

Oracle® Communications

EAGLE

Release Notice

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ORACLE®

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Chapter 1: Introduction

Topics:

EAGLE 46.8 Introduction
Revision History

This Release Notice includes feature descriptions, supported hardware, and media and documentation pack contents; and identifies the supported upgrade paths. 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.

EAGLE 46.8 Introduction

Oracle Communications EAGLE is a platform that delivers signaling solutions to telecommunication networks worldwide.

Revision History

Date	Revision	Description
06/07/2019	01	Initial release for EAGLE 46.8
08/13/2019	02	Corrected SLIC information in EAGLE Card Overview. Removed Bug 29624500 from Table 10, EAGLE Release 46.8 Customer Known Bugs (it is a duplicate of Bug 29670798 that is fixed and is already listed in Table 9, EAGLE Release 46.8.0.0.0-75.18.17 Resolved Bugs).
11/07/19	03	Corrected E5-MASP part number in Hardware Baseline table. Added EAGLE 46.8.1.0.0
12/16/19	04	Added EAGLE 46.8.2.0.0
13/04/20	05	Added latest release details of FTRA
07/01/20	06	Updated the Compatibility section with the reference to EAGLE Compatibility Matrix

Chapter 2: Feature Descriptions

Topics:

- ENUM Enhancement to update
ENUMPROF table
- Prepaid IDP Query Relay Enhanced
- SIP NP Feature SIPOPTS
Enhancements
- Support of 4 IP Addresses for IPSP
Signaling Ports on SLIC card
- Enhancement Bugs
- Operational Changes
 - Error Messages
 - EAGLE Configuration Table Data
Reports

This chapter provides a summary of each feature released in EAGLE 46.8.

ENUM Enhancement to update ENUMPROF table

The ENUM feature has been enhanced to add another regular expression format to be sent to the ENUM client in the NAPTR response. The regular expression is modified as follows:

- The DEFCC and RN from the NPDB lookup are inserted before the called party DN, as “sip: +<DEFCC><RN from the NPDB lookup><Called Party DN>”
- The DEFCC and PREFIX parameter configured in the ENUM Profile Table are inserted after RN tag as “rn=+<DEFCC><PREFIX>”.

The resulting regular expression format will then be:

```
sip: +<DEFCC><RN from the NPDB lookup><Called Party  
DN>;npdi;RN=+<DEFCC><PREFIX configured in ENUM Profile Table>@<domain name  
defined in ENUM Profile Table>
```

This regular expression format will be used when the NAPTR service as configured in the ENUM Profile Table is PSTNSIP and the new INCPREFIX option as configured in the ENUM Options Table is YES.

The maximum number of entries allowed in the ENUM DN Block Profile Table has been increased from 2048 to 4096.

The chg/ent/rtrv-enum-prof and the chg/rtrv-enumopts commands were updated to support this enhancement.

See "Feature Description" in *ENUM User's Guide* for more information.

Prepaid IDP Query Relay Enhanced

The Prepaid IDP Query Relay feature has been enhanced to support the route on SSN message with GTI=0 for true point code as well as MTP routed messages. For messages with GTI=0, CSL screening has been done on OPC/DPC instead of the screening based on CDPA GTA. A new list type OPCDPC has been defined in the CSL table. The OPC/DPC parameters are supported in the CSL commands (ent/dlt-csl) for new list type OPCDPC for the IDP Relay feature.

The dlt/ent/rtrv-csl and the dlt/ent/rtrv-srvsel commands were updated to support this enhancement.

See "Prepaid IDP Query Relay Feature" in *IDP-Related Features User's Guide* for more information.

SIP NP Feature SIPOPTS Enhancements

These SIP NP enhancements add new values GRNASD and RNGRNDN for the SIPOPTS Parameters RNFMT and NPRSPFMT to support new format options for the RN parameter and the Contact header URI in the SIP 302 response.

The chg-sipopts command was updated to support these enhancements.

See "SIP Number Portability Configuration" in *Database Administration – Features User's Guide* for more information.

Support of 4 IP Addresses for IPSG Signaling Ports on SLIC card

This permits 4 signaling networks to be connected to a SLIC card, using the third and fourth Ethernet ports (ports C and D) for signaling if not being used for Fast Copy.

The chg/ent-assoc and the chg-eisopts commands were updated to support this enhancement.

Enhancement Bugs

This section shows EAGLE 46.8 enhancement bugs:

Bug Number and Title	Description
20838944 Disable SNMP Agent on SIGTRAN cards	Permanently disable the SNMP agent in the IPSG family of cards as it is no longer used.

Operational Changes

EAGLE release 46.8 does not contain any new unsolicited alarm and information messages, but it does contain and new and updated error messages.

Error Messages

New or updated error messages for release 46.8.

Table 1. Error Message for SFAPP

Response ID Code	Error Message	Used by Command
E3637	Turn OFF SFAPP(P)->OAM sync before this command	act-upgrade chg-db chg-upgrade-config format-disk inh-card init-card init-sys

Table 2. Error Messages for Support of 4 IP Addresses for IPSG Signaling Ports on SLIC card

Response ID Code	Error Message	Used by Command
E3623	ALIPADDR must be deleted	chg-ip-lnk
E3624	No valid IPADDR assigned to the interface	chg-ip-lnk
E3626	Cannot change IPSG FCMODE to FCOPY due to ports C/D config	chg-eisopts
E3627	Invalid combination of LHOST and ALHOST interfaces	chg/ent-assoc

EAGLE Configuration Table Data Reports

No changes for this release.

