Oracle® Communications
EAGLE LNP Application Processor

Feature Notice

Release 10.0

910-6628-001 Revision B

February 2014

ORACLE®

Oracle® Communications Feature Notice, Release 10.0

Table of Contents

List of Figures

EAGLE LNP Application Processor

Feature Notice

Introduction

Feature Notices are distributed to customers with each new release of software.

This Feature Notice includes an overview of the features, enhancements, and changes for EAGLE LNP Application Processor (ELAP) Release 10.0. *Locate Product Documentation on the Customer Support Site* provides instructions for locating Customer Documentation on the Customer Support Site.

New Features for ELAP 10.0

ELAP 10.0 includes the following features:

> *E5-APP-B Card*
> *ELAP Backup Enhancements*
> *ELAP Logging Enhancements*

Other Changes for ELAP 10.0

An enhancement for ELAP 10.0 is:

> *Redundancy in Synchronization Network*

E5-APP-B Card

The E5-APP-B card is designed to be integrated with applications that run on a Signal Transfer Point (STP). E5-APP-B cards are installed as a pair in an EAGLE shelf along with Ethernet communication equipment. For more information about EAGLE shelves, refer to *EAGLE Hardware Manual*.

The E5-APP-B card is a general-purpose application server (AS) that offers high transaction rates with low latency. The E5-APP-B card is a scalable computing platform constructed with state-of-the-art components packaged on a double-width card designed to fit into two slots of an EAGLE shelf. Each E5-APP-B card has two field-replaceable hard disk drives for data storage. Each E5-APP-B card is delivered pre-loaded with platform software and application software. E5-APP-B cards are installed as a pair for redundancy and high availability. DSM Service Module cards (870-1984-xx) are not supported with E5-APP-B based applications.

For more information about the E5-APP-B card, refer to the new manuals which fully describe the card and its installation, operation, and maintenance:

- *E5-APP-B Hardware and Installation Manual*

- *ELAP Alarms and Maintenance on the E5-APP-B Platform*

ELAP Backup Enhancements

The ELAP Backup Enhancements feature allows users to schedule customized automatic ELAP RTDB backups based on their individual needs. Currently, automatic ELAP RTDB backups are scheduled for 6:00 AM daily in the Active Server. For many users, 6:00 AM is outside their normal maintenance windows or off-peak provisioning hours.

The ELAP Backup Enhancements feature allows users to schedule automatic ELAP RTDB backups using the **Maintenance** > **Automatic RTDB Backup** menu option of the ELAP GUI on the Active ELAP server only. The **Automatic RTDB Backup** menu option is available after initial installation and does not require feature activation. Only the *elapdev* user can execute the action in the cron entry.
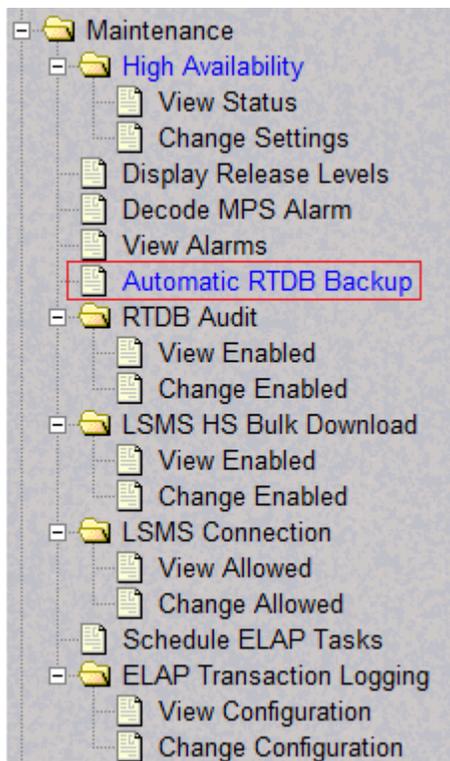
Figure 1: Automatic RTDB Backup Menu Option

After selecting the **Automatic RTDB Backup** menu option, the screen shown in *Figure 2: Automatic RTDB Backup screen* is displayed to configure the Automatic RTDB Backup schedule. Refer to *ELAP Administration and LNP Feature Activation* for additional information about the configuration options.

Figure 2: Automatic RTDB Backup screen

ELAP Logging Enhancements

The ELAP Logging Enhancements feature moves the existing logging function from the LSMS to each ELAP server to maintain logging history for LNP provisioning records, while offering more distributed log architecture. Moving the logging function from the LSMS to the ELAP servers also provides more storage capability (approximately 40 GB) which allows for logs to be retained for a longer period.

