

**Oracle® Communications
DSR Release 7.3.1**

Release Notice

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ORACLE®

DSR Release 7.3.1 Release Notice

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Chapter 1: Introduction

This Release Notice includes Feature Descriptions, supported Hardware Baseline, 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 Notices are included in the Documentation Pack made available with every Software Release.

DSR 7.3.1 Introduction

The Oracle Communications Diameter Signaling Router (DSR) product is positioned to address the Telecom Operator market's need for Diameter routing functions in 3G and 4G networks. Operators are adapting Diameter protocol in migration to LTE converged 3G and 4G networks. This release notice lists the Resolved BUGs for Oracle Communications Diameter Signaling Router 7.3.1.

Revision History

Date	Revision	Description
9/8/2016	01	Initial release for DSR 7.3.0 GA
9/12/2016	02	Clarification in Table 4
12/20/2016	03	Initial release for DSR 7.3.1 GA

Chapter 2: Feature Descriptions

This chapter provides a summary of each feature release in DSR 7.3.1.

Oracle Communications Diameter Signaling Router, Feature Constant Upgrade 7.3.1

There are no new features associated with DSR 7.3.1.

- DSR Release 7.3.1 adds the ability to upgrade from DSR 5.1.0 to 7.3.1.

Chapter 3: DSR Release 7.3.1 Media and Documentation

Oracle Communications software is available for electronic download on the Oracle Software Delivery Cloud (OSDC). Documentation is delivered electronically on the Oracle Help Center (OHC). Both the software Media Pack and 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 1](#) 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 1. Media Pack Contents

Part Number	Description
V789448-01	Oracle Communications Tekelec Virtual Operating Environment 3.0.3.0.0-86.46.0 (ISO and USB images)
V106309-01	Oracle Communications Tekelec Platform Distribution 7.0.3.0.0-86.40.0 (ISO and USB images)
V266925-01	Oracle Communications Tekelec Platform Management and Configuration 6.0.3.0.2-60.28.0
V840126-01	Oracle Communications Diameter Signaling Router 7.3.1.0.0-73.20.0
V840128-01	Oracle Communications Diameter Signaling Router 7.3.1.0.0-73.20.0 OVA
V840129-01	Oracle Communications Diameter Signaling Router, Full Address Resolution 7.3.1.0.0-73.20.0
V840131-01	Oracle Communications Diameter Signaling Router, Full Address Resolution 7.3.1.0.0-73.20.0 OVA
V840133-01	Oracle Communications Diameter Intelligence Hub Database 7.3.1.0.0-73.20.0
V840135-01	Oracle Communications Diameter Intelligence Hub Applications 7.3.1.0.0-73.20.0
V840139-01	Oracle Communications Diameter Intelligence Hub Mediation 7.3.1.0.0-73.20.0
V840221-01	Oracle Communications Diameter Signaling Router MIBS 7.3.1.0.0-73.20.0
V840134-01	Oracle Communications Diameter Intelligence Hub Database 7.3.1.0.0-73.20.0 OVA

Part Number	Description
V840136-01	Oracle Communications Diameter Intelligence Hub Applications 7.3.1.0.0-73.20.0 OVA
V840140-01	Oracle Communications Diameter Intelligence Hub Mediation 7.3.1.0.0-73.20.0 OVA

Load Line up

DSR 7.3.1 contains the following components:

- Application Lineup
- DSR 7.3.1.0.0-73.20.0
- IDIH 7.3.1.0.0-73.20.0
- SDS 7.3.1.0.0-73.20.0
- Platform Lineup
- TPD 7.0.3.0.0-86.40.0* (DSR/SDS/IDIH Baseline; Oracle Linux 6.7)
- TPD 7.0.3.0.0-86.45.0 (PMAC TPD version)
- TVOE 3.0.3.0.0-86.46.0
- PMAC 6.0.3.0.2-60.28.0
- Comcol 6.4-p450
- Appworks 6.0.2-60.63.0
- Exgstack 7.3.1-73.18.0
- HP Firmware 2.2.9 [minimum]
- Oracle Firmware 3.1.6 [minimum]

**Note: As part of successful installation of the DSR/SDS/IDIH applications, the TPD version is upgraded to 7.0.3.0.0-86.46.0.*

Documentation Pack

All documents available for download from the Oracle Help Center (OHC) site (<http://docs.oracle.com/en/industries/communications/>) are listed in [Table 2](#) Documentation Pack Contents.

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

Table 2. Documentation Pack Contents

Document Title
Release Notice
Licensing Information User Manual
DSR Planning, Installation, Upgrade, and Disaster Recovery

Document Title
Feature Guide
Planning Guide
DSR Hardware and Software Installation Procedure 1/2
DSR Software Installation and Configuration Procedure 2/2
DSR Software Upgrade Guide
Three-tier Disaster Recovery Guide
DSR Disaster Recovery Guide
PCA Configuration
GLA Feature Activation Procedure
CPA Feature Activation Procedure
Mediation Feature Activation Procedure
FABR Feature Activation Procedure
RBAR Feature Activation Procedure
MAP-Diameter Feature Activation Procedure
DSR Network Impact Report
DSR Security Guide
Cloud Installation and Upgrade
DSR Cloud Installation Guide
SDS Cloud Installation Guide
SDS Cloud Software Upgrade Guide
DSR Cloud Benchmarking Guide
DSR VM Placement and CPU Socket Pinning Tool XLSX
DSR Cloud Disaster Recovery Guide
SDS Cloud Disaster Recovery Guide
DSR Rack Mount Server Installation Guide
Rack Mount Server Disaster Recovery Guide
Core DSR Document Set
Operation, Administration, and Maintenance (OAM) User's Guide
Communication Agent User's Guide
Hardware Documentation Roadmap Reference
Policy and Charging Application User's Guide
Diameter User's Guide

Document Title
Mediation User's Guide
Range Based Address Resolution (RBAR) User's Guide
Full Address Based Resolution (FABR) User's Guide
IP Front End (IPFE) User's Guide
Diameter Common User's Guide
Subscriber Binding Repository (SBR) User's Guide
MAP-Diameter IWF User's Guide
SS7/SIGTRAN User's Guide
Transport Manager User's Guide
Gateway Location Application (GLA) User's Guide
Related Publications Reference
Measurements Reference
Alarms and KPIs Reference
RADIUS User's Guide
DSR Compliance Matrix
Core SDS Subscriber Data Server Document Set
SDS Feature Notice
SDS Getting Started
SDS User's Guide
Subscriber Data Server Provisioning Interface
SDS Alarms, KPIs, and Measurements
SDS Initial Installation and Configuration Guide
SDS Software Upgrade Procedure
SDS Disaster Recovery Guide
DSR Integrated Diameter Intelligence Hub (IDIH) Document Set
IDIH User's Guide
IDIH Audit Viewer Administrator's Guide
IDIH Alarm Forwarding Administrator's Guide
IDIH Operations, Administration and Maintenance Administrator's Guide
IDIH ProTrace User's Guide
IDIH System Alarms User's Guide
IDIH Log Viewer User's Guide

Chapter 4: Supported Hardware Baseline

The Hardware identified in [Table 3](#) Supported Hardware Baseline comprises the hardware and server versions that have been verified with this release.

