

**Oracle® Communications  
EAGLE Element Management System**

Release Notes

Release 46.2

**E69118 Revision 2**

April 2016

Oracle Communications EAGLE Element Management System Release Notes, Release 46.2

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# Chapter 1

## Introduction

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This Release Notes includes Feature Descriptions, Media and Documentation pack contents 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 Notes are included in the Documentation Pack made available with every Software Release.

# Chapter 2

## Feature Description

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### Topics:

- *OCEEMS Support of SNMPv3 for North Bound Interfaces .....8*
- *Enhancement Bugs.....8*
- *Operational Changes.....8*

This Release delivers the following feature:

- *OCEEMS Support of SNMPv3 for North Bound Interfaces*

## OCEEMS Support of SNMPv3 for North Bound Interfaces

This feature provides SNMP v3 support for Oracle Communications EAGLE Element Management System (OCEEMS) North Bound Interfaces (NBIs). With this feature, OCEEMS supports both SNMP v2c and SNMP v3 northbound.

The three supported SNMP modes on the northbound interface include:

1. SNMP v2c Only Mode - OCEEMS only supports SNMP v2c on the northbound interface.
2. SNMP v3 Only Mode - OCEEMS only supports SNMP v3 on the northbound interface.
3. Both SNMP v2c and v3 Mode - OCEEMS supports both SNMP v2c and SNMP v3 on the northbound interface.

**Note:** SNMP v3 Only Mode is recommended and enabled by default for new installations.

A new Varbind named "alertSourceIp" is introduced in the OCEEMS NBI MIB. It includes the source IP address of network element where the alarm/trap originated and is available in both v2c and v3 traps.

Refer to the MIB files for more information on the OCEEMS NBI MIB.

Refer to *Interface User's Guide* for SNMP v3 configuration.

## Enhancement Bugs

OCEEMS 46.2 supports the following enhancement Bugs:

**Table 1: OCEEMS 46.2 Enhancement Bugs**

Bug # and Title	Description
19718028 - EMS Support and Compatibility with EAGLE 46.2	OCEEMS Release 46.2 supports and is compatible with EAGLE Release 46.2.
20386905 - Change 12h to 24h TimeStamp Format for Events and Alarms	Users are able to view either 12-hour or 24-hour TimeStamp formats.
20722058 - Add failover alarm to Alarm/Event list	Adds alarms to Alarm/Event list when failover occurs.

## Operational Changes

Oracle Communications EAGLE Element Management System (OCEEMS) Release 46.2 contains new alarm messages.

The OCEEMS no longer bundles Java SE Runtime Environment (JRE). Before installing/upgrading to Release 46.2, customers are required to install the system JRE and set the JAVA\_HOME variable.

OCEEMS 46.2 was tested with Java 1.7.0\_40.

See *Install-Upgrade Guide* for more information on transitioning from a bundled JRE to a system JRE.

## Alarm Messages

The Alarm Messages in this section are introduced in OCEEMS Release 46.2.

**Note:** Failover related logs are available in `/var/E5-MS/failover/logs/failover.txt`.

### Client Switchover alarm

This alarm indicates a switchover from the primary server to the standby server has occurred. The alarm details include:

Category: Failover

Severity: Minor

Resource: OCEEMS

Entity: OCEEMS\_Client\_Switchover

Message:

```
OCEEMS client switchover complete. New primary
server is <Primary/Standby_IP_Address>
```

```
OCEEMS Timestamp: May 27,2015 02:48:10
```

### Recovery:

The user must manually clear this alarm. When the alarm clears, the following details are displayed in the event GUI:

Category: Failover

Severity: Clear

Resource: OCEEMS

Entity: OCEEMS\_Client\_Switchover

Message:

```
Alarm cleared by OCEEMS user <user_name>.
```

```
OCEEMS Timestamp: May 27,2015 02:48:10
```

### Database replication broken alarm

This alarm indicates the database replication between both servers is broken. Only one alarm is raised even in the case of multiple replication checks. The alarm details include:

Category: Failover

Severity: Major

Resource: OCEEMS

Entity: OCEEMS\_Database\_Replication

Message:

```
OCEEMS database replication is broken  
OCEEMS Timestamp: May 27,2015 02:48:10
```

**Recovery:**

This alarm clears automatically when replication between both servers is reestablished. When the alarm clears, the following details are displayed in the event GUI:

Category: Failover

Severity: Clear

Resource: OCEEMS

Entity: OCEEMS\_Database\_Replication

Message:

```
OCEEMS database replication is broken  
OCEEMS Timestamp: May 27,2015 02:48:10
```

# Chapter 3

## Media and Documentation

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### Topics:

- [Media Pack.....12](#)
- [Documentation Pack.....12](#)

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. See the Oracle software delivery website for the latest information.