Chapter 3: EAGLE Release 46.8 Media and Documentation

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 3: 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 3: Media Pack Contents for 46.8

Description
Oracle Communications EAGLE (46.8.0.0.0-75.18.17), Tekelec
Oracle Communications EAGLE (46.8.1.0.0-75.18.18), Tekelec
Oracle Communications EAGLE (46.8.2.0.0-75.18.19), Tekelec

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 4: 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 4: Documentation Pack Contents

Release Notices and Licensing Information User Manuals
Release Notice
Licensing Information User Manual
EAGLE Hardware, Installation, Software Upgrade, and Maintenance
Hardware Reference
Installation Guide
Maintenance Guide
System Health Check Guide
Software Upgrade Guide
Application B Card Hardware and Installation Guide
EAGLE Core Manuals
Commands User’s Guide
Commands Error Recovery Reference
Database Administration – Features User’s Guide

Database Administration – GTT User’s Guide
Database Administration – GWS User’s Guide
Database Administration – IP7 Secure Gateway User’s Guide
Database Administration – SEAS User’s Guide
Database Administration – SS7 User’s Guide
Database Administration – System Management User’s Guide
Measurements Reference
Unsolicited Alarms and Information Messages Reference
Security Guide
EAGLE Feature Manuals
A-Port User’s Guide
Analyzed Information Features User’s Guide
ATINP User's Guide
EIR User's Guide
ENUM User's Guide
G-Flex C7 Relay User's Guide
G-Port User's Guide
IDP-Related Features User's Guide
INP/AINPQ User's Guide
IS41 GSM Migration User's Guide
MO SMS User's Guide
Numbering Plan Processor (NPP) User's Guide
SIGTRAN User's Guide
Stateful Applications User's Guide
TIF User's Guide
V-Flex User's Guide
EAGLE Reference Manuals
Master Glossary
Previously Released Features
Related Publications Reference
Table Data Report CSV File Format Reference

Chapter 4: EAGLE Release 46.8 Supported Hardware Baseline

Topics:

EAGLE Card Overview
Hardware Baseline

The hardware identified in this chapter comprises the hardware and server versions that have been verified with this release.

EAGLE Card Overview

The EAGLE Card Overview table is a resource table that provides an overview of information for cards that can be provisioned in EAGLE. For a detailed description of supported hardware, see Table 5.

This table lists the following card information:

- Name of the card on the card label
- Card part number
- Provisioned card type
- Number of shelf slots that the card occupies (1 or 2)
- Number of physical ports on the card
- Maximum number of links that can be assigned to the card
- GPLs and applications that can run on the card

Table 5: EAGLE Card Overview Table

Card Name as shown on the card label	Part Number	Provisioned Card Type	Per Card Slots/Ports		Links per Card	Card GPLs	Card Applications
E5-APP-B	870-3096-xx	e5appb	2	4	N/A	N/A	elap epap lsms nas imf
E5-ATM-B	870-2972-01	limatm lime1atm	1	4 (3 used)	2	atmhc blmcap	atmansi atmitu
E5-E1T1-B ¹	870-2970-01	lime1 limt1	1	8	64	ss7hc blmcap	ss7ansi ccs7itu
		lime1 (for SE-HSL)	1	8	2		ccs7itu
		limt1 (for ST-HSL-A)	1	8	2		ss7ansi

¹ For the E1 or T1 interface, an SS7 application (SS7ANSI or CCS7ITU) can be assigned to these cards.

Card Name as shown on the card label	Part Number	Provisioned Card Type	Per Card Slots/Ports		Links per Card	Card GPLs	Card Applications
E5-ENET-B	870-2971-01	stc	1	2	2 Ethernet	erthc blmcap	eroute
		enet enetb	1	4	32	ipsg blmcap	ipsg
		ipsm	1	2 (use only A)	1 ipshc service	ipshc69 bldc32	ips
E5-MASP	7346924 870-2903-01 ² 870-2903-02 ² 870-2903-03 ²	N/A	2	2	N/A	oamhc69 bldc32	oam
E5-MCPM-B	870-3089-01	mcpm	1	2 (use only A)	1 Ethernet	mcp69 bldc32	mcp
E5-MDAL	7346923 870-2900-01 ²	N/A	2	N/A	N/A	N/A	N/A
E5-SM8GB ³	870-2990-01	dsm	2	2 Ethernet	1 Ethernet for MPS link 1 Ethernet for Signaling (16 SCTP)	deir64 (64 bit)/ bldc64 (64 bit)	deirhc
			2	2 Ethernet	1 Ethernet for MPS link 1 Ethernet for Signaling (16 TCP; 1 UDP)	enum64 (64 bit)/ bldc64 (64 bit)	enumhc
			2	2 Ethernet	2 Ethernet for MPS links	sccp64 (64 bit)/ bldc64 (64 bit)	vsccp
			2	2 Ethernet	1 Ethernet for MPS link 1 Ethernet for Signaling (16 TCP; 1 UDP)	sip64 (64 bit)/ bldc64 (64 bit)	siphc
HIPR2	7333484 870-2872-01 ² 870-2872-02 ²	N/A	1	N/A	N/A	hipr2	hipr2
SLIC	7094646 7352578	dsm	1	4 Ethernet	2 Ethernet for MPS links 2 Ethernet for Signaling links (16 SCTP)	deir64 blslc64 ⁴	deirhc

² This part number is the ROHS equivalent of the immediately preceding part number.

³ E5-SM8G-B cards are required for the LNP, 50,000 GTT, or EPAP-related features. For more information about turning these features on, refer to the appropriate manual.

⁴ If the card is not running the 64-bit flash GPL (blslc64), see "Conversion of SLIC Cards" in *Database Administration - System Management* to convert from the 32-bit to 64-bit flash GPL.

