

Oracle® Communications

EAGLE Release Notice



Release 47.1

F88561-06

March 2025

The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red square.

ORACLE®

Oracle Communications EAGLE Release Notice, Release 47.1

F88561-06

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What's New in This Guide

Release 47.1 - F88561-06, March 2025

Updated the links per card supported by E5-ATM-B as 3 in the [EAGLE Card Overview](#) section.

Release 47.1 - F88561-05, March 2025

Made formatting changes.

Release 47.1 - F88561-04, February 2025

Updated the list of known bugs in the [Customer Known Bug List](#) section.

Release 47.1 - F88561-03, July 2024

Updated the following sections with the details of EAGLE release 47.1:

- [Media Pack](#)
- [Generic Program Loads \(Release 47.1\)](#)
- [Resolved Bug List](#)

Release 47.1 - F88561-02, January 2024

Updated the [EAGLE Card Overview Table](#) with the following information:

- Added the details of deirhc application.
- Added the blmcap GPL for ipsg application.

Release 47.1 - F88561-01, October 2023

Updated the following sections with the details of EAGLE release 47.1:

- [Feature Descriptions](#)
- [Media Pack](#)
- [Supported Upgrade Paths](#)
- [Generic Program Loads \(Release 47.1\)](#)
- [Load Line Up](#)
- [Resolved Bug List](#)
- [Customer Known Bug List](#)

1

Introduction

This Release Notice includes feature descriptions, supported hardware, and media and documentation pack contents; and identifies the supported upgrade paths. This document includes listings for both the resolved and known bugs for this release. Directions for accessing key Oracles 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.

1.1 Introduction

Oracle Communications EAGLE is a platform that delivers signaling solutions to telecommunication networks worldwide.

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Feature Descriptions

This chapter provides a summary of each feature released in EAGLE 47.1.

2.1 DEIR Rearchitecture

This feature supports the Equipment Identity Register (EIR) using the Diameter protocol, or more precisely the S13 Diameter interface. It will be running on top of SCTP transport protocol. This feature adds the support for S13 interface to allow diameter requests to be received by an EAGLE card (S13 card). S13 card will validate the message and forward this request to the EPAP/IMSI SCCP card. SCCP card will perform the EIR database lookup and send the response back to S13 card. S13 card will formulate a reply using response received from SCCP card and send it back to the requester. A new DEIRHC GPL supporting a S13/S13' diameter interface over SCTP will be added. This DEIRHC GPL will run on E5-SM8G-B hardware or SLIC hardware.

2.2 SNMP V3 Traps

This feature introduces the support for provisioning V3 Traps on E5OAM, which defines a security model, defining new concepts to replace the old community-based pseudo-authentication and provide communication privacy by means of encryption. The new concepts are: user, group and security level.

The need to support SNMPv3 is for enhanced security as this newer version of the protocol introduces different encryption and secured authentication mechanisms that were not available in the previous versions. SNMPv2 version will also be supported along with newly introduced SNMPv3 version.

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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 Centre \(OHC\)](#). Both the software Media Pack and Documentation Pack are listed in this chapter.

3.1 Media Pack

All components available for download from the [MOS](#) website are listed in [Table 3-2](#).

**Note:**

This list is accurate at the time of release but is subject to change. See the [MOS](#) website for the latest information.

Table 3-1 Media Pack Contents for EAGLE 47.1.0.1.0

Description
Oracle Communications EAGLE (47.1.0.1.0-79.34.0), Tekelec
Oracle Communications EAGLE CAT2 (47.1.0.0.0-79.20.0)
Oracle Communications EAGLE External Database (47.1.0.0.0-79.31.0)
Oracle Communications EAGLE (47.1.0.1.0-79.34.0) MIBS

Table 3-2 Media Pack Contents for EAGLE 47.1

Description
Oracle Communications EAGLE (47.1.0.0.0-79.32.0), Tekelec
Oracle Communications EAGLE CAT2 (47.1.0.0.0-79.20.0)
Oracle Communications EAGLE External Database (47.1.0.0.0-79.31.0)
Oracle Communications EAGLE (47.1.0.0.0-79.32.0) MIBS

3.2 Documentation Pack

All documents available for download from the [Oracle Help Center \(OHC\)](#) are listed in [Table 3-3](#).

**Note:**

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

Table 3-3 Documentation Pack Contents

Release Notices and Licensing Information User Manuals
Release Notice
Licensing Information User Manual
EAGLE Compatibility Matrix
EAGLE Hardware, Installation, Software Upgrade, and Maintenance
Hardware Reference
Installation Guide
Maintenance Guide
System Health Check Guide
Software Upgrade Guide
Application B Card Hardware and Installation Guide
EAGLE Core Manuals
Commands User's Guide
Commands Error Recovery Reference
Database Administration – Features User's Guide
Database Administration – GTT User's Guide
Database Administration – GWS User's Guide
Database Administration – IP7 Secure Gateway User's Guide
Database Administration – SEAS User's Guide
Database Administration – SS7 User's Guide
Database Administration – System Management User's Guide
Measurements Reference
Unsolicited Alarms and Information Messages Reference
Security Guide
EAGLE Feature Manuals
A-Port User's Guide
Analyzed Information Features User's Guide
ATINP User's Guide
EIR User's Guide
ENUM User's Guide
G-Flex C7 Relay User's Guide
G-Port User's Guide
IDP-Related Features User's Guide
INP/AINPQ User's Guide
IS41 GSM Migration User's Guide
Logging and Visualization User's Guide
MO SMS User's Guide
Numbering Plan Processor (NPP) User's Guide
SIGTRAN User's Guide
SLIC Card Configuration User's Guide
Stateful Applications User's Guide
TIF User's Guide
V-Flex User's Guide
EAGLE Reference Manuals

Table 3-3 (Cont.) Documentation Pack Contents

Master Glossary
Previously Released Features
Related Publications Reference
Table Data Report CSV File Format Reference

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Supported Hardware Baseline

The hardware identified in this chapter comprises the hardware and server versions that have been verified with this release.

4.1 EAGLE Card Overview

The EAGLE Card Overview table is a resource table that provides an overview of information for cards that can be provisioned in EAGLE. For a detailed description of supported hardware, see Table below.

