

**Oracle® Communications  
Performance Intelligence Center**

**Customer Care User's Guide**

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See more information on MOS in the Appendix section.

**Table of Contents**

**List of Figures**..... 4

**List of Tables**..... 4

**Chapter 1: About this Help Text** ..... 5

    Scope and Audience ..... 6

    About the Performance Intelligence Center ..... 6

        User Preferences ..... 7

    PIC Documentation Library..... 13

**Chapter 2: Getting Started with On Demand UP Capture** ..... 15

    Introduction to On Demand UP Capture..... 16

    Opening On Demand UP Capture..... 16

    On Demand UP Capture Main Screen ..... 17

**Chapter 3: Working in On Demand UP Capture** ..... 19

    About On Demand UP Capture Functionality ..... 20

        Adding a Mobile User ..... 20

        Modifying a Mobile User ..... 21

        Deleting a Mobile User ..... 21

        Adding an APN ..... 22

        Modifying an APN ..... 23

        Deleting an APN ..... 23

        Filtering Mobile Users or APN..... 23

        Importing Mobile Users or Access Points ..... 24

        Import alternative: IMSI, MSISDN or APN..... 25

        Exporting Mobile Users or Access Points..... 25

        Sub-lists loadbalancing distribution..... 26

**Appendix A: My Oracle Support (MOS)** ..... 27

**Appendix B: Locate Product Documentation on the Oracle Technology Network Site**  
..... 28

# List of Figures

Figure 1 : PIC Overview ..... 7  
Figure 2: Date/Time Tab Screen ..... 7  
Figure 3: Directory Tab Screen ..... 8  
Figure 4: Mapping Tab Screen ..... 9  
Figure 5: Point Code Tab ..... 10  
Figure 6: Point Code Tab with Session Point Code Enabled ..... 11  
Figure 7: Formatting Rules (CIC) Screen ..... 12  
Figure 8: Default Period Tab Screen (ProTrace only) ..... 13  
Figure 9 : NSP Portal Login Screen ..... 17

# List of Tables

Table 1 : Time Tab ..... 8  
Table 2: Directory Tab ..... 9  
Table 3 : Mapping Tab ..... 10  
Table 4 : Point code Tab ..... 12  
Table 5 : CIC Tab Field Descriptions ..... 12  
Table 6: Default Period Tab Field Descriptions ..... 13  
Table 7 : Add Mobiles Screen Field Descriptions ..... 20  
Table 8 : Add Access Points Screen Field Descriptions ..... 22

# Chapter 1: About this Help Text

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- *Scope and Audience*
- *About the Performance Intelligence Center*
- *PIC Documentation Library*

### *Scope and Audience*

This guide is designed to assist business users (individuals with roles NSPBusinessManager, NSPBusinessPowerUser and NSPBusinessUser) using the Customer Care application to manage mobile users and access points.

### *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 Administrator's Guide. This is a graphic overview of the PIC system.

