

**Oracle® Communications
Policy Management**

Release Notes

Release 11.5.2.1.0

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Table of Contents

Chapter 1: Introduction.....	6
Introduction to Policy Management.....	7
Chapter 2: Feature Descriptions.....	8
Chapter 3: Oracle Communications Policy Management 11.5.2.1.0	
Media and Documentation.....	9
Media Pack.....	10
Documentation Pack.....	10
Chapter 4: Supported Hardware Baseline.....	11
Supported Hardware Baseline.....	12
Chapter 5: Firmware Components.....	13
Firmware Component List.....	14
Chapter 6: Oracle Communications 11.5.2.1.0 Supported Upgrade	
Path.....	15
Supported Upgrade Paths.....	16
Chapter 7: Oracle Communications Policy Management 11.5.2.1.0	
Resolved and Known Bugs.....	17
Severity Definitions.....	18
Resolved Bug Listing.....	18
Customer Known Bug Listing.....	20
Chapter 8: Oracle References and Services.....	28
My Oracle Support (MOS).....	29

Emergency Response.....	29
Customer Training.....	30
Locate Product Documentation on the Oracle Help Center Site.....	30
Locate Product Release Software on the Oracle Software Delivery Cloud Site.....	30

List of Tables

Table 1: Supported Hardware Baseline.....	12
Table 2: Supported Firmware Components.....	14
Table 3: Oracle Communications Policy Management 11.5.2.1.0 Upgrade Paths.....	16
Table 4: Oracle Communications Policy Management Release 11.5.2.1.0 Resolved Bugs.....	19
Table 5: Oracle Communications Policy Management 11.5.2.1.0 Customer Known Bugs.....	20

Chapter 1

Introduction

Topics:

- [*Introduction to Policy Management.....7*](#)

Maintenance Release for the 11.5.0.0.0 / 11.5.1.0.0 / 11.5.2.0.0 code streams [see E59931-02 11.5.0 Release Note, E59931-02 11.5.1 Release Note & E63502-01 11.5.2 Release Note].

This Release Notice identifies the functions and features of Oracle Communications Policy Management Release 11.5.2.1.0.

This Release Notice includes Feature Descriptions, supported Hardware Baseline, Media and Documentation pack contents and identifies the Supported Upgrade Paths. This document also includes listings of both the Resolved and Known Bugs for this Release. Directions for accessing key Oracle 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.

Introduction to Policy Management

Oracle Communications Policy Management Release 11.5.1 combines Fixed/Wireless and Cable functionality in a single release, and introduces enhanced resilience and geo-redundancy, as well as Sun Netra hardware support for all modes. Features dependent on new functions in Platform 6.7, are introduced, and also compatibility with Subscriber Database Management SPR 9.3, and Oracle Communications User Database Repository 10.0.

The Fixed/Wireless mode introduces support for RADIUS interfaces, enabling fixed-line and fixed-mobile convergent use cases. Also in Fixed/Wireless mode Release 11.5.1 introduces 3GPP Rel11 and other VoLTE related protocol updates. Policy Management Release 11.5.1 inherits all Wireless functionality of Release 10.5 and Release 11.0 and includes updates to the CMP, MRA, and MPE components.

The Cable mode of Release 11.5.1 includes updates to MPE and BoD AM use of PCMM protocol options, optimizes the discovery of CMTS/subnet resources over SNMP, and enhances manageability and redundancy controls in the system. Oracle Communications Policy Management Release 11.5.1 inherits all Cable functionality of Oracle Communications Policy Management Release 9.4 software, and includes CMP, MA, MPE, and BoD-AM components.

The Fixed/Wireless and Cable feature sets are available based on the mode configuration. Only Fixed/Wireless feature set is supported in "Fixed/Wireless" mode and only cable feature set is supported in "Cable" mode. The mode configuration must be done in the installation time and change of the mode at post-installation time is not supported.