This table lists the following card information:

- GPLs and applications that can run on the card
- Provisioned card type
- Name of the card as shown on the card label
- Card part number
- Number of shelf slots that the card occupies (1 or 2)
- Number of physical ports on the card
- Maximum number of links that can be assigned to the card

Table 4-1 EAGLE Card Overview Table

Card Applications	Card GPLs	Provisioned Card Type	Card Name as shown on the card label	Card Part Number	Slots per Card	Ports per Card	Links per Card
atmansi atmitu	atmhc69 bldc32	limatm lime1atm	E5-ATM-B	870-2972-0 1	1	4 (3 used)	3
ccs7itu	ss7hc69 bldc32	lime1	E5-E1T1-B	870-2970-0 1	1	8	64
	ss7hc69 blsl932		SLIC	7094646 7352578	1	4	96
ccs7itu	ss7hc69 bldc32	lime1 (for SE-HSL)	E5-E1T1-B	870-2970-0 1	1	8	2
	ss7hc69 blsl932		SLIC	7094646 7352578	1	2	3
deirhc	deir64 bldc64	dsm	E5-SM8G- B	870-2990-0 1	2	2 Ethernet	1 Ethernet for MPS link 1 Ethernet for Signaling (16 SCTP)

Table 4-1 (Cont.) EAGLE Card Overview Table

Card Applications	Card GPLs	Provisioned Card Type	Card Name as shown on the card label	Card Part Number	Slots per Card	Ports per Card	Links per Card
	deir64 blslc64		SLIC	7094646 7352578	1	4 Ethernet	2 Ethernet for MPS links
							2 Ethernet for Signaling links (16 SCTP)
enumhc	enum64 bldc64	dsm	E5-SM8G-B	870-2990-0 1	2	2 Ethernet	1 Ethernet for MPS link
							1 Ethernet for Signaling (16 TCP; 1 UDP)
	enum64 blslc64		SLIC	7094646 7352578	1	4 Ethernet	2 Ethernet for MPS links
							2 Ethernet for Signaling links (2 UDP)
eroute	erthc69 bldc32	stc	E5-ENET-B	870-2971-0 1	1	2	2 Ethernet
	erthc69 blsl932		SLIC	7094646 7352578			
hipr2	hipr2	N/A	HIPR2	7333484	1	N/A	N/A
				870-2872-0 1Foot 2			
				870-2872-0 2Foot 2			
ips	ipshc69 bldc32	ipsm	E5-ENET-B	870-2971-0 1	1	2 (use only A)	1 ipshc service
	ipshc69 blsl932		SLIC	7094646 7352578		1	1
ipsg	ipsg blmcap	ENET-B	E5-ENET-B	870-2971-0 1	1	2 Ethernet	32 Signaling Links
	ipsg69 bldc32	ENET-B	E5-ENET-B	870-2971-0 1			2 Ethernet

Table 4-1 (Cont.) EAGLE Card Overview Table

Card Applications	Card GPLs	Provisioned Card Type	Card Name as shown on the card label	Card Part Number	Slots per Card	Ports per Card	Links per Card
	ipsg69 blsl932	SLIC	SLIC	7094646 7352578	1	4 Ethernet	128 SCTP Signaling links. 4 Ethernet for Signaling links. (Port A&C can be on the same or different subnets and ports B&D can be on the same or different subnets) OR 2 Ethernet for Signaling links and 2 Ethernet for Fast Copy
ipsg + GTT	ipsg932 blsl932	slic	SLIC	7094646 7352578	1	4 Ethernet	2 Ethernet for Signaling links (32 SCTP) 2 Ethernet for Fast Copy
mcp	mcphc69 bldc32	mcpm	E5-MCPM-B	870-3089-0 1	1	2 (use only A)	1 Ethernet
	mcphc69 blsl932		SLIC	7094646 7352578	1	1	1 Ethernet
oam	oamhc69 bldc32	N/A	E5-MASP	7346924	2	2	N/A
				870-2903-0 1Foot 2			
				870-2903-0 2Foot 2			
				870-2903-0 3Foot 2			

Table 4-1 (Cont.) EAGLE Card Overview Table

Card Applications	Card GPLs	Provisioned Card Type	Card Name as shown on the card label	Card Part Number	Slots per Card	Ports per Card	Links per Card
sfapp	sfapp blslc64	slic	SLIC	7094646 7352578	1	1 Ethernet	1 Ethernet for Visualization links (8 TCP)
siphc	sip64 blslc64	dsm	E5-SM8G-B	870-2990-0 1	2	2 Ethernet	1 Ethernet for MPS link 1 Ethernet for Signaling (16 TCP; 1 UDP)
	sip64 blslc64		SLIC	7094646 7352578	1	4 Ethernet	2 Ethernet for MPS links 2 Ethernet for Signaling links (16 TCP; 2 UDP)
ss7ansi	ss7hc69 blslc32	limt1	E5-E1T1-B	870-2970-0 1	1	8	64
	ss7hc69 blsl932		SLIC	7094646 7352578	1	4	96
ss7ansi	ss7hc69 blslc32	limt1 (for ST-HSL-A)	E5-E1T1-B	870-2970-0 1	1	8	2
	ss7hc69 blsl932		SLIC	7094646 7352578	1	2	3
vsccp	sccp64 blslc64	dsm	E5-SM8G-B	870-2990-0 1	2	2 Ethernet	2 Ethernet for MPS links
	sccp64 blslc64		SLIC	7094646 7352578	1	3 Ethernet	2 Ethernet for MPS links 1 Ethernet for Visualization links (8 TCP)
			slic		7094646 7352578	1	3 Ethernet

Table 4-1 (Cont.) EAGLE Card Overview Table

Card Applications	Card GPLs	Provisioned Card Type	Card Name as shown on the card label	Card Part Number	Slots per Card	Ports per Card	Links per Card
N/A	N/A	N/A	E5-MDAL	7346923 870-2900-01Foot 2	2	N/A	N/A
elap epap lsms nas imf	N/A	e5appb	E5-APP-B	870-3096-xx	2	4	N/A

