Configuring ISG Policies for Session Maintenance

Intelligent Services Gateway (ISG) is a Cisco IOS software feature set that provides a structured framework in which edge devices can deliver flexible and scalable services to subscribers. This module describes how to configure a session timer and connection timer through a service policy map. Additionally, the Internet Engineering Task Force (IETF) RADIUS attributes Session-Timeout (attribute 27) and Idle-Timeout (attribute 28) can be used in service profiles on an authentication, authorization, and accounting (AAA) server to configure the same session maintenance control.

IP subscriber session keepalive support is configured for monitoring session data traffic in the upstream direction for idleness. Address Resolution Protocol (ARP) is used for Layer 2 connected subscribers. For routed host (Layer 3 connected) subscribers, the protocol defaults to Internet Control Message Protocol (ICMP). ICMP is also used in configurations where the access interface does not support ARP.

Finding Feature Information

Your software release may not support all the features documented in this module. For the latest feature information and caveats, see the release notes for your platform and software release. To find information about the features documented in this module, and to see a list of the releases in which each feature is supported, see the “Feature Information for Configuring ISG Policies for Session Maintenance” section on page 17.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to http://www.cisco.com/go/cfn. An account on Cisco.com is not required.
Prerequisites for Configuring Policies for Session Maintenance

A traffic class is required only if an idle timer or session timer is being installed on a service that has a traffic class definition in it. If the timer is installed on a session or service that has no traffic class, a traffic class is not required. See the “Configuring ISG Subscriber Services” module for information about how to configure a traffic class.

Restrictions for Configuring Policies for Session Maintenance

For an idle timeout that is applied on an IP session (rather than on a PPP session), there is currently no way to specify the direction. By default, the direction in which the idle timer is applied is always outbound.

ISG supports both per-session and per-flow accounting. Per-session accounting is the aggregate of all the flow traffic for a session. Per-session accounting can be enabled in a user profile or in a service profile or service policy map.

Beginning in Cisco IOS Release 12.2(33)SRC, the Cisco 7600 router supports ISG accounting with the following restriction:

- Because the Cisco 7600 router does not support the traffic class feature, it does not support session control based on traffic class.

Information About Configuring Policies for Session Maintenance

- Session Maintenance Timers, page 3
- Benefits of Session Maintenance Timers, page 3
- Monitoring Sessions, page 3
- ARP for Keepalive Messages, page 3
- ICMP for Keepalive Messages, page 4
Session Maintenance Timers

ISG provides two commands (each of which can be set independently) to maintain control over a session and its connection. The **timeout absolute** command controls how long a session can be connected before it is terminated. The **timeout idle** command controls how long a connection can be idle before it is terminated. Both commands detect both PPP and IP sessions and can be applied in a service, on a per-session basis, or in a flow. All subscriber traffic will reset the timers; however, non-network traffic such as PPP control packets will not reset the timers.

The scope of the session timers and connection timers is determined by the type of service within which the timer is specified. If specified in a service profile for which no traffic class is defined, the timer action will be to terminate the session or connection. If a traffic class specifier resides in the service profile, the timer action will be to deactivate the service.

**Benefits of Session Maintenance Timers**

The PPP idle timeout functionality has been replaced by the ISG idle timeout feature. The idle timer is a generic feature that can be set to detect idle traffic in both PPP and IP sessions.

You set the idle timer in a service profile that is installed on a session to control how long that service stays installed before it is removed from the session because no traffic is flowing through that service. If the service has traffic class parameters associated with it, that traffic class is terminated when this timer expires, or when the session itself is terminated.

The same is true for the session timer, except that this timer determines how long the session or service stays up, regardless of traffic flowing through it.

**Monitoring Sessions**

The IP subscriber session’s data traffic in the upstream direction can be monitored for idleness using a keepalive feature configured for the subscriber. If a session is idle for a configured period of time, keepalive requests are sent to the subscriber. This action verifies that the connection is still active. The protocol to use for the keepalive request and response can be configured based on the IP subscriber session type. If it is a directly connected host (Layer #2 connection), ARP is used. For routed host (Layer 3 connected) subscribers, ICMP is used. If the access interface does not support ARP, the keepalive protocol defaults to ICMP.

