

**Oracle® Communications  
LSMS**

Feature Notice

Release 13.0

**E52607-01 Revision A**

March 2014

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# Chapter 1

## LSMS Release 13.0

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### Topics:

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This document includes feature descriptions, provides the hardware baseline for this release, and explains how to find customer documentation on the Customer Support Site.

## Introduction

Feature notices are distributed to customers with each new release of software. Oracle Communications LSMS Release 13.0 introduces the following new features to the Local Service Management System (LSMS):

- [LSMS and NAS on E5-APP-B](#)
- [Customer executable MySQL Data Base defragmentation](#)
- [Enhancement PRs](#)

For more information about new features, see [LSMS 13.0 Features and Enhancements](#).

This *Feature Notice* also includes these topics:

- [Compatibility](#)
- [Locate Product Documentation on the Customer Support Site](#)
- [Customer Training](#)
- [Customer Care Center](#)

## Compatibility

The table below shows the compatibility of Oracle Communications LSMS Release 13.0 with the releases of interfacing external systems.

**Table 1: LSMS 13.0 Compatibility with External Systems**

Product	Release	Compatibility
EAGLE	43.0	FC
	44.0	FC
	45.0	FC
ELAP	8.0	NC
	9.0	NC
	10.0	FC
Legend: FC - Fully Compatible NC - Not Compatible		

## LSMS 13.0 Features and Enhancements

LSMS Release 13.0 retains all of the functionality of Release 12.0. Release 13.0 ports the LSMS and Network Attached Storage (NAS) to the EAGLE Application B Card (E5-APP-B) and provides for a Customer Executable MySQL Data Base Defragmentation.

The optional Oracle Communications LSMS Query Server package enables customers to access real-time LNP data automatically, using a standard API. Customers can perform customized, high-volume automated data queries for internal office and support systems use, such as systems for service assurance, testing, service fulfilment, and customer care. With Release 13.0, the LSMS Query Server supports Solaris 10.

### LSMS and NAS on E5-APP-B

This feature ports Oracle Communications LSMS and Network Attached Storage (NAS) applications to the E5-APP-B card. The LSMS is comprised of two E5-APP-B cards for 1-to-1 redundancy, and adds an additional E5-APP-B card for the NAS.

E5-APP-B cards must be installed on separate power feeds within the shelf for redundancy. See the *Hardware and Installation Guide* for E5-APP-B for more information.

#### LSMS NAS on E5-APP-B

The LSMS system uses a NAS device to back up the system and application logs, and the LSMS database. This feature provides support for the LSMS NAS on the E5-APP-B with the Oracle Communications Tekelec Platform (TPD) Operating System. The LSMS is shipped with the E5-APP-B NAS.

#### Hardware

The E5-APP-B NAS has a two-drive storage in a Redundant Array of Independent Disks (RAID) configuration to save the LSMS logs and database.

#### Keys Exchange

The key exchange feature is used to exchange keys between the LSMS and the NAS, facilitating user access without needing a user i.d. and password.

#### Backup

Manual and automatic backup are supported. Automatic backup is scheduled at 23:55. A maximum of 5 backups can be retained on the NAS. For more information, see the *Alarms and Maintenance Guide*.

#### Restore

Backups on the NAS can be restored to the LSMS. The restore operation is performed on the LSMS server. For more information, see the *Alarms and Maintenance Guide*.

#### Alarms

NAS alarms are limited to NAS availability and storage capacity. The NAS SNMP traps are sent to the LSMS and include TPD alarms. For more information, see the *Alarms and Maintenance Guide*.



