# Oracle® Communications Session Monitor

Release Notes

Release 4.0

**E89199-02**

January 2018

ORACLE®

Oracle Communications Session Monitor Release Notes, Release 4.0

E89199-02

Copyright © 2017, 2018, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

**Preface** ..... v

Audience ..... v
Documentation Accessibility ..... v
Downloading Oracle Communications Documentation ..... v
Related Documents ..... v

## 1 Release Notes

**New Features** ..... 1-1
Supports Customizing Call Detail Record (CDR) Generation ..... 1-1
Operations Monitor now Supports Synthetic KPIs ..... 1-2
Voice Quality Measurements Enhancement ..... 1-2
External Authentication Authorization Enhancement ..... 1-2
Operations Monitor Now Supports Skype for Business Calls ..... 1-2
Operations Monitor Now Supports Accessing Call Recordings from Interactive Session Recorder (ISR) 1-3
**Compatibility with Session Monitor 4.0** ..... 1-3
**Fixes in This Release** ..... 1-3
**Important when Upgrading to Session Monitor 4.0.0.0.0 from a Previous Version** ..... 1-4

# Preface

This document includes information about this release of the Oracle Communications Session Monitor product family.

The Session Monitor products impacted by this release are:

- Operations Monitor
- Enterprise Operations Monitor
- Control Plane Monitor

## Audience

This document is intended for all Session Monitor product family users.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

## Downloading Oracle Communications Documentation

Oracle Communications Session Monitor documentation and additional Oracle documentation is available from the Oracle Help Center Web site:

- http://docs.oracle.com

## Related Documents

For more information, see the following documents in the Session Monitor documentation set:

- *Oracle Communications Operations Monitor User's Guide*: Describes how to use Operations Monitor and Enterprise Operations Monitor to monitor, detect, and

troubleshoot IP Multimedia Subsystem (IMS), Voice over Long-Term Evolution (VoLTE), and next-generation network (NGN) networks.

- *Oracle Communications Session Monitor Mediation Engine Connector User's Guide*: Describes how to configure and use Mediation Engine Connector.
- *Oracle Communications Session Monitor Developer's Guide*: Describes how to extend the Session Monitor product family by using the Oracle Communications Session Monitor SAU Extension.
- *Oracle Communications Session Monitor Security Guide*: Provides guidelines and recommendations for establishing a secure configuration and implementing security measures for the Session Monitor product family.

# 1

# Release Notes

This chapter includes descriptions of the new and enhanced features introduced in Oracle Communications Session Monitor release 4.0.

## New Features

Session Monitor release 4.0 includes the following new features, enhancements, and changed functionality:


- Supports Customizing Call Detail Record (CDR) Generation
- Operations Monitor now Supports Synthetic KPIs
- Voice Quality Measurements Enhancement
- External Authentication Authorization Enhancement
- Operations Monitor Now Supports Skype for Business Calls
- Operations Monitor Now Supports Accessing Call Recordings from Interactive Session Recorder (ISR)


### Supports Customizing Call Detail Record (CDR) Generation

You can now customize Call Detail Record (CDR) generation by adding more columns to CSV files based on the values from Session Initiation Protocol (SIP) request headers. A new system setting, **Custom SIP headers in CDR file**, is set to the space-separated list of custom SIP header field names. For each custom SIP header field in the list, a corresponding column with the same name with the prefix *Custom-* is added in the CDR CSV file. The value of that column for a given call is a comma-separated list of all the unique values of that custom SIP header field for all the SIP requests for the call.

> **Note:** Creating CDRs by enabling the **Custom SIP headers in CDR file** setting will have an adverse effect on the performance of Session Monitor.

When you enable **CDR Interim Update Interval**, each custom header field value appears in only one of the interim CDRs for a specific call, unless the header field value is present in more than one SIP message for the specific call. If the header field value is present in more than one SIP message for a specific call, it might appear in more than one CDR for that call.

Fore more information, see *"Customizing CDR Generation"* in *Oracle Communications Operations Monitor User's Guide*.

## Operations Monitor now Supports Synthetic KPIs

You can now create, edit, and delete a combination of KPIs called the Synthetic KPIs in Operations Monitor. Operations Monitor uses arithmetic expressions to define synthetic KPIs.

You can create synthetic KPIs based on the following parameters:

- Device ID
- KPI ID
- Operator
- Number
- Function

For more information, see *"Synthetic KPIs"* section in *Oracle Communications Operations Monitor User's Guide*.

## Voice Quality Measurements Enhancement

With this release, the voice quality measurement for each Real-time Transport Protocol (RTP) segment can be computed based on three media quality measures, Mean Opinion Score (MOS), packet loss, and jitter for a single device or platform-wide. It is possible to get measures for incoming and outgoing traffic for each device. This lets you to view the Voice Quality chart based on these measures on the **Voice Quality** page.