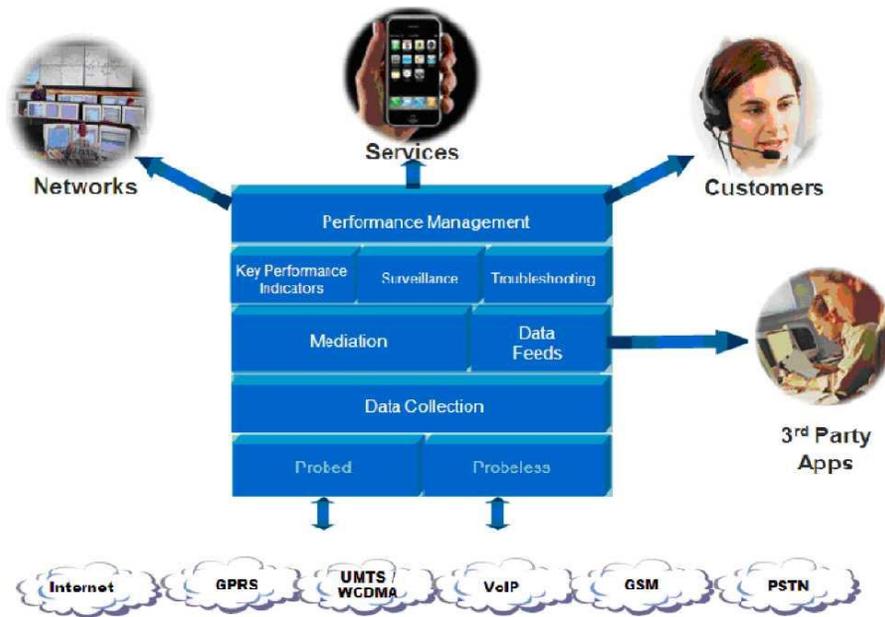


Figure 1 : PIC Overview

## 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.

The screenshot shows the 'User preferences' dialog box with the 'Date/Time' tab selected. The 'Date/Time Formats' section contains the following fields:

- Date format: dd/MM/yyyy \*
- Time format: HH:mm:ss \*
- Date and time fields: dd/MM/yyyy HH:mm:ss \*
- Duration fields: hhh:mm:ss.ms
- Time zone: (GMT -08:00) America/Los\_Angeles

Below the fields is a tip: "Tips: above fields represents the format that will be applied to different types of fields. Here is an help about authorized values and their meanings. Separators are allowed, and will be restituted "as is". Please note that these formats are case sensitive."

A legend defines the format codes:

- yy or yyyy: Year (number)
- dd: Day in month (number)
- EEE: Day in week (string)
- MM or MONTH: Month in year (respectively number or string)
- aa: AM/PM marker (string)
- HH: Hour in day (0-23)
- hh: Hour in AM/PM (1-12)
- mm: Minute in hour (number)
- ss: Second in minute (number)

Buttons at the bottom include: Reset, Reset Tab, Apply, and Cancel.

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

The screenshot shows the 'User preferences' window with the 'Directory' tab selected. The 'Directories' section contains three text input fields: 'Export Directory', 'Upload Directory', and 'Download Directory', each with the value '/tmp' and a red asterisk indicating a required field. Below the input fields is a warning message: 'Warning: above directories must exist on server side. No check is done by application. It is user responsibility to do so.' At the bottom of the window are four buttons: 'Reset', 'Reset Tab', 'Apply', and 'Cancel'.

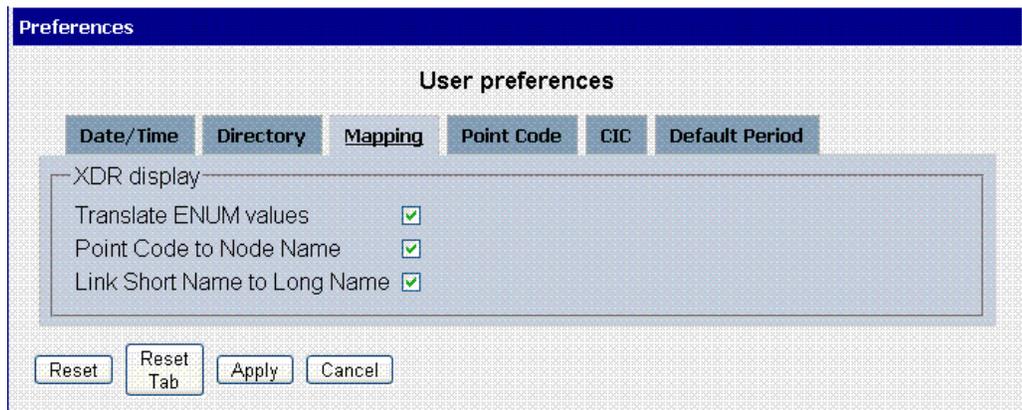
Field	Description
Export Directory	Enables you to set the default directory for exporting.
Upload Directory	Enables you to set the default directory for uploads
Download Directory	Enables you to set the default directory for downloads
Reset Button	Resets all the tabs to default values
Reset Tab Button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

**Table 2: Directory Tab**

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.



