

**Oracle® Communications  
Performance Intelligence Center**

**On Demand UP Guide**

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# Chapter 1: About this Help Text

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## *Scope and Audience*

This guide is designed to assist business users (individuals with roles nspManager, nspPowerUser and nspUser) using the On Demand Up application to manage mobile users and access points.

## *General Information*

You can find general information about Oracle® Communications Performance Intelligence Center, such as product overview, list of other guides, workstation requirements, login and logout procedures, user preference settings, in the Quick Start Guide. This document is available from the Portal menu or can be downloaded from Oracle Help Center (OHC).

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

### *Introduction to On Demand UP*

The On Demand UP application is developed for Business Users (individuals who have role, nspUser, nspPowerUser and nspManager) 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 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 here.

Feature - Authority	nspManager	nspPowerUser	nspUser
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		

Table 1: Privileges for User

### *Opening On Demand UP*

To access and log into Management Application, follow these steps:

1. Open your Web browser.
2. In the Address bar, type the following Uniform Resource Locator (URL) for Management Application: [http://management\\_server\\_IP/nsp](http://management_server_IP/nsp), where the management\_server\_IP is the IP address of Management server.

**Note:** Management Application only supports versions of IE 11.0 or later and Firefox 38 or later. Before using Management Application, turn off the browser pop up blocker for the Management Application site.

The Management Application login screen opens.

**Note:** Before you can start Management Application, you must first have a userid and password assigned to you by your system administrator.

3. Type your **username** assigned to you in the *Username* field.
4. Type your **password** in the *Password* field.
5. Click **OK**. The Application portal opens.

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

## ***On Demand UP Main Screen***

On Demand Up allows you to manage "On Demand" mobile users and access point networks (APNs.).

This section describes the On Demand UP 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

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

- Managing mobiles
- Managing access points

### *About On Demand UP Functionality*

The On Demand UP 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 On Demand Up 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:**

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 nspManager)
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.
Category	Populated with value ON DEMAND or ON FOCUS
User Name	The Management Application user with which the record is created.

Table 2: Add Mobiles Screen Field Description

The Mobiles screen is the default screen.



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

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

Figure 1: Add On Demand Mobile Entry

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.

Table 3: Monitoring Duration

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 list.

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


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 nspManager.

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

The Add Access Points screen appears

**Add On Demand Access Point** 

On Demand Access Point

**Access Point Name**




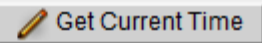
Access Point Name

**Description**




Description (Optional)

**Monitoring Duration** (Only used by PMF, ignored and always forever for Neptune)

**Start Time**

24/12/2015  01:36:49   

Monitor Forever

**End Time** 24/12/2015  02:36:49    **Duration** (1-360) hours

1


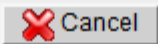
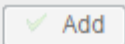
  

Figure 2: Add On Demand Access Point

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.
User Name	The Management Application user with which the record is created.

Table 4: Add Access Points Screen Field Descriptions

**Note:** Monitoring duration section is only used by Probed Acquisition 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 less than 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 nspManager.

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 nspManager.

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 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.

Field	Operator	Value
-------	----------	-------

Operator:  And  Or  Use brackets

Expression:

Apply

Figure 3: OnDemand APN List Filter

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 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 nspManager.

**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 Management Application 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 Management Application 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 nspManager 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 Management Application 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 load balancing distribution

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

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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, and 365 days a year.