

Software Release Notice

TimePictra Synchronization Management System Version 3.6.1

Introduction

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

This document provides information about version 3.6.1 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 3.6.1 software for each supported NE:

NE	Supported NE Communication Card Firmware Versions
TimeProvider	IOC Fw 1.01.02 (Hw 1.0), IOC Fw 1.02.12 (Hw 2.1), IOC Fw 1.03.04 (Hw 2.2), IOC Fw 1.04.02 (Hw 3.0)
TimeHub 5500	R4209C, R4315C, R4328E
SSU-2000	D.00, H.01, J.00, L.00
Net Sync 55400/55409	R3946B, R3851D, 4119D, 3724A (NIMC cards), 3724D (ITH cards)
Net Sync 55300A	3704D, 3807
TimeSource 3500/3000 (NA)	1.06.06, 1.06.07, 1.06.10
TimeSource 3600/3100 (Intl.)	1.06.04, 1.06.09, 1.06.11
DCD	5.01.05, 5.04.02, DCD 5.05.02, MIS-23 (fault management only)

NE	Supported NE Communication Card Firmware Versions
TSG-3800	D.04, E.06, E.16
PRR10	D.00

New Features at a Glance

The following new features and enhancements are included in version 3.6.1 of the TimePictra software:

- Support is added for the following TimeProvider 3.0 functions:
 - Embedded NTP server
 - Integrated TPIU/IMC card
 - RS 422
 - CAS/CCS framing (both inputs and outputs)
 - SSM bit output programmability
- Support is added for provisioning the following SSU-2000 modules:
 - Japanese Composite Clock Input Module
 - Japanese Composite Clock Output Module
 - Japanese Sinewave Input Module
 - Japanese Sinewave Output Module
- Support is added for TimeSource 1.06.09, 1.06.10 and 1.06.11
- Corrected issues in TimeSource status panel LED
- Changed expansion shelves naming in SSU-2000
- Corrected issue caused when trying to display DCD 5.05.02 expansion shelves
- Added navigation arrows in DCD NE status
- Corrected issue for SSU-2000 NE Status auto-refresh functionality
- Enhancement: Separated SSU-2000 GPS options from other input cards in Configuration form
- Corrected issue caused when managing five full SSU-2000 shelves
- In TimeProvider configuration form, show date and time are blank but the setting feature is still available



Note: Many other enhancements and issues have been added and fixed in version 3.6.1 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 recent versions of TimePictra. Each item is preceded by the line “(Fixed in TimePictra X.X)” or “(Enhancement in TimePictra X.X)” where X.X is the software release in which the issue was resolved or enhancement was made:

- (Fixed in TimePictra 3.2) TP documentation refers to DCD 5.04.04, but this version was not released when 3.0 was released.
- (Fixed in TimePictra 3.2) Alarm Viewer auto-refresh is set to off by default. Have it set to 20 seconds by default.
- (Fixed in TimePictra 3.2) When selecting OUTE on the Outputs tab in the 55400 Configuration View and Configuration Modify forms, only one model number is displayed (Model no: 1=55482, Model no: 2=).
- (Fixed in TimePictra 3.2) Audit operation flags differences which are not of concern to the customer. Configuration audit displays a mismatch of performance threshold setting due to decimal points being different. Shows values of “1” as being an audit difference compared to “1.00”. TimePictra should not show this as an audit flag and take care of the precision calculation.
- (Fixed in TimePictra 3.2) Performance Table size increase to handle larger amount of data.
- (Fixed in TimePictra 3.2) When a non-standard Output card is in slot 1 of DCD 50402, other cards might not be represented correctly in the Configuration View and Configuration Modify forms.
- (Fixed in TimePictra 3.2) Setting Alarm Viewer filter parameters over 255 characters would cause an Oracle error. Have limited this field to remedy this issue.
- (Fixed in TimePictra 3.2) Database agent daemon hard-coded path reference by SHLIB_PATH. Should point to /opt/osmf/lib. This would cause the database daemon to not start which is needed by SNMP. (SNMP option only)
- (Fixed in TimePictra 3.2) Activity Log viewable by “User” level security. Access removed.
- (Fixed in TimePictra 3.2) Maximum length FDN and Refresh causes crash on the Web session.
- (Fixed in TimePictra 3.2) User which has “Root” domain as their filter do not see NEs in other domains.
- (Fixed in TimePictra 3.2) Alarm Viewer filter for 55409 NE types does not have event types associated.
- (Fixed in TimePictra 3.4) Alarms generated by the SSU-2000 do not change the severity of domains correctly.
- (Fixed in TimePictra 3.4) Configuration alignment causes TimeHub, SSU-2000 and TimeProvider Configuration View/Modify forms to not work because it clears the AID setting.
- (Fixed in TimePictra 3.4) Management domains could be deleted with sub-domains under them.
- (Fixed in TimePictra 3.4) When Auto-Refresh is enabled on the Launch Pad, the automatic refresh changes the background highlight color of the selected network element to match with the severity of the last network element in the list.
- (Fixed in TimePictra 3.4) The 55400 Configuration View/Modify form sends the incorrect AID with TL1 commands.
- (Fixed in TimePictra 3.4) When a 55409 NE is managed, changes made in the Configuration View/Modify form generate invalid netype errors.

