Oracle® Communications Policy Management

Release Notes

Release 12.1.1.0

E69140 Revision 02

October 2016

ORACLE®

Oracle Communications Policy Management Release Notes, Release 12.1.1.0

Table of Contents

List of Tables

Chapter

1

Introduction

This Release Notice identifies the functions and features of Oracle Communications Policy Management (Oracle Communications Policy Management) Release12.1.1.0.

This Release Notice includes feature descriptions, supported hardware baseline, software and documentation information, 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 posted on the Oracle Help Center and are available for every software release.

Introduction to Policy Management

Maintenance Release Notice for the 12.1.1.0.0 code stream [see 12.1.0 Release Notice - E63500-01].

The Oracle Communications Policy Management 12.1.1.0.0 is a maintenance release that is GA.

Chapter
2

Feature Descriptions

This release has no new features.

Chapter
3

Oracle Communications Policy Management 12.1.1.0 Overall Customer Impact

With this release, the Policy Table is now case sensitive for matching against individual keys or values for a particular Match List. If a customer is dependent on the case insensitivity of the Policy Table, they need to update their Policy Table prior to the upgrade to 12.1.1.0.

Chapter

4

Oracle Communications Policy Management 12.1.1.0 Software and Documentation

Topics:

Oracle Communications software is available for download on My Oracle Support. Documentation is available on the Oracle Help Center. Both the software and documentation are listed in this chapter.

Software

All components available for download from My Oracle Support (*https://support.oracle.com*).

Software:

- Oracle Communications Policy Configuration Management Platform 12.1.1.0.0_14.1.0
- Oracle Communications Policy Multimedia Policy Engine*
- Oracle Communications Policy Multimedia Policy Engine(LI)**
- Oracle Communications Policy Front End 12.1.1.0.0_14.1.0 OVA
- Oracle Communications Policy Multimedia Policy Engine 12.1.1.0.0_14.1.0 OVA
- Oracle Communications Policy Front End 12.1.1.0.0_14.1.0 OVA
- Oracle Communications Tekelec Virtual Operating Environment 3.0.2.0.0_86.28.0
- Oracle Communications Tekelec Platform Distribution 7.0.2.0.0_86.28.0
- Oracle Communications Tekelec Platform Management and Configuration 6.0.1.0.0_60.21.0

Note: This list is accurate at the time of release, but is subject to change. View the Oracle Software Delivery Cloud site for the latest information.

* This is a standard version of MPE software generally available to ALL customers for download.

** This is a limited version of MPE software available to specific customers for download. Please contact the Product Line Manager (PLM) for additional information.

Documentation

All documents are available for download from the Oracle Help Center 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 all available documents.

- Related Publications Reference
- Hardware Documentation Roadmap Reference
- Platform Configuration User's Guide
- Configuration Management Platform Wireless User's Guide
- Policy Wizard Reference
- SNMP User's Guide
- OSSI XML Interface Definitions Reference
- Policy Front End User's Guide
- Troubleshooting Reference
- Analytics Data Stream Reference
- 11.5/ 12.0 to 12.1.x Upgrade Procedure, GEO-Redundant Enabled
- 11.5/ 12.0 to 12.1.x Upgrade Procedure, GEO-Redundant Disabled

Chapter

5

Supported Hardware Baseline

Topics:

The Hardware identified in *Table 1: 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.
X5-2 Sun non-Netra servers	Rackmount 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. These components are listed in the Firmware Release Notice. Please refer to *http://docs.oracle.com/cd/E57832_01/index.htm* to view the latest Firmware Release Notice.

Chapter

6

Firmware Components

Topics:

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 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
Oracle X5-2 Firmware	Latest X5-2 firmware	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.

Oracle Communications 12.1.1.0 Supported Upgrade Path

Topics:

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

The possible upgrade paths to Oracle Communications Policy Management 12.1.1.0 are listed in *Table 3: Oracle Communications Policy Management 12.1.1.0 Upgrade Paths*.

