Oracle® Communications
Performance Intelligence Center

Exported Files User Guide

Release 9.0

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Oracle Communications Performance Intelligence Center Exported Files User Guide, Release 9.0

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Scope and Audience

This guide is designed to assist the user, with roles NSPConfigUser (read only), NSPConfigPowerUser, NSPConfigManager and Administrator, in working with the Exported File application. Beginners and experienced users alike should find the information they need to cover important administration activities required to manage the Exported File application.

About the Performance Intelligence Center

The Performance Intelligence Center (PIC) is a monitoring and data gathering system that provides network performance, service quality and customer experience - across various networks, technologies, protocols, etc. Beyond monitoring performance and gathering data, the solution also provides analytics, actionable intelligence and potentially an intelligent feedback mechanism. It allows Service Providers to simultaneously look across the Data Link, Network, Transport and Application layer traffic to better correlate and identify the impact of network problems on revenue generating applications and services.

PIC functionality is based on the following general flow. The Integrated Message Feeder (IMF) is used to capture SS7 and SigTran traffic. The Probed Message Feeder (PMF) is used to capture both SS7 and IP traffic. Both products forward Probe Data Units (PDUs) to the integrated xDR Platform (IXP). The IXP stores this traffic data and correlates the data into detailed records (CDRs, IPDRs, TDRs, etc.). The IXP then stores the data on the system for future analysis. The Network Software Platform (NSP) provides applications that mine the detailed records to provide value-added services such as network performance analysis, call tracing and reporting.

PIC centralized configuration tasks fall into one of two categories:

- Data Acquisition and Processing - the configuration of the probes, routing of PDUs to the xDR builder setup, KPI generation, data feeds, etc.
- PIC System Administration - the configuration of monitoring sites, configuring PIC servers, setting up permissions, etc.

Note: For more information see Centralized Configuration Manager Administration Guide. This is a graphic overview of the PIC system.

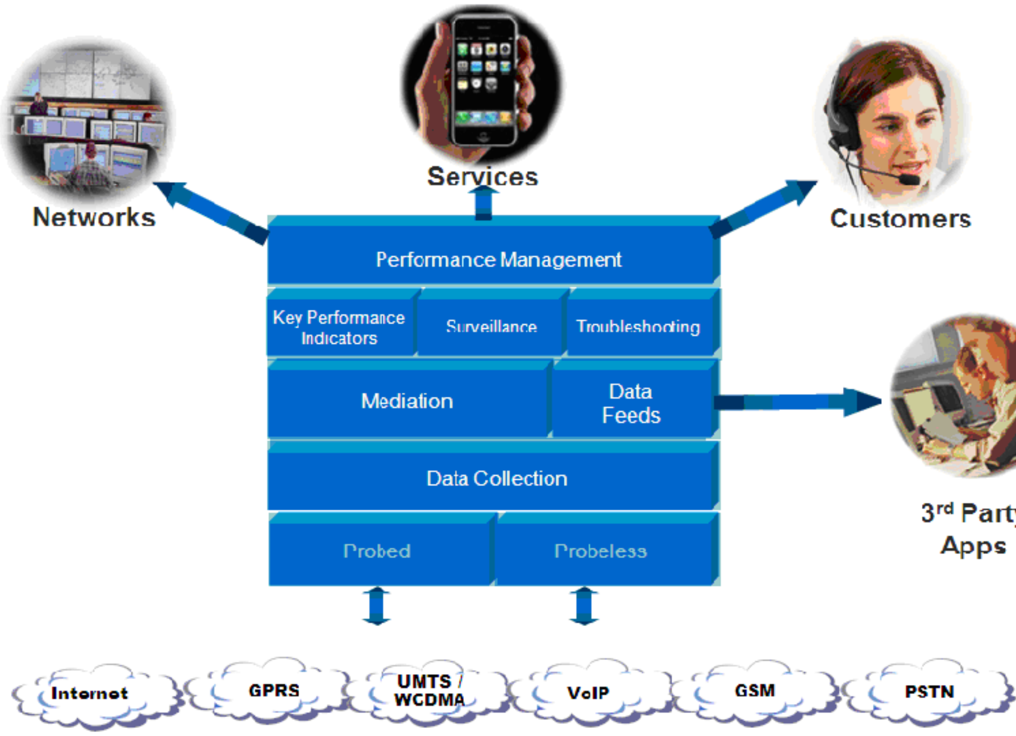

Figure 1: PIC Overview

User Preferences

All applications that query xDRs use a specific User Preferences option. The description outlined goes over the formatting screens.

Note: All screen shots presented here show default values.

Date/Time tab screen Format the time parameters.