**ARP for Keepalive Messages**

When a session is established and the keepalive feature is configured to use ARP, the keepalive feature saves the ARP entry as a valid original entry for verifying future ARP responses.

> **Note**

In cases where the access interface does not support ARP, the protocol for keepalives defaults to ICMP.

When ARP is configured, the ARP unicast request is sent to the subscriber. After a configured interval of time, the ARP response (if received) is verified. If the response is correct and matches the original entry that was saved when the subscriber was initially established, the keepalive feature continues...
monitoring the data plane for the configured interval of time. If the response is not correct, the keepalive feature resends the ARP request until a correct response is received or the configured maximum number of attempts is exceeded.

**ICMP for Keepalive Messages**

If ICMP is configured, the ICMP “hello” request is sent to the subscriber and checked for a response, until the configured maximum number of attempts is exceeded.

For IP subnet sessions, the peer (destination) IP address to be used for ICMP “hello” requests will be all the IP addresses within the subnet. This means “hello” requests will be sent sequentially (not simultaneously) to all the possible hosts within that subnet. If there is no response from any host in that subnet, the session will be disconnected.

Another option is to configure ICMP directed broadcast for keepalive requests. If the subscriber hosts recognize the IP subnet broadcast address, the ISG can send the ICMP “hello” request to the subnet broadcast address. The subscribers need not be on the same subnet as the ISG for this configuration to work. A directed broadcast keepalive request can work multiple hops away as long as these conditions are satisfied:

- The group of subscribers identified by the subnet must have the same subnet mask provisioned locally as the subnet provisioned on the subnet subscriber session on the ISG. Otherwise, the subscriber hosts will not recognize the subnet broadcast address.
- The router directly connected to the hosts must enable directed-broadcast forwarding, so that the IP subnet broadcast gets translated into a Layer 2 broadcast.

When these two conditions are satisfied, you can optimize the ICMP keepalive configuration to minimize the number of ICMP packets.

*Note* Because enabling directed broadcasts increases the risk of denial of service attacks, the use of subnet directed broadcasts is not turned on by default.

**How to Configure Policies for the Session Maintenance Timers**

Configuring the session maintenance timers requires two separate tasks, one to set the idle timer and one to set the session timer. Either one or both of these tasks can be performed in order to set session maintenance control. The following tasks show how to set these timers in a service policy map and in a RADIUS AAA server profile:

- Configuring the Session Timer in a Service Policy Map, page 5 (required)
- Configuring the Session Timer on a AAA Server, page 6 (required)
- Configuring the Connection Timer in a Service Policy Map, page 6 (required)
- Configuring the Connection Timer on a AAA Server, page 7 (required)
- Verifying the Session and Connection Timer Settings, page 8 (optional)
- Troubleshooting the Session and Connection Timer Settings, page 8 (optional)
Configuring the Session Timer in a Service Policy Map

Perform this task to set the session timer in a service policy map.

**SUMMARY STEPS**

1. `enable`
2. `configure terminal`
3. `policy-map type service policy-map-name`
4. `[priority] class type traffic class-map-name`
5. `timeout absolute duration-in-seconds`
6. `end`

**DETAILED STEPS**

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
</table>
| **Step 1**         | `enable` Enables privileged EXEC mode.  
  Example:  
  `Router> enable`  
  • Enter your password if prompted. |
| **Step 2**         | `configure terminal` Enters global configuration mode.  
  Example:  
  `Router# configure terminal` |
| **Step 3**         | `policy-map type service policy-map-name` Enters policy map configuration mode so you can begin configuring the service policy.  
  Example:  
  `Router(config)# policy-map type service policy1` |
| **Step 4**         | `[priority] class type traffic class-map-name` Associates a previously configured traffic class with the policy map.  
  Example:  
  `Router(config-control-policy-map)# class type traffic class1` |
| **Step 5**         | `timeout absolute duration-in-seconds` Specifies the session lifetime, in a range from 30 to 4294967 seconds.  
  Example:  
  `Router(config-control-policy-map-class-control)# timeout absolute 30` |
| **Step 6**         | `end` Returns to privileged EXEC mode.  
  Example:  
  `Router(config-subscriber-profile)# end` |
What to Do Next

You may want to configure a method of activating the service policy map or service profile; for example, control policies can be used to activate services. For more information about methods of service activation, see the module “Configuring ISG Subscriber Services.”

