



Software Release Notice

TimePictra Synchronization Management System Version 3.9

Introduction

Thank you for choosing Symmetricom as your solution provider for carrier-class synchronization network management.

This document provides information about Version 3.9 of the TimePictra software. The latest information regarding features, enhancements, and known issues is included in this document.

In addition to these release notes, the following documents are provided to help you with the setup, configuration, and operation of the TimePictra system:

- Administrator's Guide (located on the TimePictra CD)
- User's Guide (located on the TimePictra CD)

Supported Network Element Firmware

The following table lists the versions of communication card firmware that are supported by the TimePictra 3.9 software for each supported NE:

| NE | Supported NE Communication Card Firmware Versions |
|------------------------------|---|
| TimeProvider | IMC (Fw 1.01.02) (Hw 1.0), IMC (Fw 1.02.12) (Hw 2.1), IMC (Fw 1.03.04) (Hw 2.2), IMC (Fw 1.04.02) (Hw 3.0,3.1,3.1.1) |
| TimeHub | R4209C, R4315C, R4328E, (Hw 3.2.2) IMC (3.2.2) CLK (3.2.2), (Hw 4.1.3) IMC (4.1.3) CLK (4.1.3) NTP (2.0.7) |
| SSU-2000 | D.00, H.01, J.00, L.00 (Hw 4.0), (Hw 4.0.1), P.00 (Hw 4.2), M.00 (Hw 4.2), H.00 (Hw 4.2), R.00 (Hw 5.0), N.00 (Hw 5.0), J.00 (Hw 5.0), (Hw 5.1) |
| Net Sync 55400/55409 | R3946B, R3851D, 4119D, 3724A (NIMC cards), 3724D (ITH cards) |
| Net Sync 55300A | 3704D, 3807, 3912, 1.01.04 |
| TimeSource 3500/3000 (NA) | 1.06.06, 1.06.07, 1.06.10, 1.07.02, 1.07.06 |

| NE | Supported NE Communication Card Firmware Versions |
|------------------------------|---|
| TimeSource 3600/3100 (Intl.) | 1.06.04, 1.06.09, 1.06.11, 1.07.05 |
| DCD | 5.01.05, 5.04.02, DCD 5.05.02, MIS-23 (fault management only) |
| TSG-3800 | D.04, E.06, E.16 |
| PRR10 | D.00 |
| XLI | Fault Management only |
| SyncServer S250 and S350 | Fault Management only |

New Features at a Glance

The following new features and enhancements are included in version 3.9 of the TimePictra software:

- TimeHub Firmware Download
- TimeHub Configuration Restore
- TimeHub Revision Control and Mismatch Alarm Generation
- SSU2000 5.1 NTP Support
- SNMP SyncServer S250 and S350 Alarm Support
- TimeSource firmware download through build-in Ethernet connection
- Added additional support for three hour interval alarm synchronization



Note: Many other enhancements and issues have been added and fixed in Version 3.9 of the TimePictra software. Refer to [Resolved Issues and Enhancements](#), below.

Resolved Issues and Enhancements

This section lists issues that have been resolved as well as enhancements that have been made in Version 3.9:

- 23182: Configuration modify screen now correctly shows the clocks are disabled
- 23288: Wrong condition on oracle Data Base maintenance script corrected
- 23289: Useless warning mails are no longer generated every 20 minutes
- 23403: Correct file now used during upgrade if SNMP is installed
- 23404: Now able to restore TimePictra database using otdbrecover.ks
- 23479: TimeSource 3500 satellite details now shows altitude in correct units

Known Issues

The following sections list current known issues that are related to TimePictra, and current known issues that are related to Oracle.

TimePictra Issues

The following known issues are related to TimePictra.

Current Issues

- A space is not allowed in the system identification (SID), otherwise the alarm/event cannot be parsed correctly.
- When upgrading the IMC card to 4.1.3 from any previous version, if the subrack setting is “NO”, it will change to the new default value “YES”. This causes the TimePictra audit to fail since the DB is out of sync with the TimeHub.

When downgrading the IMC card from 4.1.3 to any previous version, if the subrack setting is “YES”, it will change to the new default value “NO”. This causes the TimePictra audit to fail since the DB is out of sync with the TimeHub.

In IMC 3.2.2 firmware version, the main shelf card AID may not carry the subrack ID even though the subrack setting is “YES”. This can cause the TimePictra audit to fail since the DB is out of sync with the TimeHub.