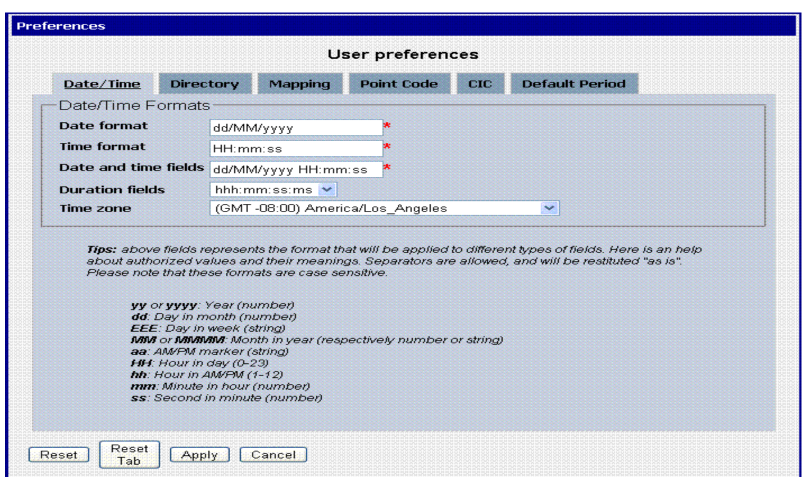

Figure 2: Date/Time Tab Screen

Field	Description
Date Format	Required field - Sets date format.
Time Format	Required field - Sets time format.
Date and time fields	Required field - Sets the date and time format.
Duration fields	Sets a duration format.
Time Zone	Pull-down list for selecting the desired time zone.
Reset Button	Resets all the tabs to default values.
Reset Tab Button	Resets to default values for the specific tab.
Apply Button	Applies any changes to the system.
Cancel Button	Exits the screen.

Table 1: Time Tab

Directory tab

Select the **Directory** tab to set the defaults directories used in transport screen.

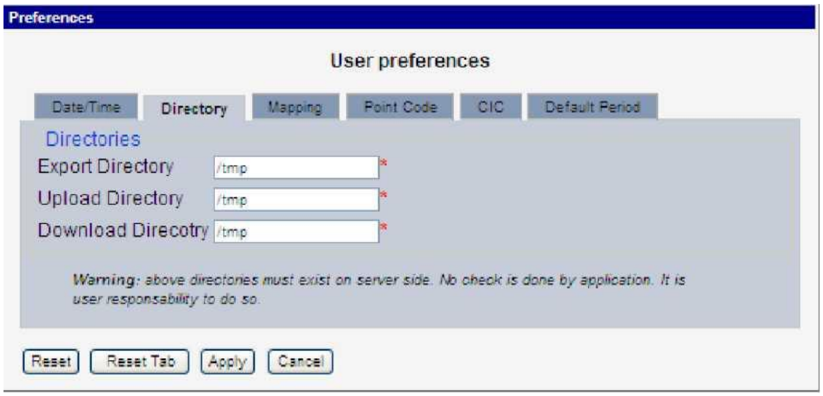

Figure 3: Directory Tab Screen

Table 2: Directory Tab Field Description

Field	Description
Export Directory	Enables you to set the default directory for exporting.
Upload Directory	Enables you to set the default directory for uploads.
Download Directory	Enables you to set the default directory for downloads.
Reset Button	Resets all the tabs to default values.
Reset Tab Button	Resets to default values for the specific tab.
Apply Button	Applies any changes to the system.
Cancel Button	Exits the screen.

Note: The directories must be present on the NSP server side. See warning at the bottom of the Directory tab screen.

Mapping tab

Select the **Mapping** tab to set the xDR display parameters.

Field	Description
Translate ENUM values	Selects whether ENUM values are translated or not Default is to select ENUM values translation.
Point Code to Node Name	Select this if you want to use the Node Name instead of the Point Code name in the xDR display. Default is to use Node Name.
Link Short Name to Long Name	Selects whether you can use long name (Eagle) for linksets. Default is to use Long Name.
Reset Button	Resets all the tabs to default values.
Reset Tab Button	Resets to default values for the specific tab.
Apply Button	Applies any changes to the system.
Cancel Button	Exits the screen.

Table 3: Mapping Tab

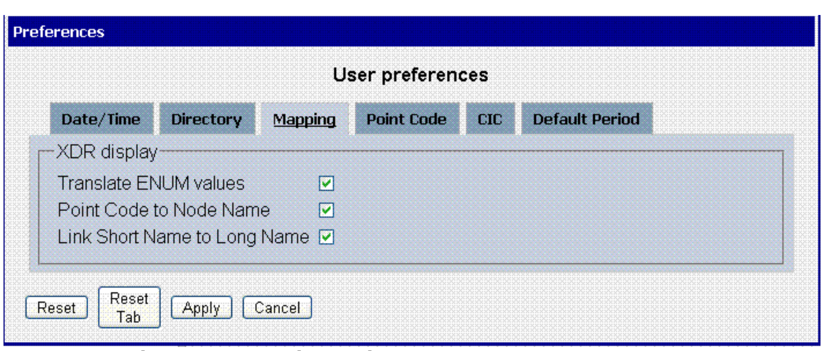

Figure 4: Mapping Tab Screen

Point Code tab

Select the Point Code tab, shown and described in the figure and table.