Card Name as shown on the card label	Part Number	Provisioned Card Type	Per Card Slots/Ports		Links per Card	Card GPLs	Card Applications
			1	4 Ethernet	2 Ethernet for MPS links 2 Ethernet for Signaling links (1 UDP)	enum64 blslc64 ⁴	enumhc
			1	2 Ethernet	2 Ethernet for MPS links	sccp64 blslc64 ⁴	vsccp
			1	4 Ethernet	2 Ethernet for MPS links 2 Ethernet for Signaling links (16 TCP; 1 UDP)	sip64 blslc64 ⁴	siphc
		slic	1	2 Ethernet	2 Ethernet for MPS links	sccp64 blslc64 ⁴	vsccp
		enetb	1	4 Ethernet	2 Ethernet for Signaling links (32 SCTP) 2 Ethernet for Fast Copy	ipsg blslc32	ipsg
		slic	1	4 Ethernet	2 Ethernet for Signaling link (128 SCTP) 2 Ethernet for Fast Copy	ipsg blslc32	ipsg
		slic	1	4 Ethernet	2 Ethernet for Signaling link (32 SCTP) 2 Ethernet for Fast Copy	ipsg blslc32	Ipsg + GTT
		ipsm	1	1	1 Ethernet	ipshc69 blsl932	ips
		stc	1	2	2 Ethernet	erthc blslc32	eroute
		mcpm	1	1	1 Ethernet	mcp69 blsl932	mcp
		lime1 limt1	1	4	96	ss7hc blslc32	ss7ansi ccs7itu
		lime1 (for SE-HSL)	1	2	3		ccs7itu
		lime1 (for ST-HSL-A)	1	2	3		ss7ansi

Hardware Baseline

Component	Part Number	ROHS Number (if applicable)	Required for:
Control Shelf	870-2321-02 Rev A	7335031	Standard Frame
	870-2321-04 Rev A		
	870-2377-01 Rev A	870-2377-02 Rev A	Heavy Duty Frame
Control Shelf Backplane	850-0330-06 Rev A	7333412	
Extension Shelf	870-2378-01 Rev A	7335033	Heavy Duty Frame
	870-0776-02 Rev C		Standard Frame
	870-0776-03 Rev D		
	870-0776-06 Rev A		
	870-0776-07 Rev A		
	870-0776-08 Rev A or 870-0776-11 Rev A		
Air Management Card	870-1824-01 Rev A	870-1824-02 Rev A	Shelves with Fan Assembly
E5-APP-B	870-3096-xx		
E5-ATM-B		870-2972-01 Rev A	
E5-ATM Adapter		830-1342-05	
E5-E1T1-B		870-2970-01 Rev A	
E5-ENET-B		870-2971-01 Rev A	
E5-MASP		7346924	
		870-2903-01 Rev C	
		870-2903-02 Rev A	
		870-2903-03 Rev A	
E5-MCPM-B		870-3089-01 Rev A	
E5-MDAL		7346923	
		870-2900-01 Rev A	
E5-SM8G-B		870-2990-01 Rev A	
FAP	870-1606-01 Rev A or		Standard Frame or Standard Frame with HCMIMs
	870-1606-02 Rev A	870-1606-05 Rev A	
	870-2320-01 Rev A	870-2320-03 Rev A	Heavy Duty Frame or Heavy Duty Frame with HC-MIMs
	870-1823-01 Rev B	870-2804-01 Rev B	
FAP-CF/EF	870-0243-08 Rev C		
FAP-MISC	870-0243-09 Rev C		

Component	Part Number	ROHS Number (if applicable)	Required for:
FAP Fuse and Alarm Panel	870-2804-01 Rev A		
Fast Copy Adapter Upper		830-1343-01 Rev A	
Fast Copy Adapter Lower		830-1343-02 Rev A	
HIPR2		7333484	
		870-2872-01 Rev A	
		870-2872-02 Rev C	
SLIC		7094646 7352578	
High-speed Fiber Channel Cable		830-1344-xx	
DC Frame Assembly	890-1843-01 Rev C	890-1843-02 Rev A	
In Heavy Duty Frame	890-1801-01 Rev E	890-1801-02 Rev A	
Kit E1	890-1037-01 Rev A	890-1037-06 Rev A	
Kit, Holdover Clock Assy	890-1013-01 Rev A		
Fan Assy (Standard Frame)	890-1038-01 Rev D		
Fan Assy (Shelves with EPM-B cards)	890-0001-01 Rev A or	7315823	
	890-0001-02 Rev A		

Note: On EAGLEs getting upgraded to R46.8, EPAP MPS ports on Service Module cards must be configured to support 1Gbps EPAP-to-EAGLE RTDB download speed. SM cards must also be connected to EPAP with CAT5 straight-through cables (P/N 830-0724-xx or 830-1174-xx; see *Installation Guide*).

Chapter 5: EAGLE Release 46.8 Supported Upgrade Paths

Topics:

Supported Upgrade Paths
Generic Program loads (Release 46.8)

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 EAGLE 46.8 are listed Table 6.

Table 6: EAGLE Release 46.8 Upgrade Paths

From	To
EAGLE release 46.5.1.10	EAGLE release 46.8
EAGLE release 46.6	EAGLE release 46.8
EAGLE release 46.7	EAGLE release 46.8

Note: EAGLE Release 46.5.1.10 was a Limited Availability release that only a few customers will have. Upgrade from any other EAGLE 46.5 release is not supported.