Chapter 2

Feature Descriptions

| This maintenance release has no new features.

Chapter 3

Oracle Communications Policy Management 11.5.2.1.0 Media and Documentation

Topics:

- [Media Pack.....10](#)
- [Documentation Pack.....10](#)

Oracle Communications software is available for electronic download on MY Oracle Support. Documentation is delivered electronically on the Oracle Help Center (OHC). Both the software Media Pack and the Documentation Pack are listed in this chapter.

Media Pack

All components available for download from My Oracle Support (<http://www.oracle.com/us/support/software/premier/my-oracle-support-068523.html>). Both the software Media Pack and the Documentation Pack are listed in this chapter.

Media pack:

- Oracle Communications Policy Configuration Management Platform 11.5.2.1.0_8.1.0
- Oracle Communications Policy Multimedia Policy Engine 11.5.2.1.0_8.1.0
- Oracle Communications Policy Front End 11.5.2.1.0_8.1.0
- Oracle Communications Policy Bandwidth On-Demand Application Manager 11.5.2.1.0_8.1.0
- Oracle Communications Policy Management Agent 11.5.2.1.0_8.1.0
- Oracle Communications Tekelec Virtual Operating Environment 2.7.1.0.0-84.28.0 (ISO and USB images)
- Oracle Communications Tekelec Platform Distribution 6.7.1.0.1-84.26.0 (ISO and USB images)
- Oracle Communications Tekelec Platform Management and Configuration 5.7.1.0.1-57.21.1

Note: This list is accurate at the time of release but is subject to change. See the Oracle software delivery website for the latest information.

Documentation Pack

All documents available for download from the Oracle Help Center (OHC) site (<http://docs.oracle.com/en/industries/communications>).

Note: This list is accurate at the time of release but is subject to change. See Oracle Help Center for the latest information.

- Related Publications Reference
- Hardware Documentation Roadmap Reference
- Platform Configuration User's Guide
- Configuration Management Platform Wireless User's Guide
- Configuration Management Platform Cable User's Guide
- Policy Wizard Reference
- SNMP User's Guide
- OSSI XML Interface Definitions Reference
- Policy Front End User's Guide
- Bandwidth on Demand Cable User's Guide
- Troubleshooting Reference
- Analytics Data Stream Reference

Chapter 4

Supported Hardware Baseline

Topics:

- [Supported Hardware Baseline.....12](#)

The Hardware identified in [Supported Hardware Baseline](#) comprises the hardware and server versions that have been verified with this Release.

Supported Hardware Baseline

Table 1: Supported Hardware Baseline

Hardware	Description
HP Gen 9	Rackmount and C-Class Servers configured as defined in the configuration workbook.
HP Gen 6 & 8	Rackmount and C-Class Servers configured as defined in the configuration workbook.
X3-2 Sun non-Netra servers	Rackmount Servers configured as defined in the configuration workbook.

The firmware components are software that is installed on the hardware. See [Firmware Component List](#) for listing of Firmware components for this release.

Chapter 5

Firmware Components

Topics:

- [Firmware Component List.....14](#)

The firmware components are software that is installed on the hardware. These components are listed in the Firmware Release Notice.

Firmware Component List

The firmware document is available on the Oracle Help Center (OHC) site at: <http://docs.oracle.com>

Table shows the Firmware components used in this release.

Table 2: Supported Firmware Components

Hardware	Release	Description
H HP Firmware FUP	2.2.8 (Minimum*)	FC
Oracle X3-2 Firmware	3.1.2 (Minimum)	FC

FC - Fully Compatible

PC - Partially Compatible (Compatible but not fully functional (feature dependent))

NC - Not Compatible

N/A - Not Applicable

* HP Gen 9 HW Tekelec HP FUP 2.2.9 is the minimum required.