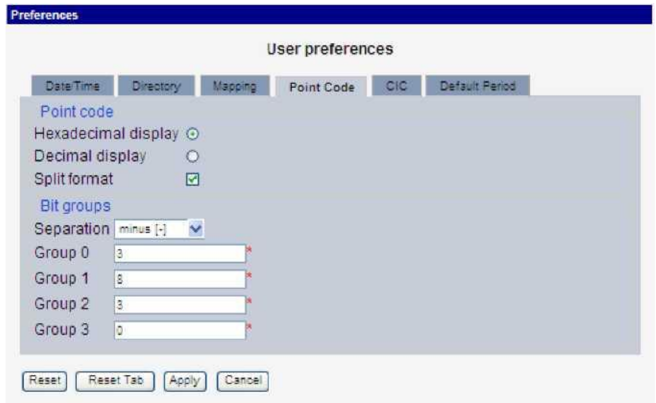

Figure 5: Point Code Tab Screen

Note: if Session Point Code feature is enabled the Point Code tab will look like

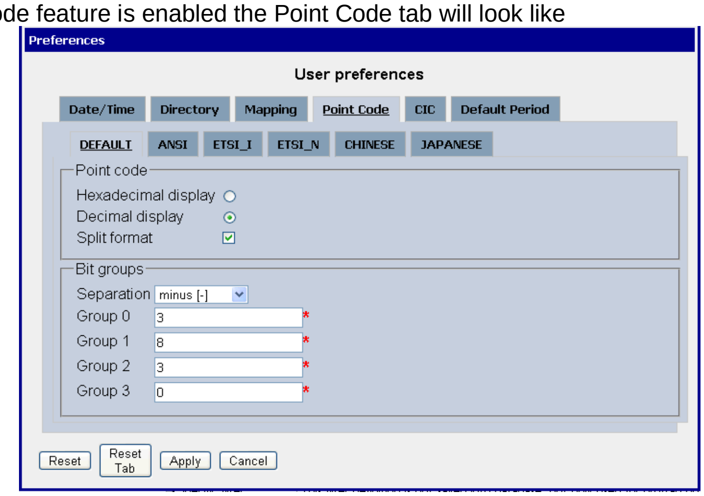

Figure 6: Point Code Tab with Session Point Code Enabled

Table 4: Point Code Tab

Field	Description
Hexadecimal display	European defaults are hexadecimal and display with Group 0-3, Group 1-8, Group 2-3, and Group 3-0.
Decimal display	North American defaults are decimal and display with Group 0-7 and Group 1-5.
Split format	Select or deselect **Split format.**
Separation	Select a **Bit Group Separation.**

Group 0	Type a value. (0-7 or 1-5 see hexadecimal or decimal display)
Group 1	Type a value. (0-7 or 1-5 see hexadecimal or decimal display)
Group 2	Type a value. (0-7 or 1-5 see hexadecimal or decimal display)
Group 3	Type a value. (0-7 or 1-5 see hexadecimal or decimal display)
Reset Button	Resets all the tabs to default values.
Reset Tab Button	Resets to default values for the specific tab.
Apply Button	Applies any changes to the system.
Cancel Button	Exits the screen.

CIC tab

Select the **CIC** tab to set the parameters for CIC and Bit groups.

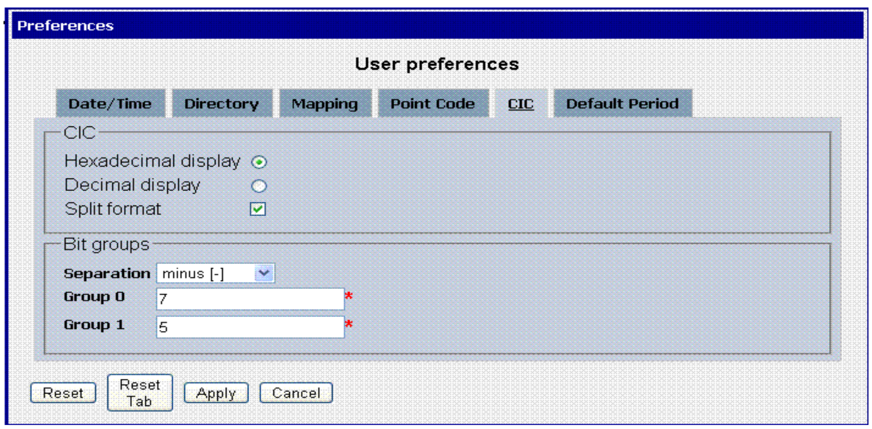

Figure 7: Formatting Rules (CIC) Screen

Field	Description
Hexadecimal display	European defaults are hexadecimal and display with Group 0-7 and Group 1-5.
Decimal display	European defaults are hexadecimal and display with Group 0-7 and Group 1-5.
Split format	Select or deselect **Split format.**
Separation	Select a **Bit Group Separation:** Group 0:8, Group 1:8 .
Group 0	Type a value. (0-7 or 1-5 see hexadecimal or decimal display)
Group 1	Type a value. (0-7 or 1-5 see hexadecimal or decimal display)
Reset Button	Resets all the tabs to default values.
Reset Tab Button	Resets to default values for the specific tab.
Apply Button	Applies any changes to the system.

Cancel Button	Exits the screen.

Table 5: CIC Tab Field Descriptions

Default Period tab

Select the Default Period tab, for setting the default time period for beginning and ending time for traces (ProTrace only).