Generic Program loads (Release 46.8)

GPL System Name	Version Build 46.8.2.0.0-75.18.19	Version Build 46.8.1.0.0-75.18.18	Version Build 46.8.0.0.0-75.18.17
Date Available	January 2020	November 2019	July 2019
ATMHC	145.18.19	145.18.18	145.18.16
ATMHC69	145.18.19	145.18.18	145.18.16
BLDC32	145.18.19	145.18.18	145.18.15
BLDC64	145.18.19	145.18.18	145.18.13
BLIXP	145.18.19	145.9.0	145.9.0
BLMCAP	145.18.19	145.18.18	145.18.11
BLSL932	145.18.19	145.18.18	145.18.15
BLSLC32	145.18.19	145.18.18	145.18.11
BLSLC64	145.18.19	145.18.18	145.18.13
DEIR64	145.18.19	145.18.18	145.18.16
ENUM64	145.18.19	145.18.18	145.18.16
ERTHC	145.18.19	145.18.18	145.18.16
ERTHC69	145.18.19	145.18.18	145.18.16
HIPR2	145.2.0	145.2.0	145.2.0
IPSG	145.18.19	145.18.18	145.18.16
IPSG32	145.18.19	145.18.18	145.18.16

GPL System Name	Version Build 46.8.2.0.0-75.18.19	Version Build 46.8.1.0.0-75.18.18	Version Build 46.8.0.0.0-75.18.17
IPSG69	145.18.19	145.18.18	145.18.16
IPSG932	145.18.19	145.18.18	145.18.16
IPSHC	145.18.19	145.18.18	145.18.16
IPSHC69	145.18.19	145.18.18	145.18.16
MCPHC	145.18.19	145.18.18	145.18.16
MCPHC69	145.18.19	145.18.18	145.18.16
OAMHC	145.18.19	145.18.18	145.18.17
OAMHC69	145.18.19	145.18.18	145.18.17
SCCP64	145.18.19	145.18.18	145.18.16
SFAPP	145.18.19	145.18.18	145.18.16
SIP64	145.18.19	145.18.18	145.18.16
SS7HC	145.18.19	145.18.18	145.18.16
SS7HC69	145.18.19	145.18.18	145.18.16

Chapter 6: Product Compatibility

Topics:

Product Compatibility
Load Line Up

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 7 shows EAGLE 46.8 compatibility with other products.

Table 7: EAGLE Release 46.8 Compatibility with Other Related Products

Product	Release	Compatibility
ELAP	10.1	FC
EPAP	16.1	PC
	16.2	PC
	16.3	FC
OCEEMS	46.5	PC
	46.6 ⁵	FC
FTRA	<4.5	NC
	4.5 ⁶	FC ⁷
PIC	10.1	NC
	10.2.1	PC ⁸
	10.3	PC ⁷

Note: Customers should upgrade to the fully compatible release identified in Table 7.

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

⁵ Only release 46.6.2 is compatible with EAGLE release 46.8.

⁶ The latest build of FTRA 4.5 is build 40.34.0 and can be found on My Oracle Support (MOS). Refer to the FTRA 4.5 Release Notes on Oracle Help Center for the bug fix content in that FTRA build.

⁷ FTRA 4.5 was tested with JAVA version 12.0.1 for Linux and Windows servers and with JAVA version 1.8.0_211 for Unix servers.

⁸ J7 Point Code format is NOT supported on PIC.

Load Line Up

This section lists subsystem products and versions affected by features delivered in this release. The following table contains the order in which the upgrade should take place, where 1 is first, 2 is next, and so on. The most current release should be used for all products in Table 8.

Warning: Failure to upgrade in the correct order may cause a service outage/discontinuity between products.

Table 8. Load Line Up

Product Element	Upgrade Order (if applicable)
EMS	1 ⁹
EAGLE	2 or 3 ¹⁰
EPAP	2 or 3 ¹⁰
ELAP	4
LSMS	5
EAGLE Query Server	6
FTRA	N/A
PIC	N/A

⁹ EAGLE EMS must be upgraded to the latest EAGLE EMS 46.6 MR before upgrading EAGLE to 46.8 due to a timing issue on the SSH connection between EAGLE EMS and EAGLE. In addition, EAGLE EMS 46.6 includes a backwards compatibility feature.

¹⁰ Since EPAP 16.3 supports the older RTDB schema as well as the new schema for larger capacities, the customer may prefer to upgrade EPAP before upgrading EAGLE to 46.8. For example, the customer may want to use EPAP 16.3 to get the latest security updates while still using EAGLE 46.6. The default order is to upgrade EAGLE first.

Chapter 7: EAGLE Release 46.8 Resolved and Known Bugs

Topics:

- Severity Definitions
- Resolved Bug List
- Customer Known Bug List

This chapter lists the resolved and known bugs for EAGLE release 46.8.

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

The tables in this section list bugs resolved in the following build:

- EAGLE 46.8.0.0.0-75.18.17
- EAGLE 46.8.1.0.0-75.18.18

The resolved bug table shows an impact statement for the severity 1 and 2 bugs as well as severity 3 bugs associated with an SR.

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

Table 9: EAGLE Release 46.8.2.0.0-75.18.19 Resolved Bugs (January 2020)

Bug Number	SR	Severity	Title	Customer Impact
30588530	Y	2	46.8 Upgrading EAGLE to Release 46.6, 46.7 or 46.8 May Cause Database to Get Corrupted (btreeapp.c obit)	Upgrading from 46.5 (or earlier) to 46.6 may corrupt database on EAGLE. This corruption could lead to traffic loss. See KM 2613172.1 for additional details.
30589057		3	46.8 Card may boot with restart.c obit while being flashed and activated	

Table 10: EAGLE Release 46.8.1.0.0-75.18.18 Resolved Bugs (November 2019)

Bug Number	SR	Severity	Title	Customer Impact
30009540		2	R46.8 - Upgrade failed due to failed rebalancing "gtt_tt2.tbl" in phase 0 with sev upg_drms.c	An error in the DB may cause the MASP to boot. Since the error is typically encountered during Upgrades, the MASP booting may cause the upgrade process to halt.
29383134		3	R46.8.0_FT: Incorrect sip response is getting generated	
30014384		3	R46.8 FT : Incorrect formatting of contact header in 302 response when INCLUDERN=OFF and NPRSPFMT=RNDRNDN in sipopts table	
30065140		3	46.8 Incorrect CSV file for GTA is generated in FTRA	

