

**Oracle® Communications  
Tekelec HLR Router**

**Release Notes**

**Release 4.0**

**E54555, Rev. 01**

June 2014

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## Introduction

*Release Notes* lists the Resolved and Known PRs for HLR Router Release 4.0.

*Release Notes* is distributed to customers with a new software release at the time of General Availability (GA) or Limited Availability (LA). It is updated for each Maintenance release.

*Release Notes* is available only on the Oracle Technical Network site. For each new publication to the site, the revision level of the part number is incremented. The Release Notice can be located under its product and release; see also Locate Product Documentation on the Customer Support Site.

## 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*.

## Locate Product Documentation on the Customer Support Site

Access to the Oracle Customer Support site is restricted to current Tekelec customers. This section describes how to log into the Oracle Customer Support site and how to locate customer documentation. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at [www.adobe.com](http://www.adobe.com).

1. Log into the Oracle Customer Support site at <http://docs.oracle.com>
2. Under Applications, click the link for **Communications**. The **Oracle Communications Documentation** window opens with Tekelec shown near the top.
3. Click **Oracle Communications Documentation for Tekelec Products**.
4. Navigate to your Product and then the Release Number, and click the **View** link (the **Download** link will retrieve the entire documentation set).
5. To download a file to your location, right-click the PDF link and select **Save Target As**.

## Resolved PRs

Table RN-1 HLRR Release 4.0 Resolved PRs lists PRs that are resolved in the following builds:

### Application Lineup

- HLRR 4.0.0-40.15.0

### Platform 6.5 Lineup

- TPD 6.5.2-82.31.0:
- TVOE 2.5.2-82.31.0
- PMAC 5.5.0-55.18.1
- FW FUP 2.2.5
- COMCOL 6.2p315
- AppWorks .5.0-55.38.0

Above listed load line-up provides a view of our GA milestone release. Firmware release is addressed by independent manufacturer (e.g., HP) and will have additional release guidance and requirements. We recommend review of this section prior to system and/or node upgrade.

**NOTE:** Resolved PRs are sorted in ascending order by Severity (Sev), and then by PR number.

**Table RN-1. HLRR Release 4.0 Resolved PRs**

PR Number	CSR	Severity	Title
236450		1-Critical	Upgrade converts bond1 bonding mode to load balancing (round-robin)
228582		2-Major	HLRR MP running 3.1.0-31.14.0 is not bring up associations or links
229199		2-Major	KeepCount attribute has incorrect parameter for AppEventLog.1 merged table
231943		2-Major	Map Layer decoding fails to get to IMSI due to several tags with indefinite length
221669		3-Minor	HLRR 4.0 Online Help documentation needs more updates
229424	1010122	3-Minor	HLRR 4.0: New events need to be added to AppEventDef
230979	1010122	3-Minor	EXHR: Changes to the Alarm History
230980	944384	3-Minor	Inetmerge impaired by s/w fault
224417		5-Enhancement	Cross-Site Request Forgery (CSRF) Prevention
227746		5-Enhancement	tblNetSync for PerformanceParameters table needs to be set "Off" in the Awpss7 schema file
229711		5-Enhancement	Need to set throttleSecs=86400 for Event ID #14230 in AppEventDef table
232197		5-Enhancement	Remove 'TKLCCcurl' from HLRR 4.0
238021		5-Enhancement	HLRR needs a PDBI peak message rate measurement

## Customer Known PRs

Table RN-2 HLRR Release 4.0 Customer Known PRs lists known PRs in the following builds:

### Application Lineup

- HLRR 4.0.0-40.15.0

### Platform 6.5 Lineup

- TPD 6.5.2-82.31.0
- TVOE 2.5.2-82.31.0
- PMAC 5.5.0-55.18.1
- FW FUP 2.2.5
- COMCOL 6.2p315
- AppWorks .5.0-55.38.0

Above listed load line-up provides a view of our GA milestone release. Firmware release is addressed by independent manufacturer (e.g., HP) and will have additional release guidance and requirements. We recommend review of this section prior to system and/or node upgrade.

