Oracle® Communications Diameter Signaling Router Release 7.0 DSR Mediation Feature Activation Work Instruction E58661-01 Revision 01

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Oracle Communications Diameter Signaling Router Software Installation Procedure, Release 7.0

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1.0 INTRODUCTION

1.1 PURPOSE AND SCOPE

This document defines the procedure that is executed to activate the Mediation feature on DSR 7.0 (or beyond) network element (NE). This procedure may be run either 1) As part of a new DSR installation, after the standard installation is complete but before the NE is in service, or 2) on an in-service DSR NE, where the Mediation feature is activated during a planned maintenance window to minimize the impact to network traffic.

This document also provides a procedure to deactivate Mediation after it has been activated. Please see Section 0 for a discussion of deactivation.

No additional software installation is required prior to executing this procedure. The standard DSR installation procedure has loaded all of the required software, even if the Mediation feature is activated at a later time.

1.2 ACRONYMS

| BNS | Broadband Networking Solutions |
|-------|--------------------------------------------|
| САРМ | Computer-Aided Policy Making |
| DA-MP | Diameter Agent Message Processor |
| DB | Database |
| DSR | Diameter Signaling Router |
| FOA | First Office Application |
| GUI | Graphical User Interface |
| HA | High Availability |
| IMI | Internal Management Interface |
| IP | Internet Protocol |
| MP | Message Processing or Message Processor |
| NE | Network Element |
| NO | Network OAM |
| NOAM | Network OAM |
| OAM | Operations, Administration and Maintenance |
| SSH | Secure Shell |
| UI | User Interface |
| VIP | Virtual IP |
| VPN | Virtual Private Network |
| XMI | External Management Interface |

Table 1. Acronyms

1.3 GENERAL PROCEDURE STEP FORMAT

illustrates the general format of procedure steps as they appear in this document. Where it is necessary to explicitly identify the server on which a particular step is to be taken, the server name is given in the title box for the step (e.g. "ServerX" in).

Each step has a checkbox for every command within the step that the technician should check to keep track of the progress of the procedure.



Figure 1. Example of a procedure step

2.0 FEATURE ACTIVATION OVERVIEW

This section lists the required materials and information needed to execute the feature activation. In addition, through Error! Reference source not found.8 provides estimates of the time required to execute the procedure. These tables can be used to estimate the total time necessary to complete the feature activation. The timing values shown are estimates only – use these tables to plan the timing of the activation, **not** to execute the procedure. The detailed procedure steps to be executed begin in **Section 0**.

2.1 DEFINITION OF ACTIVATION FOR THE MEDIATION FEATURE

The precise meaning of *activation* varies from feature to feature. This section briefly defines what activation means with respect to the Mediation feature.

All software required to run Mediation is available by default as part of a DSR installation or upgrade. The process of activating the feature simply makes proper use of software elements and file system files that are already present, to change the behavior of the DSR NE.

| Global_Admin_State | Meta_Administrator_Privilege | Behavior |
|--------------------|------------------------------|-------------------------------------------------|
| 1 | 1 | Mediation Folder will be shown under |
| | | Diameter Menu. |
| | | Mediation signaling code will be evaluating |
| | | trigger points to see if Mediation Rules are to |
| | | be applied to ingress messages. |
| | | Nulle Template Screen will be shown under |
| | | Mediation Menu. |
| | | Note: Meta_Administrator_Privilege cannot |
| | | dischlad |
| 1 | 0 | Mediation Folder will be shown under |
| 1 | 0 | Diamatar Manu |
| | | Mediation signaling code will be evaluating |
| | | trigger points to see if Mediation Rules are to |
| | | he applied to ingress messages |
| | | Rule Template Screen will not be shown |
| | | Kule Template Seleen win not be shown. |
| 0 | 1 | Mediation Folder will not be shown under |
| | | Diameter Menu. |
| | | Mediation signaling code will not be |
| | | evaluating trigger points for ingress |
| | | messages. |
| | | Note: This case will not be allowed by |
| | | mediation activation script. However this can |
| | | be a scenario, when both Global-Admin and |
| | | Meta-Admin are enabled through activation |
| | | script but by deactivation script Global- |
| | | Admin is disabled. |
| 0 | 0 | Mediation Folder will not be shown under |
| | | Diameter Menu. |
| | | Mediation signaling code will not be |
| | | evaluating trigger points for ingress |
| | | messages. |

Table 2. Behavior of Mediation based on Global_Admin_State and Meta_Adminiistrator_Privilege

2.2 FEATURE ACTIVATION OVERVIEW

2.2.1 Pre-Feature Activation Overview

The pre-activation procedures shown in the following table may be executed outside a maintenance window if desired. Procedure completion times shown here are estimates. Times may vary due to differences in database size, network configuration and loading, user experience, and user preparation.