Table 3: Oracle Communications Policy Management 12.1.1.0 Upgrade Paths

From	To
11.5.1.X	12.1.1.0
11.5.2.x	12.1.1.0
12.0.0.x	12.1.1.0
12.1.0	12.1.1.0

Oracle Communications Policy Management 12.1.1.0 Resolved and Known Bugs

Topics:

This chapter lists the Resolved and Known Bugs for Oracle Communications Policy Management 12.1.1.0.

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

Table 4: Oracle Communications Policy Management Release 12.1.1.0 Resolved Bugs lists bugs that are resolved in the following builds:

Application Lineup

- Oracle Communications Policy Configuration Management Platform 12.1.1.0.0_14.1.0
- Oracle Communications Policy Multimedia Policy Engine 12.1.1.0.0_14.1.0
- Oracle Communications Policy Front End 12.1.1.0.0_14.1.0
- Oracle Communications Policy Front End 12.1.1.0.0_14.1.0 OVA
- Oracle Communications Policy Multimedia Policy Engine 12.1.1.0.0_14.1.0 OVA
- Oracle Communications Policy Front End 12.1.1.0.0_14.1.0 OVA

Platform Lineup

- Oracle Communications Tekelec Virtual Operating Environment 3.0.2.0.0_86.28.0
- Oracle Communications Tekelec Platform Distribution 7.0.2.0.0_86.28.0
- Oracle Communications Tekelec Platform Management and Configuration 6.0.1.0.0_60.21.0

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 12.1.1.0 Resolved Bugs

SR #	Bug number	Severity	Title
n/a	21568474 (12.1.1)	3-Minor	"Last Update" date is displayed incorrectly on [Select ISOs] page
3-11165749071 3-11509964998 3-11297610221 3-11282623531	21615228 (12.0.0) 21774319 (12.0.0) 21758866 (12.0.0)	3-Minor	• Process policy abnormally terminated for JVM core dump • qp_procmgr failed over due to critical process failed • njbbs08mpe06b failed over-qp_procmgr died [Duplicates of 21543579]
n/a	21912487	3-Minor	Match Operation should be Match List after upgrade to 11.5 for TokenList Name
n/a	21495696 (12.0.x) 21925596 (12.1.1)	3-Minor	CMP still in forced standby after upgrade
3-11401125461	21945559 (12.1.1)	3-Minor	MPE failover due to Java failure
n/a	21946691	3-Minor	Recovery CCR-U fails when new binding is created on MRA
n/a	21666623 (12.0.0) 21946721 (12.1.1)	3-Minor	MRA should not query backup MRA when recovery CCR-U is received
n/a	21792979 (12.2.0) 21946739 (12.1.1)	3-Minor	MRA initiated session recovery fails if AAR does not contain Called-Station-Id
n/a	21967883	3-Minor	KPI dashboard fails to show NE connections
n/a	21975736	3-Minor	Policy action failed since policy table "Matchlist" return case sensitive string
n/a	21977675	3-Minor	Change the boot archive calculate method, make it more reasonable