4.2 Hardware Baseline

Component	Part Number	ROHS Number (if applicable)	Required for:
Control Shelf	870-2321-02 Rev A	7335031	Standard Frame
	870-2321-04 Rev A		
	870-2377-01 Rev A	870-2377-02 Rev A	Heavy Duty Frame
Control Shelf Backplane	850-0330-06 Rev A	7333412	
Extension Shelf	870-2378-01 Rev A	7335033	Heavy Duty Frame
	870-0776-02 Rev C		Standard Frame
	870-0776-03 Rev D		
	870-0776-06 Rev A		
	870-0776-07 Rev A		
	870-0776-08 Rev A or 870-0776-11 Rev A		
Air Management Card	870-1824-01 Rev A	870-1824-02 Rev A	Shelves with Fan Assembly
E5-APP-B	870-3096-xx		
E5-ATM-B		870-2972-01 Rev A	
E5-ATM Adapter		830-1342-05	
E5-E1T1-B		870-2970-01 Rev A	
E5-ENET-B		870-2971-01 Rev A	
E5-MASP		7346924	
		870-2903-01 Rev C	
		870-2903-02 Rev A	
		870-2903-03 Rev A	
E5-MCPM-B		870-3089-01 Rev A	
E5-MDAL		7346923	
		870-2900-01 Rev A	
E5-SM8G-B		870-2990-01 Rev A	

Component	Part Number	ROHS Number (if applicable)	Required for:
FAP	870-1606-01 Rev A or		Standard Frame or Standard Frame with HCMIMs
	870-1606-02 Rev A	870-1606-05 Rev A	
	870-2320-01 Rev A	870-2320-03 Rev A	Heavy Duty Frame or Heavy Duty Frame with HC-MIMs
	870-1823-01 Rev B	870-2804-01 Rev B	
FAP-CF/EF	870-0243-08 Rev C		
FAP-MISC	870-0243-09 Rev C		
FAP Fuse and Alarm Panel	870-2804-01 Rev A		
Fast Copy Adapter Upper		830-1343-01 Rev A	
Fast Copy Adapter Lower		830-1343-02 Rev A	
HIPR2		7333484	
		870-2872-01 Rev A	
		870-2872-02 Rev C	
SLIC		7094646	
		7352578	
High-speed Fiber Channel Cable		830-1344-xx	
DC Frame Assembly	890-1843-01 Rev C	890-1843-02 Rev A	
In Heavy Duty Frame	890-1801-01 Rev E	890-1801-02 Rev A	
Kit E1	890-1037-01 Rev A	890-1037-06 Rev A	
Kit, Holdover Clock Assy	890-1013-01 Rev A		
Fan Assy (Standard Frame)	890-1038-01 Rev D		
Fan Assy (Shelves with EPM-B cards)	890-0001-01 Rev A or	7315823	
	890-0001-02 Rev A		

 **Note:**

On EAGLEs getting upgraded to R47.1, EPAP MPS ports on Service Module cards must be configured to support 1Gbps EPAP-to-EAGLE RTDB download speed. SM cards must also be connected to EPAP with CAT5 straight-through cables (P/N 830-0724-xx or 830-1174-xx; see *Installation Guide*).

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Supported Upgrade Paths

This release has been tested for upgrade from specific prior releases. This chapter contains the exact paths for upgrade. Please verify your current installed release is listed on a valid upgrade path.

5.1 Supported Upgrade Paths

The possible upgrade paths to EAGLE 47.1 are listed in the following table.

From	To
EAGLE release 46.7.X	EAGLE 47.1.0.X
EAGLE release 46.8.X	EAGLE release 47.1.0.X
EAGLE release 46.9.1.20.0	EAGLE release 47.1.0.X
EAGLE release 46.9.X	EAGLE release 47.1.0.X
EAGLE release 47.0.0.X	EAGLE release 47.1.0.X
EAGLE release 47.1.0.X	EAGLE release 47.1.0.X

5.2 Generic Program Loads (Release 47.1)

GPL System Name	Version Build 47.1.0.0-79.32.0	V e r s i o n B u i l d 4 7 . 1 . 0 . 0 - 7 9 . 3 2 . 0
Date Available	October 2023	J u l y 2 0 2 4
ATMHC	149.32.0	, 4 9 . 3 2 . 0
ATMHC69	149.32.0	, 4 9 . 3 2 . 0

GPL System Name	Version Build 47.1.0.0-79.32.0	V e r s i o n B u i l d =
BLDC32	149.28.0	4 9 . 3 2 . 0
BLDC64	149.28.0	4 9 . 3 2 . 0
BLMCAP	149.28.0	4 9 . 3 2 . 0

GPL System Name	Version Build 47.1.0.0-79.32.0	V e r s i o n B u i l d
BLSL932	149.28.0	4 9 3 4 0
BLSLC64	149.28.0	4 9 3 4 0
DEIR64	149.32.0	4 9 3 4 0

GPL System Name	Version Build 47.1.0.0-79.32.0	V e r s i o n B u i l d
ENUM64	149.32.0	1 4 9 . 3 2 . 0
ERTHC	149.32.0	1 4 9 . 3 2 . 0
ERTHC69	149.32.0	1 4 9 . 3 2 . 0

GPL System Name	Version Build 47.1.0.0-79.32.0	V e r s i o n B u i l d
HIPR2	146.1.0	4 6 0
IPSG	149.32.0	4 9 3 2 0
IPSG69	149.32.0	4 9 3 2 0

GPL System Name	Version Build 47.1.0.0-79.32.0	V e r s i o n B u i l d
IPSG932	149.32.0	1 4 9 . 3 2 . 0
IPSHC69	149.32.0	1 4 9 . 3 2 . 0
MCPHC69	149.32.0	1 4 9 . 3 2 . 0

GPL System Name	Version Build 47.1.0.0-79.32.0	V e r s i o n B u i l d
OAMHC69	149.32.0	4 9 . 3 2 . 0
SCCP64	149.32.0	4 9 . 3 2 . 0
SFAPP	149.32.0	4 9 . 3 2 . 0

GPL System Name	Version Build 47.1.0.0-79.32.0	V e r s i o n B u i l d
SIP64	149.32.0	4 9 . 3 2 . 0
SS7HC	149.32.0	4 9 . 3 2 . 0
SS7HC69	149.32.0	4 9 . 3 2 . 0

6

Product Compatibility

Refer to *EAGLE Compatibility Matrix* for the product compatibility between this product release and the releases of other products.