- *(Fixed in TimePictra 3.4)* Creating MIS-23 netypes prevents OpenView sessions from starting.
- *(Fixed in TimePictra 3.4)* When a 5.05.02 DCD is managed with expansion shelves, the user is not able to configure output ports on the output cards in the expansion racks via the Configuration View/Modify form.
- *(Fixed in TimePictra 3.4)* The SSU-2000 "Revert" button in the Configuration View/Modify form is not working properly on the NE panel.
- *(Fixed in TimePictra 3.4)* When a card is removed from an NE but the data is still in the database with the "Removed" field set to "Y", then Config Defaults reports incorrect changes vs. the NE.
- *(Fixed in TimePictra 3.4)* Config Defaults does not detect changes because like the SSU-2000, TSG-3800, the same AID for NEs could have different type of cards, get errors while comparing these card and the error is not reported.
- *(Fixed in TimePictra 3.4)* Oracle patch set 9.2.0.5 needs to be installed to fix the problem of Long TL1 responses causing manage operations to fail in Oracle 9.2.
- *(Fixed in TimePictra 3.4)* TimeHub user form: password is forced to be uppercase.
- *(Fixed in TimePictra 3.4)* Wrong power A/B, alarm LEDs on IMC card of the TimeHub status panel.
- *(Fixed in TimePictra 3.4)* Transaction Log form allows users to view NEs not in their management domain.
- *(Fixed in TimePictra 3.4)* Fix typing error in SSU-2000 MTIE mask data.
- *(Enhancement in TimePictra 3.4)* In a lot of customer situations, firewall settings and slow connections would cause the Launch Pad to loose it's connection to the Oracle Forms server. The static_jinit.html file was modified with default values for heartbeat at three minutes and up to ten reconnect tries before the Launch Pad will give up and need to be re-launched.
- *(Enhancement in TimePictra 3.4)* A script has been included to enable and disable the filtering of copious amounts of MISMATCH events that come from DCDs with a known firmware issue.
- *(Enhancement in TimePictra 3.4)* An unsupported utility has been created to send out TL1 commands or update NE login user/passwords to multiple NEs.
- *(Enhancement in TimePictra 3.4)* Domains are sorted in alphabetical order on the Launch Pad.
- *(Enhancement in TimePictra 3.4)* The Launch Pad will remember the last selected NE when refreshed.
- *(Fixed in TimePictra 3.5)* In Performance Monitor for TimeHub, after selecting SPRD as the measurement type, then clicking Apply, a message box comes up with no error message in it. After acknowledging the message box, the mouse stays in an hourglass shape indefinitely. You can click close even though the mouse is in an hourglass shape, and the mouse will stay that way until it's refreshed somehow.
- *(Fixed in TimePictra 3.5)* Filter (both the dynamic and saved filters) issues (especially for non SEC users) fixed for both 'Alarm Viewer' and 'Event History Log' windows.
- *(Fixed in TimePictra 3.5)* Sometimes in OpenView when a sub-domain was added via the launch pad, it would not show on the OpenView interface.
- *(Fixed in TimePictra 3.5)* For TSG3800E, added firmware version to inventories and show the same firmware version on configuration form.
- *(Fixed in TimePictra 3.5)* At times, after opening the sort form, the 55400 Inventory form would resize itself to be too small. Please see the screenshot.

