

Policy Management

Feature Notice Release 10.4

910-6894-001 Revision A
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Policy Server: Mobile Policy Gateway (MPG) - Copyright, Notice, Trademarks, and Patents

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This product may be covered by one or more of the following U.S. and foreign patents:

U.S. Patent Numbers:

7,738,440; 7,788,357; 7,805,515; 8,254,551; US 7961623; US 8073444;

Foreign Patent Numbers:

AU 2004247256; AU 2004247251; AU 2005208846; AU 2005208847; AU 2005286941; EP 1631917; EP 1997276; EP 2049909; JP 4395662; JP 4582346; JP 4652345; JP 4843610; ZL 200680049126.1;

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Release Content

Introduction

The Policy Management solution for Release 10.4 introduces the following changes:

- *Release 6.4 Functionality Supported on Tekelec Platform and HP Gen8 (PR 222054)*
- *Allow Rack-mount Deployment with Direct Interconnect for High-Availability Replication (PR 222058)*
- *Backwards Compatibility (PR 223495)*
- *Backwards Compatibility for Log Files (PR 221790)*
- *Backwards Compatibility for SNMP Traps (PR 221794)*
- *Reconfigure Tomcat Configuration File and Startup Scripts to Prevent Acceptance of Medium Security Ciphers (PR 222053)*
- *Security Hardening at App Level (PR 222052)*

Release 6.4 Functionality Supported on Tekelec Platform and HP Gen8 (PR 222054)

Release 10.4 is built on Release 6.4 and is implemented using Tekelec Platform components. These components include Tekelec Platform Distribution (TPD) and COMCOL, based on Platform Release 6.0 or later.

Release 10.4 is supported on HP Gen8 DL380 rack mount servers:

- The Configuration Management Platform (CMP) system is supported on a server configuration with 128GB of RAM and 900GB redundant storage.
- Each Multimedia Platform Engine (MPE) device is supported on a server configuration with 64GB of RAM and 600GB redundant storage.

Allow Rack-mount Deployment with Direct Interconnect for High-Availability Replication (PR 222058)

Release 10.4 supports deployment on rack-mount servers with High-Availability data replication and status traffic exchanged over a redundant, directly connected backplane interconnect.

Backwards Compatibility (PR 223495)

In Release 10.4, TPD software is used. Backwards compatibility with Release 6.4 consists of the following:

- The CMP system is used to manage the MPE devices and configure clusters.
- The OSSI/XML interface version does not change and remains at level 2.2.14.
- The Services User Interface (SUI) is replaced with the TPD *platcfg* utility. The *platcfg* utility is used to configure each server, configure firewall rules, and perform backup and restore functions.
- Out of band (OOB) management for the MPE or CMP server is supported, using an HP Integrated Lights-out (iLO) interface.
- For OAM, SIG-A, and SIG-B interfaces for each cluster, and for links between servers within a cluster, a unique virtual IP is assigned using the CMP GUI. For the OAM interface, each server within a cluster is assigned a unique IP address using the *platcfg* utility.
- A mixed configuration can be supported where the Release 10.4 CMP system manages the 10.4 MPE devices, and the Release 6.4 system manages the 6.4 MPE devices.

Backwards Compatibility for Log Files (PR 221790)

Release 10.4 can generate variations of the Release 6.4 real-time logs. All logging information for Release 10.4 is written to COMCOL tables and stored in the Tracelog. The Tracelog can be viewed from the CMP GUI.

[Table 1: Backward Compatibility for Log Files](#) shows how the Release 6.4 log files are processed in Release 10.4.

Table 1: Backward Compatibility for Log Files

Release 6.4 Log	Release 10.4 (TPD/COMCOL)
Event Log, Policy Log	The event (MPE device and CMP system) and policy logs (MPE device) are part of the trace log. Trace logs are stored in flat files and forwarded over <i>syslog</i> . The trace log can be viewed on the CMP GUI.
Subact (Subscriber Activity) Log	Subact logs are stored in flat files similar to Release 6.4. The information on these logs can be queried using the trace log.
Sync Log	Sync logs are stored in flat files similar to Release 6.4. The information on these logs can be queried using the trace log.