SR #	Bug number	Severity	Title
n/a	21977940	3-Minor	Move disable snapshots check up to post upgrade step
3-11446411891 3-11400018991	21697864 (12.0.0) 22007430 (12.1.1)	3-Minor	• cmp01b has a stuck mysql sync alarm • 31106 and 31107 alarms not getting auto cleared
n/a	22011594 (12.1.1)	3-Minor	Custom Fields not retained after on-demand SY SLR lookup Failure
n/a	22065713	3-Minor	SDR sent by MRA includes SIP_URI and incorrect IPv6 prefix
n/a	22065754 (12.1.1) 22028828 (12.1.0)	3-Minor	CCR-U without supported feature doesn't initiate session recovery
n/a	22079032	3-Minor	WAN Replication: COMCOL Table LogicalPath Not Updated via Static IP Edit
n/a	21378878 (12.1.0) 22079521 (12.1.1)	3-Minor	Standby MRA in Geo-Cluster remains OOS after failover
3-11520044801	22007937 (12.0.0) 22080289 (12.1.1)	3-Minor	MPE06B suddenly rebooted - threads hung
3-11520044801	22080338	3-Minor	Failover on thread hangs quicker
n/a	22087407	3-Minor	Policy table condition to check percentage of quota used is rounded off
n/a	22087510	3-Minor	Gx Sesion Recovery - STR does not trigger an SDR/SDA exchange
n/a	22092692	3-Minor	Remove SubsPools from refresh database which may hit Exception
n/a	22104449	3-Minor	Wrong behavior on potential stale sessions when IP reuse
n/a	22104467	3-Minor	Secondary sessions like Rx, adding additional userIDs in the user object
n/a	22106385	3-Minor	Standalone Sd session remains in the rcmgr when IP-reuse functionality enabled
n/a	22106755	3-Minor	SDR is sending Destination-Realm from MIP6-Agent-Info
n/a	22106717 22106791	3-Minor	Race condition between CCR-T and CCR-I for the same user
n/a	22107151	3-Minor	Sy session cleanup does not work when a new Gx is established for the same user
n/a	22107942	3-Minor	Race Condition between Sy and PolicyEngine

SR #	Bug number	Severity	Title
n/a	22108377	3-Minor	Performance Impact due to taskdef iteration on rule retry
n/a	22111832	3-Minor	Policy Tables do not work with Sy Policy Counters
n/a	22128248	3-Minor	Re-authorize all sessions with IP reuse causes additional userIDs in user object
n/a	22128309	3-Minor	When IP reuse for same sub, Gx+ registered with wrong session
n/a	22136301	3-Minor	DIAMETER.AF.SessionBindingAltKeys does not filter based on non-indexed user ids
3-11586142241	22152648	3-Minor	Customer observed high stats in MRA
3-11426901341	22198313	3-Minor	alarm 31284 on all servers in pair after NTP config changes
n/a	22313742	3-Minor	Issue with processing Origination-timestamp AVP in 12.1 MRA
n/a	22200405	3-Minor	Rollover quota calculation is off by 1 month on 11.5.1.0.0
n/a	22200395	3-Minor	No rollover is triggered if there is no Quota record of the user
n/a	21975784	2-Major	Policy Table with Match List don´t work
3-11463693241	21934197 (12.0.0) 22121332 (12.1.1)	2-Major	Increase in PDN connection Count after 12.0.0.2.0 patch upgrade
3-11561338851	22066832 (12.0.0) 22152961 (12.1.1)	2-Major	IP CAN Session not found - 5065 error
3-11136257011 3-11509964991	21543579 (12.1.1)	2-Major	Reboot due to qp_procmgr fail(Policy crash for JVM core dump)
3-11392064331	21917624 (12.0.0) 21930293 (12.1.1)	2-Major	MPE clusters reporting OOS - Cleanup Cluster Config menu issue
n/a	21945389 (12.1.0) 21945389 (12.1.1)	2-Major	Sessions lost at some MRA/MPE clusters during site recovery from power failure [COMCOL issue]
n/a	21803624 (12.0.x) 21945474 (12.1.1)	2-Major	[Session Recovery] Synchronization and performance issues
n/a	22082659	2-Major	Need to upgrade MySQL server, MySQL JDBC driver

Customer Known Bug Listing

Table 5: Oracle Communications Policy Management 12.1.1.0 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 12.1.1.0 Customer Known Bugs