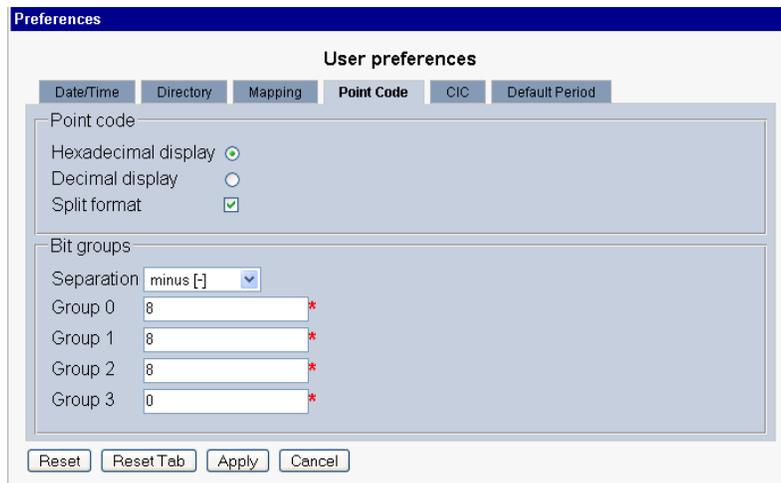
**Figure 4: Mapping Tab Screen**

Field	Description
Translate ENUM values	Selects whether ENUM values are translated or not Default is to select ENUM values translation.
Point Code to NodeName	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 link sets .Default 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**

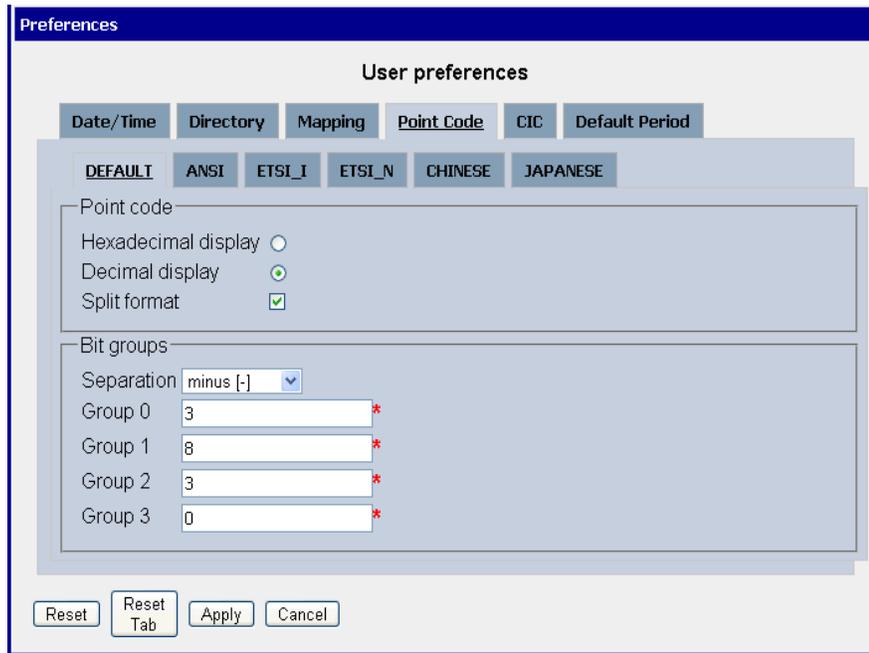
**Point Code tab**

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



**Figure 5: Point Code Tab**

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**

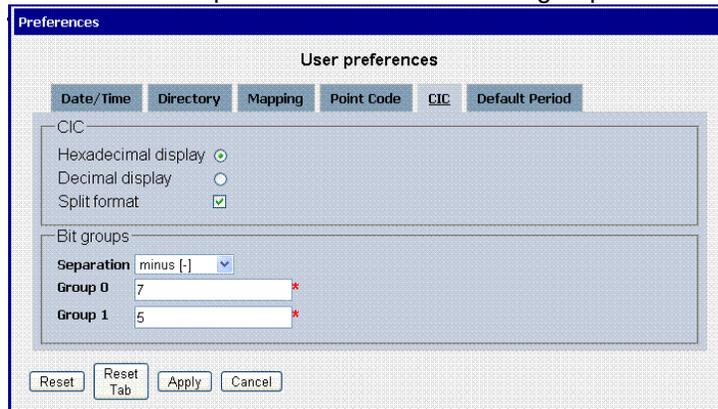
Field	Description
Hexadecimal display	European defaults are hexadecimal and display with Group 0-3, Group 1-8, Group 2-3, Group 3-0.
Decimal display	North American defaults are decimal and display with Group 0-7 and Group 1-5.
Split format	Select or deselect Spilt format.
Separation	Select a Bit Group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

**Table 4 : Point code Tab**

**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 <b>Split format</b> .
Separation	Select a <b>Bit Group Separation</b> : 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).