Policy notifications are reported using the *syslog* protocol. Trace log messages from MPE devices and the CMP system are forwarded to external systems via *syslog* over UDP.

Log messages originate from both primary and secondary servers in a High-Availability cluster. There is no replication of events within the cluster because there is little to no activity on the standby server in a cluster.

Backwards Compatibility for SNMP Traps (PR 221794)

The following changes are made to the SNMP traps for Release 10.4:

- The Object Identifiers (OIDs) and Management Information Bases (MIBs) for traps are changed and new traps are added.
- Two modes of trap reporting are supported:
 - All traps are reported from the entire CMP system.
 - Each server reports its own traps. In this scenario, active and standby are two different servers.
- Most alarms use the same trap to note that an alarm condition occurred and that the alarm condition cleared. The traps have different content to distinguish between the events.
- The set of hardware traps and any traps originated by low-level device drivers differs from the traps used in Release 6.4.
- Reporting of SNMP traps over the *syslog* interface is not supported.
- The CMP system does not support any of the SNMP traps that were defined in Release 6.4 to clear an SNMP trap. In Release 10.4, every alarm is cleared by another alarm with same event ID and severity set to 5 (clear).

The following SNMP versions are supported in Release 10.4:

- SNMPv2c only
- SNMPv3 only
- SNMPv2c and SNMPv3 (default)

Reconfigure Tomcat Configuration File and Startup Scripts to Prevent Acceptance of Medium Security Ciphers (PR 222053)

The Tomcat configuration files, startup scripts, and related mechanisms are updated to prevent the acceptance of medium security ciphers.

Security Hardening at App Level (PR 222052)

Operating System (OS) hardening introduces a set of security practices on existing Linux servers for the Policy product.

OS Hardening

OS hardening consists of several independent OS hardening tasks. These tasks are applied during system upgrade to tighten the security of Linux servers in the Policy product. Each task checks the

current status of the target Linux server for one or more hardening requirements against the pre-defined security configuration and corrects the underlying issues if any mismatches are found.

Removal of Remote Root Login

The SSH remote login for the root account is disabled. For Release 10.4, a set of utilities is implemented through the *platcfg* menu to manage non-root accounts/logins, SSH keys, etc.

Tekelec References and Services

Customer Care Center

The Tekelec Customer Care Center is your initial point of contact for all product support needs. A representative takes your call or email, creates a Customer Service Request (CSR) and directs your requests to the Tekelec Technical Assistance Center (TAC). Each CSR includes an individual tracking number. Together with TAC Engineers, the representative will help you resolve your request.

The Customer Care Center is available 24 hours a day, 7 days a week, 365 days a year, and is linked to TAC Engineers around the globe.

Tekelec TAC Engineers are available to provide solutions to your technical questions and issues 7 days a week, 24 hours a day. After a CSR is issued, the TAC Engineer determines the classification of the trouble. If a critical problem exists, emergency procedures are initiated. If the problem is not critical, normal support procedures apply. A primary Technical Engineer is assigned to work on the CSR and provide a solution to the problem. The CSR is closed when the problem is resolved.

Tekelec Technical Assistance Centers are located around the globe in the following locations:

Tekelec - Global

Email (All Regions): support@tekelec.com

- **USA and Canada**

Phone:

1-888-FOR-TKLC or 1-888-367-8552 (toll-free, within continental USA and Canada)

1-919-460-2150 (outside continental USA and Canada)

TAC Regional Support Office Hours:

8:00 a.m. through 5:00 p.m. (GMT minus 5 hours), Monday through Friday, excluding holidays

- **Caribbean and Latin America (CALA)**

Phone:

+1-919-460-2150

TAC Regional Support Office Hours (except Brazil):

10:00 a.m. through 7:00 p.m. (GMT minus 6 hours), Monday through Friday, excluding holidays

- **Argentina**

Phone:

0-800-555-5246 (toll-free)

- **Brazil**

Phone:

0-800-891-4341 (toll-free)

TAC Regional Support Office Hours:

8:00 a.m. through 5:48 p.m. (GMT minus 3 hours), Monday through Friday, excluding holidays

- **Chile**

Phone:

1230-020-555-5468

- **Colombia**

Phone:

01-800-912-0537

- **Dominican Republic**

Phone:

1-888-367-8552

- **Mexico**

Phone:

001-888-367-8552

- **Peru**

Phone:

0800-53-087

- **Puerto Rico**

Phone:

1-888-367-8552 (1-888-FOR-TKLC)

- **Venezuela**

Phone:

0800-176-6497

- **Europe, Middle East, and Africa**

Regional Office Hours:

8:30 a.m. through 5:00 p.m. (GMT), Monday through Friday, excluding holidays

- **Signaling**

Phone:

+44 1784 467 804 (within UK)

- **Software Solutions**

Phone:

+33 3 89 33 54 00

- **Asia**

- **India**

- Phone:

- +91-124-465-5098 or +1-919-460-2150

- TAC Regional Support Office Hours:

- 10:00 a.m. through 7:00 p.m. (GMT plus 5 1/2 hours), Monday through Saturday, excluding holidays

- **Singapore**

- Phone:

- +65 6796 2288

- TAC Regional Support Office Hours:

- 9:00 a.m. through 6:00 p.m. (GMT plus 8 hours), Monday through Friday, excluding holidays

Emergency Response

In the event of a critical service situation, emergency response is offered by the Tekelec Customer Care Center 24 hours a day, 7 days a week. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with the Tekelec Customer Care Center.

Related Publications

Note: Some of the documents that were released in support of Release 6.4 have since been replaced in other releases. These changes are reflected in the documents listed below.

The Policy Management product set includes the following publications, which provide information for the configuration and use of Policy Management products in the following environments:

Cable

- *Feature Notice*
- *Cable Release Notice*
- *Roadmap to Hardware Documentation*
- *CMP Cable User Guide*
- *Troubleshooting Reference Guide*
- *SNMP User Guide*
- *OSSI XML Interface Definitions Reference Guide*
- *Platform Configuration User Guide*
- *Bandwidth on Demand Application Manager User Guide*
- *PCMM specification PKT-SP-MM-I06* (third-party document, used as reference material for PCMM)

Wireless

- *Feature Notice*
- *Wireless Release Notice*
- *Roadmap to Hardware Documentation*
- *CMP Wireless User Guide*
- *Multi-Protocol Routing Agent User Guide*
- *Troubleshooting Reference Guide*
- *SNMP User Guide*
- *OSSI XML Interface Definitions Reference Guide*
- *Analytics Data Stream Reference*
- *Platform Configuration User Guide*

Wireline

- *Feature Notice*
- *Wireline Release Notice*
- *Roadmap to Hardware Documentation*
- *CMP Wireline User Guide*
- *Troubleshooting Reference Guide*
- *SNMP User Guide*
- *OSSI XML Interface Definitions Reference Guide*
- *Platform Configuration User Guide*

Customer Training

Tekelec offers a variety of technical training courses designed to provide the knowledge and experience required to properly provision, administer, operate, and maintain Tekelec products. To enroll in any of the courses or for schedule information, contact the Tekelec Training Center at (919) 460-3064 or E-mail training@tekelec.com.

A complete list and schedule of open enrollment can be found at www.tekelec.com.

Locate Product Documentation on the Customer Support Site

Access to Tekelec's Customer Support site is restricted to current Tekelec customers only. This section describes how to log into the Tekelec Customer Support site and locate a document. Viewing the document requires Adobe Acrobat Reader, which can be downloaded at www.adobe.com.

1. Log into the [Tekelec Customer Support](#) site.

Note: If you have not registered for this new site, click the **Register Here** link. Have your customer number available. The response time for registration requests is 24 to 48 hours.

2. Click the **Product Support** tab.
3. Use the Search field to locate a document by its part number, release number, document name, or document type. The Search field accepts both full and partial entries.
4. Click a subject folder to browse through a list of related files.
5. To download a file to your location, right-click the file name and select **Save Target As**.