Chapter 6

Oracle Communications 11.5.2.1.0 Supported Upgrade Path

Topics:

- [Supported Upgrade Paths.....16](#)

This release has been tested for upgrades from specific prior releases; this chapter contains the exact paths for upgrade. Please verify that your current installed release is listed on a valid upgrade path.

Supported Upgrade Paths

This release has been tested for upgrades from specific prior releases. This chapter contains the exact paths for upgrade. Please verify that your current installed release is listed on a valid upgrade path. The possible upgrade paths to Policy 11.5.2.1.0 are listed in [Table 3: Oracle Communications Policy Management 11.5.2.1.0 Upgrade Paths](#).

Table 3: Oracle Communications Policy Management 11.5.2.1.0 Upgrade Paths

From	To
9.1.X (9.1.7, 9.1.9, 9.1.10)	11.5.2.1.0
10.5.X (10.5.0, 10.5.1, 10.5.3, 10.5.4, 10.5.5, 10.5.6)	11.5.2.1.0
11.5.X (11.5.0, 11.5.1, 11.5.1.1.0, 11.5.2)	11.5.2.1.0

Chapter 7

Oracle Communications Policy Management 11.5.2.1.0 Resolved and Known Bugs

Topics:

- [Severity Definitions.....18](#)
- [Resolved Bug Listing.....18](#)
- [Customer Known Bug Listing.....20](#)

This chapter lists the Resolved and Known Bugs for Oracle Communications Policy Management 11.5.2.0.0.

These bug 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.

- **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
 1. product inoperability (total or partial outage)
 2. a reduction in the capacity capability, that is, traffic/data handling capability, such that expected loads cannot be handled
 3. any loss of emergency capability (for example, emergency 911 calls)
 4. safety hazard or risk of security breach.
- **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 lesser immediate or impending effect on product performance, customers and the customer's operation and revenue such as
 1. reduction in product's capacity (but still able to handle the expected load)
 2. any loss of administrative or maintenance visibility of the product and/or diagnostic capability
 3. repeated degradation of an essential component or function
 4. degradation of the product's ability to provide any required notification of malfunction.
- **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.

The numbered severity levels in the tables below correspond to these definitions:

- 1 - Critical
- 2 - Major
- 3 - Minor

Resolved Bug Listing

This load line-up provides a view of our GA milestone release. Firmware release 2.2.8 was used with this release. The Firmware is addressed by an independent manufacturer (e.g., HP) and will have additional release guidance and requirements. We recommend review of the line-up prior to system

Oracle Communications Policy Management 11.5.2.1.0 Resolved and Known Bugs

and/or node upgrade. [Table 4: Oracle Communications Policy Management Release 11.5.2.1.0 Resolved Bugs](#) lists bugs that are resolved in the following builds:

Application Lineup:

- Oracle Communications Policy Configuration Management Platform 11.5.2.1.0_8.1.0
- Oracle Communications Policy Multimedia Policy Engine 11.5.2.1.0_8.1.0
- Oracle Communications Policy Front End 11.5.2.1.0_8.1.0
- Oracle Communications Policy Bandwidth On-Demand Application Manager 11.5.2.1.0_8.1.0
- Oracle Communications Policy Management Agent 11.5.2.1.0_8.1.0

Platform Lineup:

- Oracle Communications Tekelec Virtual Operating Environment 2.7.1.0.0-84.28.0 (ISO and USB images)
- Oracle Communications Tekelec Platform Distribution 6.7.1.0.1-84.26.0 (ISO and USB images)
- Oracle Communications Tekelec Platform Management and Configuration 5.7.1.0.1-57.21.1

The load line-up listed above provides a view of our GA milestone release.

