Oracle® Communications LSMS

Release Notes

Release 13.1

E61926 Revision 6

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ORACLE®

Oracle Communications LSMS Release Notes, Release 13.1

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1

Introduction

This Release Notes includes Feature Descriptions, Media and Documentation pack contents, Product Compatibility and identifies the supported Upgrade Path and Migration Paths (if applicable). 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 Notes are included in the Documentation Pack made available with every Software Release.

Chapter

2

Feature Descriptions

Topics:

- *LSMS Segmented Network Configuration Support 8*
- *Enhancement Bugs.....8*

This Release delivers the following feature:

- *LSMS Segmented Network Configuration Support*

LSMS Segmented Network Configuration Support

The LSMS Segmented Network Configuration support feature allows customers to have segmented network architecture with the LSMS running on E5-APP-B cards. This feature allows the use of a segmented network to separate the Northbound (NPAC) and Southbound (ELAP, GUI, NAS) connections, where the eth0 port is used to connect to the NPAC. The eth1 port is used to connect to the EMS, Application and NAS. There is no functionality change of ports eth2 and eth3.

Hardware Requirements

There are more switch/router ports required to enable the segmented configuration. The customer is responsible for providing the switch/switch ports for the segmented configuration.

Limitations

- In the segmented configuration, if the eth1 port goes down no functionality (NAS, GUI, EMS, etc.) dependent on this port will work.

Enhancement Bugs

LSMS 13.1 supports these enhancement Bugs:

Table 1: LSMS 13.1 Enhancement Bugs

Bug # and Title	Description
20488952 Add HTTPS support for LSMS GUI	LSMS 13.1 adds HTTPS support for the LSMS GUI.
20618240 Remove "local" SSH/X11 based GUI & JRE	LSMS 13.1 removes X11 forwarding over SSH.
22836521 LSMS Query Server 13.1 Must Support Solaris 11 Only	LSMS Query Server 13.0 supports Solaris 10 and is fully compatible with LSMS 13.1. If you need to host your LSMS Query Server on Solaris 11 for use with LSMS 13.1, use LSMS Query Server 13.1.

Chapter
3

Media and Documentation

Topics:

Oracle Communications software is available for electronic download on the Oracle Software Delivery Cloud (OSDC). Documentation is delivered electronically on the Oracle Technology Network (OTN). Both the software Media Pack and the Documentation Pack are listed in this chapter.

Media Pack

All components available for download from the Oracle Software Delivery Cloud (*https://edelivery.oracle.com/*) are in *Table 2: Media Pack Contents*.

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

Table 2: Media Pack Contents

Name
Oracle Communications LSMS Query Server (13.1.0-131.10.0)
Oracle Communications LSMS (13.1.1-131.9.0)
Oracle Communications LSMS (13.1.0-131.8.0)
Oracle Communications Tekelec Platform Distribution 5.5.1-75.20.0 - 32 bit
Oracle Communications Tekelec Platform Distribution 5.5.1-75.23.0 - 64 bit

TPD and LSMS Application Installation

When upgrading to LSMS 13.1, the LSMS Primary and Secondary servers' new installation is IPM'd to TPD 5.5.1-75.20.0 32-bit, then the LSMS application installation will include an incremental upgrade to TPD 5.5.1-75.23.0.

The NAS server's new installation is IPM'd to TPD 5.5.1-75.23.0 64-bit. There is no NAS application.

Once installation is complete, all servers will be running TPD version 5.5.1-75.23.0.

Documentation Pack

All documents available for download from the Oracle Technology Network (OTN) site (*http://docs.oracle.com*) are listed in *Table 3: Documentation Pack Contents*.

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

Table 3: Documentation Pack Contents

Core LSMS Documentation
Release Notes
Administration and LNP Feature Activation Guide
Software Upgrade/Installation Guide
Configuration Guide

Security Guide
LNP Database Synchronization User's Guide
Database Administrator's Guide
LSMS Query Server Documentation
LSMS Query Server Installation and Upgrade Guide
LSMS Query Server Security Guide
LSMS Query Server Licensing Information Reference
Hardware, Installation, and Maintenance Documentation
Alarms and Maintenance Guide
EAGLE Application B Card Hardware and Installation Guide
Reference Documentation
LSMS Licensing Information User's Guide

Chapter

4

Upgrade Paths

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.

Upgrade Path

The possible upgrade path to LSMS 13.1 is listed below.

