557931		4	LSMS13.2.1: Error observed when early upgrade check is performed after switchover.	During early upgrade checks, an invalid alarm is occasionally displayed. To proceed with the upgrade, the alarms can be cleared with the alarmMgr command.
26576672		4	LSMS13.2.1: Error must be thrown when VIP is updated to existing VIP of other EMS.	No error is displayed when the VIP address is set to the IP address of another EMS system.
27299383		4	When using lsmsg to configure segmented lsms 1141 is sometimes configured.	When using lsmsg to modify a segmented configuration, the vlan name/number may be incorrectly displayed in the screen output.

# Chapter 7: Oracle References and Services

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**Topics:**

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

This chapter describes how to obtain help, where to find related documentation, and provides other general information.

## 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 are 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, and 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 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 your business can realize all of the benefits these rich solutions offer. Visit the Oracle University web site to view and register for Oracle Communications training: <http://www.oracle.com/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 displays. Most products covered by these documentation sets 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, click **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 (OSDC) 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 on the top right corner.