- *(Fixed in TimePictra 3.5)* Previously a user was allowed to do a 'Forced Alarm Sync' on 'Un-Managed' or 'Un-Available' network elements. Now it is allowed only if the NE is available, as that is the time it makes more sense.
- *(Fixed in TimePictra 3.5)* Few issues fixed in TimeProvider User Admin form.
- *(Fixed in TimePictra 3.5)* Few LEDs issues fixed in 'TimeHub Status Panel' form.
- *(Fixed in TimePictra 3.5)* In 'swremove' (while un-installing TimePictra), it would wrongly show that Oracle is still running. That is now fixed.
- *(Fixed in TimePictra 3.5)* Alarm Viewer window shows a summary count at the top. Unacknowledged Non Alarm events were not being counted towards the 'others' total. This is fixed now.
- *(Enhancement in TimePictra 3.5)* the NE Port information is now shown in the main Launch-Pad interface itself. No need to right scroll to see NE address and port information together.
- *(Enhancement in TimePictra 3.5)* the NE Remarks are now shown in the main list of the Launch Pad interface. Now its much easier and quicker to see remarks of multiple NEs at the same time without selecting the menu item 'File'->'NE Details', which would show remarks one at a time.
- *(Enhancement in TimePictra 3.5)* The Transaction Log has many more enhancements to log transactions when users login or logout, when NE/Domain is created or deleted, and when a TimePictra user is created/deleted, etc.
- *(Enhancement in TimePictra 3.5)* In the Pass-Thru window, it is quicker to send the TL1 command you type. Now just pressing Enter sends the command. This saves you extra mouse movement and mouse click (on 'Send' button) to do the same thing.
- *(Enhancement in TimePictra 3.5)* NE Search capability (through menu 'View'->'Search') made better and more effective.
- *(Enhancement in TimePictra 3.5)* NE Remarks width increased from 80 to 500 characters, allowing you to enter many more lines and thus much more status and information for a particular NE. Also, the NE Remarks GUI window was made better and larger.
- *(Enhancement in TimePictra 3.5)* For DCD EA-20 cards, previously it was fixed 10, but now we show all the 20 ports in 'Add Port' or 'Delete Port' windows.
- *(Enhancement in TimePictra 3.5)* Associated Clear-Event-Time (in the 'Event Details' window) now has the clear time that comes from the NE. Previously it was the TimePictra Server time. This was causing lot of confusion, when TimePictra and NE did not have the same time. Now if the TimePictra and NE are not on the same time, it would not be confusing to see dates and times in 'Event Details' window.
- *(Enhancement in TimePictra 3.5)* Support for SSU2000 LRU E1 Cards.
- *(Enhancement in TimePictra 3.5)* Support to plot TDEV/MTIE Graphs for TimeProvider firmware 1.02.12 (also known as 2.1)
- *(Fixed in TimePictra 3.6)* SSMs for the 55400 do not appear in the audit. The SSMs are now displayed on the 55400 Status Panel.
- *(Fixed in TimePictra 3.6)* Performance Reports now include Measurement Interval Types.
- *(Fixed in TimePictra 3.6)* For the 55300, when security is enabled, the connection may be lost. The heartbeat command is now Act-User instead of Rtrv-Hdr.
- *(Fixed in TimePictra 3.6)* The Performance Monitor addition now works with the 55400 when security is enabled.