For more information on voice quality, see *"Synthetic KPIs"* section in *Oracle Communications Operations Monitor User's Guide*.

## External Authentication Authorization Enhancement

You can now use a front-end web server, such as an NGINX server or an Apache HTTP server. An external authentication support, which allows Session Monitor to integrate with a back-end authentication environment that is supported by the front-end web server. Session Monitor includes an Apache 2.4 configuration sample that can be used with several back-end authentication environments, such as LDAP, Microsoft Active Directory, RADIUS, and Oracle SSO. By default, Session Monitor enables and preconfigures an NGINX server. You can configure any another server that supports the external authentication.

For more information on external authentication authorization, see *Session Monitor Installation Guide*.

## Operations Monitor Now Supports Skype for Business Calls

You can now install and configure Skype for Business agent with Operations Monitor for monitoring calls that occurred through Skype. You can also monitor the call quality information that are made through Skype.

> **Note:** Ensure to enable the setting, **TCP quick push** for processing the short skype for business calls accurately.

For more information, see *Session Monitor Installation Guide*.

### Operations Monitor Now Supports Accessing Call Recordings from Interactive Session Recorder (ISR)

You can now access the audio call recordings by configuring Operations Monitor with ISR. You can download or play the audio call recordings.

For more information, see *Operations Monitor User's Guide*.

## Compatibility with Session Monitor 4.0

Session Monitor is now compatible with:

- DPDK version 17.05
- Oracle Communications Fraud Monitor release 3.3.93.x

Oracle recommends using MySQL Enterprise Edition release 5.5.54.

## Fixes in This Release

Table 1–1 lists the service request (SR) issues reported and bug number, and provides a brief description of the resolution.

***Table 1–1 Fixes in This Release***

| Service Request (SR) Number | Bug Number | Description |
|---|---|---|
| Not applicable | 26405583 | Previously, few processes restarted due to high memory usage. This has been fixed. |
| 3-15160975821 | 26321906 | Previously, when IPFix data contains high values, the negative values are displayed in the **Packets Lost** field. This has been fixed. |
| 3-15104276401 | 26286269 | Previously, when KPI associated with a prefix tag was modified, service restarted. This has been fixed. |
| 3-15048187361 | 26203921 | Previously, could not display the details for calls containing malformed messages. This has been fixed. |
| 3-14826191063 | 26006950 | Previously, the option to include timestamps in filters was not working. This has been fixed. |
| Not applicable | 25974509 | Previously, the Platform Setup Application **unattended-install.sh** does not change **sysadmin** account password. This has been fixed. |
| Not applicable | 25758890 | Previously, alerts were not properly filtered by date. This has been fixed. |
| Not applicable | 25755670 | Previously, after export from Call grid, CSV file does not had **RTCP stream** column. This has been fixed. |
| Not applicable | 25754667 | Previously, could not upload SBC configurations. This has been fixed. |
| Not applicable | Not applicable | Improved the behavior, if both packet deduplication and transport VLAN awareness are enabled. |
| Not applicable | Not applicable | Improved the behavior of probe to Mediation Engine connections. |
| Not applicable | Not applicable | Improved system diagnostics. |
| Not applicable | 25478150 | Previously, some kernel messages was unnecessarily written to the installer log. This has been fixed. |

***Table 1–1 (Cont.) Fixes in This Release***

| Service Request (SR) Number | Bug Number | Description |
|---|---|---|
| Not applicable | 25478344 | Previously, Packet Inspector search did not return any results. This has been fixed. |
| Not applicable | 23220967 | Previously, Baseline Deviation alerts were displayed as duplicate. This has been fixed. |
| Not applicable | 25289175 | Previously, P-Asserted-ID was taken from ISUP data instead from the SIP leg. This has been fixed. |
| 3-11589868261 | 22107859 | Previously, wildcard search within the **User Tracking** page was not returning results. This has been fixed. |
| Not applicable | 18467751 | Previously, when media quality was not selected during installation, voice quality KPIs were still created. This has been fixed. |
| 3-14580811551 | 25816623 | Previously, sometimes a connected standalone Probe does not appear under **Probes** in settings. This has been fixed. |
| Not applicable | Not applicable | Previously, External Authentication could not be activated in the Mediation Engine. This has been fixed. |
| 3-15282473021 | 26133747 | Previously, an error encountered when searching for a specific call data. This has been fixed. |

# Important when Upgrading to Session Monitor 4.0.0.0.0 from a Previous Version

When upgrading to Session Monitor 4.0.0.0.0 from a previous version, you require to update few third party packages. An upgrade through the Platform Setup Application fails, if these third party packages are not updated automatically. To update the third party packages automatically, enable the channel, ol7_latest and ol7_optional_latest by logging via ssh into the machine that is to be updated and execute the following command as a root user:

```
yum-config-manager --enable ol7_optional_latest
```

Additionally, if the repository is not accessible directly from your machine, you need to configure a proxy server. For more information, refer to the Yum documentation.