**Table 2: Media Pack Contents**

Name
Oracle Communications EAGLE Element Management System (46.2.0), Tekelec

### Installed Patches

OCEEMS 46.2 uses Zoho (WebNMS) release 5.2 SP1 with patch 1.17.

## 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**

Name
EAGLE Element Management System Release 46.2 Documentation

# Chapter 4

## Upgrade Paths

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### Topics:

- [Upgrade Paths.....14](#)

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 Paths

The possible upgrade paths to OCEEMS 46.2 are listed in [Table 4: OCEEMS 46.2 Upgrade Paths](#).

**Table 4: OCEEMS 46.2 Upgrade Paths**

From	To
OCEEMS Release 45.0	OCEEMS Release 46.2
OCEEMS Release 46.0	OCEEMS Release 46.2

# Chapter 5

## Product Compatibility

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### Topics:

- [Product Compatibility.....16](#)

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

## Product Compatibility

*Table 5: OCEEMS 46.2 Compatibility with Other Related Products* shows OCEEMS 46.2 compatibility with other products.

**Table 5: OCEEMS 46.2 Compatibility with Other Related Products**

Product	Release	Compatibility
EAGLE	45.0	NC
	46.0	NC
	46.1	NC
	46.2	FC
LSMS	<13.0	NC
	13.0	FC
	13.1	FC
EPAP	<16.0	NC
	16.0	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
- NC - Not compatible

# Chapter 6

## Resolved and Known Bugs

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### Topics:

- *Severity Definitions.....18*
- *Resolved Bug Listing.....19*
- *Customer Known Bug Listing.....21*

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

[Table 6: OCEEMS Release 46.2.0.0.1-462.16.0 Resolved Bugs \(4/19/16\)](#) and [Table 7: OCEEMS Release 46.2.0.0.0-462.11.0 Resolved Bugs \(12/4/15\)](#), respectively, list bugs that are resolved in the following builds:

OCEEMS 46.2.0.0.1-462.16.0.

OCEEMS 46.2.0.0.0-462.11.0.

OCEEMS Reporting Studio 46.2.0.0.0-462.11.0.

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 6: OCEEMS Release 46.2.0.0.1-462.16.0 Resolved Bugs (4/19/16)**

Bug#	SR	Sev	Title	Customer Impact
22348076	Y	2	SR: OCEEMS 46.2 Upgrade Erases Custom Command Classes	Custom CMI command classes are not carried forward as part of the upgrade. This necessitates the recreation of custom command classes for all users of the system that have custom command classes assigned.
22552237		2	OCEEMS_46.2.0.0.1: Custom views not getting restored post upgrade	Custom Alarm views are not saved during the upgrade. This will require the administrator of the users to create new custom views for the alarm windows.
22609927	Y	2	SR: OCEEMS Upgrade is not updating all needed changes to configuration files	The upgrade process saved configuration files from the prior version of OCEEMS/E5-MS as part of the upgrade. The use of the old configuration files prevents some of the processes/modules from properly starting. Without correction of the configuration files, some processes/modules of OCEEMS will not properly function.
22805651	Y	2	SR: OCEEMS 46.2 does not properly pad the UAM/UIM in the SNMP trap	The UAM/UIM number of the SNMP traps forwarded by the NBI module are not properly zero padded. This can prevent some northbound systems from properly parsing the information from the traps.
22905446		3	Create updateUsers to replace use of DBXML.sh script	

Table 7: OCEEMS Release 46.2.0.0-46.2.11.0 Resolved Bugs (12/4/15)