Table 4: LSMS 13.1 Upgrade Path

From	To
LSMS Release 13.0	LSMS Release 13.1

Migration Path

The possible migration path to LSMS 13.1 is listed below.

Table 5: LSMS 13.1 Migration Path

From	To
LSMS Release 12.0.x (running on T1100 Servers)	LSMS Release 13.1.y (running on the E5-APP-B Card version 02)

Note: Migration from T1100 servers is for a Segmented Network only.

Chapter

5

Product Compatibility

Topics:

This section shows release-specific compatibility with other related products.

Product Compatibility

Table 6: LSMS 13.1 Compatibility with Other Related Products shows LSMS 13.1 compatibility with other products.

Table 6: LSMS 13.1 Compatibility with Other Related Products

Product	Release	Compatibility
EAGLE EMS	45.0	N/A
	46.0	FC
ELAP	8.0	NC
	9.0	NC
	10.0	FC
EAGLE	43.0	FC*
	44.0	FC*
	45.0	FC*
	46.0	FC*
	46.1	NC**
	46.2	FC*

Note: LSMS 13.2 customers should upgrade their other products to the Fully Compatible releases identified in the table above.

Legend:

- FC - Fully Compatible
- PC - Partially Compatible - Product combinations are functional but have not undergone complete regression testing. Some feature capabilities may not be fully functional or supported.
- N/A - Not Applicable
- NC - Not compatible
- * EAGLE dependencies are inherited from ELAP 10.0 compatibility matrix
- ** EAGLE 46.1 is excluded from the North American market

LSMS Query Server Compatibility

Table 7: LSMS 13.1 Compatibility with the LSMS Query Servers shows LSMS 13.1 compatibility with the LSMS Query Servers.

Table 7: LSMS 13.1 Compatibility with the LSMS Query Servers

LSMS Query Server	Compatibility
12.0	NC
13.0	FC
13.1	FC

Legend:

- FC - Fully Compatible
- NC - Not Compatible

Chapter

6

Resolved and Known Bugs

Topics:

This chapter lists the Resolved and Known Bugs for this release.

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), or
  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, or
  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
- Minor, No Loss of Service: Oracle severity beyond what is defined by TL 9000.

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

- 1 - Critical
- 2 - Major
- 3 - Minor
- 4 - Minor, No Loss of Service

Resolved Bug Listing

The tables in this section list bugs that are resolved in the following builds:

LSMS 13.1.1-131.9.0.

LSMS 13.1.0-131.8.0.

The Resolved Bugs table shows an impact statement for Severity 1 and 2 Bugs as well as for Severity 3 Bugs that are associated with a SR.

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

Table 8: LSMS Release 13.1.1 Resolved Bugs (12/18/15)

Bug #	SR	Sev	Title	Customer Impact
21110720		4	LSMS13.1_FT: Getting error message in the upgrade.log after incremental upgrade	
21911198		4	Update TPD	

Table 9: LSMS Release 13.1 Resolved Bugs (6/9/15)

Bug #	SR	Sev	Title	Customer Impact
19115400		3	[238391] LSMS uses old version of Xerces-C.	
19115401		3	[238392] LSMS uses old version of Xerces-J.	
19115403		3	[238394] LSMS uses old version of perl-DBD-MySQL.	
19115404		3	[238395] LSMS uses old version of xulrunner.	
20044726		3	NAS initial configuration does not work if the root password is changed on NAS.	
20407021		3	LSMS support for TPD 75.21.	
20429962		3	LSMS_13.0: No error is displayed when system is upgraded to same release.	
19765938		3	LSMS13.0_ST:Incorrect LSMS version and release displayed after TPD and upgrade.	
20096107		3	Remove "local" SSH/X11 based GUI & JRE.	
20146236		3	POR: Add support for HTTPS.	
20654334		3	POR: LSMS Segmented Network Configuration Support.	
20762198		3	Support Java 1.8 client.	

Bug #	SR	Sev	Title	Customer Impact
20854352		3	IP_GUI feature can be removed.	