The ELAP Logging Enhancements feature can be set to *on* or *off*. When the ELAP Logging Enhancements feature is *on*, provisioning of LNP transactions are logged on the ELAP server. The initial status of the feature is *off*.

The ELAP Logging Enhancements feature is configured from the **Change Configuration** selection under the **Maintenance** > **ELAP Transaction Logging** menu option of the ELAP GUI for the Active ELAP server only. An example screen displayed after selecting **Change Configuration** is shown in *Figure 4: Change Configuration (Logging feature = On; Log files export to remote machine = Enabled)* . The Remote system fields can be accessed only when Log files export to remote machine is set to *Enabled*. Refer to *ELAP Administration and LNP Feature Activation* for additional information about the configuration options.
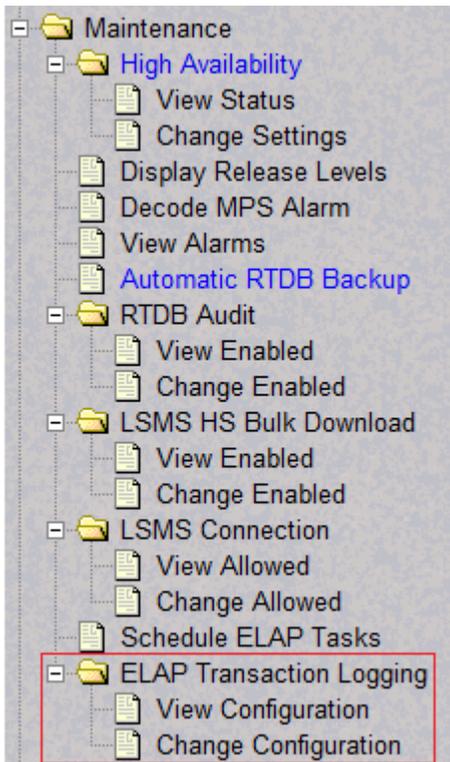
Figure 3: ELAP Transaction Logging Menu Option

Figure 4: Change Configuration (Logging feature = On; Log files export to remote machine = Enabled)

From the **Maintenance** > **ELAP Transaction Logging** menu option, the **View Configuration** selection displays the current configuration. The configuration determines which properties are displayed.

Figure 5: ELAP Logging Enhancements Feature = OFF

Figure 6: ELAP Logging Enhancements Feature = ON; Log files export to remote machine = Disabled

```
ELAP_A_NAME          View ELAP Transaction Logging Configuration
```

ELAP Logging Enhancements Feature:	On
Time Format:	System Defined
Log files export to remote machine:	Enabled
Remote system IP address:	10.248.15.12
Remote system user name:	root
Remote system sftp location:	/var/tmp

Figure 7: ELAP Logging Enhancements Feature = ON; Log files export to remote machine = Enabled

In addition, the **Debug** menu of ELAP GUI for the Active ELAP server has a new option **LNPTRANS** under **View Logs**. Selecting this option allows the user to view the latest LNPTRANS logs.

Other Changes

This change is introduced in ELAP 10.0.

Redundancy in Synchronization Network

Redundancy in Synchronization Network enables the mate server to be reachable from the local server if the synchronization interface from the ELAP servers to any of the switches is not functioning due to problems with cable connectivity, the switch, or other synchronization network operations.

When the connectivity of the ELAP servers with Switch B is intact, the synchronization network operates through Switch B using the connection from Ethernet Port eth03 of ELAP A server to Port 3 of Switch B and from Ethernet Port eth03 of ELAP B server to Port 4 of Switch B.

If a connectivity problem develops from the ELAP servers to Switch B, the synchronization network continues to function using Switch A because of the synchronization interface on Switch A. The connectivity is from Ethernet Port eth04 of ELAP A server to Port 5 of Switch A and from Ethernet Port eth04 of ELAP B server to Port 6 of Switch A.

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

- **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

In the event of a critical service situation, emergency response is offered by the 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 Tekelec Customer Care Center.

Related Publications

For information about additional publications that are related to this document, refer to the *Related Publications* document. The *Related Publications* document is published as a part of the *Release Documentation* and is also published as a separate document on the Tekelec Customer Support Site.

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 EAGLE 5 ISS. To enroll in any of the courses or for schedule information, contact the Tekelec Training Center at (919) 460-3064 or E-mail eagletrain@tekelec.com.

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

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.

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**.