Bug Number	SR	Severity	Title	Customer Impact
30146418	Y	3	R46.8: Deleting any IP-HOST entry in the system causes associations on IPSG 1201 to fail after a reconfiguration	Deleting an IP-HOST table entry causes the following problem for an IPSG card which is already up and running at location 1201: If a user attempts to close and open any IS-NR association on card 1201, the association won't come back in service. To recover, card 1201 must be rebooted once configuration changes are done. Note: This problem was only observed on card 1201.
28040015		4	wrong display message while formatting USB in standby MASP	
30023173	Y	4	SR: R46.7.1.0.0 - TRACEROUTE command failed: Traceroute Error Code = 2	The traceroute function is unreliable with GPLs running on VxWorks 6.9.
30023424	Y	4	SR: Ping command is not working consistently from IPSM and OAM card on R46.7.1.0.0	The operation of the Ping command is not reliable on GPLs that have been converted to VxWorks 6.9.
30068439	Y	4	R46.7 - Throttle UIM creation at originating card	N/A. This is an enhancement that allows operators to reduce the number of UIMs a card may generate.

Table 11: EAGLE Release 46.8.0.0-75.18.17 Resolved Bugs (July 2019)

Bug Number	SR	Severity	Title	Customer Impact
29005301	Y	2	SR: FC enabled IPSG (E5-ENETB) card booted with "Module ath_vxw_mgr. Line 2033 Class 01c3" obit	A sudden and extended period of congestion at the fast copy Ethernet port(s) may cause the FC-enabled IPSG card to boot.
29234751	Y	2	SR: Card reload causes IP-RTE entries to disappear on 64-bit SLIC cards	The IP route table configuration does not reload onto 64-bit SLIC cards (DEIR, ENUM) after the card reboots. The IP-RTE entries for the card must be deleted and then re-entered before the entries will show again when the card's configuration is displayed.
29670798		2	Unstable SSH connection IPSM cards obit mcc_queue.c Line 1188	An IPSM card that is passing a lot of UI traffic may reboot as soon as it becomes IS-NR.

Bug Number	SR	Severity	Title	Customer Impact
29896829	Y	2	R46.8 - btree rebalancing failed with obit btreeapp.c Line 1472 during upgrade in phase 0	An error in a database table may cause the MASP to reset. When this error occurs during upgrade, the upgrade process cannot proceed. Upgrade logs may report "System Tree Rebalance on Standby TDM has timed out or processor failed".
28818168		3	Disable SNMP Agent on SIGTRAN cards	
28947743		3	R46.7_ST: IPSM card booted multiple times with Obit cnmgrudtcp. Line 3544 during upgrade	
28989433		3	R46.7_ST:Service Module card loading time exceeding 45 min. in case of 1080M DB	
29114293		3	R46.8: SLIC V2 (part # 7352578) LEDs not working correctly	
29234702	Y	3	SR: Origin Host and Origin Realm AVPs missing in CEA from DEIR card after host reconfiguration	When the DEIR card's local host is reconfigured, the Origin Host and Origin Realm AVPs go missing in the CEA (Capabilities Exchange Answer). The card must be rebooted before the CEA will again display the Origin Host and Origin Realm AVPs.
29891322	Y	3	SR: R46.6.3 IPSG card reload causes IP Connection Unavailable alarm (UAM 84) on wrong card location	An IPSG card reload may cause the EAGLE to report an IP Connection Unavailable alarm (UAM 84) for associations on the wrong IPSG card location. This is a false alarm and may cause confusion.
29896449		3	UIM output overwhelming Terminals and logging capabilities	
28873539		4	Prepaid IDP Query Relay Enhanced (46.8)	
28873563		4	SIP NP Feature SIPOPTS Enhancement (46.8)	
28873577		4	Support of 4 IP addresses for IPSG signaling ports on SLIC card (46.8)	

Bug Number	SR	Severity	Title	Customer Impact
29025840		4	ENUM Enhancement to update ENUMPROF table	
29346113		4	Add Country Code before RN in Regular expression for NAPTR response	
29346233		4	Change maximum number of characters allowed for PREFIX parameter in ENUM-PROF table	
29913959		4	SIP NP Feature RN+GRN+DN support	

Customer Known Bug List

Please find below the known bugs and associated Customer Impact Statements in Table 11: EAGLE Release 46.8 Customer Known Bugs. This information is provided for information purposes only.

Table 12: EAGLE Release 46.8 Customer Known Bugs (January 2020)

Bug Number	SR	Severity	Title	Customer Impact
28798453		2	EEDB46.7:FT_Geographically apart EEDB setup is not working	IP must be on the same subnet for GEO Diversity to work.
29355709		2	R46.6.3: SLIC V2 SCCP EPAP card got booted without any OBIT on dact-ip-lnk:port=a	When the debug command act-ip-link and/or dact-ip-link is issued, the SLIC card may boot.
29356579		2	R46.6.3: SLIC V2 SCCP ELAP card got booted with udt_lldr.c OBIT on act-ip-lnk:port=a	When the debug command act-ip-link and/or dact-ip-link is issued, the SLIC card may boot.
19086142		3	[208550]During upgrade, DN or IMSI subsystems may deny services	The upgrade process does not differentiate between DN and IMSI data types while grouping cards in service sets, and it instead considers them to be the same service. This may cause a particular service subsystem to be down during phase 3 of the upgrade. Workaround: Operator can assign DN and IMSI SM cards appropriately to different service sets so that not all DN or IMSI type cards are in the same set to avoid disabling either service.