Configuring the Session Timer on a AAA Server

Perform this task to set the session timer on a AAA server profile.

SUMMARY STEPS

1. Add the RADIUS Session-Timeout attribute to a user or service profile.

DETAILED STEPS

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td></td>
</tr>
<tr>
<td>Session-Timeout=duration-in-seconds</td>
<td>Sets the IETF RADIUS session timer (attribute 27) in a user or service profile, in a range from 30 to 4294967 seconds.</td>
</tr>
</tbody>
</table>

Configuring the Connection Timer in a Service Policy Map

Perform this task to set the connection timer in a service policy map.

SUMMARY STEPS

1. enable
2. configure terminal
3. policy-map type service policy-map-name
4. [priority] class type traffic class-map-name
5. timeout idle duration-in-seconds
6. end

DETAILED STEPS

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td></td>
</tr>
<tr>
<td>enable</td>
<td>Enables privileged EXEC mode.</td>
</tr>
<tr>
<td></td>
<td>• Enter your password if prompted.</td>
</tr>
<tr>
<td>Example:</td>
<td></td>
</tr>
<tr>
<td>Router&gt; enable</td>
<td></td>
</tr>
<tr>
<td>Step 2</td>
<td></td>
</tr>
<tr>
<td>configure terminal</td>
<td>Enters global configuration mode.</td>
</tr>
<tr>
<td>Example:</td>
<td></td>
</tr>
<tr>
<td>Router# configure terminal</td>
<td></td>
</tr>
</tbody>
</table>
### Configuring ISG Policies for Session Maintenance

#### How to Configure Policies for the Session Maintenance Timers

You may want to configure a method of activating the service policy map or service profile; for example, control policies can be used to activate services. For more information about methods of service activation, see the module “Configuring ISG Subscriber Services.”

### Configuring the Connection Timer on a AAA Server

Perform this task to set the connection timer on a AAA server profile.

#### SUMMARY STEPS

1. Add the RADIUS Idle-Timeout attribute to a user profile or service profile.

#### DETAILED STEPS

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 3</strong></td>
<td><strong>Policy or Action</strong></td>
</tr>
<tr>
<td><code>policy-map type service policy-map-name</code></td>
<td>Enters policy map configuration mode so you can begin configuring the service policy.</td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td><strong>Router(config)# policy-map type service policy1</strong></td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td><strong>Priority or Action</strong></td>
</tr>
<tr>
<td><code>[priority] class type traffic class-map-name</code></td>
<td>Associates a previously configured traffic class to the policy map.</td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td><strong>Router(config-service-policymap)# class type traffic class1</strong></td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td><strong>Action or Command</strong></td>
</tr>
<tr>
<td><code>timeout idle duration-in-seconds</code></td>
<td>Specifies how long a connection can be idle before it is terminated. The range is platform and release-specific. For more information, use the question mark (?) online help function.</td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td><strong>Router(config-control-policymap-class-traffic)# timeout idle 3000</strong></td>
</tr>
<tr>
<td><strong>Step 6</strong></td>
<td><strong>End or Command</strong></td>
</tr>
<tr>
<td><code>end</code></td>
<td>Returns to privileged EXEC mode.</td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td><strong>Router(config-control-policymap-class-traffic)# end</strong></td>
</tr>
</tbody>
</table>
Verifying the Session and Connection Timer Settings

Perform this task to verify that the timers have been installed correctly.