| Procedure | Elapsed Time (Hours: Minutes) | | Activity | Impact |
|-------------------|----------------------------------|-------|------------------------------------------------------|--------|
| | This Step | Cum. | Feature Activation Preparation | |
| Required Material | 0:10- | 0:10- | Step 1: Verify all required materials are present. | None |
| Check | 0:30 | 0:30 | Step 2: Verify all administration data needed during | |
| 0 | | | feature activation. | |
| System Topology | 0:10- | 0:20- | Step 1: Verify Network Element Configuration data. | None |
| Check | 0:30 | 1:00 | Step 2: Verify System Group Configuration data. | |
| 0 | | | | |
| Perform Health | 0:01- | 0:21- | Step 1: Verify DSR Release. | None |
| Check | 0:05 | 1:05 | Step 2: Verify Server status. | |
| 0 | | | Step 3: Log all current alarms. | |

Table 3. Pre-Feature Activation Overview

2.2.2 Feature Activation Execution Overview

The procedures shown in the following table are executed inside a single maintenance window. Procedure completion times shown here are estimates. Times may vary due to differences in database size, network configuration and loading, user experience, and user preparation.

| Procedure | Elapsed Time (Hours: Minutes) | | Activity | Impact |
|-----------------------------|----------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| | This | Cum. | Feature Activation Execution | |
| Perform Health Check () | 0:01- 0:05 | 0:01- 0:05 | Step 1: Verify DSR Release. Step 2: Verify proper Mediation state. | None |
| | | | Step 3: Verify Server status. Step 4: Log all current alarms. | |
| Feature Activation () | 0:10- 0:30 | 0:11- 0:35 | Step 1: Log out of NOAM GUI. Step 2: SSH to Active NO. Step 3: Change to the feature activation directory. Step 4: Execute the feature activation script. Step 5: Log into Active SOAM GUI. Step 6: Verify the Mediation Folder. Step 7: Close SSH connections to both NOAMs | Mediation feature is activated on DSR |

Table 4. Feature Activation Execution Overview

2.2.3 Post-Feature Activation Overview

The procedures shown in the following table are executed inside a maintenance window. Procedure completion times shown here are estimates. Times may vary due to differences in database size, network configuration and loading, user experience, and user preparation.

| Procedure | Elapsed Time (Hours: Minutes) | | Activity | Impact |
|----------------------|----------------------------------|-------|---------------------------------|----------------------------|
| | This Step | Cum. | Feature Activation Completion | |
| Perform Health Check | 0:01- | 0:01- | Step 1: Verify Server status. | Mediation feature has been |
| 0 | 0:05 | 0:05 | Step 2: Log all current alarms. | activated on DSR |

Table 5. Post-Feature Activation Overview

2.3 FEATURE DEACTIVATION OVERVIEW

2.3.1 Pre-Feature Deactivation Overview

The procedures shown in the following table are executed inside a maintenance window. Deactivation procedure times are only estimates as the reason to execute a deactivation has a direct impact on any additional deactivation preparation that must be done. Times may vary due to differences in database size, network configuration and loading, user experience, and user preparation.

| Procedure | Elapsed Time (Hours or Minutes) | | Activity | Impact |
|----------------------|---------------------------------------|-------|----------------------------------------|--------|
| | This Cum. | | Deactivation Procedures | |
| | Step | | | |
| Perform Health Check | 0:01- | 0:01- | Step1: Verify DSR Release. | None. |
| 0 | 0:05 | 0:05 | Step 2: Verify proper Mediation state. | |
| | | | Step 3: Verify server status. | |
| | | | Step 4: Log current alarms. | |

2.3.2 Feature Deactivation Execution Overview

The procedures shown in the following table are executed inside a maintenance window. Deactivation procedure times are only estimates as the reason to execute a deactivation has a direct impact on any additional deactivation preparation that must be done. Times may vary due to differences in database size, network configuration and loading, user experience, and user preparation.

| Procedure | Elapsed Time (Hours or Minutes) | | Activity | Impact |
|--------------------|---------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| | This Step | Cum. | Deactivation Procedures | |
| Deactivation Setup | 0:10-0:30 | 0:10- 0:30 | The reason to deactivate has a direct impact on any additional backout preparation that must be done. Since all possible reasons cannot be predicted ahead of time, only estimates are given here. Execution time will vary. | None. |
| Deactivation () | 00:10- 00:20 | 0:20- 0:50 | Step 1: Log out of Active NOAM GUI.Step 2: SSH into active NO.Step 3: Change directory.Step 4: Execute the feature deactivation script.Step 5: Log into Active SOAM GUI.Step 6: Verify the Mediation folder.Step 7: Close SSH connections to both NOAMs | Mediation feature is deactivated on DSR. |

