Oracle® Application Management Pack for Oracle Communications

Release Notes

Release 12.1.0.2

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These release notes list the new features and known problems and documentation notes in release 12.1.0.2 of Oracle Application Management Pack for Oracle Communications.

This document contains the following sections:

- About Application Management Pack for Oracle Communications
- New Features in Release 12.1.0.2
- Known Problems in Release 12.1.0.2

About Application Management Pack for Oracle Communications

Application Management Pack for Oracle Communications helps you reduce operational costs of managing and monitoring Oracle Communications applications and solutions by helping you achieve high levels of application availability, performance and control.

Application Management Pack for Oracle Communications is delivered as a plug-in for the Oracle Enterprise Manager Cloud Control platform that provides operational management for the following Oracle Communications applications:

- Oracle Communications Billing and Revenue Management (BRM)
- Oracle Communications Elastic Charging Engine (ECE)
- Oracle Communications Pricing Design Center (PDC)
- Oracle Communications Pipeline Configuration Center (PCC)
- Oracle Communications Network Charging and Control (NCC)
- Oracle Communications Order and Service Management (OSM)
- Oracle Communications Unified Inventory Management (UIM)
- Oracle Communications ASAP
- Oracle Application Integration Architecture (Oracle AIA) Oracle Communications Pre-Built Integrations

You use the plug-in with Enterprise Manager Cloud Control to discover, provision, control, patch, monitor, and ensure configuration compliance of Oracle Communications applications in your environment. Not all functions are supported for each application.

For more information about features and application support see *Application Management Pack for Oracle Communications System Administrator's Guide*.

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New Features in Release 12.1.0.2

Application Management Pack for Oracle Communications release 12.1.0.2 includes the following new features:

- New Features for Business Support Systems
  - Provision BRM Multischema Systems with More Than Two Schemas
  - Upgrade PDC
- New Features for Operations Support Systems
  - Monitor OSM Order Metrics
  - Manage OSM Compliance
- New Features for Integrations
  - Monitor Communications Integrations
- Common New Features
  - Discover BSS and OSS Applications Automatically
  - Group Targets in Deployment Solution Stacks
  - View Target Topology with Infrastructure Relationships

New Features for Business Support Systems

This section describes the new features for Application Management Pack for Oracle Communications release 12.1.0.2 that apply to business support systems (BSS).

These features let you quickly install BRM in high-availability mode and upgrade PDC.

Provision BRM Multischema Systems with More Than Two Schemas

You can provision BRM multischema systems with up to 9 secondary database schemas.

Upgrade PDC

You can use the Communications Suite Installation Procedure to upgrade PDC deployments.

New Features for Operations Support Systems

This section describes the new features for Application Management Pack for Oracle Communications release 12.1.0.2 that apply to operations support systems (OSS).

These features provide advanced monitoring for OSM and increase the reliability of your OSM configurations.

Monitor OSM Order Metrics

You can monitor in-depth order, task, infrastructure, and performance metrics for OSM. You can view the metrics for the entire system, or categorized by server, order type, or cartridge.

Manage OSM Compliance

You can monitor and manage the compliance for OSM targets and the WebLogic domain on which they are deployed. The compliance rules provided by Application Management Pack for Oracle Communications assess how well your OSM configuration complies with Oracle's recommendations.

New Features for Integrations

This section describes the new feature for Application Management Pack for Oracle Communications release 12.1.0.2 that applies to integrations.

This feature provides centralized management and monitoring for Oracle AIA Pre-Built Integrations, lets you track and resolve faults at the integration layer, and increases your ability to analyze and diagnose faults.

Monitor Communications Integrations

You can discover and monitor Oracle AIA Pre-Built Integrations targets. The home page for integrations targets shows details about integrated applications, deployed integration packs and composites, fault summaries, and metrics for performance, order throughput, and faults. You can quickly resolve integration faults within Enterprise Manager Cloud Control.

Common New Features

This section describes the new features for Application Management Pack for Oracle Communications release 12.1.0.2 that apply to all applications.

These features enable you to automatically monitor changes made to application targets, provide the ability view a solution as a whole by grouping applications, and increase your ability to analyze and diagnose system faults by showing application and infrastructure relationships.

Discover BSS and OSS Applications Automatically

You can now configure Application Management Pack for Oracle Communications to discover all supported applications automatically.

Group Targets in Deployment Solution Stacks

You can group Oracle Communications targets that comprise a collection of integrated products, as in an Oracle Rapid Service Design and Order Deliver or Rapid Offer Design and Order Delivery solution. You can monitor these grouped targets from a single home page and view the topology for all components at once.

View Target Topology with Infrastructure Relationships

The topology view for application and suite targets includes the relationships between the applications and infrastructure elements, including the Oracle WebLogic Server targets, Oracle Real Application Clusters Database targets, and Oracle Database targets with which the applications are associated.

Known Problems in Release 12.1.0.2

This section provides known problems and workarounds for this release.

Provisioning

The following problems are related to the provisioning applications.

Provisioning Applications Fails Due to Missing Directory Structure

SR number: NA

BugDB number: 17544317

The Communications Suite Installation Procedure fails when installing Oracle Communications applications on a host if the installation path provided does not exist. The procedure does not validate the user provided installation path entered during the interview process.

To fix this problem, ensure that the directory paths you specify during the provisioning procedure interview exist on the target host before executing the job.

Application Home Created on Administration Server Instead of Target Host

SR number: NA

BugDB number: 17581621

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

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

Installation Home Directory Not Defined After Provisioning Operation Support System Applications

SR number: NA

BugDB number: 17641127

The Communications Suite Installation Procedure populates the **InstallDirectory** property with **Not Defined** after provisioning Order and Server Management, Unified Inventory Management and ASAP.