Customer Known Bug Listing

Table 10: LSMS Release 13.1 Customer Known Bugs (12/18/15) lists known bugs in this release:

Table 10: LSMS Release 13.1 Customer Known Bugs (12/18/15)

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
19112659		3	Resolved	Defer	[236291]LSMS_13.0: "npacagent" core file is generated on LSMS	No impact to customer operation.
19113047		3	Resolved	Defer	[236581]LSMS 13.0 : On LSMS GUI Java pop of "Invalid Session ID" is observed	Invalid ID is observed after closing the LSMS Java GUI and the browser is still open. There is no negative system impact.
19113227		3	Resolved	Defer	[236713]LSMS 13.0 : LSMS server is showing high utilization when we start capturing save logs from GUI	System speed during savelogs operation is reduced.
19113239		3	Resolved	Defer	[236723]LSMS13.0 : LSMS Server is showing high CPU Utilization when Servdi process is initiated with delay	While servdi is in progress, some process such as backup, bulkload and NPAC traffic might take longer time to complete.
19113241		3	Resolved	Defer	[236725]LSMS13.0 : Audit for single TN is taking more than 1 second	Apart from the performance, there is not any negative system impact.
19113279		3	Resolved	Defer	[236761]LSMS13.0 : LSMS Server is showing high CPU Utilization when bulkload is initiated on system	No impact to customer operation.
19113503		3	Resolved	Defer	[236923]LSMS 13.0 : Manual Re-syn under LNP Database Synchronization is not required	No negative system impact. An error message is already displayed that the operation is not supported with ELAP 10.

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
19113608		3	Resolved	Defer	[237007]LSMS13.0 : dbSort logs are not getting updated incase of MOP termination	At this time due to the implementation of Solid State devices for storage Oracle no longer believes there is any issue that would require DB sort to be run. So there should be no impact to the customers. Note: The DB sort should not be run without contacting Oracle.
19114097		3	Resolved	Defer	[237387]MAX_USER feature should be applied to LSMS CLI users	No negative impact to customer operation.
19114529		3	Resolved	Defer	[237733]LSMS_13.0: LQL queries should only be run from Active server.	Customer should run the command on the active server.
19114727		3	Resolved	Defer	[237893]LSMS13.0_ST:Data being printed on LSMS CLI while creating spid, GTT group and modifying EMS routing	No negative impact to customer operation.
19114931		3	Resolved	Defer	[238042]LSMS13.0_FT : Warning is observed in queryserver.err log file present on query server	No negative impact to customer operation.
19115017		3	Resolved	Defer	[238107]LSMS13.0_ST:Response file is not being generated while importing data on LSMS	Response files will not be created when the input exceeds 2GB.
19115095		3	Resolved	Defer	[238178]LSMS13.0_ST : Unwanted lines observed while initiating Db snapshot on LSMS	No negative impact to customer operation.
19115398		3	Resolved	Defer	[238390]LSMS13.0_ST : User is able to successfully reconcile using old reconcile	No negative impact to customer operation.
19115522		3	Resolved	Defer	[238488]LSMS13.0_ST:Incorrect message displayed on importing SPID.	Incorrect response text generated. No impact to normal operations.
19115528		3	Resolved	Defer	[238492]LSMS13.0_ST: Error message is ambiguous on LSMS GUI for QS Mysql port	No impact to customer operations.

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
19116031		3	Resolved	Defer	[238880]E5MS_46:Some alarms are not displayed on Network Events and Alarms GUI.	Batched Alarms will not be forwarded properly.
19117125		3	Resolved	Defer	[239733]LSMS13.0_ST:Warnings are observed when LSMS terminal left idle.	Occasional undesired output present on idle terminal sessions.
19117131		3	Resolved	Defer	[239738]LSMS13.0_ST : EMS status varies between ACTIVE and STANDBY LSMS Server.	Status not displayed on the standby server.
19117132		3	Resolved	Defer	[239740]LSMS13.0_ST : Incorrect message displayed while modifying Default GTT and Override GTT	Additional popup box displayed upon saving/updating.
19117280		3	Resolved	Defer	[239852]LSMS13.0_ST :Message Box stating that Reconcile Later is not observed.	No real impact to customer operations.
19117289		3	Resolved	Defer	[239861]LSMS_13.0: Field is missed in the generated report.	Province field is missing from report.
19117564		3	Resolved	Defer	[240084]LSMS13.0_ST: After upgrading Platcfg menu displaying unwanted options .	Options not applicable to system will be available on the menu. These options will not function and should be ignored.
19118605		3	Resolved	Defer	[240919]LSMS13.0_ST:Switch over complete alarm is observed on LSMS GUI.	An alarm is raised on GUI without any side effect. Should not be of much issue for the customer.
19303454		3	Resolved	Defer	Connection with NPAC aborted by NPACAgent for internal failure	There is no additional information provided for the abort to be able to troubleshoot and fix what is causing the connection failure.
19773240		3	Resolved	Defer	LSMS13.0_ST:Backup of plat and plat-app gets stored at incorrect location .	If customer is performing manual back up from the plafcfg menu it is possible to cause the backup to go to the wrong location by going through multiple menu option. To avoid this