6.1 Load Line Up

This section lists subsystem products and versions affected by features delivered in this release. The following table contains the order in which the upgrade should take place, where 1 is first, 2 is next, and so on. The most current release should be used for all products in [Table 6-1](#).

 **WARNING:**

Failure to upgrade in the correct order may cause a service outage/discontinuity between products.

 **Note:**

EAGLE 47.1 release has not changed EPAP or ELAP/LSMS, and hence it can be upgraded independently. However, if EPAP or ELAP/LSMS is being upgraded along with EAGLE, then refer to the following upgrade order.

Table 6-1 Load Line Up

Product Element	Upgrade Order (if applicable)
EAGLE	1
LSMS	2
LSMS Query Server	3
ELAP	4
FTRA	5
EPAP	6 or 2 ¹
PIC	Not Applicable
EMS	Not Applicable
EAGLE Query Server	Not Applicable

¹ If the customer wants to upgrade EPAP along with EAGLE, then they should upgrade EAGLE followed by EPAP.

7

Resolved and Known Bugs

This chapter lists the resolved and known bugs for EAGLE release 47.1.

These lists are distributed to customers with a new software release at the time of General Availability (GA) and are updated for each maintenance release.

7.1 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 less 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.
4. **Minor, No Loss of Service:** Oracle severity beyond what is defined by TL 9000.

The numbered severity levels in the tables below correspond to these definitions of 1–Critical, 2–Major, 3–Minor, 4–Minor, No Loss of Service.

7.2 Resolved Bug List

The table in this section lists the bugs resolved in the following build:

- EAGLE 47.1.0.1.0-79.34.0
- EAGLE 47.1.0.0.0-79.32.0

The resolved bug table shows an impact statement for the severity 1 and 2 bugs as well as severity 3 bugs associated with an SR.



Note:

Resolved bugs are sorted in ascending order by severity and then by bug number.

Table 7-1 EAGLE Release 47.1.0.1.0-79.34.0 Resolved Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
36589970	Y	2	ACTIVE Partition of MASP becomes inaccessible after re-initializing MASP card	If this issue occurs, the Eagle database on the E5-MASP card will become inconsistent, report DMS errors for reading/writing Eagle database tables, and fail to connect to the IMT buses when the card is booted.
36297530	N	3	R47.1_SNMP:Active OAM boots with "ath_vxw_mgr. Line 2057" and Severity 1 "oamhc_snmp.c" observed whenever "snmpuim" parameter is turned ON/OFF	
36302173	N	3	Flash is failing via Recovery console from R47.1 to R48	
36757917	N	3	Update format/copy-disk code to create equal partitions of 2GB same as media builder	
36751185	N	4	Uplift ZLIB version to 1.3.1	
36753891	N	4	Need to upgrade open source item LZMA to latest version 24.07	

Table 7-2 EAGLE Release 47.1.0.0.0-79.32.0 Resolved Bugs (October 2023)

Bug Number	SR	Severity	Title	Customer Impact
28518265	N	3	R46.7_UC1enh:UIM not getting generated for invalid ACN scenario in ATI ACK msg	

Table 7-2 (Cont.) EAGLE Release 47.1.0.0-79.32.0 Resolved Bugs (October 2023)

Bug Number	SR	Severity	Title	Customer Impact
33444278	Y	3	BIP DATA INVALID error seen on some cards and chg-bip-rec doesnt work on some cards	No traffic impact. Workaround: BIP Alarm on 32 bit cards can be cleared using the below command: chg-bip-rec:init=yes:loc=xxxx:data=""xxxx"" Note: Service request needs to be created by customer to get the "data" value in the above command.
34459022	N	3	R47.0_Eng79_ST: USB is becoming inaccessible on executing chg-tbl command with action=reset for disk=usb/remove	
34551823	Y	3	Raise an alarm for hung card in the system	If no alarm is generated by the system, the customer will not know that a card is in a hung state and not processing the traffic.
34617019	Y	3	SFAPP SYSTEM "eagleMRNSubResourceName" field as "UNSUPPORTED" in the SNMP alarmTrap	""eagleMRNSubResourceName"" for the SFAPP system will be displayed as ""UNSUPPORTED"" rather than ""SFAPP_SYSTEM"". Therefore ""SFAPP_SYSTEM"" alarm monitoring will display incorrect data and may impact ""SFAPP_SYSTEM"" alarms only on the EMS/NMS side. Note: There is no traffic/functionality impact on EAGLE side; all alarms are still being sent from the EAGLE to the EMS/NMS server.
34848580	N	3	Add support for configurable option to enable SNMPv3	
35091626	Y	3	Traceroute takes path via DEFROUTER even if IP-RTE entries are defined	None as workaround is to test connectivity to remote IP address using the PING command.
35132021	Y	3	SR: FTRA incorrect output for RTRV-GTA csv data	With one less delimiter, if OPCODE tag is missing, the customer engineering system will not correctly parse the csv file.

Table 7-2 (Cont.) EAGLE Release 47.1.0.0-79.32.0 Resolved Bugs (October 2023)

Bug Number	SR	Severity	Title	Customer Impact
35184932	Y	3	Boot loader update fails for EPM-B cards during upgrade phase 3	<p>Cards must be flashed manually which can cause system upgrade maintenance window to be extended past the allowed time.</p> <p>Workaround: Flash each card manually.</p>
35358358	Y	3	R47.0_ST: observing discards for mtp3 service in rept-stat-mfc on setup e1181001.	<p>"This is a rare issue. Traffic drop will be observed on the card when this issue is hit. The below command can be used to identify which card is discarding the traffic:</p> <pre>rept-stat- mfc:service=mtp3:mode =stats:sample=tot5m</pre> <p>Workaround: Re-initialize card to come out from stuck MFC/ICMM state.</p>
35358364	Y	3	SR: Raise an alarm when there is MTP3 PDU discards occurring in the STP	<p>Currently, there is no UAM to report when a LIM card is in MFC PDU discard. Hence, the customer would not know about a traffic impacting situation. The bug request is to raise an alarm when this condition exists so the customer will be aware of the traffic impact and react to the situation.</p>
35468555	N	3	R47.0.0.1.0_MR:ENETB STC copy function getting deactivated at 3500TPS on vxworks6.9	
35702830	N	3	Add IPSP GPL in Release 47.1	
35860436	Y	3	IP Routes for port C associations are getting lost after re-initializing the card.	<p>SLIC 4 port IPSP69/IPSP932 (only with 4 port): The associations created with C or D port IP fail to come up due to static routes not getting auto populated into the static route table (netstat -r) post card reload.</p> <p>Workaround: Re-configure the network routes for that card. The association will enter an active state once static routes are configured.</p>