Bug Number	Severity	Title	Impact Statement	Work Around
21386339	3-Minor	Failed HDD-1 prevents new software installation even after drive is replaced.	The console shows error message "Failed to configure disks for OS install." This is because some hardware does not clear the error. The error can be verified using the following command: >megacli -pdInfo -PhysDrv[252:1] -aal	The error state can be manually cleaned up using the following commands: > megacli -pdMakeGood -PhysDrv[252:1] -aall # changes to Unconfigured (good)> megacli -CfgForeign -Clear -aall # clears foreign state> megacli -PDHSP -Set -PhysDrv[252:1] -aall # Make the drive a Hot Spare and the controller will begin rebuild automatically
21155960	3-Minor	"Rollback" button not grayed out for new install servers.	When performing a new installation, hitting the rollback button will undo the installation of Oracle Communications Policy Management software.	Do not click the "rollback" button. If hit accidentally, then the Oracle Communications Policy Management software must be reinstalled.
21508986	3-Minor	[Upgrade] delete ISO does not work on IE11	Unable to use Explorer to delete iso.	Use Monzilla Firefox.

Bug Number	Severity	Title	Impact Statement	Work Around
21424969	3-Minor	[Upgrade] Diameter route name not populated with realm after release upgrade	Display issue for Diameter Route in CMP GUI. No functional impact.	Add route name manually after upgrade.
21548028	3-Minor	Button says "Continue Upgrade" instead of "Start Upgrade" after initial cluster.	When upgrading multiple clusters (e.g., CMP, DR-CMP, MRAs, MPEs), the button is labeled "Start Upgrade" for the first cluster (CMP) but as "Continue Upgrade" for subsequent clusters (DR-CMP, MRAs, MPEs). When starting to upgrade a subsequent cluster, the button should revert to saying "Start Upgrade".	Click the "Continue Upgrade" button to install the next cluster.
21760946	3-Minor	[Upgrade] Upgrade failed when stop qp application.	There is a race condition between "service mysql start" and "service mysql stop-if encountered upgrade will fail.	n/a
21163004	3-Minor	[Topology] Server-C briefly goes out-of-service when Server-B is deleted.	Deleting a server from the topology may cause its spare to go OOS for a few seconds.	n/a
21753855	3-Minor	[Firewall] Sctp connection is not established when Firewall enabled	In policy factory firewall settings, SCTP is not enabled on port 3868.	Users need to manually add a firewall rule to enable SCTP port 3868.
21136612	3-Minor	Configuration Template info not displayed in the Checkpoint Diff Link.	Oracle Communications Policy Management allows comparing saved checkpoints with the current operational configuration. Configuration templates are not included in this comparison.	n/a
21699787	3-Minor	"Notification Server" specified in Configuration Template is not successfully restored after Checkpoint "Restore" or "Restore and Deploy." When a Notification Server is configured on a Configuration Template	Oracle Communications Policy Management allows comparing saved checkpoints with the current operational configuration. Configuration templates are not included in this comparison.	Configure the Notification Server in MPE instead of using a Configuration Template.

Bug Number	Severity	Title	Impact Statement	Work Around
		and that template is restored via a checkpoint restore, then the Notification Server field is blank		
21699828	3-Minor	"Policy Syslog Forwarding Configuration" specified in Configuration Template is not successfully restored after Checkpoint "Restore" or "Restore and Deploy."	When a Policy Syslog Forwarding Configuration is configured on a Configuration Template and that template is restored via a Checkpoint Restore, then the Policy Syslog Forwarding Configuration field is blank.	Configure the Policy Syslog Forwarding Configuration in MPE instead of using a Configuration Template.
21322918	3-Minor	[Checkpoint] All policies are deleted from Policy Server after 'Restore & Deploy.'	This is a correct behavior according to FD, so no system impact.	n/a
21314261	3-Minor	[Checkpoint] Application disassociates from Policy Server after 'Restore & Deploy'	Applications gets disassociated from Policy Server after Checkpoint 'Restore and Deploy' Operation no impact.	n/a
21306916	3-Minor	ConfigMismatch is displayed when Restore is done with no config changes.	n/a	Mismatch notification appears, click on the Reapply Configuration button.
20367800	3-Minor	Exception if four instances are monitoring KPI Dashboard.	n/a	Do not open more than three KPI Dashboards concurrently.
21563484	3-Minor	Sy Connection to MRA not shown in Diameter Sy Statistics of Policy Server.	When viewing MPE Diameter Sy Connection Statistics for OCS, no entry is included for the MRA. This is inconsistent with MPE Diameter Sy Connection Statistics for SPR, which includes a connection entry for the MRA.	Add MPEs to the MRA pool before defining the OCS
21756844	3-Minor	When initially implementing ML-OAM, CMP displays NE as Unknown in PCEF stats after conversion to S-CMP.	n/a	Disconnect and re-establish the Diameter connection to displays the