SUMMARY STEPS

1. enable
2. show subscriber session all
3. end

DETAILED STEPS

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1 enable</td>
<td>Enables privileged EXEC mode.</td>
</tr>
<tr>
<td>Example: Router&gt; enable</td>
<td>• Enter your password if prompted.</td>
</tr>
<tr>
<td>Step 2 show subscriber session all</td>
<td>Displays current subscriber information, including reports about the timers that are enabled.</td>
</tr>
<tr>
<td>Example: Router# show subscriber session all</td>
<td></td>
</tr>
<tr>
<td>Step 3 end</td>
<td>Returns to privileged EXEC mode.</td>
</tr>
<tr>
<td>Example: Router# end</td>
<td></td>
</tr>
</tbody>
</table>

Troubleshooting the Session and Connection Timer Settings

The following sections list the debug commands that can be used to troubleshoot the session maintenance timers and describe the tasks you perform to enable them:

- Prerequisites, page 8
- Restrictions, page 9
- Debug Commands Available for the Session Maintenance Timers, page 9
- Enabling the Session Maintenance Timer Debug Commands, page 9

Prerequisites

Before performing the task in this section, it is recommended that you be familiar with the use of Cisco IOS debug commands described in the introductory chapters of the Cisco IOS Debug Command Reference. Also see the module “Troubleshooting ISG with Session Monitoring and Distributed Conditional Debugging.”
Restrictions

⚠️ **Caution**
Because debugging output is assigned high priority in the CPU process, it can render the system unusable. For this reason, use the Cisco IOS `debug` commands only to troubleshoot specific problems or during troubleshooting sessions with Cisco technical support staff. Moreover, it is best to use `debug` commands during periods of lower network traffic and fewer users, or on a debug chassis with a single active session. Debugging during these periods decreases the likelihood that increased `debug` command processing overhead will affect system use.

Debug Commands Available for the Session Maintenance Timers

Table 1 lists the `debug` commands that can be used to diagnose problems with the session maintenance timers.

<table>
<thead>
<tr>
<th>Command</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>debug subscriber feature error</code></td>
<td>Displays general Feature Manager errors.</td>
</tr>
<tr>
<td><code>debug subscriber feature event</code></td>
<td>Displays general Feature Manager events.</td>
</tr>
<tr>
<td><code>debug subscriber feature name idle-timer error</code></td>
<td>Displays idle timer errors.</td>
</tr>
<tr>
<td><code>debug subscriber feature name idle-timer event</code></td>
<td>Displays idle timer events.</td>
</tr>
<tr>
<td><code>debug subscriber feature name session-timer error</code></td>
<td>Displays session timer errors.</td>
</tr>
<tr>
<td><code>debug subscriber feature name session-timer event</code></td>
<td>Displays session timer events.</td>
</tr>
</tbody>
</table>

Enabling the Session Maintenance Timer Debug Commands

Perform this task to enable the session maintenance timer `debug` commands.

**SUMMARY STEPS**

1. `enable`
2. `debug command`
3. `end`

**DETAILED STEPS**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><code>enable</code></td>
<td>Enables higher privilege levels, such as privileged EXEC mode.</td>
</tr>
<tr>
<td>Example:</td>
<td><code>Router&gt; enable</code></td>
<td>• Enter your password if prompted.</td>
</tr>
</tbody>
</table>
Configuring ISG Policies for Session Maintenance Timers

How to Configure Policies for the Session Maintenance Timers

This task describes how to configure the keepalive feature on the router, using either ARP or ICMP. Because the session keepalive feature is checking for the subscriber’s health and presence, this feature is applied only to the session as a whole and not per-flow.

Restrictions

- If a service profile includes an ISG traffic class configuration, the keepalive feature will be ignored.
- If this feature is applied to a non-IP session, for example, a PPP over Ethernet (PPPoE) or PPP over ATM (PPPoA) session, this feature application will fail and the following applies:
  - If the feature is applied at a session-start event, both the feature application and the session will fail.
  - If this feature is pushed onto a session after the session-start event, the push will fail.