- *(Fixed in TimePictra 3.6)* Autonomous alarms received in the activity log are now passed to the alarm list.
- *(Fixed in TimePictra 3.6)* The Top 15 alarm option now works for all users, including the sec user.
- *(Fixed in TimePictra 3.6)* The alarms from the 55300 now clear on TimePictra.
- *(Fixed in TimePictra 3.6)* The alarm list now shows M for Mapped only when Mapping is present.
- *(Fixed in TimePictra 3.6)* Unix Security-level users can now change the password of subordinate users.
- *(Fixed in TimePictra 3.6)* On an upgraded system, managing an NE no longer fails.
- *(Enhancement in TimePictra 3.6)* Changes on redundant output cards are updated in TimePictra.
- *(Enhancement in TimePictra 3.6)* A popup window appears requesting confirmation of alarm discharge.
- *(Enhancement in TimePictra 3.6)* A user profile is added.
- *(Enhancement in TimePictra 3.6)* In the Performance Monitor, a log scale is available, NA data is shown as a gap in graphics, positive and negative values are displayed in bar graphs up and down the x-axis.
- *(Enhancement in TimePictra 3.6)* For the TimeProvider NE: full management on version 2.1 (GPS, performance, Japanese-specification signals); full management on version 2.2 (Retimer, port name); firmware download feature.
- *(Enhancement in TimePictra 3.6)* The Retimer function is now supported on the TimeSource 3100 and TimeSource 3600 NEs.
- *(Enhancement in TimePictra 3.6)* The Reset function is now supported on the SSU-2000 and TimeProvider NEs.
- *(Enhancement in TimePictra 3.6)* Only the last 10 heartbeat commands and responses are maintained in the activity log, reducing the chance that the raw_log table fills too quickly when many NEs are being managed.
- *(Enhancement in TimePictra 3.6)* The SSM, BPV, and CRC values are shown on the Status Panel for the 55400 NE.
- *(Enhancement in TimePictra 3.6)* The new firmware for the E1/2048 kHz Output module in the SSU-2000 NE is supported.
- *(Enhancement in TimePictra 3.6)* The Alarm and Event data can be exported as a tab-separated value (TSV) file.
- *(Enhancement in TimePictra 3.6)* The selection name can be a sort value in the Inventory form.
- *(Enhancement in TimePictra 3.6)* TimePictra has been parity tested with SSU-2000 Comms Basic Load J.00. Parity testing means that previously existing TimePictra functionality (related to the SSU-2000) is still working with this version.
- *(Enhancement in TimePictra 3.6.1)* Added support for TimeProvider 3.0 functions.
- *(Enhancement in TimePictra 3.6.1)* Added support for provisioning the SSU-2000 Japanese input and output modules.
- *(Enhancement in TimePictra 3.6.1)* Added support for TimeSource 1.06.09, 1.06.10 and 1.06.11.
- *(Enhancement in TimePictra 3.6.1)* Changed expansion shelves naming in SSU-2000.

- *(Enhancement in TimePictra 3.6.1)* Added navigation arrows in DCD NE status.
- *(Enhancement in TimePictra 3.6.1)* Separated SSU-2000 GPS options from other input cards in Configuration form.
- *(Enhancement in TimePictra 3.6.1)* In TimeProvider configuration form, show date and time are blank but the setting feature is still available.
- *(Fixed in TimePictra 3.6.1)* Corrected issues in TimeSource status panel LED.
- *(Fixed in TimePictra 3.6.1)* Corrected issue caused when trying to display DCD 5.05.02 expansion shelves.
- *(Fixed in TimePictra 3.6.1)* Corrected issue for SSU-2000 NE Status auto-refresh functionality.
- *(Fixed in TimePictra 3.6.1)* Corrected issue caused when managing five full SSU-2000 shelves.

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.

1. A Manage operation might fail for NE if simultaneously a user from another session tries to work on it.
2. On the 55400, an alarm gets escalated to higher severity if it has been on the box for more than 24 hours. Box still reports its withhold severity but shows differently on the IMC. Thus, when this situation exists on the box, 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.
3. 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.
4. SYS LED for TS3xxx on status panel is not implemented to check if the PRC was lost for more than 24 hours.
5. When displaying fault 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.
6. 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 for SSU-2000 firmware downloads.

7. E1 performance mask values are not available for reference in performance plots.

8. 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.
9. 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.
10. 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 3.4 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.
11. 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 will fail. 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.
12. Version D of the PRR10 has not been tested with TimePictra 3.4, and Version E of the PRR10 is not supported.
13. DCD version 5.01.05 has not been tested with TimePictra 3.4.
14. 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 will be shown as "Hewlett-Packard Company: 55300A"). The comparison is accurate for all other attribute values.
15. 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.
16. 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.
17. 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.
18. Thirty seconds elapse when an NE that is "un-available" on the LAN is unmanaged.

This occurs because for such un-available NEs, TimePictra performs regular interval checks to see if the any of the NEs are "available now". It takes TimePictra thirty seconds to come out of that check and ignore the NE.

