



Preface

This document is a guide to the configuration and management of the Subscriber Manager (SM) application. It contains explanations of relevant concepts and terminology in addition to instructions on how to install, configure, and use the SM.



Note

The guide assumes a basic familiarity with the telecommunications equipment and installation procedures, concepts of the Service Control Management Suite, the SCE 1000 and SCE 2000 platforms, and their related components.

This *Cisco SCMS Subscriber Manager User Guide* documents the application that processes subscriber records and maintains the subscriber database for use by the SCE platform. It contains instructions for installing the SM and the TimesTen database, editing and installing the configuration file, and managing the system using the Command-Line Utilities (CLU). It also specifies how to configure a Service Control deployment to support subscriber integration in its various forms.

This guide is intended for the system administrator and the networking or computer technician who is responsible for the on-site installation and configuration of the Subscriber Manager (SM) application. It is also intended for the operator who will be responsible for daily operations of the SM.

Document Revision History

Cisco Service Control Release	Part Number	Publication Date
Release 3.1.5	OL-7199-09	November, 2007

Description of Changes

- Changes to the upgrade procedure. See [Automatic Upgrade of Subscribers with VLAN Mappings, page 25](#).
- Addition of a downgrade procedure to downgrade the version of the SM. See [How to Downgrade the Subscriber Manager, page 39](#).
- Changes to the uninstall procedure. See [How to Uninstall the Subscriber Manager, page 39](#).

Cisco Service Control Release	Part Number	Publication Date
Release 3.1.5 LA	OL-7199-08	July, 2007

Description of Changes

- Added support for IPs over VPN. See [Information About Handling VPNs, page 6](#), [Radius.Subscriber ID Section, page 11](#), [How to Manage Subscribers, Mappings, and Properties \(p3subs\), page 16](#), [Managing VPN Entities \(p3vpn\), page 18](#), [Information About the p3subs Utility, page 23](#), and [Information About the p3vpn Utility, page 30](#).

Cisco Service Control Release	Part Number	Publication Date
Release 3.1.0	OL-7199-07	May, 2007

Description of Changes

- Added support for data synchronization with cascaded SCEs. See [Step 2Configure the SCE platform repository, page 4](#), [SCE.XXX Section, page 15](#), and [Working with Cascade SCE Setups, page 11](#).
- Increase in the number of subscribers that can be handled by the system. See [Step 2Determine the system memory settings, page 13](#).
- Solaris 10 now supported. See [System Requirements, page 6](#).
- Push and Pull mode support automatic domain roaming. See [Domains, page 11](#).
- Added Redundancy Status field to output of **p3net** CLU. See [Examples of using the p3net Utility, page 15](#).
- Changes to installation procedure. See [Installing the Subscriber Manager, page 12](#).
- Changes to upgrade procedures. See [How to Upgrade the Subscriber Manager, page 24](#).
- Changes to the supported character set for Subscriber-Id. See [Subscriber ID, page 6](#).

Cisco Service Control Release	Part Number	Publication Date
Release 3.0.6	OL-7199-06	January, 2007

Description of Changes

- New feature added to remove inactive subscribers from the SM database. See [Inactive Subscriber Removal Section, page 9](#).
- Updated the **p3sm** CLU to display information about the removal of inactive subscribers. See [Information About the p3sm Utility, page 19](#).

Cisco Service Control Release	Part Number	Publication Date
Release 3.0.5	OL-7199-05	November, 2006

Description of Changes

- Changes to the RPC.Server sections of the configuration file to include PRPC server security level. See [RPC.Server Section, page 14](#).
- Changes to **p3rpc** CLU. See [p3rpc Utility, page 17](#).
- Addition of formatting rules for the subscriber ID. See [Subscriber ID, page 6](#).
- Addition of case insensitivity to the subscriber ID. See [SM General Section, page 2](#).

