Oracle® Communications Order and Service Management

Compatibility Matrix

Release 8.0

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OSM Software Compatibility

This document lists the software compatible with Oracle Communications Order and Service Management (OSM).

See the following sections for details:

OSM Common Software Compatibility

This section describes the software required to support the Oracle Communications Order and Service Management (OSM) cloud native and traditional deployment.

Table 1-1 Supported Common Software for OSM Cloud Native and Traditional Deployment

Software	Version	Notes
Cloud IaaS Support	Oracle Cloud Infrastructure Amazon Web Services Elastic Computing EC2 Amazon Web Services Relational Database Service (RDS) Amazon Web Services Relational Database Service (RDS) Custom	Currently, Amazon Web Services Relational Database Service (RDS) lacks the ability to control one-off patches and is not recommended for OSM production deployments. When using Amazon Web Services Relational Database Service (RDS) Custom, Oracle strongly recommends configuring an Active Data Guard standby database in the same Region but different AZ for high-availability.
Grafana	12.*x* (*x* >=1.0)	Optional. This is for monitoring purposes.

Table 1-1 (Cont.) Supported Common Software for OSM Cloud Native and Traditional Deployment

Software	Version	Notes
Java	Java 21.0.8	**Cloud Native:** Recommended versions as per the manifest file. See OSM Cloud Native Manifest File.
Oracle Communications Service Catalog and Design	8.3.0.0.*x* (*x*>=0)	This is the evolution of Oracle Communications Design Studio.
Oracle Database (installed as Container Database)	Oracle Database 23ai Oracle Database 19c	Enterprise Edition or Oracle OCI Database Service: Enterprise Edition High Performance / Oracle Grid Infrastructure. **Note:** For Running Partition Purge on Database 23ai, refer to Known Problems in the *Release Notes*. Enterprise Edition Extreme Performance may be needed for High Availability (RAC) and Disaster Recovery. Refer to OCI documentation for details on each edition. The database should not be installed on a Microsoft Windows system for a production environment. Microsoft Windows can be used for development, demonstration, and test environments.
Oracle Database Release Updates (RU), revisions and patches	23.9.0.25.0.7 for Database 23ai 19.28.0.0.0 for Database 19c	In addition, apply the overlay patches listed in Database Overlay Patches and any other required patches when available.
Oracle Fusion Middleware Infrastructure	14.1.2	**Traditional:** Fusion Middleware Infrastructure is included in the OSM software media pack. It includes Oracle WebLogic Server, Oracle Coherence, and Oracle Application Development Framework (ADF).
Oracle Fusion Middleware Patches	July 2025 CPU and overlay patches	Install the patches listed in Critical Patch Updates and Overlay Patches for Fusion Middleware. **Cloud Native:** See OSM Cloud Native Manifest File.

Table 1-1 (Cont.) Supported Common Software for OSM Cloud Native and Traditional Deployment

Software	Version	Notes
Oracle Instant Client	19.26.0.0.0	**Cloud Native:** Recommended versions as per the manifest file. See OSM Cloud Native Manifest File. **Traditional:** Optional. Used for copying default partition statistics to the partitions for improving performance. Oracle recommends using the latest available version.
Oracle Linux	9.*x* (*x* >= 6) 8.*x* (*x* >= 10)	**Cloud Native:** Recommended versions as per the manifest file. See OSM Cloud Native Manifest File. Oracle Linux is specific to the OSM container images, not for the Kubernetes worker nodes. **Traditional:** Oracle products certified on Oracle Linux are also supported on Red Hat Enterprise Linux due to implicit compatibility between both distributions. Oracle does not run any additional testing on Red Hat Enterprise Linux products. Oracle recommends the latest available update, because later updates may provide modest performance gains. **Note:** Oracle Applications are developed and tested on Oracle Linux, which is optimized for performance, stability and security.