Workaround: Re-manage TimeHub to sync up with the DB

- When doing a TimeHub firmware download, the cut in auto alarm/event may cause a Firmware download condition checking failure.

Workaround: Set AOMERGE=NO before doing a TimeHub firmware download. You can set AOMERGE=YES after the firmware download.

- If replication is enabled, disabling replication on the primary server will cause the web session to not work.

Workaround: Enable replication on the primary server to restore the web session operation.

- For TimeHub NTP downloads, the FTP-Server prefix “SFTP” or “FTP” should be in lower case. Currently, the FTP-Server label displayed in uppercase will not work.
- The alarm synchronization for the XLI does not carry a device timestamp; it uses the TimePictra server timestamp. This is caused by the alarm synchronization command in the XLI not returning a timestamp of alarms.

Previous Issues

- A Manage operation may fail for NE if simultaneously a user from another session tries to work on it.
- On the 55400, an alarm gets escalated to higher severity if it has been on the box for more than 24 hours. The NE still reports its withhold severity but shows differently on the IMC. Thus, if this situation exists, the NE status will be different from what is reported by TimePictra. Also, in the 55400 status panel, the 'Alarm Cut Of button' works fine (you can check 'Activity Log' to see that it was successful), but it may show a harmless error message.

- A TS3100 Configuration Modify form does not allow a user to enable or disable OPT cards. This can be done using the passthru command. Thus, if Output cards are disabled and user tries to change any parameter for that Output card, user would get an Invalid Sequence error.
- SYS LED for TS3xxx on status panel is not implemented to check if the PRC was lost for more than 24 hours.
- When displaying fault analysis, region analysis, or Performance data with less than four data points on X axis, the X axis may plot repetitive numbers even though the graph shows the correct information.
- When using firmware download form, the form requires the download file to be in /var/opt/osmf/share/log directory.



Note: This issue does not apply to SSU-2000, TimeProvider, and TimeHub firmware downloads.

- E1 performance mask values are not available for reference in performance plots.
- When viewing status panel for TimeHub 5500, there are conditions where fast track and tracking led will show differently than actual NE. The standby clock may show the wrong status. This is due to the way the TL1 is sent from the NE and will be fixed in the firmware. The NE does show the correct status at all times, but due to the TL1 response TimePictra is not able to determine the correct status during some conditions. When the standby clock track mode is different than the active clock, this condition may be observed.
- DCD50402 SSMSA8 value does not show in configuration form until set via selection button. If value is set, an applied value will then be visible from that point on. Even though value does not show initially, the NE does have the value set.
- If, after logging in to TimePictra, the Launch Pad appears containing a dummy entry (“Dummy” appears in the Address field), the Oracle Web Server has become corrupted. To fix the problem, re-install and re-configure the Oracle Web Server following the applicable instructions in the *TimePictra Release 3.9 Administrator’s Guide*. In some cases, you might also have to download and install Oracle Patch 15 to fully remedy the problem. Oracle Patch 15 is available from the Oracle web site. Installation instructions are included with the patch.
- When a card of a given type is removed from a slot in an NE, and a card of a different type is inserted into the same slot, subsequent network element management operations fails. As a workaround, if cards of different types are swapped out of the same slot in an NE, delete the NE, re-add it, and then re-manage it in TimePictra.
- Version D of the PRR10 has not been tested with TimePictra 3.9, and Version E of the PRR10 is not supported.
- DCD version 5.01.05 has not been tested with TimePictra 3.9.
- In the Difference Log that appears after a 55300 configuration compare operation, invalid differences might be listed in the Template Value and NE Value columns for the GPS NETYPE attribute (both values are shown as “Hewlett-Packard Company: 55300A”). The comparison is accurate for all other attribute values.

- NE User Administration is not implemented in the 55300 NE.

Workaround: Use a local craft interface or the TimePictra Pass-Through Interface to create users on the NE.

- The DCD's NE Status panel does not show non-standard inventory, even if non-standard inventory information has been entered manually into the MIS card.
- The Date and Time fields on the GPS Info tab in the 55300A View Configuration and Modify Configuration forms might display inaccurate values, because they show the date and time on the NE when it was managed, rather than the actual values.

Workaround: Re-manage the NE to see the latest date and time values.