**NOTE:** Known PRs are sorted in ascending order by Severity (Sev), and then by PR number.

**Table RN-2. HLRR Release 4.0 Customer Known PRs**

PR Number	CSR	Severity	Title	Customer impact
228932		3-Minor	Error "Database backup failed" needs to be more informative on the GUI screen.	No operational impact. This PR only improves detail provided for error reporting to the GUI.
229617	1010178	3-Minor	Status & Manage -> KPIs online documentation missing info	No operational impact. This is an improvement/fix to the online documentation only.
230719		3-Minor	HLRR GUI throws an error when editing the Network Element	No operational impact. Issue only occurs with Internet Explorer. Work around is to use the Firefox or Chrome Web Browser.
231297	1036868	3-Minor	Unexpected behavior on "View Active" alarms screen	No operational impact. Functional improvement request to the operation of the Alarms & Events->View Active screen.
232013		3-Minor	Multiple issues observed in LDAP Authentication	No operational impact. A properly configured LDAP server works correctly.

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PR Number	CSR	Severity	Title	Customer impact
232638		3-Minor	HLRR4.0:Measurement report-->Go to Export functionality not working fine	No operational impact. Measurements --> Export Screen is functional if user does not use 'Checkall/Uncheckall' buttons when using Internet Explorer. Those buttons are not required in executing the GUI screen function. GUI Screens works correctly in Chrome and Firefox.
233539		3-Minor	No Error Code is generated at 'Info' taskbar & at 'Error' tab when given letters and non-integer values to field SSOSSessLife	No operational impact. This is an improvement to the error checking of the SSOSSessLife field.
234673		3-Minor	Upgraded Standby NO server becomes HA active before Primary NO server goes down	No operational impact. This issue could happen during upgrade and will be managed by the Oracle install team when it occurs.
235179		3-Minor	HLRR Backout -[HLRR 4.0 to 3.1] - Complete Upgrade button was not enabled after Standby SO backedout	No operational Impact. If encountered, verify that the status shows "Not Ready", then disregard it and continue with next steps.
235825		3-Minor	HLRR 4.0 NO GUI - LockoutWindow option under Administration -> General Options does not work properly	No Operational Impact. This is an intermittent issue affecting disabled user accounts.
235882		3-Minor	Connection error with VIP observed while scrolling down Status&Manage -> Processes Page	No operational Impact. Connection error received does not prevent user from continuing to scroll down and view screen content.
236832		3-Minor	HLRR 4.0 update all online help modules	No Operational Impact. Document changes only.
236855		3-Minor	There are discrepancies with the HLRR NO GUI online help (Operations, Administration, and Maintenance)	No operational impact. Document changes only.
237538		3-Minor	HLRR4.0:"SNMPv2c Read-Only Community Name" configuration parameter option issue.	No Operational Impact. GUI Default explanation needs to be updated to match pre-loaded default value.
237668		3-Minor	Unable to see more than 2 days Alarm History Logs on GUI at screen - "Main Menu: Alarms & Events -> View History"	No operational impact. Can view logs 2 days at a time back for 7 days on the GUI. Logfile with all 7 days can be exported and downloaded to an excel spreadsheet.
238308		3-Minor	PdbiPeakMsgsReceived PDBI measurement records incorrect value	No Operational Impact. The NOAM gives priority to DB replication/syncing and therefore may intermittently cause queuing of the PDBA process in relation to handling of PDBI messages.  When such queuing occurs, the peak value seen as the "PdbiMsgsReceived" value for a given 5 minute period may be the result of incoming messages received plus previously queued messages resulting in a higher than anticipated Measurement value.

