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C-Based Applications and Utilities that Support Log Rotation

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About This Content

This guide describes system administration tasks for Oracle Communications Billing and Revenue Management (BRM).

Audience

This guide is intended for system administrators who maintain and manage the BRM system.

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Part I

Basic BRM System Administration

This part describes basic Oracle Communications Billing and Revenue Management (BRM) system administration tasks. It contains the following chapters:

- Starting and Stopping the BRM System
- Monitoring Your BRM System
- Tracking Failed BRM Operations
- Backing Up and Restoring Your BRM System
- Using Logs to Monitor Components
- Fine-Grained Opcode Tracing
- Monitoring Connection Manager Activity
- Monitoring Data Manager Activity
- Getting Quality of Service Statistics
- Monitoring Key Performance Indicators
- Running Stored Procedures
- Using Configuration Files
- Connecting BRM Components
- Controlling Batch Operations
- About Connection Pooling
- Running Utilities in Multischema Systems
- System Administration Utilities and Scripts

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1

Starting and Stopping the BRM System

Learn how to start and stop your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- About Starting and Stopping BRM Components
- Running the pin_ctl Utility
- Setting Up and Configuring the pin_ctl Utility
- Starting BRM Components Automatically
- Starting Multiple Families of BRM Components on the Same Computer
- Confirming That a BRM Component Started Successfully
- Stopping a Process by Using Commands

About Starting and Stopping BRM Components

You start and stop BRM components by using the **pin_ctl** utility. You can start and stop individual components, or start and stop multiple components in a specified order.

You can start BRM components as user **root**, user **pin**, or any other name you choose. If you start both the BRM database and the BRM components with a user name other than **root**, you have better control over security and administrators that do not have superuser permissions.

> **Note**
>
> If you use a port number less than 1000 for a component (1023 for the **cm_proxy** component), you must start that component as the user **root**. If you use a port number greater than 1024, you do not have to start the component as the user **root**.

Order of Starting and Stopping Components

You must start and stop BRM components in a specific order. Start the database first and start client applications last. You stop BRM components in the opposite order.

To start multiple components:

1. Start the BRM database. The BRM database usually starts automatically when the computer is started.
2. Start the Data Manager (DM) (**dm_oracle**).

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> **Note**
>
> In multischema systems, you must start all secondary DMs before you start the primary DM.

3. Start any other DMs, such as **dm_fusa** and **dm_vertex**.
4. Start the daemon or process for any optional features such as Popper.
5. Start the Connection Manager Master Processes (CMMPs) if your system uses them.
6. Start CM Proxy if your system uses it.
7. Start the CMs.
8. Start BRM clients and other programs, such as service integration components.

Components Monitored and Controlled by the pin_ctl Utility

You can use the **pin_ctl** utility to start and stop the following BRM components:

- Connection Manager
- CM Master Process (CMMP)
- Connection Manager Proxy (cm_proxy)
- Data Managers:
  - Oracle Data Manager
  - Email Data Manager
  - EAI Data Manager
  - Paymentech Data Manager
  - Invoice Data Manager
- EAI Java Server
- Invoice Formatter
- Paymentech Answer Simulator
- Batch Controller

You can configure the **pin_ctl** utility to start and stop other components. See "Starting and Stopping Optional Components by Using pin_ctl".

Running the pin_ctl Utility

To start a BRM component by using the **pin_ctl** utility:

1. Go to the *BRM_home*/**bin** directory.
2. Run the **pin_ctl** utility with the **start** action:

   ```
   pin_ctl start component
   ```

   where *component* is the component you want to start. For example, to start the Oracle DM:

   ```
   pin_ctl start dm_oracle
   ```


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For a list of component names, see "Parameters for Components". To use the **pin_ctl** utility to start and stop a component that is not included by default, see "pin_ctl".

You have the following options for running the **pin_ctl** utility:

- Get the status of a component:

  pin_ctl status *component*
- Start a component and clear its log files at the same time:

  pin_ctl cstart *component*
- Clear the log files for a component:

  pin_ctl clear *component*
- Get get diagnostic data when starting a component, or getting the status:

  pin_ctl status -collectdata *component*
- Halt a component by running the **kill -9** command:

  pin_ctl halt *component*
- Halt and restart a component:

  pin_ctl restart *component*
- Stop a component:

  pin_ctl stop *component*

Setting Up and Configuring the pin_ctl Utility

Install the **pin_ctl** utility executable on any system that runs a BRM component.

Each instance of the **pin_ctl** utility is configured by a **pin_ctl.conf** file that contains data about the BRM components running on the system.

To run the **pin_ctl** utility, set the PERL5LIB environment variable to point to the third-party application's install directory. To do so, perform one of the following:

- Add the following paths to the PERL5LIB environment variable for the root account on each managed node:
  - *BRM_home***/ThirdPartyApps/tools/PerlLib**
  - *BRM_home***/bin**
- Before you deploy the **call_pin_ctl** script in *BRM_SPI_install_directory***/bin**, add the following paths to the PERL5LIB variable in the script:
  - *BRM_home***/ThirdPartyApps/tools/PerlLib**
  - *BRM_home***/bin**

You can configure the **pin_ctl** utility as follows:

- Customizing the List of Components to Start or Stop
- Starting and Stopping Optional Components by Using pin_ctl
- Creating a Custom Component List
- Customizing the Components List
- Customizing the pin_ctl Startup Configuration

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- Customizing the pin_ctl Utility Environment Variables
- Configuring the Start and Stop Validation Settings for pin_ctl
- Using Custom pin_ctl Configuration Files

Customizing the List of Components to Start or Stop

You can customize the components that are included in the **pin_ctl** utility **all** component.

1. Open the **pin_ctl.conf** file in *BRM_home***/bin**.
2. Find the following lines in the file:

```
# List of services to be part of all [Optional].
# Mention the service names separated by a space.
# '=' should be used to create an alias for 'all'.
# For example, all=my_all
# all=my_all dm_oracle dm_email cm cmmp formatter

all dm_oracle dm_email cm cmmp formatter
```

3. After **all**, enter each component that you want to start with the **all** command:

```
all component1 component2 component3 ...
```

   where *componentX* is the component you want to add. For a list of valid component values, see "pin_ctl".

> **Note**
>
> Make sure the components are in the order in which you want them started. The order is reversed when the components are stopped.

4. Save and close the file.

Starting and Stopping Optional Components by Using pin_ctl

The default **pin_ctl.conf** file is configured to start BRM *system* components only. To configure **pin_ctl.conf** to start a BRM optional component:

1. Open the *BRM_home***/bin/pin_ctl.conf** file.
2. Add the following line to the components list:

```
start_sequence service_name [=alias_name|:java|:app|->dependent_service]
```

   where:

   - *start_sequence* is the start and stop sequence number. This determines the order in which to start or stop components.
   - *service_name* is the name of the optional component.
   - **=***alias name* indicates that *service_name* is different from the standard service name. For example:

     cm_1=cm

     cm_2=cm

     where **cm_1** and **cm_2** are **cm** services.

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- **:java** indicates the component is Java-based.
- **:app** indicates the component executable is located in the *BRM_home*/**apps** directory.
- **->***dependent_service* specifies one or more components that *service_name* is dependent on. This indicates that *dependent_service* must start before *service_name* is started.

3. Add the following line to the startup configuration section of the file:

   ```
   start_component cpidproc:searchpattern:pidvarname cport:port_number
   [testnap:directory_name]
   ```

   where:

   - *start_component* is the name of the start command for the optional component. It must be unique; if not, the last parsed definition is used.
   - **cpidproc:***searchpattern* is a simple process name matching filter.
   - *pidvarname* is a partial match for the **pidfile** variable from ${*program_name*}. If you enter nothing (which is recommended), the default is **PID$**, which matches **CMPID** in **$PIN_LOG/cm/cm.pid**.
   - **cport:***port_number* is the component port number.
   - **testnap:***directory_name* runs the **testnap** utility in the specified directory. The directory is relative to *BRM_home*/**sys**.

4. Save and close the file.

Creating a Custom Component List

You can create aliases for custom lists of components that are controlled by the **pin_ctl** utility **all** component. For example, if you define an alias named **my_all**, you can start a custom group of components by running the following command:

```
pin_ctl start my_all
```

1. Open the **pin_ctl.conf** file in *BRM_home*/**bin**.
2. Find the following lines in the file:

   ```
   # List of services to be part of all [Optional].
   #       Mention the service names separated by a space.
   # '='   should be used to create an alias for 'all'.
   #       For example, all=my_all
   # all=my_all dm_oracle dm_email cm cmmp formatter

   all dm_oracle dm_email cm cmmp formatter
   ```

3. Add the following line at the end of the section:

   ```
   all=alias component1 component2 ...
   ```

   where:

   - *alias* specifies the name of your customized **all** command. For example, **my_all**.
   - *componentX* is the component you want to add. For a list of valid component values, see "pin_ctl".

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> **Note**
>
> Make sure the components are in the order in which you want them started. The order is reversed when the components are stopped by using the custom **all** command. Use a space to separate component names.

4. Save and close the file.

Customizing the Components List

The components list in the **pin_ctl.conf** file lists the BRM system components. For example:

```
1 dm_oracle
1 dm_email
1 dm_fusa
1 dm_invoice
...
```

If you have a high-availability system that includes duplicate instances of components, you can edit the **pin_ctl.conf** file to customize the components list. For example:

```
1 dmo1=dm_oracle
1 dmo2=dm_oracle
1 dm_eai_1=dm_eai
1 dm_eai_2=dm_eai
2 cm_1=cm->dm_oracle
2 cm_2=cm->dm_oracle
3 cm_proxy_1=cm_proxy
3 cm_proxy_2=cm_proxy
3 cmmp_1=cmmp
3 cmmp_2=cmmp
```

To customize the component list:

1. Open the **pin_ctl.conf** file in *BRM_home*/**bin**.
2. Find the following lines in the file:

```
# The format of entry for each service is ,
# start_sequence service_name [=<alias_name>|:java|:app|-><list of services depends
on>]
# The start sequence is a mandatory field, which gives sequence to start/stop
[Mandatory].
# Sequence is a numerical value, and starts from 1. The service should be specified
# in the ascending order based on the sequence number.
# Mention the service name. This service_name is mandatory field [Mandatory].
# NOTE: Start sequence and Service name should be separated by a space.
# '='   should be used if service name is different with standard service names
[Optional].
# For example, cm2=cm
# Here, cm2 is the service which is of cm category.
# This is useful when multiple CMs/DMs are installed.
# :app  should be used if its located in BRM_home/apps directory [Optional].
# :java should be used if its a java based service [optional].
# ->    should be used if the current service has any dependencies [Optional].
# This is generally useful in WINDOWS.
```

3. Add the following line for each component in your system:

```
start_sequence service_name [=alias_name|:java|:app|->dependent_service]
```


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where:

- *start_sequence* is the start/stop sequence number.
- *service_name* is the component name.
- **=***alias name* indicates that *service_name* is different from the standard service name. For example:

  cm_1=cm

  cm_2=cm

  where **cm_1** and **cm_2** are **cm** services.
- **:java** indicates that the component is Java-based.
- **:app** indicates that the component executable is located in the *BRM_home***/apps** directory.
- **->***dependent_service* specifies one or more components that *service_name* is dependent on. This indicates that *dependent_service* must start before *service_name* is started.

4. Save and close the file.

Customizing the pin_ctl Startup Configuration

The **pin_ctl.conf** file includes startup configurations for system components. For example:

```
start_cm          cpidproc:cm:         cport:2224     testnap:test
```

These configurations are created automatically during installation, but you can change them. For example, if you use a high-availability system with duplicate processes, you should change the component names. In the following example, the Oracle DM name in the component list is **dmo1**, so the startup configuration has been changed to match:

```
start_dmo1   cpidproc:dmo1:  cport:12432
```

1. Open the **pin_ctl.conf** file in *BRM_home***/bin**.
2. Edit the file.

   The syntax is as follows:

   start_component **cpidproc:***searchpattern***:***pidvarname* **cport:***port_number* [**testnap:***directory_name*]

   where:

   - *start_component* is the name of the start command. It must be unique; if not, the last parsed definition is used.
   - **cpidproc:***searchpattern* is a simple process name matching filter.
   - *pidvarname* is a partial match for the **pidfile** variable from ${*program_name*}. If you enter nothing (which is recommended), the default is **PID$**, which matches **CMPID** in **$PIN_LOG/cm/cm.pid**.
   - **cport:***port_number* is the component port number. This value is entered automatically during installation.
   - **testnap:***directory_name* runs the **testnap** utility in the specified directory. The directory is relative to *BRM_home***/sys**.
3. Save and close the file.

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Customizing the pin_ctl Utility Environment Variables

Some BRM components need environment variables set before starting. You can edit the **pin_ctl.conf** file to change the environment variables if yours are different from the default settings.

1. Open the **pin_ctl.conf** file in *BRM_home***/bin**.
2. To define environment variables for BRM components, find the following lines in the file:

```
# List of all environment variables which needs to be set
# or override during the execution a particular process
# The syntax for setting or overriding the environment variable will be,
# program_name env_platform:OS env_variable:ENV_VAR    env_val:ENV_VAL

#common env_platform:common env_variable:EXAMPLE env_val:example
```

3. Add the following line for each BRM component that requires an environment variable:

```
component env_platform:operating_system env_variable:environment_variable
env_val:value
```

   where:

   - *component* is the BRM component that uses the environment variable (for example, **cm**). Use **common** to apply the environment variable to the entire system.

     For a list of component values, see "Parameters for Components".

   - *operating_system* can be **linux** or **common**.
   - *environment_variable* specifies the name of the environment variable to set before starting *component*.
   - *value* specifies the environment variable value.

   For example, the following line sets the NLS_LANG environment variable before starting any BRM component:

```
common env_platform:common env_variable:NLS_LANG env_val:AMERICAN_AMERICA.AL32UTF8
```

4. Save and close the file.

Configuring the Start and Stop Validation Settings for pin_ctl

You can configure the validations **pin_ctl** performs when starting and stopping components, including the following:

- How long the utility waits before checking whether an action is complete.
- The maximum number of times the utility checks whether an action is complete.
- The home directory for the specified component. This overrides the *BRM_home* value.
- The home log directory for the specified component. This overrides the $PIN_LOG value for the specified component.

To specify the validation settings used when **pin_ctl** starts and stops components:

1. Open the **pin_ctl.conf** file in *BRM_home***/bin**.
2. Find the following lines in the file:

```
# This section will be used to have different settings for each service like
# 1. waittime -- Number of seconds to wait
```


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```
# 2. iterations -- Number of times to be checked
# 3. pin_home_dir -- BRM_home path
# 4. pin_log_dir -- BRM_home/var/component path
# All these are optional, if these are not set then default values will be used.
```

3. Add the following line for each component that you want to override the default values:

   settings *component* **waittime:***wait* **iterations:***value* **pin_home_dir:***path* **pin_log_dir:***log_file_path*

   where:

   - *component* is the BRM component. For a list of valid values, see "Parameters for Components".
   - *wait* is the number of seconds to wait before checking whether an action is complete. The default is **5**.
   - *value* is the maximum number of times to check whether an action is complete. The default is **5**.
   - *path* is the home directory. This overrides the *BRM_home* value.
   - *logpath* is the BRM log file home. The default is the value set in the $PIN_LOG environment variable. You must change this only if you use a different directory than the default directory.

   For example:

   ```
   settings dm_oracle waittime:5 iterations:5 pin_home_dir:BRM_home pin_log_dir:$PIN_LOG
   ```

4. Save and close the file.

Using Custom pin_ctl Configuration Files

You can create custom **pin_ctl** configuration files to run different configurations of the same system.

1. Create a custom configuration file in *BRM_home***/bin**. You can copy and rename the **pin_ctl.conf** file.
2. Use the **-c** *file_name* parameter when you run the **pin_ctl** utility. For example:

   ```
   pin_ctl cstart all -c pin_ctl_batch.conf
   ```

Starting BRM Components Automatically

You can configure BRM components to start automatically when you restart a system by adding component start scripts to the operating system startup scripts, such as the **/etc/rc2** script. You can also start components automatically from **cron** jobs.

> **Note**
>
> When you set up the BRM system to start automatically, ensure the database starts *before* any Data Manager that connects to the database. If the DM starts first, it reports an error when it cannot find the database. For more information on component start sequences, see "Order of Starting and Stopping Components".

To add a component to the startup script:

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1. As user **root**, run the installation script for the component (for example, **install_dm_fusa** or **install_cm**).

   These scripts are in *BRM_home*/**bin**.

2. (Optional) To avoid problems with file security and permissions, set all component processes to start as user **pin** (or another name you choose) rather than as user **root**; add the following line to the initialization file for the operating system, before the lines that start the components:

   ```
   su - pin
   ```

Starting Multiple Families of BRM Components on the Same Computer

Each BRM component can be part of a family of components. Each family includes a parent process and one or more child processes. When you start the parent process, BRM starts child processes automatically.

You can run multiple families of a BRM process on the same computer. For example, you can start another instance of the Paymentech DM on a computer that is already running the Paymentech DM.

To run multiple families, put each family in a separate directory with its own configuration file (**pin.conf** or **Infranet.properties**). Each family's configuration file must point to a unique port to avoid conflicts when you start the processes. Each configuration file should point to a unique **pinlog** file as well.

For information on configuring the port and on the location of the log file for a process, see the explanatory text in the configuration file for that process.

Confirming That a BRM Component Started Successfully

To verify that a component started successfully, perform one or more of these checks:

- For supported components, use the **pin_ctl** utility with the **status** action. See "pin_ctl".
- Look for the startup timestamp in the **.log** file. For more information on BRM log files, see "Using Logs to Monitor Components".
- Confirm that the **pid** file for the component contains the process ID (PID).

  pid files are generated in *BRM_home*/**var**/*component* (for example, *BRM_home*/**var**/**dm_oracle**).
- Use the **ps** command to check the component process status.
- Confirm that a shared memory segment has been allocated for the component process by using the **ipcs** command.

> **Note**
>
> The **ipcs** command only shows the shared memory segment if you run it as **root** or **pin** or use the -**m** parameter.

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Stopping a Process by Using Commands

In addition to using the **pin_ctl** utility **halt** command, you can stop a component with a direct command. Use **ps** to get the process ID (PID) of the process, and then use the **terminate** command to stop the process.

> **Note**
>
> Stopping the CM parent also stops the CM children. If you kill a child CM, a new opcode call starts a new child CM. This is because the parent CM is still active, and can automatically start a child CM when you run an opcode.

In rare cases, you might be left with an allocated but unused shared memory block. Use the **ipcs** command to detect an allocated block; use the **ipcrm** command to remove it.

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2

Monitoring Your BRM System

Learn how to monitor your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Monitoring Hardware and Operating Systems
- Checking the Number and ID of a BRM Process
- Checking the Version Numbers of Components
- Dumping Business Parameters in XML Format
- Monitoring Global Transactions

See also "Using Logs to Monitor Components", "Monitoring Connection Manager Activity", and "Monitoring Data Manager Activity".

Monitoring Hardware and Operating Systems

To monitor your system using standard tools, use monitoring utilities such as **vmstat**, **sar**, and **top**.

Checking the Number and ID of a BRM Process

You can check the number of processes running for the CM or a DM. The number should match the number specified in the configuration file (**pin.conf**) for that component. If not, the processes either did not start or have stopped. You can also look at the process ID (PID) for each process.

Enter the following command:

```
ps -ef | grep process
```

The system shows each process and its ID.

For example, to show the processes running for the Paymentech DM, enter the following command:

```
ps -ef | grep dm_fusa
```

Checking the Version Numbers of Components

You can check the version numbers of all BRM components installed on a machine using the **viewInventory.sh** script.

The following information for each component and patch installed on a machine is available in the *Oracle_home***/inventory/registry.xml** directory, where *Oracle_home* is the directory in which the Oracle products are installed.

- Distribution name

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- Feature-sets name
- Feature status
- Version number
- Installation time

  For example:

```
<feature status="installed" name="BRMServer" version="15.0.0.0.0">
   <sessions>
      <session id="1" date="2018-09-08T18:53:47.492-07:00" action="install"/>
   </sessions>
</feature>
```

> **Note**
>
> Use this file or script when working with Oracle Technical Support to help them re-create your system environment and troubleshoot your problems.

Checking BRM Component Version Numbers

To check which BRM components are installed on your machine, go to the *Oracle_home***/oui/bin** directory and run the **viewInventory.sh** script:

```
sh viewInventory.sh
```

BRM displays the versions of all products installed on your machine.

> **Note**
>
> The **viewInventory.sh** script does not display information about the uninstallation of any BRM component. Only installation information is displayed.

Dumping Business Parameters in XML Format

To dump BRM business parameters (**/config/business_params** objects) in XML format, use the **pin_cfg_bpdump** utility. For more information about business parameters, see "Business Parameter Reference".

You can use the output as input to another application or utility, such as a diagnostic application. You can also direct the XML output to a file. For example, to direct the output to a file named **myfile.xml** in the same directory in which the utility is run, enter the following command:

```
pin_cfg_bpdump > myfile.xml
```

For each **/config/business_params** object, the utility outputs a **<RESULTS>** element that supplies identifying information about the object. The **<RESULTS>** elements include a **<PARAMS>** element for each parameter they include. A **<PARAMS>** element provides the parameter description, name, type, and value.

To dump business parameters by using the **pin_cfg_bpdump** utility:

1. Go to the *BRM_home***/diagnostics/pin_cfg_bpdump** directory.

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2. Run the following command:

   ```
   pin_cfg_bpdump
   ```

   To direct the output to a file, use the following syntax:

   ```
   pin_cfg_bpdump > file_name
   ```

   where *file_name* is the name of a file in the same directory in which the utility is run.

Monitoring Global Transactions

The DBA_2PC_PENDING view stores detailed information about each **Pending** global transaction.

DBA_2PC_PENDING is a static data dictionary view in the BRM database. To enable Oracle DM processes to access this view, your system administrator must grant read privileges to the BRM database user.

Table 2-1 describes the columns in the DBA_2PC_PENDING view.

Table 2-1 DBA_2PC_PENDING View Description

Column Name	Description
LOCAL_TRAN_ID	For extended architecture (XA) transactions, specifies the branch qualifier element of an XA transaction ID (XID), which uniquely identifies the local BRM database branch of the XA transaction.
GLOBAL_TRAN_ID	For XA transactions, specifies the global transaction ID element of an XID, which uniquely identifies the XA transaction.
STATE	Specifies the transaction's state, which can be one of the following values: • **Collecting:** Applies only to the global coordinator or local coordinators. The node is currently collecting information from other database servers before it can decide whether it can prepare. • **Prepared:** The node has prepared and may or may not have acknowledged this to its local coordinator or transaction manager with a prepared message. However, no commit request has been received. The node remains prepared, holding any local resource locks necessary for the transaction to commit. • **Committed:** The node (any type) has committed the transaction, but other nodes involved in the transaction may not have done the same. That is, the transaction is still pending at one or more nodes. • **Forced commit:** A pending transaction can be forced to commit at the discretion of a database administrator. This entry occurs if a transaction is manually committed at a local node. • **Forced rollback:** A pending transaction can be forced to roll back at the discretion of a database administrator. This entry occurs if this transaction is manually rolled back at a local node.
MIXED	YES means that part of the transaction was committed on one node and rolled back on another node.
TRAN_COMMIT	Specifies the transaction comment or, if transaction naming is used, the transaction name.
HOST	Specifies the host machine name.
COMMIT#	Specifies the global commit number for committed transactions.

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3

Tracking Failed BRM Operations

Learn how to configure Oracle Communications Billing and Revenue Management (BRM) to collect details about failed operations and store them in the database.

Topics in this document:

- About Tracking Failed BRM Operations
- Configuring MTA Utilities to Record Operation Failures

About Tracking Failed BRM Operations

BRM operations may occasionally fail to process completely. For example, a payment could fail due to an insufficient balance or an incorrect account address, or a loan request could fail because it doesn't meet the eligibility requirements. Likewise, a network connection could drop while processing a transaction. You can configure BRM to store information about these failed operations in the BRM database, so you can view them for analysis and reporting, or reprocess them at a later time.

BRM can record details about failed operations that occur in the following components:

- Billing Care REST API

  To configure the Billing Care REST API to record details about failed REST requests, see "Recording Billing Care REST API Request Failures" in *Billing Care SDK Guide*.

- BRM multithreaded application (MTA) utilities

  To configure MTA utilities to record failed operations, see "Configuring MTA Utilities to Record Operation Failures".

- Custom client applications

  To configure a custom client application to record and retrieve failed operations, use the PCM_OP_ACT_REQUEST_CREATE and PCM_OP_ACT_REQUEST_RETRIEVE opcodes. See "Managing Operation Failure Records" in *BRM Opcode Guide*.

When configured to do so, BRM stores details about failed operations, such as the request payload and the error that occurred, in **/request/failed**, **/request/failed/rest**, and **/request/failed/opcode** objects. In multischema systems, the **/request/*** object is stored in the schema in which the failed operation occurred. For more information about these objects, see *Storable Class Reference*.

The Billing Care REST API and MTA utilities remove sensitive information, such as passwords, from request payloads before they are stored in the database. If you use a custom client application, you must configure it to mask sensitive information before calling the PCM_OP_ACT_REQUEST_CREATE opcode. See "Recording Failed Operations" in *BRM Opcode Guide*.

Configuring MTA Utilities to Record Operation Failures

To configure BRM MTA utilities to record details about failed operations and transactions, include the **-record_failure true** parameter in the utility's command line. For example, to

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record details about failures that occur when generating bills for active accounts, you would run the following:

```
pin_bill_accts -active -record_failure true
```

Table 3-1 lists the MTA utilities that support the **-record_failure** parameter.

Table 3-1 Utilities Supporting Operation Failure Records

Utility Type	Utility Name
Accounts Receivable	**pin_apply_bulk_adjustment** **pin_balance_transfer** **pin_monitor_balance** **pin_roll_up_ar_items**
Billing	**pin_bill_accts** **pin_cycle_fees** **pin_cycle_forward** **pin_rollover** **pin_roll_up_ar_items** **pin_update_journal**
Collections Management	**pin_collections_process** **pin_collections_send_dunning**
Customer Management	**pin_contracts** **pin_deferred_act** **pin_state_change**
Invoicing	**pin_inv_accts** **pin_make_corrective_bills** **pin_upd_assoc_bus_profile**
Payment	**pin_cc_migrate** **pin_collect** **pin_deposit** **pin_deposit_calc_interest** **pin_deposit_release_purchased_deposit** **pin_deposit_transfer_deposit** **pin_installment_status_change** **pin_installments** **pin_refund**
Analytics	**pin_generate_analytics**

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4

Backing Up and Restoring Your BRM System

Learn how to back up and restore your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- About Backing Up and Restoring BRM
- Backing Up BRM Configuration
- Restoring BRM Configuration

About Backing Up and Restoring BRM

To prevent any data loss and minimize the impact of software or hardware failure, back up your system immediately after installing or updating the system.

Create a backup of the BRM configuration files and BRM installation area (the BRM installation directory and its content: *BRM_home*). You can perform this backup as soon as you install and configure BRM. In particular, make sure you back up all customized files, including source code, policy, **start_all**, **pin.conf**, **pin_ctl.conf**, **pin_setup.values**, and **Infranet.properties** files.

Repeat the backup process whenever you customize or update the BRM configuration files. For instructions on backing up the standard configuration, see "Backing Up BRM Configuration".

> **Note**
>
> Store this backup in a safe location. The data in these files are necessary if you encounter any operational or system issues.

After you complete the backup, you can use the backup configuration directory and installation area to restore your system when needed. For instructions on restoring the standard configuration, see "Restoring BRM Configuration".

If you do not back up your BRM system regularly, you need to reinstall and reconfigure the system if it is corrupted due to operational or system errors. Reinstalling and reconfiguring eliminates any chance of recovering and reprocessing data processed by the BRM system at the time of the error.

If you require BRM technical support, email a copy of your backup configuration directory to your Oracle Global Support representative. If you want to send a copy of your configuration directory, use the **tar** command to create an archived version of that directory.

If you want to make a complete offline backup of your BRM or Pipeline Manager database, use the appropriate backup tools for your database version and ensure that the backup is completely valid and usable. The backup must contain both the database definition and all the database contents. For more information, see the discussion about performing full database backups in your database software documentation.

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Backing Up BRM Configuration

To create a backup of the BRM configuration, see the following:

- Backing Up BRM Files
- Backing Up Pipeline Manager Files
- Backing Up Rated Event Loader Files

Backing Up BRM Files

To back up BRM configuration:

> **Note**
>
> In multischema systems, perform this task first on the primary BRM installation machine and then on the secondary BRM installation machines.

1. On the machine on which you installed BRM, copy the **vpd.properties** file by running the following command:

   ```
   cp vpd.properties vpd.properties_75
   ```

2. Go to the *BRM_home* directory.
3. Copy the content of the *BRM_home* directory to a new directory by running the following command:

   ```
   cp -R BRM_home NewName
   ```

   where *NewName* is the name for the new directory.

   > **Note**
   >
   > You can remove the BRM log files from the backup directory.

4. Create an archive of the entire directory and the **vpd.properties** file by running the following command:

   ```
   tar cvf NewName.tar.gz NewName
   tar cvf vpd.properties_75.tar.gz vpd.properties_75
   ```

5. Store the backup copies in a location outside of the BRM system by running the following command:

   ```
   mv NewName.tar.gz New_Directory
   mv vpd.properties_75.tar.gz New_Directory
   ```

   where *New_Directory* is the new location that is outside of the BRM system.

   A compressed TAR file, of all copied files, is created with the extension **tar** in the new location specified (for example, **brm_backup/brm_home.tar.gz**).

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Backing Up Pipeline Manager Files

If you are using Pipeline Manager for usage charging, back up the Pipeline Manager files.

> **Note**
>
> In multischema systems, perform this task first on the primary BRM installation machine and then on the secondary BRM installation machines.

To back up Pipeline Manager files:

1. On the machine on which you installed Pipeline Manager, copy the **vpd.properties** file by running the following command:

   ```
   cp vpd.properties vpd.properties_75
   ```

2. Copy the content of the *Pipeline_home*/**ifw** directory to a new directory by running the following command, where *Pipeline_home* is the directory in which Pipeline Manager is installed:

   ```
   mv Pipeline_home/ifw Pipeline_home/ifw_75
   ```

   > **Note**
   >
   > You can remove the log files from the backup directory.

3. Create an archive of the entire directory and the **vpd.properties** file by running the following command:

   ```
   tar cvf ifw_75.tar.gz ifw_75
   tar cvf vpd.properties_75.tar.gz vpd.properties_75
   ```

4. Store the backup copies in a location outside of the BRM system by running the following command:

   ```
   mv Pipeline_home/ifw_75.tar.gz New_Directory
   mv vpd.properties_75.tar.gz New_Directory
   ```

   A compressed TAR file, of all copied files, is created with the extension **tar** in the new location specified (for example, **pipeline_backup/ifw_75.tar.gz**).

Backing Up Rated Event Loader Files

By default, Rated Event (RE) Loader skips redo generation when loading files into the BRM database. This optimizes loading performance, but it can cause you to lose data if your system shuts down abnormally.

To prevent data loss when your system shuts down, archive all the successfully loaded files.

To back up the RE Loader files:

1. Create an archive of the entire directory in which the RE Loader files are stored by running the following command:

   ```
   tar cvf RE_Loader_Dir.tar.gz NewName
   ```


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2. Store the backup copy in a location outside of the BRM system by running the following command:

   ```
   mv NewName.tar.gz New_Directory
   ```

   A compressed TAR file, of all copied files, is created with the extension **tar** in the new location specified (for example, **RE_Loader_backup.tar.gz**).

Restoring BRM Configuration

To restore the BRM configuration:

1. Ensure that no users are logged in.

   Users include customers, client applications, customer service representatives (CSRs), and so on.

2. Stop all BRM processes.

   Only the database instances should be running during the patch installation.

   For instructions, see "Starting and Stopping the BRM System".

3. Delete or rename the damaged *BRM_home* directory:

   - To delete, run the following command:

     ```
     rm -R BRM_home
     ```

   - To rename, run the following command:

     ```
     mv BRM_home New_Name
     ```

4. Retrieve the backup tar file of the *BRM_home* directory.

5. Extract from the TAR file the backup copy of the directory by running the following command:

   ```
   tar xvf BRM_home.tar.gz
   ```

   The command recreates the copy of the *BRM_home* directory.

6. Repeat steps 3 to 5 with *Pipeline_home* to restore the Pipeline Manager configuration.

7. Repeat steps 3 to 5 with **vpd.properties_75** to restore the **vpd.properties** file for BRM and Pipeline Manager.

   > **Note**
   >
   > If you have BRM and Pipeline Manager installed on separate machines, perform this step on both the machines.

8. Repeat steps 3 to 5 with *RE_Loader_Dir* to restore the RE Loader files.

9. Start BRM processes and Pipeline Manager.

   For instructions, see "Starting and Stopping the BRM System".

   All updates, which had been temporarily disrupted due to the shutdown, are processed upon restart.

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5

Using Logs to Monitor Components

Learn how to use log files to monitor your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Using Logs to Monitor Components
- Changing the Name or Location of a Log File
- Setting the Reporting Level for Logging Messages
- Setting the Log Level for a Specific Opcode
- Recording Opcode Calls in the CM Log File
- About Formatting Log Files
- Rotating Log Files for C/C++Based Applications

Using Logs to Monitor Components

BRM records system activity in log files. One log file is generated for each component or application. Review these files daily to monitor your system and detect and diagnose system problems. You can also:

- Write scripts to look for certain conditions, such as types or numbers of errors, and to notify you when these conditions occur.
- Record opcode calls in the CM log file. See "Recording Opcode Calls in the CM Log File".

BRM generates log files for system components, applications, and client applications.

For system processes (or threads) such as CMs and DMs, BRM uses two types of log files:

- Those that record normal startup activity are named *program*.**log** (for example, **cm.log**, **js.log**, and **dm.log**).
- Those that record activity, such as error conditions, while the system is running. These pinlogs are named *program***.pinlog** (for example, **cm.pinlog**, **js.pinlog**, and **dm_oracle.pinlog**).

For BRM applications, log files are named *program***.pinlog** (for example, **pin_billd.pinlog**). If an application is missing a configuration file (**pin.conf**) or if the application fails before it can read the configuration file, it records errors in the **default.pinlog** log file.

> **Note**
>
> Calls made by opcodes to get data from objects are not recorded in log files.

BRM Java-based applications, such as Customer Center and Configuration Center, by default do not use log files. However, you can enable error logging by adding entries to the **Infranet.properties** file that provide configuration information when the application starts.

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Log files for system components are stored in *BRM_home***/sys/***component*. For example, the CM log file is in *BRM_home***/sys/cm**.

If there is no log file in *BRM_home***/var/***component*, the **default.pinlog** file is used instead. It is stored in *BRM_home***/sys/***component*. For example, the CM **pinlog** file is *BRM_home***/sys/cm/default.pinlog**.

For an application or client application log file, the default location is the directory from which the program was started.

You can leave log files in their default locations or move them.

Large log files degrade system performance. Check the sizes of log files periodically and delete or archive large files. When you delete or rename a log file, a new empty file is created as soon as a new log entry is created *and* either a maximum of four hours have elapsed or the application is stopped and restarted. Be especially vigilant when using new custom applications, which commonly makes log files grow quickly.

Log files should be archived weekly to a safe storage area.

Changing the Name or Location of a Log File

To change the name or location of the **pinlog** file for a component or application:

1. Open the configuration file (**pin.conf** or **Infranet.properties**) for the component or application.
2. Change the relevant entry:
   - **logfile**: Applications
   - **cm_logfile**: CM
   - **dm_logfile**: DM
3. Enter the desired name and directory for the log file.
4. Save and close the file.
5. Stop and restart the component or application.

> **Note**
>
> You can change the name of the default application's log file by using the PIN_ERR_SET_LOGFILE function. See "PIN_ERR_SET_LOGFILE" in *BRM Developer's Reference*.

Setting the Reporting Level for Logging Messages

By default, BRM components report error messages, and BRM applications report both error and warning messages. You can set BRM to report debugging messages or not to report errors. The four levels of error reporting are:

- **0** = No logging
- **1** = (Default) Log error messages only
- **2** = Log error messages and warnings
- **3** = Log error, warning, and debugging messages

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> **Note**
>
> To avoid performance degradation, use only level 3 logging for debugging.

A common implementation is to set the error-level reporting to 2 and use a script to detect and act on warning messages.

To change the severity level for logging:

1. Open the component's or application's configuration file (**pin.conf** or **.properties**).
2. Edit the **loglevel** entry. The notes in the configuration file define the options.
3. Save and close the file.
4. Stop and restart the component or application.

Setting the Log Level for a Specific Opcode

You can record debug-level information for a specified opcode without having to reset the default system log level. This enables you to monitor the activity of a specific opcode (and any opcode it calls) without impacting system performance.

When you enable opcode logging, the logging level is increased to debug level 3 for the specified opcode only; all other opcodes are logged at the level specified in the CM **pin.conf** file.

You can define how many times during a CM session the debug-level reporting occurs for the specified opcode before the default reporting level is restored. This enables you to increase the logging level without having to stop and restart the CM to reset it to the default level.

1. Open the CM **pin.conf** file in *BRM_home***/sys/cm**.
2. Set the **pinlog_debug_opcode** entry:

   ```
   cm pinlog_debug_opcode opcode
   ```

   where *opcode* is the opcode name or opcode number.

   > **Note**
   >
   > If this entry is not set, BRM uses the **loglevel** entry in the CM **pin.conf** file to determine the log level.

3. Set the **pinlog_debug_op_count** entry:

   ```
   cm pinlog_debug_op_count number
   ```

   where *number* is the number of times the opcode is recorded at the debug level before the default log level is restored.
4. Save and close the file.
5. Restart the CM.

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Recording Opcode Calls in the CM Log File

You use the **enable_pcm_op_call_stack** and **max_pcm_op_call_stack_entries** CM **pin.conf** entries to record opcodes in the CM log file.

When **enable_pcm_op_call_stack** is enabled, the opcodes that are called by BRM clients are recorded in the CM log file.

See "CM System Administration pin.conf Entries".

About Formatting Log Files

You can format a log file to improve readability and traceability of errors by using the **splitPinlog** script. This script splits a log file into multiple files, one for each combination of process ID (PID) and thread ID (TID) based on the information in the header of the **pinlog** entries.

To format a log file:

1. Go to the *BRM_home***/bin** directory.
2. Run the following Perl script:

   splitPinlog *original_pinlog_file*

The Perl script creates a file with the name *original_pinlog_file***.***pid***.***tid***.pinlog**.

For example, running the command:

```
splitPinlog cm.pinlog
```

results in these file names:

- **cm.pinlog.342353.12.pinlog**
- **cm.pinlog.342353.13.pinlog**

Rotating Log Files for C/C++Based Applications

By default, BRM applications do not rotate **pinlog** files, but you can configure individual C-based BRM applications to rotate them. The list of C-based BRM applications that support log rotation can be found in "C-Based Applications and Utilities that Support Log Rotation".

You can rotate **pinlog** files based on:

- The length of time the **pinlog** file has been open, such as every 3 days at 05:00
- The **pinlog** file's size, such as 50 MB

You can also combine the rotation schemes (use time and file size to rotate files), such as 50 MB files open for 3 days closed at 5:00.

If you have a service that generates a consistent volume of logs, you can configure the log rotation on a consistent schedule. But you may have to configure size limits for services that experience periodic spikes in activity or generate large volumes of logs to ensure that the log files do not consume too much disk space. If your service is a combination of both, where the application generates a consistent volume of logs but you expect sudden spikes during unexpected scenarios, you can configure the log rotation based on both day- and size-based rotations.

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When configured to rotate **pinlog** files, the application creates a **pinlog** file using the following file naming convention and writes it to the specified logfile directory:

name.*time*

where *name* is the name of the file as seen in the **logfile pin.conf** entry, and *time* is the time that the file was created, in the format specified by the **log_rotate_file_name_format pin.conf** entry.

When the file's configured time or size is reached, the application closes the **pinlog** file and moves it to a rotate backup directory. Then, the application creates a new **pinlog** file in the logfile directory.

> **Note**
>
> You can also configure custom C-based applications to rotate **pinlog** files by customizing the application to call the PIN_ERR_SET_LOG_ROTATE_CONFIGURATION macro (See "PIN_ERR_SET_LOG_ROTATE_CONFIGURATION" in the *Developer's Reference* for more information).

Configuring Applications to Rotate pinlog Files

You configure an application to rotate **pinlog** files using one or more of the following entries in the application's **pin.conf** file:

- **logfile**: Specifies the name and location in which to create **pinlog** files.
- **log_rotate_by_days_at_time**: Specifies how often and when to rotate a **pinlog** file, such as daily at 03:00.
- **log_rotate_by_size_megabytes**: Specifies the file size at which to rotate a **pinlog** file, such as 10 MB.
- **log_rotate_backup_dir**: Specifies the path and name of the backup directory. The application moves the current **pinlog** files to this directory whenever a new file is created.
- **log_rotate_file_name_format**: Specifies the format of the timestamp appended to the **pinlog** file name.This configuration should be compatible with the format passed to **strftime**.

To configure an application to rotate its **pinlog** files:

1. Open the application's **pin.conf** file. See "C-Based Applications and Utilities that Support Log Rotation" for the location of the application's **pin.conf** file.
2. Specify the location of the logfile directory:

   ```
   - programName logfile logPath
   ```

   where *programName* is the program name listed in "Appendix", and *logPath* is the path to the program in the logfile directory.
3. To rotate files based on time, set this entry:

   ```
   - programName log_rotate_by_days_at_time frequency HH:MM
   ```

   where *frequency* is number of days after which you want the log rotation to take place, *HH* is an integer between 0 and 23 indicating the hour at which the rotation should take place,

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and *MM* is an integer between 0 and 59 indicating the minute at which the rotation should take place.

4. To rotate files based on file size, set this entry:

   ```
   - - log_rotate_by_size_megabytes size
   ```

   where *size* is the specific file size in megabytes.

   > **Note**
   >
   > The log rotation may not happen at the exact file size specified. The size of rotated file may be slightly higher than what is configured to prevent data loss.

5. Specify the location of the rotate backup directory:

   ```
   - - log_rotate_backup_dir rotatePath
   ```

   where *rotatePath* is the specific path to the rotate backup directory.

6. Specify the timestamp format appended to **pinlog** files compatible with the format passed to **strftime**:

   ```
   - - log_rotate_file_name_format %d%m%Y:%H%M 1
   ```

7. Save and close the file.
8. Restart the application to initialize the changes.

Example 1: Enable Time-Based Rotation for EAI DM

To configure the EAI DM to:

- Rotate its **pinlog** files daily at 10 am
- Create **pinlog** files in *BRM_home***/logdir**
- Move closed **pinlog** files to *BRM_home***/sample/backupdir**, where *BRM_home* is the directory in which the BRM software is installed
- Use this **pinlog** file name format: **dm_eai.pinlog.***startTime_endTime*where *startTime*is the time when the log rotation is set to begin, and *endTime* is the time when the log rotation is set to end.

Add the following entries to the EAI DM configuration file (*BRM_home***/sys/dm_eai/pin.conf**):

```
-  dm logfile BRM_home/logdir
- dm log_rotate_by_days_at_time 1 10:00
- dm log_rotate_file_name_format %d%m%Y:%H%M 1
- dm log_rotate_backup_dir BRM_home/sample/backupdir
```

The output **pinlog** files would be created starting December 12, 2024, in the format:

1. **dm_eai.pinlog.**12122024:1000_13122024:1000
2. **dm_eai.pinlog.**13122024:1000_14122024:1000
3. **dm_eai.pinlog.**14122024:1000_15122024:1000

Example 2: Enable Size-Based Rotation for Oracle DM

To configure the Oracle DM to:

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- Rotate its **pinlog** files when they reach a file size of 50 MB
- Create **pinlog** files in *BRM_home***/logdir**
- Move closed **pinlog** files to *BRM_home***/sample/backupdir**, where *BRM_home* is the directory in which the BRM software is installed
- Use this **pinlog** file name format: **dm_eai.pinlog.***seq_no* where *seq_no*is the sequence number of the created pinlog file.

Add the following entries to the Oracle DM configuration file (*BRM_home***/sys/dm_eai/pin.conf**):

```
-  dm logfile BRM_home/logdir
- dm log_rotate_by_size_megabytes 50
- dm log_rotate_backup_dir BRM_home/sample/backupdir
```

The output **pinlog** files would be created one after the other, where the next file will be created only if the file size reaches 50 MB:

1. **dm_eai.pinlog**
2. **dm_eai.pinlog.**1
3. **dm_eai.pinlog.**2
4. **dm_eai.pinlog.**3

Example 3: Enable Both Time- and Size-Based Rotations for EAI DM

To configure the EAI DM to:

- Rotate its **pinlog** files when they reach 50 MB, daily at 10 am
- Create **pinlog** files in *BRM_home***/logdir**
- Move closed **pinlog** files to *BRM_home***/sample/backupdir**, where *BRM_home* is the directory in which the BRM software is installed
- Use this **pinlog** file name format: **dm_eai.pinlog.***startTime_endTimeseq_no* where where *startTime*is the time when the log rotation is set to begin, *endTime* is the time when the log rotation is set to end, and *seq_no*is the sequence number of the created pinlog file.

Add the following entries to the EAI DM configuration file (*BRM_home***/sys/dm_eai/pin.conf**):

```
-  dm logfile BRM_home/logdir
- dm log_rotate_by_days_at_time 1  10:00
- dm log_rotate_by_size_megabytes 50
- dm log_rotate_file_name_format %d%m%Y:%H%M 1
```

The output **pinlog** files would be created starting December 12, 2024, one after the other, where the next file will be created only if the file size reaches 50 MB, in the format:

1. **dm_eai.pinlog.**12122024:1000_13122024:1000
2. **dm_eai.pinlog.**13122024:1000_13122024:1000.1
3. **dm_eai.pinlog.**14122024:1000_13122024:1000.2

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6

Fine-Grained Opcode Tracing

Learn how to enable selective opcode tracing in an on-premises Oracle Communications Billing and Revenue Management (BRM) environment as part of the initiative to provide more granularity in error-code, class, and location reporting by Perflib.

Topics in this document:

- Enabling Selective Opcode Tracing

Enabling Selective Opcode Tracing

Use the selective opcode tracing feature to control which opcodes are traced for flist and summary tracing (the default behavior is to trace all opcodes). You can enable selective opcode tracing at startup using a configuration file or during runtime using the **pstatus** application.

To enable selective opcode tracing at startup:

1. Open the CM and Oracle DM Perflib environment files in a text editor:
   - CM: *BRM_home*/**apps/perflib/perf.env**
   - Oracle DM: *BRM_home*/**apps/perflib/perf_dm.env**
2. Set **PERFLIB_VAR_TRACE_OPCODES** to a comma-separated list of opcodes to trace when using Perflib's full or summary flist tracing mode:

   ```
   export PERFLIB_VAR_TRACE_OPCODES=opcodeNameOrNumber
   ```

   where *opcodeNameOrNumber* is either the name or number of a BRM opcode. If you list multiple opcodes, use a comma as a delimiter. If the parameter is empty or missing, Perflib traces all opcodes.

   For example, the following entry specifies to enable flist tracing only for opcodes PCM_OP_CUST_COMMIT_CUSTOMER and PCM_OP_SUBSCRIPTION_PURCHASE_DEAL (108):

   ```
   export PERFLIB_VAR_TRACE_OPCODES=PCM_OP_CUST_COMMITCUSTOMER,108
   ```
3. Restart the CM and Oracle DM services to initialize the new configuration.

To enable selective opcode tracing for a CM or Oracle DM at runtime, run the **pstatus** application:

- To enable tracing for specific opcodes on the CM:

  ```
  pstatus -FopcodeNameOrNumber BRM_home/apps/perflib/perflib_data.dat
  ```


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- To enable tracing for specific opcodes on the Oracle DM:

  ```
  pstatus -FopcodeNameOrNumber BRM_home/apps/perflib/
  perflib_data_dm_oracle_data.dat
  ```

> **Note**
>
> The data file name used by Perflib must be unique per component, so it may have been modified if your deployment has multiple CM and DM processes deployed on a single host server.

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7

Monitoring Connection Manager Activity

Learn how to monitor Oracle Communications Billing and Revenue Management (BRM) Connection Managers (CMs).

Topics in this document:

- Manually Checking the Status of the CM
- Enabling Java PCM Clients to Use Operating System TCP/IP Keepalive Parameters
- Setting the CM Log Time Resolution
- Setting a Timeout Value for Requests Sent to the CM
- Setting a Timeout Value for Opcode Execution
- Configuring Multilevel CM Timeout for Client Requests

Manually Checking the Status of the CM

You can monitor the operation of the CM by checking the status at regular intervals and comparing the results with what you expect.

To check the status of the CM:

1. Find the process ID (PID) of the main CM process by looking in the **pid** file for the CM in *BRM_home***/sys/cm**.
2. Enter the following command:

   ```
   kill -USR1 PID_of_CM
   ```

BRM displays a report on the CM, which shows information about the master CM such as the version and the number of children. If there are CM children, the rest of the reports consist of a single line for each child showing the state, the IP address and port for the application, and the IP address and port of the current DM connection.

Table 7-1 describes the state values:

Table 7-1 CM State Values

Value	Description
1	Reading from (or waiting to read from) the application
2	Starting to process the operation
3	Facilities Module processing in progress (if going to FM)
4	Facilities Module processing done, sending response
5	Finding DM address (if going to DM)
6	Sending operation to DM
7	Waiting on DM
8	Forwarding DM response to application

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Table 7-1 (Cont.) CM State Values

Value	Description
9	Cleaning up after the operation
10	Shutting down the child CM
11	Starting the child CM

Enabling Java PCM Clients to Use Operating System TCP/IP Keepalive Parameters

If a connection for a Java PCM client is not in use for some time, a **BAD_READ** error may result. If this becomes a recurring problem, you can enable the client to use the underlying operating system TCP/IP keepalive parameters such as keepalive time, keepalive interval, and keepalive retry.

To enable Java PCM clients to use operating system TCP/IP keepalive parameters:

1. Open the **Infranet.properties** file of the Java PCM client.

   A Java PCM client is any Java client application that communicates with BRM by using the Java Portal Communication Module (Java PCM) API (for example, Developer Center, or a custom application).

2. Add the following entry:

   ```
   infranet.pcp.socket.keepalive.enabled=true
   ```

   - **true** enables Java PCM clients to use operating system TCP/IP keepalive parameters.
   - **false** prevents Java PCM clients from using operating system TCP/IP keepalive parameters.

   By default, BRM prevents Java PCM clients from using operating system TCP/IP keepalive parameters.

3. Save and close the file.

Setting the CM Log Time Resolution

By default, the time resolution in CM log files is in seconds. If you need a higher resolution to help diagnose performance issues, change the resolution to milliseconds.

To set the CM log time resolution:

1. Open the CM **pin.conf** file in *BRM_home***/sys/cm**.
2. Change the value of the **cm_logformat** entry from **0** to **1**, where **0** sets the log time resolution to seconds and **1** sets the log time resolution to milliseconds.
3. Save and close the file.
4. Stop and restart the CM.

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Setting a Timeout Value for Requests Sent to the CM

BRM client applications contain a parameter for setting the maximum timeout of BRM transactions. If a timeout occurs, the client side of the operation is canceled, and the transaction is not committed to the database. This guarantees that transactions are not committed when timeouts occur and writes to the database do not occur at any point during the transaction.

To specify a timeout value, configure your client applications as follows:

- For BRM client applications that use a **pin.conf** file:
  1. Open the **pin.conf** file in a text editor.
     By default, the **pin.conf** file is in *BRM_home***/apps/***application_name*, where *application_name* is the name of the application, such as **pin_billd**.
  2. Add the following entry to the file:

     ```
     - nap pcm_timeout_in_msecs milliseconds
     ```

     where *milliseconds* is the number of milliseconds to wait before ending the transaction.
  3. Save and close the file.
- For BRM client applications that use an **Infranet.properties** file:
  1. Open the **Infranet.properties** file in a text editor.
     By default, the **Infranet.properties** file is in *BRM_home***/apps/***application_name*.
  2. Add the following entry to the file:

     ```
     infranet.PcmTimeoutInMsecs milliseconds
     ```

     where *milliseconds* is the number of milliseconds to wait before ending the transaction.
  3. Save and close the file.
- For Java Connector Architecture (JCA) Resource Adapter:
  1. Open the Adapter deployment descriptor (**ra.xml**) file in a text editor.

     > **Note**
     >
     > By default, the **ra.xml** and **weblogic-ra.xml** files are packaged along with the adapter archive (RAR) file.

  2. Set the following parameter in the file:

     ```
     PcmTimeout milliseconds
     ```

     where *milliseconds* is the number of milliseconds to wait before ending the transaction. The default value is **0**, which means JCA waits infinitely for the response from CM.
  3. Save and close the file.
  4. Open the Oracle WebLogic Server deployment descriptor (**weblogic-ra.xml**) file in a text editor.
  5. Repeat steps 2 and 3.

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> **Note**
>
> The timeout value specified in the files is used for all open connections. If a timeout value is set for a connection in the application itself, that value overrides the value in the files.
>
> For information on setting timeout values for each connection in your custom client applications, see "Implementing Timeout for Requests in Your Application" and "Specifying a Timeout Value for Requests" in *BRM Developer's Guide*.

Setting a Timeout Value for Opcode Execution

You can configure a maximum timeout value for the execution of any top-level opcode. When the cumulative execution time across the component layers (such as cm, dm, or the database) exceeds the value specified by the pcm_opcode_timeout_in_usecs parameter, the transaction is aborted immediately. In this case, the system returns the PIN_ERR_TIMEOUT error, which is propagated up to the client.

If a timeout is triggered, no database commit is performed. This ensures that when a timeout occurs, the transaction is not committed and no data is written to the database during the processing of that transaction.

To specify an opcode timeout value, configure your client applications as below:

- For BRM client applications that use a **pin.conf** file:
  1. Open the **pin.conf** file in a text editor.
     By default, the **pin.conf file** is located in *BRM_home***/apps/***application_name*, where *application_name* is the name of the application (for example, **pin_billd**).
  2. Add the following entry:

     ```
     - nap pcm_opcode_timeout_in_usecs microseconds
     ```

     where microseconds specifies the number of microseconds to wait before ending the transaction. The default value is -1 (timeout not configured).
  3. Save and close the file.
- For BRM client applications that use an **Infranet.properties** file:
  1. Open the **Infranet.properties** file in a text editor.

     By default, **Infranet.properties** is in *BRM_home***/apps/***application_name*.
  2. Add the following entry:

     ```
     infranet.PcmOpcodeTimeoutinUsecs microseconds
     ```

     where microseconds specifies the number of microseconds to wait before ending the transaction. The default value is -1 (timeout not configured).
  3. Save and close the file.
- For Java Connector Architecture (JCA) Resource Adapter:
  1. Open the adapter deployment descriptor (**ra.xml**) in a text editor.

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> **Note**
>
> By default, **ra.xml** and **weblogic-ra.xml** are packaged with the adapter archive (RAR) file.

2. Set the following parameter:

   ```
   PcmOpcodeTimeoutinUsecs microseconds
   ```

   where *microseconds* specifies the number of microseconds to wait before ending the transaction. The default value is **-1** (timeout not configured).
3. Save and close the file.
4. Open the Oracle WebLogic Server deployment descriptor (**weblogic-ra.xml**) in a text editor.
5. Repeat steps 2 and 3 as needed.

Configuring Multilevel CM Timeout for Client Requests

You can configure the CM to use two timeouts for handling client requests:

- A short (suspect) timeout
- A long (failover) timeout

A Short (Suspect) Timeout

When this timeout period expires, the request for the DM connection is placed in a suspect state, the current transaction is stopped, and the request is returned to the client with the PIN_ERR_TIMEOUT and PIN_ERRCLASS_SYSTEM_SUSPECT errors.

To configure the suspect timeout:

1. Open the CM configuration file (*BRM_home***/sys/cm/pin.conf**) in a text editor.
2. Add the following entry to the file:

   ```
   pcm_suspect_timeout_in_msecs milliseconds
   ```

   where *milliseconds* is the number of milliseconds in the suspect timeout period.

   > **Note**
   >
   > The value of this entry must be smaller than the value of the **pcm_timeout_in_msecs** entry.

3. Save and close the file.

A Long (Failover) Timeout

When this timeout period expires, the CM returns a PIN_ERR_TIMEOUT error to the client. Current timeouts in BRM terminate the client side of the operation, and the database operation is rolled back only after its execution is completed. In a high-availability system with multiple DMs, the CM connects to the secondary DM to process the requests.

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To configure the failover timeout:

1. Open the CM configuration file (*BRM_home***/sys/cm/pin.conf**) in a text editor.
2. Add the following entry to the file:

   ```
   - nap pcm_opcode_timeout_in_usecs milliseconds
   ```

   where *milliseconds* is the number of milliseconds in the failover timeout period.

   > **Note**
   >
   > The value of this entry should be larger than the value of the **pcm_opcode_timeout_in_usecs** entry.

3. Save and close the file.

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8

Monitoring Data Manager Activity

Learn how to check the status of Oracle Communications Billing and Revenue Management (BRM) Data Managers (DMs) at regular intervals to monitor resource usage. You can also make inferences about the operation of the DM by checking the status at intervals and comparing the results with what you expect.

Topics in this document:

- Manually Checking the Status of the DM
- Monitoring DM Shared Memory Usage
- Monitoring DM Transaction Queues
- Monitoring DM Back Ends
- Monitoring DM Front Ends
- Increasing the Level of Reporting for a DM
- Replacing Failed DM Child Processes

Manually Checking the Status of the DM

You can check and view the status of the DM in flist format and in a report format.

- Checking the DM Status in flist Format
- Checking the DM Status in Report Format

> **Note**
>
> You can also use Oracle Enterprise Manager to check the status of the DM.

Checking the DM Status in flist Format

To check the status of the DM in flist format:

1. Go to the *BRM_home***/sys/test** directory.
2. Enter the following commands:

```
testnap
robj - database_number /status_dm 1
```

where *database_number* is the database number of the DM for which you want the status.

> **Note**
>
> You can check the status of only one DM at a time.

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BRM displays the status of the DM in flist format.

Table 8-1 describes the fields in **/status_dm**.

Table 8-1 /status_dm Object Fields

/status_dm Object Field	Description
PIN_FLD_DM_BIGSIZE	Specifies the size, in bytes, of the big part of the DM shared memory.
PIN_FLD_SM_PASSTHRU_NAME	Specifies the name of the optional Storage Manager library file for the PCM_OP_PASS_THRU opcode.
PIN_FLD_SM_SHMSIZE	Specifies the maximum shared memory size, in bytes, for a custom DM. **Note:** Ignore this field if your system uses Oracle DM.
PIN_FLD_TRANS_OP_QUEUED	Specifies the number of transactions currently queued. This is an instantaneous counter.
PIN_FLD_DM_BACKEND	Array that defines the DM back end.
PIN_FLD_FLAGS	Specifies the internal state of the DM back end. These states are used for the internal working of the Oracle DM. • DMSHM_ALIVE 0x00001000 • DMSHM_DYING 0x00002000 • DMSHM_DEAD 0x00004000 • DMSHM_INITING 0x00008000 • DMSHM_RESTARTING 0x00010000
PIN_FLD_TATTLE_TALE	This flag is reset each time you retrieve the DM status report. This allows you to see what happened since the last DM report. • DM_TATTLE_SELECT 0x0001 • DM_TATTLE_CMD 0x0002 • DM_TATTLE_IO_IN 0x0004 • DM_TATTLE_IO_OUT 0x0008 • DM_TATTLE_ALL (DM_TATTLE_SELECT | DM_TATTLE_CMD | DM_TATTLE_IO_IN | DM_TATTLE_IO_OUT)
PIN_FLD_DM_FRONTEND	Array that defines the DM back end.
PIN_FLD_FLAGS	Specifies the internal state of the DM front end. These states are used for the internal working of the Oracle DM. • DMSHM_ALIVE 0x00001000 • DMSHM_DYING 0x00002000 • DMSHM_DEAD 0x00004000 • DMSHM_INITING 0x00008000 • DMSHM_RESTARTING 0x00010000
PIN_FLD_TATTLE_TALE	This flag is reset each time you retrieve the DM status report. This allows you to see what happened since the last DM report. • DM_TATTLE_SELECT 0x0001 • DM_TATTLE_CMD 0x0002 • DM_TATTLE_IO_IN 0x0004 • DM_TATTLE_IO_OUT 0x0008 • DM_TATTLE_ALL (DM_TATTLE_SELECT | DM_TATTLE_CMD | DM_TATTLE_IO_IN | DM_TATTLE_IO_OUT)
PIN_FLD_CONNECTS	Specifies the number of concurrent connections the front end has received. This is an instantaneous counter.
PIN_FLD_HIWAT	Specifies the maximum number of concurrent connections the front end received during the life of the DM. This is the maximum value reached by PIN_FLD_CONNECTS for this front end.

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Table 8-1 (Cont.) /status_dm Object Fields

/status_dm Object Field	Description
PIN_FLD_DM_FE_CONNECT	Array that defines the front-end connection.
PIN_FLD_FLAGS	Specifies the internal state for a DM context: • DM_FLAGS_OPEN 0x00000001 • DM_FLAGS_LOST_MSG_SENT 0x00000004 • DM_FLAGS_DOING_TRANS 0x01000000 • DM_FLAGS_DIED 0x00000008 • DM_FLAGS_HEAP_GOT 0x00000010 • DM_FLAGS_SOFT_SHUTDOWN 0x00001000 • DM_FLAGS_SHUTDOWN 0x00002000
PIN_FLD_DM_FE_STATE	Specifies the current front-end state in the DM context. • **0**: Waiting to receive an operation from the CM. • **1**: Receiving an operation from the CM. • **2**: Sent an operation to be processed and waiting for the back end. • **3**: The operation is complete. • **4**: Sending a response to the CM.
PIN_FLD_DM_BE_STATE	Specifies the current back-end state in the DM context: • **1**: Busy; currently doing an operation. • **2**: Locked to a transaction.
PIN_FLD_DM_BE_IDX	Specifies the back-end index that is performing this connection (transaction).
PIN_FLD_DM_BACKEND	Array that defines the DM back end.
PIN_FLD_OPCODE	Specifies the number of the opcode that is being run. **Note:** To find an opcode's number, see the opcode header files in the *BRM_home***/include/ops** directory.
PIN_FLD_DM_USED	Specifies the memory, in bytes, dedicated to a DM context.
PIN_FLD_DM_LOW	Specifies the smallest available free memory, in bytes, in the connection's heap.
PIN_FLD_DM_HIGH	Specifies the largest available free memory, in bytes, in the connection's heap.
PIN_FLD_DM_BIG	Specifies how much big memory this connection has allocated.

Checking the DM Status in Report Format

To check the status of the DM in report format:

1. Find the process ID (PID) of the DM master process by looking in the **pid** file for the DM in *BRM_home***/sys/dm_oracle**.
2. Enter the following command:

   ```
   kill -USR1 PID_of_DM
   ```

   where *PID_of_DM* is the process ID of the DM master process.

BRM displays the status of the DM in the **dm_oracle.log** file. The log file shows information about the DM, such as the PID, memory usage, transaction queue, and information about the back ends and the front ends.

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Monitoring DM Shared Memory Usage

You can check shared memory usage by looking in the master overview section of the DM report. The number of used and free heap blocks (**# used** and **# free**) shows memory usage, expressed in 8-KB blocks. To prevent failures associated with insufficient memory, verify that **# free** is a relatively large number. If **# free** is a small portion of **# used**, you should increase the size of the shared memory area. Otherwise, operations might fail, returning PIN_ERR_NO_MEM.

Monitoring DM Transaction Queues

To check the status of transactions, look in the master overview section of the DM report. The **trans_op_cnt** entry shows the number of transactions currently being processed, and the **trans_op_queued** entry shows the number waiting to be processed. For applications that require rapid response times, you can adjust the load on the system to keep to a minimum the number of transactions waiting to be processed. See "Improving Data Manager and Queue Manager Performance".

Monitoring DM Back Ends

You can use the back-end report to identify each back-end process ID (PID), the back-end status, and the number of operations processed. A value of **0x1000** (4096) for FLAGS shows that the back end is active. The report also gives information on resource usage.

The second flag value is reset each time the DM status report is received. Therefore, you can tell what has happened (at least once) since the last DM report by a flag bit being clear.

Table 8-2 shows the flag bit values:

Table 8-2 DM Flag Bit Values

Value	Flag	Description
0x8	IO output	Never cleared for back ends.
0x4	IO input	Cleared when the back end starts an operation.
0x2	CMD	Cleared when the back end is given a command or transaction.
0x1	SELECT	Cleared when the back end wakes up using **select(2)**.

On a quiet back end, the second flag value stays at **f**. The counters of most interest are those that keep track of the total number of operations and total transactions.

As shown in Table 8-3, the back-end state values are a bit mask flag:

Table 8-3 Back-End State Bit Mask Values

Value	Description
0x1	Busy; currently doing an operation.
0x2	Locked to a transaction.

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The back-end index and operation may be left over from the previous operation and may be no longer valid. The **used** field indicates memory usage. When idle, one 8-KB chunk is normally used. During an operation or transaction, this amount varies.

Monitoring DM Front Ends

You can use the front-end report to identify each front-end process ID (PID), the front-end status, and the number of operations processed. A value of **0x1000** (4096) for FLAGS shows that the front end is active.

For each connection, the report also gives a snapshot of the connection status. When idle, the state values should each be **0** (zero).

Table 8-4 describes the front-end state values:

Table 8-4 Front-End State Values

Value	Description
0	Waiting to receive an operation from the CM.
1	Receiving from the CM.
2	Sent an operation to be processed, waiting for back end.
3	The operation is done.
4	Sending a response to the CM.

The front-end flags are the same as the back-end flags, except that the front ends clear the IO output value when they send a reply back to the CM. The information in the connection report is a snapshot of the connection status.

Increasing the Level of Reporting for a DM

By default, DMs report errors and warnings. You can have a DM report debugging messages as well.

You can specify which debugging messages you want written to the log. The following debug settings control which debugging information is logged:

- DM_DEBUG controls which opcode-processing debug messages are logged.
- DM_DEBUG2 controls which data dictionary processing debug messages are logged.
- DM_DEBUG3 controls which SQL statement debug messages are logged based on which parts of the DM produced the SQL statements.
- DM_DEBUG5 controls which queuing debug messages are logged for the Oracle DM (**dm_oracle**).

The *BRM_home***/include/dm_debug.h** file contains definitions of the flags you can enable for each debug setting. You enable multiple flags for one debug setting by summing the values of the flags and including the sum in the debug setting's corresponding DM configuration (**pin.conf**) file entry (see "Editing the Configuration File to Set Debug Logging Options") or environment variable (see "Using Environment Variables to Set Debug Logging Options").

For example, to log information about transaction tracing, set DM_DEBUG to **0x70**, which is the sum of the following flags:

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```
DM_DEBUG_TRANS_IN_PR     0x10
DM_DEBUG_TRANS_OUT_PR    0x20
DM_DEBUG_TRANS_TRACE     0x40
```

Depending on what information you want to log, you can include values for any combination of the debug settings (DM_DEBUG, DM_DEBUG2, DM_DEBUG3, and DM_DEBUG5).

The way you increase the level of reporting depends on the DM:

- For all DMs other than **dm_oracle** and **dm_tax**, you can include debug settings in the DM's configuration (**pin.conf**) file. Specify each debug setting separately as in the following example:

  ```
  - dm dm_debug    0xFFF003FF
  - dm dm_debug2   0x10
  - dm dm_debug3   0x10
  ```

  See "Editing the Configuration File to Set Debug Logging Options".

- For **dm_oracle** and **dm_tax**, you must specify the debug settings as environment variables. Set a separate environment variable for each debug setting.

  See "Using Environment Variables to Set Debug Logging Options".

Editing the Configuration File to Set Debug Logging Options

To set debug logging options for all DMs except **dm_oracle** and **dm_tax**:

1. Stop the DM. See "Starting and Stopping the BRM System".
2. Open the configuration file (**pin.conf**) for this DM.
3. Edit the debug setting entries to set the level of debugging reporting.
4. Save and close the file.
5. Start the DM. See "Starting and Stopping the BRM System".
6. Run the DM operations for which you want debugging information.
7. Stop the DM.
8. Open the log file for the DM (for example, **dm_fusa.pinlog**) and review the messages.
9. Return DM logging to its normal level by commenting out the debug setting entries in the configuration file. Otherwise, subsequent DM activity will generate large log files.

Using Environment Variables to Set Debug Logging Options

To set debug logging options for **dm_oracle** and **dm_tax**:

1. Stop the DM. See "Starting and Stopping the BRM System".
2. In the environment from which the DM starts, set an environment variable for each debug setting. For example:

   C shell:

   ```
   setenv DM_DEBUG3 0xFFFF003F
   ```

   Korn shell:

   ```
   DM_DEBUG3=0xFFFF003F
   export DM_DEBUG3
   ```


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3. Start the DM. See "Starting and Stopping the BRM System".
4. Run the DM operations for which you want to display debugging information.
5. Stop the DM.
6. Open the log file for the DM (for example, **dm_oracle.pinlog**) and review the messages.
7. Return DM logging to its normal level. Otherwise, subsequent DM activity will generate large log files.

Logging the DM Process Time Information for Performance Diagnostics

To diagnose performance problems with the DM process, you can configure the DM to log the time it takes to process each opcode. You can use this information to determine the time the DM spends on its internal operations and the time it spends on the database operations.

Before the DM starts processing an opcode, it logs the current time. Then for each SQL statement that the DM sends to the database for the opcode, it logs the following information:

- Session ID
- Statement ID
- Time taken by the database to process the SQL statement

To log the timing information for the SQL statement, set the DM_DEBUG3 flag to **0x00010000**, which corresponds to the DM_DEBUG3_TIME_INFO variable defined in the *BRM_home*/**include/dm_debug.h** file.

Replacing Failed DM Child Processes

All DMs, such as Paymentech DM and Email DM are set to automatically replace child processes that have stopped. This feature prevents the system from losing DM processes as a result of transient failures over time. For initial testing, or if you have recurring errors that would cause a “fork and die" endless loop (in an Oracle database, for example), you can tell the DM to not replace failed child processes:

1. Open the configuration file (**pin.conf**) for this DM.
2. Change the value of the **dm_restart_children** entry to **0**.
3. Save and close the file.
4. Stop and restart the DM.

When a child process stops and is replaced, BRM notes the event in the error log file for the DM.

> **Note**
>
> BRM does not automatically replace child processes that are hung. See "Problem: Hung and or Looping Processes".

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9

Getting Quality of Service Statistics

Learn how to configure Oracle Communications Billing and Revenue Management (BRM) to collect opcode performance quality of service (QoS) statistics.

Topics in this document:

- Getting Quality of Service Statistics
- Configuring CM QoS Statistics

See also "Monitoring Your BRM System" and "Monitoring Connection Manager Activity".

Getting Quality of Service Statistics

You can collect statistics about CM opcode performance (for example, the number of times an opcode is called or the number of times an opcode returns an error). You can collect statistics on a per-opcode basis. The statistics are written to the CM log file whenever a client connection closes. You can enable and disable this feature by modifying the CM **pin.conf** file.

To measure latency for an opcode, you can specify up to seven maximum latency times, with each latency time period representing a *QoS bucket*. For example, if you specify latencies of 10, 20, and 100, the buckets are:

- 0-10 milliseconds: QoS bucket 1
- 10-20 milliseconds: QoS bucket 2
- 20-100 milliseconds: QoS bucket 3
- Greater than 100 milliseconds: QoS bucket 4

The QoS buckets are defined as follows:

- QoS bucket 1: less than or equal to QoS time 1
- QoS bucket 2: greater than QoS time 1 and less than or equal to QoS time 2
- QoS bucket 3: greater than QoS time 2 and less than or equal to QoS time 3
- QoS bucket 4: greater than QoS time 3

The information listed in Table 9-1 is collected per opcode:

Table 9-1 Quality Service Statistics from the CM

Statistic	Description
Opcode	The opcode that this information pertains to.
Interval timestamp	The starting timestamp of this interval.
Total opcode call count	The number of times this opcode has been called in this time interval.
Total error count	The number of times this opcode has returned an error in this time interval.
Minimum latency	The fastest elapsed time that this opcode took to complete without returning an error.

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Table 9-1 (Cont.) Quality Service Statistics from the CM

Statistic	Description
Timestamp of minimum latency	The timestamp when the minimum latency occurred.
Maximum latency	The slowest elapsed time that this opcode took to complete without returning an error.
Timestamp of maximum latency	The timestamp when the maximum latency occurred.
Total latency	Total latency of all successful calls to this opcode, not including the calls that returned an error.
Input flist of maximum latency	The input flist that was used when the maximum latency occurred.
QoS bucket count	The number of active QoS buckets for this opcode.
QoS bucket 1 counts	The number of times that the latency of a successful call to the opcode falls into each bucket. For example, 10 in bucket 1, 12 in bucket 2, and so forth.
QoS bucket times2 count	The maximum time in nanoseconds for each QoS bucket.
Timestamp of first received opcode	The timestamp when the first opcode was received.
Timestamp of last received opcode	The timestamp when the latest opcode was received.

Configuring CM QoS Statistics

To enable or disable the collection of opcode QoS statistics:

1. Open the CM **pin.conf** file in *BRM_home*/**sys/cm**.
2. Change the value of the **cm_opcode_stats** entry.

   The syntax is as follows:

   ```
   - cm cm_opcode_stats opcode QoS_1 [, QoS_2, ... QoS_7]
   ```

   where *opcode* can be an opcode name or opcode number.