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
						bug, if taking manual backup and selected xml configs (lsmsdb.xml, lsmslogs.xml or plat.xml) other than the intended backup, exit the platcfg menu and select only the intended xml option.
20605658		3	Resolved	Defer	LSMS13.1_FT: Unexpected alarm observed on LSMS GUI	Incorrect error regarding switch over may occur when standby server is lost.
20755600		3	Resolved	Defer	LSMS13.1_FT:Unstable behavior shown on loss of connectivity with heartbeat cable	When the heartbeat cables are removed from the LSMS server, the active server goes into ACTIVE "INHIBITED" and the standby server goes into STANDBY "INHIBITED" which is the expected behavior. This can be corrected using the hafailover --noinhibit command.
20821180		3	Resolved	Defer	LSMS13.1_FT: High CPU utilization while starting node on LSMS	At startNode the LSMS is just started. No other operation can take place. So high cpu utilization during startNode is not a big issue to customer.
20850148		3	Resolved	Defer	LSMS13.1_FT:Status displayed on active and standby server for non-existing ELAP	No impact. It is very doubtful that a customer will try to run a non-existing CLLI from the command line. Running the command for a non-existing CLLI does not do any harm. More meaningful error output would be helpful.
20864902		3	Resolved	Defer	LSMS13.1_FT: Switch over alarm is not observed on LSMS GUI	The switch over alarm is not generated upon loss of network connectivity to the primary server. The customer may not notice that switch over has occurred and therefore would not have an

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
						opportunity to address the network issue that caused the switch over. Note that the switch over itself is successful.
20879211		3	Resolved	Defer	LSMS13.1_FT:On fresh LSMS setup ,banner message about http/https is not observed	The HTTP/HTTPS banner message is not shown upon initial installation of the LSMS software. When there is a change to HTTPS options, the banner message will be shown. The command "httpConfig.pl status" can be used to display the HTTP/HTTPS status.
20882218		3	Resolved	Defer	LSMS13.1_FT: Issue while viewing logs when day is changed	The condition will arise if a time-consuming operation (e.g., bulkload, audit or servdi) is started just before midnight. The user will not be able to view the logs of the operation that just completed from the current GUI screen. The log file can be viewed using a vi editor if the pathname is known.
20886553		3	Resolved	Defer	LSMS13.1_FT: List of all files disappear if we try to delete non-existing file	The user should choose a file that is shown in the browser window. If a non-existing file is attempted to be opened, the file list that was shown earlier is removed. The user can close the current window and reopen the same window to see all the existing files in the browsed path again, and then choose an existing file.
20900935		3	Resolved	Defer	LSMS13.1_FT: Effect of High CPU utilization on backup.	This may cause the backup to take longer in some cases.
20901533		3	Resolved	Defer	LSMS13.1_FT: lsmsSNMPagent failure	A wrong message is logged once. The process starts

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
					observed while starting lsmsSNMP agent	properly. No impact to customer.
20903716		3	Resolved	Defer	LSMS13.1_FT: Recovery happens without enabling CANADA_SPID_RECOVERY feature	Some parts of the feature may work without it being enabled.
20926111		3	Resolved	Defer	LSMS13.1_ST:Network Reconfiguration on single displaying segmented menu	The network re-config confirmation page might be confusing as VIP is displayed as APP VIP. But there is no negative system impact, the network configuration is successful as expected.
20927580		3	Resolved	Defer	LSMS13.1_ST: Not able to perform Backup on LSMS	Problem is simulated if a CPU-hogging process is started when a CPU-hogging process is already in progress. Customers should not start a SERVDI when a backup is in progress or vice versa.
20929444		3	Resolved	Defer	LSMS13.1_ST: Getting error logs on /var/TKLC/log/platcfg in LSMS 13.1	When diagnostics are run using lsmsmgr, an error is logged, although diagnostics are run successfully. Using the platcfg menu will run diagnostics with no errors.
20929532		3	Resolved	Defer	LSMS13.1_ST: "Exit" is not displaying properly for Configure Hosts-->Edit path	The Exit option is visible in a normal PuTTY window. It is also visible in a smaller window up to a limit. The user can open a normal-sized PuTTY/xterm window and everything works fine. No customer impact.
20947188		3	Resolved	Defer	LSMS13.1_ST: Enhance filter is not getting disabled	If the ENHANCED_FILTERS feature is turned OFF then user is not able to switch to custom filter in EMS Routing, but they will not be able to switch back to the regional filter. If the