The screenshot shows a software interface titled "Preferences" with a sub-section "User preferences". There are six tabs: "Date/Time", "Directory", "Mapping", "Point Code", "CIC", and "Default Period". The "Default Period" tab is selected. Below the tabs, there is a label "Default Period:" followed by a text input field containing the number "24" and the word "hours". At the bottom of the window, there are four buttons: "Reset", "Reset Tab", "Apply", and "Cancel".

**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**

After setting the formatting parameters, click Next to move to the next screen in the wizard.

## 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, all customer documentation is available on the Oracle Technology Network (OTN). Release Notes are available on OTN with each new release of software. The Release Notes list the PRs that have been resolved in the current release and the PRs that are known to exist in the current release.

Listed below is the entire PIC documentation library of User's Guides.

- Security Guide
- NSP Security User's Guide
- Alarm Forwarding Administrator's Guide
- ProAlarm Viewer User's Guide
- ProAlarm Configuration User's Guide
- Centralized Configuration Manager Administrator's Guide
- Customer Care User's Guide
- ProTraq User's Guide
- ProPerf User's Guide
- ProPerf Configuration User's Guide
- System Alarms User's Guide
- ProTrace User's Guide
- Data Feed Export User's Guide
- Audit Viewer Administrator's Guide
- ProDiag User's Guide
- SigTran ProDiag User's Guide
- Reference Data User's Guide
- Exported Files User's Guide
- Scheduler User's Guide
- Quick Start User's Guide

## Chapter 2: Getting Started with On Demand UP Capture

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### Topics:

- *Introduction to On Demand UP Capture*
- *Opening On Demand UP Capture*
- *On Demand UP Capture Main Screen*

### *Introduction to On Demand UP Capture*

The On Demand UP Capture application is developed for Business Users (individuals who have role, NSPBusinessUser, NSPBusinessPowerUser and NSPBusinessManager) to view or manage "OnDemand" or "OnFocus" mobile users and access point networks (APN). Either mobile or APN lists can be selected.

The following procedures can be completed to tailor the list to the network.

**Note:** The On Demand UP Capture application has an upward limit of 20 000 mobile users.

- Add, Edit or Delete mobiles or APNs
- Filter mobiles or APNs using the query function
- Export mobiles or APNs to a network
- Import mobiles or APNs from an external source

These privileges are assigned to the roles listed

<b>Feature - Authority</b>	<b>NSPBusiMgr</b>	<b>NSPBusiPwrUser</b>	<b>NSPBusiUser</b>
Open	X	X	X
View	x	X	X
Modify, Update, Delete Mobile Users	X	X	
Export	X		
Import	X		
Modify, Update, Delete APNs	X		
Setting Undefined Lifetime	X		

### *Opening On Demand UP Capture*

Complete these steps to open the On Demand UP Capture application.

