Policy Management

Feature Notice Release 10.5

Tekelec

Policy Server: Mobile Policy Gateway (MPG) - Copyright, Notice, Trademarks, and Patents

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WEEE - All products shipped to European Union member countries comply with the EU Directive 2002/96/EC, Waste Electronic and Electrical Equipment. All components that are WEEE compliant will be appropriately marked. For more information regarding Tekelec's WEEE program, contact your sales representative.

Trademarks

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Patents

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;

Policy Server - Policy Charging and Rules Function (PCRF) Copyright, Notice, Trademarks, and Patents

Table of Contents

Release Content

Introduction

The Policy Management solution for Release 10.5 introduces the following changes:

- *3GPP R11 Sy Interface (PR 220017)*
- *CMP Policy Ordering (PR 219708)*
- *Sd Enhancements (PR 218154)*
- *SMS Support for Messages Larger than 160 Characters (PR 218506)*
- *Tomcat Security Updates (PR 220014)*

3GPP R11 Sy Interface (PR 220017)

A Diameter-based Sy interface is added to the Policy Management system. This interface is used to communicate between the Multimedia Policy Engine (MPE) device and the online charging server (OCS). The MPE device is the Sy client, and the OCS is the Sy server for the Sy message flow.

The Sy interface allows the transfer of subscriber spending information from the OCS to the MPE device and supports the following functions:

- Request of charging status reporting from the PCRF to the OCS
- Notification of policy counter status change from the OCS to the PCRF
- Cancellation of policy counter status reporting from the PCRF to the OCS

The information is transferred in the form of policy counters and can be used to represent volume-based, time-based, or number of event-based quotas. The MPE device can use that information in policy and rules evaluation and execution.

CMP Policy Ordering (PR 219708)

The Configuration Management Platform (CMP) system administrator can change the order in which policies appear in the policy list by dragging and dropping a policy to the desired location in the list.

Sd Enhancements (PR 218154)

The Sd interface is enhanced as follows:

- The Sd interface can support dynamic rules between the MPE device and the traffic detection function (TDF) using the ADC-Rule-Definition AVP.
- The MPE device can support Provisional Event Reporting, which allows the TDF to subscribe to the MPE device. This functionality allows the TDF to receive updated information that is received by the MPE device through Gx.
- The MPE device can support up to three secondary Sd sessions for one primary Gx subscriber flow.

SMS Support for Messages Larger than 160 Characters (PR 218506)

Short message service (SMS) messages that are longer than 160 characters can be sent between the MPE device and the short message service center (SMSC).

Support for these SMS messages is achieved by concatenating the messages. Messages that are longer than 160 characters are split into smaller messages by the sending device and recombined at the receiving end. The message appears to the recipient as a single long message.

Tomcat Security Updates (PR 220014)

For Release 10.5, the Tomcat security software is upgraded to version 7.0.32 on the CMP system, the MPE device, and the Multi-Protocol Routing Agent (MRA) database.

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

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*

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**.