   For example, to use an opcode name and four buckets, enter the following:

   ```
   - cm cm_opcode_stats PCM_OP_CUST_COMMIT_CUSTOMER 10, 20, 30
   ```

   For example, to use an opcode number and four buckets, enter the following:

   ```
   - cm cm_opcode_stats 63 10, 20, 30
   ```

   > **Note**
   >
   > If the entry does not exist, you can add it anywhere in the file.

3. Save and close the file.
4. Stop and restart the CM.

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10

Monitoring Key Performance Indicators

Learn how to monitor key performance indicators (KPIs) in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Using the pin_db_alert Utility to Monitor Key Performance Indicators
- KPI Default Behavior
- About KPI Status and Alert Notifications
- Setting Up KPI Monitoring
- Running the pin_db_alert.pl Utility
- Defining Custom KPIs

See also "Monitoring Your BRM System" and "Getting Quality of Service Statistics".

Using the pin_db_alert Utility to Monitor Key Performance Indicators

Key performance indicators (KPIs) are metrics you use to quantify the health of your database and to alert you when potential issues exist. They identify database tables that must be archived or purged and indexes, triggers, and stored procedures that are missing or invalid.

KPIs are monitored when you run the **pin_db_alert.pl** utility. Generally you set up a **cron** job to run the utility periodically to monitor the health of your database. For more information, see "Running the pin_db_alert.pl Utility".

Each KPI is identified by an ID that associates a component being monitored to a corresponding validation value. For example, you can monitor the size of an audit table with a size threshold that monitors the number of rows in that audit table. When the threshold value is reached, the results are returned and an alert notification can be sent, warning you of the component's condition.

The component and validation functionality for each KPI comprises:

- A data extraction module, which queries the database for the KPI data and writes the results to an output file.
- A validation module, which compares the query results to validation parameters defined in a configuration file and writes the validation status to an output file.

After the validation results are written to the output files, a decision module (**DecisionUtility.pm**) evaluates each KPI result and determines whether to generate email alert notifications based on the KPI result status. For more information, see "About KPI Status and Alert Notifications".

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KPI Default Behavior

Table 10-1 contains a list of supported KPIs and provides the default behavior of their data and validation modules.

Table 10-1 Supported KPIs and Default Behavior

KPI ID	Default Behavior
AuditHistoryAge	The **auditAge** module calculates the age of the audit tables listed in the **pin_db_alert.conf** file's DATA_PLUGINS entry and DEFAULT_AUDIT_TABLES entry. It writes the results to the **auditAge_AuditHistoryAge.out** file. The **auditAge_validation** module uses threshold values in the **auditAge** validation configuration file to determine which audit tables in the results file are at the threshold, and writes them to the **auditAge_validation_AuditHistoryAge.out** file. For information on changing the default age thresholds, see "Monitoring the Age of Audit Tables".
AuditTableSize	The **auditSize** module calculates the number of rows present in the audit tables listed in the **pin_db_alert.conf** file's DATA_PLUGINS entry and DEFAULT_AUDIT_TABLES entry and writes the results to the **auditSize_AuditTableSize.out** file. The **auditSize_validation** module uses the threshold values in the **auditSize** validation configuration file to determine which audit tables in the results file are at the threshold and writes them to the **auditSize_validation_AuditTableSize.out** file. For information on changing the default size thresholds, see "Monitoring the Size of Audit Tables".
OldestEventAge	The **eventData** module calculates the age of the oldest event in the **event_t** table, as well as the records in the tables defined in the **pin_db_alert.conf** file's DATA_PLUGINS entry, and writes the results to the **eventData_OldestEventAge.out** file. The **eventData_validation** module uses the threshold values in the **eventData** validation configuration file to determine which entries in the results file are at the threshold, and writes them to the **eventData_validation_OldestEventAge.out** file. For information on changing the default event age, see "Monitoring the Age of Events".
ACTIVETRIGGERS	The **triggersList** module retrieves a list of active triggers in the BRM system and writes their names and status (ENABLED or DISABLED) to the **triggersList_ACTIVETRIGGERS.out** file. The **triggersList_validation** module compares the list of active triggers in the **triggersList** validation configuration file to the triggers in the results file and writes missing triggers to the **triggersList_validation_ACTIVETRIGGERS.out** file. **Important:** If you installed optional managers that use unique triggers or if you created custom triggers, you must add them to the **triggersList** validation configuration file to monitor their status. See "Monitoring Active Triggers".
INDEXES	The **indexList** module retrieves a list of unique indexes in the BRM system and writes the index names and uniqueness values to the **indexList_INDEXES.out** file. The table name and column name for each index is also listed. The **indexList_validation** module compares the list of indexes in the **indexList** validation configuration file to the indexes in the results file and writes missing or invalid indexes to the **indexList_validation_INDEXES.out** file. **Important:** If you installed optional managers that use unique indexes or if you created custom indexes, you must add them to the **indexList** validation configuration file to monitor their status. See "Monitoring Indexes".

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Table 10-1 (Cont.) Supported KPIs and Default Behavior

KPI ID	Default Behavior
PROCEDURES	The **proceduresList** module retrieves a list of stored procedures in the BRM system and writes the stored procedure names and status (VALID or INVALID) to the **proceduresList_PROCEDURES.out** file. The **proceduresList_validation** module compares the list of stored procedures in the **proceduresList** validation configuration file to the procedures in the results file and writes missing procedures to the **proceduresList_validation_PROCEDURES.out** file. **Important:** If you installed optional managers that use unique stored procedures or if you created custom stored procedures, you must add them to the **proceduresList** validation configuration file to monitor their status. See "Monitoring Stored Procedures".

You can enable email alerts to notify a list of people about the validation results. For more information, see "Setting Up Email Alert Notifications".

About KPI Status and Alert Notifications

When the **pin_db_alert.pl** utility runs, it returns a PASS or FAILURE status for each configured KPI, which includes a severity level for the status. The following severity levels listed in Table 10-2 are possible for any KPI:

Table 10-2 KPI Status Severity Levels

Severity	Description
CRITICAL	Performance, functionality, or both are heavily impacted and require immediate attention. Critical failures generally involve data corruption (for example, when an event table is missing data after a system upgrade). Set up alert notifications for critical failures so you can correct such problems immediately and avoid further corruption.
MAJOR	Performance, functionality, or both are impacted and require immediate attention. Major failures generally involve potentially serious performance degradations (for example, when an index is missing or an index contains columns that are out of order). These problems can occur when you customize your BRM software. Major failures also include issues where functionality can be impacted. Set up alert notifications for major failures so you can correct problems immediately and avoid further degradation or data corruption.
MINOR	Performance might be impacted and will need attention in the future. Minor failures involve large audit tables.
WARNING	Performance and functionality both work as expected, but performance may be impacted in the future. For example, depending on your hardware and software resources, you can set up an alert notification when an event table reaches an age threshold or an audit table reaches a size threshold, so they can be archived or purged. Warning failures generally do not impact performance and *never* impact functionality.
NORMAL	No data or performance risks were found. This status is valid only for PASS results.

You can configure the **pin_db_alert.pl** utility to send email notifications to alert a list of people when a KPI is at a specified severity level. For more information, see "Setting Up Email Alert Notifications".

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Setting Up KPI Monitoring

To monitor KPIs, first you configure the KPI data entries in the **pin_db_alert.pl** utility's configuration file, and then you set up the validation thresholds in each validation module's configuration file.

The **pin_db_alert.pl** utility's configuration file contains entries for all KPIs; therefore, Oracle recommends that you configure this file for all KPIs *before* you set up the validation thresholds for each individual KPI.

> **Note**
>
> If you do not define KPI validation thresholds, the validation process will not occur; therefore, any alert notifications you configured will not be sent.

Setting up KPI monitoring requires the following:

- Specifying Which KPI Data Is Extracted
- Setting Up Email Alert Notifications
- Enabling Database Access
- Monitoring the Size of Audit Tables
- Monitoring the Age of Audit Tables
- Monitoring the Age of Events
- Monitoring Active Triggers
- Monitoring Indexes
- Monitoring Stored Procedures

The default configuration for monitoring KPIs is defined in the **pin_db_alert.pl** utility's configuration file (*BRM_home*/**diagnostics/pin_db_alert/pin_db_alert.conf**).

To edit this file, open it with a text editor and perform the following tasks as necessary. For more information, see the comments in the **pin_db_alert.conf** file.

- In the KPI_IDS entry, specify the KPI ID for each KPI to monitor.

  By default, all KPIs are listed; therefore, if you do not want to monitor one, remove it from the default list. For a list of KPI IDs, see "KPI Default Behavior".

- In the DATA_PLUGINS entry, specify the data module and desired values for each KPI listed in the KPI_IDS entry. See "Specifying Which KPI Data Is Extracted".

> **Note**
>
> In the sample **pin_db_alert.conf** file, values are provided for the **AuditHistoryAge** and **AuditTableSize** KPIs; however, the **OldestEventAge** KPI does not contain any values. You must provide your own values. See "Monitoring the Age of Events".

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- In the VALIDATION_PLUGINS entry, specify the validation module for each KPI listed in the KPI_IDS entry.

  > **Note**
  >
  > Make sure the validation modules are listed in the same order as their associated data modules in the DATA_PLUGINS entry.

- In the STATUS entry, configure the alert notifications. Specify the status and severity, and list the email addresses that get notified by the status/severity combination. For more information, see "Setting Up Email Alert Notifications".
- In the DEFAULT_AUDIT_TABLES entry, specify which audit tables to monitor by default. These audit tables are monitored in addition to any tables you list as values in the DATA_PLUGINS entry for the **auditAge** and **auditSize** modules.
- In the DB_USER and DB_PASSWD entries, specify the database user ID and encrypted password that are listed in the **sm_id** and **sm_pw** entries in the Data Manager (DM) **pin.conf** file. For more information, see "Enabling Database Access".

Specifying Which KPI Data Is Extracted

To specify which data is extracted from the database during KPI monitoring:

1. Open the **pin_db_alert.pl** utility's configuration file (*BRM_home*/**diagnostics/pin_db_alert/pin_db_alert.conf**) with a text editor.
2. In the DATA_PLUGINS entry, specify the data module and desired values for each KPI in the KPI_IDS entry:
   - **To extract data for the auditAge data module:**

     Specify the audit table names to monitor using the following syntax, separating each audit table name by a space:

     ```
     @DATA_PLUGINS =("auditAge Audit_table_name  Audit_table_name");
     ```

     > **Note**
     >
     > These tables are in addition to audit tables you have listed in the DEFAULT_AUDIT_TABLES entry.

   - **To extract data for the auditSize data module:**

     Specify the audit table names to monitor using the following syntax, separating each audit table name by a space:

     ```
     @DATA_PLUGINS =("auditSize Audit_table_name  Audit_table_name");
     ```

     > **Note**
     >
     > These tables are in addition to audit tables you have listed in the DEFAULT_AUDIT_TABLES entry.

   - **To extract data for the eventData module:**

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Specify the events to monitor using the following syntax:

```
@DATA_PLUGINS =("eventData Table_name:Column_name:Operator:Column_value");
```

where:

- *Table_name* is the name of the table that contains the event data.
- *Column_name* is the name of the table column that contains the event data.
- *Operator* is any standard SQL operator.
- *Column_value* is the POID of the event.

For example:

```
@DATA_PLUGINS =("eventData event_t:account_obj_id0:=:21950");
```

> **Note**
>
> You can add any number of values for the **eventData** module, separated by spaces; however, you can specify only one operator per table. If the operator or syntax is incorrect, the table is not validated, and an error is written to the data extraction output file.

- **To extract data for the triggersList, proceduresList, and indexList modules:**

  The **triggersList**, **proceduresList**, and **indexList** modules take no values. To extract data for these modules, list them in the DATA_PLUGINS entry using the following syntax:

  ```
  @DATA_PLUGINS =("triggersList","proceduresList","indexList");
  ```

  Enclose the entire DATA_PLUGINS value string with parentheses ( ) and separate each data value string with commas. For example:

  ```
  @DATA_PLUGINS =("auditSize au_service_t au_product_t au_account_t au_rate_t",
  "eventData event_t:account_obj_id0:=:21956 account_t:poid_id0:=:21956:",
  "auditAge au_service_t au_product_t",
  "triggersList","proceduresList","indexList");
  ```

3. Save and close the file.

Setting Up Email Alert Notifications

To configure the **pin_db_alert.pl** utility to send email notifications when a KPI validation returns a specified result/severity combination:

1. Open the **pin_db_alert.pl** utility's configuration file (*BRM_home*/**diagnostics/pin_db_alert.conf**) with a text editor.
2. Edit the **STATUS** entry using the following syntax:

   ```
   'Error:MAIL_ALERT:Notification_list'
   ```

   where:

   - *Error* is a combination of the status and severity, separated by a dot (**.**). The following values are valid:

     FAIL.CRITICAL

     FAIL.MAJOR

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FAIL.MINOR

FAIL.WARNING

PASS.WARNING

PASS.NORMAL

- *Notification_list* is a comma-separated list of email addresses to which the validation results are sent. You can have any number of email addresses for any error.

Be sure to enclose each status string in single quotation marks (' ').

For example:

```
@STATUS=('FAIL.CRITICAL:MAIL_ALERT:IT@example.com', 'FAIL.MINOR:MAIL_ALERT:
example@example.com, sysadm@example.com');
```

> **Note**
>
> You cannot configure email alerts for a specific KPI.

3. Save and close the file.

Enabling Database Access

The **pin_db_alert.pl** utility requires the database user name and password to query the database for KPIs.

1. Open the **pin_db_alert.pl** utility's configuration file (*BRM_home*/**diagnostics/pin_db_alert/pin_db_alert.conf**).
2. In the DB_USER and DB_PASSWD entries, specify the database user ID and encrypted password, respectively.

> **Note**
>
> These must be the same database user ID and password specified in the **sm_id** and **sm_pw** entries in the DM **pin.conf** file.

Use the following syntax:

```
DB_USER="User_ID";
DB_PASSWD="Encrypted_passwd";
```

3. Save and close the file.

For more information about encrypting passwords, see "About Encrypting Data" in *BRM Developer's Guide*.

Monitoring the Size of Audit Tables

To monitor the size of audit tables:

1. If necessary, specify the **auditSize** module values in the DATA_PLUGINS entry of the **pin_db_alert.pl** utility's configuration file. See "Setting Up KPI Monitoring".

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2. Open the **auditSize** validation configuration file (*BRM_home*/**diagnostics/pin_db_alert/auditSize_validation_AuditTableSize.conf**) with a text editor.
   - To change a size threshold for an existing table, change the number of rows specified in the AUDIT_SIZE_THRESHOLD value for that table.
   - To add an audit table, add a new AUDIT_SIZE_THRESHOLD entry for that table.
   - To omit an audit table from the validation process, either delete the AUDIT_SIZE_THRESHOLD entry for that table or comment out the entry.

   For details on how to configure the AUDIT_SIZE_THRESHOLD entry, see the comments in the **AuditTableSize** configuration file.
3. Save the file.

Monitoring the Age of Audit Tables

To monitor the age of audit tables:

1. If necessary, specify the **auditAge** module values in the DATA_PLUGINS entry of the **pin_db_alert.pl** utility's configuration file. See "Setting Up KPI Monitoring".
2. Open the **auditAge** validation configuration file (*BRM_home*/**diagnostics/pin_db_alert/auditAge_validation_AuditHistoryAge.conf**) with a text editor.
   - To change an age threshold for a table, change the number of days specified in the AUDIT_AGE_THRESHOLD value for that table.
   - To add an audit table, add a new AUDIT_AGE_THRESHOLD entry.
   - To omit an audit table from the validation process, either delete the AUDIT_AGE_THRESHOLD entry for that table or comment out the entry.

   For details on how to configure the AUDIT_AGE_THRESHOLD entry, see the comments in the **AudiHistoryAge** configuration file.
3. Save the file.

Monitoring the Age of Events

To monitor the age of events:

1. If necessary, configure the **eventData** module values in the DATA_PLUGINS entry of the **pin_db_alert.pl** configuration file (*BRM_home*/**diagnostics/pin_db_alert.conf**). See "Specifying Which KPI Data Is Extracted".

   > **Note**
   >
   > You can add any number of arguments for the **eventData** module; however, you can specify only one operator per table. If the operator or syntax is incorrect, the table is not validated, and an error is written to the data extraction output file.

2. Open the **eventData** validation configuration file (*BRM_home*/**diagnostics/pin_db_alert/eventData_validation_OldestEventAge.conf**) with a text editor.
   - To change an age threshold, change the number of days specified in the OLDEST_THRESHOLD value for the table.
   - To add a table to monitor, add a new OLDEST_THRESHOLD entry for the table.

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- To omit a table from the validation process, either delete the OLDEST_THRESHOLD entry for that table or comment it out.

For details on how to configure the OLDEST_THRESHOLD entry, see the comments in the **OldestEventAge** configuration file.

3. Save the file.

Monitoring Active Triggers

To monitor a trigger for an optional manager or customization that is not part of BRM:

1. If necessary, specify the **triggersList** module in the DATA_PLUGINS entry in the **pin_db_alert.pl** utility's configuration file. See "Setting Up KPI Monitoring".
2. Open the ACTIVETRIGGERS validation configuration file (*BRM_home***/diagnostics/pin_db_alert/triggersList_validation_ACTIVETRIGGERS.conf**) with a text editor.
3. Add a new entry for the trigger using the following syntax:

   ```
   ENABLED trigger_name
   ```

4. Save the file.
5. Restart the Connection Manager (CM).

Monitoring Indexes

To monitor an index for an optional manager or customization that is not part of BRM:

1. If necessary, specify the **indexList** module in the DATA_PLUGINS entry in the **pin_db_alert.pl** utility's configuration file. See "Setting Up KPI Monitoring".
2. Open the *BRM_home***/diagnostics/pin_db_alert/indexList_validation_INDEXES.conf** file.
3. Add a new entry for the index using the following syntax:

   ```
   table_name   column_name   index_name   UNIQUE
   ```

   To add a composite index, add each column name as a separate entry, in the order of the columns in the index. For example:

   ```
   ACCOUNT_NAMEINFO_T    OBJ_ID0      I_ACCOUNT_NAMEINFO__I    UNIQUE
   ACCOUNT_NAMEINFO_T    REC_ID       I_ACCOUNT_NAMEINFO__I    UNIQUE
   ACCOUNT_T             ACCOUNT_NO   I_ACCOUNT_NO__ID         UNIQUE
   ```

4. Save the file.

Monitoring Stored Procedures

To monitor a stored procedure for an optional manager or customization that is not part of BRM:

1. If necessary, specify the **proceduresList** module in the DATA_PLUGINS entry in the **pin_db_alert.pl** utility's configuration file. See "Setting Up KPI Monitoring".
2. Open the PROCEDURES validation configuration file (*BRM_home***/diagnostics/pin_db_alert/proceduresList_validation_PROCEDURES.conf** file) with a text editor.
3. Add a new entry for the stored procedure using the following syntax:

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procedure_name **VALID**

4. Save the file.

Running the pin_db_alert.pl Utility

Run the **pin_db_alert.pl** utility periodically to monitor the health of your database. The **cron** command is the typical way to do this.

> **Note**
>
> You can also run the **pin_db_alert.pl** utility manually at the command line (for example, after system upgrades).

Use a **cron** job with a **crontab** entry to run the **pin_db_alert.pl** utility at a specified time. The following **crontab** entry runs the utility at 1:00 a.m. on a quarterly basis:

```
0 1 * */3 * BRM_home/bin/pin_db_alert.pl &
```

Defining Custom KPIs

You can define custom KPIs (for example, to monitor the integrity of customer subscriber information after system upgrades):

- Define a new KPI called **SubscriberInformation** to monitor the consistency of subscriber data over a period of time. This KPI must include a data module that retrieves the subscriber information and a validation module that verifies this data.
- Create a configuration file for the KPI validation module and specify the relevant threshold information.
- Add the new KPI information to the **pin_db_alert.conf** file. For information on the entries in this file, see "Setting Up KPI Monitoring".

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Running Stored Procedures

Learn how, in special cases, you can run custom stored procedures against the Oracle Communications Billing and Revenue Management (BRM) database.

Topics in this document:

- About Running Stored Procedures in BRM
- Adding Custom Stored Procedures to BRM
- Running Stored Procedures
- Sample of Running a Custom Stored Procedure

About Running Stored Procedures in BRM

You can access data in the BRM database by using the BRM base opcodes, such as PCM_OP_SEARCH, PCM_OP_READ_FLDS, PCM_OP_WRITE_FLDS, and so on. While these opcodes will meet most of your business needs, you may occasionally need to perform complex joins, aggregations, and updates on the BRM data. To do so, you can run a custom stored procedure against the BRM database.

Adding Custom Stored Procedures to BRM

If you want to run a custom stored procedure against the BRM database, you must add the stored procedure's name to the **/config/stored_procedure** object. BRM allows only the stored procedures listed in **/config/stored_procedure** to be run in BRM.

To add custom stored procedures to BRM, you edit the **config_stored_procedure.xml** file and then load it into the database by using the **load_config** utility.

To allow BRM to run custom stored procedures:

1. Open the *BRM_home***/sys/data/config/config_stored_procedure.xml** file.
2. Add a **<RESULTS>** array element for each custom stored procedure:

   ```
   <RESULTS elem="x">
      <NAME>storedProcedure</NAME>
      <DESCR>description</DESCR>
   </RESULTS>
   ```

   where *storedProcedure* is the name of your custom stored procedure, and *description* is a short description of what the stored procedure does.
3. Save and close the XML file.
4. Load the file into the database by running the **load_config** utility:

   ```
   load_config config_stored_procedure.xml
   ```

   If the XML file is in a different directory from which you run the utility, include the entire path to the file.

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See "load_config" in *BRM Developer's Guide* for information about the utility's syntax and parameters.

To verify that your custom stored procedures were loaded into the database, display the **/config/stored_procedure** object by using the Object Browser or by using the **testnap** utility. See "Reading an Object and Writing Its Contents to a File" in *BRM Developer's Guide*.

For more information about the **/config/stored_procedure** object, see *Storable Class Reference*.

Running Stored Procedures

To run a stored procedure against the BRM database, you use the PCM_OP_EXEC_SPROC opcode. Configure your custom client application to call the opcode, or run the opcode by using **testnap**. See "Using the testnap Utility to Test BRM" in *BRM Developer's Guide* for information about using **testnap**.

> ⚠ **Caution**
>
> - Running stored procedures using PCM_OP_EXEC_SPROC should be done with caution as there are chances for data corruption or undesired results if not used with the utmost care.
> - Stored procedures have fixed input and output parameters, which may inhibit the extensibility of a feature if not used carefully.

The input flist that you pass into the PCM_OP_EXEC_SPROC opcode must specify the stored procedure to run and include an array of PIN_FLD_ARGS elements for defining the parameters required by the stored procedure. You can also include an optional PIN_FLD_RESULTS element for defining the results to return in the output flist. For example:

```
0 PIN_FLD_POID              POID [0] 0.0.0.1 /procedure -1 0
0 PIN_FLD_PROC_NAME          STR [0] "Procedure_Name"
0 PIN_FLD_ARGS             ARRAY [1]
1     PIN_FLD_ACCOUNT_OBJ   POID [0] 0.0.0.1 /account 1536772 0
1     PIN_FLD_ARG_TYPE      ENUM [0] 0
0 PIN_FLD_RESULTS          ARRAY [1]
```

These fields are used for simple input and output parameters:

- PIN_FLD_POID: Set this to a type-only POID for the **/procedure** object.
- PIN_FLD_PROC_NAME: Set this to the name of the stored procedure to run. The name of the stored procedure must be listed in the *BRM_home***/sys/data/config/config_stored_procedure.xml** file.
- PIN_FLD_ARGS: An array of input and output parameters. These must be defined in the order in which the parameters are defined in the stored procedure. There is no support for named parameters.
  - PIN_FLD_ARG_TYPE: Specify whether the field is an input (**0**) or an output (**1**) parameter.
  - PIN_FLD_ACCOUNT_OBJ: This represents any BRM field type. For POID fields, the individual component values are split out and passed as separate parameters. Thus, a single POID would map to four distinct parameters in the stored procedure.

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- PIN_FLD_RESULTS: An array of parameters for the opcode to return in its output flist.

Sample of Running a Custom Stored Procedure

The following shows an example of how to run a custom stored procedure. This example includes the following high-level steps:

1. Create a custom stored procedure named **get_gl_total**.
2. Add **get_gl_total** to the **/config/stored_procedure** object.
3. Create an input flist for PCM_OP_EXEC_SPROC.
4. Use **testnap** to run **get_gl_total** through the PCM_OP_EXEC_SPROC opcode.