**Note:** On Demand UP Capture is an application that runs on NSP; it must be opened from the NSP application board.

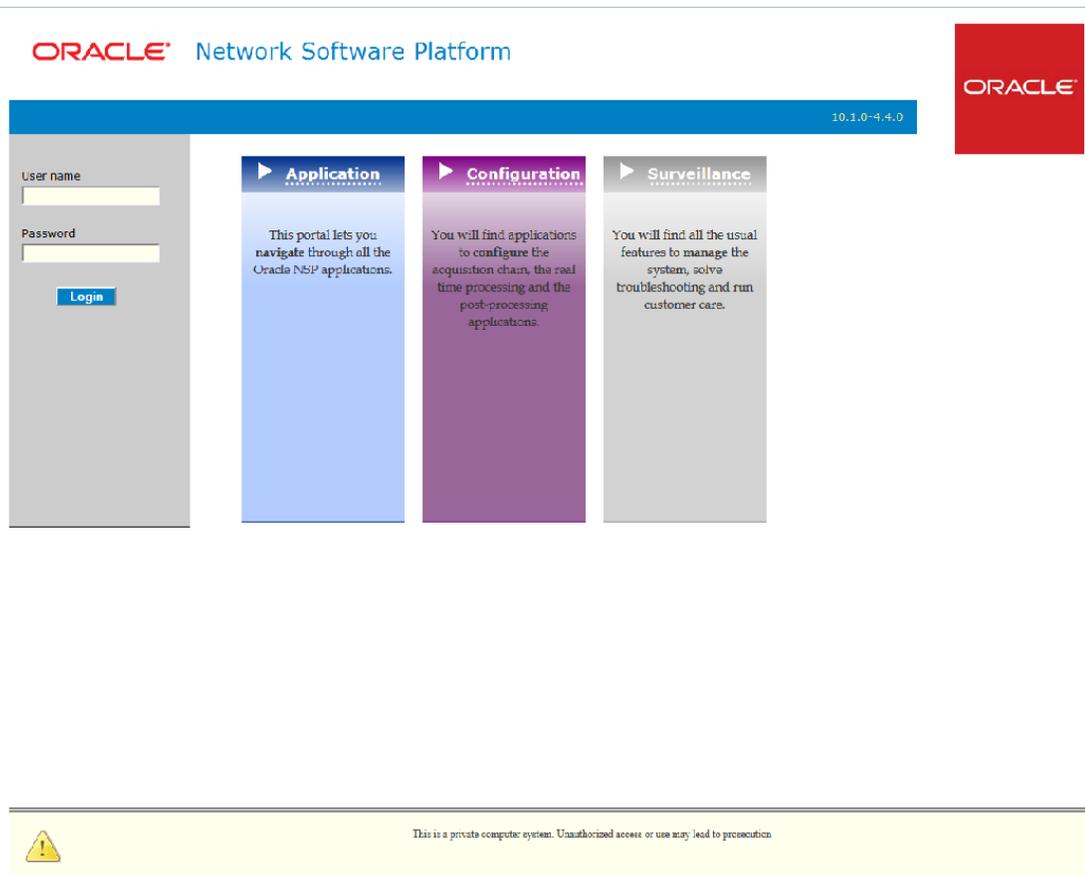
1. Using a Web browser, type in the IP Address of the NSP Server.

**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.

**Note:** Contact your system administrator to obtain the IP address for the NSP Server.

**Note:** On Demand UP Capture runs on a Web interface and uses an IP address to access the NSP platform. The URL can be saved in the Favorites list on your browser.

The NSP login screen appears.



**Figure 9 : NSP Portal Login Screen**

2. Log into NSP by typing:

- a) **Your Userid**
- b) **Your Password**

**Note:** Check with your system administrator for your userid and password.

The NSP Application Board opens.

3. To open the On Demand UP Capture application, click the **On Demand UP Capture** icon located in the application section.

### *On Demand UP Capture Main Screen*

Customer Care allows you to manage "On Demand" mobile users and access point networks (APNs.). This section describes the On Demand UP Capture screen.

- Toolbar- for managing mobiles and access point networks has this functionality
  - Navigation buttons that enable scrolling by page
  - General management buttons that allow for adding, modifying deleting records
  - Refresh button that enables the screen to be refreshed after changes have been made

- Filter button that enables querying for specific records
- Import button that allows records to be imported in csv format
- Export button that allows for records, in csv format, to be exported to a local network
- Table - provides a graphic means viewing records in tabular form.

For mobile users the table that gives this information.

- IMSI
- MSISDN
- Life Time
- Start Time
- End Time
- User Information

For access points this information is listed.

- APN
- Life Time
- Start Time
- End Time
- User Information

**Note:** All screens are configurable and allow for different table layouts (column layout button). Tables can be minimized or maximized so that the desired table can always be viewed. Record columns can to be re-arranged (by drag and drop) and sort order (ascending or descending) is changed by clicking on the column heading.