Table 7. Feature Deactivation Overview

2.3.3 Post-Feature Deactivation Overview

The procedures shown in the following table are executed inside a maintenance window. Deactivation procedure times are only estimates as the reason to execute a deactivation has a direct impact on any additional deactivation preparation that must be done. Times may vary due to differences in database size, network configuration and loading, user experience, and user preparation.

| Procedure | Elapsed Time (Hours or Minutes) | | Activity | Impact |
|----------------------|---------------------------------------|-------|---------------------------------|--------|
| | This | Cum. | Deactivation Procedures | |
| | Step | | | |
| Perform Health Check | 0:01- | 0:01- | Step 1: Verify Server status. | None. |
| 0 | 0:05 | 0:05 | Step 2: Log all current alarms. | |

3.0 FEATURE ACTIVATION PREPARATION

Initially, there is a primary – if not singular – planned use case for Mediation feature activation. It is expected that Oracle personnel following this Feature Activation Procedure document will activate the Mediation feature on a customer's DSR NE, define one or more Rule Templates as required for that customer, and then deactivate the Meta-Administrator privilege. Once Oracle personnel define the Rule Templates, customer personnel then use the Rule Set Administrator interface to define the specific Rules that govern mediation actions taken by the DSR.

This section provides detailed procedures to prepare a system for Mediation feature activation. These procedures are executed outside a maintenance window.

3.1 HARDWARE PREPARATION

There are no hardware changes necessary.

3.2 REQUIRED MATERIALS CHECK

This procedure verifies that all required materials needed to perform the activation have been collected and recorded.

Procedure 1: Required Materials Check

| S | This procedure verifies that all required materials are present. | | |
|-------------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--|
| T E P | Check off ($$) each step as it is completed. Boxes have been provided for this purpose under each step number. | | |
| # | Should THIS PROCEDURE FAIL, Contact My My Oracle Support (MOS) and ask for assistance. | | |
| 1 | Verify all required materials are present | Materials are listed in Section 0: Required Materials. Verify required materials are present. | |
| 2 □ | Verify all administration data needed during feature activation | Double-check that all information in Section 0 is filled-in and accurate. | |

3.3 SYSTEM TOPOLOGY CHECK

This procedure is part of feature activation preparation and is used to verify the system topology of the DSR network and servers.

Procedure 2: System Topology Check

| S | This procedure verifies System Topology. | | |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| T E P # | Check off $(\sqrt{)}$ each step as it is completed. Boxes have been provided for this purpose under each step number. Should THIS PROCEDURE FAIL, Contact My My Oracle Support (MOS) and ask for assistance. | | |
| 1 | Verify Network Element | View the Network Elements configuration data; verify the data; save and print report: | |
| | Configuration data | Log into the NOAM VIP GUI. Select Configuration > Network Elements to view Network Elements Configuration screen. Click Report at the bottom of the table to generate a report for all entries. Verify the configuration data is correct for your network. Save the report and/or print the report. Keep these copies for future reference. | |
| 2 | Verify Server Group Configuration data | View the Server Group configuration data; verify the data; save and print report: Select Configuration > Server Group to view Server Group screen. Click Report at the bottom of the table to generate a report for all entries. Verify the configuration data is correct for your network. Save the report and/or print the report. Keep these copies for future reference. | |
| | Verify Server Group Configuration data | View the Server Group configuration data; verify the data; save and print report: Select Configuration > Server Group to view Server Group screen. Click Report at the bottom of the table to generate a report for all entries. Verify the configuration data is correct for your network. Save the report and/or print the report. Keep these copies for future reference. | |

3.4 PERFORM HEALTH CHECK

This procedure is part of feature activation preparation and is used to determine the health and status of the DSR network and servers. This may be executed multiple times but must also be executed at least once within the time frame of 24-36 hours prior to the start of the maintenance window in which the feature activation will take place.

Procedure 3: Perform Health Check (Feature Activation Preparation)