Creating Sample Stored Procedure

The following creates a simple stored procedure named **get_gl_total** that returns the sum of **/journal** data for an account, grouped by **resource_id** and **gl_id**.

```
CREATE OR REPLACE PROCEDURE get_gl_total (
   i_account_obj_db   IN NUMBER,
   i_account_obj_type IN VARCHAR2,
   i_account_obj_id0  IN NUMBER,
   i_account_obj_rev  IN NUMBER,
   out_cv             IN OUT SYS_REFCURSOR) AS
BEGIN
   OPEN out_cv FOR
       SELECT account_obj_db,
              account_obj_type,
              account_obj_id0,
              0 account_obj_rev,
              resource_id,
              gl_id,
              SUM(db_ar_net_amt) AS amount
         FROM journal_t
        WHERE gl_id > 0
          AND DECODE(i_account_obj_id0, 0, account_obj_id0,
i_account_obj_id0) = account_obj_id0
     GROUP BY account_obj_db,
              account_obj_type,
              account_obj_id0,
              resource_id,
              gl_id;
END;
```

Adding Sample Stored Procedure to BRM

The following procedure shows how to add **get_gl_total** to the list of stored procedures that can be run against the BRM database:

1. Add the following **<RESULTS>** array element to the *BRM_home*/**sys/data/config/config_stored_procedure.xml** file:

```
<RESULTS elem="80">
   <NAME>get_gl_total</NAME>
```


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```
   <DESCR>This stored procedure sums journal data for an account</DESCR>
</RESULTS>
```

2. Load the file into the database by running the **load_config** utility:

   ```
   load_config config_stored_procedure.xml
   ```

3. Stop and restart the Connection Manager (CM).

Creating Sample Input Flist

The following shows a sample input flist for PCM_OP_EXEC_SPROC for running the **get_gl_total** stored procedure. It specifies to retrieve journal data for account 1536772 and return the **/account** object POID, resource ID, G/L ID, and amount for each journal entry.

```
0 PIN_FLD_POID               POID [0] 0.0.0.1 /procedure -1 0
0 PIN_FLD_PROC_NAME           STR [0] "get_gl_total"
0 PIN_FLD_ARGS              ARRAY [1]
1     PIN_FLD_ACCOUNT_OBJ    POID [0] 0.0.0.1 /account 1536772 0
1     PIN_FLD_ARG_TYPE       ENUM [0] 0
0 PIN_FLD_RESULTS           ARRAY [0]
1     PIN_FLD_ACCOUNT_OBJ    POID [0] 0.0.0.1 /account -1 0
1     PIN_FLD_RESOURCE_ID     INT [0] 0
1     PIN_FLD_GL_ID           INT [0] 0
1     PIN_FLD_AMOUNT      DECIMAL [0] NULL
```

Using testnap to Run Sample Stored Procedure

The following shows how to run the sample **get_gl_total** stored procedure by using the **testnap** utility and the sample input flist:

1. Start the **testnap** utility:

   ```
   testnap
   ```

2. Load the sample input flist (in a file named **sample_input**) into buffer **1**:

   ```
   r <<token sample_input 1
   ```

3. Run the PCM_OP_EXEC_SPROC opcode using the input flist from buffer **1**:

   ```
   xop PCM_OP_EXEC_SPROC 0 1
   ```

   The utility returns the opcode's output flist. For example:

   ```
   0 PIN_FLD_POID               POID [0] 0.0.0.1 /procedure -1 0
   0 PIN_FLD_RESULTS           ARRAY [0]
   1     PIN_FLD_ACCOUNT_OBJ    POID [0] 0.0.0.1 /account 1536772 0
   1     PIN_FLD_RESOURCE_ID     INT [0] 978
   1     PIN_FLD_GL_ID           INT [0] 102
   1     PIN_FLD_AMOUNT      DECIMAL [0] 13.548
   0 PIN_FLD_RESULTS           ARRAY [1]
   1     PIN_FLD_ACCOUNT_OBJ    POID [0] 0.0.0.1 /account 1536772 0
   1     PIN_FLD_RESOURCE_ID     INT [0] 1000502
   1     PIN_FLD_GL_ID           INT [0] 102
   1     PIN_FLD_AMOUNT      DECIMAL [0] 0
   ```


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12

Using Configuration Files

Learn about the Oracle Communications Billing and Revenue Management (BRM) configuration and properties files, including where to find them and how to edit them.

Topics in this document:

- About Configuration Files
- Syntax for Configuration Entries
- Syntax for Facilities Module Entries
- Guidelines for Editing Java Properties Files
- Configuring BRM by Using the pin_bus_params Utility
- Configuring a Shared pin.conf File
- Preparing for Platform Migration by Using Variables in pin.conf Files
- Using Oracle Wallet

About Configuration Files

The primary purpose of configuration files is to enable the different components of BRM to communicate with each other (see "Connecting BRM Components"). The configuration files can also include other entries that let you increase performance and implement business policies.

- Most BRM components and utilities use configuration files (**pin.conf**).
- BRM Java programs use properties files (usually **Infranet.properties**).

  Any configuration entry that includes an application name, such as **Infranet.pricing_tool.log.file**, is specific to that application. Any other entry is a shared entry, applying to all applications. Any application-specific entry overrides a shared entry.
- BRM programs based on Perl scripts read configuration information from a file named **pin.conf.pl**.

> **Note**
>
> By default, the BRM Installer stores configuration entries, including the sensitive information (such as database and account passwords), in the Oracle wallet and the BRM applications retrieve the data from the Oracle wallet. For more information, see "Using Oracle Wallet".

You can use any text editor to edit configuration files.

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> **Note**
>
> Before you edit a configuration file, save a backup copy.

Some configuration files are write-protected. Before editing the file, remove that restriction. After you edit the file, restore the restriction.

Each configuration file includes specific, detailed information about how to edit each configuration entry in that file. To edit an entry, follow the guidelines provided for that entry.

To insert a comment, type a crosshatch (#) followed by the comment. BRM ignores all text on that line.

Configuration File Locations

The default location for a configuration file is the directory where the system process or program runs. Typical locations are:

- Directories inside the *BRM_home*/**sys** directory (for example, *BRM_home*/**sys/cm/pin.conf**).
- Directories inside the *BRM_home*/**apps** directory (for example, *BRM_home*/**apps/pin_billd/pin.conf**).
- In the application folder (for example, *BRM_home/Application_home*/**Infranet.properties**).

Syntax for Configuration Entries

Entries in a configuration file use the following syntax:

```
host_name     program     keyword     values
```

where:

- *host_name* is the name or IP address of the computer. An IP address can be version 4 (IPv4), for example, 192.0.2.1, or version 6 (IPv6), for example, 2001:db8:n:n:n:n:n:n. To refer to the current computer, use a single hyphen (-). If several computers share the same configuration file, use the name of the current computer. In this case, BRM components, such as the Connection Manager (CM) or the Data Manager (DM), use only the entries that contain the host name on which they are started.
- *program* is the name of the program to which this entry applies. The program can be:
  - The name of the application (or custom application) or Facilities Module (FM), such as **cm**, **pin_billd**, or **fm_bill**. Use a specific name when the entry applies only to a single program.
  - **nap** (Network Application Program). Use **nap** when the entry applies to general BRM applications, which use the PCM_CONNECT and PCM_CONNECT_OPEN functions.
  - Blank or a single hyphen (**-**). The entry applies to any BRM function, such as **pin_virtual_time**.
- *keyword* is the name of the configuration entry.
- *values* is one or more parameters specific to the configuration entry. Values are separated by spaces.

A single configuration entry resembles the following example:

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```
- cm   userid   0.0.0.1   /service   1
```

This entry applies to the Connection Manager (**cm**) on the local computer (-). The entry is called **userid**, and the three values associated with that entry are **0.0.0.1**, **/service**, and **1**.

> **Note**
>
> Some configuration files have entries with **userid** and a database number, as shown here. BRM ignores the database number in these entries:
>
> ```
> - cm   userid   0.0.0.1   /service   1
> ```

Syntax for Facilities Module Entries

The CM configuration file includes entries for Facilities Modules (FMs) that are linked to the CM at startup. Some of these entries are for the base set of FMs that are part of the standard release; other entries are for optional BRM components. You can also add entries for custom FMs.

Configuration entries for FMs use the following syntax:

```
- cm fm_module file_name initialization_table initialization_function tag
```

where:

- *file_name* is the path to the shared library file containing the functions that make up the FM. The file name has the **.so** extension on Oracle Linux.

  Do not change this parameter unless you change the location of the file.
- *initialization_table* is the name of the configuration structure that maps each opcode to a function. Do not change this text for standard FMs.
- *initialization_function* is either a hyphen (**-**), meaning that no function is run when the CM is started, or the name of the function to be run at startup. Some FMs call optional initialization functions that you can use to configure the FM.
- *tag* identifies the FM to the CM. Each CM has an equivalent tag as part of the **cm_ports** configuration entry. Each FM with a matching tag is linked to that CM at startup. The default tag for the base set of FMs is **pin**. You can use other tags to define separate sets of FMs for multiple CMs on the same computer.

> **Note**
>
> Some FMs depend on others. Never change the order of the base set of FMs in the CM configuration file.

Guidelines for Editing Java Properties Files

Java applications get configuration information from Java properties files instead of the **pin.conf** files that are used for C applications.

The BRM installation program uses information supplied by the installer to write configuration information to the properties files.

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Each properties file includes specific, detailed information about how to edit each configuration entry in that file. To edit an entry, follow the guidelines provided with that entry.

You can add comments to properties files to help others understand the purpose of your entries. To insert a comment, type a crosshatch (#) followed by the comment. BRM ignores all text on the same line after the crosshatch.

Connection entries, failover entries, and other entries each have their own syntax considerations.

Connection Entry

The connection entry consists of a full URL to the BRM services. It takes one of two forms, depending on the type of login setting:

- For the Type 1 login setting, which requires a password, use the following format:

  pcp://*user_name***:***password***@***host_name***:***port***/***service_object*

  where:

  - *user_name* is the login name to use for connecting to BRM.
  - *password* is the password for the specified user name.
  - *host_name* is the name or IP address of the computer running the CM or Connection Manager Master Process (CMMP). The IP address can be version 4 (IPv4) or version 6 (IPv6).
  - *port* is the TCP port number of the CM or CMMP on the host computer. The port number must match the corresponding **cm_ports** entry in the CM or CMMP configuration file.
  - *service_object* is the service type. The trailing number, “1," is the Portal object ID (POID) of the service.

  For example:

  ```
  infranet.connection=pcp://root.0.0.0.1:password@hostname:11960/service/admin_client
  ```

- For the Type 0 login setting, which does not require a password, use the following format:

  pcp://*host_name***:***port***/***database_number***/***service_object*

  where:

  - *host_name* is the name or IP address of the computer running the CM or Connection Manager Master Process (CMMP). The IP address can be version 4 (IPv4) or version 6 (IPv6).
  - *port* is the TCP port number of the CM or CMMP on the host computer. The port number must match the corresponding **cm_ports** entry in the CM or CMMP configuration file.
  - *database_number* is the database number assigned to your BRM database when the DM was installed. For example, **0.0.0.1**.
  - *service_object* is the service type. The trailing number, “1," is the Portal object ID (POID) of the service.

  For example:

  ```
  infranet.connection=pcp://hostname:11960/0.0.0.1/service/admin_client
  ```


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Failover Entry

A failover entry refers to an alternate CM host that an application can use to connect to BRM if the main host, specified in the connection entry, is unavailable.

Use the following format:

```
infranet.failover.1=pcp://host_name:port
```

where:

- *host_name* is the name or IP address of the computer running the CM or CMMP.
- *port* is the TCP port number of the CM or CMMP on the host computer. The port number must match the corresponding **cm_ports** entry in the CM or CMMP configuration file.

> **Note**
>
> *user_name*, *password*, and *service_object* for the alternative hosts are the same as for the main host and are not specified in failover entries.

Other Properties Entries

The flags used in the connection entry of the main **Infranet.properties** file are used by all the other properties entries, unless they are overridden.

Other entries that override these values for all your Java applications use the following format:

```
infranet.entry.specific_entries
```

The **Infranet.properties** file also contains entries specific to particular Java applications, in the following format:

```
infranet.application.specific_entries
```

Configuring BRM by Using the pin_bus_params Utility

As part of the BRM installation, a standard group of **/config/business_params** objects is added to the BRM database. These objects contain all the business parameters normally used by BRM. In their default state, these parameters typically disable optional features and direct BRM to use behaviors optimal for most users. However, your business might require optional features or alternative BRM behaviors. Or you might want to add business parameters or parameter classes that are not part of BRM.

If so, use the **pin_bus_params** utility to perform those tasks. This utility has the following capabilities:

- **Retrieving**: Use the utility to retrieve the contents of an existing **/config/business_params** object in your BRM installation and translate it into an XML file that you can edit.
- **Loading**: Use the utility to load the contents of an XML file that contains business parameters into an existing **/config/business_params** object or to create entirely new objects.

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You can use the XML file created during retrieval to add new parameters for existing classes or to create an entirely new class of parameters. When you use the utility to load the XML file into the **/config/business_params** object, BRM adds the new parameters to your parameter configuration, and these parameters can be called from custom code. For information on adding new parameters and classes, see *BRM Developer's Guide*.

Retrieving /config/business_params Objects

To retrieve a **/config/business_params** object, run the following command:

```
pin_bus_params -r ParameterClassTag bus_params_ParameterClassName.xml
```

This command retrieves the **/config/business_params** object for the specified class into the specified XML file. Consider the following when retrieving business parameters:

- To retrieve a specific parameter, you must know which parameter class it belongs to. The resulting XML file for each class is short so you can quickly locate specific parameters within the class.
- Because you retrieve one parameter class at a time, you can edit parameters for a single parameter class without affecting any other parameter classes. BRM overwrites only the **/config/business_params** object whose parameter class appears in the resulting XML file, so the overall BRM business parameter configuration remains stable.
- To update more than one parameter class, you must perform multiple retrievals and loads, one for each class.
- You can create a library of class-based business parameter files and individually reload modified versions of these files only when needed.

Loading /config/business_params Objects

To load parameters into **/config/business_params** objects, use the following command:

```
pin_bus_params bus_params_ParameterClassName.xml
```

This command finds the **/config/business_params** object for the parameter class in the XML file and overwrites the object with the new parameters.

Configuring a Shared pin.conf File

If you run several BRM applications and processes on one computer, they can share a single configuration file. To set up a shared configuration file:

1. Combine configuration entries for each BRM component into a single **pin.conf** file.
2. Save that file to the *BRM_home* directory.
3. For each BRM component that uses the shared configuration file, move its specific configuration file to a backup location or rename the file.

When BRM starts any BRM application, component, or process, it searches for the appropriate **pin.conf** file in the following directories in the order shown:

1. The current directory.
2. The system **/etc** directory.

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> **Note**
>
> The */etc* directory is included in the search path for backward compatibility.

3. If the PIN_HOME environment variable is defined, the *BRM_home*/**config** directory.

> **Note**
>
> If the PIN_HOME environment variable is not defined, BRM skips this part of the search.

Preparing for Platform Migration by Using Variables in pin.conf Files

You can reference certain system environment variables in **pin.conf** configuration files. These references can facilitate future migration of the **pin.conf** files to BRM implementations on other platforms.

For information about environment variables, see *BRM Installation Guide*.

Table 12-1 shows the environment variables that can be referenced in BRM configuration files (**pin.conf**).

Table 12-1 BRM Configuration File Environment Variables

Environment Variable	Reference in pin.conf Files
PIN_HOME	${PIN_HOME}
PIN_LOG_DIR	${PIN_LOG_DIR}
LIBRARYEXTENSION	${LIBRARYEXTENSION}
LIBRARYPREFIX	${LIBRARYPREFIX}

Sample **pin.conf** file with environment variable references:

```
- - pin_virtual_time ${PIN_HOME}/lib/pin_virtual_time_file
- fm_rate tax_supplier_map ${PIN_HOME}/sys/cm/tax_supplier.map
- cm fm_module ${PIN_HOME}/lib/fm_utils/$
{LIBRARYEXTENSION} fm_utils_config fm_utils_init pin
- cm fm_module ${PIN_HOME}/lib/fm_delivery/$
{LIBRARYEXTENSION} fm_delivery_config - pin
```

Using Oracle Wallet

By default, the BRM installer stores configuration entries in the Oracle wallet, including sensitive information (such as TLS certificates and database and account passwords). BRM applications retrieve the data from the Oracle wallet unless the configuration entries are also stored in the **Infranet.properties** and **pin.conf** configuration files. The entries in the configuration files take precedence.

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> **Note**
>
> BRM applications automatically decrypt encrypted passwords when retrieving them from the wallet or configuration files.

Table 12-2 describes the different wallet types used by BRM.

Table 12-2 BRM Wallet Descriptions

Wallet Type	Use
root	Stores the root TLS certificate of the sample certificate authority (CA).
server	Stores the TLS server certificate for sending to clients initiating a TLS connection.
client	The following are the different entries stored in the client wallet: • Stores the same CA certificate as a trusted certificate used for TLS. • Stores the root encryption key. (The BRM_WALLET environment variable identifies the wallet.) • Stores configuration entries like passwords. (The BRM_CONF_WALLET variable identifies the wallet.)

To view the list of configuration entries in the Oracle wallet, see "Viewing Configuration Entries in the Client Wallet".

You can store, modify, or retrieve configuration entries in the Oracle wallet by using the following utilities:

- **pin_crypt_app**: Use this utility to store, modify, or retrieve entries for C/C++ PCM applications. For more information, see "pin_crypt_app" in *BRM Developer's Guide*.
- **pin_config_editor**: Use this utility to store, modify, or retrieve entries for Java PCM applications. For more information, see "pin_config_editor" in *BRM Developer's Guide*.
- **orapki**: Use this utility to store, modify, or retrieve public key infrastructure (PKI) elements, such as wallets and certificate revocation lists (CRLs). For more information about this utility, see "Managing Public Key Infrastructure (PKI) Elements" in *Oracle Database Security Guide*.

> **Note**
>
> If you change the database password in the Oracle wallet, ensure that you change the database password in all other configuration entries in the Oracle wallet.

For more information, see:

- Managing Wallets for C/C++ PCM Applications
- Managing Wallets for Java PCM Applications
- Viewing Configuration Entries in the Client Wallet

Managing Wallets for C/C++ PCM Applications

This section covers managing wallets for C/C++ PCM applications, including storing and retrieving configuration entries:

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- Storing Configuration Entries for C/C++ PCM Applications in Client Wallet
- Storing Passwords for Java PCM Applications in a Wallet
- Retrieving Configuration Entries from Client Wallet for C/C++ PCM Applications

Storing Configuration Entries for C/C++ PCM Applications in Client Wallet

For C/C++ PCM applications, you typically store the database user ID, database password, and encryption algorithm in the client wallet by using the **pin_crypt_app** utility. For information about the utility's syntax and parameters, see "pin_crypt_app" in *BRM Developer's Guide*.

To store a configuration entry and value for C/C++ PCM applications in your client wallet, go to the *BRM_home***/bin** directory and do the following:

1. On Linux, run the following command:

   ```
   pin_crypt_app -setconf -wallet clientWalletLocation -program program -parameter
   configEntry -value value
   ```

   where:

   - *clientWalletLocation* is the full path to the client wallet.
   - *program* is the BRM component to which the configuration entry belongs. For example, enter **dm** if the configuration entry is in the DM **pin.conf** file, enter **cm** if the configuration entry is in the CM **pin.conf** file, and so on.
   - *configEntry* is the name of the configuration entry to store in the client wallet, such as **sm_id** or **crypt** for the DM **pin.conf** file.
   - *value* is the value for *configEntry*.

   For example, to store the DM **pin.conf** file entry "**- dm sm_id pin01**" in the client wallet:

   ```
   pin_crypt_app -setconf -wallet $PIN_HOME/opt/brm_wallet -program dm –parameter sm_id
   -value pin01
   ```

2. On Windows, run the following command:

   ```
   java -cp ".;oraclepkijarLocation;cetjarLocation com.portal.cet.PinCrypt -setconf -
   wallet clientWalletLocation -program program -parameter configEntry -value value
   ```

   For example, to store the pin_billd **pin.conf** file entry "**- nap login_name myName**" in the client wallet:

   ```
   java -cp ".;BC\lib\oraclepki.jar;BC\lib\cet.jar" com.portal.cet.PinCrypt -setconf -
   wallet c:\pin\wallet\client -program pin_billd -parameter login_name -value myName
   ```

3. At the **Enter the wallet password** prompt, enter your client wallet password.

The utility parameter creates a new entry in your client wallet if one does not exist. If an entry already exists, it overwrites the value.

Storing Passwords for C/C++ PCM Applications in Client Wallet

To store a password for C/C++ PCM applications in your client wallet, go to the *BRM_home***/bin** directory and do the following:

1. On Linux, run the following command:

   ```
   pin_crypt_app -setconf -wallet clientWalletLocation -program program -parameter
   configEntry -pwd
   ```


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For example, to store the DM **pin.conf** file entry "**- dm sm_pw** *password*" in the client wallet:

```
pin_crypt_app -setconf -wallet $PIN_HOME/opt/brm_wallet -program dm –parameter sm_pw
-pwd
```

2. On Windows, run the following command:

```
java -cp ".;oraclepkijarLocation;cetjarLocation com.portal.cet.PinCrypt -setconf -
wallet clientWalletLocation -program program -parameter configEntry -pwd
```

For example, to store the pin_billd **pin.conf** file entry "**- nap login_pw myName**" in the client wallet:

```
java -cp ".;oraclepkijarLocation;cetjarLocation com.portal.cet.PinCrypt -setconf -
wallet c:\pin\wallet\client -program pin_billd –parameter login_pw -pwd
```

3. At the **Enter the wallet password** prompt, enter your client wallet password.
4. At the **Enter value to be stored in the wallet** prompt, enter the password to store in the wallet.

> **Note**
>
> If you want to store an encrypted password, enter the encrypted password at the prompt.

The password is stored in the client wallet.

Retrieving Configuration Entries from Client Wallet for C/C++ PCM Applications

To retrieve value of a configuration entry from the client wallet for C/C++ PCM applications:

1. Go to the *BRM_home***/bin** directory.
2. On Linux, run this command:

```
pin_crypt_app -getconf -wallet clientWalletLocation -program program -parameter
configEntry
```

where:

- *clientWalletLocation* is the full path to the client wallet.
- *program* is the BRM component to which the configuration entry belongs. For example, enter **dm** if the configuration entry is in the DM, enter **cm** if the configuration entry is in the CM.
- *configEntry* is the name of the configuration entry to retrieve from the client wallet, such as **sm_id** or **crypt** for the DM **pin.conf** file.

For example, to retrieve the **sm_id** value for the DM:

```
pin_crypt_app -getconf -wallet $PIN_HOME/opt/brm_wallet -program dm -parameter sm_id
```

3. On Windows, run the following command:

```
java -cp ".;oraclepkijarLocation;cetjarLocation" com.portal.cet.PinCrypt -getconf -
wallet clientWalletLocation -program program -parameter configEntry
```

For example, to retrieve the **sm_pw** value for the DM **pin.conf** file:

```
java -cp ".;BC\lib\oraclepki.jar;BC\lib\cet.jar" com.portal.cet.PinCrypt -getconf -
wallet c:\pin\wallet\client -program dm -parameter sm_pw
```


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4. At the **Enter the wallet password** prompt, enter your client wallet password.

The utility prompts you for the wallet password.

Managing Wallets for Java PCM Applications

This section provides information on handling wallets for Java PCM applications, focusing on storing and retrieving configuration entries:

- Storing Configuration Entries for Java PCM Applications in Client Wallet
- Retrieving Configuration Entries from Client Wallet for Java PCM Applications
- Storing Passwords for Java PCM Applications in a Wallet
- Storing BRM Connection Details for Java PCM Applications in a Wallet
- Listing Configuration Parameters for Java PCM Applications in a Wallet

Storing Configuration Entries for Java PCM Applications in Client Wallet

To store a configuration entry for Java PCM applications in the client wallet:

1. Go to the *BRM_home***/bin** directory.
2. Do one of the following:

   On Linux:

   To store a value, run the following command:

   ```
   pin_config_editor -setconf -wallet clientWalletLocation –parameter configEntry -value value
   ```

   where:

   - *clientWalletLocation* is the path to the client wallet.
   - *configEntry* is the configuration entry in the client wallet.
   - *value* is the appropriate value for the respective entry in the client wallet.

   For example, running the following command stores the BRM log level as 1 in the client wallet:

   ```
   pin_config_editor -setconf -wallet opt/brm_wallet –parameter infranet.log.level -value 1
   ```

   On Windows:

   To store a value, run the following command:

   ```
   java -cp ".;oraclepkijarLocation;cetjarLocation com.portal.cet.ConfigEditor  -setconf -wallet clientWalletLocation –parameter configEntry -value value
   ```

   For example, running the following command stores the BRM log level as 1 in the client wallet:

   ```
   java -cp ".;BC\lib\oraclepki.jar;BC\lib\cet.jar" com.portal.cet.configEditor -setconf -wallet opt/brm_wallet -parameter infranet.log.level -value 1
   ```

   Enter the password for the wallet prompt appears.
3. Enter the client wallet password.
4. Enter the password to be stored.

