



About this Guide

Revised: January 16, 2014, OL-24192-06

Introduction

This guide provides instructions for installing and configuring several software components:

- Subscriber Manager (SM) application
- Subscriber Manager database
- Configuration file

The guide also includes instructions for managing the system with the Command-Line Utilities (CLU).

The guide is intended for system and network administrators who install and configure the SM application and for operators who tend to the daily operation of the SM.

To use the information in this guide optimally, you should be familiar with related Cisco products:

- Service Control Management Suite
- Service Control Engine (SCE) 1000, SCE 2000, and SCE 8000 platforms
- Components related to the SCE

Document Revision History

Table 1 records changes to this document.

Table 1 Document Revision History

Revision	Cisco Service Control Release and Date	Change Summary
OL-24192-06	Release 3.7.x January 16, 2014	The following sections were updated: <ul style="list-style-type: none"> “Subscriber Manager Database” section on page 2-6. “Subscriber Manager Database Error on Uninstall—Failed to Uninstall SM Database” section on page D-20.
OL-24192-05	Release 3.7.x August 08, 2013	Updated the “The p3subs Utility” section on page B-22.
OL-24192-04	Release 3.7.x July 02, 2013	Updated, Appendix E “Veritas Cluster Server.”
OL-24192-03	Release 3.7.x March 07, 2013	Updated, Appendix D “Troubleshooting.”
OL-24192-03	Release 3.7.x November 02, 2012	Updated, Chapter 4, “Installation and Upgrading.”
OL-24192-03	Release 3.7.x August 28, 2012	Updated, Appendix D “Troubleshooting.”
OL-24192-03	Release 3.7.x August 20, 2012	Updated, Chapter 4, “Installation and Upgrading.” Updated, Appendix E “Veritas Cluster Server.”
OL-24192-03	Release 3.7.x August 10, 2012	Updated, Chapter 4, “Installation and Upgrading.” Updated, Appendix B “Command-Line Utilities.”
OL-24192-02	Release 3.7.x September 20, 2011	Updated Chapter 4, Installation and Upgrading.
OL-24192-02	Release 3.7.x September 20, 2011	Improved the quality of the user documentation by adding customer and internal feedback.
OL-24192-01	Release 3.7.x June 13, 2011	Release 3.7.0 updates. Updated Chapter 4, Installation and Upgrading. Updated Appendix A, Configuration File Options with IPDR LEG configuration details. Updated Appendix B, Command-Line Utilities with p3ipdr command.

Organization

Table 2 contains the listing of the sections in this guide.

Table 2 **Document Organization**

Section	Title	Description
1	Chapter 1, “Cisco Service Control Overview.”	Presents an overview of the Cisco Service Control Solution and the SCE platform
2	Chapter 2, “Subscriber Manager Overview.”	Describes the subscriber manager solution, subscriber control, and management of the SM application
3	Chapter 3, “Subscriber Manager Fail-Over.”	Describes using the SM with clusters and redundancy
4	Chapter 4, “Installation and Upgrading.”	Describes SM installation and upgrade procedures
5	Chapter 5, “Configuration and Management.”	Describes SM configuration and management procedures and how to use the Command-Line Utilities (CLU)
A	Appendix A “Configuration File Options.”	Describes the SM configuration file and all configurable parameters
B	Appendix B “Command-Line Utilities.”	Describes the Command-Line Utilities (CLU) for managing the SM application
C	Appendix C “CPE as Subscriber in Cable Environment.”	Describes a cable environment in which the Customer Premise Equipment (CPE) performs as the subscriber in a Cisco Service Control solution
D	Appendix D “Troubleshooting.”	Describes SM application error messages, probable causes, and solutions
E	Appendix E “Veritas Cluster Server.”	Provides guidelines for a Veritas Cluster Server configuration in an SM cluster installation

Related Documentation

The *Cisco SCMS Subscriber Manager User Guide* is related to the following Cisco documentation:

- [*Cisco Service Control Application for Broadband User Guide*](#)
- [*Cisco Service Control Management Suite Quota Manager User Guide*](#)
- [*Cisco SCE 1000 2xGBE Installation and Configuration Guide*](#)
- [*Cisco SCE 2000 4xGBE Installation and Configuration Guide*](#)
- [*Cisco SCE 8000 Installation and Configuration Guide*](#)
- [*Cisco SCMS SM LEGs User Guide*](#)

Conventions

Table 3 lists the conventions used in this document.

Table 3 Document Conventions

Convention	Indication
bold font	Commands and keywords and user-entered text appear in bold font .
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .
[]	Elements in square brackets are optional.
{x y z}	Required 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.
<code>courier font</code>	Terminal sessions and information the system displays appear in <code>courier font</code> .
< >	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*.



Tip

Means *the following information will help you solve a problem*.



Caution

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



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.



Warning

Means *reader be warned*. In this situation, you might perform an action that could result in **bodily injury**.

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