| S T P # | This procedure performs a Health Check. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number. Should THIS PROCEDURE FAIL, Contact My My Oracle Support (MOS) and ask for assistance. | |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 □ | Verify DSR Release | DSR Release supports the Mediation feature: |
| | | Log Into the NOAM VIP GUI. Select Administration > Software Versions; the dsr Software Versions Report screen is shown. Verify the Eagle XG DSR RPM Version shows version 3.0.0 or greater. |
| 2 | Verify Server status | Verify Server status: Select Status & Manage > Server; the Server Maintenance screen is shown. Verify all Server Status is Normal (Norm) for Replication (Repl), Collection (Coll), Database (DB), High Availability (HA), and Processes (Proc). Do not proceed to feature activation if any of the following statuses is not Norm: Repl, Coll, DB, HA, Proc. If any of these are not Norm, corrective action should be taken to restore the non-Norm status to Norm before proceeding with the feature activation. Contact Engineering for assistance as necessary. If the Alarm (Alm) status is not Norm but only Minor alarms are present, it is acceptable to proceed with the feature activation. If there are Major or Critical alarms present, these alarms should be analyzed prior to proceeding with the feature activation. The activation may be able to proceed in the presence of certain Major or Critical alarms. Contact My Oracle Support (MOS) if nessesary. |
| 3 | Log all current alarms | Log all current alarms in the system: Select Alarms & Events > View Active; the Alarms & Events > View Active screen is shown. Click Report button to generate an Alarms report. Save the report and print the report. Keep these copies for future reference. Select Alarms & Events > View History and repeat steps 2 and 3. |

4.0 FEATURE ACTIVATION

Before feature activation, perform the system health check in Section 0. This check ensures that the system is ready for feature activation. Performing the system health check determines which alarms are present in the system and if feature activation can proceed with alarms.

**** WARNING *****

If there are servers in the system which are not in Normal state, these servers should be brought to the Normal or the Application Disabled state before the feature activation process is started.

If alarms are present on the server, contact **My Oracle Support** (**MOS**) to diagnose those alarms and determine whether they need to be addressed or if it is safe to proceed with the feature activation.

Please read the following notes on feature activation procedures:

- I. Where possible, command response outputs are shown as accurately as possible. EXCEPTIONS are as follows:
 - Session banner information such as *time* and *date*.
 - System-specific configuration information such as *hardware locations*, *IP addresses* and *hostnames*.
 - ANY information marked with "*XXXX*" or "*YYYY*." Where appropriate, instructions are provided to determine what output should be expected in place of "*XXXX* or *YYYY*"
 - Aesthetic differences unrelated to functionality such as *browser attributes: window size, colors, toolbars* and *button layouts*.
- II. After completing each step and at each point where data is recorded from the screen, the technician performing the feature activation must initial each step. A check box should be provided. For procedures which are executed multiple times, the check box can be skipped, but the technician must initial each iteration the step is executed. The space on either side of the step number can be used (margin on left side or column on right side).
- III. Captured data is required for future support reference.

4.1 PRE-ACTIVATION PROCEDURES

4.1.1 Perform Health Check

This procedure is used to determine the health and status of the network and servers. This must be executed at the start of every maintenance window.

Note: The Health Check procedure below is the same as the Health Check procedure described in Section 3.4 when preparing for feature activation, but it is repeated here to emphasize that it is being re-executed if Section 3.4 was performed outside the maintenance window.

Procedure 4: Perform Health Check (Pre-Feature Activation)

| S T P # | This procedure performs a Health Check. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number. Should THIS PROCEDURE FAIL, Contact My My Oracle Support (MOS) and ask for assistance. | |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Verify DSR Release | Verify DSR Release supports the Mediation feature: Log Into the NOAM VIP GUI. Select Administration > Software Versions; the dsr Software Versions Report screen is shown. Verify the Eagle XG DSR RPM Version shows version 3.0.0 or greater. |
| 2 □ | Verify that Mediation feature is not activated | Verify that Mediation folder doesn't exist under Diameter menu on NOAM (2-Tiered) / SOAM (3-Tiered) |
| 3 | Verify Server status | Verify Server Status: Select Status & Manage > Server; the Server Maintenance screen is shown. Verify all Server Status is Normal (Norm) for Replication (Repl), Collection (Coll), Database (DB), High Availability (HA), and Processes (Proc). Do not proceed to feature activation if any of the following statuses is not Norm: Repl, Coll, DB, HA, Proc. If any of these are not Norm, corrective action should be taken to restore the non-Norm status to Norm before proceeding with the feature activation. Contact Engineering for assistance as necessary. If the Alarm (Alm) status is not Norm but only Minor alarms are present, it is acceptable to proceed with the feature activation. If there are Major or Critical alarms present, these alarms should be analyzed prior to proceeding with the feature activation. The activation may be able to proceed in the presence of certain Major or Critical alarms. Contact Engineering for assistance as necessary. |
| 4 | Log all current alarms | Log all current alarms in the system: Select Alarms & Events > View Active; the Alarms & Events > View Active screen is shown. Click Report button to generate an Alarms report. Save the report and/or print the report. Keep these copies for future reference. Select Alarms & Events > View History and repeat steps 2 and 3. |

4.2 ACTIVATION PROCEDURES

This section provides the detailed procedure steps of the feature activation execution. These procedures are executed inside a maintenance window.

4.2.1 Feature Activation (Global-Admin/Meta-Admin)

Detailed steps are given in the procedure below.