Bug Number	Severity	Title	Impact Statement	Work Around
				correct PCEF identifier when viewing the MRA.
21357389	3-Minor	Alarm 70500 does not get cleared after removing cluster which triggered this alarm.	When a cluster is added which is running a different level of software than the currently operational clusters, Oracle Communications Policy Management generates Alarm 70500: The system is running different versions of software. After removing the cluster which triggered the alarm, the alarm does not get cleared automatically.	n/a
21539259	3-Minor	Duplicate entries in SGW Failure Report.	Duplicate entries exist in SGW Report for the same SGW IP at the same time.	
21532523	3-Minor	"Session cleanup: Removed for expiration" statistic is not incremented when Rx session expires.	n/a	n/a
21538459	3-Minor	[System]Unexpected Alarm Behavior Observed for WAN Replication Buffer Exhaustion.	Alarming for WAN replication UpSyncLog buffer exhaustion not as expected/advertised, with the exception of the 80% capacity threshold.	n/a
21418695	3-Minor	NW-CMP allows operator to delete Charging Server which has been associated with an MPE	The operator can delete a Charging Server (OCS) even if it is associated with an MPE.	n/a
21662033	3-Minor	"Delete all before importing" strategy cannot delete LIMF if it is associated with MPE.	When importing a configuration using the option "Delete All Before Importing", LIMF equipment is not deleted if it has been associated with an MPE.	Dis-associate the LIMF from all MPEs before performing the import.
21386394	3-Minor	Data Source information not shown after Modifying Data Sources using Internet Explorer.	After modifying a Data Source and hitting the "Save" button, the Data Source information should be displayed. Instead, this area is blank.	Click away and click back

Bug Number	Severity	Title	Impact Statement	Work Around
21670406	3-Minor	Tool should add validation to IP preference of the CMP.	No system impact -adds additional pre-check.	n/a
21555103	3-Minor	[Config_Template] T marking missing for all the SMTP Configuration in Policy Server.	User cannot make it clear whether SMTP fields come from template or configured by policy server itself.	Manually determine the configuration status by reviewing the config templates associated with the MPE.
21313513	3-Minor	Data Sources table includes entries from multiple Configuration Templates.	If multiple templates are associated with the Policy Server then the highest priority template will be used when conflicting information exists. Data Sources should also come from the highest priority template. This is an issue because Data Sources from different Configuration Templates will have the same priority.	Only one Configuration Template applied to each MPE should contain Data Sources.
21418297	3-Minor	Oracle Communications Policy Management allows deleting Policies/Policy Groups which are deployed to a Policy Server.	NW-CMP does not validate that a Policy and Policy group is not deployed to a Policy Server before deleting it.	Use Configuration Templates.
21383771	3-Minor	Change of Network Element name not reflected in policies.	If a Network Element is configured in a policy condition via a drop-down selection menu (e.g., TDF name), and the NE name is changed under Network Element, then policy condition which references this NE are not updated to reflect the new name. Therefore, the policy points to a non-existent object.	n/a
21386114	3-Minor	MRA binding only contains the first S9 sub-session IP address.	MRA does not take into account the S9 sub-session IP address when it does the binding. Rx over S9 can be impacted if it is associated with a sub-session other than the	n/a