Supported Hardware Baseline

Table 3. Supported Hardware Baseline

Hardware	Description
HP Gen8	Intel Sandy Bridge CPU-based dual-socket blades and rack mount servers manufactured by HP
HP Gen9	Intel Haswell CPU-based dual-socket blades and rack mount servers manufactured by HP
Oracle X5-2	Intel Haswell CPU-based dual-socket rack mount servers manufactured by Oracle
Netra X5-2	Intel Haswell CPU-based dual-socket rack mount servers manufactured by Oracle

Chapter 5: Firmware Components

The firmware components are software that is installed on the hardware. These components are listed in this chapter, and are also listed in the Firmware Release Notice. Please refer to the latest Firmware Release Notice for any updates to this list.

Oracle FUP

The *Oracle Firmware Upgrade Pack Release Notes 3.1.6* lists the firmware versions approved for this Oracle Firmware Upgrade Pack release to assist customers with upgrading their Oracle hardware. Also, additional instructions and guidance on the firmware upgrades has been provided where possible.

The Release Notes are available on Oracle Help Center (OHC) at http://docs.oracle.com/cd/E57832_01/index.htm.

HP FUP

The *HP Solutions Firmware Upgrade Pack Software Centric Release Notes 2.2.9* lists the firmware versions approved for this HP Solutions Firmware Upgrade Pack release to assist customers with upgrading their HP hardware. Also, additional instructions and guidance on the firmware upgrades has been provided where possible.

The Release Notes are available on Oracle Help Center (OHC) at http://docs.oracle.com/cd/E57832_01/index.htm.

Chapter 6: DSR Release 7.3.1 Supported Upgrade Paths

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 DSR Release 7.3.1 are listed in [Table 4](#) DSR Release 7.3.1 Upgrade Paths.

Table 4. DSR Release 7.3.1 Upgrade Paths

Component	From	To
DSR	5.1.0, 6.0.x, 7.0.x, 7.1.x, 7.2.x, 7.3.0	7.3.1
IDIH	6.0.2, 7.0.x, 7.1.x, 7.2.x, 7.3.0	7.3.1

Note:

- Any upgrade other than listed above is not recommended or supported.
- 7.3.1 is supported as a new or fresh installation as well.

Chapter 7: DSR Release 7.3.1 Resolved and Known Bugs

This chapter lists the Resolved and Known Bugs for DSR Release 7.3.1.

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.

1. **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:
 - Product inoperability (total or partial outage),
 - A reduction in the capacity capability, that is, traffic/data handling capability, such that expected loads cannot be handled, •
 - Any loss of emergency capability (for example, emergency 911 calls), or
 - Safety hazard or risk of security breach.
2. **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:

- Reduction in product's capacity (but still able to handle the expected load),
- Any loss of administrative or maintenance visibility of the product and/or diagnostic capability,
- Repeated degradation of an essential component or function, or
- Degradation of the product's ability to provide any required notification of malfunction.

3. 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 of 1 – Critical, 2 – Major, or 3 – Minor.

Resolved Bug Listing

[Table 5](#) DSR Release 7.3.1 Resolved Bugs lists bugs that are resolved in this release.

Table 5. DSR Release 7.3.1 Resolved Bugs

Bug Number	Severity	Found Rel	Title
23563995	4	7.0	Removing CEX parameters associated with same Vendor ID as other CEX config sets
23522925	4	7.0	DSR per connection maintenance permission depends on config permission
23487754	3	7.0	Large Measurement report compilation can fail due to insufficient space in /var
23243569	3	6.0	Do not check and correct the order of interfaces sufficiently in AW server export
20520696	3	5.0	Fix Kexchange for customers who block ICMP.
24674187	3	6.0	iDiH upgrade from 6.0.1 to 7.2 failed
24719252	2	7.1	[PDRA:RelRar] Session SBRs unexpectedly stop sending Release-RARs
24461722	2	7.3	Selected the "Prepare" button, Cannot "Cancel" the operation, it's timing out
24834251	3	7.3	Unable to add a server into the DAMP server group
N/A	N/A	N/A	Support for Upgrade from DSR 5.1 to DSR 7.3.1
25100197	2	7.3	DSR restart during performance test (OC-DRA traffic)
25070587	2	7.2	Eventid 31002 Process Watchdog Failure Process watchdog timed out after upgrade

Customer Known Bug Listing

[Table 6](#) DSR Release 7.3.1 Customer Known Bugs lists known bugs in this release, listed by severity and then release.

Table 6. DSR Release 7.3.1 Customer Known Bugs

Bug Number	Severity	Rel	Title	Customer Impact Statement
22227178	2	7.1	inetrep abterm in TmOutgoingChannel::id()	Customer Impact: If an abterm occurs during a reboot while the database is being replicated, the database may become incoherent. The issue was encountered after repeatedly taking the switches up and down. This is unlikely to occur in the field. Workaround: None. inetrep restarts and recovers by itself with no recovery steps needed.
23077146	2	7.0	OOS or ACT MP network flapping can cause DSR proc restarts on rest of cluster	Customer Impact: Potential impact to traffic. Network flapping can cause a pattern of cycling into and out of a DA-MP server group which can lead to DSR process restarts. The risk is greatest for large clusters of DA-MP servers, but can happen in smaller clusters.

Bug Number	Severity	Rel	Title	Customer Impact Statement
24751466	3	7.3	NGN-PS configuration mismatch between DA-MP and SBR MP	<p>Customer Impact: Customer could configure system where NGN-PS is enabled on PCA DA-MP but disabled on Session SBR MP causing some alternate key binding searches to fail. To encounter this issue all of the following conditions must exist.</p> <ol style="list-style-type: none"> 1. PCA DA-MP and session SBR MP are under different SOs, 2. NGN-PS is enabled on PCA MP but disabled on Session SBR MP, 3. Binding SBR MP is congested with CL 2 or higher, 4. The CCR-I contains at least one of MSISDN, IPv4 or IPv6, in addition to IMSI, i.e. the session SBR needs to send createAlternateKey stack event to binding SBR, 5. The CCR-I has NGN-PS priority, and 6. The subsequent CCR-Is or AARs need to search alternate keys in the binding SBR DB. <p>Workaround: Modify the NGN-PS configuration (enabled or disabled) such that all PCA DA-MPs and SBR MPs under the same NO have the same configuration.</p>
23132640	3	7.3	[DSR7.3] Issues configuring/reconfiguring PCRF records	<p>Customer Impact: If 2 sites are configured using the same SOAM Network Element it is not possible to configure the same PCRF entry at both sites.</p> <p>Workaround: Use a different SOAM Network Element at each site. During installation it is possible to configure two SOAM Network Elements having different names, but having all of the same network configuration.</p>
23512175	3	7.3	Egress Throttle List stuck reporting CL3 when DA-MPs are disabled	<p>Customer Impact: If all DA-MPs at another site in the network are disabled, Alarm 22057 "ETG Rate Limit Degraded" becomes stuck and more traffic than normal will be diverted by the ETL on the DSR that has the problem. The condition will automatically clear when the DA-MPs are re-enabled. If possible re-enable the DA-MPs, otherwise condition can be manually cleared with the following workaround.</p> <p>Workaround: Disable and re-enable the ETG on the DSR that has the problem. If both rate and pending transactions are enabled, disable and re-enable both.</p>