Procedure 5: Feature Activation

| S T P # | This procedure verifies that the feature activation steps have been completed. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number. SHOULD THIS PROCEDURE FAIL, CONTACT MY My Oracle Support (MOS) AND ASK FOR ASSISTANCE. | | |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1 | Log out of NOAM GUI | Log out of any active NOAM GUI sessions. | |
| 2 □ | SSH to Active NOAM | Use your SSH client to connect to the server as admusr: # ssh <active address="" ip="" noam="" xmi=""></active> | |
| 3 □ | Change to the feature activation directory | Change to the feature activation directory: # cd /usr/TKLC/dsr/prod/maint/loaders/ | |
| 4 | Execute the feature activation script | Execute the feature activation script: # ./featureActivateDeactivate Choose "Activate", "Mediation" and "Global Admin and Meta Admin" options. For 3-Tiered Architecture, you can activate this feature on all SOAMs or on a specific SOAM. Verify that the screen output is similar to : ==================================== | |
| 5 | Log into Active SOAM GUI | Log into the Active SOAM GUI. | |
| 6 □ | Verify the Mediation Folder | Verify that Mediation Folder appears with Rule Templates menu item. Verify that Mediation folder appears under Diameter Menu. Verify that the Rule Templates menu item is now present under Mediation folder. | |
| 7 | Close SSH connection to Active NOAMs | Log out of the NOAM login shells and close the SSH connections. 1. Log out of the Active OAM login shell: # exit 2. Close the SSH connection | |

4.2.2 Feature Activation (Global-Admin)

Detailed steps are given in the procedure below.

Procedure 6: Feature Activation (Global-Admin)

| S T P # | This procedure verifies that the global admin has been enabled Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number. SHOULD THIS PROCEDURE FAIL, CONTACT MY My Oracle Support (MOS) AND ASK FOR ASSISTANCE. | | |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1 | Log out of NOAM GUI | Log out of any active NOAM GUI sessions. | |
| 2 □ | SSH to Active NOAM | Use your SSH client to connect to the server as admusr: # ssh <active address="" ip="" noam="" xmi=""></active> | |
| 4 □ | Change to the feature activation directory | Change to the feature activation directory: # cd /usr/TKLC/dsr/prod/maint/loaders/ | |
| 5 | Execute the feature activation script | Execute the feature activation script: <i># ./featureActivateDeactivate</i> Choose "Activate", "Mediation" and "Global Admin" options. For 3-Tiered Architecture, you can activate this feature on all SOAMs or on a specific SOAM. Verify that the screen output is similar to : Werify that the screen output is similar to : ==================================== | |
| 6 □ | Log into Active SOAM GUI | Log into the Active SOAM GUI. | |
| 7 | Verify the Mediation Folder | Verify that Mediation Folder appears with Rule Templates menu item. Verify that Mediation folder appears under Diameter Menu without Rule Template menu. | |
| 8 | Close SSH connection to Active NOAMs | Log out of the NOAM login shells and close the SSH connections. 1. Log out of the Active OAM login shell: # exit 2. Close the SSH connection | |

4.2.3 Feature Activation (Meta-Admin)

Detailed steps are given in the procedure below.

Procedure 7: Feature Activation (Meta-Admin)

| S T P # | This procedure verifies that the global admin has been enabled. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number. Should THIS PROCEDURE FAIL, Contact My My Oracle Support (MOS) and ask for assistance. | | |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1 | Log out of NOAM GUI | Log out of any active NOAM GUI sessions. | |
| 2 □ | SSH to Active NOAM | Use your SSH client to connect to the server as admusr: # ssh <active address="" ip="" noam="" xmi=""></active> | |
| 4 □ | Change to the feature activation directory | Change to the feature activation directory: # cd /usr/TKLC/dsr/prod/maint/loaders/ | |
| 5 | Execute the feature activation script | Execute the feature activation script: # ./featureActivateDeactivate Choose "Activate", "Mediation" and "Meta Admin" options. For 3-Tiered Architecture, you can activate this feature on all SOAMs or on a specific SOAM. Verify that the screen output is similar to : | |
| 6 □ | Log into Active SOAM GUI | Log into the Active SOAM GUI. | |
| 7 | Verify the Mediation Folder | Verify that Rule template menu item shows up in Mediation Folder: Open the Diameter>Mediation folder. Verify that the Rule Templates menu item is now present. | |
| 8 | Close SSH connection to Active NOAMs | Log out of the NOAM login shells and close the SSH connections. 1. Log out of the Active OAM login shell: # exit 2. Close the SSH connection | |

4.3 POST-ACTIVATION PROCEDURES

4.3.1 Perform Health Check

This procedure is used to determine the health and status of the DSR network and servers.