Cisco Service Control Release	Part Number	Publication Date
Release 3.0.3	OL-7199-04	July, 2006

Description of Changes

- Changes to upgrade procedure. See [Upgrading from a Standalone Setup, page 26](#).
- Updated installation software requirements to include Red Hat 4.

Cisco Service Control Release	Part Number	Publication Date
Release 3.0.3	OL-7199-03	May, 2006

Description of Changes

- Updated installation software requirements to include Solaris 10 and Red Hat 4.
- Updated installation procedures to reflect removal of support for TimesTen, DSNs, and Java.
- Added new section covering upgrade procedure from version 3.0 to 3.0.3. See [Upgrading from a Cluster Setup Version 3.x, page 30](#).
- Changes to the procedure to uninstall VCS agents. See [Uninstalling VCS Agents, page 40](#).
- Added new sections detailing the RDR Server configuration. See [RDR Server Section, page 17](#).
- Added new section detailing MPLS-VPN configuration. See [MPLS-VPN Section, page 15](#).
- Added arguments for MPLS/VPN mappings. See [How to Manage Subscribers, Mappings, and Properties \(p3subs\), page 16](#) and [Information About the p3subs Utility, page 23](#).

Cisco Service Control Release	Part Number	Publication Date
Release 3.0	OL-7199-02	December, 2005

Description of Changes

- Reorganization of documentation. No major changes or new features were added to this revision.
- Change in RAM and Memory Configuration Parameters Versus Number of Subscribers table.

Cisco Service Control Release	Part Number	Publication Date
Release 2.5.7	OL-7199-01	August, 2005

Description of Changes

- First version of this document.

Organization

The major sections of this guide are as follows:

Table 1 **Documentation Organization**

Chapter	Title	Description
Chapter 1	General Overview, page 1	Presents an overview of the Cisco Service Control Solution and the SCE platform
Chapter 2	Introducing the Subscriber Manager, page 1	Describes the Subscriber Manager solution, the handling of subscribers, the fundamentals and management of the SM application
Chapter 3	Subscriber Manager Fail-Over, page 1	Describes topics that are related to using the Subscriber Manager together with clusters and redundancy
Chapter 4	Installation and Upgrading, page 1	Describes the installation and basic configuration procedures for the SM and how to perform an upgrade of the SM
Chapter 5	Configuration and Management, page 1	Describes the SM configuration and management procedures and how to use the Command-Line Utilities (CLU)
Appendix A	Configuration File Options, page 1	Provides a description of all parameters that can be configured by using the Subscriber Manager configuration file
Appendix B	Command-Line Utilities, page 1	Describes the Command-Line Utilities (CLU) that the SM uses to manage and maintain the application
Appendix C	CPE as Subscriber in Cable Environment, page 1	Deals with the special case when the Customer Premise Equipment (CPE) is considered as the subscriber in the Cisco Service Control solution for a cable environment, such as DSL and Wireless.

Table 1 **Documentation Organization (continued)**

Chapter	Title	Description
Appendix D	Troubleshooting, page 1	Describes the error messages, probable causes, and solutions of the SM application
Appendix E	Veritas Cluster Server, page 1	Provides basic guidelines for the Veritas Cluster Server configuration in an SM cluster installation

Related Publications

Use this *Cisco SCMS Subscriber Manager User Guide* in conjunction with the following Cisco documentation:

- *Cisco Service Control Application for Broadband (SCA BB) User Guide*
- *Cisco SCE 1000 or SCE 2000 platform User Guides*

Conventions

This document uses the following conventions:

Table 2 **Documentation Conventions**

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{x y z}	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string, or the string will include the quotation marks.
screen font	Terminal sessions and information that the system displays are in <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
<>	Nonprinting characters, such as passwords, are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.



Note

Means *reader take note*. Notes contain helpful suggestions or references to materials not covered in this manual.

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Means *reader be warned*. In this situation, you might do something that could result in bodily injury.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.