Table 7-2 (Cont.) EAGLE Release 47.1.0.0-79.32.0 Resolved Bugs (October 2023)

Bug Number	SR	Severity	Title	Customer Impact
35869016	N	3	Update init-flash command to flash multiple cards with BLMCAP flash.	
31557228	Y	4	R46.9_ST: Inconsistent output for rept-stat-sccp:data=gtt	
32825262	N	4	R47.0_ST: ent-trace is displaying wrong info for ATI message if imei MBR set is applied	
33772515	Y	4	Measurement FTP issue after upgrade due to config mismatch at STP & Switch End	
34617632	N	4	Provide the encryption for DB backup and restore with removable media	
34622237	N	4	DEIR re-architecture remove EPAP functionality from DEIR card	
34708191	N	4	Decoding generic name from PIP when generic name tag(0xC7) is not present	
34740778	Y	4	False Alarm raised on primary SCCP card Port B with EPAP connectivity	
35662731	N	4	Uplift cJSON version to 1_7_16	
35799613	N	4	Update EEDB to use TPD 7.8.8.0.0_89.31.0	

7.3 Customer Known Bug List

The following table lists the known bugs and the associated Customer Impact Statements.

Table 7-3 EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
35217617	Y	2	IPSG ENETB cards are randomly booting after upgrade to 47.0.0.0-79.13.0	In Release 47.1, on the VxWorks 6.9 IPSG GPL, E5-ENET-B cards could reboot or hang causing loss of traffic. Customer workaround is to re-flash the E5-ENET-B cards having issues with the BLMCAP flash GPL and load the IPSG application GPL (based on VxWorks 6.4).

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
25665463	Y	3	Rel46.5_128con:IPSG SLIC128 M2PA may boot silently (without obit)	In the rare case when the card may boot due to a workQPanic event (Bug 25764195) the card will not produce an obit, and will boot silently. No customer impact as obit data is for Oracle personnel use.
26421059	N	3	Rel46.6_CardObs-Support of SLAN measurements need to be removed	Some measurement command parameters and measurement registers related to the obsolete STP LAN feature are still present in the system. This may cause some minor confusion for operators. No operational impact.
26739329	N	3	HIPR2 - ALIGN LED does not turn AMBER when IMT BUS is inhibited.	The Alignment LED of a HIPR2 should change to and remain AMBER while the bus is inhibited as an effective aid for the operator to identify which bus is inhibited. However, occasionally, when the IMT bus is inhibited, a HIPR2 card may keep its Alignment LED colored GREEN. As a workaround, the bus can be allowed (ALW-IMT) and inhibited (INH-IMT) again to change the Alignment LED to AMBER.
26763948	N	3	R46.6_12k:sev1 Card 1113 Module scm_tps.c Line 3895 Class 01d0 Obs on OAM	rept-stat-iptps:history=yes command may not print the output if uithrottle (stpopts parameter) is set to 9. System Default value of uithrottle is 0. Workaround: If uithrottle (stpopts parameter) is currently set to 9, then set it to a value less than 9.
27065051	N	3	R46.6_ST:GTT traffic is getting dropped on IPSG32 card in congestion scenario	If MAXSLKTPS is reduced so that congestion is induced with current traffic on the link, the amount of traffic that will be passed will not be maxslktps but something significantly less or no traffic at all. Workaround: Change SLKTPS rate back to original value or reduce traffic to under maxslktps.

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
27703349	N	3	R46.6_ST:E1T1 link test failed in upg ph 2 during Upgrade to 46.6.0.0-73.18.0	One or more E1T1 TDM signaling links may momentarily drop out (5 to 30 seconds) during Phase 2 of Upgrade. The event occurs only once per link. Links recover and normal operations continue. Mate STP should be able to handle traffic if this issue causes a linkset to go down briefly during the upgrade maintenance window.
28185911	N	3	LIM/SCCP card(s) denied SFAPP alm with new SFR MFC servc needs clarification	Operator needs to run the <code>rept-stat-mfc</code> commands for SFAPP and SFR services or look at the measurements to determine the service that is causing the alarm.
28253971	N	3	Rel.46.7_DB_Exp:Sev1 rmtpl_utl.c with lines 349 and 384 obsrvd during upgrade	These severity 1 issues may appear at end of the full DB download after a cold restart of a SCCP64 card. There is no known impact.
29197515	N	3	R46.5.1.10_FT: UAM 115 & 116 and UIM 118 & 119 are not getting generated with <code>tpsalmtype=maxslktps</code> for SLIC card	TPS alarms do not show when the card running the IPSPG is a SLIC, and traffic crosses its threshold value when <code>tpsalmtype</code> is set to MAXSLKTPS. TPS alarms are generated correctly when <code>tpsalmtype</code> is set to RSVDSLKTPS.
29378816	N	3	R46.6.3: LINK LED for ports B & C are not working correctly if UDP\TCP connection is not configured for SIPENUM.	The LINK LEDs on ports B & C are illuminated green even when no UDP/TCP connections are provisioned for either port.
29378828	N	3	R46.6.3: LINK LED for PORT D is not working correctly for SLIC DEIR card	The colors of the LED (green/red) for the SLIC card, port D, when running the DEIR application are reversed from what they should be. That is, red when it should be green, and green when it should be red.