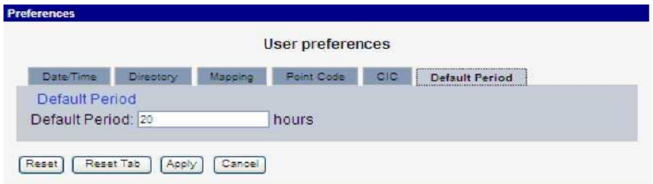

Figure 8: Default Period Tab Screen (ProTrace only)

Field	Description
Default Period (in hours)	Sets the default run time period for running traces. Default is 24 hours. Range 1-7200
Reset Button	Resets all the tabs to default values.
Reset Tab Button	Resets to default values for the specific tab.
Apply Button	Applies any changes to the system.
Cancel Button	Exits the screen.

Table 6: Default Period Tab Field Descriptions

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:
USA access code +1-800-658-5454, then 1-888-FOR-TKLC or 1-888-367-8552 (toll-free)
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:
  800-891-4341 (toll-free)
  TAC Regional Support Office Hours:
  8:30 a.m. through 6:30 p.m. (GMT minus 3 hours), Monday through Friday, excluding holidays

- **Chile**
  Phone:
  1230-020-555-5468

- **Colombia**
  Phone:
  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:
  +91 124 436 8552 or +91 124 436 8553

  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

PIC Documentation Library

PIC customer documentation and online help are created whenever significant changes are made that affect system operation or configuration. Revised editions of the documentation and online help are distributed and installed on the customer system. Consult your NSP Installation Manual for details on how to update user documentation. Additionally, a Release Notice is distributed on the Tekelec Customer Support site along with each new release of software. A Release Notice lists the PRs that have been resolved in the current release and the PRs that are known to exist in the current release.

Listed is the entire PIC documentation library of user guides.

- Security User Guide
- Alarms User Guide
- ProAlarm Viewer User Guide
- ProAlarm Configuration User Guide
- Centralized Configuration Manager Administration Guide

- Customer Care User Guide
- Alarm Forwarding Administration Guide
- Diagnostic Utility Administration Guide
- ProTraq User Guide
- ProPerf User Guide
- ProPerf Configuration User Guide
- System Alarms User Guide
- ProTrace User Guide
- Data Feed Export User Guide
- Audit Viewer Administration Guide
- ProDiag User Guide
- SigTran ProDiag User Guide
- Report Server Platform User Guide
- Reference Data User Guide
- Exported Files User Guide
- Scheduler User Guide
- Quick Start User Guide

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"**

Chapter 2: Understanding Exported Files Application

Topics:

About Exported Files Functionality

The Exported Files application enables you to manage to manage exported files. You can browse, download, upload and delete the exported files produced by the ProTrace and Scheduler applications. The application utilizes a wizard to guide you through the export process using the navigation buttons (previous / next) on the bottom of each screen. The type of export can be in a variety of formats such as: XML, XLS, CSV, HTML, TXT or ZIP.

Note: On the initial screen the previous button is not functional (grayed out).

Opening the Exported Files Application

Note: To log into NSP, you must have a NSP userid and password provided by your system administrator.

Note: NSP only supports versions of IE 7.0 or later and Firefox 3.6 or later. Before using NSP, turn off the browser pop up blocker for the NSP site.

Once you have logged into *NSP,* the Application Board opens.

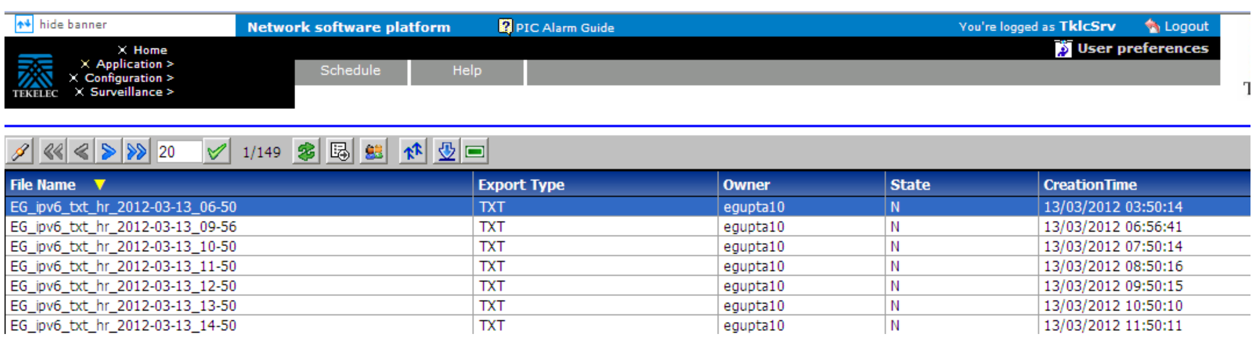

Figure 9: Main Screen

To open the Exported application, click on the **Exported Files** icon, in the Application section of the page. The Main screen opens.

Exported Files Main Screen

The Exported Files application main screen has the following main functional components:

- Menu bar - that has two menus
- Toolbar - that provides a variety of feature buttons for navigating through records, exporting, and uploading, downloading and deleting exported files.
- Exported file list table - that lists, in table format, exported files

Note: Do not use the Function Keys (F1 through F12) when using the NSP. Function keys work in unexpected ways. For example, the F1 key will not open NSP help but will open help for the browser in use. The F5 key will not refresh a specific screen, but will refresh the entire session and will result in a loss of any entered information.

