

Oracle® Application Management Pack for Oracle Communications

Release Notes

Release 13.1.1.1

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April 2016

This document provides release notes for Oracle Application Management Pack for Oracle Communications releases 12.1.0.4 and 13.1.1.1. Both releases include the same features, but 12.1.0.4 is compatible with Oracle Enterprise Manager 12c and 13.1.1.1 is compatible with Enterprise Manager 13c.

This document contains the following sections:

- [New Features](#)
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New Features

Releases 12.1.0.4 and 13.1.1.1 include new features, enhancements, and changed functionality including:

- [Supporting New Versions of Monitored Applications](#)
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Supporting New Versions of Monitored Applications

Application Management Pack for Oracle Communications lets you monitor the latest versions of supported applications.

For information about versions and compatibility, search for Application Management Pack for Oracle Communications on the **Certifications** tab of My Oracle Support.

Communications Applications Landing Page

You can view summary information about all discovered Oracle Communications targets on the Communications Applications landing page.

This page provides a list of all discovered Oracle Communications targets and related infrastructure targets organized into any systems or dynamic groups of which they are members.

You can use the landing page to:

- View overall target availability
- View targets filtered by lifecycle status
- View overall target incidents and violations
- Access individual target home pages
- Add new targets
- Access data discrepancy reports
- View inventory, hardware trends, and patch recommendations for infrastructure

Dynamic Grouping

You can group targets by using dynamic groups. After you have created dynamic groups and defined membership criteria, any targets that meet those criteria are added automatically to the groups.

Targets are displayed in their dynamic groups on the Communications Applications landing page and you can view group home pages to monitor the status, incidents, compliance, and configuration changes of member targets. You can also create reports based on groups and add custom regions to group home pages.

Configuration Comparison

You can compare the configuration of multiple targets of the same type, or of one target over time. You can use ready-to-use or extended templates to control which parameters to compare. You can view which user made changes and when, which can help identify whether unauthorized users are making changes or whether incidents coincide with recent configuration changes.

In version 13.1.1.1, you can use the Enterprise Manager Cloud Control Drift Dashboard to apply comparison templates dynamically across thousands of targets and review overall results.

Configuration comparison is supported for the following applications:

- Oracle Communications Billing and Revenue Management (BRM)
- BRM Elastic Charging Engine (ECE)

- Oracle Communications Network Charging and Control (NCC)
- Oracle Communications Offline Mediation Controller
- Oracle Communications Order and Service Management (OSM)
- Oracle Communications Pricing Design Center (PDC)
- Oracle Communications Unified Inventory Management (UIM)

New and Updated Compliance Frameworks

Enterprise Manager Cloud Control provides features for evaluating how well your targets comply with default standards that Oracle provides or custom standards that you create.

Application Management Pack for Oracle Communications provides ready-to-use compliance frameworks for operations support systems (OSS) and Oracle Communications Integrations.

The OSS Compliance Framework has been updated to include new compliance rules for OSM and UIM deployed on Oracle Fusion Middleware 12c.

The new Communications Integration Compliance Framework provides compliance rules for Oracle Application Integration Architecture (Oracle AIA) targets.

Enhancements to Alert Management and Log File Monitoring

You can use Enterprise Manager Cloud Control incident management to generate alerts, review trends, follow guided resolutions, and access related My Oracle Support articles. This functionality is supported for the following applications:

- BRM
- ECE
- NCC
- Offline Mediation Controller
- OSM
- Oracle AIA
- PDC

You can also extend metrics to generate alerts based on custom log files and use error pattern templates provided by Application Management Pack for Oracle Communications to monitor log files. You can edit these templates to add custom error patterns.

Enhancements to Role Based Access

Application Management Pack for Oracle Communications includes ready-to-use roles that you can use to restrict user access. The roles include view-only and operator roles, as well as roles restricted to certain target types. You can also extend and customize these roles to fit your needs.

Monitoring Custom BRM Processes

You can discover your custom-created BRM processes, such as cloned data managers, in the same way as you discover the ready-to-use BRM processes, such as the BRM batch controller. All actions supported for ready-to-use processes are supported for custom processes, including monitoring, process control, and configuration management.

Rolling Back BRM Patches

You can roll back recently applied BRM patches from one or more BRM targets by using the BRM Patching RollBack Procedure in the Enterprise Manager Procedure Library.

Monitoring PDC

You can use Application Management Pack for Oracle Communications to discover, install, upgrade, and monitor PDC. In addition to monitoring availability and performance metrics, monitoring PDC also includes starting and stopping processes, viewing and comparing configuration changes, managing alerts and incidents, and viewing topology.

Enhancements to Monitoring NCC

In addition to previously supported monitoring for NCC, you can now use Application Management Pack for Oracle Communications to start and stop NCC processes and view and compare NCC configuration changes.

The home pages for NCC components include new regions which display summaries of configuration changes, availability, and performance, as well as links to related targets and log files.

The home pages for NCC systems include a new region which displays database performance data.

Enhancements to Monitoring ECE

In addition to previously supported monitoring for ECE, you can now use Application Management Pack for Oracle Communications to start and stop ECE processes and view and compare ECE configuration changes.

ECE target types have been updated to more accurately reflect clustered ECE topology with both node and system targets. ECE node and system targets have separate home pages in Application Management Pack for Oracle Communications, each displaying the metric data relevant to that target type.

Monitoring Offline Mediation Controller

You can use Application Management Pack for Oracle Communications to discover and monitor Offline Mediation Controller. In addition to monitoring availability and performance metrics, monitoring Offline Mediation Controller also includes starting and stopping processes, viewing and comparing configuration changes, managing alerts and incidents, and viewing topology.