Bug Number	Severity	Title	Impact Statement	Work Around
			original one created in the CCR-I, since it will not have the IP address to find the binding. This is not an issue when using Oracle Communications Policy Management at both ends, since the Destination-Host is sent on the AAR-I. However if the V-PCRF is a third party device, the MRA might reject it when lookup will fails. In addition, this is an issue when using topology hiding since the AAR and STR would not include the Destination-Host.	
21775061	3-Minor	Receiving RADIUS Accounting-Start triggers two subscriber lookups in some circumstances.	When the Subscriber Key type is set to NAI, Oracle Communications Policy Management will send the correct (UDR or SNR) message to the SPR to retrieve subscriber information. However, after a response is received, Oracle Communications Policy Management sends another query using E164 as the subscriber key.	n/a
21772052	3-Minor	Receiving RADIUS Accounting-Stop does not terminate Sd sessions at scale.	Upon receiving a RADIUS Accounting-Stop message, the MPE should generate an RAR to the TDF with SESSION_TERMINATION. In response, the TDF sends a CCR-T back to the MPE to terminate the Sd session. This expected message exchange does not occur at high volumes.	n/a
21554138	3-Minor	[DOC] Diameter Watchdog timeout NEW VALUE(6) to be updated in the customer facing docs	No Impact	n/a

Bug Number	Severity	Title	Impact Statement	Work Around
21620769	3-Minor	List of MRAs should not be shown in Virtual Template in NW-CMP.	NW-CMP displays a list of MRAs as hyperlinks when configuring Virtual Configuration Templates. When the operator clicks on this name, then NW-CMP tries to navigate to that MRA. However, the screen remains blank because NW-CMP cannot access the MRA Configuration screen on the S-CMP.	n/a
21620509	3-Minor	Network Element Groups should not display MPE column in NW-CMP.	When viewing Network Elements on NW-CMP, a list of MPEs is displayed as hyperlinks. When then user clicks on an MPE name, then NW-CMP tries to navigate to that Policy Server Page. However, the screen remains blank because NW-CMP cannot access the MPE Configuration screen on the S-CMP.	n/a
21666623	3-Minor	MRA should not query backup MRA when recovery CCR-U is received.	MRA queries a backup MRA for user when binding is lost on MRA and recovery CCR-U is received. If backup MRA2 finds an existing binding, CCR-U is sent to MRA2 which sends it to MPE1. A binding is not created on MRA1 and not updated on MRA2, so any new Rx session requests will fail.	n/a
20877204	3-Minor	When using topology hiding, requests sent via backup MRA not routed to MPE with connection down.	When topology hiding is enabled in an MRA association and the receiving MRA has no direct connection to an MPE in its pool, all requests destined to this MPE via the backup MRA will fail even if there is a path to the MPE via the backup MRA.	n/a
21656659	3-Minor	Deployed policies are not automatically updated when same single policy is	n/a	Export/import policy as part of a bulk file, or

Bug Number	Severity	Title	Impact Statement	Work Around
		imported using "overwrite with imported version" option.		manually reapply the imported policy.
21662042	3-Minor	MPE cannot show normally in CMP after import using "delete all before importing" option.	If the user imports a file with the "delete all before importing" option, selecting the MPE produces the message "The item you selected cannot be found. It may have been deleted by another."	Do not use "delete all before importing" option.
21628403	3-Minor	qpSSHKeyProv.pl script checks for known_hosts file with case sensitivity	Confuses user from the result shown when executing the command, but does not have functional impact.	n/a
22304894	3-Minor	[Pool Quota] After quota reset, new cycle reported quota will record in new plan. It will not record in the past plan or rollover quota without any update.	The first report quota will record in the new cycle plan, not in the rollover. This action only happens in the pool quota.	n/a

Chapter

9

Oracle References and Services

Topics:

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 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 **FAQ** in the top right corner.