Bug Number	Severity	Rel	Title	Customer Impact Statement
23709875	3	7.3	[Cloud] Ss7TunePerfParams table need to be enhanced with values for VMWARE	Customer Impact: MD-IWF traffic running on VmWare hypervisor may begin to encounter congestion/message processing issues at rates of 4K MPS. Workaround: If more MD-IFW traffic capacity is needed, additional SS7-MPs may be deployed.
23737411	3	7.3	Ss7MpId table not getting updated when SS7 Server Group is modified	Customer Impact: If an existing SS7 server group is modified to delete an existing server and add another SS7 server to that server group, (in the same transaction), the SS7 MP inter MP routing of TCAP messages may fail. Workaround: To resolve/prevent issue; 1) Remove SS7 MP from server group and apply changes. 2) Delete SS7 MP server (this will cleanup Ss7MpId table) 3) Add new SS7 MP to the SS7 Server Group.
24334664	3	7.3	DSR ASG feature should be TSA aware to avoid potential outage	Customer Impact: Potential upgrade impact. If TSAs are distributed across a subset of available MPs, customer should not use the Automated Server Group upgrade to upgrade the DA-MP server group as the Automated Server Group upgrade feature does not consider TSA assignments when selecting DA-MPs for upgrade. Workaround: DA-MPs should be upgraded manually to avoid the risk of outage.
24341145	3	7.3	[DSR_7_3_SYSTST] Need to handle defective blade which has gone isolated	Customer Impact: No immediate impact to traffic. Replication of configuration to downstream servers could be impacted. Workaround: Reboot the isolated server to restart the cmha process.
24454280	3	7.3	An error occurred during a SBR database operation. "SBR Database Error"	Customer Impact: No impact to signaling. A false event SBR Database Error will be raised in case of duplicate binding dependent sessions when topology hiding is enabled. Workaround: None needed (just ignore the false event).

Bug Number	Sever-ity	Rel	Title	Customer Impact Statement
24494960 24491339	3	7.3	[ISBR:GrpAdmin] Cannot disable group's Manage permissions on SBR Maint. screens	Customer Impact: User is allowed to manage the SBR -> Maintenance -> (SBR Database Status & SBR Database Reconfiguration Status) screens even when the group's Manage permissions have been disabled. Workaround: For the SBR -> Maintenance screens, turn off the "View" permissions for the given group. The users in this group will then be unable to view the SBR -> Maintenance screens, and thus will not be able to manage these screens.
22306417	3	7.2	[PDRA] Session Audit Report "Records Removed due to Policy Client Query Results"	Customer Impact: No signaling or functional impact. The "Records Removed due to Policy Client Query Results" field of the Audit Statistics report may not always show correct data because of race conditions. Workaround: Use the PsbrStaleSessionsRemoved measurement in SBR Audit group to find the number of Stale Sessions Removed.
22482446	3	7.2	7.2:Upgrade: backupAllHosts utility should consider Spare SO & Spare SBR servers	Customer Impact: When the backupAllHosts utility is used to backup a specified site with the -site=<> parameter, the utility will backup all servers at that physical site. There will be no backup for spare servers belonging to this site at other sites however spare servers belonging to other sites will be backed up. Workaround: The /usr/TKLC/appworks/sbin/full_backup command can be used on an individual server to manually backup any server that was not backed up with the backupAllHosts command.
22658869	3	7.2	BIE - A scoped application 'Sbr' is showing in 'Export Application' drpdwn list	Customer Impact: No impact to functionality. SBR is listed as an Application while dependent on PCA. Also SBR configuration is only entered on the NOAM, so ALL data selected on the SOAM will export nothing.
22689717	3	7.2	GxLimit - Action button is not working on single click for all screens on IE10	Customer Impact: Minimal GUI issue, that only impacts Internet Explorer. If using IE, double click on Insert/Edit/Delete button to get the desired result. Workaround: Use Mozilla Firefox browser.

Bug Number	Severity	Rel	Title	Customer Impact Statement
22709649	3	7.2	PCA SSST: HA Resource Switchover time is longer than expected.	Customer Impact: Diameter signaling that requires a Policy SBR query/transaction will fail during switchover until Active server is available and normal.
22829662	3	7.2	[DSR 7.2 UPG] Number of matches from DSR GUI is much larger than from IDIH GUI	Customer Impact: No signaling impact. More IDIH traces may be captured than expected.
22850342	3	7.2	SDS Query screen - SOAP calls need to compatible among several releases	Customer Impact: Customers may only query servers within the NOAM NE until the upgrade completes at the SOAM NE level. Each SOAM NE will respond to the query correctly once upgraded.
22864399	3	7.2	[DSR 7.2 ST] Adding DAMP server to DAMP server group failed due to DNS issue.	Customer Impact: No impact to signaling as MP was already OOS prior to this event. This issue is not likely to occur in the field. It requires the user to specify an external DNS server, then to remove and re-add a server to a server group. If DB replication is not caught up this could result in an empty resolv.conf file. Workaround: To recover, a resolv.conf file with a valid internal DNS server would need to be copied to the server.
22915417	3	7.2	LRGSYS: Status&Manage->Processes screen takes 90 seconds to display	Customer Impact: User has to wait 90 seconds for the Status and Manage->Processes screen to render. This screen is an informational screen which displays process information executing on servers. Workaround: User can login to a specific server and query the process information from the command line.
23018247	3	7.2	Restore hangs due to unexpected ping behavior when spare SO is in another network	Customer Impact: Customer will be unable to restore the SOAM database when spare SO is in another network and is unreachable.
23057378	3	7.2	DOIC-NOAM Shared TTG screen not refreshing within 10 seconds	Customer Impact: Customer may experience 2-10 second delay in GUI refresh.
23092341	3	7.2	Buttons on view screens is not working on single click for all screen in IE9-10	Customer Impact: Minimal GUI issue, that only impacts IE9 and IE10. Workaround: The user can use a different browser or by double clicking on the impacted operations.

Bug Number	Sever-ity	Rel	Title	Customer Impact Statement
23093382	3	7.2	[VEDSR] Upgrade from 7.1.x to 7.2 does not update the IPFE alarm thresholds	Customer Impact: No impact to functionality or throttling. This only affects the alarming.
23139593	3	7.2	[PDRA] Losing binding records during site failure/recovery	Customer Impact: Potential signaling impact. If the session SBRs at Site 2 recover from the reboot while the HA networks are down, a split brain will occur. If this happens and ComAgent is able to route from binding SBRs to the session SBRs at Site 2, there will be record loss caused by the binding audit. Workaround: None
23236381	3	7.2	DOIC/ETG Maint. screens: red cells missing 'SMS degraded' on ComAgent conn chg	Customer Impact: Customer must review raised alarm to determine why cell is red.
23267849	3	7.2	DOIC: SQL error when TTG inserted with no DA-MP server groups configured.	Customer Impact: User is unable to add a Message Priority Configuration Set that uses wildcard for Application ID and Command Code.
23283553	3	7.2	SO Local node port	Customer Impact: Minimal GUI issue. Customer can configure local node TCP/SCTP ports beyond maximum stated on GUI. There is an error in the field description on the GUI. The port range maximum is 65535.
23479752	3	7.2	Delete subscriber fails when filtered by MSISDN/IMSI when >1 MSISDN/IMSI exist	Customer Impact: Customer will need to perform one of the workarounds below to delete a Subscriber from the GUI. Workaround 1: If an Account ID is present, find the record using the "Account ID" filter and then re-attempt the delete. Workaround 2: If an Account ID is not present, delete all but one IMSI or MSISDN individually via SDS->Configuration->Routing Entities page, then re-attempt the delete using that filter type.
23505159	3	7.2	[DSR 7.2 ST] DA-MP report Unk and Unexpected Conn Reset on DC Leader Reboot	Potential Upgrade Impact: If DA-MPs are reporting as Unk in Maintenance > DA-MPs and subsequently the DC Leader is rebooted, associated connections will re-establish to other DA-MPs. Workaround: No workaround other than during upgrade, the DC leader MP should be last one to be upgraded, which would reduce the probability of this issue occurring.