Menu Bar

Note: Both the Exported Files and the Scheduler applications can have two menu options under the Schedule menu depending on the role that is accessing the application. For the purposes of this help topic, only the Exported Files option is discussed (for the user who has a role of either NSPBusinessPowerUser or NSPBusinessManager)

- Exported Files - opens the list of exported files that have been exported from ProTrace or Scheduler. From this screen you can manage the files.
- Help - provides information about Exported Files and opens online help.

Note: The online help also opens when you press **F1** key.

Tool Bar

Figure 10: Exported Files Toolbar

The tool bar has the following function buttons (from left to right on the tool bar):

Filter - enables you to create filters for data records to make searches convenient if you have a large number of records.

First Page - takes you to the first record of the first page if you multiple pages of records.

Previous Page - takes you to the first record of the previous page of records if you have multiple pages of records.

Next Page - takes you to the first record of the next page of records if you have multiple pages of records.

Last Page - takes you to the first record of the last page of records if you have multiple pages of records.

RECORDS PER PAGE -- Can show up to 500 records on a page. Refresh - enables you to refresh the current

screen to see all recent changes. Export - enables you to export the content of the exported files table.

Roles - enables you to set privacy settings to users to view and work with your sessions you have created.

Upload file - enables you to copy an exported file to the network (NSP) where you can view it in the Exported Files application.

Download file - enables you to download an exported file from the network to your computer (local drive).
Delete - enables you to delete an exported file.

Record Table

The record table provides several columns that you can organize your data records. **Note:** All columns can be

sorted in ascending or descending order by clicking the column header. The columns are:

- File Name - shows the name of the exported file
- Export Type - shows the file format (txt, csv, xls, xml, html, zip)
- Owner - shows the owner/creator of the session/query
- Creation Time - shows the date and time when the file was created

Chapter 3: Using Exported Files Application

Topics:

Creating Table Filters for Exported Files and Scheduler Tasks

You can create filters to use with your files or tasks. Filters enable you to quickly sort through large numbers of files or tasks. Complete these steps to create a filter to be used with a file or task.

1. Select a **file** or **task** from the interface.

The figures show Exported Files and Scheduler screens at the first file record highlighted.

Note: The only files that you can view are those that fit your privacy role. For more information on privacy, contact your System Administrator.

2. Click the **Filtering** icon on the tool bar.

The System Query Dialog screen opens. With the name of the query in the Name field.