Table 1-1 (Cont.) Supported Common Software for OSM Cloud Native and Traditional Deployment

Software	Version	Notes
Oracle WebLogic Monitoring Exporter	**Cloud Native:** As defined in the WKO release **Traditional:** 2.*x* (*x* >= 3.6)	Optional. Used to see metrics for WebLogic Server in Prometheus. **Cloud Native:** WME versions used by WKO can be seen in the WKO release notes at https://github.com/oracle/weblogic-kubernetes-operator/releases. This is enabled by default. **Traditional:** WME needs to be deployed explicitly if you want to see metrics. Refer to WME documentation on GitHub for more information https://github.com/oracle/weblogic-monitoring-exporter
Prometheus	3.*x* (*x* >= 3.5.0)	Optional. This is for monitoring purposes.
Web browsers	Google Chrome 140.0 or later Mozilla Firefox ESR 140.3 or later Microsoft Edge Chromium 141.0 or later	These apply to the OSM user interfaces.

OSM Cloud Native Deployment Software Compatibility

This section lists the software compatible with the Oracle Communications Order and Service Management (OSM) cloud native deployment package.

> **Note**
>
> The software listed here are required for OSM cloud native, in addition to the software listed in OSM Common Software Compatibility.

Recommended Cloud Native Technology Stack

The following table lists the recommended versions of the software supported with the cloud native deployments.

> **Note**
>
> Oracle recommends that if you use any of the components listed in this table, then use only the versions of other components listed in this table.

Table 1-2 Recommended Versions of Cloud Native Technology Stack

Software	Version	Notes
Kubernetes	1.33.*x* (*x* >= 1) 1.33.*x* (*x* >= 1)	See Container Platforms for OSM Cloud Native for further details.
CRI-O	1.33.*x* (*x*>=0) 1.32.*x* (*x*>=0)	CRI-O is required only in Kubernetes runtime environments.
FluentD	1.16.*x* (*x* >= 1)	Optional This is for logging purposes. If enabled, the image should be picked from "Kubernetes DaemonSet for FluentD" versions.
Helm	3.*x* (*x*>=18.3)	None.
Ingress Controller	Ingress Controller version that conforms to your Kubernetes version standard API	Any Ingress Controller that conforms to your Kubernetes version Ingress API and provides annotations needed for OSM as documented in the *OSM Cloud Native Deployment Guide*.
Kubernetes Cluster Networking Interface (CNI)	OSM cloud native is certified for the same CNI plugins and versions specified by the WebLogic Kubernetes Operator version listed in this table.	See WebLogic Kubernetes Operator Documentation for further details.
Oracle WebLogic Kubernetes Operator	4.3.*x* (*x* >= 1)	See the documentation about WKO at: https://oracle.github.io/weblogic-kubernetes-operator/
Podman	4.1.*x* (*x* >= 1.1)	None.

OSM Cloud Native Manifest File

The OSM cloud native manifest file tracks updates and patches to the following software:

- Java
- Oracle Fusion Middleware, including patches
- Oracle Instant Client
- Oracle Linux

Oracle updates the manifest files to track Critical Patch Updates for all these components. You are encouraged to uptake the manifests as they are released.

To download the manifest file, see the "OSM Cloud Native Manifest Files (Doc ID 2721663.1)" knowledge article on My Oracle Support.

For information on how to use the manifest file to build your OSM cloud native images, see "Creating OSM Cloud Native Images" in *OSM Cloud Native Deployment Guide*.

Container Platforms for OSM Cloud Native

OSM cloud native is designed to be agnostic of the underlying cloud infrastructure. It relies on standard APIs, objects and configuration functions from the software products listed in this document. As such, OSM cloud native is certified on any container platform based on a CNCF-certified Kubernetes, provided the version requirements listed in this document are satisfied.

OSM cloud native has been tested on a standard (kubernetes.io) deployment of Kubernetes. OSM cloud native has also been tested on Oracle OCI OKE platform with Oracle Multitenant Database via co-located Oracle Database Service (Bare Metal, VM, and ExaData). OSM cloud native includes specific support for OCI and OKE.

Other Kubernetes distributions and container platforms may impose their own operational, security and configuration requirements. These would have to be addressed as part of the uptake of OSM cloud native, with support from the third party provider.

An important requirement is the presence of an Oracle Multitenant Container Database in close network proximity to the platform, in an environment and configuration that is officially supported by Oracle.

OSM Traditional Deployment Software Compatibility

This section describes the software required to support the OSM components for traditional deployment.

> **Note**
>
> The software listed here are required for OSM traditional deployment, in addition to the software listed in OSM Common Software Compatibility.