Bug Number	Severity	Rel	Title	Customer Impact Statement
23527690	3	7.2	[DSR 7.2 ST] - Fixed Initiator SCTPMH Connections Fail to Establish when PriDown	Customer Impact: Failing primary interface while a connection is disabled will keep the connection from being established when it is enabled. Secondary interface alone will not allow connection be brought into service. Workaround: The primary interface must be brought back into service before the connection will establish.
20447504	3	7.1	Column resizing not working on some screens	Minimal Operational Impact: Cannot resize columns for several menu items using Internet Explorer 9. Issue not encountered using IE8 and IE10.
20513017	3	7.1	[IPv6] DSR ComAgent Remote Server Insert Fails First Time on Browser	Customer Impact: GUI issue. This issue occurs on the first insert attempt after opening a new browser, or on the first attempt of a given day. The insert does not apply. Workaround: User must try again. All subsequent attempts will work successfully for the remainder of the day.

Bug Number	Severity	Rel	Title	Customer Impact Statement
20745780	3	7.1	Potential (PDRA) configuration change problems in an upgrade window in DSR 5.1+	<p>Customer Impact: Potential upgrade / GUI issue. For the below parameters that are GUI configurable, during an upgrade window (OAM has been upgraded, but not all MPs have been upgraded) if these values are modified on the GUI, the new value will not be replicated down to MPs that are still running the old release (due to upgrade barrier).</p> <p>Affected GUI screens and parameters: ***NOAM Main Menu: Policy and Charging -> Configuration -> General Options (All fields) Network-Wide Options (All allowed fields) Online Charging DRA -> OCS Session State -> [Edit] ("OCS Session State Enabled" field) Online Charging DRA -> Realms (All configurable fields) Online Charging DRA -> Network-Wide Options (All fields) Alarm Settings (All configurable entries) Congestion Options (All configurable entries on this screen) ***SOAM Main Menu: Policy and Charging -> Configuration -> Policy DRA -> PCRFs (All fields) Policy DRA -> Binding Key Priority Policy DRA -> PCRF Pool To PRT Mapping Policy DRA -> Site Options (Topology Hiding Virtual Name)</p>
20757520	3	7.1	[DSR IPv6]: No support for IPv6 deletion or IPv6 to IPv4 failover	<p>Customer Impact: As of DSR 7.1, IPv6 to IPv4 automatic fail over is not supported. Example: The system may not automatically fail over (recovery seamlessly) if disruption of the IPv6 network is encountered.</p> <p>As for IPv6 deletion, this process is now supported, and is covered in the IPv6 migration guide (E57517-01)</p>

Bug Number	Severity	Rel	Title	Customer Impact Statement
21075547	3	7.1	[AW] Server and Server Group names not compatible with FQDN format	Customer Impact: The impact is limited to those apps (i.e. DSR Dashboard) that take Server or Server Group names and use them as an FQDN. An example is DSR Dashboard. In certain instances, it will attempt to use the SOAM server group name to create an FQDN to attempt to log into the SOAM VIP. This will fail to resolve if the server group name happens to utilize underscores. Workaround: Configure Server and Server Group names that are compatible with FQDN format.
21273728	3	7.1	DRNO login takes a long time when former primary NO is unavailable	Customer Impact: GUI issue. This issue only occurs only in a disaster recovery scenario, when the primary NOAM site has failed and is not reachable on the network. In this scenario the login does work, the issue is that it is very slow. Work Around: Wait for the login attempt to complete.
21385635	3	7.1	7.1 SysTest: During DR procedure, disk shortage alarms are present on SOs	Customer Impact: Disk Alarms 32312 and 31121 will be present on the GUI for the /var/TKLC/rundb partition on SOAM server. Workaround is available. Contact My Oracle Support (MOS) for assistance if needed.
21417112	3	7.1	[NIDIH] Traffic failures during match-all IDIH trace - large system at max load	Customer Impact: Potential impact to Diameter traffic if IDIH is configured to match all traffic while traffic is running at max rate. Workaround: Disable IDIH, or configure IDIH to match a limited scope (not all).
21452436	3	7.1	[7.1SysTest] Traffic loss when recovering a site from outage	Customer Impact: Potential traffic impact; if preferred spare has taken the active role due to active/standby being down, if and active/standby servers becomes available the preferred spare may give up activity before the other server is ready. Workaround: To minimize impact, if possible, before recovering the site that was down, ensure it will not become active by forcing the servers to "OOS" at "Main Menu > Status & Manage > HA [Edit]". Then changed the servers to "Active" during a maintenance window.

Bug Number	Severity	Rel	Title	Customer Impact Statement
21493608	3	7.1	Problem specifying OCS Realm or Node for SS=Specific Message for adjacent node	Customer Impact: Traffic will fail using session state on OCS node. Work Around: Have the OCS node or OCS realm be located in the DSR as the CTF node. Or change the session state to "All message".
21509820	3	7.1	SSST: Exception Measurement SbrRemoveSessDbErr pegged during sunny day call flow	Customer Impact: No impact to traffic. Exception Measurement SbrRemoveSessDbErr can (depending on the call mix) be pegged while running a sunny day call flow. In this case it is misleading to peg an error measurement when in fact the signaling behavior is working correctly. The impact is that the error pegs are misleading.
21531146	3	7.1	During session migration, SbrOcSessionNotFound measurement unexpectedly pegged	Customer Impact: No impact to traffic. Exception Measurement SbrOcSessionNot found are pegged on SBRs even though everything is working correctly. The impact is that the error pegs are misleading.
21620807	3	7.1	Unknown instance name in event report for backup instance	Customer Impact: No operational impact. The "instance" name should be the server name, but the server can still be identified by looking at the event.
21692073	3	7.1	pdbRelayMsgLogTimeStamp should be separated from the ProvOptions table	Customer Impact: No operational impact. Upgrade Backout wipes out the pdbRelayMsgLogTimeStamp causing pdbRelay to fail. This has been compensated by work-around in current Backout procedures until a SW fix is available.
21861273	3	7.1	Failure to resolve IPv6 addresses in DNS post- IPv6 migration	Customer Impact: No operational impact. Workaround has been incorporated in the IPv6 Migration Guide.
21866548	3	7.1	[VEDSR] X5-2: TemperatureWarning alarms	Customer Impact: Temperature Warning Trap is generated. Customer is warned that temperature is rising. ILO does not indicate any issue. Customer should inspect for temperature issues in the area to verify hardware is sufficiently cooled. If ILO does not have any warning, no additional action is necessary.
21917304	3	7.1	[Appworks]: Failure to resolve IPv6 addresses in DNS post- IPv6 migration	Customer Impact: No operational impact. Workaround has been incorporated in the IPv6 Migration Guide.