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
						user wants to disable the regional filters by disabling the ENHANCED_FILTERS feature, they should first move to Custom Filter routing.
20947789		3	Resolved	Defer	LSMS13.1_ST: Command "lsmsdb -c adduser -u <username>" is not appropriate	The parameters for account expiration date and maximum number of days between logins will result in the user's account being declared invalid at the earlier of the two conditions specified by the parameters.
20955330		3	Resolved	Defer	LSMS13.1_ST: Extra line is getting pegged while executing command lsmsSNMP stop	Extra lines are displayed.
20963161		3	Resolved	Defer	LSMS13.1_ST: View tab is in disable mode while accessing lsmsview user.	The view tab is disabled when doing the following: Login to LSMS GUI as lsmsadm user. Switch user to lsmsview, access the tab as LSMS->Default GTT. All the tabs including the "view" tab will be disabled.
20963299		3	Resolved	Defer	LSMS13.1_ST:-Reports GUI disabled when apply and cancel operated simultaneously.	If apply and cancel are used close together there will be an error for an invalid report.
21046429		3	Resolved	Defer	LSMS13.1_ST:Issue in viewing audit logs on standby server	The audit logs are always on the active server.
21046579		3	Resolved	Defer	LSMS13.1_ST: Issue in viewing report from standby server.	User can create report on standby server even though it cannot be used. Reports are supposed to be created on active server.
21088992		3	Resolved	Defer	LSMS13.1_ST: Surveillance alarm not getting generated in case of manual backup	Failure of manual backup may not get logged.
21103774		3	Resolved	Defer	LSMS13.1: On LSMS Application installation is taking longer time	It would take longer to IPM the system with the TPD version that is embedded

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
						within LSMS. To avoid this, only the previous TPD is provided for system IPM.
21141701		3	Resolved	Defer	LSMS13.0:Incorrect LSMS release being displayed after patch installation.	If a patch is applied to a system, the system may display the wrong release version.
21147003		3	Resolved	Defer	LSMS13.1_ST: Process Control core is observed on lsms13.1	No known impact at this time.
21147390		3	Resolved	Defer	LSMS13.1:Error observed while doing network reconfiguration on LSMS 13.1	May have to do initial setup again to get setup to work.
21154664		3	Resolved	Defer	LSMS13.1_ST:Mysql replication stops after restore.	User should only restore the backup on the same server the backup was done from to avoid this.
21476826		3	Resolved	Defer	db partition in LSMS 13.1 exceeds 90% very easily.	The Customer will see the 90% full alarm and syscheck will report the same. No operational impact unless the database partition reaches close to 100%. This also effects Upgrade as upgrade is not allowed due to the syscheck error.
20101202		4	Resolved	Defer	LSMS_12.0: One module in class "proc" under syscheck output is getting failed	After a patch is applied there may be warning messages in syscheck modules. There is no other known impact.
20101541		4	Resolved	Defer	LSMS_12.0: Core files has been generated on LSMS server	This occurred when implementing a patch. Only known impact is alarm for core files.
20687182		4	Resolved	Defer	LSMS13.1_FT: On LSMS GUI "show tool tip" option is not working on EMS icon.	CLLI tool tip is not being displayed. The tool tip would show some help on the purpose/status of the CLLI. It should be present for the ease of use for the end user.