Table 1-3 Supported Software for OSM Traditional Deployment

Software	Version	Notes
Ant	1.10.*x* (*x* >= 15)	Ant is required for using various tools in the OSM SDK including OSM cartridge management tools. To ensure the tools function correctly, all copies of Ant in use must have the same version number.

Oracle Application Integration Architecture for Communications Alignment

For Order-to-Activate cartridge compatibility information see *Order-to-Activate Cartridge Product Compatibility Matrix* (in the **OSM Cartridges for Oracle Application Integration Architecture** section of the OSM documentation) on the Oracle Help Center website:

http://docs.oracle.com/en/industries/communications/order-service-management/index.html

This document contains information about compatibility between OSM software, OSM Order-to-Activate cartridges, and Oracle Application Integration Architecture (AIA) for Communications. The OSM Order-to-Activate cartridges are used with the Oracle Communications Order to Cash Integration Pack for Oracle Communications Order and Service Management.

For more information about the Order to Cash business process see *Oracle Communications Order to Cash Integration Pack Implementation Guide for Siebel CRM, Oracle Order and Service Management, and Oracle Billing and Revenue Management* in the Oracle Application Integration Architecture documentation.

Database Overlay Patches

This section lists database overlay patches. Apply these patches on top of the recommended latest available CPU.

The below table lists database 19.0.0.0 overlay patches.

Table 1-4 Database 23ai Overlay Patches

Patch	Description	Details
27675947 This patch is included in 23ai, but disabled by default.	ORA-23549: TABLE "SCHEMA"."TABLE" INVOLVED IN REFERENCE PARTITIONING.	Enables online table redefinition, which is required by OSM during upgrades. You need to connect with sysdba privileges and run the following on every database instance to enable the fix: `alter system set "_fix_control"='27675947:ON' scope=BOTH;` **Note:** This patch applies only to the traditional deployment of OSM and is not applicable for OSM cloud native.

Table 1-5 Database 19.0.0.0 Overlay Patches

Patch	Description	Details
27675947 This patch is included in 19*c*, but disabled by default.	ORA-23549: TABLE "SCHEMA"."TABLE" INVOLVED IN REFERENCE PARTITIONING.	Enables online table redefinition, which is required by OSM during upgrades. You need to connect with sysdba privileges and run the following on every database instance to enable the fix: `alter system set "_fix_control"='27675947:ON' scope=BOTH;` **Note:** This patch applies only to the traditional deployment of OSM and is not applicable for OSM cloud native.
35109397	ORA-600 [PMUOCPY2#3: UNHANDLED TYPE] - PMUOCPY2_COPY_RECUR	After a RMAN Backup and Restore cycle, the database may get corrupt and you might see "Generic OMS Exception" in server logs while trying to open an order from OSM Task client. You need to apply this patch and need to recompile packages, package body, procedures and functions on all OSM schemas (ORDERMGMT,RULE & REPORT). Refer to DOCID 35109397.8 for more details

Critical Patch Updates and Overlay Patches for Fusion Middleware

OSM is supported on all Oracle Critical Patch Updates. You should install the latest Critical Patch Updates and overlay patches for Fusion Middleware as soon as possible. To download Critical Patch Updates, find out about security alerts, and enable email notifications about Critical Patch Updates, see the Oracle Technology Network website:

https://www.oracle.com/security-alerts/

Table 1-6 lists the July 2025 CPU and Overlay patches.

Table 1-6 July 2025 CPU and Overlay Patches for Fusion Middleware

Component	Patch Number
PSU for WLS	38130086
PSU Coherence (14.1.2.0.3)	38018960
ADF Bundle Patch	38015961
Fusion Middleware Thirdparty Bundle Patch	38101364
JDBC Bundle Patch	37925693

Table 1-6 (Cont.) July 2025 CPU and Overlay Patches for Fusion Middleware

Component	Patch Number
Oracle Web Services Manager (OWSM) Bundle Patches	38184117
Remote Diagnostic Agent (RDA) for WebLogic Server 14.1.2.0.0	37887265
UMS Bundle Patch	38032126
Overlay patches	37940403 (Cross domain SAF connectivity issue)

Documentation Accessibility

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

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Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

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