## Chapter 3: Working in On Demand UP Capture

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### Topics:

- *About On Demand UP Capture Functionality*

This chapter provides information on Customer Care's features for monitoring mobiles and access point networks. Subjects covered are:

- Managing mobiles
- Managing access points

### *About On Demand UP Capture Functionality*

The On Demand UP Capture application is developed to track mobile phone usage for customer support departments. Its principle purpose is to manage a list of mobile device users for on-demand monitoring as well as Access Point Networks (APN) using a simple table. The principle screen enables these functions:

- Adding, modifying and deleting mobile users and APNs.
- Filtering for a specific user(s) or APN(s)
- Importing user/APN lists in csv format
- Exporting user/APN lists in csv format

### Adding a Mobile User

Complete the following steps to add a mobile user to the customer care list.

**Note:** The user must have been selected for on-demand monitoring. (See Monitoring Policies in the Centralized Configuration Manager Administrator's Guide.)

1. From the Welcome screen, select **View > Mobiles**. **Note:** The Mobiles screen is the default screen.

Field	Description
International Mobile Subscriber Identity (IMSI)	Numeric field for adding IMSI (can be up to 15 digits)
Mobile Subscriber ISDN Number (MSISDN)	Numeric field for adding MSISDN (can be up to 15 digits, prefixes such as 00's for international calls not included)
Description	Alphanumeric field (225 character max) for providing a brief description of the record
Monitor Forever	Check box select if you want to have on-demand monitoring with no duration. If this is selected there is no end time field. (Limited to user with NSPBusinessMgr)
Monitoring Duration - Start Date and Time	Calendar and Clock icons to select date and time to begin monitoring. <b>Note:</b> You can click <b>Get Current Time</b> button to get local time.

**Table 7 : Add Mobiles Screen Field Descriptions**

**Note:** Monitoring duration section is only used by PMF and is ignored by Neptune equipment.

2. Click **Add** from the tool bar.

Field	Description
Monitoring Duration - End Date and Time	Calendar and Clock icons to select date and time to end monitoring.
Duration	Numeric field range - 1 to 360 hours <b>Note:</b> Appears when Monitor Forever is not selected.

3. Enter the **IMSI** and/or **MSISDN** of the user.
4. (Optional) Enter a **Description**.
5. (Optional) Select **Monitor Forever** if you want no specific monitoring period. Then proceed to step 6.
6. Select the **Start Date** and **Time**.  
**Note:** To use current local time, click the **Get Current Time** button.
7. (If monitor forever is not selected) Select either the **End Date** and **Time** or **Duration**. **Note:** Use Duration for short time spans under 360 hours.
8. Click **Add** to add the mobile user to the system.

### Modifying a Mobile User

Complete the following steps to modify a mobile user.

1. Select **Mobiles** from the View menu.
2. Select the mobile user to be modified from the list.
3. Click **Modify** from the tool bar.
4. Modify the appropriate values.
5. Click **Modify**.  
The system is updated with the change.

### Deleting a Mobile User

Complete these steps to delete a mobile user.

1. Select **View > Mobiles** from the menu.
2. Select the **mobile user record** to be deleted
3. Click **Delete**.
4. Click **OK** at the prompt. The policy is deleted.

### Adding an APN

Complete the following steps to add an APN to the On Demand UP Capture list.

**Note:** Adding, modifying or deleting access points is restricted to users with role NSPBusinessMgr.

1. From the Welcome screen, select **View > APN**.

The Access Points screen appears.

**Note:** The Mobiles screen is the default screen.

**Note:** All APN functionality except for viewing is limited to users with role NSPBusinessMgr.

2. Click **Add** from the tool bar.

The Add Access Points screen appears

Field	Description
Access Point Name (APN)	Open text field for adding APN.
Description	Open text field (225 character max) for providing a brief description of the record
Monitor Forever	Check box select if you want to have on-demand monitoring with no duration. If this is selected there is no end time field.
Monitoring Duration - Start Date and Time	Calendar and Clock icons to select date and time to begin monitoring. <b>Note:</b> You can click <b>Get Current Time</b> button to get local time.
Monitoring Duration - End Date and Time	Calendar and Clock icons to select date and time to end monitoring.
Duration	Numeric field range - 1 to 360 hours <b>Note:</b> Shows when Monitor Forever is not selected.