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PR Number	CSR	Severity	Title	Customer impact
238655		3-Minor	HLRR 31.13.0 to 40.14.0 Major Upgrade - Alarm #10009 appeared on NO-A and NO-B during Accept Upgrade	No operational impact. Workaround available from Oracle team if issue is encountered during upgrade.
238658		3-Minor	HLRR 31.13.0 to 40.14.0 Major Upgrade - PDBI Options field "Max Transaction Size" value changed after the upgrade	No operational impact. Default values and online help do not match but default values in GUI are correct.
238700		3-Minor	Day interval measurement report does not display last complete day	No Operational Impact. When using the Measurement Report "Day" interval the start/ending time will be displayed as 20:00 hours on the GUI for each day no matter what time selected in the Time Range Field. To view the full 24 hour periods from current time/day the user will need to export the report and download it to excel to see the full timeframe correctly.
238734		3-Minor	TPD Server Core File Detected - Software Program Abnormally Terminated	No Operational Impact. Problem occurs when attempting to view a very large exported file thru the link generated on the [Main Menu: EAGLE XG Database -> Maintenance -> PDBI -> Export Status] page. File may be downloaded for viewing outside of the GUI without issue.
238806		3-Minor	HLRR Welcome Message lost during HLRR 3.1 to 4.0 Major Upgrade	No operational Impact. New welcome message must be added back into the GUI after upgrade is completed.
238927		3-Minor	HLRR 30.11.0 to 40.14.0 Major Upgrade Failed on DR NO Stby and DR NO Query Server	No Operational Impact. False status reported for upgrade. If encountered, the server upgrade.log file may be used to verify upgrade "success", then the "Complete Upgrade" button on the GUI may be used to continue.
238976		3-Minor	Read Only User able to modify data on active SOAM GUI	No operational impact. The "read-only" user privileges are not enforced on SOAM GUI folders "Main Menu: SS7/Sigtran -> Configuration -> 'M3UA Options'" , "Main Menu: SS7/Sigtran -> Configuration -> 'MTP3 Options'" , "Main Menu: SS7/Sigtran -> Configuration -> 'SCCP Options'" and "Main Menu: SS7/Sigtran -> Configuration -> Capacity Constraint Options". Also the Reset option is enabled at GUI Path "Main Menu: SS7/Sigtran -> Maintenance -> 'Remote Signaling Points'" and Enable/Disable option is also enabled at GUI Path "Main Menu: SS7/Sigtran -> Maintenance -> 'Links'".
239043		3-Minor	Got 'Access Denied' while Logout from GUI Path Main Menu:Logout menu option	No operational impact. This issue occurs intermittently with Internet Explorer 8.

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PR Number	CSR	Severity	Title	Customer impact
239196		3-Minor	HLRR 4.0 Status & Manage GUI screen refreshing issue	Screen refresh rates for the [Main Menu: Status & Manage] GUI screens on large systems (80+ servers) may take up to 60 sec to auto refresh. The user may manually refresh if a faster status update is required.
239259		3-Minor	Security Logs are not properly displayed on the active NOAMP GUI at screen - "Main Menu: Security Log -> View History "	No operational impact. Logs may sometimes be displayed out of chronological order.

# Oracle Tekelec References and Services

## Customer Care Center

Oracle's 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.

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:

### Related - Global

Email (All Regions): support@tekelec.com

- **USA and Canada**

Phone:

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

- **Caribbean and Latin America (CALA)**

Phone:

+1-919-460-2150

TAC Regional Support Office Hours (except Brazil):

10:00 a.m. through 7:00 p.m. (GMT minus 6 hours), Monday through Friday, excluding holidays

- **Argentina**

Phone:

0-800-555-5246 (toll-free)

- **Brazil**

Phone:

0-800-891-4341 (toll-free)

TAC Regional Support Office Hours:

8:00 a.m. through 5:48 p.m. (GMT minus 3 hours), Monday through Friday, excluding holidays

- **Chile**

Phone:

1230-020-555-5468

- **Colombia**

Phone:

01-800-912-0537

- **Dominican Republic**  
Phone:  
1-888-367-8552
- **Mexico**  
Phone:  
001-888-367-8552
- **Peru**  
Phone:  
0800-53-087
- **Puerto Rico**  
Phone:  
1-888-367-8552
- **Venezuela**  
Phone:  
0800-176-6497
- **Europe, Middle East, and Africa**  
Regional Office Hours:  
8:30 a.m. through 5:00 p.m. (GMT), Monday through Friday, excluding holidays
  - **Signaling**  
Phone:  
+44 1784 467 804 (within UK)
  - **Software Solutions**  
Phone:  
+33 3 89 33 54 00
- **Asia**
  - **India**  
Phone:  
+91 124 436 8552 or +91 124 436 8553
    - TAC Regional Support Office Hours:**  
10:00 a.m. through 7:00 p.m. (GMT plus 5 1/2 hours), Monday through Saturday, excluding holidays
  - **Singapore**  
Phone:  
+65 6796 2288
    - TAC Regional Support Office Hours:**  
9:00 a.m. through 6:00 p.m. (GMT plus 8 hours), Monday through Friday, excluding holidays

## Emergency Response

In the event of a critical service situation, emergency response is offered by Oracle's 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**

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