Bug Number	Severity	Rel	Title	Customer Impact Statement
22121220	3	7.1	DB compare should ensure hostname of restore server exists in Server table	Customer Impact: Customer must use the same hostname previously assigned during the DSR Disaster Recovery procedure to configure the first NOAM server otherwise the database restore will fail.
22180707	3	7.1	Spare fails to bulk audit Standby	Customer Impact: This is a rare scenario in that the spare server must have been idle when rebooting both the previously active and standby servers resulting in database loss.
22194751	3	7.1	OneTable audit stuck in loop when forcing full audit	Customer Impact: Could cause replication issues due to replication link being stuck in a loop.
22353640	3	7.1	Seeing "Upgrade exception is REBOOTING but waiting for VALIDATED"	Customer Impact: This only impacts SDS SOAM with IPv6 or dual stack management network. During upgrade, Tasks Tab may show "Server Upgrade exception <hostname>: Server <hostname> is REBOOTING but waiting for VALIDATED." Workaround may be applied to complete upgrade. Workarounds: *** If upgrade process hangs after starting(upgrade not completed); Manually 'complete' the upgrade. Selected the server and start the upgrade again. *** If upgrade completed; Once the server is up and present on the Status & Manage -> Server page, restart the application manually. The upgrade status should then update. Either manually refresh the GUI or allow time for auto refresh.
22384908	3	7.1	MAP Interworking feature activation is not configured on DR NOAMs	Customer Impact: None. Workaround is documented in the DSR MAP-Diameter Feature Activation Procedure.
22590226	3	7.1	[VEDSR] Can't PXE boot from PCIe NIC	Customer Impact: None. Installation document has workaround, which was modified to accommodate this condition.
23041283	3	7.1	[VEDSR] G9RMS: IPFE Read/Write Errors at high rate.	Customer Impact: Running 2 IPFEs on VEDSR on the same server at 60K MPS with a large number of connections may cause TCP errors and alarms. Workaround: Move traffic to IPFE on another server or use an additional XSI for signaling traffic.

Bug Number	Severity	Rel	Title	Customer Impact Statement
23064842	3	7.1	[VEDSR] G9RMS: 2 Simultaneous Bulk Audits result in call failure	Customer Impact: If 2 SBRs are bulk-audit/loading simultaneously on the same server, there may be momentary traffic alarms due to network saturation. Workaround: Perform SBR database loads on a server one at a time.
24428883	3	7.1	Incorrect connection capacity validation for IPFE I+R connection	No Functional Impact: The issue is with GUI data presentation when IPFE Initiator and Responder connections are present.
25110492	3	7.0	ETG Monitoring stopped caused by SMS Service Degraded	Customer Impact: Egress Throttle Group (ETG) Rate and Pending Transaction Monitoring will be stopped on all configured ETGs for a second and the #22061 alarm will be generated, whenever rollover happens on correlation Id. Once it happens, it takes 1 second to get the request and response correlation Id to align again. The alarm will automatically cleared. The alarm #22061 message does confuse the customer. Workaround: There is no workaround needed, as the problem can automatically be corrected and alarm is automatically cleared.
19638376	3	7.0	SBR servers taking more than 1 sec to switchover, too slow	Minimal Customer Impact: The slow switchovers happen when the servers are completely idle. In the case of completely idle servers not handling traffic, there is no service impact.
20198495	3	7.0	[STP7.0] IPFE Conn starving Fixed Conn due to (upgrade related) MP outage	Customer Impact: If IPFE initiators and responders are co-located and many peer nodes are attempting to establish connections while DA-MPs are reloading resources can get allocated in an unbalanced way that keeps some initiator connections from establishing. Workaround: Restart some of the IPFE responder connections. This will free resources for initiators to establish, and the responders will get moved to a DA-MP with capacity.
20495654	3	7.0	[LRGSYS] certain screens in Large Topology DSR take long time to display	Customer Impact: Screen rendering is delayed on very large topologies.
20509743	3	7.0	[LRGSYS] certain TAB'ed screens in Large Topology take long time to display	Customer Impact: Screen rendering is delayed on very large topologies.

Bug Number	Sever-ity	Rel	Title	Customer Impact Statement
20670614	3	7.0	Fresh Install - Feature activation, feature not always visible in LHM sites 2/3	Customer Impact: No impact to customer. Workaround has been documented in the installation guide.
20787403	3	7.0	Corrupt Resource Domain names in PCA tables RdName2ComAgentResId and PsbrSubRes	Customer Impact: No impact to signaling. This DSR 7.0 only issue must be cleared prior to attempting DSR 7.0 to DSR 7.1 upgrade. Workaround: DSR upgrade document was updated to ensure the tables are in sync(no corruption) before upgrade starts.
20860701	3	7.0	Inaccuracy and incompleteness of system constraints in customer documentations	Customer Impact: Customers may have to search the Help to understand the meaning of the Configuration Items.
22321459	3	7.0	Eth config files not restored after swapping Mezz cards	Customer Impact: Default values are restored instead of previously configured values. Manual steps will need to be run to restore network configuration.
22501315	3	7.0	Email Address not valid while creating CSR in NOAM GUI	Customer Impact: User is not allowed to enter an email address with a "." in the alphanumeric portion before the '@' symbol in the email address. Example: "name.surname@example.com" is not valid, whereas "namesurname@example.com" is valid.
22587782	3	7.0	For Connection Performance Report Group, Two files (.zip and .csv) are created	Customer Impact: An extra CSV file is being created for Connection Performance Report Group.
23293962	3	7.0	Mediation CAPM_Max[Assigned]ActiveTasks values reset to 15 over upgrade	Customer Impact: No impact to traffic. Currently, during upgrade, the number of templates are reset to 15, even if the number is higher prior to upgrade. However, message processing is not impacted by this change and the active templates continue to act on the messages, though don't appear on screen. Workaround: After upgrade, Oracle team will need to update the value in the DB to see all the templates on screen.