**Table 8 : Add Access Points Screen Field Descriptions**

**Note:** Monitoring duration section is only used by PMF and is ignored by Neptune equipment.

3. Enter the **APN** of the user.
4. (Optional) Enter a **Description**.
5. (Optional) Select **Monitor Forever** if you want no specific monitoring period. Then proceed to step 6.
6. Select the **Start Date** and **Time**.  
**Note:** To use current local time, click the **Get Current Time** button.
7. (If monitor forever is not selected) Select either the **End Date** and **Time** or **Duration**.  
**Note:** Use Duration for short time spans under 360 hours.
8. Click **Add** to add the access point to the system.

## Modifying an APN

Complete the following steps to modify a access point.

**Note:** Adding, modifying or deleting access points is restricted to users with role NSPBusinessMgr.

1. Select **APN** from the View menu.
2. Select the mobile user to be modified from the list.
3. Click **Modify** from the tool bar.
4. Modify the appropriate values.
5. Click **Modify**.

The system is updated with the change.

## Deleting an APN

Complete these steps to delete an access point.

**Note:** Adding, modifying or deleting access points is restricted to users with role NSPBusinessMgr.

1. Select **View > APN** from the menu bar.
2. Select the **access point** to be deleted
3. Click **Delete**.
4. Click **OK** at the prompt.

The access point is  
deleted.

## Filtering Mobile Users or APN

Complete the following steps to use the filtering operation to find specific mobile users or access points.

1. In the On Demand UP Capture list screen, select **Mobiles** or **APN** from the View menu.
2. Click **Filter** from the tool bar.  
The OnDemand (Mobiles or APN) List Filter screen opens.

3. Click **Add**.  
The screen changes to show the **Expression** line.

**Note:** The expressions are in alphabetical order beginning with "A." Each expression has select a field, operator and value fields. Multiple expressions can be used to make the search as specific as possible.

**Note:** When using multiple expressions, choose the appropriate Operator (And, Or, Use Brackets). The Expression field at the bottom of the screen will show all expressions used with their operators.

4. Select the **Field(s)** to be used in the expression.
5. Select the appropriate **Operator** for the expression.

6. Select the appropriate **Value** for the expression.
7. Repeat steps 4-6 in multiple expressions are needed in the filtering operation.
8. Click **Apply** to initiate the filtering operation.

**Note:** Mobiles and Access Points are created "on the fly" and are not saved. The results of the filtering operation are listed in the Mobiles or Access Points table screen.

### Importing Mobile Users or Access Points

Complete the following steps to import into the On Demand UP Capture application mobile or access point files, in CSV format.

**Note:** The screen default is Mobiles, for access points select **View > APN** before proceeding to Step 1.

**Note:** CSV files are created and stored in a directory before they can be imported. To view csv format for mobiles and access points, see mobile and access point file configuration.

**Note:** The import functionality for both mobile users and access points is restricted to users with role NSPBusinessMgr.

**Note:** Imported elements are tagged as category "ON FOCUS" whereas element added from GUI are tagged as category "ON DEMAND". Element can be duplicated in "ON FOCUS" list (imported list) and in "ON DEMAND" list (GUI added list).

1. Click **Import** on the tool bar.  
The Import window appears.
2. Enter the **Directory path and file name** (if known) or click **Browse...**
3. Once selected, click **Upload**. The import process is initiated and the new file will appear in the appropriate (mobiles/access points) table. The system provides a message stating that the import process was successful.

Sample Mobile and Access Point CSV Files for Import Here are examples of mobile user csv files that comprise a mobile file configuration.

#### CSV Format to Import Mobile User Entries

'A/U/D,ID, IMSI, MSISDN, Life Time, Start Time, End Time, Comment'

**Note:** ID is an NSP identifier for mobile entries. It is used in the update/delete process for existing entries through import feature. It can be left blank for new entries.

#### Example of a Mobile User CSV File

```
A,,2683021898744, 351934186383,,25/03/2010 10:26:31,,
U,20914,208101058208408,,26/03/2010 02:48:03,,Added by msmith
D,20915,33623899293,,26/03/2010 02:51:11,,Added by msmith
```

#### CSV format to import Access Point Entries

'A/U/D,ID, APN, Life Time, Start Time, End Time, Comment '

**Note:** ID is an NSP identifier for access point entries. It is used in the update/delete process for existing entries through import feature. It can be left blank for new entries.