- The DCD status panels reflect ST-3e cards by default. Other cards are not properly reflected.
- DCD 5.04.02 configuration compare and configuration audit operations might report incorrect differences for some attributes.
- In the TimeHub View Configuration and Modify Configuration forms, most of the events are listed under the Event tab, however, a few of the more recent events are missing from the list.
- Performance events are not shown in the Event History Log.
- If a severity or AID is not reported by an NE, and the user selects such a severity or AID, then Auto-Action does not work.
- Clicking the Refresh button on the Alarm Viewer refreshes the form with information that is relevant to the NE currently in the "saved" filter. Only one "saved" filter exists, and it pertains to the last form that was opened.

If an Alarm Viewer form is opened for one NE, then another Alarm Viewer form is opened for another NE, the Alarm Viewer for the first NE clears when **Refresh** is clicked, because the "saved" filter now pertains to the second NE because its Alarm Viewer was opened last.

Workaround: To see events related to the first NE when you click the Refresh button, the change the filter settings to specifically select the NE.

- The Launch Pad sometimes does not scroll down the entire domain list.

Workaround: Collapse and then expand the last domain in the domain list.

- If the TID of TSG-3800 Version D is updated using the TimePictra Pass-Through Interface, direct telnet, or local craft interface, then TimePictra commands sent to the TSG-3800 fails.

Workaround: Changing the TID of TSG-3800 Version D using the TimePictra Pass-Through Interface, direct telnet, or local craft interface is not recommended. If the TID is changed using one of these methods and TimePictra commands no longer execute, delete and then re-create the NE.

- After modifying the password and then applying the change in the DCD 5.04.02 NE User Administration form, the user name disappears from the User Name: field.

Workaround: Select another user in the Users list, then select the original user.

- Occasionally the mouse selection (to select an item from list) stops working. These lists could be the NE list in Launch Pad window, the Alarm/Event list in Alarm-Viewer/Event-History-Log window, TL1 commands/responses/events list in the Activity-Log window, etc. Between different versions of Oracle JInitiator, this problem has a different frequency of occurrence. It is mainly an Oracle platform issue.

Workarounds: Logout and restart session. Quite often the arrows keys and keyboard keeps working, so you can use the keyboard and arrow keys when mouse selection is not working.

- For the SSU2000, in the Alarm-Viewer/Event-History-Log windows the condtype (i.e. alarm/event name) sort does not look logical. This is because the Oracle sort is alphabetic, not numeric and in the SSU2000, condtypes (i.e. alarm/event names) are only numbers instead of more explanatory alphabetic names. No problem for any other NE types.
- In the 'Alarms-Details' window, event allows remarks to be entered beyond 100 characters, but all characters beyond 100 characters are not saved. So limit your remarks there to 100 characters only.
- For TSG3800 Status panel, some of the LEDs do not represent the right physical state.
- Configuration Defaults/Audit features may show unexpected differences or may not work properly in an upgrade situation.

Workaround: Re-create the Defaults and Re-Manage the NE. In some situations you may need to Un-Manage, Delete, Re-Create and Manage the NE.

- It is strongly advisable to Turn Auto Refresh off while doing intensive operations like Manage, Audit, etc. If you do not, you may loose selection with your mouse, at times your session may also hang and other odd GUI behavior can occur. Nothing serious happens; it is just a nuisance.

Workaround: In the worst case, re-start your browser and session. You can turn Auto Refresh back on once the operations are over.

- If the “Change Password on Initial Login” box is checked in the default user profile and a new user is created, then the “Change Password...” box is unchecked, the new user must still change their password on the initial login. This option is implemented when a new user is created.
- The user profile only works for sessions accessed via the web.
- A login/logout event is entered in the transaction log only for web users. The Show User feature only shows active web users.
- If an OV user is deleted while connected, then the user’s OV session may become disordered.
- If user’s password is modified while that user is running TimePictra, then Oracle errors may occur when the user opens a new form. After several Oracle errors, the user may become locked out, depending on the user’s profile.

Workaround: If this occurs, the user should close TimePictra and log back in using the new password.

- Set NE time when manage NE is not available for the TimeProvider NE. The user can set the NE time using the TimeProvider Configuration form.