Procedure 8 : Perform Health Check (Post-Feature Activation)

| G | This are a dama a sufference a Hashth Charle | | | |
|---|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--|--|
| 3 | This procedure performs a Health Check. | | | |
| T | Check off ($$) each step as it is completed. Boxes have been provided for this purpose under each step number. | | | |
| E | | | | |
| Р | | | | |
| # | SHOULD THIS PROCED | OULD THIS PROCEDURE FAIL, CONTACT MY My Oracle Support (MOS) AND ASK FOR ASSISTANCE. | | |
| | | | | |
| | | | | |
| 1 | Verify Server Status | Verify Server Status: | | |
| | 5 | | | |
| | | 1. Select Status & Manage > Server; the Server Maintenance screen displays. | | |
| | | 2 Verify all Server Status is Normal (Norm) for Replication (Repl) Collection (Coll) Database | | |
| | | (DR) High Availability (HA) and Processes (Proc) | | |
| | | (DD), figh Avaliability (frA), and frocesses (froc). | | |
| | T 11 / 1 | | | |
| | Log all current alarms | Log all current alarms in the system: | | |
| | | 1 Select Alarms & Events > View Active: the Alarms & Events > View Active screen displays | | |
| | | 2. Click Depends butter to concrete on Alema an ent | | |
| | | 2. Click Report button to generate an Alarnis report. | | |
| | | 3. Save the report and print the report. Keep these copies for future reference. | | |
| | | 4. Select Alarms & Events > View History and repeat steps 2 and 3. | | |
| | | 5. Compare the logged alarms with those logged from before the feature activation. If there are | | |
| | | any new alarms present, those new alarms should be analyzed to verify they did not result from | | |
| | | a problem with the feature activation. Contact my Oracle Support (MOS) if pessesary | | |
| | | | | |
| | | | | |

5.0 FEATURE DEACTIVATION

Initially, there is a primary – if not singular – planned use case for Mediation feature activation. It is expected that Oracle personnel following this Feature Activation Procedure document will activate the Mediation feature on a customer's DSR NE, define one or more Rule Templates as required for that customer, and then deactivate the Meta-Administrator privilege. Once Oracle personnel define the Rule Templates, customer personnel then use the Rule Set Administrator interface to define the specific Rules that govern mediation actions taken by the DSR.

This use case requires that there be a Mediation deactivation procedure with different privilege, which is defined in the following sections.

5.1 PRE-DEACTIVATION PROCEDURES

Before beginning the feature deactivation, complete the Pre-Deactivation procedure below.

5.1.1 Perform Health Check

This procedure is used to determine the health and status of the DSR network and servers.

Procedure 9 : Perform Health Check (Pre-Feature Deactivation)

| S T P # | This procedure performs a Health Check. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number. SHOULD THIS PROCEDURE FAIL, CONTACT MY My Oracle Support (MOS) AND ASK FOR ASSISTANCE. | |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Verify DSR Release | DSR Release supports the Mediation feature: Log Into the NOAM VIP GUI. Select Administration > Software Versions; the dsr Software Versions Report screen is shown. Verify the Eagle XG DSR RPM Version shows version 3.0.0 or greater. |
| 2 | Verify proper Mediation feature state | Verify the proper initial state of Mediation: Open the Diameter>Mediation folder, if Global Admin is activated. Verify that the menu item Rule Templates is present, if Meta Admin is activated. There is no need to complete this deactivation procedure, If user trying to deactivate meta admin, if Rule Templates menu item is not found. If user trying to deactivate global admin, if Mediation folder is not found. |
| 3 | Verify Server status | Verify Server Status: Select Status & Manage > Server; the Server Maintenance screen is shown. Verify all Server Status is Normal (Norm) for Replication (Repl), Collection (Coll), Database (DB), High Availability (HA), and Processes (Proc). Do not proceed to feature deactivation if any of the following statuses is not Norm: Repl, Coll, DB, HA, Proc. If any of these are not Norm, corrective action should be taken to restore the non-Norm status to Norm before proceeding with the feature deactivation. Contact Engineering for assistance as necessary. If the Alarm (Alm) status is not Norm but only Minor alarms are present, it is acceptable to proceed with the feature deactivation. If there are Major or Critical alarms present, these alarms should be analyzed prior to proceeding with the feature deactivation. The deactivation may be able to proceed in the presence of certain Major or Critical alarms. Contact Engineering for assistance as necessary. |
| 4 | Log all current alarms | Log all current alarms in the system: Select Alarms & Events > View Active; the Alarms & Events > View Active screen is shown. Click Report button to generate an Alarms report. Save the report and/or print the report. Keep these copies for future reference. Select Alarms & Events > View History and repeat steps 2 and 3. |