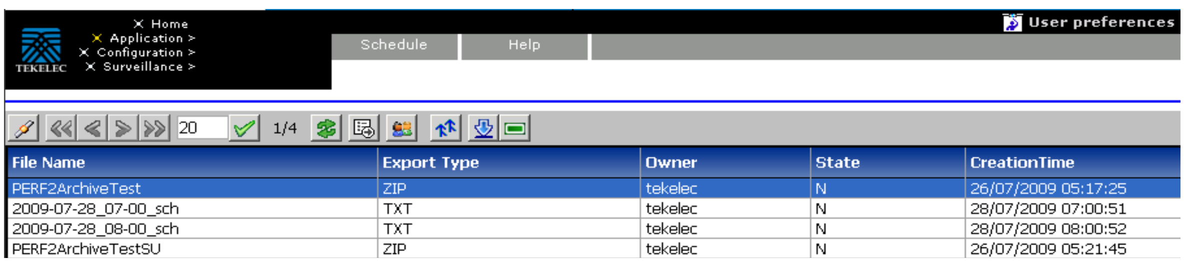

Figure 11: Exported Files Interface with File List

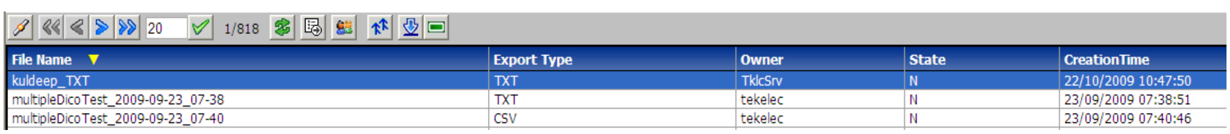

Figure 12: Scheduler Task Interface with Task List

3. (Optional) Enter a **Description.**

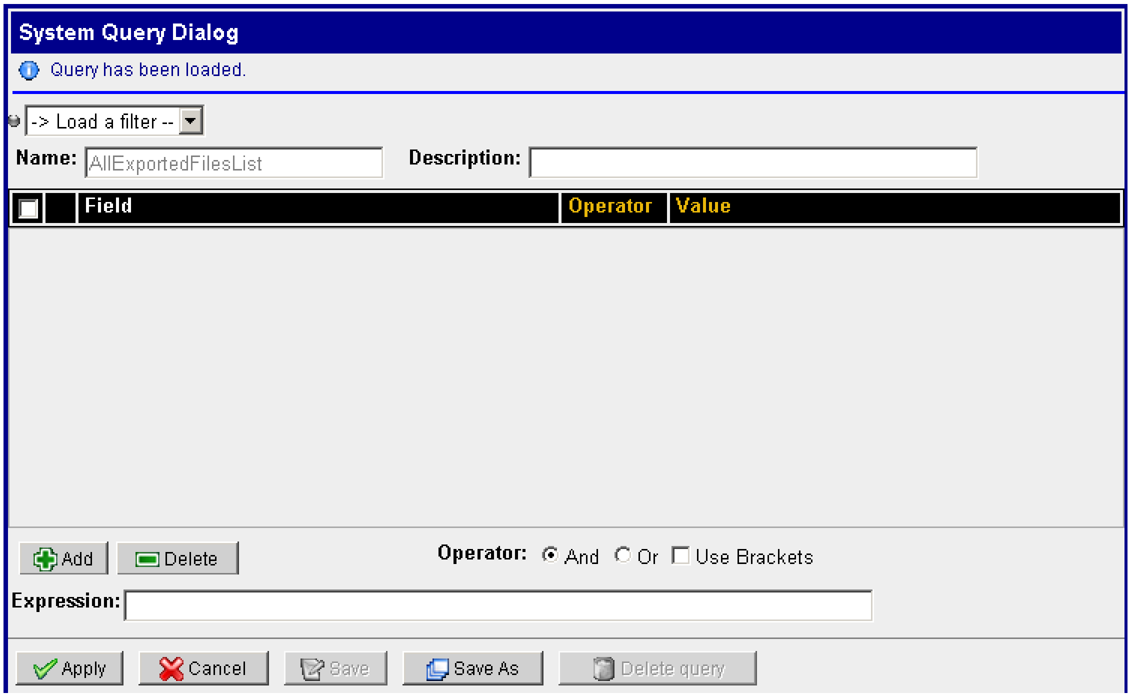

Figure 13: Query Dialog Screen

4. Click **Add** to create a condition.

The filter field changes to Modified and the condition parameters appear shown in the figure.

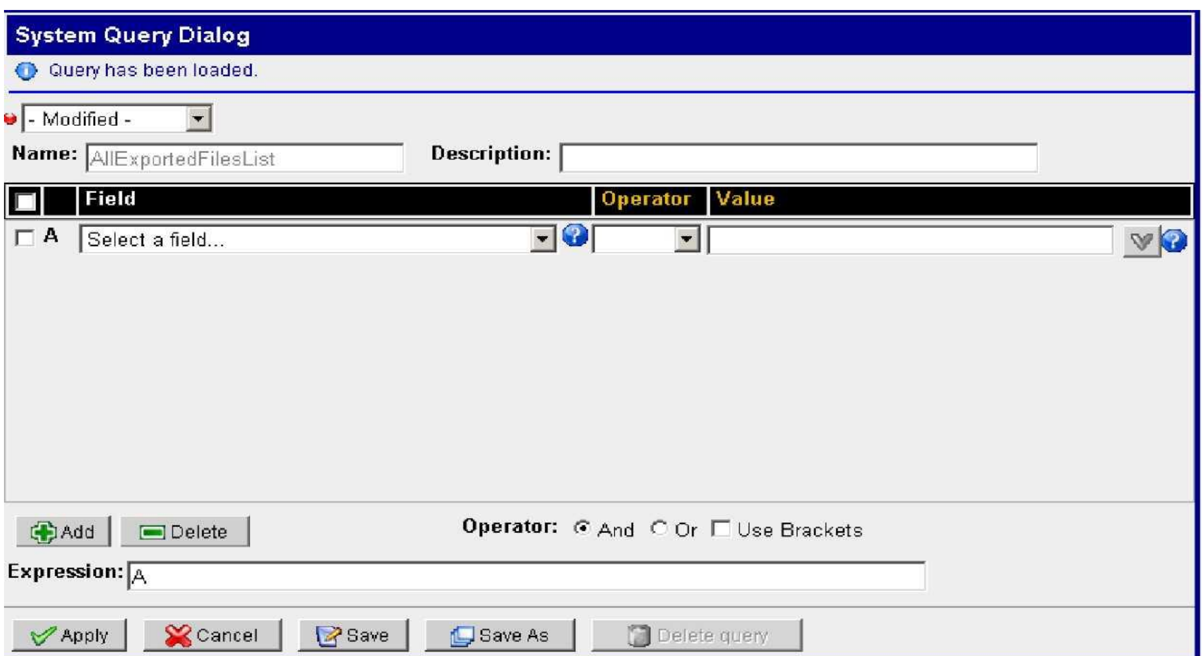

Figure 14: Query Dialog with Filter Parameters

Note: The condition will be added to the expression with the operator "And" or "Or" selected in the radio buttons.

5. Select a **Field, Operator** and **Value** for the condition. Repeat steps 4-5 to create multiple conditions.
6. If needed, manually edit the **expression** in the expression field.
7. To save the filter to be used with files, click **Save As.**

Note: To use the filter for immediate use without saving, click Apply.

Renaming a query

When you rename an existing query, a new query is created. As a result, two queries will exist. One with the old name and one with the new name.

Modifying a Query

Complete these steps to modify a query.

1. Click **filtering** on the tool bar.

   The System Query Dialog Screen opens.