Bug Number	Severity	Rel	Title	Customer Impact Statement
24360845	3	7.0	cmsoapa using 100% CPU Utilization	Customer Impact: This issue may impair COMCOL table updates to/from the affected server. If the affected server is an Active OAM server, this issue may prevent configuration updates from being sent to subtending servers. Workaround: This issue may be manually resolved by restarting the "cmsoapa" process (pm.kill cmsoapa) on the affected server.
24583128	3	6.0	Binding Query Tool trying to query the shutdown server	Customer Impact: In a Binding Server Group, if switchover is done manually by stopping the process on Binding SBR And Binding key query tool is used to find a record, then the tool tries to query the same server on which process is stopped manually. Ideally it should query another server in the server group which is now active after switchover. Impact is on Binding Key Query tool. There is no other impact on any part of software. Workaround: To do the switchover manually, use another way by changing the Max HA role of Active Server to OOS. By doing switchover like this, Binding key query tool will query the correct server to find the record correctly.
19402375	3	6.0	migration script with IPv6 aborts because of compressed IPv6 IPs in db	Minimal Customer Impact: Unable to migrate IPv6 MPs User will not be able to do migration from Active/Standby to Active/Active configuration if MPs have IPv6 IP Addresses. Workaround: Before migration Change the format of IPv 6 Addresses in Network table, those should be in expanded form like "fd0d:deba:d97c:0ee5:0000:0000:0000:0000".
19446813	3	6.0	IDIH - GLA Metadata - pSBR Response metadata not present on IMSI queries	Customer Impact: After successful GGR/GGA query for IMSI, there is metadata for the Query Event but not for the Response. However there is minimal impact, because the results of the pSBR query are extracted and formatted into the GLA answer message. Workaround: The workaround is to examine the GLA answer message. It will contain similar information as that produced from the pSBR queries.

Bug Number	Sever-ity	Rel	Title	Customer Impact Statement
20145717	3	6.0	Diameter maint screens reports "Sorry, an error occured" when no DA-MP leader	Customer Impact: Users cannot use the Diameter Maintenance GUI to assess the health of their signaling network. This affects the Diameter Troubleshooting and/Serviceability at SITE level using Diameter Maintenance screens.
20244290	3	6.0	In virtualized environment PSBR processing latency is observed during traffic	Customer Impact: None if proper number VCPUs are configured.
20347965	3	6.0	IWF Feature on VM profiles need 24G RAM to come up	Customer impact: No operational impact. This bug is relevant only for virtualized DA-MPs and virtualized SS7-MPs when we activate MAP interworking function only.
25129757	3	5.1	Discrepancies in the 'Connection Performance' measurement report (RxMsgRateAvg)	Customer impact: No impact to traffic. Measurement peg for RxMsgRateAvg will be inaccurate for extremely low traffic rates
19112623	3	5.1	[236264][POOL] GUI:Failed to edit the group 'admin' permission on GUI	Customer Impact: User is unable to edit the admin permissions from GUI.
19117177	3	5.1	[239775]LRGSYS:Status data is being merged to the NO	Customer Impact: This issue can result in reduced XMI bandwidth to the NOAM. The issue should be minimal since the data is only merged up when the connection status changes state.
19119355	3	5.1	[241567]Major upgrade time from DSR 41.20.1 to DSR 51.18.0 now exceeds requireme	Customer Impact: The major upgrade from DSR 4.1.5 to DSR 5.1 on a large PDRA system is no longer able to be executed within the maintenance upgrade window.
20990574	3	5.1	DSR proc restart related to DC election churn caused by DC hanging on a lock	Customer impact: In the event of DC (Designated Coordinator) election churn, DSR_Process may get restarted due to OOS notification.
19117992	3	5.0	[240413]SDS: 'Administration->Remote->Servers->Data Export' Minute Value clears	No Operational Impact: Data Export values may be viewed under the [Main Menu: Status & Manage -> Tasks -> Scheduled Tasks] screen.

Bug Number	Severity	Rel	Title	Customer Impact Statement
23213598	4	7.3	CEX Parameters record edit changing Vendor ID value of wrong record	Customer Impact: It is only possible to edit the 1st Vendor ID entry when an Application ID has more than one Vendor ID. Workaround: If an Application ID has multiple vendor IDs AND the user needs to update any of the vendor IDs other than the first one, that vendor ID entry can be deleted and then inserted back in with an edit
23484896	4	7.3	Diameter -> Configuration -> Local Nodes Cert Name field auto-deletes text	Customer Impact: User cannot enter data into the drop-down box using keyboard to select the certificate name. It will get cleared out after a few seconds. Workaround: User must use the mouse to select the list item.
23505543	4	7.3	[DSR 7.3 ST] KPI Trans Success Rate does not match Dashboard Success Trans %	Customer Impact: Customer may see the following on the DSR GUI; 1) Dashboard is not aligned with KPI screens 2) < 100% can be 'yellow' trigger, which makes the Dashboard screen present erroneous alarms. Workaround: 1) Use the KPI screen for actual success numbers. 2) Set Dashboard alarm trigger to <99% so that yellow does not appear.
23506073	4	7.3	[DSR 7.3 ST] Need consistency between KPI reporting	Customer Impact: KPI rates are reported differently. Diameter KPI rates are reactive to changes, with much less smoothing. Application KPI rates are smoothed over 60 seconds, so much less responsive to changes. Workaround: For current (unsmoothed) rates, customer should use Diameter rates. For smoothed rates, customer should use Application (RBAR,FABR) rates.
23745073	4	7.3	Network Name is not validated correctly in Configuration-Networks-Insert	Customer Impact: User may be unaware of invalid name entry until update is being executed. It could be detected sooner when navigating to another field on the GUI. Workaround: None required. The field is validated later when updates are being committed.

Bug Number	Severity	Rel	Title	Customer Impact Statement
24320903	4	7.3	[7.3 UPG] DSR Application name and status update in Post Upgrade Report	Customer Impact: This could cause confusion since the health checks says an application has a bad status, but the GUI shows all good status. Workaround: Ignore the application status of "Unavailable/Not Initialized" if the ApplId is duplicated.
24327895	4	7.3	Wrong number of congestion levels for ETG	Customer Impact: Online Help that describes ETG Congestion levels needs clarification. There are incorrect references to CL-4. Valid Congestion Levels are CL-0 to CL-3.
24370650	4	7.3	[7.3 UPG] Cloud-init service caused 2 minutes delay in VMware VM reboot	Customer Impact: Rebooting a VM in VMware can have an additional 2 minute delay. Workaround is available.
24472872	4	7.3	P-DRA: Improperly configured Data Migration Plans are not prevented	Customer Impact: If Data Migration Plans are configured improperly, unrelated Data Migration Plans could be inadvertently grouped and run together. Workaround: Correct the configuration of the Data Migration Plans.
21613805	4	7.2	CEX parameter exports zero instead of NULL data	Customer Impact: Exported file can not be immediately re-imported. Workaround: Exported file must be modified to clear the Vendor Id field if 0 is present prior to importing CEx parameters.
22153433	4	7.2	DOIC: TTG Filtering bug in Viewing TTGs for Route List screen	Customer Impact: Unable filter "Site Name" column on "=",!=",LIKE" in Viewing Traffic Throttle Groups for Route List screen.
22295701	4	7.2	DSR Dashboard: Bulk Import Metric Group error text incorrect for error code 002	Customer Impact: No impact to functionality. There are backslash '\' characters in the error text output.
22568910	4	7.2	[BIE] AAA and CfgLevel should not be supported by BIE	Customer Impact: No operational impact.
22616950	4	7.2	[TPD] syscheck raises false alarm for ECC Memory errors	Customer Impact: Major Hardware Fault errors may be raised on GUI. When syscheck is unable to communicate with the iLO, it can sometimes raise ECC Correctable Memory Error alarms, but there are no actual ECC errors.