SUMMARY STEPS

1. enable
2. configure terminal
3. policy-map type service policy-map-name
4. keepalive [idle idle-seconds] [attempts max-retries] [interval retry-seconds] [protocol {ARP | ICMP [broadcast]}]
5. end

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>debug command</td>
<td>Enter one or more of the <strong>debug</strong> commands listed in Table 1.</td>
</tr>
<tr>
<td>Example:</td>
<td>• Enter the specific <strong>no debug</strong> command when you are finished.</td>
</tr>
<tr>
<td>Router# debug subscriber feature name session-timer error</td>
<td></td>
</tr>
<tr>
<td>step 3 end</td>
<td>(Optional) Returns to privileged EXEC mode.</td>
</tr>
<tr>
<td>Example:</td>
<td>Router# end</td>
</tr>
</tbody>
</table>
DETAILED STEPS

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong> enable</td>
<td>Enables privileged EXEC mode.</td>
</tr>
<tr>
<td>Example:</td>
<td></td>
</tr>
<tr>
<td>Router&gt; enable</td>
<td></td>
</tr>
<tr>
<td><strong>Step 2</strong> configure terminal</td>
<td>Enters global configuration mode.</td>
</tr>
<tr>
<td>Example:</td>
<td></td>
</tr>
<tr>
<td>Router# configure terminal</td>
<td></td>
</tr>
<tr>
<td><strong>Step 3</strong> policy-map type service policy-map-name</td>
<td>Enters service policy map configuration mode.</td>
</tr>
<tr>
<td>Example:</td>
<td></td>
</tr>
<tr>
<td>Router(config)# policy-map type service policymap1</td>
<td></td>
</tr>
<tr>
<td><strong>Step 4</strong> keepalive [idle idle-seconds] [attempts max-retries] [interval retry-seconds] [protocol {ARP</td>
<td>ICMP [broadcast]}]</td>
</tr>
<tr>
<td>Example:</td>
<td></td>
</tr>
<tr>
<td>Router(config-service-policymap)# keepalive idle 7 attempts 3 interval 1 protocol arp</td>
<td></td>
</tr>
<tr>
<td><strong>Step 5</strong> end</td>
<td>Returns to privileged EXEC mode.</td>
</tr>
<tr>
<td>Example:</td>
<td></td>
</tr>
<tr>
<td>Router# end</td>
<td></td>
</tr>
</tbody>
</table>

Examples

The following example configures the keepalive feature on a router using ARP:

```
policy-map type service accting_service
class type traffic ALL
    
    keepalive interval 3 protocol ARP
```
Configuring a Session Keepalive on a RADIUS Server

This task describes how to configure the session keepalive parameters on a RADIUS server.

SUMMARY STEPS

1. Service-Name password = “cisco”
2. Cisco-Avpair = "subscriber:keepalive = [idle period1] [attempts Max-retries] [interval period2] [protocol ICMP [broadcast] | ARP]"

DETAILED STEPS

Step 1  Service-Name password = “cisco”
Step 2  Cisco-Avpair = "subscriber:keepalive = [idle period1] [attempts Max-retries] [interval period2] [protocol ICMP [broadcast] | ARP]"

Configures the allowable idle period, maximum number of attempts to connect, the interval between attempts, and the communication protocol to be used.

The ranges and defaults are as follows:

- Idle period: range is 5 to 10 seconds; default is 10 seconds.
- Attempts: range is 3 to 10; default is 5.
- Interval: default is 1 to 10 seconds.
- Protocol: for Layer 2 connections, the default is ARP; for routed connections, the default is ICMP.
- Broadcast option: by default this option is disabled.

Note

If a service profile includes an ISG traffic class configuration, the keepalive feature will be ignored.