2. Select the query from the query drop-down list

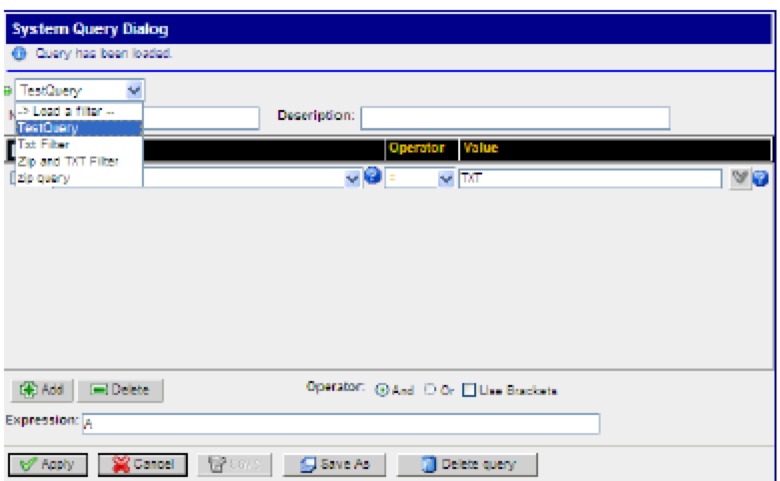

Figure 15: System Query Dialog Screen with drop-down list

3. Make the necessary modifications.
4. Click **Save Query.**

   The query is modified.

Exporting the Content of the Files List

Complete these steps to export a file.

1. Select the query from the query drop-down list.
2. Click **Export** on the tool bar.
3. Select the **Choice of data** to be exported. You can choose:

a) Current page
b) All results
c) First records

Note: If you select *First records* type in a number for the number of records that will be exported. For example, entering the number 100 designates that only the first 100 records are to be exported.

3. (Optional - dependent on export format) Select "Enter" a title and enter the **title** of the export.
4. (Optional-dependent on export format) You can select whether to have the title **inserted at the beginning of the exported file** by selecting the option by the Title field.
5. (Optional-dependent on export format) You can type a **comment or description** in the *Comments* field.

Note: The file is saved in the same extension type as in the list.

6. Select the format type in the *Choose an Export Type* section: Formats are listed here:

a) XML
b) XLS
c) CSV
d) HTML
e) TXT

7. Click **Export** to make the export effective.

Downloading Exported Files

You can use the download file function to download exported files to your local drive. Complete these steps to download an exported file.

1. Click the **Download Files** icon from the tool bar. The Download prompt appears prompting you to Save or Cancel.

Note: Optionally, you can select **Open** to view the contents of the file.

2. To open the file, click **open.** You can view the contents of the file.
3. To save the file, click **Save.** The Save As screen opens where you can save it to the directory on your local drive.

Note: The file is saved in the same extension type as in the list.

4. Once you have selected the directory, click **Save.**

Uploading Files

Complete these steps to upload a XML, XLS, CSV, HTML , TXT file from your local drive to the system (NSP) to view in the file list.

Note: When uploading ZIP files there are two other scenarios that can occur. See *Uploading Files - Defining a Dictionary* and *Uploading Files - Selecting a Dictionary* for more information uploading a ZIP file.

Note: You can only upload files that were exported from NSP (ProTrace, Exported Files or Scheduler).

1. Click the **Upload File** icon on the tool bar. The Upload
File Dialog screen opens.
2. Click **Browse...** to open the directory where the file resides.
3. Click **Import.** The import process
begins.
4. Click the **Refresh** icon on the tool bar to refresh the screen. The file will appear in the table section of the screen.

Uploading Files - Defining a Dictionary

There are instances when you are uploading (importing) a zip file that the archived dictionary in NSP is not recognized. In this instance you need to manually specify the dictionary parameters.

Complete these steps to specify dictionary parameters when you upload a zip file from your local drive to the system (NSP) to view in the file list.

Note: When uploading ZIP files there are two other scenarios that can occur. See *Uploading Files - Defining a Dictionary* and *Uploading Files - Selecting a Dictionary* for more information uploading a ZIP file.

1. Click the **Upload File** icon on the tool bar. The Upload
File Dialog screen opens.
2. Click **Browse...** to open the directory where the file resides.
3. Click **Import.** The import process
begins.

    Note: If the dictionary cannot be found, as in the case where dictionaries are generated with xDR Builders from a previous release, a choose dictionary screen opens.

