

EAGLE[®] XG Subscriber Database Server

Feature Notice Release 5.0

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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:

7,155,206; 7,260,207; 7,650,367; 7,701,925; 7,738,488; 7,787,445; 7,848,767; 7,907,713; 7,933,608; 8,204,052; 8,238,884;

Foreign Patent Numbers:

EP 1269764; ZL 200780034932.6;

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Release Contents

Introduction

The Subscriber Database Server/Data Processor (SDS/DP) system consists of a Primary Provisioning Site, a Disaster Recovery (DR) Provisioning Site, and up to 24 DSR Signaling Site servers with redundant DP SOAM servers and up to 10 DP blades. Each Provisioning Site has an active/standby pair of servers in a high availability (HA) configuration and a third server configured as a Query Server.

The SDS/DP system is built upon the AppWorks platform, which provides the following services:

- Site-based GUI
- HA capabilities (active/standby switchover and DR switchover)
- Database functionality (replication, backup, restore)

This Feature Notice Release 5.0 includes feature descriptions, provides the hardware baseline for this release, and explains how to find customer documentation on the Customer Support Site.

Feature notices are distributed to customers with each new release of software.

This Feature Notice includes the following topics:

- *SDS Subscriber Identity Grouping*
- *Blacklist Support for FABR*
- *Self Activation Enhancements - Full address resolution with Range fall through*
- *Increase DP Capacity (140K query/sec)*
- *Move SDS to Platform 6.5*
- *Increase Supported Wildcard Entities from 32 to 100*

SDS Subscriber Identity Grouping

The SDS Subscriber Identity Grouping (Subscribers page) allows you to group an optional customer-specified account ID, multiple MSISDNs routing entities, and/or multiple IMSIs routing entities together into one Subscriber. After a Subscriber (a group of related routing entities and an optional Account ID value) is created, you can update destinations for all of the related routing entities, read all data from the subscriber, and delete the subscriber by using any of the subscriber's addresses (account ID, MSISDN, or IMSI). You can also modify addresses within a subscriber by specifying any of the subscriber's addresses.

Blacklist Support for FABR

The Blacklist Support for FABR function (Blacklist page) allows you to provision IMSI and MSISDN Blacklist values that can be searched prior to searching the MSISDN or IMSI Routing Entities. If a match is found in the MSISDN or IMSI Blacklist table, the DP Query returns a blacklisted error code and the message is not routed. The incoming DP Query parameters indicate whether or not the MSISDN or IMSI Blacklist table should be searched.

Self Activation Enhancements - Full address resolution with Range fall through

The Self Activation enhancement allows you to provision MSISDN and IMSI Prefix Routing Entities that can be used when the DP Query fails to find an exact match in the MSISDN or IMSI Routing Entities. These MSISDN and IMSI Prefix Routing Entities can be used to route a new MSISDN or IMSI to a different destination that is able to self-activate the new MSISDN or IMSI value. The incoming DP Query parameters indicate whether or not the MSISDN or IMSI Prefix Routing Entities should be searched.

Increase DP Capacity (140K query/sec)

The Increase DP Capacity enhancement allows DSR MP to SDS DP message processing to increase its queries per second based upon how messages are sent between the two servers. Each DP server supports a maximum of 140K queries per second.

Move SDS to Platform 6.5

The Move SDS to Platform 6.5 enhancement removes the Audit menu option from SDS GUI and moves it to the platform GUI.

Increase Supported Wildcard Entities from 32 to 100

The Increase Supported Wildcard Entities Enhancement increases the supported number of wildcard NAI User routing entities from 32 to 100. There is negligible difference for DP query speed.

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.

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**.