Configuration Examples for Session Maintenance Timers

- Example: Session Timer Configuration in a Service Policy Map, page 13
- Example: Connection Idle Timer Configuration in a Service Policy Map, page 13
- Example: Session Timer Show Command Output, page 13
- Example: Connection Idle Timer Show Command Output, page 14
- Example: Session Timer Debug Output, page 14
- Example: Connection Idle Timer Debug Output, page 15
Example: Session Timer Configuration in a Service Policy Map

The following example limits session time in a service policy map to 4800 seconds (80 minutes):

```
class-map type traffic match-any traffic-class
match access-group input 101
match access-group output 102
policy-map type service video-service
  class traffic-class
    police input 20000 30000 60000
    police output 21000 31500 63000
    timeout absolute 4800
  class type traffic default
    drop
```

Example: Connection Idle Timer Configuration in a Service Policy Map

The following example limits idle connection time in a service policy map to 30 seconds:

```
class-map type traffic match-any traffic-class
match access-group input 101
match access-group output 102
policy-map type service video-service
  class traffic-class
    police input 20000 30000 60000
    police output 21000 31500 63000
    timeout idle 30
  class type traffic default
    drop
```

Example: Session Timer Show Command Output

The following example shows the settings for the session timer displayed by the `show subscriber session all` privileged EXEC command.

```
Current Subscriber Information: Total sessions 1
-----------------------------------------------
Unique Session ID: 3
Identifier: user01
SIP subscriber access type(s): PPPoE/PPP
Current SIP options: Req Fwding/Req Fwded
Session Up-time: 00:02:50, Last Changed: 00:02:53
AAA unique ID: 4
Interface: Virtual-Access2.1

Policy information:
  Context 02DE7380: Handle 1B000009
  Authentication status: authen
  User profile, excluding services:
    Framed-Protocol 1 [PPP]
    username "user01"
  Framed-Protocol 1 [PPP]
    username "user01"
Prepaid context: not present

Non-datapath features:
  Feature: Session Timeout
  Timeout value is 180000 seconds
```
Time remaining is 2d01h
Configuration sources associated with this session:
Interface: Virtual-Template1, Active Time = 00:02:52

Example: Connection Idle Timer Show Command Output

The following example shows the settings for the idle timer as displayed by the show subscriber session all privileged EXEC command.

Current Subscriber Information: Total sessions 1
--------------------------------------------------
Unique Session ID: 4
Identifier: user01
SIP subscriber access type(s): PPPoE/PPP
Current SIP options: Req Fwding/Req Fwded
Session Up-time: 00:01:44, Last Changed: 00:01:46
AAA unique ID: 5
Interface: Virtual-Access2.1

Policy information:
Context 02DE7380: Handle AD00000C
Authentication status: authen
User profile, excluding services:
  Framed-Protocol 1 [PPP]
  username "user01"
  Framed-Protocol 1 [PPP]
  username "user01"
Prepaid context: not present

Session outbound features:
  Feature: PPP Idle Timeout
  Timeout value is 2000
  Idle time is 00:01:44
Configuration sources associated with this session:
Interface: Virtual-Template1, Active Time = 00:01:47

Example: Session Timer Debug Output

The following example shows output when the session timer debug commands (debug subscriber feature error, debug subscriber feature event, debug subscriber feature name session-timer error, and debug subscriber feature name session-timer event) are enabled.

*Jan 12 18:38:51.947: SSF[Vi2.1/Abs Timeout]: Vaccess interface config update; not per-user, ignore
*Jan 12 18:38:53.195: SSF[Vt1/uid:3]: Install interface configured features
*Jan 12 18:38:53.195: SSF[Vt1/uid:3]: Associate segment element handle 0x95000002 for session 1191182344, 1 entries
*Jan 12 18:38:53.195: SSF[Vt1/uid:3/Abs Timeout]: Group feature install
*Jan 12 18:38:53.195: SSF[uid:3/Abs Timeout]: Adding feature to none segment(s)
Example: Connection Idle Timer Debug Output

The following example shows output when the idle timer debug commands (debug subscriber feature error, debug subscriber feature event, debug subscriber feature name idle-timer error, and debug subscriber feature name idle-timer event) are enabled.