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

Table 4: Oracle Communications Policy Management Release 11.5.2.1.0 Resolved Bugs

SR #	Bug number	Severity	Title
N/A	22023133	Severity-3	MPE does not handle out of order SNA response from SPR well.
N/A	21935990	Severity-3	Two back to back UDRs are sent following CCR-I.
N/A	21936004	Severity-3	Redundant UDR following SNR and SNA DIAMETER_UNABLE_TO_COMPLY following CCR-T.
N/A	21313811	Severity-3	Sh: Initial Sh UDR lookup with "sip:" in certain configurations.
N/A	21969246	Severity-3	Custom Fields not retained after on-demand SY SLR lookup Failure.
3-11434834131	21953447	Severity-3	[Policy table] condition to check percentage of quota used is rounded off.
3-11279137401	22092674	Severity-3	We should remove SubsPools from refresh database which may hit Exception.
3-11449444451	22073566	Severity-3	Wrong behavior on potentially stale sessions when IP reuse.
3-11449444451	22073719	Severity-3	Severity-3 Secondary sessions like Rx, adding additional userIDs in the user object.
3-11449444451	22106895	Severity-3	Severity-3 Re-authorize all sessions with IP reuse causes additional userIDs in user object.
N/A	22200079	Severity-3	Failover on thread hangs quicker.
N/A	22200051	Severity-3	Restart on Cocss MPE06b blade.
N/A	22199095	Severity-3	No rollover is triggered if there is no Quota record of the user.

SR #	Bug number	Severity	Title
N/A	22199076	Severity-3	Rollover quota calculation is off by 1 month on 11.5.1.0.0.
N/A	22161066	Severity-3	Matching Operation "Matchlist" is not coming during Policy table column creation.
3-11694540261	22256742	Severity-3	Configured advanced key SH.SubscriberMSISDNFromDataSource gave undefined error.
3-10175426711	22263135	Severity-1	Incorrect PUR after OOS resolution - causing quota mismatch.

Customer Known Bug Listing

Table 5: Oracle Communications Policy Management 11.5.2.1.0 Customer Known Bugs lists known bugs in this release:

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

Table 5: Oracle Communications Policy Management 11.5.2.1.0 Customer Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
22026389	3-Minor	MPE does NOT take into account the APN when performing Rx session binding.	MPE behavior is incorrect, and inconsistent with APN.	None
22006316	3-Minor	[Radius]:Unable to send TSR when TDF dpi connect with MRA.	n/a	n/a
21964411	3-Minor	[CMP] CMP can't show the login page and by the tomcat is locked.	Tomcat process is hung accidentally during tomcat start up.	Restart qp_procmgr service.
21902504	3-Minor	[MPE] PUR is sent to HSS with empty dynamic quota after establishing new session.	An extra PUR-PUA message will happen for every very first CCr-I for a subscriber. No functional impact.	n/a
19111750	3-Minor	[235580][Merge][Cable][Feature] BoD Load Shedding doesn't work.	Load Shedding is not available/implemented for BOD policy component.	n/a
19112684	3-Minor	[225306] For cases in which MPE can't derive QoS for AAR message with codecs, MPE.	In cases that MPE faces errors with unsupported codecs in a request, it does not create the gate but responds back with diameter success instead of	n/a

Oracle Communications Policy Management
11.5.2.1.0 Resolved and Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
			error to requester application function.	
19119805	3-Minor	[241890] XML fields on REST interface from CMP-SPR to be same as Sh XML from MPE.	n/a	n/a
19189360	3-Minor	Quota Enhancements : Exception for getTimeZoneOffsetDifference.	n/a	n/a
19293366	3-Minor	[BoD_Perf] Can not overlap requests for same session while other task is running.	When system is loaded with millions of sessions, some requests can fail due to overlap with scheduled gate related tasks.	n/a
19385071	3-Minor	Timestamp needs to update as current time stamp each time OM stats enable.	CMP may experience out of memory issues when merging large amount of OM stats data.	n/a
19509630	3-Minor	[Dynamic quota] Incorrect PUR CamiantPoolDynamicQuota sent causing out-of-sync.	Out of sync errors can occur, but will correct themselves.	n/a
19513538	3-Minor	There is error when sending Rx AAR update to Remove a Flow.	Diameter Rx AAR message to remove a flow is not implemented in this release.	n/a
19523438	3-Minor	[platform]I Solate active DC will result Spare server to OOS.	In geo-redundant architecture, when modifying Heart Beat and replication configuration to use other network than the default OAM network and network experience connection issues, spare server in secondary site may end up in Out Of Service state.	n/a
19528781	3-Minor	[Cable, Longevity, BOD] There are always failed BOD sessions after 1 day running.	The failure ratio is quite low. One or two failure per hours. So the failure rate is one of 2,880,000 requests.	No workaround. If the delete failed, session cleanup will remove these stale session.
19550781	3-Minor	[KPI] MPE-R and MPE-S should have different TPS	MPE-R have inaccurate/misleading capacity percentage displayed	n/a