Bug Number	Sever-ity	Rel	Title	Customer Impact Statement
22720063	4	7.2	Dashboard using incorrect source metric for DA-MP ingress MPS	Customer Impact: Diameter Common > Dashboard, DA-MP ingress MPS rate only reflects accepted traffic after validation and congestion controls. Dropped traffic manifests as failed transactions.
22850537	4	7.2	File name of exported file has the App name twice when ALL option is invoked	Customer Impact: None. The application name is just repeated in the name of the export file when Export Data is set to ALL. Workaround: None. Export file can be used as is, the application type is just repeated in the filename.
22951982	4	7.2	SOAM: App ID name for NSN (UCTF) causes invalid syntax	Customer Impact: User can not use parentheses in the application ID name.
22964920	4	7.2	Time of last update field not initialized in TTG maint. screen for shared TTG	Customer Impact: The time of the last update for a shared TTG is not available. Workaround: Perform an update on the shared TTG.
23106100	4	7.2	Peer Nodes GUI Form shouldn't label UDP Server Port as mandatory	Customer Impact: Minimal GUI issue. The UDP port field is not required. The asterisk can be ignored.
23106613	4	7.2	Global provisioning using this screen displayed on SOAM for files menu	Customer Impact: No functional impact. The file operations work as expected. The user could be confused by the false warning message.
23115521	4	7.2	DSR App Changes (GLA and SDS) for Accessibility Changes	Customer Impact: None.
23222826	4	7.2	System.CPU_UtilPct sysmetric is lower than expected on VM	Customer Impact: VE DSR customers should use dsr.Cpu instead of System.CPU_UtilPct as metric.
23323324	4	7.2	DOIC-pegstat DivertedOut for TTPs are incorrect for Connection RGs	Customer Impact: No impact to traffic. Inaccurate measurement count for DivertedOut measurements for Connection Route Groups that route to multiple peers.
23477541	4	7.2	SS7MP Server gets deleted even when transport is configured	Customer Impact: User will not be able to delete stale transport.
24399153	4	7.2	IPFE Port Range Check in upgradeHealthCheck	Customer Impact: This check should only be run if the source release is < 7.0 and the target release is >= 7.1. Any error reported by the port range check outside of the upgrade path mentioned can be ignored.

Bug Number	Severity	Rel	Title	Customer Impact Statement
20778632	4	7.1	[7.1]ESBC:Group administration Edit function of Network-Options screen broken	Minimal Customer Impact: If user makes changed on "Main Menu: Administration -> Access Control -> Groups [Edit]" Pressing "Ok" may not record changes. Workaround: Press "Apply", then "Ok".
21313048	4	7.1	DB backup returns erroneous info message	No Functional Impact: User will receive messages for both Provisioning and Configuration backups completing when there should only be one for Configuration.
21353768	4	7.1	[SSST 7.1 Issue 6] Abterm in DiameterStack::shutdownPlugIn() during DC reboot	No Operational Impact: The MP is going down and an abterm was generated during shutdown.
21424088	4	7.1	[DSR 7.1 ST] Diameter - Maintenance - DA-MPs GUI needs updating for IPFE I+R	No Functional Impact: The issue is with GUI data presentation when IPFE Initiator and Responder connections are present.
21465801	4	7.1	EventID 31225 - HA Service Start Failure on DR-NOAMs after fresh install	Customer Impact: No functional impact. Alarm 31225 will be visible on Active NOAM from Both Active and Standby DRNOAM. If DRNOAM is not present alarm will not occur. Workaround: Workarounds are documented in the Installation and Disaster Recovery Guides.
21473561	4	7.1	PCRF Migration Status Verification tool does not have option to remove records	Customer Impact: If PCRF Pooling Migration fails to complete due to some "straggler" records, customer will need to contact Oracle to help identify and remove the non-migrated records.
21479472	4	7.1	[7.1SysTest] MD-IWF does not activate on DRNOs	Customer Impact: MAP-Diameter IWF menu item will not be available on the Disaster Recovery NOAM. Workaround: The feature activation script can be executed on the Disaster Recovery NOAM.
21493343	4	7.1	Local Initiate Port Values Not Shown After 6.0 to 7.1 Upgrade	Customer Impact: Potential upgrade workaround. If any DSR initiator connections are configured with a local initiate port values, user will need to disable and re-enable connections after the upgrade is complete to re-establish connections. Workaround: To establish the connection on the Local Initiate Port, Disable and then Enable the connection.
21553687	4	7.1	IDIH Event Data for DP server shows IPv6 address followed by"(IPv4)"	Customer Impact: User will see confusing information in the FABR metadata in an IPv6 network.

Bug Number	Sever-ity	Rel	Title	Customer Impact Statement
21554520	4	7.1	PCA SSST: Stuck SysMetricThreshold Alarms after SBR switchover	Customer Impact: Customer could intermittently experience stuck alarms after an SBR failover. Alarms are stuck until manual intervention is applied to clear them. Workaround is available. Contact My Oracle Support (MOS) for assistance if needed.
21591252	4	7.1	CSRF validation failure on configuration and maintenance screens	Customer Impact: If a CSRF validation failure is received when attempting to an operation thru the GUI (rare occurrence), the user will have to make a 2nd attempt for the same action with same data set to have the update successfully applied.
21608339	4	7.1	[7.1SysTest] DWR/DPR message ignored if length is incorrect	Customer Impact: None. Messages with a bad length (i.e. not a multiple of 4) will be discarded at the point of entry into the DSR instead of being possibly parsed.
21629948	4	7.1	SSST: Status & Manage > Processes screen does not show psbr process status	Customer Impact: User cannot view the 'psbr' process on the following GUI screen: Main Menu: Status & Manage -> Processes. This screen provides information on start time, status, # starts, CPU utilization, and memory usage.
21684532	4	7.1	Diameter Common Import Tasks List Not Complete	Customer Impact: "Diameter Common -> Import" task list may not be complete. Workaround: User could check ImportExportStatus logs in the file management area "Status & Manage -> Files".
21757262	4	7.1	Display appropriate error in DSR deployment screen	Customer Impact: Generic error, "An internal error has occurred - please contact Oracle Customer Support.", if an error is encountered during ISO deployment. There is no indication if ISO deployment is in progress or already finished.
21796989	4	7.1	Issue in PCA comAgent queue full error handling	Customer Impact: Possible failures of session creation requests while resizing plan is in progress only when the comAgent queue is full and topology hiding/Session state is enabled.
21840386	4	7.1	Cannot Delete Multiple Servers on NO GUI Configuration->Servers	Customer Impact: User cannot delete multiple servers at one time. Deletion must be serial. Workaround: Delete servers one at a time.