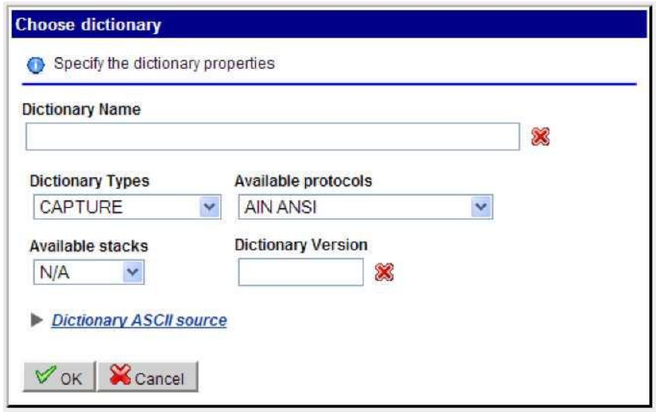

Figure 16: Choose Dictionary Screen - ASCII not shown

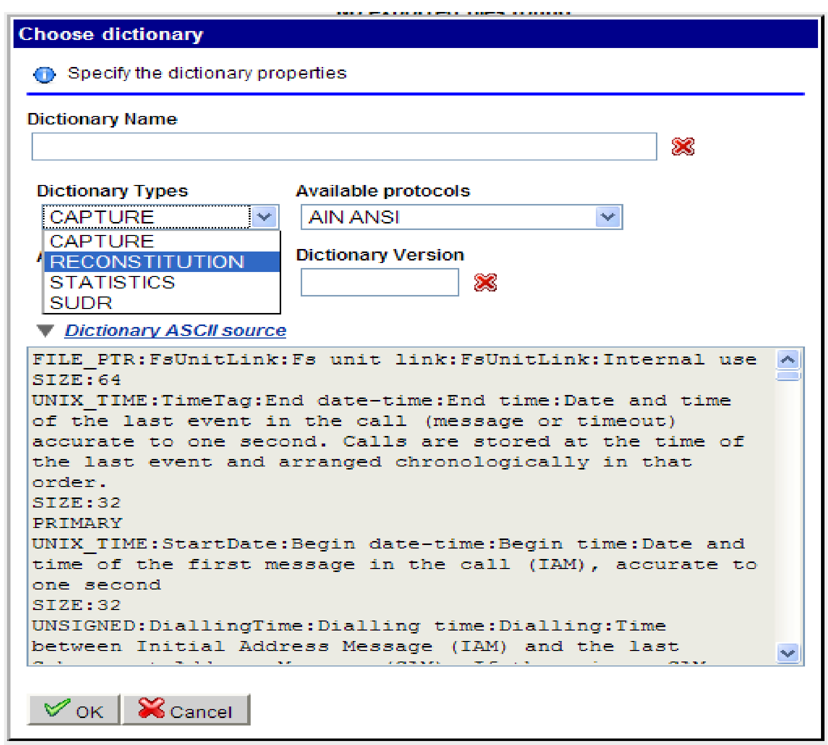

Figure 17: Choose Dictionary Screen - ASCII Expanded

4. Enter the Dictionary Name.
5. Select the Dictionary Type.
6. Select the proper Available Protocol from the available protocols.
7. Select a Stack.

Note: If a dictionary is selected that was generated from old xDR builders (a previous version of builders), you must select the "GENERIC" option in the Stack field.

8. Enter the Version of the dictionary.
9. Click OK.
The search process begins select the dictionary.
10. Click the Refresh icon on the tool bar to refresh the screen. The file will appear in the table section of the screen.
A new xDR session is created. The session name is the same as the archived name + timestamp and is appended. You can then browse this session in ProTrace like any other session. In ProTrace, the format will appear as "Archive" (shown in the Format Column).

Note: Any session name created for this file is greater than 30 characters is truncated.

Note: The xDR session is created if the IXP subsystem is available and the session does not already exist which would give an error.

Uploading Files - Selecting a Dictionary

There are instances in the upload process that the system recognizes more than one dictionary matching the archived dictionary. In this instance you need to select the specific dictionary.

Complete these steps to select a dictionary when you upload a file from your local drive to the system (NSP) to view in the file list.

Note: When uploading ZIP files there are two other scenarios that can occur. See *Uploading Files - Defining a Dictionary* and *Uploading Files - Selecting a Dictionary* for more information uploading a ZIP file.

1. Click the **Upload File** icon on the tool bar. The
   Upload File Dialog screen opens.
2. Click **Browse...** to open the directory where the file resides.
3. Click **Import**.
   The import process begins. If more than one dictionary is found, a list screen opens.

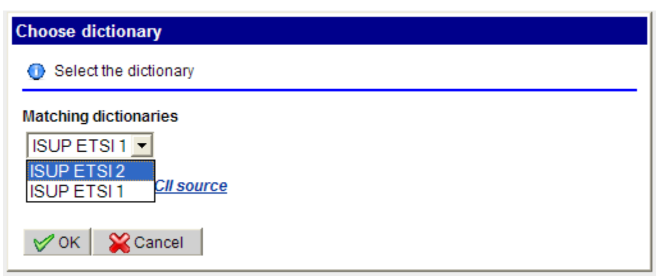

Figure 18: Dictionary List Screen

4. Select the **dictionary** that you want from the list.
5. Click **OK**.
   The dictionary is selected.
6. Click the **Refresh** icon on the tool bar to refresh the screen. The file will appear in the table section of the screen.
   A new xDR session is created. The session name is the same as the archived name + timestamp and is appended. You can then browse this session in ProTrace like any other session. In ProTrace, the

format will appear as "Archive" (shown in the Format Column).

Note: Any session name created for this file is greater than 30 characters is truncated.

Note: The xDR session is created if the IXP subsystem is available and the session does not already exist which would give an error.

Deleting Exported Files

Note: If you choose to delete a xDR session from the table in Exported Files application, you will also delete the session in ProTrace.

Complete these steps to delete an xDR session.

1. Select the **Session** to be deleted.
2. Click the **Delete Files** icon on the tool bar.
3. Click **OK** at the prompt.

   The session is deleted from both Exported Files and ProTrace.

Glossary

N

NSP

Network Services Part

The lower layers of the SS7 protocol, comprised of the three levels of the Message Transfer Part (MTP) plus the signaling Connection Control Part (SCCP), are known collectively as the Network Services Part (NSP).

P

PIC

Point in Call

Programmable Interrupt Controller