Oracle Communications Policy Management
11.5.2.1.0 Resolved and Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
		benchmark for KPI dashboard.	in KPI Dashboard. This is just a display error, not service impacting.	
19629923	3-Minor	COMCOL Port 17402 is not moved when changing WAN HA paths.	In geo-redundant architecture, when modifying Heart Beat and replication configuration to use other network than the default OAM network, one of the OAM related ports (17402) is still being used and need to be available for application to correctly functions.	n/a
19640249	3-Minor	There should be no Config Mismatch when there is IPv6 subnet format difference.	MPE gets in config mismatch status if IPv6 manual subnet(s) are entered in lower case characters via CMP GUI.	This issue will gone after reapply all setting to MPE by clicking Reapply button in System Tab.
19644945	3-Minor	Pass expiration not extended when second pass becomes active within dbplugin.	Pass expiration may not be extended if extension expires less than 60 secs.	When using the pass expiration extension feature, make sure the pass that is to be extended does not expire shortly before a new pass to extend it is set to become active.
19666874	3-Minor	[MGPI] Envelope value is not right when flow status change from disable to remove.	Modify the flow status via Rx diameter message to removed from disabled is not supported in this release.	n/a
19684505	3-Minor	[Online_Help] Add mode control for online help.	Wireless user guide Online help menu can be seen in Cable mode. No impact on functionality.	n/a
19846430	3-Minor	Add configuration calculation with appropriate numbers for RMS-G7.	MPE TPS capacity calculation for G7 hardware matches G6 hardware while calculation should differ per Hardware type.	n/a

Oracle Communications Policy Management
11.5.2.1.0 Resolved and Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
19871263	3-Minor	System Administration Privileges under User management needs some changes.	Low, Health Checker and Replication Statistics have no individual privilege.	Give user the 'push method stats' privilege.
19880865	3-Minor	The regulation of generated PDF pagination is unreasonable for connection stats.	When exporting multiple records reported in CMP's connection status report to PDF, number of records in every page fluctuates randomly.	n/a
19886527	3-Minor	[raidus phase1] Thread of rsyslogd is dead during performance test.	n/a	n/a
19915486	3-Minor	[platform] Alarm31109 popup after correct server's hostname.	When correcting MPE server host name in topology settings screen of CMP GUI, an alarm indicating topology is configured incorrectly is raised.	1. Clobber comcol on the server alarm raised. 2. Re-add server to topology.
19943882	3-Minor	PUR with no service indication was generated when creating session for 2nd user.	An extra PUR may be generated in certain circumstance but should have no functional impact.	n/a
19977297	3-Minor	All synchronous lookups should be removed from DbPlugin Code.	Synchronous Data Source lookups could cause issues where threads are locked while the lookup is completed.	n/a
19982790	3-Minor	[Load shedding] Default load shedding busy level criteria need to be re-tunning.	The current design does not control southbound messages. The customer should configure the southbound throughput to support the messages from northbound.	n/a
20010969	3-Minor	Number of pass not updated on policy after receiving PNR notify to remove.	If a query to the SPR retrieves a pass or top-up, then within 60s or less one or more of those are removed, the MPE will still think they exist.	n/a
20011880	3-Minor	[KPI stats] LDAP transactions not being counted as part of the total MPE txns.	LDAP transactions are not counted in the system TPS on the KPI dashboard.	When determining system performance/sizing, add in estimated LDAP