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
29539191	N	3	IDPR_Enh:Module mdb_srvs.c Line 369 observed on LIM card while executing ent-srvsel command with ANSI domain.	When SRVSEL entries of type ANSI and ITUN24 are configured with the same values of GTI, TT, NP, NAI, and SSN, cards may observe UAM 0034 "Card database is inconsistent" and report "Module mdb_srvs.c" severity 1 trouble.
29873349	N	3	copy-disk command failed to copy files from active to standby causing sev 1 dmshc_utl.c Line 1240 DMS Error	The copy-disk command may fail to transfer files as expected. Workaround: Retry the operations and the copy eventually succeeds at the second or third attempt.
30431027	N	3	R46.7:During upgrade multiple LIM cards did not return to IS-NR in less than 8 minutes	LIM cards will take a little longer than 8 minutes to return to IS-NR.
31098175	N	3	The FTP command with -a option is broken.	FTP with the -a option does not work. There is no impact on traffic. Workaround: Run two commands instead: Use FTP without the -a option, then use the copy-tbl command.
31186470	N	3	46.9:- clc_mgr.c, clc_utl.c and scm_ldr.c severity 1 are being observed on Eagle.	When a SLIC is flashed with the BLSLC64 GPL and the card is provisioned as IPS, the OAM attempts to load the IPSHC GPL to the card. The proper response of the OAM should be a notification that the card is flashed with an incompatible GPL, and not attempt to load the IPSHC GPL. If the card had been flashed with the BLSL932 GPL, the OAM would have loaded the correct GPL (IPSHC69) to the card, and the clc_mgr.c & clc_utl.c troubles would not occur.
31492022	N	3	Rel.46.9:Observed Severity 1 gldr_oamhc.c and gws_shr.c on standby OAM card while booting the EAGLE (INIT-SYS)	None

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
31502030	N	3	46.9_CAT2_FT :- "UIM 1512 CAT2 IPISM to OAM Sync Completed" not displayed when Eagle is in simplex mode.	In Simplex mode, the subject UIM is not displayed during CAT2 synchronization. Synchronization completes successfully. No impact to customer operation in Duplex mode.
31523686	N	3	R46.9_ST_Upg: Sev 1 "sldmgr2.c" and Obits "adl_mgr.c" & "pmtc_mgr.c" were observed in phase 3 during major upgrade	With ample load on the IMT bus during an upgrade, a few cards may time-out waiting for their databases to be received from the OAM, and then boot once. The cards typically recover normally after that and become IS-NR after successfully reloading their databases on the second try. The impact is only the additional booting of the cards - there is no impact on the IMT bus. There is no impact on functionality after the upgrade completes.
31647295	N	3	R46.9_ST: Observing Module mfctmutl.c Line 1334 Class 01c3 Severity 1 on IPSPG cards	A few ATI ack messages do not reach the SFAPP card when the card is congested under maximum load. The corresponding UC #1, #2, and #3 messages will not be applied, but the original message will still be processed.
31858903	N	3	Rel.46.9.1_ST:Severity 1 "md_os.c Line 531 Class 0001" observed while major upgrade	During the upgrade phase 3, when IPSPG card initializes, it may generate "md_os.c Line 531 Class 0001" severity 1 message in rare circumstances. There is no impact to the system.

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
31948123	N	3	R46.5.1.20_4PORT: Traffic is getting dropped without congestion on M2PA/M3UA link	<p>If a two or four port IP SG card with 4 or fewer links configured has traffic above the card capacity (if allowed by sum of MAXSLKTPS of all links on the card which exceeds card capacity), the card may silently discard the excess traffic above the card capacity of 12K TPS without any congestion alarm.</p> <p>Workaround: Sum of MAXSLKTPS of all links on 4-port IP SG card should not exceed 12K TPS. Configure MAXSLKTPS same as RSVDSLKTPS whenever there is no specific reason for configuring MAXSLKTPS higher than RSVDSLKTPS.</p>
31959811	N	3	R46.5.1.20_4PORT: Dynamic DB goes into inconsistent state after congestion is cleared on 4 Port	<p>The DDB Inconsistent alarm will be observed when links get congested, followed by the route failure to a non-adjacent node. There is no traffic impact, and DDB alarm will be cleared in the next DDB audit.</p> <p>Workaround: The <code>aud-data:type=ddb</code> command can be executed if the alarm needs to be cleared immediately due to this particular issue.</p>
32001102	N	3	Rel.46.5.1.20_FT:upg_drms.c and mdb_mtls.c severity 1 observed while performing major upgrade from eagle release 46.5.1.10.0-70.51.0 to 46.5.1.20.0-77.2.0	No traffic impact.
32028844	N	3	Rel.46.5.1.20_FT:OA&M IP Security feature risk alarm not observed after major upgrade from eagle release 46.5.1.10.0-70.51.0 to 46.5.1.20.0-77.2.0	No traffic impact.

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
32056273	N	3	Rel.46.5.1.20_FT:DB-DIFF observed on newly provisioned SFAPP card in LEARN/TEST mode	No traffic impact. Workaround: There are two workarounds: <ol style="list-style-type: none">1. Execute the <code>rtrv-vlr-prof</code> or <code>rtrv-vlr-roaming</code> command after the sync before executing the commands to configure a new SFAPP card.2. If the new SFAPP card reports DB-DIFF then re-initialize the SFAPP card. Re-initialization will be resolve the DB-DIFF.
32180217	N	3	R46.5.1.20_4PORT:Severity 1 "radbvdm.c" is observed on 4 Port SLIC IPSP	No traffic impact.
32215034	Y	3	DB Audit running for more time in 46.9.0 due to addition of CAT2 feature	Customers need to execute a system backup post upgrade and want to do this during the upgrade maintenance window. The increased DB audit time delays normal system administration up to 90 minutes.
32523616	N	3	R47.0_SCTP_FT: "ddl_mgr.c Line 3215" observed on SS7HC69 card during Upgrade phase 3	There is an alarm "DDL Unstable" and Severity 1 from <code>ddl_mgr.c</code> on SS7HC69 card for a small duration during Upgrade Phase 3 due to watchdog timer expiry, which then starts DDL auto recovery and corrects itself.
32599847	N	3	Rel.46.9.1_ST:INIT-SYS causes DDB INCONSISTENT issue on IPSP/E1T1 card	INIT-SYS is not a normal operational command and is only used in emergency situations. Normally a customer would not attempt to initialize cards by application type. No impact unless cards could not be initialized and DDB normalized for each individual card if customer executed <code>init-sys</code> .