Enhancements to Monitoring Oracle AIA

The monitoring home page for Oracle AIA targets is now divided into two tabs: Dashboard and Fault Order Details.

The Dashboard tab provides information about the Oracle AIA-based integration. In addition to the regions previously available for Oracle AIA targets, the Dashboard tab also contains a summary of incidents and violations for the target.

The Fault Order Details tab provides information about integration faults and order throughput so that you can track fallout at the integration layer.

Data Discrepancy Reports

Application Management Pack for Oracle Communications can create data discrepancy reports. These reports identify any discrepancies in the account, product, and asset data that is shared between Oracle AIA and the applications that it integrates. You can refer to the reports to help you reconcile the shared data.

Fixes in This Release

[Table 1](#) lists fixed issues and provides a brief description of the resolution.

Table 1 Fixes in Release 13.1.1.1 and 12.1.0.4

SR Number	Bug Number	Description
3-10160357431	20641426	Enterprise Manager Cloud Control discovered only the first entry for each process listed in the BRM <code>pin_ctl.conf</code> file. Cloned versions of the ready-to-use processes in <code>pin_ctl.conf</code> were not discovered. This has been fixed. Custom processes are supported in the same way as ready-to-use processes.
3-11767480063	22523465	The Oracle Communications Integration target home page did not appear when Oracle AIA was deployed to the Oracle Service Oriented Architecture (SOA) administration server but not the managed servers. This issue has been fixed.

Known Problems

This section describes the known problems and fixes that apply to release 13.1.1.1 and 12.1.0.4.

Undeploying Plug-in Does Not Remove Scheduled Data Discrepancy Jobs

SR number: NA

BugDB number: NA

Because data discrepancy reports use the general Enterprise Manager job scheduling functionality, the scheduled reports are not removed when you undeploy the Application Management Pack for Oracle Communications plug-in. Any scheduled reports will attempt to run even after you have undeployed the plug-in.

To avoid this problem, disable all data discrepancy reports before undeploying the plug-in.

Rediscovered OSM Targets Show Status Pending

SR number: NA

BugDB number: NA

After upgrading Application Management Pack for Oracle Communications, if you rediscover OSM targets, stale metric data may remain in the Management Agent's upload directory. This causes the OSM target's status to display as Status Pending.

To resolve this problem:

1. On the host where the Management Agent is installed, navigate to the *Agent_home/bin* directory, where *Agent_home* is the directory in which the Management Agent is installed.

2. Stop the Management Agent by running the following command:

```
emctl stop agent
```

3. Navigate to the *Agent_home/sysman/emd/upload* directory.

4. Delete the files in this directory by running the following command:

```
rm -rf *
```

5. Navigate to the *Agent_home/sysman/emd/state* directory.

6. Delete the files in this directory by running the following command:

```
rm -rf *
```

7. Navigate to the *Agent_home/bin* directory.

8. Clear the state directory contents by running the following command:

```
emctl clearstate agent
```

9. Start the Management Agent by running the following command:

```
emctl start agent
```

Application Home Created on Administration Server Instead of Target Host

SR number: NA

BugDB number: 17581621

When using the Communications Suite Installation Procedure to provision Oracle WebLogic based applications in non-clustered deployments on multiple host targets, application home directories are created on the administration server instead of the target hosts.

In such implementations, use the administration server to access application homes and to control services running on the WebLogic servers on host targets.

Inability to Fix Cluster Property Error During User Entry

SR number: NA

BugDB number: 17517959

During the Communications Suite Installation Procedure interview process, when providing cluster information such as an OSM cluster database service name, an

invalid entry causes redundant error messages to appear when adding subsequent target hosts.

To fix this problem, do one of the following:

- Select the **Defer Validation until Submit** check box in the procedure parameter entry screen to prevent validation until all parameters for all target hosts have been entered.
- Deselect the target host row causing the error, select the cluster configuration row, and then correct the invalid parameter before proceeding with your configuration.

BATCH_CONTROLLER Process Not Started After BRM Provisioning

SR number: NA

BugDB number: 17593991

After provisioning a Billing and Revenue Management instance containing the Batch Controller component the **batch_controller** process does not start.

To fix this problem you must manually configure and start the Batch Controller for your environment using the instructions in the chapter on controlling batch operations in *Oracle Communications Billing and Revenue Management System Administrator's Guide*.

Pipeline Configuration Center Provisioning Does Not Support SSL

SR number: NA

BugDB number: 17593368

The Communications Suite Installation Procedure does not support provisioning of Pipeline Configuration Center with SSL.

There is no workaround.

PDC Upgrade Supported Only When Administration Server is Named AdminServer

SR number: NA

BugDB number: 20126953

You can upgrade PDC instances only when the administration server of the WebLogic Server domain is named **AdminServer**. **AdminServer** is the name of the administration server for PDC instances that were originally provisioned using Application Management Pack for Oracle Communications. If PDC was provisioned independently of Application Management Pack for Oracle Communications, the administration server might have a different name and upgrade is not supported.

There is no workaround.

Incorrect Target Status Reported for ASAP Targets After Discovery

SR number: NA

BugDB number: NA

After discovering ASAP instances not installed with the Communications Suite Installation Procedure, Enterprise Manager Cloud Control incorrectly reports that the ASAP instance is down.

The Oracle Enterprise Database on which ASAP is configured has a maximum processes number set too low (for example 150). To fix this problem, configure a higher number of maximum server processes available to the ASAP database. See the discussion of recommended Oracle Database initialization parameter settings in *Oracle Communications ASAP Installation Guide*.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

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