Oracle Communications Policy Management
11.5.2.1.0 Resolved and Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
				transactions to the TPS value. For example, if you have 500 CCR-I/sec and expect each CCR-I to incur a LDAP lookup, add 500 to the TPS to account for the LDAP transaction count.
20018575	3-Minor	[COMCOL] Inetrep connection instability after HA failover.	Replication process gets in unstable state for several minutes after fail over action.	Wait a while for process to stabilize.
20032655	3-Minor	[imysqld] Process (Imysqld) unexpectedly terminated.	Imysqld can unexpectedly terminate.	n/a
20060647	3-Minor	[DiamCLI] Diamcli does not support "appdetectinfo1.tdfappid" in ccr gx command.	n/a	n/a
20065945	3-Minor	[CMP] ScheduleTask RunningTime NOT match CMP system time after Timezone changed.	When CMP GUI and Hardware have different time zones, scheduled tasks will have wrong start/end time.	Set the same timezone for CMP and C-class.
20089309	3-Minor	Subscriber Activity Log: Backup alarm auto-clears in 5 mins.	The alarm clears after 5 minutes instead of after 1 hour.	n/a
20095199	3-Minor	Sy DbPlugin has synchronous lookup calls.	Synchronous Data Source lookups could cause issues where threads are locked while the lookup is completed.	n/a
20106635	3-Minor	[platform]2nd site's CMP inetmerge has problem after degrade recovery.	CMP server gets into out of service state after recovery from a cluster degraded situation.	Executing pm.kill inetmerge on CMP4 will make it recover.
20117961	3-Minor	[platform] Added-server in site2 still Dual-Active after cmha connection setup.	In geo-redundant scenario, MPE servers will be in dual active state when changing replication and HA path before configuring the route correctly.	Execute pm.kill cmha on the spare server to restart cmha.

Oracle Communications Policy Management
11.5.2.1.0 Resolved and Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
20171920	3-Minor	[CMP_UI] "Export CSV" button of Trending reports doesn't work on Firefox.	Unable to export CSV trending reports in Firefox.	Use a different browser.
20201295	3-Minor	[Radius2] NE of BNG type was not pushed to clean installed MRA without failover.	Config is not applied to the MRA.	Disable and enable radius, then reapply config.
20225284	3-Minor	[Longevity] There is IllegalStateException from bod.log during longevity test.	When system is loaded with hundreds of thousands of sessions, new HTTP and/or SOAP requests may cause exceptions in BOD log file.	There is no workaround. If the delete fails, session cleanup will remove these stale sessions.
20225357	3-Minor	[platform] Recovery of Primary HA TCP result to site1's 2server normal-OOS-normal.	An unexpected fail-over on the primary site when the network paths to the spare MPE on the secondary site are recovered.	n/a
20226077	3-Minor	There are failed sessions on VMs at 05:00 every day during longevity test.	Failed sessions occur in same time as logs rotation process run.	n/a
20234752	3-Minor	There is an exception if four instances are monitoring the KPI dashboard on the CMP.	There is a memory leak when opening too many KPI Dashboard instances.	Do not open too many instances of the KPI Dashboard.
20241759	3-Minor	The association change between the MPE and the MA may create an MPE traffic failure.	Modifying the association between the MPE and the MA will cause sessions handled by this MPE to fail.	When this situation appears, re-run the MA CMTS Distributor task so all CMTS's will be pushed to the MPE again.
20257525	3-Minor	MPE detects PNR with same ETE/Orig-Host as duplicate even after one minute.	OCUDR will retry if duplicate PNR is received until duplicate is cleared.	n/a
20315051	3-Minor	[platform] Replication process use memory till to 100% and then restart [platform] Replication Plan filter is empty.	During fail over to secondary site in geo-redundancy architecture, with HA and replication is set to use different path than the default OAM path, replication process exhaust the Filter is empty alarm is raised while BOD	n/a