Bug Number	Severity	Rel	Title	Customer Impact Statement
21909709	4	7.1	Cloud DSR - SS7 MP MP Profile assignment current value description is misleading	Customer Impact: No system impact. In the SOAM GUI under Main Menu -> Diameter Common -> MPs -> Profile Assignments the current value column will not be valid.
21955953	4	7.1	Unable to delete SS7 MPs when group assigned to NOAM NE rather than SOAM NE	Customer Impact: If SS7 MP servers are mistakenly assigned to the NOAM NE rather than the SOAM NE, user will not be able to delete the servers from the server group via the DSR GUI.
21955996	4	7.1	Unable to add spare SBR server as the first server in a server group	Customer Impact: User must add a non-preferred spare server to the server group first.
22217695	4	7.1	[Cloud] Max MPS traffic alarm [i.e. 22106] does not consider MAP orig traffic	Customer Impact: The Maximum MPS traffic alarm will not be raised for MAP originated traffic even if the traffic is greater than the alarm thresholds. The Maximum MPS traffic alarm does not consider diameter traffic running on DA-MPs due to MAP originated calls. Only Diameter originated traffic is considered.
22227120	4	7.1	Remove unnecessary alarm when deleting Audit Arbitrator link	Customer Impact: Alarm 31100-DB Replication Fault could be seen during a site recovery.
22257229	4	7.1	[VEDSR] Diameter Common Import Tasks List Not Complete	Customer Impact: "Diameter Common -> Import" task list may not be complete. Workaround: User could check ImportExportStatus logs in the file management area "Status & Manage -> Files".
22843973	4	7.1	[VEDSR] DSR Imports Fail on Peers/Connections	Customer Impact: Import of peers and connections may be impacted by presence of extra columns or commas. Workaround: Redo import file or manually configure missing data.
22910567	4	7.1	Some DSR config data not viewable in GUI for read-only users	Customer Impact: GUI users with read-only privileges cannot view screens where "View" and "Edit" buttons are combined. Examples are ART and PRT tables.
23054720	4	7.1	[VEDSR] doExtValidation error observed while deleting server	Customer Impact: No operational impact. This error was observed when attempting to delete a server while assigned to a server group.
23075799	4	7.1	[VEDSR] G9 RMS: abterm Seen on DAMP over Graceful Host Shutdown	Customer Impact: No impact, as DA-MP was being shutdown when abterm occurred.

Bug Number	Sever-ity	Rel	Title	Customer Impact Statement
23124073	4	7.1	[VEDSR] G9 RMS: Error Seen Disabling SBR-s DB on NO	Customer Impact: Disabling SBR DB on NO could result in error and DB will not be disabled. Workaround: Disable SBR DB again.
23509895	4	7.1	[Cloud]SDS GUI allows DP removal from Server Grp linked to remote COM Agt server	Customer Impact: DP will no longer receive database updates from the SOAM but will continue to process MP queries based on the existing DB content.
19773691	4	7.0	[comcol] False alarm generated stating time is 1,278,385,514 seconds behind	Customer Impact: Alarm was generated after rebooting all SBR servers. The alarm automatically clears in 5 minutes and has no impact to replication functions.
19846672	4	7.0	OCDRA- Average Measurements are showing half value than actual value	Customer Impact: Some of the Avg measurements for the entire network work may not show the correct values. Workaround: Use the Average measurements value per Server.
19903633	4	7.0	dsr process not exiting cleanly when under load	Customer Impact: No impact to normal DSR operation. This was encountered during reboot of a TVOE host with DAMP guests. Dsr process will not gracefully shutdown when traffic is running. Workaround: Disable connections before reboot.
20078150	4	7.0	[Upg 7.0] Certain Upgrade/Backouts unable to finish within 4hr maint window	Customer Impact: Customer may require extended and/or multiple maintenance windows to schedule upgrade activities.
20440390	4	7.0	LRGSYS: AppWorks SOAP Server DB ReInit Thread Stuck Sometimes	Customer Impact: Unlikely to impact customer. This issue was encountered in a test environment where user was trying to setup hundreds of servers at the same time. The impact is DB reinitialization will not start for any newly added servers. Workaround is available.
20440552	4	7.0	LRGSYS: Backup Failure Alarm 10020 seen on MPs	Customer Impact: This can result in a stuck 'backup failed' alarm on some MPs. This issue has not been observed in the field. It has only been created in lab situations. Workaround: The alarm alarm can be manually cleared.
20696866	4	7.0	Duplicate Parent Topic links in Online Help	Customer Impact: No functional impact.

Bug Number	Severity	Rel	Title	Customer Impact Statement
20697000	4	7.0	Incorrect Navigation being displayed	Customer Impact: No functional impact.
20805853	4	7.0	Update Help Text on Remote Servers-Data Export-Keys Report Page	No Operational Impact: Instructions are correct. This addresses grammatical and formatting issues.
21459134	4	7.0	verifyBackout script returns with error	Customer Impact: After user performs backout to DSR 7.0, verifyBackout script will not work. Workaround: User can check the upgrade.log file to see if there are any "ERROR" tags logged.
21933076	4	7.0	Cannot modify the Appl Id or CC from a specific entry to a wildcard entry in Msg	Customer Impact: If the Appl Id or CC in the Msg Priority Config Set must be modified from specific to wildcard, the entire record must be deleted and re-added.
23028528	4	7.0	Host Route is added as Network Route	Customer Impact: Unable to successfully remove IP routes from MP servers.
19117425	4	6.0	[239975][M2D-60.10.0-RMS]: Comm Agent Connection Down on SS7-MPs w/ ACT/STBY DA-	Minimal Customer Impact: Unwanted ComAgent Major Alarms"ComAgent Connection Down" alarms for the standby DA-MP are safe to ignore.
19209874	4	6.0	SNMP Notifications Contain Redundant Text	Minimal Customer Impact: SNMP Notifications Contain Redundant Text Extra "Notify" at end of affected notifications.
19327392	4	6.0	DM-IWF Alarms / Measurements descriptions needs to be updated as per user doc	Minimal Customer Impact: GUI Error Missing DM-IWF Alarms and Measurement descriptions. For scenarios wherein request and answer messages received from DRL by DM-IWF application whose size are greater than "DiameterMaxMessageSize" following alarm wouldn't be displayed on GUI: Alarm Id: 33015 Alarm Name: DM-IWF Diameter message size exceeded maximum supported size Alarm Description: DM-IWF failed to forward the Diameter message to SS7-MP because the message size exceeds supported maximum message size. Workaround: This scenario can still be tracked by following measurement: Measurement Id: 15641 Measurement description: Number of diameter messages received from DRL that got rejected because diameter message size exceeded supported maximum. Measurement Group: DM-IWF Exception

Bug Number	Sever-ity	Rel	Title	Customer Impact Statement
19538108	4	6.0	ComAgentEgressQueue is getting full while executing 100%Fabr-Diwf Chaining Case.	Customer Impact: Performance of FABR-DIWF application chained traffic will be impacted. ComAgent Egress task utilization will be high even at relatively low traffic load.
19905484	4	6.0	PDRA Topology Hiding table limit exceeded after upgrade from 5.0.1	Customer Impact: In DSR 6.0, the capacity of the PDRA Topology Hiding table was lowered to 1000 entries. If over 1000 enteries were provisioned prior to upgrade, upgrade can be successfully completed.
20906170	4	6.0	User can not cancel/resume a paused SG upgrade task with global prov disabled	Customer Impact: User will need to enable global provisioning for cancel/resume functionality to be available.
21620890	4	5.0	Migration for second 2-tier NOAM to the 3-tier SOAM does not work	Customer Impact: The second 2-tier NOAM must be changed to OOS using documented workaround.

Chapter 8:

Oracle References and Services

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 systems 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.