

**Oracle® Communications  
Tekelec Policy Management**

**Release Notice**

Release.10.5.3

**E54924-01**

June 2014

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## Introduction

This release notice lists the Resolved and Known PRs for Policy Management Release 10.5.3..

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

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

	From	To
<b>CMP</b>	8.0.4, 9.1.5, 9.1.7,9.1.8, 10.5.1, 10.5.2	10.5.3
<b>MPE</b>	8.0.4, 9.1.5, 9.1.7,9.1.8, 10.5.1, 10.5.2	10.5.3
<b>MRA</b>	8.0.4, 9.1.5, 9.1.7,9.1.8, 10.5.1, 10.5.2	10.5.3

### NOTE:

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

## Load Lineup

This version of Policy Management 10.5.3\_5.1.0 includes:

### Application Lineup

- CMP
- MPE
- MRA

### Platform Lineup

- **TPD 5.1.1\_73.5.4**
- **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 10.5.3 Resolved PRs***

PR #	CSR#	Severity	Title
239819	1036186	Major	Unexpected Sh reattempts when the initial SNR/UDR times out
239180	1035870	Major	Inetrep is consuming a lot of memory and has caused MRA failover
240950	-	Minor	Synchronous Sh lookups should be blocked for all cases
240891	1039070	Minor	Pool custom field gets populated from subscriber profile
240636	-	Minor	Clean install on CMP does not load the correct schema version for MySQL
238744	-	Minor	User.Pool fields are not documented – DOC bulletin released with 10.5.3
240268	1038152	Major	Bad message processing latencies in BYG
240590	-	Major	Upgrade to 9.1.5+ and then to 10.5+ does not work
241255	1040332	Major	Pooled quota usage is incorrectly calculated during out-of-sync
235990	-	Minor	Future upgrade and then backout from Policy 11.5 fails

## Customer Known PRs

**Table RN-2. Policy Management 10.5.3 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](mailto: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](mailto:training@tekelec.com).

A complete list and schedule of open enrollment can be found at [www.tekelec.com](http://www.tekelec.com).