Oracle Communications Policy Management
11.5.2.1.0 Resolved and Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
			transition from Active to Stand By state.	
20322799	3-Minor	[platform] Replication Plan filter is empty.	Filter is empty alarm is raised while BOD transition from Active to Stand By state.	n/a
20350453	3-Minor	[Sy]1st SLR times out - 2nd SLR never send out.	If the Sy lookup fails for the first Gx session, the second (and future) Gx session setup for the same subscriber will NOT result in the OCS being queried. This should be limited only when Sy is setup as a Secondary Data Source.	None if the Sy Data Source has to be setup as a Secondary Data Source. Possible workaround is to setup Sy Data Source as On Demand and trigger Sy lookup via policy.
20440083	3-Minor	Sy session id still exist Gx session when SLR-u with NO_AVAILABLE_POLICY_COUNT	n/a	n/a
21029042	3-Minor	Upgrading 10.5 to 11.5 code CMP policyUpgrade.pl script incompatible.	n/a	n/a
21039752	3-Minor	CNS: Stats Reports not generated post 11.5 upgrade.	No stats reports are being generated.	n/a
21105510	3-Minor	Sy sessions not terminated when SLR-i was triggered by PNR.	n/a	
21123020	3-Minor	11.5.1 upgrade doc is missing any procedures for 'spare' server upgrade.	n/a	n/a
20384900	3-Minor	[migration] Error info popup during running migration script.	No impact to the migration process.	n/a
20434467	3-Minor	[AuditLog] Vlan info is error when create/modify 2nd CMP site and HW=SUN.	Only occurs in CMP's audit log.	n/a
20652433	3-Minor	[Auditlog] No promote auditlog after demote CMPsite1 and promote CMPsite2.	Audit log will not be recorded on standby CMP.	n/a

Oracle Communications Policy Management
11.5.2.1.0 Resolved and Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
20905823	3-Minor	User object is getting created in secondary session after deleting it on primary.	Deleting a user object via rcmgr does not get rid of it from the cache. Stale data for the user will show up on subsequent CCR-I.	No workaround (needed) if you really needed to get rid of a user object hanging around after all sessions are deleted.
20986157	3-Minor	Connection between MPE-R and site2 MPE-S cannot setup if site2 MPE-S is added later.	If mpe-r and mpe-s have created connection and the topology of mpe-s changed, it would not be pushed to mpe-r immediately.	Perform re-apply the operation on MPE-R after MPE-S Signaling IP is changed.
20986198	3-Minor	Connection between MPE-R and MPE-S cannot setup if MPE-S signalling IP changed.	If mpe-r and mpe-s have created connection and the topology of mpe-s changed, it would not be pushed to mpe-r immediately.	Perform re-apply operation on MPE-R after MPE-S Signaling IP is changed.
21124820	3-Minor	Harmless 31103 alarms raised during restart.	This alarm just means a single write to the DB was missed during the failover. The particular session that missed the write may have an error on subsequent updates. This is expected during failovers.	Ignore the alarm and it will auto-clear in 2 hours.

Chapter 8

Oracle References and Services

Topics:

- *My Oracle Support (MOS).....29*
- *Emergency Response.....29*
- *Customer Training.....30*
- *Locate Product Documentation on the Oracle Help Center Site.....30*
- *Locate Product Release Software on the Oracle Software Delivery Cloud Site.....30*

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 will be 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, 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 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 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 that your business can realize all of the benefits that these rich solutions offer. Visit the Oracle University web site to view and register for Oracle Communications training: education.oracle.com/communication. 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 appears. Most products covered by these documentation sets will 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, select **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 the FAQ button on the top right corner.