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
20759901		4	Resolved	Defer	LSMS13.1:Modify/View user level password time out window is not working properly	If there is only one user defined on the server and the width of the dialog box is decreased, the user is not visible. Increase the size of the dialog box to view the user.
20776020		4	Resolved	Defer	LSMS13.1_FT: Error message is displayed on clicking 'X' of delete dialog box	User will have to cancel the delete dialog box by clicking on the "No" button in the dialog box.
20776072		4	Resolved	Defer	LSMS13.1_FT: Using shortcut key 'p' the control shifts from primary to secondary	The End user cannot use shortcut key to open the Dialog Box. He has to use the GUI and Mouse or GUI and Arrow/Enter Key to open the required Dialog Box.
20777716		4	Resolved	Defer	LSMS13.1_FT: command class feature pop up is displayed at a very later stage	The error message is displayed after entering data. Customer wasted time entering data that will not be saved. No real impact.
20812254		4	Resolved	Defer	LSMS13.1_FT: Unexpected warnings are received on LSMS console.	These messages do not have any negative impact on the working of LSMS. These messages are observed only on the Console terminal if kept open.
20901571		4	Resolved	Defer	LSMS13.1_FT:Unexpected lines pegged in backend.log	An extra line is logged creating a little confusion to the end user.
20929139		4	Resolved	Defer	LSMS13.1_ST: mysql core is observed on lsms13.1	No known issue at this time.
20955373		4	Resolved	Defer	LSMS13.1_ST: SNMP logs are not getting update while terminating SNMP agent	When the SNMPAgent is stopped or started from within the LSMS application, the activity is logged properly. When the SNMPAgent is killed by a Unix command, the activity is not logged. A Unix command can be used to

Bug#	SR	Sev	Status	Disposition	Title	Customer Impact
						check if the SNMPAgent was killed. No real impact.
21104472		4	Resolved	Defer	LSMS does not come up after restoring DB from NAS	This issue is currently handled by the restore procedure in the Maintenance Manual. But to avoid the chance of human error, this bug is open to improve the software to handle this automatically in a future release.
21110720		4	Resolved	Defer	LSMS13.1_FT: Getting error message in the upgrade.log after incremental upgrade	Files are updated in spite of the error message. There is no impact on the upgrade or system operation.
21144754		4	Resolved	Defer	SR: Unnecessary duplicate entry needed in single subnet configuration	Even for the single subnet configuration, the gateway address must be entered twice. This is only done during installation.

Chapter

7

Oracle References and Services

Topics:

My Oracle Support (MOS)

MOS (*https://support.oracle.com*) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at *http://www.oracle.com/us/support/contact/index.html*. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select **2** for New Service Request
2. Select **3** for Hardware, Networking and Solaris Operating System Support
3. Select one of the following options:

   - For Technical issues such as creating a new Service Request (SR), Select **1**
   - For Non-technical issues such as registration or assistance with MOS, Select **2**

You will be connected to a live agent who can assist you with MOS registration and opening a support ticket.

MOS is available 24 hours a day, 7 days a week, 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at 1-800-223-1711 (toll-free in the US), or by calling the Oracle Support hotline for your local country from the list at *http://www.oracle.com/us/support/contact/index.html*. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.

Customer Training

Oracle University offers expert training on Oracle Communications solutions for service providers and enterprises. Make sure your staff has the skills to configure, customize, administer, and operate your communications solutions, so that your business can realize all of the benefits that these rich solutions offer. Visit the Oracle University web site to view and register for Oracle Communications training: *education.oracle.com/communication*. To reach Oracle University:

- In the US, please dial 800-529-0165.

- In Canada, please dial 866-825-9790.

- In Germany, please dial 0180 2000 526 (toll free) or +49 8914301200 (International).

- In Spain, please dial +34 91 6267 792.

- In the United Kingdom, please dial 0845 777 7 711 (toll free) or +44 11 89 726 500 (International).

For the appropriate country or region contact phone number for the rest of the world, please visit Oracle University's web site at *http://www.oracle.com/education/contacts*.

Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, *http://docs.oracle.com*. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at *http://www.adobe.com*.

1. Access the Oracle Help Center site at *http://docs.oracle.com*.
2. Click **Industries**.
3. Under the Oracle Communications subheading, click the **Oracle Communications documentation** link.
   The Communications Documentation page appears. Most products covered by these documentation sets will appear under the headings "Network Session Delivery and Control Infrastructure" or "Platforms."
4. Click on your Product and then the Release Number.
   A list of the entire documentation set for the selected product and release appears.
5. To download a file to your location, right-click the **PDF** link, select **Save target as** (or similar command based on your browser), and save to a local folder.

Locate Product Release Software on the Oracle Software Delivery Cloud Site

Oracle Communications software is available for electronic download at the Oracle Software Delivery Cloud (OSDC) site, *https://edelivery.oracle.com*. Only authorized customers with a valid password may download software from the site.

For directions on downloading the software and other information about using this site, click the FAQ button on the top right corner.

Appendix

A

Firmware Components

This appendix is not applicable to EAGLE, ExAP or LSMS releases.