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
32622846	N	3	Rel46.9.1_ST: ATM links are taking around 20 mins to come IS-NR after initialization.	There is no impact, just a delay, but the links come up in service. However, this could impact future software upgrades if customers have many ATM cards/links. The upgrade may not complete during a standard maintenance window.
32622893	N	3	Rel.46.9.1_ST:Obit "Module restart.c Line 1590" observed on E1T1 card while inh/alw IMT bus	No Operational Impact on Eagle STP.
32658642	N	3	R47.0_ST: Individual link downtime due to upgrade is more than 4 minutes.	No known impact.
32669927	N	3	MASP goes isolated after FTP XFER is done to copy a gpl to OAM	No customer impact as customer would not be using the below command - pass:loc=xxxx:shellcmd="g_ft pxfer_debug=1" But rather the copy-gpl command.
33074117	N	3	R47.0 - rept-stat-gpl:gpl=blmcap doesn't show any data	No operational impact to Eagle STP.
33156426	N	3	R47.0_ST: chg-assoc is allowing configuration of assoc to exceed Assoc Buffer Space from Available Buffer Space	chg-assoc command allows configuration of assoc to exceed association buffer size from available buffer space on the card. This may result in the card getting into an auto-inhibited state. However, ent-assoc command has a check to verify the available buffer space when association is created.
33252307	N	3	R47.0_ST: M3UA link is catering traffic more than its configured maxslktps if maxslktps is less than 200	The M3UA links will cater more traffic if its configured MAXSLKTPS is less than 200. Workaround: Do not configure MAXSLKTPS less than 200 for M3UA links.
34144341	N	3	R47.0_ENUM:Obit "Module mcc_queue.c Line 1207"/ "restart.c Line 1608 observed while inh-alw Enum/SIP card.	No Traffic Impact.

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
34432889	N	3	R47.0_ST:mfcfctmr.c sev1 , restart.c and ath_vxw.c obits observed during major upgrade	The target card may take longer to return to In-Service as flashing will be reattempted on the card automatically by the upgrade script. The severity 1 mfcfctmr.c will stop once the upgrade is completed.
34433086	N	3	R47.0_Eng79_ST: Recovery C : Observed Sev1 scm_utl3.c on E5OAMs, and OBIT ath_vxw_mgr. on SLIC MCPM and ENETB IPSPG cards	Customer impact is minimal as occurrence is during software upgrade.
34478849	N	3	R47.0_Eng79_ST: Recovery C : Observed Sev1s scm_mcp.c Line 459, meau.c Line 2537 and meau.c Line 2233 once	Severity 1 troubles "Module scm_mcp.c" and "Module meau.c" will be observed only during the rollback to the source release from EAGLE 47.0 and will stop once the rollback of Measurement network cards i.e., MCPM cards, are completed. No traffic impact.
34527548	N	3	R47.0_ST: Observed severity 1, im_tar.c Line 2315 Class 01c3 and fim_mgr.c Line 2106 Class 01c3 on SLIC IPSM card during incremental upgrade phase 2.	No impact to customer traffic or card flash operations.
34528313	N	3	R47.0_ST: Observed severity 1, slog_utl.c Line 644 Class 01c7 during incremental upgrade phase 3.	No impact to customer traffic.
34537451	N	3	R47.0_Eng79_ST: Recovery C: observed Severity1 gdl_load.c on 2 sccp cards and scr.c on SFAPP cards	No loss of service or impact to customer traffic.
34569853	N	3	R47.0_Eng79_ST: Flash activation not completed for a complete LIM set cards as part of upgrade	Upgrade may require manual intervention and as a result may go outside of the expected customer maintenance window.
35148389	N	3	R47.1_DEIR_FT:LINK1 LED turn red when IP port not configured	"There is no impact on traffic or any functionality. The issue is observed on a DEIR card with the LINK1 LED being lit RED when cable is connected but the IP port is not configured. After the IP port is configured the LINK1 LED will display the proper LED status."

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
35328317	N	3	R47.1_ST: USB detection gets stopped after execution of few commands.	There is no traffic loss because of this issue. These are debug commands that should only be used by Oracle.
35401770	N	3	R47.1_ST: Observed UIM 0084 UNSUPPORTED OUTPUT and Sev1 Module scm_uam.c on active OAM	Customer will observe "severity1 from scm_uam.c" when cards are flashed and allowed during upgrade along with unexpected IP connection failure UAMs "0084 UNSUPPORTED OUTPUT". These will clear after the upgrade is completed.
35629935	N	3	R47.0.0.1.0_MR: Observing Module rtpc.c Line 1135 Class 01b2 Severity 1 on enetb IPSCG card	This severity 1 trbl from Module rtpc.c is reported when the destination point code is unreachable. This is the only impact.
35694509	N	3	R47.1_ST: Observing severity1 t4v_msg.c from line 937 and 939 on SCCP cards	When a system is configured for GTT only and there is no EPAP/ELAP feature activated, this severity 1 trbl is reported from Module t4v_msg.c when the card is initialized. This is the only impact.
35772509	N	3	R47.1_ST: Module ttt_grp.c Line 296 Class 01c3 Severity 1 observed on OAM when RW mismatch alarm is observed	No traffic or user impact. The Severity 1 is observed when it's been raised multiple times and in one of the instances the alarm group for the alarm is found incorrect.
35772576	N	3	R47.1_ST: Module mfctkapi.c Line 3944 Class 01c3 Severity 1 observed on SCCP cards	No impact on the traffic and functionality of the application. This generally happens when there is high traffic received on the card which marks MFC service in flow control.
35826411	N	3	R47.1_ST: Severity1 "ecam_utl.c", "gpluoam2.c" and "aud_oam.c" observed after executing "act-upgrade:action=getrel" command	No impact on the functionality or any traffic. This severity 1 trbl observed was due to timeout of a few requests that the OAM made, but causing no impact, informational only.
35850604	N	3	R47.1_ST: Recovery C: Observed Severity1 trp.c on SCCP card.	There is no system impact. This is an informational severity 1 trbl. Oracle will lower this "Module trp.c Line 600" trbl to a severity 2 in a future release.