- If a user is using the replication option, the current password expire date, the password reuse max, and the password reuse day parameters on the primary are reset on the secondary (status is the same as creating a new user) if the user relocates the database to bring up the secondary as product server. If the account is locked on the primary, then it may not be able to unlock itself; ask an administrator to unlock the account on the secondary.
- After TimePictra startup or network outage a remanage may be needed to log back in into the network element and regain full functionality.
- Graphs Requirement – Free and Occupied Port Count – If the occupied port count is negligible. (Example: say 4,5,10) and the free port count is very high (Example: 600,520 etc.), and then the occupied port count is not visible in the Graph. This is because the graph Y-axis scale is plotted at runtime.
- Graph Requirement – Sub System Count – If a large number of Sub-System count is returned to the graph, then the graph is unreadable. To overcome this problem, the user may have to use the 'Show Data' button to read the data accurately.
- When managing an SSU-2000 using a security class user with an expired password, TimePictra will not be able to keep a stable connection to that SSU-2000 or receive any alarms or events. An SSU-2000 in this state will show as the color blue, or 'Unavailable'. Re-manage that unit to reset the user password.
- References to domain and references to region are the same.
- The double quote ("), back slash double quote (\"), comma (,), semicolon (;), space, and back slash semicolon (\;) are not allowed in the system identification (SID) code or port/card name for all network element types.
- Due to the limitation of Oracle DB memory usage, if you are plotting more than 60 points of TimeProvider FFOFF graph data you must increase memory to 4GB. This memory upgrade is only needed if you are plotting more than 60 points at the same time.
- Do not change the root user's primary UNIX group after TimePictra installation. The primary group of root cannot be "daemon"

Oracle Issues

The following known issues are related to Oracle:

- On a PC with a Dual Monitor setup, TimePictra does not display the drop-down menus properly when TimePictra is displayed on the secondary monitor.
- When the mouse is configured for left-handed operation, clicking the left and right mouse buttons invokes only the sub-menu when selecting domains in the TimePictra Launch Pad; Domains are not selectable. This issue is not observed when the mouse is configured for right-handed operation.
- When User logs out or connectivity is broken between a Launch Pad session and the 'TimePictra Forms Application Server', the JInitiator window (typically a small window) stays open and has to be closed separately.



Note: Do not close this window before you logout, i.e. while your Client TimePictra Web session is active, otherwise your active TimePictra session will be abruptly closed.

Hardware and Software Requirements

The current version of TimePictra software requires a workstation or server running the HP UNIX (HP-UX) operating system.



Caution: To prevent possible system failures and slow response time, TimePictra *requires* a dedicated machine that runs the TimePictra application *only*. Do *not* install “third-party” applications or tools on the machine that runs the TimePictra application.

This requirement is a mandatory part of the TimePictra support and maintenance contract. TimePictra is a high-performance and highly complex, feature-rich network and element management system, and it requires all the resources (CPU, Memory, and Hard Disk) of the machine in order to perform its functions. Third-party applications, tools, or scripts may make it difficult for the Symmetricom support labs to effectively reproduce customer issues.

Do not install customer-developed scripts, Veritas, etc. or other third-party database administration, monitoring, maintenance scripts on the machine, since TimePictra performs all these tasks within the application.

The minimum hardware and software required to run the TimePictra software is as follows:

- Entry level server (i.e. HP 9000 rp3410 with PA-8900 processor) or higher:
 - 2 GB RAM (4GB for over 500 NEs) and 70 GB Hard Disk Space
 - PA-RISC processor, 850 MHz or faster
 - DLT/DAT External Tape drive or other suitable device that supports IGNITE
 - HP-UX version 11i v1: FOE or MTOE
 - System is tested with the June 2005 Quality Pack for HP-UX 11i
 - Oracle 9i version 9.2.0.7 (Database Standard Edition)
 - Oracle 9i version 1.0.2.2.2 (Application Server Enterprise Edition)
 - Java RTE 1.2, 1.3, and 1.4 (downloadable from Internet)
 - HP OpenView Network Node Manager release 7.5 or 6.4 (optional)
 - If HP OpenView 7.5 is used then the OV7.5 patch bundle (included in TimePictra CD)

Software Installation and Upgrades

Refer to the chapter entitled “Installation” in the *TimePictra 3.9 Administrator’s Guide* for the procedure that explains how to upgrade an existing TimePictra installation to Version 3.9. The Administrator’s Guide is included on the TimePictra CD.

Documentation

The Customer Release Notes, *TimePictra User’s Guide*, and *TimePictra Administrator’s Guide* are included in soft copy format on the TimePictra CD.

You will need the version of Adobe Acrobat Reader that is appropriate for your Operating System to view and print these documents. If you don't have Acrobat Reader already installed on your system, you can install it from the CD or download it from Adobe's Web site (<http://www.adobe.com>).

Technical Support

Technical support is provided 24 hours a day through Symmetricom's Global Services. Telephone support is available by the hour, in multi-hour blocks, or on a contract basis.

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