Bug Number	SR	Severity	Title	Customer Impact
19295079		3	Database Admin - IP7 User's Guide Needs Updated Flowcharts	The Database Administration - IP7 User's Guide, Chapter 6, has IP7 M2PA and IP7 M3UA flowcharts that do not address the Max TPS values supported by card types.
25665463		3	Rel46.5_128con:IPSG SLIC128 M2PA may boot silently (without obit)	In the rare case when the card may boot due to a workQPanic event (Bug 25764195) the card will not produce an obit, and will boot silently. No customer impact as obit data is for Oracle personnel use.
25998716		3	R46.5_ST: Incorrect comp-link report generated for meas transition(OAM->MCP)	EAGLE may generate incorrect comp-link measurement report for the period of OAM to MCP transition. The correct report can be fetched from hourly or daily reports.
26023475		3	Links (128) on IPSG-SLIC card are going OOS while initializing the EROUTE Cards	If (a) all EROUTE cards in the EAGLE network between the EROUTE cards and the IMF is interrupted, (b) STC-style copy is used, and (c) the traffic rate is greater than 5K TPS, then signaling links will be dropped and restored.
26180724		3	R46.5_ST: Observed mc30_stp.c and mc60_inp.c ,mc30_tt Severity1s during upgrade	The troubles indicate that some measurement data may be lost, but the loss would be the result of the cards booting during Upgrade.
26421059		3	Rel46.6_CardObs-Support of SLAN measurements need to be removed	Some measurement command parameters and measurement registers related to the obsolete STP LAN feature are still present in the system. This may cause some minor confusion for operators. No operational impact.
26648554		3	Rel46.6_FT LAN feat is still being displayed in the rtrv-feat command	The obsolete LAN parameter (STP LAN feature) in the optional feature table (RTRV-FEAT) may cause some minor confusion for operators. No operational impact.

Bug Number	SR	Severity	Title	Customer Impact
26739329		3	HIPR2 - ALIGN LED does not turn AMBER when IMT BUS is inhibited.	The Alignment LED of a HIPR2 should change to and remain AMBER while the bus is inhibited as an effective aid for the operator to identify which bus is inhibited. However occasionally, when the IMT bus is inhibited, a HIPR2 card may keep its Alignment LED colored GREEN. As a workaround, the bus can be allowed (ALW-IMT) and inhibited (INH-IMT) again to change the Alignment LED to AMBER.
26763948		3	R46.6_12k:sev1 Card 1113 Module scm_tps.c Line 3895 Class 01d0 Obs on OAM	rept-stat-iptps:history=yes command may not print the output if uithrottle (stpopts parameter) is set to 9. System Default value of ithrottle is 0. Workaround: If uithrottle (stpopts parameter) is currently set to 9, then set it to a value less than 9.
26782558		3	After DACT/ACT-IP-LNK command UAMs 539 and 540 is not displayed correctly	UAMs 539 and 540 may appear as expected during dact-ip-lnk/act-ip-lnk operations. This command is a debug command intended to assist troubleshooting when severe problems in external IP network affect card's normal operation.
26960848		3	R46_6_FT:Congestion observed on activating port via canc-lpo command.	Forcing (act-lpo) and cancelling (canc-lpo) a local process outage on a link carrying traffic may cause some traffic loss/momentary link congestion.
27001431		3	Sev 1 at meas_scp.c Line 4125	This trouble indicates one or more existing corrupted LNP LRN entries on the LNP card is getting omitted from the LNP LRN measurement report. The rest of the good entries shall be reported in the LNP LRN measurement report.
27001441		3	Sev 1 at ath_vxw_mgr. Line 1541	No impact if this trouble was observed only during the card reload. Should these troubles be observed while the card is IS-NR, they could indicate a problem with the card's hardware.

Bug Number	SR	Severity	Title	Customer Impact
27065051		3	R46.6_ST:GTT traffic is getting dropped on IPSG32 card in congestion scenario	If MAXSLKTPS is reduced so that congestion is induced with current traffic on the link, the amount of traffic that will be passed will not be maxslktps but something significantly less or no traffic at all. Workaround: Change SLKTPS rate back to original value or reduce traffic to under maxslktps.
27138979		3	Obit ath_vxw.c Line 3307 for EMP-B card during upgrade	Occasionally a BLMCAP-based card may double boot when reloading. If the card was being flashed, the double boot can cause the flash to be lost and the flashing operation will have to be repeated. The card otherwise recovers normally.
27347732		3	R46.5.1_ST:SCCP cards not displaying TPS in SERVICESETS .	The Service Sets data is displaying the wrong data. Executing the displaysets command a second time will display the correct data.
27703349		3	R46.6_ST:E1T1 link test failed in upg ph 2 during Upgrade to 46.6.0.0.0-73.18.0	One or more E1T1 TDM signaling links may momentarily drop out (5 to 30 seconds) during Phase 2 of Upgrade. The event occurs only once per link, links recover and normal operations continue. Mate STP should be able to handle traffic if this issue causes a linkset to go down for a brief period during the upgrade maintenance window.
27989885		3	R46.5_E1T1 Patch:Errored SUs and retransmissions with DACT-SLK	During DACT-SLK operation, operator may see some errors and/or retransmits as already queued/inflight traffic is successfully processed by both ends. No loss of traffic observed.
28076044		3	R46.5.1_MR :- Traffic drop observed at 98% capacity with 32byte msu on E1T1	Discarded traffic under extreme link congestion scenarios (i.e., traffic nearly 1.0 erlang) is not properly accounted for.
28161765		3	R46.5.1_MR:Traffic not same on ANSI T1 LSL post initialization in congestion .	Discarded traffic under extreme link congestion scenarios (i.e., traffic nearly 1.0 erlang) is not properly accounted for.
28185911		3	LIM/SCCP card(s) denied SFAPP alm with new SFR MFC servc needs clarification	Operator needs to run the rept-stat-mfc commands for SFAPP and SFR services or look at the measurements to determine the service that is causing the alarm.