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
35878922	N	3	R47.1_OBIT "Module restart.c Line 1608 Class 0001" is observed on SIP and ENUM cards while warm restart.	When a SIP / ENUM card is initialized with data=persist parameter, it should warm restart. If issue is observed instead of a warm restart, the card cold restarts. The only impact is that the card takes a few minutes more to come up as it downloads RTDB data.
35883825	N	3	R47.1_ST: Severity1 "tklcsens.c Line 2615 and 5494" observed when IPSEG card having port A and C/D is initialized	There is no functionality impact due to these severity 1 trbls, the correct static route is getting populated in route table (netstat -r).
35937011	N	3	R47.1_ST: DB Inconsistent and Severity 1 "radb_ip.c observed on SFLOG and IPSM card when static route is entered	"If a static IP route for an IPSM card is deleted, this will cause the card to go into a DB-DIFF state. This can be resolved by initializing the IPSM card. Routes are generally deleted on IPSM cards when there is a change in the local network which may or may not require a new route to be added. If the local IP is changed then the card must be inhibited which then resets the netstat table and resolves the DB-DIFF state.
26938777	N	4	R46.6_E1T1_SLIC_Enh:Unable to provision 3rd HSL on empty card location .	A SLIC card needs be inserted in the slot before more than 2 HSLs can be provisioned for the E1T1 location.
29408928	N	4	R46.6.3_FT: Incorrect Eagle version is shown in UNIX and LINUX FTRA GUI when CSV files are created and FTRA is completed	FTRA may display incorrect EAGLE release version on the GUI when providing information about generated CSV files upon completion. However, the version mentioned inside the generated CSV files is correct.
30212669	N	4	Observed pmtd_mgr.c Line 942 during Phase 3 of upgrade	Software upgrade process - Observed pmtd_mgr.c Line 942 during Phase 3 of upgrade
30914993	N	4	DRMS Init duration has doubled	The time to initialize DRMS has increased by 3 minutes, which means that an OAM will take 3 more minutes to come IS-NR, or go to duplex mode.

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
31567725	N	4	46.9 Visualization - LEDs for port C on SCCP and SFAPP cards do not match requirement	The link LED of port C remains off on SFAPP application cards, even with active connections. The link LED of port C remains GREEN even with no active connections, when it should be RED on SCCP application cards.
31646563	N	4	R46.9_ST: oamhc_init.c Severity 1 with lines 3018 and 3021 is being observed on active OAM	There is no loss of service. Debug output will not be available.
31720285	Y	4	Eagle 46.9 ST upgrade phase 0 Module scm_uam.c Line 6777 Class 01b2 Severity 1 generated every minute	No known impact.
32012916	N	4	Rel.46.9.1_ST: Derived TPS not displayed correctly for 128 links	The "rept-stat-iptps" command with tpscost parameter as yes may report incorrect derived TPS. There is no traffic impact or functionality loss due to this issue.
33629173	N	4	R46.9.4_ST: observed OBIT Module ath_vxw_mgr. during flashing of E1T1/ATM EPMB card and Sev1 fst_mgr.c Line 3351 on Active E5OAM during phase 3	No impact to the system, upgrade completed successfully and the cards reporting the OBIT came back into service with no impacts seen to the card functionality and no traffic impact was seen either.
34155082	N	4	R47.0_Eng79_Defensics: continuously observing tk_pool_buff Severity 1 from Line 3543 on ENETB IP69 card even after completing sctp server test suite.	No impact to customer traffic.
34307478	N	4	R47.0_ST:Module ath_ipscp.c Line 1901 Class 01b1 Severity 1 observed while GTT enabled IP69 cards are initialised	Severity 1 ath_ipscp.c is observed when IP69+GTT card is rebooted. No traffic/system Impact.
34517636	N	4	Excess acknowledge delay observed on SLIC M2PA above 32 associations	Link failures will impact customer traffic. Problem is only seen when traffic exceeds 9300TU.
34527242	N	4	rept-stat-iptps is showing incorrect output for IP69 ENETB card and SLIC card	rept-stat-iptps output will not display correct TPS values which can impact troubleshooting. No impact on customer traffic.

Table 7-3 (Cont.) EAGLE Release 47.1 Customer Known Bugs (July 2024)

Bug Number	SR	Severity	Title	Customer Impact
34587506	N	4	R47.0_Eng79_ST: Observed sev1 ddl_mgr.c Line 1114 on multiple cards(sscp64, ss7hc69, ipsg69) once during upgrade phase 3	Severity 1 trbl reported from ddl_mgr.c line 1114 is raised when network card's DDL status changes from DDL UNSTABLE to DDL STABLE and it is able to crossload from other network cards. There is no loss of service in this scenario.

8

Oracle References and Services

This chapter describes how to obtain help, where to find related documentation, and provides other general information.

8.1 My Oracle Support (MOS)

My Oracle Support (MOS) is your initial point of contact for any of the following requirements:

- **Product Support:**
The generic product related information and resolution of product related queries.
- **Critical Situations**
A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:
 - A total system failure that results in loss of all transaction processing capability
 - Significant reduction in system capacity or traffic handling capability
 - Loss of the system's ability to perform automatic system reconfiguration
 - Inability to restart a processor or the system
 - Corruption of system databases that requires service affecting corrective actions
 - Loss of access for maintenance or recovery operations
 - Loss of the system ability to provide any required critical or major trouble notificationAny other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.
- **Training Need**
Oracle University offers training for service providers and enterprises.

My Oracle Support (<https://support.oracle.com>) is your initial point of contact for all product support and training needs. A representative at Customer Access Support can assist you with My Oracle Support registration.

Call the Customer Access Support 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:

- For Technical issues such as creating a new Service Request (SR), select **1**.
- For Non-technical issues such as registration or assistance with My Oracle Support, select **2**.
- For Hardware, Networking and Solaris Operating System Support, select **3**.

You are connected to a live agent who can assist you with My Oracle Support registration and opening a support ticket.

My Oracle Support is available 24 hours a day, 7 days a week, 365 days a year.

8.2 Product Support

The information in this document addresses the product releases that are currently covered under Premier Support and also some product releases that are no longer covered under Premier Support. Refer to [Lifetime Support for your Oracle Application Unlimited Products](#) on the Applications Unlimited Lifetime Support web page for support information.

Refer to the Release Notices of each product release for information related to supported upgrade paths.

8.3 Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) [Oracle Help Center \(OHC\)](#) site. 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 [OHC](#).
2. Click **Industries > Communications**.
The Communications Documentation page appears.
3. Under **Signalling and Policy** header, select **EAGLE**.
The list of entire documentation set for EAGLE Product Line and releases appears.
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, click **Save Target As** (or similar command based on your browser), and save to a local folder.

8.4 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. 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 FAQ on the top right corner.