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> **Note**
>
> If you want to store the encrypted password, enter the encrypted password at the prompt.

The password is stored in the client wallet.

Retrieving Configuration Entries from Client Wallet for Java PCM Applications

To retrieve a configuration entry from the client wallet for Java PCM applications:

1. Go to the *BRM_home*/**bin** directory.
2. Do one of the following:

   On Linux:

   - To retrieve a value, run the following command:

     pin_config_editor -getconf -wallet *clientWalletLocation* **–parameter** *configEntry*

     For example, running the following command retrieves the value stored for the **infranet.connection** entry:

     ```
     pin_config_editor -getconf -wallet -wallet opt/brm_wallet -parameter
     infranet.connection
     ```

   On Windows:

   - To retrieve a value, run the following command:

     java -cp ".;oraclepkijarLocation;cetjarLocation com.portal.cet.ConfigEditor -getconf -wallet *clientWalletLocation* **-parameter** *configEntry*

     For example, running the following command retrieves value stored for the **infranet.connection** entry:

     ```
     java -cp ".;BC\lib\oraclepki.jar;BC\lib\cet.jar" com.portal.cet.ConfigEditor -
     getconf -wallet  opt/brm_wallet -parameter infranet.connection
     ```

   The value of the configuration entry is displayed.

Storing Passwords for Java PCM Applications in a Wallet

To store passwords for Java PCM applications in a wallet:

1. Go to the *BRM_home*/**bin** directory.
2. Run the following command:

   pin_config_editor -setconf -wallet *walletLocation* **-parameter** *configEntry* **-pwd**

For example:

```
pin_config_editor -setconf -wallet path/mywallet -parameter collections.0.0.0.1_login_pw
-pwd
```

The utility prompts you for the wallet password and then for the parameter's password.

On Windows, run the following command to store a password:

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```
java -cp ".;oraclepkijarLocation;cetjarLocation com.portal.cet.ConfigEditor  -setconf -wallet clientWalletLocation –parameter configEntry [-pwd]
```

For example, running the following command stores the BRM password in the client wallet:

```
java -cp ".;BC\lib\oraclepki.jar;BC\lib\cet.jar" com.portal.cet.configEditor -setconf -wallet opt/brm_wallet -parameter infranet.cmt.passwd -pwd
```

Storing BRM Connection Details for Java PCM Applications in a Wallet

To store BRM connection credentials in wallet:

1. Go to the *BRM_home*/**bin** directory.
2. Run the following command:

   ```
   pin_config_editor -setconf -wallet walletLocation -parameter infranet.connection
   ```

   For example:

   ```
   pin_config_editor -setconf -wallet path/mywallet -parameter infranet.connection
   ```

   The utility prompts you for the wallet password, user name, password, host name, port number, service type, and service POID.

Listing Configuration Parameters for Java PCM Applications in a Wallet

To list all configuration parameters stored in an Oracle wallet:

1. Go to the *BRM_home***/bin** directory.
2. Run the following command:

   ```
   pin_config_editor -list -wallet walletLocation
   ```

   where *walletLocation* is the path to the client, server, or root wallet.

The utility prompts you for the wallet password.

The utility displays all configuration parameters stored in the specified wallet.

Viewing Configuration Entries in the Client Wallet

To view entries in the client wallet:

1. Go to the BRM_*home***/bin** directory.
2. Run the following command:

   ```
   orapki wallet display -wallet client
   ```

Table 12-3 is a list of configuration entries stored in the client wallet.

Table 12-3 Configuration Entries in the Client Wallet

Key	Description
-.acct_recv.0.0.0.1_login_pw	The password for the user that runs AR utilities and opcodes
-.bc_client.0.0.0.1_login_pw	The password for the Billing Care user

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Table 12-3 (Cont.) Configuration Entries in the Client Wallet

Key	Description
-.bill_inv_pymt_sub.0.0.0.1_login_pw	The password for the user that runs Billing, Invoicing, Payments, and Subscription utilities and opcodes
-.billing.0.0.0.1_login_pw	The password for the user that runs Billing utilities and opcodes
-.boc_client.0.0.0.1_login_pw	The password for the Business Operations Center client user
-.collections.0.0.0.1_login_pw	The password for the user that runs Collections utilities
-.crypt_utils.0.0.0.1_login_pw	The password for the user to run crypt utilities
-.cust_center.0.0.0.1_login_pw	The password for the Customer Center user
-.cust_mgnt.0.0.0.1_login_pw	The password for the user that runs Customer Management utilities and opcodes
-.ece.0.0.0.1_login_pw	The password for the ECE user
-.invoicing.0.0.0.1_login_pw	The password for the user that runs Invoice utilities and opcodes
-.java_client.0.0.0.1_login_pw	The password for the user that runs Java utilities
-.load_utils.0.0.0.1_login_pw	The password for the user that runs Load utilities
-.login_pw	The password for the root user
-.payments.0.0.0.1_login_pw	The password for the user that runs Payments utilities and opcodes
-.pcc_client.0.0.0.1_login_pw	The password for the Pipeline Configuration Center user.
-.rerating.0.0.0.1_login_pw	The password for the user that runs Rerating utilities and opcodes
-.rsm.0.0.0.1_login_pw	The password for the REST Services Manager user
-.super_user.0.0.0.1_login_pw	The password for the user responsible for creating, updating, and deleting roles
-.ui_client.0.0.0.1_login_pw	The password for the thick client user
0.0.0.1_user_password	The primary schema password
cm.infmgr_login_pw	The password used by CM to connect to the BRM (Infranet) Manager host
dm_aq.sm_pw	The password used by DM_AQ to log in to the BRM (Infranet) database.
dm_fusa.pid_pw	The presenter password used by Paymentech DM
ddm_fusa.sid_pw	The submitter password used by Paymentech DM
ddm_ifw_sync.sm_pw	The password used by DM_IFW_SYNC to log in to the BRM (Infranet) database
dm_vertex.quantumdb_passwd	The password for DM_VERTEX to connect to the schema where STO tables reside
dm.sm_pw	The password used by DM to log in to the BRM (Infranet) database
ifw.DataPool.Login.Module.PassWord	The password for the pipeline database
ifw.DataPool.LoginInfranet.Module.PassWord	The password for the BRM (Infranet) database
ifw.DataPool.LoginQueue.Module.PassWord	The password for the login queue
infranet.cmt.passwd	The staging database password

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Table 12-3 (Cont.) Configuration Entries in the Client Wallet

Key	Description
infranet.cmt.primarydbpasswd	The database password for the schema that CMT connects to
infranet.connection	A string containing the UserID, password, and address required to connect to the BRM (Infranet) CM
infranet.rel.password	The password for the Rated Event Loader (REL) to connect to the BRM (Infranet) CM
infranet.vcol.password	The password used by the **pin_virtual_columns** utility to connect to the BRM (Infranet) CM
LoadIfwConfig.DataPool.Database.Module.PassWord	The password for the **loadifwconfig** utility to connect to the database
Login.Module.PassWord	The password to connect to the BRM (Infranet) CM
LoginInfranet.Module.PassWord	The password to connect to the BRM (Infranet) CM
LoginPipeline.Module.PassWord	The password to connect to the pipeline
ORACLE.CGBU.BRM.ROOT_ENCRYPTION_KEY	The BRM root encryption key
oracle.security.client.connect_string1	The SID, part of the database connection string for passwordless login using SQL*Plus
oracle.security.client.password1	The username, part of the database connection string for passwordless login using SQL*Plus
oracle.security.client.username1	The password, part of the database connection string for passwordless login using SQL*Plus

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13

Connecting BRM Components

Learn how to configure Oracle Communications Billing and Revenue Management (BRM) components to communicate with each other by using parameters in **pin.conf** configuration files.

Topics in this document:

- About Connecting BRM Components
- Guidelines for Database and Port-Number Entries
- Connecting a Data Manager to the BRM Database
- Connecting BRM Utilities

About Connecting BRM Components

To allow BRM components to communicate with each other, you use entries in configuration or properties files. The basic connection entries in the files identify the host names and port numbers of each component.

These connection entries are set when you install BRM and when you install each client application. You can change them if you change your configuration. Depending on how you install BRM, you might have to change some entries to connect BRM components.

Figure 13-1 shows how entries in configuration files link components.

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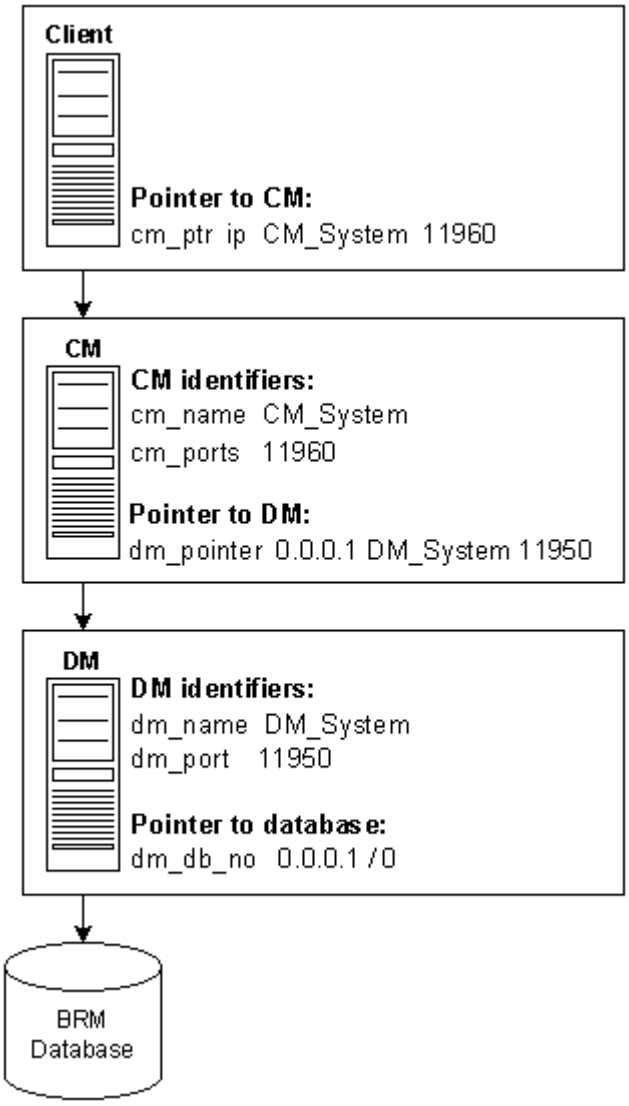
Figure 13-1 BRM Component Connections



In Figure 13-1, the client application is a utility that uses a configuration file entry to point to the CM. (A Java client has a similar entry in its properties file.) The following sample entry includes the CM host name, **CM_System**, and port number, **11960**:

```
cm_ports    ip    CM_System    11960
```

The CM configuration file has corresponding entries:

- The **cm_name** entry identifies the host name as **CM_System**

  ```
  - cm    cm_name    CM_System
  ```

- The **cm_ports** entry identifies the port number as **11960**:

  ```
  - cm    cm_ports    11960    pin
  ```

The CM configuration file includes an entry that points to the DM. This entry includes the DM host name and port number:

```
- cm    dm_pointer    0.0.0.1    ip    DM_System    11950
```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The DM configuration file includes corresponding information:

- The **dm_name** entry identifies the host name as **DM_System**. This entry is optional: if you remove or disable it, BRM uses **gethostname** to find the IP address of the DM computer:

  ```
  - dm dm_name DM_System
  ```

- The **dm_port** entry identifies the port number as **11950**:

  ```
  - dm dm_port 11950
  ```

The DM configuration file specifies the database number, which is in **0.0.*n*.*n* / 0** format:

```
- dm dm_db_no 0.0.0.1 / 0
```

Queue Manager (QM) components (for example, LDAP Manager) use the same types of configuration entries, but they have different names. For example, instead of **dm_max_fe**, the entry is named **qm_max_fe**.

The QM configuration files include the following entry:

- The **qm_port** entry identifies the host address and the port number:

  ```
  - qm_process qm_port host_name port [tag_number]
  ```

  where:

  - *qm_process* is the system process such as **dm_ldap**, **dm_email**, **dm_fusa**, **dm_tax**, **cm_proxy**, and **dm_invoice**.
  - *host_name* is the host name or the IP address where the system process is deployed.
  - *port* is the port number.
  - *tag_number* is a sequential number that identifies the *host_name* and *port* pair. You use this parameter when configuring multiple **qm_port** entries.

There are additional entries in configuration files, but these entries are the most basic. For more information on connection entries in configuration files, see the comments in the configuration files.

Guidelines for Database and Port-Number Entries

The configuration and properties files specify identifying numbers for databases and DMs. The default numbers, listed in Table 13-1, are systematic to make numbers relatively easy to maintain and extend.

The DM numbers are in the form *A*.*B*.*C*.*D*. Make the number assignments meaningful as follows:

- Use *A* to separate divisions of your company (use **0** if you have none).
- Use *B* to distinguish different BRM installations (use **0** if you have only one).
- Use *C* to indicate the type of DM. For example:
  - **0** for data
  - **1** for transaction processing of credit or debit card
  - **2** for email
  - **3** for taxation

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> **Note**
>
> Start numbering your custom DMs at 100, such as **0.0.100.1**.

- Use *D* to indicate the instance of a particular DM division, installation, or type.

Table 13-1 Database and Port Number Entries

Program	Database Number	Port Number
Oracle DM (**dm_oracle**)	**0.0.0.1**	**12950**
Second Oracle DM for a multischema system (**dm_oracle**)	**0.0.0.2**	**12951**
Each additional **dm_oracle** for multischema systems	**0.0.0.***n*	**12950** + (*n* **– 1**)
Paymentech data manager for credit card, **dm_fusa**	**0.0.1.1**	**12810**
Paymentech data manager for direct debit, **dm_fusa**	**0.0.1.2**	**12810**
Each additional **dm_fusa**	**0.0.1.***n* (*n* > 2)	**12813**+
Email notification manager: **dm_email**	**0.0.2.1**	**12821**
Each additional **dm_email**	**0.0.2.***n*	**12820** + *n*
Activity Log Data Manager of a BRM satellite: **dm_opstore**	**0.0.4.1**	**12841**
Each additional **dm_opstore**	**0.0.4.***n*	**12840** + *n*
LDAP: **dm_ldap**	**0.0.5.1**	**12851**
Each additional **dm_ldap**	**0.0.5.***n*	**12850** + *n*
Wireless Provisioning DM, **dm_prov_telco**	**0.0.10.2**	**10970**
Connection Manager (CM) or Connection Manager Master Process (CMMP)	NA	**11960**
Each additional CM or CMMP	NA	**11960** + *n*
Credit-card or online-processing batch simulators (answer_b)	NA	**5678**
Credit-card or online-processing online simulators (answer_s)	NA	**5679**

Setting Data Manager Attributes

In the CM configuration file, you can set DM attributes (**dm_attributes**) for each DM to which you connect.

Connecting a Data Manager to the BRM Database

Use the following DM **pin.conf** file entries in Table 13-2 to connect a DM to the BRM database. These entries are used by multiple DMs, such as the Oracle DM.

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Table 13-2 DM pin.conf File Entries

Entry	Description
sm_database	Specifies the database alias name. For example, for Oracle Database this is the SQL*NET alias defined in the **tnsnames.ora** file. This entry was configured when BRM was installed, so you do not have to change it. **Note:** If you have multiple database hosts, such as an Oracle Parallel Server configuration, include a separate **sm_database** configuration entry for each host.
sm_id	Specifies the database user name that the DM uses to log in to the BRM database. This entry was configured when BRM was installed, but you can change it.

Connecting BRM Utilities

Some BRM utilities, such as **load_tax_supplier**, require you to create a configuration file to tell the utility how to connect to the BRM system. The configuration file must be in the same directory as the utility executable file.

To create a configuration file for a utility:

1. Copy the sample configuration file in *BRM_home*/**source/apps/sample**.

   Use this file, which contains all of the configuration entries needed for connecting to BRM, as a template for any utility configuration file.
2. Edit the configuration entries to reflect your BRM environment. Follow the guidelines in the configuration file.
3. Save the file as **pin.conf** in the directory with the utility executable file.

Table 13-3 shows the common utility **pin.conf** entries:

Table 13-3 Common Utility pin.conf Entries

Entry	Description
cm_ports	Specifies a pointer to the CM or CMMP. Use a separate entry for each CM or CMMP. Each entry includes three values: • *protocol*: **ip** • *host_name*: the name or IP address of the computer running the CM or CMMP • *port*: the port number of the CM or CMMP on this computer The port number should match a corresponding **cm_ports** entry with the same port number in the CM or CMMP configuration file. The default, **11960**, is a commonly specified port for the CM or CMMP. See "About Connecting BRM Components".
login_name	Specifies the login name to use when connecting to the CM.
login_pw	Specifies the password to use when connecting to the CM.
login_type	Specifies if the application requires a login name and password to connect to BRM.

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Table 13-3 (Cont.) Common Utility pin.conf Entries

Entry	Description
userid	Specifies the database number and service type for the BRM database. The CM uses the database number to identify the BRM database and to connect to the correct DM. For connections that do not require a login name and password, the CM also passes the service type to the database. The database number, in the form 0.0.0.*n*, is the number assigned to your BRM database when the system is installed. The default is **0.0.0.1**.

In addition, the **pin.conf** entries in Table 13-4 are used by multithreaded application (MTA) utilities:

Table 13-4 MTA Utilities pin.conf Entries

Entry	Description
children	Specifies the number of worker threads spawned to perform the specified work. The default is **5**. **Important:** This entry is mandatory. For more information, see the following sections: • Tuning the Number of Children for Billing Utilities • Setting the Number of Children for Invoice Utilities • Controlling Thread Load on Multithreaded Applications
fetch_size	Specifies the number of records received from the database in a batch and cached in system memory for processing. The default is **5000**. **Important:** This entry is mandatory. See the following sections: • Tuning the Account Cache Size for Billing Utilities (fetch_size) • Tuning the Account Cache Size for Invoice Utilities (fetch_size)
hotlist	Specifies the name for the hotlist file. This parameter is available for backward compatibility.
logfile	Specifies the file name used to log errors. **Important:** This entry is mandatory. See "Changing the Name or Location of a Log File".
loglevel	Error reporting level. • **0**: no logging • **1**: (Default) log error messages only • **2**: log error messages and warnings • **3**: log error, warning, and debugging messages See "Setting the Reporting Level for Logging Messages".
loop_forever	Specifies whether the application goes into an infinite loop: • **0** specifies to not go into an infinite loop. • **1** specifies to go into an infinite loop. The default is **0**.
max_errs	Specifies the maximum number of errors allowed in the application. The application stops when the number of errors exceeds this number. The default is **1**.
max_time	Specifies the maximum time, measured from application start time, for job processing before the application exits. The default is **0**, for infinite time.

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Table 13-4 (Cont.) MTA Utilities pin.conf Entries

Entry	Description
monitor	Specifies the file used by the **pin_mta_monitor** utility. The default is **monitor**. **Important:** The file specified is for system use only and should not be deleted or modified.
multi_db	A flag that determines whether the application works with a BRM multischema system. The default is **0**. For information, see "Using Multithreaded Applications with Multiple Database Schemas" in *BRM Developer's Guide*.
per_batch	Specifies the number of objects processed by each worker thread in batch mode. The default is **500**. **Important:** This entry is mandatory.
per_step	Specifies the number of objects returned by each search step. The default is **1000**. **Important:** This entry is mandatory. See "Setting the Batch Size for Invoice Utilities (per_step)".
pin_virtual_time	Enables **pin_virtual_time** to advance BRM time. See "pin_virtual_time" in *BRM Developer's Guide*.
respawn_threads	Re-spawns worker threads if they exit due to an error. Threads are re-spawned if necessary after every search cycle. The default is **0**, for no re-spawning.
retry_mta_srch	The number of retry attempts for main search execution in case of search error. The default is **0**, for no retry.
return_worker_error	Specifies whether to return an error code when any thread encounters an error: • **0** specifies to *not* return an error code. • **1** specifies to return an error code. The default is **0**.
sleep_interval	Specifies the sleep interval time in seconds. The default is **60**.

Guidelines for IP Address Entries

BRM supports Internet Protocol Version 6 (IPv6) and Version 4 (IPv4) addressing.

When entering an IPv6 address in the IP address fields of the BRM client applications, enter the normalized form of the IPv6 address; for example, 2607:f0d0:1002:0051:0000:0001:0000:00ff.

The IPv6 address is normalized in the form A:B:C:D:E:F:G:H. Make the normalization meaningful as follows:

- Each section of the address should be expanded to four hexadecimal digits. For instance, if the section has fewer than four digits, add leading zeros to reach four digits.
- If the address uses double colons (::) to omit consecutive zero sections, replace :: with enough sections of 0000 to complete the eight-section address format.
- Do not use the shorthand notation (::) in the normalized form. Each section should be fully expressed.

For example, if the IPv6 Address is 2001:db8::8a2e:370:7334, its normalized form will be 2001:0db8:0000:0000:0000:8a2e:0370:7334.

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14

Controlling Batch Operations

Learn how to use the Batch Controller to launch batch handlers that check or process data for your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- About the Batch Controller
- Setting Activity Times and Triggers
- Starting the Batch Controller
- About SampleHandler

See also "Using Configuration Files".

About the Batch Controller

The BRM Batch Controller lets you specify when to run programs or scripts automatically, either at timed intervals or upon creation of certain files, such as log files.

The Batch Controller configuration file (*BRM_home*/**apps/batch_controller/Infranet.properties**) has entries that tell the Batch Controller when to run the specified batch handlers. These programs or scripts can be triggered at specified times or by specified kinds of occurrences, such as creation of a new log file. You can specify *scheduled execution*, starting the handler at fixed times of the day only, or *metronomic execution*, starting the handler repeatedly at a fixed interval.

A batch handler can be any executable program or script that can be run from a command line. For more information about the requirements for writing batch handlers, see "Writing Custom Batch Handlers" in *BRM Developer's Guide*.

Only one Batch Controller can run on a single computer, but it can control many batch handlers to launch various applications.

BRM installation includes a generic batch handler, called SampleHandler, which you can use with most applications. See "About SampleHandler".

Setting Activity Times and Triggers

Certain general parameters apply to all batch activity. Other parameters identify the batch handlers and regulate when those handlers are to be run.

General Batch Controller Parameters

The Batch Controller's **Infranet.properties** file specifies how to connect the Batch Controller to the Connection Manager (CM), when to allow high batch traffic, how much logging to record, and how long to wait for handlers.

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Connection Parameters

Batch Controller requires the following parameters to connect to a CM: a user ID and password (specified in the **infranet.connection** parameter), the CM's port number, and the address of the CM's host computer.

> **Note**
>
> To only use a user ID, set the **infranet.login.type** parameter to **0**. To use both a user ID and a password, set **infranet.login.type** to **1**.

In the **batch.lock.socket.addr** parameter, specify the socket number to lock on. If in doubt, check with your system administrator for the number of an unused socket that can be used exclusively by the Batch Controller. You can use the default value, 11971, unless some other application is using that socket number.

To write a stack trace of any runtime exceptions in the log file, set **infranet.log.logallebuf** to **True**. To disable this feature, set it to **False**.

Time-to-Run Parameters

When your system's heaviest load typically occurs, you might want some handlers to run less often than they do when the load is lighter. The Batch Controller divides the day into high-load and low-load periods to balance the demand for system resources.

Specify the starting time of your system's busiest period in the **batch.start.highload.time** parameter. Specify the starting time of your system's slowest period in the **batch.end.highload.time** parameter. For each of these times, specify the hour, minute, and second, in *hhmmss*, using the 24-hour clock. For each handler, you can specify the maximum number of simultaneous actions during each of these two periods.

The **end** parameter must be greater than the **start** parameter. If you do specify **start**, it must be greater than **end**. Specifying the same value for both parameters causes an error.

In the **batch.check.interval** parameter, specify the time, in seconds, between checks for occurrences of the type specified in **batch.timed.events** or **batch.random.events**. Omitting **batch.check.interval** causes an error.

Log-File Parameter

For logging, you can specify the level of information reported, the full path of the log file, and whether to print a stack trace of runtime exceptions. Set **infranet.log.level** to **0** for no logging; to **1** for error messages only; to **2** for error messages and warnings; or to **3** for error messages, warnings, and debug messages. Set **infranet.log.file** to the path and file name for the Batch Controller log file.

If you omit **infranet.log.file**, BRM uses **default.pinlog** in the current directory. Omitting **infranet.log.level** causes an error.

Timeout-Limit Parameters

You can also set timeout limits for handlers to start their objects and to complete their execution. Set **batch.handler.start.wait** to the number of seconds allowed for the handler to

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update its own object status from **STARTING** to **STARTED**, and set **batch.handler.end.wait** to the number of seconds allowed for updating from **STARTED** to some other state, such as **COMPLETED**. See "Writing Custom Batch Handlers" in *BRM Developer's Guide* for descriptions of all of the handler states.

> **Note**
>
> Omitting either **batch.handler.start.wait** or **batch.handler.end.wait** causes an error.

Example of Parameters

This example demonstrates the general parameters:

```
infranet.connection          pcp://root.0.0.0.1:password@myserver:11960/service/pcm_client
infranet.login.type          1
infranet.log.logallebuf      true
batch.lock.socket.addr       11971
batch.start.highload.time    083000
batch.end.highload.time      211500
infranet.log.file            BRM_home/apps/batch_controller/batch.pinlog
infranet.log.level           2
batch.handler.start.wait     600
batch.handler.end.wait       43200
```

In this example, the Batch Controller logs on to the CM host on **myserver**, port 11960, as user **root.0.0.0.1**. High usage is expected between 8:30 a.m. and 9:15 p.m. Logging writes a normal level of information to file **batch.pinlog** and prints a stack trace if any program errors are found. Timeouts for updating object status are 10 minutes (600 seconds) for going to **STARTED** and 12 hours (43,200 seconds) for going to **COMPLETED** or some other state.

Handler Identification

To identify each of the batch handlers:

1. In the *handler_name***.name** parameter, enter a descriptive label for the handler. This name can include spaces or any other characters. It can be of any length, but short names are easier to read.
2. In the *handler_name***.max.at.highload.time** parameter, specify the highest number of instances of this batch handler that are permitted to run simultaneously during the time from **batch.start.highload.time** to **batch.end.highload.time**.
3. In the *handler_name***.max.at.lowload.time** parameter, specify the highest number of instances of this batch handler that are permitted to run simultaneously during the low-usage time; the time from **batch.end.highload.time** to **batch.start.highload.time**.
4. In the *handler_name***.start.string** parameter, specify the command line to start this batch handler.

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> **Note**
>
> When the Batch Controller issues this command, it appends **-p** *handler_poid* **-d** *failed_handler_poid* to the command, as described in "Writing Custom Batch Handlers" in *BRM Developer's Guide*. If you are not using custom batch handlers, you can ignore these options.

This example demonstrates the identification parameters:

```
handler1.name                      Visa Handler #1
. . .
handler1.max.at.lowload.time       4
handler1.max.at.highload.time      2
handler1.start.string     BRM_home/apps/visa-handler/visa.pl

handler2.name                      Discover Handler #1
. . .
handler2.max.at.lowload.time       5
handler2.max.at.highload.time      3
handler2.start.string       BRM_home/apps/discover-handler/discover -y 2001
```

In this example, the internal name **Visa Handler #1** applies to the program started by the command string *BRM_home***/apps/visa-handler/visa.pl**, which runs a Perl script. The parameters in the above example limit this program to one or two concurrent actions during the specified high-load period or as many as four during the low-load period.

The other batch handler in this example, **Discover Handler #1**, runs the application

*BRM_home***/apps/discover-handler/discover** with the additional option **-y 2001**.

Occurrence-Driven Execution

To trigger execution based on specified occurrences:

1. In the **batch.random.events** parameter, specify the event identifiers. If you have two or more event identifiers, separate each with a comma, but no blank space.
2. In the *event_name***.name** parameter, enter a descriptive label for the event. This name can include spaces or any other characters. It can be of any length, but short names are easier to read.
3. In the *event_name***.handlers** parameter, specify the identifiers of one or more handlers to trigger when the event occurs. You must specify at least one handler. If you have two or more handlers, separate each with a comma; no blank spaces are allowed.
4. In the *event_name***.file.location** parameter, specify the full path name of the directory to monitor for the arrival of new files that match the pattern in *event_name***.file.pattern**.
5. In the *event_name***.file.pattern** parameter, specify the file name pattern to look for. You can use an asterisk (*) to represent zero or more characters in the file name. No other wild cards (metacharacters) are supported.

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> **Note**
>
> - Depending on your configuration, the file pattern might conflict with a file pattern used by another component, such as Rated Event Loader. To prevent conflicts, use a specific pattern, for example, **test*.out**.
> - You must specify **batch.timed.events** or **batch.random.events** or both. Specifying neither causes the Batch Controller to shut down just after it starts because it has no tasks to perform.

When the Batch Controller starts, it tests the file name pattern against every file name in the specified directory and runs the batch handler for each file where the name matches the pattern. It then monitors the files entering that directory and runs the batch handler whenever it finds a match.

> **Note**
>
> By default, the Batch Controller appends **.bc** to the file name of each file it processes. This prevents batch handlers from retrieving files that the Batch Controller has yet to process. You can change the default **.bc** extension by editing the **batch.file.rename.extension** entry in the Batch Controller **Infranet.properties** file.

Timed Execution

The Batch Controller provides two time-based scheduling options: metronomic execution and scheduled execution.

Metronomic Execution

To set up metronomic execution:

1. In the **batch.timed.events** parameter, specify the event identifiers. If you have two or more event identifiers, separate each with a comma; blank spaces are not allowed.
2. In the *event_name*.**name** parameter, enter a descriptive label for the event. This name can include spaces or any other characters. It can be of any length, but short names are easier to read.
3. In the *event_name*.**handlers** parameter, specify identifiers for one or more handlers to trigger when the event occurs. If you have two or more handlers, separate each with a comma; blank spaces are not allowed.
4. (Optional) In the *event_name*.**start** parameter, specify when you want the first execution to occur, in *hhmmss*, using the 24-hour clock. If you omit this parameter, the first execution occurs immediately after the Batch Controller starts.
5. In the *event_name*.**interval** parameter, specify the frequency, in seconds, for triggering the associated handler. Failing to specify the interval causes an error.
6. (Optional) In the *event_name*.**count** parameter, specify how many times to run this batch handler. If you do not specify this limit, batch handlers run repeatedly at the fixed interval for as long as the Batch Controller is running.

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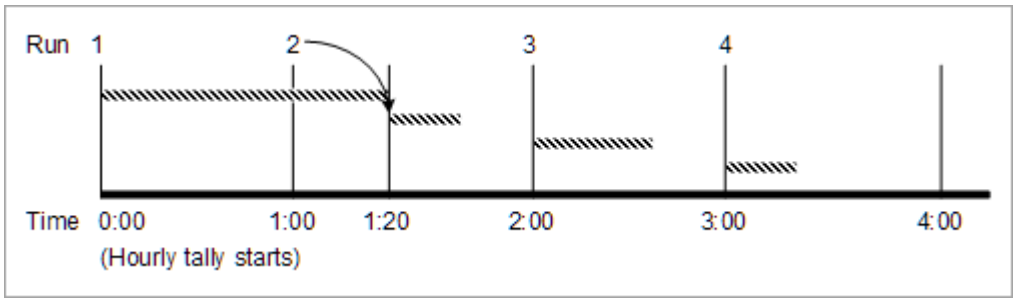
> **Note**
>
> You must specify **batch.timed.events** or **batch.random.events** or both. Specifying neither causes the Batch Controller to shut down just after it starts because it has no tasks to perform.

This example demonstrates the metronomic parameters:

```
batch.timed.events              event4
. . .
event4.name                     Hourly tally
event4.handlers                 handler4
event4.start                    000000
event4.interval                 3600
event4.count                    4
```

In this example, the occurrence specified as **event4** is named **Hourly tally**. It runs **handler4** for the first time at midnight (**000000**), and then runs it again every hour (**3600** seconds) after that until it has run four times. If it cannot run at a scheduled time because previous executions are not finished, it runs again immediately as soon as possible. For example, consider the time line in Figure 14-1 for **event4**, above:

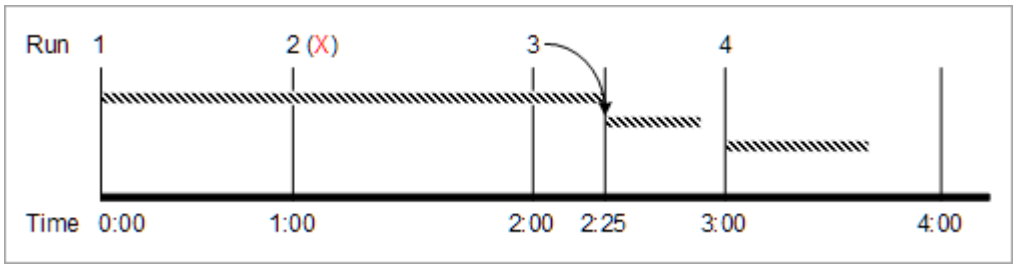
Figure 14-1 Hourly Tally Run 1 Exceeds 1 Hour



In this example, the first run of **handler4** continues for more than an hour, taking it past the time when the second run is supposed to begin. The second scheduled run cannot start at the one-hour interval, so it starts as soon as possible after that (1:20 a.m.). The third and fourth scheduled executions start at regular multiples of the interval, measured from the first run.

If the overly long run continues past two scheduled run start times (occurrences), only one run starts on the delayed basis. For example, suppose the midnight run lasts until 2:25 a.m., as shown in Figure 14-2:

Figure 14-2 Hourly Tally Run 1 Exceeds 2 Hours



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In this case, the run scheduled for 2:00 begins immediately at 2:25. The fourth run, scheduled for 3:00 begins on time. The second run, scheduled for 1:00 is skipped.

Scheduled Execution

To set up scheduled execution:

1. In the **batch.timed.events** parameter, specify the event identifiers. If you have two or more event identifiers, separate each with a comma; blank spaces are not allowed.
2. In the *event_name*.**name** parameter, enter a descriptive label for the event. This name can include spaces or any other characters. It can be of any length, but short names are easier to read.
3. In the *event_name*.**handlers** parameter, specify identifiers for one or more handlers that are to be triggered when the event occurs. If you have two or more handlers, separate each with a comma; blank spaces are not allowed.
4. In the *event_name*.**at** parameter, specify each time when you want execution to occur, in *hhmmss*, using a 24-hour clock.
5. In the *event_name*.**file.location** parameter, specify the full path name of the directory to monitor for the arrival of new files that match the pattern in *event_name*.**file.pattern**.
6. In the *event_name*.**file.pattern** parameter, specify the file name pattern to look for. You can use an asterisk (*) to represent zero or more characters in the file name. No other wildcards (metacharacters) are supported.

> **Note**
>
> Depending on your configuration, the file pattern might conflict with a file pattern used by another component, such as Rated Event Loader. To prevent conflicts, use a specific pattern, for example, **test*.out**.

Starting the Batch Controller

Use this command to start the Batch Controller:

```
start_batch_controller
```

About SampleHandler

BRM software includes a generic batch handler, called SampleHandler, which you can use with any batch application that processes data from files. The Batch Controller can call this batch handler whenever a specified directory receives a file whose name matches a specified pattern. The input and output files are then moved to directories that you specify.

Preparing SampleHandler for use involves:

1. Copying SampleHandler
2. Customizing SampleHandler
3. Configuring the Batch Controller
4. Starting the New Batch Handler

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If SampleHandler does not meet your needs, you can write your own batch handler, as described in "Writing Custom Batch Handlers" in *BRM Developer's Guide*.

Copying SampleHandler

The directory *BRM_home***/apps/sample_handler** contains these files:

- **pin.conf:** the batch handler's configuration file for BRM-related parameters.
- **SampleHandler.pl**: the actual code of the batch handler.
- **SampleHandler_config.values:** the batch handler's configuration file for application-specific parameters.

Copy the entire directory and name the copy appropriately. For example, if your new handler is for the Widget application, then you might name the new directory *BRM_home***/apps/***<widget_handler>*.

In the new directory, you can rename the **SampleHandler_config.values** file to include the application's name, such as *<widget_handler>***_config.values**. If you do so, you must also edit the **SampleHandler.pl** file to change **SampleHandler_config.values** to the new name.

Customizing SampleHandler

To configure the new batch handler for the desired application:

1. Open the **pin.conf** file for the batch handler (*BRM_home***/apps/***<widget_handler>***/pin.conf**, for example).
2. Edit the BRM connection parameters. For information, see "Using Configuration Files".
3. Save and close the batch handler's **pin.conf** file.
4. Open the **.values** file for the batch handler (*BRM_home***/apps/***<widget_handler>***/SampleHandler_config.values**, unless you have renamed the file).
5. Ensure that the **$HANDLER_DIR** entry specifies the full path to the directory containing the batch application's log, input, output, and other files.
6. Edit the **$FILETYPE** entry to specify the file name pattern to look for.

   The batch handler retrieves all files with this file name pattern from the specified directory.

   > **Note**
   >
   > - The file name pattern must have the **.bc** file extension. The Batch Controller automatically appends **.bc** to each file name before it runs a batch handler.
   > - You can use an asterisk (*****) to represent zero or more characters in the file name. No other wild cards (metacharacters) are supported.

7. (Optional) To change the batch handler's log file to a directory other than **$HANDLER_DIR**, edit the **$LOGFILE** entry to specify the full path to the desired directory.
8. Edit the **$pinUEL** entry to specify the name of the application to run.

   Ensure that the **$pinUELDir** entry specifies the full path to the directory containing the application to run.

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9. (Optional) To configure the batch handler to get input files from a directory other than **$HANDLER_DIR**, edit the **$STAGING** entry to specify the full path to the desired directory.

   The batch handler will move input files from the **$STAGING** directory to the **$PROCESSING** directory, where the application will read them.

10. (Optional) To configure the application to get input files from a directory other than **$pinUELDir**, edit the **$PROCESSING** entry to specify the full path to the desired directory. This must be the same directory that is specified as the application's input directory.

    The batch handler will move input files from the **$PROCESSING** directory to the **$ARCHIVE** or **$REJECT** directory, depending on the application's exit code. Successfully processed files go into the **$ARCHIVE** directory, and files with problems go into the **$REJECT** directory.

11. (Optional) To store the application's processed files somewhere other than **$HANDLER_DIR**, edit the **$ARCHIVE** and **$REJECT** entries to specify the full paths to the desired directories.

12. Save and close the batch handler's **.values** file.

Configuring the Batch Controller

You must identify your new batch handler to the Batch Controller. Edit the **Infranet.properties** file of the Batch Controller, as described in "Handler Identification".

Starting the New Batch Handler

As with any batch handler, you start this one by starting or restarting the Batch Controller. The Batch Controller monitors the newly specified file location for the arrival of files and, when a file appears, starts the new batch handler. For more information, see "About the Batch Controller".

Before using the new batch handler for your production system, you should try it on a development system.

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15

About Connection Pooling

Learn about the connection pool functionality in Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- Overview
- Configuring the Connection Pool
- Connection Pool Error Handling
- Monitoring Connection Pooling Events

Overview

A connection pool is a set of connections maintained between an application, such as Conversion Manager, and the Connection Manager (CM). An incoming request is assigned a connection from this pool and uses the connection to perform operations. When the operation completes, the connection is returned to the pool.

If an incoming request cannot be assigned a connection immediately, the request is queued. The request waits for a connection to become available for a configurable period of time. If a connection doesn't become available during this time, an exception is thrown indicating that the request timed out.

Connection pooling includes these features:

- Automatic connection pool resizing
- Automatic removal and replacement of bad connections
- Automatic connection attempt retries (failover)
- Timeout management

Configuring the Connection Pool

You configure the connection pool by using attribute-value pairs in the application's **Infranet.properties** file.

> **Note**
>
> For the location of the **Infranet.properties** file, descriptions of any application-specific parameters, and parameter default values, see the appropriate application documentation.

Table 15-1 describes the configurable connection pool parameters in the **Infranet.properties** file.

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Table 15-1 Configurable Connection Pool Properties

Parameter	Description
infranet.connectionpool.maxsize	The maximum number of connections the connection pool maintains.
infranet.connectionpool.minsize	The minimum number of connections the connection pool maintains. **Note:** When you first start the connection pool, it may have fewer connections than the *minsize* value. When the *minsize* number of connections is reached, the number of connections will not fall below this count.
infranet.connectionpool.timeout	The time *in milliseconds* that a connection request will wait in the pending request queue for a free connection before it times out. If a pending request doesn't receive a connection during this time, an exception is thrown.
infranet.connectionpool.maxidletime	The time *in milliseconds* that an idle (unused) connection remains in the connection pool before it is removed. **Important:** If the value is set too low, connections might be removed and restored too frequently. This can degrade system performance.

Connection Pool Error Handling

Connection pool handles errors by throwing determinate exceptions. These exceptions, derived from the **DeterminateException** class, specify causes for connection failure as shown in Table 15-2:

Table 15-2 Connection Pool Error Handling

Reason for exception thrown	Description
CONNECT_PARSE_ERROR	Thrown when parsing the property file name-value pairs results in errors.
CONNECT_TIMED_OUT	Thrown when a connection cannot be returned from a pool due to request-timeout.
CONNECTION_COULD_NOT_BE_ESTABLISHED	Thrown when there are no connections available and the pool is expanding in size. The additional connections had problems establishing connections to BRM.
CONNECTION_NO_LOGIN_INFO	Thrown when the connections created cannot log on to BRM.
CREATE_ERROR	Thrown by any **createInstance** APIs if the static instance is already created.
WAIT_ERROR	Thrown when a connection is in the request queue.

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Note

- To find the reason for the exception, use this line in your code:

  ```
  get toString()
  ```

- If an exception is thrown, the calling code is responsible for issuing a new connection request.

Monitoring Connection Pooling Events

When a request is assigned a connection or a connection request times out, the connection pool messages are recorded in the log file.

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16

Running Utilities in Multischema Systems

Learn how to run utilities in an Oracle Communications Billing and Revenue Management (BRM) multischema system.

Topics in this document:

- About Utilities that Support Multischema Systems
- About Non-MTA Utilities that Support Multischema Systems
- About Non-MTA Utilities that Do Not Support Multischema Systems

See also "Managing a Multischema System".

About Utilities that Support Multischema Systems

The utilities listed in Table 16-1 can be configured to support global searches across all database schemas in a multischema system.

Table 16-1 Utilities Supporting Multischema Systems

Utility Type	Utility Name
Billing	**pin_bill_accts** **pin_trial_bill_accts** **pin_update_bdom**
Customer Management	**pin_state_change**
Invoicing	**pin_inv_accts** **pin_inv_doc_gen** **pin_inv_export**
Payment	**pin_collect** **pin_deposit** **pin_refund**
General Ledger	**pin_ledger_report**
Analytics	**pin_generate_analytics**

The way you configure one of these utilities to run against multiple schemas depends on how it is run:

- **Through Business Operations Center**: These utilities are run by Business Operations Center during basic operations such as billing, invoicing, and payment collection. You configure whether these operations are performed against all schemas or against a specific schema by using the Business Operations Center GUI only. See "Specifying Job Frequency Settings" in *Business Operations Center Online Help*.
- **Manually at the command line**: You configure a utility to run against multiple schemas by editing its **pin.conf** file.

If you are running one of these utilities manually, you configure it to run against all schemas by doing the following:

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1. Open the utility's **pin.conf** file in a text editor.

   For example, for **pin_ledger_report**, you would open the *BRM_home*/**apps/pin_billd/pin.conf** file.

2. Set the **multi_db** entry **1**:

   ```
   - pin_mta multi_db   1
   ```

   > ⚠ **Caution**
   >
   > If the utility is being run through Business Operations Center, the **multi_db** entry must be set to **0**.

3. Save and close the file.

About Non-MTA Utilities that Support Multischema Systems

You can run the following non-MTA utilities against all schemas in a multischema system or against a specified schema:

- **pin_clean** (see "pin_clean" in *BRM Configuring and Collecting Payments*)
- **pin_recover** (see "pin_recover" in *BRM Configuring and Collecting Payments*)

By default, these utilities run against all schemas.

To run these utilities against only one schema in a multischema system, include the **-schema** *schema_number* parameter with the utility. For example, if your BRM database contains three schemas, you would run the **pin_clean** utility against only the primary schema by running this command:

```
pin_clean -schema 1
```

About Non-MTA Utilities that Do Not Support Multischema Systems

The following non-MTA utilities can connect to only one CM and its associated schema at a time:

- **pin_mass_refund** (see "pin_mass_refund" in *BRM Managing Accounts Receivable*)
- **pin_config_distribution** (see "pin_config_distribution")

To run these utilities in a multischema system, you must have a CM for each schema in the system. You then connect and run the utility against each CM and schema pair. For example, to run a non-MTA utility on a multischema system:

- Connect the utility to the primary CM and run the utility against the primary schema.
- Connect the utility to a secondary CM and run the utility against its associated secondary schema.
- Connect the utility to another secondary CM and run the utility against its associated secondary schema.

To run a non-MTA utility in a multischema system:

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1. Connect the utility to the primary CM:
   a. On the primary CM machine, open the *BRM_home*/**apps/pin_billd/pin.conf** file in a text editor.
   b. Edit the following entries:

```
- nap   cm_ports   ip    PrimaryHost   PrimaryPort
- nap   login_name       PrimaryLoginName
- nap   login_pw         PrimaryLoginPassword
- nap   login_type       LoginType
- -     user_id          0.0.0.x /service/pcm_client 1
```

   c. Save and close the file.
2. On the primary CM machine, go to the *BRM_home*/**apps/pin_billd** directory and run the utility.
3. Connect the utility to a secondary CM:
   a. On the secondary CM machine, go to the *BRM_home*/**apps/pin_billd** directory and open the **pin.conf** file in a text editor.
   b. Edit the following entries:

```
- nap   cm_ports   ip    SecondaryHost   SecondaryPort
- nap   login_name       SecondaryLoginName
- nap   login_pw         SecondaryLoginPassword
- nap   login_type       LoginType
- -     user_id          0.0.0.x /service/pcm_client 1
```

   c. Save and close the file.
4. On the secondary CM machine, go to the *BRM_home*/**apps/pin_billd** directory and run the utility.
5. Repeat steps 3 and 4 for each remaining secondary schema in your system.

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17

System Administration Utilities and Scripts

Learn about the syntax and parameters for the Oracle Communications Billing and Revenue Management (BRM) system administration utilities and scripts.

Topics in this document:

- load_pin_event_record_map
- partition_utils
- partitioning.pl
- pin_close_items
- pin_create_server_cert
- pin_ctl
- pin_db_alert.pl
- pin_del_closed_accts
- pin_sub_balance_cleanup
- pin_unlock_service
- pin_virtual_gen
- purge_audit_tables.pl

load_pin_event_record_map

Use this utility to load the event record file (*BRM_home***/sys/data/config/pin_event_record_map**) into the BRM database.

The event record file contains a list of event types to exclude from being recorded in the database. For more information, see "Managing Database Usage".

> **Note**
>
> At the time you load the event record file, if any events of a type specified in the file already exist in the database, these events remain in the database.

After running this utility, you must stop and restart the Connection Manager (CM).

Location

*BRM_home***/bin**

Syntax

```
load_pin_event_record_map [-d] [-v] | [-r] pin_event_record_map
```


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Parameters

-d
Logs debugging information.

-v
Displays detailed information as the event record map is created.

-r
Returns a list of the events in the **pin_event_record_map** file configured to not be recorded.

> **Note**
>
> This option must be used by itself and does not require the file name.

pin_event_record_map
The file containing the event types to exclude from the database.
Specify to not record the event type by setting its flag value to **0** in the file. To temporarily record an event type, change the event's flag value to **1** and reload the file.
The following example shows the event record file format where the event type is followed by its flag value:

```
/event/session : 1
/event/customer/nameinfo : 0
/event/billing/deal/purchase : 0
/event/billing/product/action/purchase : 0
/event/billing/product/action/modify : 0
```

> **Note**
>
> The record file includes one default event type, **/event/session**, set to be recorded. Never exclude this event type or any event type that is updated more than once during the same session from recording. If such events are configured not to record, an error occurs when the system tries to update the same event during the same session. To eliminate the error, remove the event causing the error from the record map file.

Results

The utility notifies you only if it encounters errors. Look in the **default.pinlog** file for errors. This file is either in the directory from which the utility was started or in a directory specified in the utility configuration file.

partition_utils

Use the **partition_utils** utility to do the following:

- Add partitions
- Purge objects without removing partitions
- Remove partitions
- Enable delayed partitions

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- Update partitions
- Restart a **partition_utils** job
- Find the maximum POID for a date

For more information, see "Partitioning Tables" and "About Purging Data".

> **Note**
>
> - Before you use this utility, configure the database connection parameters in the *BRM_home***/apps/partition_utils/partition_utils.values** file. See "Configuring a Database Connection".
> - After you start this utility, do not interrupt it. It might take several minutes to complete an operation depending on the size of your database.

You can run the **partition_utils** utility in the following modes:

- Adding Partitions
- Purging Partitions
- Removing Partitions
- Enabling Delayed Partitions
- Updating Partitions
- Restarting a partition_utils Job
- Finding the Maximum POID for a Date

Location

*BRM_home***/bin**

Adding Partitions

Applies the new partition allocations across all of the partitioned tables of the type specified.

> **Note**
>
> To use this utility to add a partition for a storable class other than event, bill, invoice, item, journal, newsfeed, sepa, or user activity, you must enable partitioning for that storable class. See "Converting Nonpartitioned Classes to Partitioned Classes".

Syntax for Adding Partitions