5.2 DEACTIVATION PROCEDURES

5.2.1 Feature Deactivation (Global-Admin/Meta-Admin)

Detailed steps are given in the procedure below

Procedure 10 : Feature Deactivation(Global-Admin/Meta-Admin)

| S | This procedure verifies that the feature deactivation steps have been completed . | | |
|--------|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|--|
| E | Check off ($$) each step as it is completed. Boxes have been provided for this purpose under each step number. | | |
| Р | SHOULD THIS PROCEDURE FAIL, CONTACT MY My Oracle Support (MOS) AND ASK FOR ASSISTANCE. | | |
| # | | | |
| 1 | Log out of NOAM GUI | Log out of any active NOAM GUI sessions. | |
| 2 | SSH to Active NOAM | Use your SSH client to connect to the server as admusr | |
| | | # ssh <active address="" ip="" no="" xmi=""></active> | |
| 3 □ | Change directory | Change to the feature deactivation directory: | |
| | | # cd /usr/TKLC/dsr/prod/maint/loaders/ | |
| 4 | Execute the feature deactivation script | Execute the feature activation script: //feature Activate Deactivate | |
| | dealed varion sempt | | |
| | | 2. Choose "Deactivate", "Mediation" and "Global Admin and Meta Admin" options. | |
| | | 3. For 3-Tiered Architecture, you can deactivate this feature on all SOAMs or on a specific SOAM. | |
| | | 4. Verify that the screen output is similar to : | |
| | | Mediation Deactivation Output | |
| | | | |
| | | === changed 1 records === Mediation Meta-Administrator successfully deactivated. | |
| | | === changed 1 records === | |
| | | Global-Admin-State successfully disabled. | |
| 5 | Log into Active SOAM GUI | Log into the Active SOAM GUI. | |
| 6 | Verify the Mediation Folder | Verify that Mediation Folder disappears. | |
| | | 1. Verify that Mediation folder disappears under Diameter Menu. | |
| | | | |
| 7 □ | Close SSH connection to both NOAMs | Log out of the NOAM login shell and close the SSH connection. | |
| | | 1. Log out of the Active OAM login shell: | |
| | | <i>t</i> exitClose the SSH connection (consult your software client's documentation if necessary). | |

5.2.2 Feature Deactivation (Global-Admin)

Detailed steps are given in the procedure below

Procedure 11 : Feature Deactivation(Global-Admin)

| S T | This procedure verifies that the Global-Admin has been disabled. | | | |
|--------|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| E P | Check off ($$) each step as it is completed. Boxes have been provided for this purpose under each step number. | | | |
| # | SHOULD THIS PROCEDU | IOULD THIS PROCEDURE FAIL, CONTACT MY My Oracle Support (MOS) AND ASK FOR ASSISTANCE. | | |
| 1 | Log out of NOAM GUI | Log out of any active NOAM GUI sessions. | | |
| 2 □ | SSH to Active NOAM | Use your SSH client to connect to the server as admusr # ssh <active address="" ip="" no="" xmi=""></active> | | |
| 3 | Change directory | Change to the feature deactivation directory: # cd /usr/TKLC/dsr/prod/maint/loaders/ | | |
| 4 | Execute the feature deactivation script | Execute the feature activation script: <i># ./featureActivateDeactivate</i> Choose "Deactivate", "Mediation" and "Global Admin" options. For 3-Tiered Architecture, you can deactivate this feature on all SOAMs or on a specific SOAM. Verify that the screen output is similar to : Werify that the screen output is similar to : ======================= Mediation Deactivation Output ===== changed 1 records === Global-Admin-State successfully disabled. | | |
| 5 □ | Log into Active SOAM GUI | Log into the Active SOAM GUI. | | |
| 6 □ | Verify the Mediation Folder | Verify that Mediation Folder disappears. Verify that Mediation folder disappears under Diameter Menu. | | |
| 7 | Close SSH connection to both NOAMs | Log out of the NOAM login shell and close the SSH connection. Log out of the Active OAM login shell: <pre># exit</pre> <pre># close the SSH connection (consult your software client's documentation if necessary).</pre> | | |