**Example of an Access Point CSV File**

```
A,,APN1,,25/03/2010 10:26:31,,
U,20914,APN2,,26/03/2010 02:48:03,,Added by msmith
D,20915,APN3,,26/03/2010 02:51:11,,Added by msmith
```

**Import alternative: IMSI, MSISDN or APN**

There is 3 alternatives with a basic list format which ignore "Monitoring duration" section.

The selection of alternative format is made with using first line comments. It is so possible to change expected default CSV format.

In case of such import the "ON FOCUS" list is modified to match imported list. Entries not in CSV file are removed, new entries are added and others are kept unchanged.

**CSV format to import IMSI Entries**

```
#IMSI
208101058208408
336238992934567
```

**CSV format to import MSISDN Entries**

```
#MSISDN
351934186383
354898875542
```

**CSV format to import APN Entries**

```
#APN
APN1
APN2
APN3
```

**Exporting Mobile Users or Access Points**

Complete the following steps to export (download) mobile users or access points in CSV format.

**Note:** The screen default is Mobiles, for access points select **View > APN** before proceeding to Step 1.

**Note:** To view CSV format for mobiles and access points, see mobile and access point file configuration.

**Note:** Exporting functionality for both mobile users and access points is restricted to users with NSPBusinessManager role.

1. Click **Export** on the tool bar.  
The File Download window appears.

2. Perform one of the following operations.

- **Open** to open and examine the file(s)
- Click **Save** to save the file to a specific location on the network.

**Note:** If you save, you will be prompted to select the directory path/location for the file.

#### Sample Mobile and Access Point CSV Files for Export

Here are examples of mobile user CSV files that comprise a mobile file configuration.

#### CSV Format to Export Mobile User Entries

#ID, IMSI, MSISDN, Life Time, Start Time, End Time, Comment

**Note:** ID is an NSP identifier for mobile entries. It is used in the update/delete process for existing entries through import feature. It can be left blank for new entries.

11481,520180301183915,,,03/05/2010 06:37:16,,Forever entry

11489,11111111,,1,03/05/2010 10:06:25,03/05/2010 11:06:25,Will expire in one hour

11490,22222222,,1,03/05/2010 10:06:34,03/05/2010 11:06:34,

#### CSV Format to Export Access Point Entries

#ID, APN, Life Time, Start Time, End Time, Comment

11491,wap.djuice.co.th,1,03/05/2010 10:12:21,03/05/2010 11:12:21,WAP apn

#### Sub-lists loadbalancing distribution

In case of using Neptune equipment, the mobile and APN lists should be split in multiple sub-lists for loadbalancing distribution.

By default the distribution in the sub-lists is done automatically and is based on hash code of the IMSI or the APN. But it is possible to manage manually the distribution by specifying #GROUP(n) in the description. In this case the distribution will be based on n. So entries with #GROUP(0) will be assigned to first sub-list, entries with #GROUP(1) will be assigned to second sub-list and so on. In case using n greater than the number of sub-lists, the distribution used the modulo (with 4 sub-lists, the #GROUP(4) will be assigned to first sub-list, #GROUP(5) will be assigned to second sub-list and so on).

## Appendix A: My Oracle Support (MOS)

MOS (<https://support.oracle.com>) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request
2. Select 3 for Hardware, Networking and Solaris Operating System Support
3. Select 2 for Non-technical issue

You will be connected to a live agent who can assist you with MOS registration and provide Support Identifiers. Simply mention you are a Tekelec Customer new to MOS.

MOS is available 24 hours a day, 7 days a week, 365 days a year.

## Appendix B: Locate Product Documentation on the Oracle Technology Network Site

Oracle customer documentation is available on the web at the Oracle Technology Network (OTN) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at [www.adobe.com](http://www.adobe.com).

1. Log into the Oracle Technology Network site at <http://docs.oracle.com>.

2. Under Applications, click the link for Communications.

The Oracle Communications Documentation window opens with Tekelec shown near the top.

3. Click Oracle Communications Documentation for Tekelec Products.

4. Navigate to your Product and then the Release Number, and click the View link (the Download link will retrieve the entire documentation set).

5. To download a file to your location, right-click the PDF link and select Save Target As.