Bug Number	SR	Severity	Title	Customer Impact
28253971		3	Rel.46.7_DB_Exp:Sev1 rntp_utl.c with lines 349 and 384 obsrvd during upgrade	These severity 1 troubles may appear at end of the full DB download after a cold restart of a SCCP64 card. There is no known impact.
28258077		3	Sev1s tc_mgr.c line 601 & mprm_sr.cpp line 1662 observed during upgrade	The troubles indicate the primary and secondary MCP cards are out of sync. User may lose historical measurement report (within allowed retention period) if primary MCP fails. Workaround: Reload the secondary MCP card to force the resync.
28407569		3	Large Burst of inbound traffic causes IPSG M2PA to initiate Link Busy msgs early	IPSG M2PA links may generate Link Status Busy message earlier than expected when the inbound traffic burst is more than 4 times the average traffic.
28518265		3	R46.7_UC1enh:UIM not getting generated for invalid ACN scenario in ATI ACK msg	No UIM will be generated for invalid ACN in ATI ACK for Rt-on-GT scenario. No other impact on any operation.
28553522		3	R46.7_UC3_FT: Incorrect information is being displayed in ent-trace output	This is a display issue only for a debug command that is used primarily by development and customer support.
28559690		3	R46.7_UC3_FT: TCAP Message Length is not getting validated for PSI-ACK	No known impact. The decoder still validates all necessary TCAP components for the message to be processed.
28654864		3	R46.6.2_MR:Severity 1"mc_mgr.c" on MCPM B cards during upgrade .	The code attempted to start a new MEAS collection before the previous collection was completed. It may be best to disable measurements during upgrade to avoid timing issues prevalent when cards have to boot and recover.
28866661		3	R46.7_ST:Sev1 uplu_sec.c & dbcdgcmd.c observed while running gtwy-scrn command on seas	A rtrv command issued to the EAGLE through SEAS fails to find a requested entry may cause these 2 severity 1 troubles though the command terminates gracefully with no other impact.
28876125		3	R46.7_ST:Sev 1 " Card 1203 Module icmm_mtp.c Line 1028 Class 01cf Severity 1" on SFAPP card.	Overrunning SFAPP card beyond the card's TPS throughput capacity causes this severity 1 trouble. No other impact.

Bug Number	SR	Severity	Title	Customer Impact
28885292		3	CDS: R46.7: REPT-STAT-SFAPP command is not reporting the Peak TPS	REPT-STAT-SFAPP command reports peak of average TPS of 30 seconds intervals, instead of true peak TPS.
28964892		3	R46.7_ST:DEIR and ENUM reports are coming blank on Integrated Meas Platform	An EAGLE with no SCCP cards configured may generate blank measurement reports related to the ENUM and DEIR features.
28995862		3	Rel.46.7_ST:Unexpected Sev1's uias_cnl.c Line 243 and vlr_mgr.c Line 1460 observed on OAM card	No known impact other than the display of the severity 1 trouble.
29197515		3	R46.5.1.10_FT: UAM 115 & 116 and UIM 118 & 119 are not getting generated with tpsalmtpe=maxslktps for SLIC card	TPS alarms do not show when the card running the IPSG is a SLIC and traffic crosses its threshold value when tpsalmtpe is set to MAXSLKTPS. TPS alarms are generated correctly when tpsalmtpe is set to RSVDSLKTPS.
29344848		3	R46.8-DB Rejected the GTT enable command to a 32-link SLIC IPSG card	EAGLE may reject valid command chg-card:loc=xxxx:data=gtt when the card is running the IPSG32 GPL when the card has 32 links provisioned and if they are not A0 - A15 & B0 - B15. The reason is that the code considers links A0 through A15 and B0 through B15 to constitute the first 32 links on the card. Link A16 appears to the card to be the 33rd link.
29378816		3	R46.6.3: LINK LED for ports B & C are not working correctly if UDP/TCP connection is not configured for SIP\ENUM.	The LINK LEDs on ports B & C are illuminated green even when no UDP/TCP connections are provisioned for either port.
29378828		3	R46.6.3: LINK LED for PORT D is not working correctly for SLIC DEIR card	The colors of the LED (green/red) for the SLIC card, port D, when running the DEIR application are reversed from what they should be: red when it should be green, and green when it should be red.
29539191		3	IDPR_Enh:Module mdb_srvs.c Line 369 observed on LIM card while executing ent-srvsel command with ANSI domain.	When SRVSEL entries of type ANSI and ITUN24 are configured with the same values of GTI, TT, NP, NAI, and SSN, cards may observe UAM 0034 "Card database is inconsistent" and report "Module mdb_srvs.c" severity 1 trouble.

Bug Number	SR	Severity	Title	Customer Impact
29856560		3	EIR User's Guide E97344 requires updates	EAGLE EIR User's Guide does not properly define the latest format of the EIR log records when the OPC/origin-host has been added to the log record.
29873349		3	copy-disk command failed to copy files from active to standby causing sev 1 dmshc_utl.c Line 1240 DMS Error	The copy-disk command may fail to transfer files as expected. Workaround: Retry the operations and the copy eventually succeeds at the second or third attempt.
29883833		3	Eagle Upgrade Document E54340 Recovery C does not account for using the spare MASP as the recovery	EAGLE Software Upgrade Guide does not correctly account for or describe the proper procedure for using the spare MASP to recover from a failed Upgrade.
29942491		3	Need to remove IPLIM, IPGTWY and E5-ENET from Sigtran users guide	Obsolete information in the SIGTRAN User's Guide regarding a card and GPLs that are no longer supported may cause customer confusion.
29942510		3	Commands User's Guide did not remove E5-ENET, IPLIM, IPGTWY	Obsolete information in the Commands User's Guide regarding a card and GPLs that are no longer supported may cause customer confusion.
30013173		3	R46.8 : PFXSTRIP value for SIP is not getting changed from No to Yes through chg-csl command.	The "chg-csl" command for the SIP feature to change the value of the PFXSTRIP parameter from NO back to YES does not change the value. After the "chg-csl" command is executed, the "rtrv-csl" command will display the PFXSTRIP value as NO and call processing works as per "PFXSTRIP=NO".
30512348		3	Card may boot with restart.c obit while being flashed and activated	If this problem occurs during upgrade, the upgrade software is self-healing - i.e., no manual intervention will be required. Should the problem occur outside of upgrade, the operator must retry the flashing operations manually.
20255043		4	R46.2_ENUM:UDP connection stays UP on breaking ethernet connectivity with port B	UDP state is artificial as there is no concept of a session on UDP. There may be minor confusion as the Ethernet is down. The UDP stays up until it hits a fault.