This does not have any effect on functionality.

You can define the **InstallDirectory** property for any provisioned operations support systems as follows:

1. Log in to the Enterprise Manager Cloud Control administration console.

2. From the **Targets** menu, select **Communications Targets**.

3. Expand the **Comms Suite** target where you installed the application.

4. Click the target link for the provisioned operation support system application.

5. Under the target name, from the target type menu, select **Target Setup**, then **Monitoring Configuration**.

6. In the **InstallDirectory** field, replace **Not Defined** with the path to the directory where the application is installed.

7. Click **OK**.

   The new value is saved.

Inability to Fix Cluster Property Error During User Entry

SR number: NA

BugDB number: 17517959

During the Communications Suite Installation Procedure interview process, when providing cluster information such as an OSM cluster database service name, an invalid entry causes redundant error messages to appear when adding subsequent target hosts.

To fix this problem, do one of the following:

- Select the **Defer Validation until Submit** check box in the procedure parameter entry screen to prevent validation until all parameters for all target hosts have been entered.

- Deselect the target host row causing the error, select the cluster configuration row, and then correct the invalid parameter before proceeding with your configuration.

Cannot Provision Applications Other Than BRM on Oracle RAC Database

SR number:

BugDB number: 17516601

Provisioning of all Oracle Communications applications except BRM on Oracle Real Application Clusters (Oracle RAC) databases is not supported. However, you can use the plug-in to discover and monitor existing application instances using Oracle RAC databases. Only versions of applications with official support for Oracle RAC database are discoverable.

Insufficient Validation when Specifying Installer Credentials

SR number: NA

BugDB: 17261070

The Communications Suite Installation Procedure does not provide sufficient validation of some parameters used by the Communications applications product installers. For example, when installing PDC, the procedure progresses if you specify the same value for user name and password but will fail during actual product installer execution.

To fix this problem, you must consult the application documentation installation guides and verify the parameter requirements for each installer.

Insufficient Validation when Removing Provisioning Procedure Rows

SR number: NA

BugDB number: 17510464

When using the **Remove** button in the Communications Suite Installation Procedure target configuration table, lack of removal validation consequences can allow invalid configurations.

To ensure that your configurations are valid, do not remove individual application rows when provisioning clusters. For example, if you are provisioning an OSM cluster with two nodes, do not remove the rows that represent the OSM nodes.

You can remove the rows representing an entire cluster from a highly-available suite, or the individual application from a suite that is not highly available. For example, if

you want to provision an OSS Fulfillment Suite with UIM and ASAP only, you can remove the rows representing OSM.

BATCH_CONTROLLER Process Not Started After BRM Provisioning

SR number: NA

BugDB number: 17593991

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

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

Pipeline Configuration Center Provisioning Does Not Support SSL

SR number: NA

BugDB number: 17593368

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

There is no workaround.

PDC Upgrade Supported Only When Administration Server is Named AdminServer

SR number: NA

BugDB number: 20126953

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

There is no workaround.

Patching

The following problem is related to patching BRM.

Steps Fail When Patching BRM on Solaris

SR number: NA

BugDB number: NA

When patching BRM on Solaris environments using Patch Set 10 with Patch 19921037, the following steps on the Procedure Activity page fail:

- Stage BRM Solaris Patches

- Unzip Solaris BRM Patches

To fix this problem, ignore the steps as follows:

1. Log in to the Enterprise Manager Cloud Control administration console.

2. From the **Enterprise** menu, select **Provisioning and Patching**, then select **Procedure Activity**.

   The Deployment Procedure Manager page appears.

3. In the **Run** column, click the name of the failed patching procedure.

   The Procedure Steps table for the selected BRM patching procedure appears.

4. In the **Name** column, expand the BRM Patching Phase and host name entries.

   All of the steps for the BRM patching procedure appear.

5. Select the check box beside **Stage BRM Solaris Patches**.

   A tab with details about the step appears.

6. From the **Actions** menu, select **Ignore**.

7. In the Procedure Steps table, select the check box beside **Unzip Solaris BRM Patches**.

   A tab with details about the step appears.

8. From the Actions menu, select **Ignore**.

   The patching procedure continues automatically.

Monitoring

The following problems are related to monitoring targets.

WebLogic Server Performance Summary Link Broken

SR number: NA

BugDB number: 20134164

On the home page for ASAP, UIM, and OSM node targets, in the **Quick Links** region, the **WebLogic Server Performance Summary** link is broken. When you click this link, nothing happens.

To access the performance summary for the WebLogic Server target on which the ASAP, UIM, or OSM node is deployed:

1. Log in to the Enterprise Manager Cloud Control administration console.

2. From the **Targets** menu, select **All Targets**.

3. In the Target Type tree, select **ASAP**, **Unified Inventory Management**, or **Order and Service Management Node**, depending on the type of target for which you want to view server performance.

4. In the list of targets, click the name of the target you want to view.

5. In the **Summary** region, note the server name in the server name in the **Deployed On** field.

6. In the **System Availability** region, click the name of the server listed in **Summary** region in the **Deployed On** field.

   The home page for the managed server on which the target is deployed appears.

7. Under the target name, from the **WebLogic Server** menu, select **Monitoring**, then select **Performance Summary**.

   The Performance Summary page for the managed server appears.

Incorrect Target Status Reported for ASAP Targets After Discovery

SR number: NA

BugDB number: NA

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

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

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