19. The DCD status panels reflect ST-3e cards by default. Other cards are not properly reflected.
20. DCD 5.04.02 configuration compare and configuration audit operations might report incorrect differences for some attributes.
21. 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.
22. Performance events are not shown in the Event History Log.
23. If a severity or AID is not reported by an NE, and the user selects such a severity or AID, then Auto-Action will not work.
24. 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 invoked.

If an Alarm Viewer form is invoked for one NE, then another Alarm Viewer form is invoked for another NE, the Alarm Viewer for the first NE will clear when its Refresh button is clicked, because the "saved" filter now pertains to the second NE because its Alarm Viewer was invoked 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.

25. The Launch Pad sometimes does not scroll down the entire domain list.
Workaround: Collapse and then expand the last domain in the domain list.
26. 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 will fail.
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.
27. 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.
28. Max extents errors occur when a large network is managed. This can occur either because the mv_status_notifications or ot_raw_log table has become too large.
Workarounds: Should max extents errors occur, the workaround depends on the table that is causing the problem:
 - *If the mv_status_notifications table is causing the problem,* truncate the table using the following SQL command: `truncate table mv_status_notifications;`
 - *If the ot_raw_log table is causing the problem,* contact Symmetricom support to obtain the change_data_cleanup.ks script. This script reduces the number of days that data is stored in the Activity Log.

29. 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.

30. 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.

31. 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.

32. For TSG3800 Status panel, some of the LEDs do not represent the right physical state.

33. Performance Utility is not working with 55409. It gives a 'PL/SQL Numeric" error message.

34. 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.

35. It is strongly advisable to Turn Auto Refresh off while doing intensive operations like Manage, Audit, etc. If you do not, you may lose 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.

36. 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.

37. The user profile only works for sessions accessed via the web.

38. A login/logout event is entered in the transaction log only for web users. The Show User feature only shows active web users.

39. If an OV user is deleted while connected, then the user's OV session may become disordered.

40. 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.

41. 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.
42. 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.
43. The SSU-2000 status panel only illustrates the domestic version of the shelf; this shelf has 16 slots. If you connect TimePictra to an SSU-2000e shelf, which has 12 slots, the extra four slots still appear in the status panel. The titles for slots 11 and 12 are not correct for the SSU-2000e; the title should read Buffer card.
44. For the SSU-2000 Status panel, some of the LEDs may not represent the right physical state.

Oracle Issues

The following known issues are related to Oracle:

1. 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.
2. 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:

- 2 GB RAM (4GB for over 500 NEs) and 70 GB Hard Disk space
- HP C3700 or higher Server



Note: A C3700 or higher C-Class workstation can be used if the user configuration is four concurrent X-Term users or eight Web users. A D/K-Class server is recommended if the user configuration is eight concurrent X-Term users or eight+ Web users.

- 21-inch 1280-by-1024 monitor
- DAT External Tape drive
- HP-UX version 11i: Minimal Technical Operating Environment
- June 2005 Quality Pack for HP-UX 11i (downloadable from the Internet)
- Oracle 9i version 9.2.0.7 (Database Standard Edition), *and*:
- Oracle 9i version 1.0.2.2.2 (Application Server Enterprise Edition)
- Java SDK 1.3.1.02.00 (downloadable from the Internet)
- HP OpenView Network Node Manager release 6.2x (optional)

Software Installation and Upgrades

Refer to the chapter entitled “Installation” in the *TimePictra 3.6.1 Administrator’s Guide* (part number 097-48301-36) for the procedure that explains how to initially install the TimePictra 3.6.1 software, or upgrade an existing TimePictra installation to version 3.6.1. 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.

U.S.A. Call Center:

Symmetricom, Inc.
2300 Orchard Parkway
San Jose, CA 95131-1017

Toll-free North America: 888-367-7966

Tel: 408-428-7907

Fax: 408-428-7998

E-mail: cac@symmetricom.com

Internet: <http://www.symmetricom.com>

Europe, Middle East, and Africa (EMEA) Call Center:

Symmetricom Global Services EMEA
Fichtenstr. 25
85649 Hofolding Germany

Tel: +49 700 3288 6435

Fax: +49 8104 662 433

E-mail: emeasupport@symmetricom.com

Internet: <http://www.symmetricom.com>