Bug#	SR	Sev	Title	Customer Impact
20386905	Y	2	12h-Time-format in E5MS (have to be changed to 24h- Timeformat)	The alarm timestamps are displayed in a 12-hour format instead of a 24-hour format.
21804408	Y	2	Java process is out of available file handles	The OCEEMS application framework modules are failing to close open file handles and are causing the application to fail once the open file limit is reached for the OS.
21835079	Y	2	e5msService script does not handle multiple java instances	The e5msService script fails to start or stop the OCEEMS application when multiple java processes are running on the system.
19099217		3	[225745]E5MS_45:Scheduler accepts junk value for time	
19100431		3	[226745]Audit trails for backup are not generated during automatic backup	
19102727		3	[228543]Logger Implementation for Events generated in E5MS	
19104414		3	[229881]Not able to remove EAGLE from Select Eagle list when LUI is included	
19718028		3	E5-MS support and compatibility with EAGLE R46.2	
20234059	Y	3	Provide TZ information or Epoch time in the trap send from E5-MS to NMS	The timestamps for the alarms forwarded via the NBI are not in a standardized time format.
21555548	Y	3	SR: NBI Filtering working randomly	NBI Filtering is not working for multiple values utilizing the asterisk (*) character.
21621522	Y	3	SR: Logins to the STP are failing to connect	Scheduled scripts utilizing the Command Management Interface are failing to authenticate and connect to the STP.
21694769		3	Enable both v2c and v3 SNMP modes on OCEEMS 46.2 upgrade	
21848252	Y	3	SR: Link utilization report is giving divide by zero error	Link utilization report fails to be generated and returns a divide by zero error.
19094594		4	[221968]E5-MS SNMP North Bound Interface additional filtering options	

Bug#	SR	Sev	Title	Customer Impact
19104557		4	[229987] Dynamic Debug Configuration	
19104567		4	[229996] al and aprind commands do not work	
19110982	Y	4	[234951] STP Permissions are not assigned on a per STP basis	Administrators are not able to restrict access to the STPs individually with differing permissions. Each authorized STP will have the cumulative access permissions of the user and his/her associated groups.
20430599		4	Change GUI references from E5-MS to OCEEMS	
20721719		4	JRE Removal from E5MS application	
20721821		4	POR: The NBI of E5-MS does not support SNMPv3	
20722058		4	POR: Failover alarm is not available in Alarm/Event list	
20919845		4	Upgrade & Service Requirements for Oracle Communications EAGLE EMS R46.2	
21651508		4	Update MySQL to current version	
21651520		4	Update SwingX to the latest release	
21651537		4	Update jcalendar to latest version	
21651619		4	Update Maverick J2SSH to the latest release	
21893142	Y	4	SR: INFO alarm shown as CLEAR alarm in the Fault GUI	UIMs 0314, 0315, 0316, 0178 and 0337 will now be shown as 'info' severity alarms instead of 'Clear' alarms.
22007003		4	i-net reporting studio v12 not supporting Java 8	

## Customer Known Bug Listing

*Table 8: OCEEMS Release 46.2 Customer Known Bugs (4/19/16)* lists known bugs in this release:

Table 8: OCEEMS Release 46.2 Customer Known Bugs (4/19/16)

Bug#	SR	Sev	Title	Customer Impact
22070846		2	OCEEMS_46.2_ST: Incorrect data in LUI reports.	For systems with a small number of available measurement reports, the calculations for the measurements are reporting the same value for the utilization.
22102259		2	OCEEMS 46.2: NBI Match/filter criteria stops working after upgrade	During one upgrade test, the NBI filter criteria stopped working and prevented the desired alarms to be forwarded to the NBI system. This has not occurred again in testing.
22126601		2	OCEEMS_46.2_ST: Redundancy lost in failover setup.	There is no impact to the system unless the failover is initiated rapidly from system to system multiple times. If the failover is switched multiple times in series, the failover replication may need to be reconfigured on the system.
19092737		3	[215626]EMS : Multiple login failures in CMI script execution.	In case of a login failure on Eagle, user should try to login again and should be able to login successfully in the next attempt.
19092911		3	[217240]CMI Login Status Indicator not updated on loss of connectivity with STP	The CMI does not always reflect the accurate login status and can cause more work for the customer by issuing commands only to have them fail and then need to retry the commands once the user reconnects to the STPs.
19095580		3	[222774]E5-MS security operation tree issues needs to be fixed	There is no system impact as dependencies need to be manually resolved and only administrator needs to perform these operations.
19095859		3	[223022]Support of fbp (Frame Power Budget) shelf in E5-MS needs to be provided	FBP frame will not be available in Frame View.
19098846		3	[225467]Transaction APIs are using infinite timeouts	No impact to customers. No issues have been noted.
19098880		3	[225495]E5MS_45:Unable to scroll complete result set.	User must expand frame to see complete results on one screen.
19098953		3	[225549]E5MS_45: Some filtering criteria are not supported under Network Events and Alarms section	No impact to system other than filtering options may be limited in custom views.
19099361		3	[225861]E5MS_45:Command box does not work correctly	No impact to customer operation.

