

**Oracle® Communications
Tekelec Policy Management**

Release Notice

Release.10.5.2

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Introduction

This release notice lists the Resolved and Known PRs for Policy Management Release 10.5.2..

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

Upgrade Paths

10.5.2 supports the following upgrade paths for C-Class blades and Rack Mount servers

	From	To
CMP	8.0.4, 9.1.5, 9.1.7,9.1.8, 10.5.1, 10.5.2	10.5.2
MPE	8.0.4, 9.1.5, 9.1.7,9.1.8, 10.5.1, 10.5.2	10.5.2
MRA	8.0.4, 9.1.5, 9.1.7,9.1.8, 10.5.1, 10.5.2vv	10.5.2

NOTE:

- Any upgrade other than listed above is not recommended or supported.
- 10.5.2 is supported as a new/fresh installation.
- It is recommended to upgrade in the following order
 - o SPR
 - o CMP
 - o MRA
 - o MPE

Load Lineup

This version of Policy Management 10.5.2_7.1.0 includes:

Application Lineup

- CMP
- MPE
- MRA

Platform Lineup

- **TPD 5.1.1_73.5.3**
- **Comcol 6.0p226.8926**

PR Severity Definitions

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

TL 9000 Quality Management System Measurement Handbook

Resolved PRs

Table RN-1. NOTE: *Table RN-1 Policy Management 10.5.2 Resolved PRs*

PR #	CSR#	Severity	Title
235543	1027300	Minor	MPE doesn't use the updates sent by SPR (PNR) for POOL profiles/ Customer9 Pool Data is not updated with new PNR value
234987	1025404	Minor	Usage-monitoring-information AVP reported without any monitoring key on CCA
235394	1025892	Minor	Checkpoints not working when large number of policies is defined
227463		Minor	Post upgrade from 7.5/7.6 to 9.1, logback-tomcat-rc.xml cannot be modified from GUI
236136	1028684	Minor	Policy conditions missing to access Pool Profile data
236342	1028916	Major	Missing IMEI issue
236954	1030496	Major	Wild card ? condition not working
236953	1030384	Major	Condition Using MSISDN - not working Any customer needing this fix has to add the following config on the CMP prior to upgrading the MPE. "Policy Server - > Advanced Config -> Add SH.SubscriberMSISDNFromDataSource=TRUE"
237369		Minor	Nested policy problem
238036	1029908	Minor	PCRF Pool Billing day Issue
238111	1030450	Minor	PCRF not sending unsubscription SNR after releasing session
237992	1028436	Major	Incorrect session count
237808	N/A	Minor	Pool profile PNRs after a user from the pool is deleted from MPE are not considered

Customer Known PRs

Table RN-2. Policy Management 10.5.2 Customer Known PRs

PR #	CSR#	Severity	Title	Customer Impact
237360		3-Minor	[quota] MPE is sending 2 successive UDRs that are the same when the session terminates with quota usage	2 UDRs may be sent with different Service Indications instead of a combined UDR. This will increase traffic unnecessarily.
237559	1031422	2-Major	SGSN IP getting erased when enabling rc logs at Trace Level	Customer Impact is minimal as the issue happens only if the rc.logs are set at TRACE level or higher which is something that customer does not do in Production .
234213		3-Minor	No SLR-I triggered when the DSR INIT connection	If the DSR or other diameter router initiated the diameter connection, the MPE cannot handle messages from that connection
237457		3-Minor	[CMP audit log] unneeded messages about policy group being re-ordered when it is being removed from deployment	No Subscriber impact
237459		3-Minor	[CMP audit log] the audit log does not display the changes made to the subscriber in SPR GUI	No Subscriber impact
237814		3-Minor	Inaccurate grantedTotal quota updated after pool dynamic grant on CCR-U	If there is no policy to recalculate grant on a CCR-U, the dynamic grant to future users in the pool will be inaccurate.
238185		3-Minor	Pool account ID should not exist	No Subscriber impact
238186		3-Minor	Pool profile information head line is incorrect	No Subscriber impact

Oracle Tekelec References and Services

Customer Care Center

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

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

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

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

Tekelec - Global

Email (All Regions): support@tekelec.com

USA and Canada

Phone:

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

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

TAC Regional Support Office Hours:

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

Emergency Response

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

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

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

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

Customer Training

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

A complete list and schedule of open enrollment can be found at www.tekelec.com.