5.2.3 Feature Deactivation (Meta-Admin)

Detailed steps are given in the procedure below

Procedure 12 : Feature Deactivation(Meta-Admin)

| S T | This procedure verifies that the Meta-Admin has been disabled. | | | |
|--------|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| E P | Check off (ψ) each step as it is completed. Boxes have been provided for this purpose under each step number. | | | |
| # | SHOULD THIS PROCEDU | HOULD THIS PROCEDURE FAIL, CONTACT MY My Oracle Support (MOS) AND ASK FOR ASSISTANCE. | | |
| 1 | Log out of NOAM GUI | Log out of any active NOAM GUI sessions. | | |
| 2 □ | SSH to Active NOAM | Use your SSH client to connect to the server as admusr # ssh <active address="" ip="" no="" xmi=""></active> | | |
| 3 □ | Change directory | Change to the feature deactivation directory: # cd /usr/TKLC/dsr/prod/maint/loaders/ | | |
| 4 | Execute the feature deactivation script | Execute the feature activation script: <i># ./featureActivateDeactivate</i> . Choose "Deactivate", "Mediation" and "Meta Admin" options. . . For 3-Tiered Architecture, you can deactivate this feature on all SOAMs or on a specific SOAM. . Verify that the screen output is similar to : | | |
| 5 □ | Log into Active SOAM GUI | Log into the Active SOAM GUI. | | |
| 6 □ | Verify the Rule Template menu item in Mediation Folder | Verify that Rule template menu item shows up in Mediation Folder: Open the Diameter>Mediation folder. Verify that the Rule Templates menu item is no longer present. | | |
| 7 | Close SSH connection to both NOAMs | Log out of the NOAM login shell and close the SSH connection. Log out of the Active OAM login shell: <pre># exit</pre> <pre># close the SSH connection (consult your software client's documentation if necessary).</pre> | | |

5.3 POST-DEACTIVATION PROCEDURES

To complete a deactivation, complete the Post-Deactivation procedure below.

5.3.1 Perform Health Check

This procedure is used to determine the health and status of the DSR network and servers.

Procedure 13 : Perform Health Check (Post-Feature Deactivation)

| S | This procedure performs a Health Check. | | | |
|--------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--|--|
| T E | Check off ($$) each step as it is completed. Boxes have been provided for this purpose under each step number. | | | |
| Р | energina (i) each step as it is completed. Boxes have been provided for this purpose ander each step humber? | | | |
| # | SHOULD THIS PROCED | THIS PROCEDURE FAIL, CONTACT MY My Oracle Support (MOS) AND ASK FOR ASSISTANCE. | | |
| | Verify Server status | Verify Server Status: | | |
| | | 1. Log Into the NOAM VIP GUI. | | |
| | | 2. Select Status & Manage > Server; the Server Maintenance screen is shown. | | |
| | | 3. Verify all Server Status is Normal (Norm) for Replication (Repl), Collection (Coll), Database (DB), | | |
| | | High Availability (HA), and Processes (Proc). | | |
| | | | | |
| 2 □ | Log all current alarms | Log all current alarms in the system: | | |
| | | 1. Select Alarms & Events > View Active; the Alarms & Events > View Active view displays. | | |
| | | 2. Click Report button to generate an Alarms report. | | |
| | | 3. Save the report and print the report. Keep these copies for future reference. | | |
| | | 4. Select Alarms & Events > View History and repeat steps 2 and 3. | | |
| | | 5. Compare the logged alarms with those logged from before the feature activation. If there are any | | |
| | | new alarms present, those new alarms should be analyzed to verify they did not result from a | | |
| | | problem with the feature activation. Contact Engineering as necessary. | | |
| | | | | |

6.0 ENGINEERING NOTES

Appendix A. MY ORACLE SUPPORT (MOS)

MOS (<u>https://support.oracle.com</u>) 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 <u>http://www.oracle.com/us/support/contact/index.html</u>.

When calling, there are multiple layers of menus selections. Make the selections in the sequence shown below on the Support telephone menu:

- 1) For the first set of menu options, select 2, "New Service Request". You will hear another set of menu options.
- 2) In this set of menu options, select 3, "Hardware, Networking and Solaris Operating System Support". A third set of menu options begins.
- 3) In the third set of options, select 2, "Non-technical issue". Then you will be connected to a live agent who can assist you with MOS registration and provide Support. Identifiers. Simply mention you are a Tekelec Customer new to MOS.

Appendix B. CUSTOMER SIGN OFF

Sign-Off Record

*** Please review this entire document. ***

This is to certify that all steps required for the upgrade successfully completed without failure.

Sign your name, showing approval of this procedure, and fax this page and the **above completed matrix** to Oracle, FAX # 919-460-3669.

| Customer: Company Name: | Date: | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--|--|--|
| Site: Location: | | | | |
| Customer:(Print) | Phone: | | | |
| | Fax: | | | |
| | | | | |
| Start Date: Comj | pletion Date: | | | |
| This procedure has been approved by the undersigned. Any deviations from this procedure must be approved by both Oracle and the customer representative. A copy of this page should be given to the customer for their records. The SWOPS supervisor will also maintain a signed copy of this completion for future reference. | | | | |
| Oracle Signature: | Date: | | | |
| Customer Signature: | Date: | | | |

DSR Mediation Feature Activation Work Instruction