Bug#	SR	Sev	Title	Customer Impact
19099362		3	[225862]E5MS_45:Renaming of category name fails intermittently	If the rename operation fails once, a user can perform the same on retrying it.
19099815		3	[226249]E5MS_45:Audit trails visible to user on Security Administration GUI	No impact to customer operation.
19100656		3	[226924]Message during backup is not visible on status bar of E5-MS	No impact to customer operation.
19101825		3	[227820]E5MS_45:Whitespace between * is accepted as a parameter for Sub-Resource criteria	No effect other than the Resource and Sub-Resource parameter entry doesn't work exactly the same.
19101895		3	[227874]E5MS_45:Expand and collapse functionality does not work properly on Polling script execution result panel	Window size is larger than desired for some screen sizes. User must use the scroll bar to see the information.
19102497		3	[228359]EMS terminal makes provisioning change immediately after logging in without checking if change is necessary	No impact to customer operation.
19103096		3	[228821]Audit trail issues	Operator can't create custom audits.
19104237		3	[229727]E5MS_45:logs flooded with failed status update messages	No impact to customer operation.
19104410		3	[229877]Non permitted users can update inventory; are correctly barred from CMI	From customer's point of view, they need to create few users who can work on a particular EAGLE only. And these users would be barred from all other activities for another EAGLE. This is not currently possible for inventory.
19105092		3	[230396]E5MS_45:Reports in HTML format are not resizable	No impact to Customer operation as other report formats work for generating reports.
19105219		3	[230483]All UIMs not captured, only system alive messages captured in Fault Management	Customer can start monitoring all UIMs on the basis of column name.
19105302		3	[230538]Card graphic for E5-APP-B card not visible in E5-MS	The E5-APP-B card will not be displayed on the STP shelf graphics.
19105365		3	[230598]E5MS_45:Support for SIP commands should be present on CMI	Customer will not be able to use SIP commands from the EMS.
19105966		3	[231056]Server Redundancy: Cannot specify which server will be started as primary by default	Customer would need to manually check the server which is currently acting as Primary server.

Bug#	SR	Sev	Title	Customer Impact
19105967		3	[231057]Server Redundancy: After recovery of the failed primary server, the primary server does not resume control as primary	Primary once recovered post failure won't reattain primary role and will keep running as secondary server.
19107305		3	[232111]R45.1:Unable to distinguish different domain same point code Alarms.	If the customer is using both N24 and ANSI and have the same point code in each, it is not possible to tell which point code the alarm is from. The user must do a rept-stat- on both point codes to determine which has an issue.
19111943		3	[235744]Complete result not appearing via Send Command however working fine using cut through	Customer is directly running commands via cut through on STP. They are using CMI for very less work considering that it may give lesser output.
19114654		3	[237835]"Enter Password : " shown in server console after unknown duration	None. Only message is displayed in console even entering password manually has no significance. All modules keep working in intended way.
19114663		3	[237842]Discovery info events persists even after EAGLE discovery fails	None. Only info events remains in Event viewer.
19117355		3	[239911]E5-MS:Rebranding: E5MS installation directory 'Tekelec' should be renamed as Oracle	E5-MS R 46 will be installed under /Tekelec/WebNMS. No operational impact. The E5-MS system is installed under /Tekelec. This location will be updated in a future release.
19120548		3	[242468]E5MS_46:Results for aud-data not recieved on E5MS	STP Commands that require additional command responses are not supported in the E5-MS CMI scripting. These commands should be run interactively from a connection to an IPSM or fixed terminal.
20016363		3	E5MS_46.0.1:Unable to login E5MS client	Single occurrence of an issue that prevented login to the client. The issue cleared itself. It could also be cleared manually by restarting the OCEEMS services.
21258142	Y	3	SR: Missing requirements for connection between Active and Standby systems	Replication and failover between servers is only possible when the IP connection between the servers is reliable and of sufficient capacity to support the amount of data being replicated between the server databases. If the IP connection is insufficient to