Bug Number	SR	Severity	Title	Customer Impact
20973465		4	R46.2_ST: Incorrect TPS for GTT in o/p of rept-stat-sccp:mode=perf	It is possible for rept-stat-sccp to report processing slight more traffic than is actually being processed.
23267812		4	SLIC Module pmte_mgr.c Line 620 Class 0241	No impact as this bogus obit is observed rarely and only during the manual reset of SLIC/EPMB class cards.
26376847		4	Rel46.6_CardObs-Support of commands to be removed for SLANHC, GLSHC, IPLHC,IPGHC	Commands getting accepted for obsolete GPLs/APPLs may cause some confusion for operator. There is no operational impact.
26635708		4	Overlapd parameter is not working with rtrv-gttssel command	The overlapped GTT selector definition listed in the Commands User's Guide under the RTRV-GTTSEL command may cause some minor confusion for the user. The correct explanation is in the GTT User's Guide under the Unique GTT Selectors section.
26659823		4	SIP cards are getting provisioned and coming UP even if SIP NP FAK is OFF	The SIP Number Portability Feature Configuration Procedure needs to be followed as documented to ensure the reliable operation of the SIP NP feature.
26679610		4	R46.6_FT systotstplan parameter is still being displayed in rtrv-meas-sched	Measurement parameters related to the obsolete STP LAN feature are displayed by the rtrv-meas-sched command. This may cause some minor confusion for operators. No operational impact.
26680147		4	ent/rtrv-dlk cmd support needs to be removed in 46.6 as SLAN is marked obsolete	Some commands related to the obsolete STP LAN feature are still present in the system. This may cause some minor confusion for operators. No operational impact.
26723585		4	Remove the support of STPLAN from all measurement commands.	Some measurement command parameters and measurement registers related to the obsolete STP LAN feature are still present in the system. This may cause some minor confusion for operators. No operational impact.
26815493		4	Sev 1 at imtc_mgr.c Line 6124	No operational impact.
26831504		4	Rel46.6_SS7FireEnh:wrong TLV in updatelocation IMEI	No known impact.
26938777		4	R46.6_E1T1_SLIC_Enh:Unable to provision 3rd HSL on empty card location .	A SLIC card needs be inserted in the slot before more than 2 HSLs can be provisioned for the E1T1 location.

Bug Number	SR	Severity	Title	Customer Impact
27100220		4	Rel46.6_ST:RTRV-TPS cmd output needs to be updated for removal of IPLIM/IPGW	The information printed for discontinued applications, e.g., IPGW and IPLIM, by the RTRV-TPS command may cause some minor confusion for operators. No operational impact.
27428180		4	R46.6_ST: Module dbcd_utl.c Line 1716 Class 0001 Severity1 observed on E5OAM	Issuing ACT-UPGRADE command while Standby MASP is coming up may cause this severity 1 trouble. No operational impact.
27584981		4	TPC getting provisioned in GT entry with RI=GT and XLAT=DPC	CHG-GTA command does not restrict converting a final GTT to EAGLE's own true point code to an intermediate GTT to EAGLE's own true point code. Operator must avoid such GT modifications.
27734297		4	Limit the number of MCPs provisionable on EAGLE to 2	Operator is allowed to provision more than the supported number of two (2) MCP cards.
27751786		4	Sev1s from t4v_msg.c & mfc_tkit_mc_ observed on SLIC SCCP64 during ExAP download	The troubles may indicate system mis-configuration.
27756888		4	R46.6_ST: Wrong Alarm Status 0570 displayed for obsoleted EPM A cards	Type-A cards (obsoleted in R46.6) left in the system may display wrong UIM message which can be confusing.
28862280		4	EEDB: Logging tar on Standby Setup	A log file is created on the standby EEDB. No other impact.
29135154		4	Minor changes & cleanup for EAGLE Health Check document. Version #22	EAGLE System Health Check Guide contains considerations for long obsoleted GPLs and functions, which can be confusing.
29408928		4	R46.6.3_FT: Incorrect Eagle version is shown in UNIX and LINUX FTRA GUI when CSV files are created and FTRA is completed	FTRA may display incorrect EAGLE release version on the GUI when providing information about generated CSV files upon completion. However, the version mentioned inside the generated CSV files is correct.
29422731		4	All provisioned links went OOS after reboot of OAM when database restore was completed	With the chg-db:action=restore:src=remove command, the OAM boots as expected, but all links that were in service may report incorrectly to be OOS, even though the LIM cards did not boot and their links remained in service as expected.

Bug Number	SR	Severity	Title	Customer Impact
29549597		4	R46.8_FT:Incorrect Eagle version is shown in CSV files of UNIX and LINUX FTRA	FTRA running on Unix or Linux platform may display EAGLE version incorrectly.
29583508		4	R46.8.0_FT:rtrv-enum-prof command must be rejected with appropriate Message.	The rtrv-enum command, when rejected produces an unexpected error message. The error message produced is "No matching entry found for prefix parameter" but the message should be "E3739 Cmd Rej: No Entry found in this scenario".
29998962		4	Update CMT and FD for SIP NP Feature RN+GRN+DN support	EAGLE Commands User's Guide does not document the fact that the SIP NP feature supports the RN+GRN+DN response format.

Chapter 8: Oracle References and Services

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: https://education.oracle.com/industries/oracle-communications/pFamily_41. 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.