*Jan 12 18:43:15.167: SSF[Vt1/uid:4]: Install interface configured features
*Jan 12 18:43:15.167: SSF[Vt1/uid:4]: Associate segment element handle 0xF4000003 for session 67108875, 1 entries
*Jan 12 18:43:15.167: SSF[Vt1/uid:4/Idle Timeout]: Group feature install
*Jan 12 18:43:15.167: SSF[uid:4/Idle Timeout]: Adding feature to outbound segment(s)

Additional References

Related Documents

<table>
<thead>
<tr>
<th>Related Topic</th>
<th>Document Title</th>
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</thead>
<tbody>
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<td>Cisco IOS commands</td>
<td>Cisco IOS Master Commands List, All Releases</td>
</tr>
<tr>
<td>ISG commands</td>
<td>Cisco IOS Intelligent Services Gateway Command Reference</td>
</tr>
<tr>
<td>ppp timeout idle and timeout absolute PPP timer commands</td>
<td>Cisco IOS Dial Technologies Command Reference.</td>
</tr>
</tbody>
</table>

Standards

<table>
<thead>
<tr>
<th>Standard</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>No new or modified standards are supported.</td>
<td>—</td>
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</tbody>
</table>

MIBs

<table>
<thead>
<tr>
<th>MIB</th>
<th>MIBs Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>No new or modified MIBs are supported.</td>
<td>To locate and download MIBs for selected platforms, Cisco software releases, and feature sets, use Cisco MIB Locator found at the following URL: <a href="http://www.cisco.com/go/mibs">http://www.cisco.com/go/mibs</a></td>
</tr>
</tbody>
</table>
### RFCs

<table>
<thead>
<tr>
<th>RFC</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No new or modified RFCs are supported, and support for existing RFCs has not been modified.</td>
</tr>
</tbody>
</table>

### Technical Assistance

<table>
<thead>
<tr>
<th>Description</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies. To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds. Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.</td>
<td><a href="http://www.cisco.com/cisco/web/support/index.html">http://www.cisco.com/cisco/web/support/index.html</a></td>
</tr>
</tbody>
</table>
Feature Information for Configuring ISG Policies for Session Maintenance

Table 2 lists the features in this module and provides links to specific configuration information. Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which software images support a specific software release, feature set, or platform. To access Cisco Feature Navigator, go to http://www.cisco.com/go/cfn. An account on Cisco.com is not required.

Note Table 2 list only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

<table>
<thead>
<tr>
<th>Feature Name</th>
<th>Releases</th>
<th>Feature Configuration Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISG: Session: Lifecycle: Idle Timeout</td>
<td>12.2(28)SB 12.2(33)SRC 15.0(1)S</td>
<td>The ISG idle timeout controls how long a connection can be idle before it is terminated. The following sections provide information about this feature: • Session Maintenance Timers, page 3 • How to Configure Policies for the Session Maintenance Timers, page 4 In Cisco IOS Release 12.2(33)SRC, this feature was implemented on the Cisco 7600 router.</td>
</tr>
<tr>
<td>ISG: Session Protection &amp; Resiliency: Keepalive–ARP, ICMP</td>
<td>12.2(33)SB 12.2(33)SRC 15.0(1)S</td>
<td>IP subscriber session keepalive support is configured for monitoring session data traffic in the upstream direction for idleness. Address Resolution Protocol (ARP) is used for Layer 2 connected subscribers. For routed hosts (Layer 3 connected) subscribers, the protocol defaults to Internet Control Message Protocol (ICMP). ICMP is also used in configurations where the access interface does not support ARP. In Cisco IOS Release 12.2(33)SRC, this feature was implemented on the Cisco 7200 and Cisco 7600 routers. In Cisco IOS Release 12.2(33)SB, this feature was implemented on the Cisco 10000 router. The following sections provide information about this feature: • Configuring a Session Keepalive on the Router, page 10 • Configuring a Session Keepalive on a RADIUS Server, page 12 The following command was introduced: keepalive (ISG)</td>
</tr>
</tbody>
</table>