Bug#	SR	Sev	Title	Customer Impact
				properly replicate the data, the systems will not operate properly.
21798119		3	OCEEMS_46.2_FT: Resync getting performed on SET request with wrong username	A user associated with the OCEEMS in SNMPv3 configuration could be used by the northbound system even if it was not assigned to that particular STP.
21801499		3	OCEEMS_46.2_FT:-Incorrect names are displayed on NBI and Agent GUI's.	No impact to Customer operations.
21801553		3	OCEEMS_46.2_FT:-User is able to delete associated SNMPv3 view.	No impact to customer operations.
21815475	Y	3	SR: Remove unused menu items from E5-MS GUI	Unused menu items are present on the client GUI that do not have functionality enabled.
21815526	Y	3	SR: Documentation needed for menu items in E5-MS GUI	No impact to customer operations.
21816644		3	OCEEMS_46.2_FT: Wrong alertSourceIP displayed in traps from Eagle.	During IPSM card failover, the alertSourceIP is reported as the IP address of the IPSM1 card. This impacts customer operations only when the Northbound system uses this field to perform alarming.
21828371		3	OCEEMS_46.2_FT: GetNextRequest-PDU not supported in SNMPv3.	SNMP GetNextRequest and GetBulkRequest are not supported on OCEEMS. No impact to customer operations.
21942837	Y	3	SR: LinkSet report to be corrected	The report generation may produce duplicated row values in very uncommon situations.
22126630		3	OCEEMS_46.2_ST: Dynamic update is not working properly.	If an user updates the NBI configuration, this change is not updated in the open GUI screens for other users. The new configuration information will be reflected when the GUI screen is reopened.
22156512		3	OCEEMS_46.2_ST: Not able to launch LSMS web interface through OCEEMS.	The LSMS web interface will fail to launch if there is an additional space in the configuration file. To remedy the issue, the space character can be removed by editing the <code>/Teldec/WebNMS/conf/teldec/commonconfig</code> file and removing the space character in the line containing "lsms_Web_Protocol" and then restarting the OCEEMS service.

Bug#	SR	Sev	Title	Customer Impact
22156587		3	OCEEMS_46.2_ST:Error on discovering a v3 user on NMS after OCEEMS upgrade	When converting NBI system entries from v2c to v3, the v2c entry needs to be removed and re-added as a v3 entry.
22157264		3	OCEEMS_46.2_ST: OCEEMS sends traps twice after upgrade.	This issue has not been reproduced. There is no impact to customer operations.
19185383		4	Export is not working correctly for Auth Audit GUI.	The Auth Audit export is not functioning from the E5-MS GUI. This export does not impact the reliable operation of the E5-MS service.
19652751		4	Alarms_SpecificDuration_WithSeverity_UAM_Number.rpt is not functional	The report Alarms_SpecificDuration_WithSeverity_UAM_Number.rpt is not functional.
19768002	Y	4	Processing for UAM 0084 and 0085 do not clear on card init.	No Impact to customers. The GPL display that was presenting this issue has been updated in the STP in release 46.2.
19941889	Y	4	Status Update messages are displayed in the Alarm view	Status messages for system updates are presented on the GUI and do not have all of the fields available.
20310455		4	Help buttons redirect to webnms.com	No impact to customer operations.
20890630	Y	4	SR: Framework updates to permit regional views.	Map and alarm views cannot be assigned on a regional basis.
20962637	Y	4	SR: System is not alarming after IS_ALIVE_INTERVAL is reached	When using TL1 for the connection to the STPs, the timeout error for connection will not appear until the connection attempts fail.
21621882		4	NMS_STATUS_MONITOR table missing	No impact to customer operations.
21783617	Y	4	46.2 upgrade - Pre-upgrade backup fails on secondary system when primary offline	None - the Upgrade Procedure has been updated to work around this bug.
21832884	Y	4	Upgrade output of "No mysql backup directory found"	No impact to customer operations.
21848887	Y	4	After creating a custom view, the client sometimes freezes	The customer may need to click to another area of the navigation tree and back to have the filter properly displayed immediately after view creation.
21848909	Y	4	Critical alarms displayed during resynchronization of alarms.	Critical Status update messages will be displayed during the resynchronization process. These alarms do not impact customer operations.

Bug#	SR	Sev	Title	Customer Impact
21858473		4	The path for incoming CSV files needs to be changed for new installs.	No impact to customer operations.

# Chapter 7

## Oracle References and Services

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### Topics:

- *My Oracle Support (MOS).....29*
- *Emergency Response.....29*
- *Customer Training.....30*
- *Locate Product Documentation on the Oracle Help Center Site.....30*
- *Locate Product Release Software on the Oracle Software Delivery Cloud Site.....30*

## 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](http://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

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