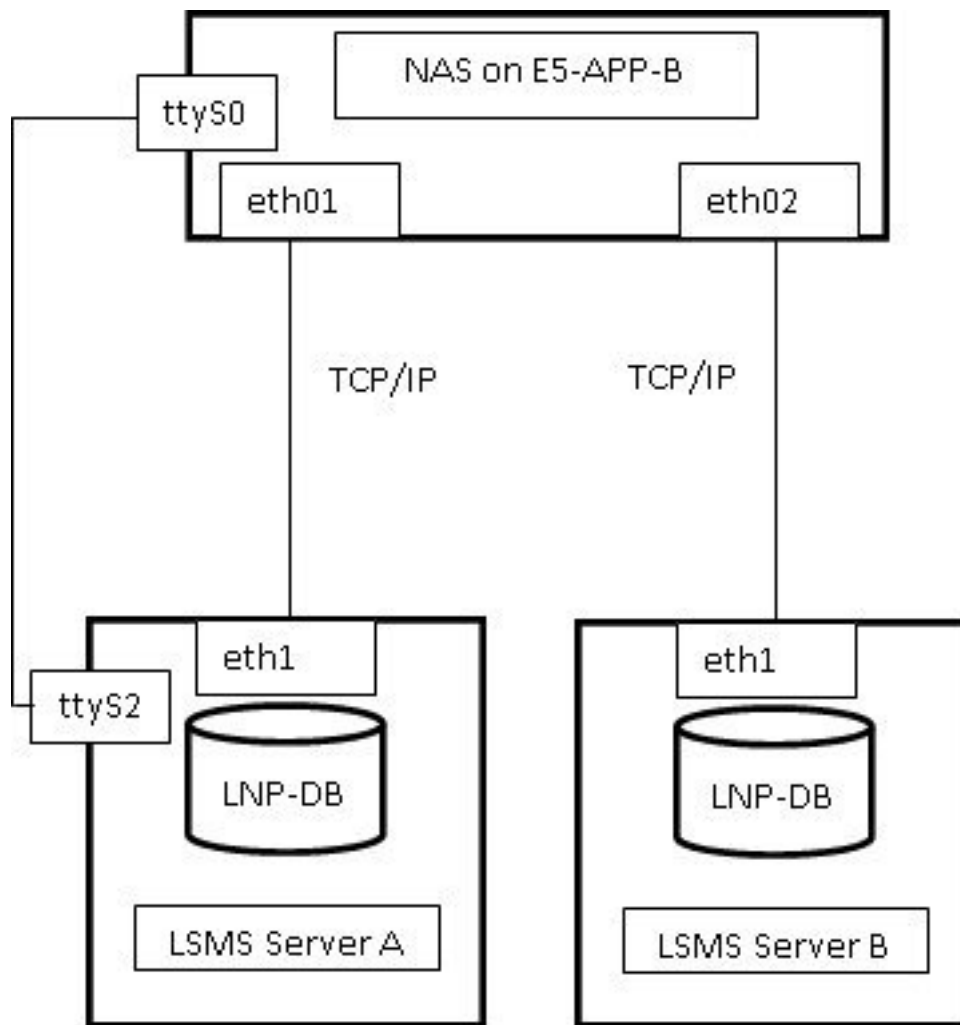


Figure 1: LSMS NAS Connectivity

### Customer executable MySQL Data Base defragmentation

This feature allows customers and LSMS administrators to run preventative maintenance operations. Defragmentation organizes the contents of the storage device and converts them to the smallest fragments. Defragmentation also creates larger areas of free space, optimizing read/write access to the data base. Full feature procedures can be found in the *Alarms and Maintenance Guide*. This feature is standard and requires no Feature Activation.

### Enhancement PRs

LSMS 13.0 supports these enhancement PRs:

Table 2: LSMS 13.0 Enhancement PRs

PR # and Title	Description
214137 Configurable MySQL Port for LNP Query Server on LSMS	The LSMS operator may define the MySQL Port used for the LNP Query server.
228416 Support of latest Java Client version	LSMS 13.0 adds support for the LSMS application and GUI to interwork with Java Client version 1.7.
232876 Updates related to OS (CentOS) and MySQL	LSMS 13.0 updates the CentOS version to 5.10 and the MySQL version to 5.6.
233879 LSMS Query Server update after MySQL upgrade in Core LSMS software	The upgrade of MySQL to version 5.6 within LSMS requires that the LSMS Query Server's copy of MySQL also be upgraded to version 5.6.

## Locate Product Documentation on the Customer Support Site

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

1. Log into the [Tekelec Customer Support](#) site.

**Note:** If you have not registered for this new site, click the **Register Here** link. Have your customer number available. The response time for registration requests is 24 to 48 hours.

2. Click the **Product Support** tab.
3. Use the Search field to locate a document by its part number, release number, document name, or document type. The Search field accepts both full and partial entries.
4. Click a subject folder to browse through a list of related files.
5. To download a file to your location, right-click the file name and select **Save Target As**.

## 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 the application. 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).

## Customer Care Center

The 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.

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.

Tekelec 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:

1-888-367-8552 (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:

+91-124-465-5098 or +1-919-460-2150

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

If a critical service situation occurs, the Tekelec Customer Care Center offers emergency response twenty-four hours a day, seven days a week. The emergency response provides immediate coverage, automatic escalation, and other features to ensure a rapid resolution to the problem.

A critical situation is defined as a problem that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical problems affect service or system operation, resulting in:

- Failure in the system that prevents transaction processing
- Reduction in system capacity or in system traffic-handling capability
- Inability to restart the system
- Corruption of the database
- Inability to perform maintenance or recovery operations
- Inability to provide any required critical or major trouble notification
- Any other problem severely affecting service, capacity, traffic, and billing. Maintenance capabilities may be defined as critical by prior discussion and agreement with the Tekelec Customer Care Center.