```
partition_utils    -o add -t realtime|delayed|prepaid -s start_date
                   -u month|week|day -q quantity
                   [-c storable_class] [-w width]
                   [-f] [-p] [-b] [-h]
```

Parameters for Adding Partitions

-o add
Adds partitions.

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-t realtime|delayed|prepaid
Adds real-time, delayed-event, or prepaid-event partitions. Only event tables can have delayed-event partitions.

> **Note**
>
> Conversion Manager does not support the migration of data to the EVENT_T tables.

-s *start_date*
Specifies the starting date for the new partitions. The format is *MMDDYYYY*.
start_date must be the day after tomorrow or later. You cannot create partitions starting on the current day or the next day. For example, if the current date is January 1, the earliest start date for the new partition is January 3 (for example, 01032024).

-u month|week|day
Specifies the time unit for partitions.

-q *quantity*
Specifies the number of partitions to add.
If a partition with a future date already exists in the table, this adds more partitions than the specified quantity.
For example, if you want to create one partition with a February 1 start date and the table already contains a P_R_02282032 partition, the P_R_02282032 partition is split into two partitions named P_R_02012032 and P_R_02282032.

-c *storable_class*
Specifies the class of objects to be stored in the partition. The default is ***/event***.
If you are adding a partition for a storable class other than an event, bill, invoice, item, or journal, you must enable partitioning for that storable class. See "Converting Nonpartitioned Classes to Partitioned Classes".

-w *width*
Specifies the number of units in a partition, such as 3.

-f
Forces the creation of a partition when *start_date* falls within the time period of the current partition. The existing partition is split in two: one new partition containing objects created before the specified start date and the other new partition containing objects created on or after the specified start date.

> **Note**
>
> - Before forcing partitions, stop all BRM server processes.
> - The **-f** parameter works differently when you remove partitions. In that case, it forces the removal of objects associated with open items.

-p
Writes a SQL statement of the operation to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

-b
Creates backdated partitions.

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-h
Displays the syntax and parameters for this utility.

Purging Partitions

Deletes processed events and non-balance impact events from partitions where the complete partition lies between the start date and end date.

Only event, item, bill, invoice, journal, newsfeed, and sepa objects can be purged without removing their partitions. To purge other types of objects, see "Removing Partitions".

Syntax for Purging Objects without Removing Partitions

```
partition_utils  -o purge [-s start_date] -e end_date [-c storable_class] [-t realtime|
delayed|prepaid]
                 [-p] [-h]
```

Parameters for Purging Objects without Removing Partitions

-o purge
Purges event, item, bill, invoice, journal, newsfeed, and sepa objects without removing their partitions. The event objects must be associated with closed items. To enable this utility to purge event objects associated with open items, see "Enabling Open Items to Be Purged".

-s *start_date*
Specifies the start of the date range containing the objects you want to purge. The date is inclusive. The format is *MMDDYYYY*. If *start_date* is not specified, all objects created on or before *end_date* are purged.

-e *end_date*
Specifies the end of the date range containing the objects you want to purge. The date is inclusive. The format is *MMDDYYYY*.

> **Note**
>
> If the specified start and end dates do not match the partition boundaries, only objects in partitions that are completely within the date range are purged.

-c *storable_class*
Specifies the objects to purge by base storable class. The default is **/event**.

-t realtime|delayed|prepaid
Purges real-time objects, delayed-event objects, or prepaid objects. To purge all object types, use the **-t** parameter without any options. If this parameter is omitted from the syntax, an error occurs.

-p
Writes a SQL statement that shows the partitions that will be removed to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

-h
Displays the syntax and parameters for this utility.

Removing Partitions

Drops the subset of real-time, delayed-event, or prepaid partitions that occur between the specified start date and end date.

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> **Note**
>
> - Before removing partitions, you must set the TESTING environment variable. Set it to 1 to run the utility in test mode, and set it to 0 to run it in regular mode.
> - To remove bill, event, invoice, item, journal, newsfeed, and sepa objects that:
>   - Meet the purging criteria, see "Purging Partitions".
>   - Do not meet the purging criteria, use the **-f** parameter to remove the partitions that contain them. See "Purging Objects by Removing Partitions".
>
> For information about purging criteria, see "Objects Purged by Default".

Syntax for Removing Partitions

```
partition_utils  -o remove -s start_date -e end_date [-t realtime|delayed|prepaid] [-c
storable_class]
                 [-f] [-p] [-h]
```

The only way to purge objects other than bill, event, invoice, item, journal, newsfeed, and sepa from your database is to remove their partitions by using the **-f** parameter.

Parameters for Removing Partitions

-o remove
Removes partitions.

-s *start_date*
Specifies the start of the date range for the objects you want to remove. The format is *MMDDYYYY*.
By default, *start_date* must be at least 45 days ago. You can change this limitation by editing the *BRM_home***/apps/partition_utils/partition_utils.values** file. See "Customizing Partition Limitations".
If the specified dates do not match the partition boundaries, only objects in partitions that are completely within the date range are removed. See "About Purging Database Objects".

> **Note**
>
> The object's oldest partition is kept by default. To force the removal of the oldest partition, you must set *start_date* to **01011970**.

-e *end_date*
Specifies the end of the date range for objects you want to remove. The format is *MMDDYYYY*.
By default, *end_date* must be at least 45 days ago. You can change this limitation by editing the *BRM_home***/apps/partition_utils/partition_utils.values** file. See "Customizing Partition Limitations".

-c *storable_class*
Specifies the partition to remove by base storable class. The default is **/event**.
When you remove a partition, it removes partitions in all partitioned tables for the specified base storable class and its subclasses.

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-t realtime|delayed|prepaid
Removes real-time, delayed-event, or prepaid partitions. The default is to remove all partition types.

-f
Forces the removal of partitions whether or not the objects in the partitions satisfy the purging criteria. For information about purging criteria, see "Objects Purged by Default".

> ⚠ **Caution**
>
> Operations using the **-f** parameter cannot be undone and will remove objects that are being used. Use with caution.

-p
Writes a SQL statement that shows the partitions that will be removed to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

-h
Displays the syntax and parameters for this utility.

Enabling Delayed Partitions

Enables delayed partitions for the specified event storable class and all of its parent storable classes.

Syntax for Enabling Delayed Partitions

```
partition_utils  -o enable -t delayed -c storable_class [-p] [-h]
```

Parameters for Enabling Delayed Partitions

-o enable -t delayed
Enables delayed-event partitions.

-c *storable_class*
Specifies the event storable class for which you want to add delayed-event partitions. Delayed-event partitions cannot be used for non-event storable classes.
To add delayed-event partitions for all subclasses of an event, use the percent sign (**%**) as a wildcard (for example, **-c /event/session/%**).

-p
Writes a SQL statement of the operation to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

-h
Displays the syntax and parameters for this utility.

Updating Partitions

Ensures that future partitions are synchronized across all partitioned tables of given class. To partition new tables appropriately, update partitions after adding a new subclass or after adding an array or substruct to an existing class.

Syntax for Updating Partitions

```
partition_utils  -o update [-c storable_class] [-p] [-h]
```


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Parameters for Updating Partitions

-o update
Aligns partitions across all object tables for a single base storable class. All real-time and delayed-event partitions get the same real-time partitioning scheme as their base table (EVENT_T for event base storable class tables, ITEM_T for item base storable class tables, and so on).

-c *storable_class*
Specifies the class of objects to update. The default is **/event**.

-h
Displays the syntax and parameters for this utility.

Restarting a partition_utils Job

Runs the last operation that was unsuccessful due to an error, or it cleans its status.

Syntax for Restarting a partition_utils Job

```
partition_utils  -o restart [-b] [-h]
```

Parameters for Restarting a partition_utils Job

-o restart
Restarts the previous operation that was unsuccessful due to an error or abnormal termination.

-b
Bypasses running the previous operation and instead cleans the status of it.

-h
Displays the syntax and parameters for this utility.

Finding the Maximum POID for a Date

Returns the maximum POID for the specified date and partition type.

Syntax for Finding the Maximum POID for a Date

```
partition_utils  -o maxpoid -s date -t realtime|delayed|prepaid [-p] [-h]
```

Parameters for Finding the Maximum POID for a Date

-o maxpoid
Returns the maximum POID for the specified date.

-s *date*
Specifies the date for which the maximum POID is to be found. The format is *MMDDYYYY*.

-t realtime|delayed|prepaid
Gets the maximum POID in only real-time partitions, only delayed-event partitions, or only prepaid partitions.

-p
Writes a SQL statement of the operation to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

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-h
Displays the syntax and parameters for this utility.

Results

If the utility does not notify you that it was successful, look in the **partition_utils.log** file to find any errors. This file is either in the directory from which the utility was started or in a directory specified in the utility configuration file. The **partition_utils.log** file includes SQL statements if you use the **-p** parameter.

partitioning.pl

Use this script to manage all the nonpartitioning-to-partitioning upgrade tasks. Run it from a Linux prompt.

For more information, see "Converting Nonpartitioned Classes to Partitioned Classes".

> **Note**
>
> This script needs the **partition.cfg** configuration file in the directory from which you run the utility.

Location

BRM_home/**bin**

Syntax

```
perl partitioning.pl [-c | -n | -a | -h ]
```

Parameters

-c
Creates the database objects required for the upgrade, including the following:

- The UPG_LOG_T table that logs all the information about the upgrade
- The **pin_upg_common** package that contains all the common routines for the upgrade

-n
Displays the event tables that will be partitioned during the upgrade.
Tables selected for partitioning are listed in the TABLES_TOBE_PARTITIONED_T table, which is created during the upgrade process. This table contains two columns:

- **table_name**: The name of the table to be partitioned.
- **partition_exchanged**: The value of the exchanged partition. This value is used by the upgrade scripts to perform the table partitioning.

Use the **INSERT** statement to partition tables and use **0** for the **partition_exchanged** value. For example, to insert MY_CUSTOM_EVENT_TABLE, run the following SQL statement:

```
INSERT INTO TABLES_TOBE_PARTITIONED_T (table_name, partition_exchanged)
VALUES ('MY_CUSTOM_EVENT_TABLE',0); COMMIT;
```


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> **Note**
>
> To prevent a listed table from being partitioned, use the SQL **DELETE** statement to delete its name from TABLES_TOBE_PARTITIONED_T.

-a
Partitions the tables listed in the TABLES_TOBE_PARTITIONED_T table.
To partition additional tables, see "Converting Nonpartitioned Classes to Partitioned Classes".

-h
Displays the syntax and parameters for this utility.

Results

The utility does not notify you if it was successful. Look in the UPG_LOG_T table to find any errors.

pin_close_items

Use this utility to close open item objects processed in past billing cycles. Run it from a Linux prompt.

This utility calls the *BRM_home***/apps/partition_utils/sql_utils/oracle/pin_close_items.plb** stored procedure.

Before you use this utility, configure the database connection parameters in the **partition_utils.values** file in *BRM_home***/apps/partition_utils**. See "Configuring a Database Connection".

For more information, see "Closing Open Item Objects Processed in Past Billing Cycles".

> **Note**
>
> This utility needs the **partition_utils.values** configuration file in the directory from which you run the utility.

Location

*BRM_home***/apps/partition_utils**

Syntax

```
pin_close_items [-h]
```

Parameters

-h
Displays the syntax and parameters for this utility.

Results

The utility does not notify you if it was successful. Look in the *BRM_home***/apps/partition_utils/pin_close_items.log** file to find any errors.

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pin_create_server_cert

Use this utility to create an Oracle wallet and a Transport Layer Security (TLS) certificate for testing purposes. All BRM applications use this wallet to send the trusted server certificate when a client application requests a PCM connection through TLS. For more information, see "Working with SSL/TLS Certificates and Oracle Wallets".

Location

BRM_home/**bin**

Syntax

```
pin_create_server_cert
```

Results

Creates an Oracle wallet and a server certificate in *BRM_home*/**wallet/server**.

pin_ctl

Use this utility to start and stop BRM components.

> **Note**
>
> To connect to the BRM database and configure the processes, this utility requires a configuration file in the directory from which you run the utility. This configuration file must be called **pin_ctl.conf**, which is different from most BRM configuration file names.

Syntax

```
pin_ctl action component [-c file_name] [-collectdata] [-debug] [-i]
```

Parameters

action
Specifies the type of action to be run. See "Parameters for Actions".
For example, to start the CM, use the following command:

```
pin_ctl start cm
```

component
Specifies the process on which the action is performed. See "Parameters for Components".

-c *file_name*
Specifies a configuration file to use instead of the default. Use this parameter to run different configurations of the same system.

-collectdata
Gets diagnostic data when starting, stopping, or checking the status of a component.

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-debug
Displays debugging information.

-i
Allows the utility to ask whether you want to proceed. This is especially useful when running **stop**, **halt**, and **clear**.

Parameters for Actions

clear
Deletes log entries associated with the component (not the file).

> **Note**
>
> The log file is not deleted, just the entries.

cstart
Clears the component logs and, if the component is not running, starts the component.
If the component is already running, the command clears the log file; the component continues running.

> **Note**
>
> You are not prompted to clear logs.

halt
Searches for the specified component and runs the **kill -9** command.

restart
Stops the component, waits for completion, then restarts the component.

start
Starts the component if it is not running.
If you specify **all** for *component*, it starts the components specified in the **pin_ctl.conf** file. For information, see "Customizing the List of Components to Start or Stop".

status
Returns the status of *component* as **Running** or **NotRunning**.

stop
Stops the component if it is running.
If you specify **all** for *component*, it stops the components specified in the **pin_ctl.conf** file. For information, see "Customizing the List of Components to Start or Stop".

Parameters for Components

You can perform an action on any of the following components:

all
Applies the action to the components specified in the **pin_ctl.conf** file. By default, the components are the following:

- Oracle Data Manager (DM)
- Email DM

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- Connection Manager
- CM Master Process
- Invoice formatter

You can modify the list of components specified in the **pin_ctl.conf** file. See "Customizing the List of Components to Start or Stop".

answer
Paymentech answer simulator

batch_controller
Batch Controller

cm
Connection Manager

cm_proxy
CM Proxy

cmmp
Connection Manager Master Process

dm_eai
Enterprise Application Interface (EAI) DM

dm_email
Email DM

dm_fusa
Paymentech DM

dm_invoice
Invoice DM

dm_ldap
LDAP DM

dm_oracle
Oracle DM

dm_vertex
Vertex tax calculation DM

eai_js
EAI Java Server

formatter
Invoice formatter

pin_db_alert.pl

Use this utility to monitor the following database key performance indicators (KPIs) in Oracle databases:

- Age of event and audit tables
- Size of audit tables

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- Invalid or missing procedures, triggers, or indexes

You configure this utility to alert you when one of these components has returned a certain status.

For more information, see "Monitoring Key Performance Indicators".

> **Note**
>
> To connect to the BRM database, this utility needs a configuration file in the directory from which you run the utility.

Location

*BRM_home***/diagnostics/pin_db_alert**

Syntax

```
pin_db_alert.pl
```

Parameters

This utility has no parameters.

pin_del_closed_accts

Use this utility to delete closed accounts from BRM. This utility calls the PCM_OP_CUST_DELETE_ACCT opcode to delete closed accounts that are older than the specified retention period. For more information, see:

- Specifying Retention Period for Closed Accounts
- Deleting Closed Accounts

To connect to the BRM database, the **pin_del_closed_accts** utility needs a configuration file in the directory from which you run the utility. See "Connecting BRM Utilities".

Location

*BRM_home***/bin**

Syntax

```
pin_del_closed_accts  -subord [-leaf]
                      -members_sharing
                      -members_billing
                      -file file_name
                      -force
                      [-verbose] [-help]
```

Parameters

-subord [-leaf]
Deletes the remaining closed nonpaying child accounts that are parents of other child accounts at the different levels of the hierarchy. It does not delete the top-level parent account in the hierarchy.

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To delete the top-level parent account, run the utility without any parameters after deleting all the paying and nonpaying child accounts at different levels in the hierarchy.
Add the **-leaf** option to delete closed nonpaying child accounts at the bottom of the hierarchy.

-members_sharing
Deletes member accounts from sharing groups; for example, discount and charge sharing groups.

-members_billing
Deletes closed paying accounts in a hierarchy that are used for billing purposes.

-file *file_name*
Deletes the accounts specified in the input file, where *file_name* is the name and location of the file that contains the list of accounts for deletion. The account details in this file must be in flist format.

> **Note**
>
> Running the **pin_del_closed_accts** utility with this parameter deletes all the accounts specified in the input file even if the accounts are not older than the retention period. When you use this parameter, ensure that the input file contains only the closed accounts that need to be deleted.

-force
Deletes closed accounts that still have active open sessions.

-verbose
Displays information about successful or failed processing as the utility runs.

-help
Displays the syntax and parameters for this utility.

Results

The **pin_del_closed_accts** utility notifies you when it successfully deletes the closed accounts and the associated customer data.

If the utility does not notify you that it was successful, look in the utility log file (**default.pinlog**) to find any errors. The log file is either in the directory from which the utility was started or in a directory specified in the configuration file.

After you resolve the errors, you can delete the closed accounts by running the **pin_del_closed_accts** utility again.

pin_sub_balance_cleanup

Use this utility to purge expired account sub-balances from the BRM database. For more information, see "About Purging Account Sub-Balances".

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> **Note**
>
> - When you delete sub-balances from the database, events that impacted those sub-balances cannot be rerated. Ensure you no longer need the expired sub-balances before deleting them.
> - You must run this utility from the *BRM_home*/**apps/pin_subscription** directory. This directory contains the **pin.conf** file which contains the parameters required for this utility.

Location

BRM_home/**bin**

Syntax

```
pin_sub_balance_cleanup  -n number_of_days | -d date
                         [-t] [-verbose] [-test]
```

Parameters

-n *number_of_days*
Specifies the number of days before which sub-balances are deleted. For example, specify **60** to delete expired sub-balances older than 60 days.

-d *date*
The date before which sub-balances are deleted. Use the format *MM/DD/YYYY*. For example, specify **06/30/2025** to delete expired sub-balances older than June 30, 2025.

-t
Deletes expired sub-balances with temporary credit limits.
Use this parameter with the **-d** *date* or **-n** *number_of_days* parameter.

-test
Finds the sub-balances that meet the criteria but does not purge them from the BRM database.

-verbose
Displays information about successful or failed processing as the utility runs.

Results

The utility does not notify you if the operation is successful. Look in the *BRM_home*/**apps/pin_subscription/pin_subscription.pinlog** file to find any errors.

pin_unlock_service

Use this utility to unlock a locked CSR account. See "Unlocking a Locked CSR Account".

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> **Note**
>
> - The **pin_unlock_service** utility needs a configuration (**pin.conf**) file in the same directory from which you run the utility. The **pin.conf** file required for running this utility is located in the *BRM_home*/**apps**/**pin_unlock_service** directory.
> - Make sure that the account in the **pin.conf** file is not locked.

Location

BRM_home/**bin**

Syntax

```
pin_unlock_service
```

Parameters

This utility accepts parameters through command prompts only. After each entry, press the **Enter** key to confirm your selection. For more information, see "Unlocking a Locked CSR Account".

Results

This utility notifies you of all the results in the command console. Look in the **pin_unlock_service.pinlog** file for errors. This file is either in the directory from which the utility was started or in a directory specified in the utility configuration file.

pin_virtual_gen

Use this utility to convert event storable classes in the BRM schema to use virtual columns. After you run this utility, the **poid_type** columns of event tables in the BRM database are virtual-column enabled.

> **Note**
>
> BRM's support for virtual columns is deprecated in BRM 15.2 and will be removed in a future release.

For more information, see "Generating Virtual Columns on Event Tables".

To connect to the BRM database and to specify logging information, this utility uses the **Infranet.properties** file in the directory from which you run the utility.

Specify the log level by setting the **infranet.log.level** property in the **Infranet.properties** file. The default is **1**. Valid values are **1**, **2**, and **3**. Regardless of the log level set, status messages are printed to **stdout** and to the log file. Errors are logged and printed to **stderr**.

Location

BRM_home/**apps/pin_virtual_columns**

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Syntax

```
pin_virtual_gen { { -gentasks [-execute] | -readtasks [-execute] } { [create|pre_export|
post_export|verify_types|create_types] } } | -showtasks [minID maxID] }
```

Parameters

-gentasks create [-execute]
Generates tasks and stores them in the database.
Runs tasks after saving to the database.

-readtasks create [-execute]
Reads previously stored tasks from the database.
Runs tasks after reading from the database.

-gentasks create
Creates virtual columns and supporting columns in the BRM database.
Use this in conjunction with **showtasks** to display the tasks that will be run for creating the virtual columns before running them. The following example shows how to create the tasks for creating virtual columns, display them, and then run them:

```
pin_virtual_gen -gentasks create
pin_virtual_gen -showtasks
pin_virtual_gen -readtasks create -execute
```

-showtasks *minID maxID*
Reads corresponding tasks from the database and displays task details.
minID and *maxID* specify the tasks to show within an ID range. The command shows tasks that have an ID greater than *minID* or less than *maxID*.
All tasks are displayed when an ID range is not provided.

-gentasks pre_export [-execute]
Removes virtual columns temporarily.

-gentasks post_export [-execute]
Restores virtual columns that were temporarily removed.

-gentasks verify_types [-execute]
Verifies whether storable class type names exist in the data dictionary of the BRM database schema.

-gentasks create_types [-execute]
Creates the names of custom storable class types and stores them in the data dictionary of the BRM database schema.

-help
Displays the syntax and parameters for this utility.

Results

The utility notifies you when it runs successfully. Otherwise, look in the **vcol.pinlog** file for errors. This file is either in the directory from which the utility was started or in a directory specified in the **Infranet.properties** file.

purge_audit_tables.pl

Use this script to archive unneeded shadow objects in audit tables. Use it to:

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- Generate audit table reports
- Create history tables
- Move audit tables to history tables
- Archive audit tables
- Restore archived audit tables

The different versions of shadow objects that are valid for archiving are moved to the history tables so they can be accessed for future reference. In addition, when versions of an object are removed from audit tables, all subclasses of the shadow objects are also removed automatically by the script.

> **Note**
>
> - This script does not delete objects from the database; it only purges the object rows stored in a table.
> - To connect to the BRM database, this script needs a configuration file in the directory from which you run the script.

For more information, see "Purging Archived Audit Data" in *BRM Developer's Guide*.

Location

BRM_home/**sys/archive/oracle**

Syntax

```
purge_audit_tables.pl  report -t objects -d date -l /@connection |
                       create -t objects -l /@connection |
                       archivedirect -t objects -d date -c commit_size -l /
@connection |
                       archiveindirect -t objects -d date -c commit_size -l /
@connection |
                       renametohist -t objects -l /@connection |
                       updfromhist -t objects -d date -c commit_size -l /
@connection |
                       help
```

The following purging actions are supported:

- report Syntax
- create Syntax
- archivedirect Syntax
- archiveindirect Syntax
- renametohist Syntax
- updfromhist Syntax

report Syntax

Generates audit table reports.

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This generates a file named **purge_tables.report**, which provides information about the tables for the specified objects, including the number of rows in each table that are eligible for purging, and whether history tables exist for them. You create a report to determine which mode of archiving to use for the specified object: **archivedirect** or **archiveindirect**.

```
purge_audit_tables.pl  report -t objects -d date -l /@connection
```

-t *objects*
Specifies a comma-separated list of shadow objects on which to report.
Shadow objects use an **au** prefix. For example, a change to a field marked for auditing in the **/profile** object results in the **/au_profile** shadow object.

> **Note**
>
> Do not specify child objects for an object; they are included automatically by the script. For example, the **/au_profile/serv_extracting** object is reported on when you list the **/au_profile** object.

-d *date*
Specifies the cutoff date for purging data.
This date determines which versions of the audit object are eligible for purging. If a version of an object is valid at the cutoff date, and there is at least one older version of the same object, the valid object is kept and all older versions are marked for purging and moved to the history tables.
The format is *YYYY*:*MM*:*DD*.

-l */@connection*
Specifies how to connect to your database. For example:

```
perl purge_audit_tables.pl report -t au_account -d 2005:02:23 -l /@subdb
```

create Syntax

Creates empty history tables for the specified objects and their child objects.

```
purge_audit_tables.pl create -t objects -l /@connection
```

-t *objects*
Specifies a comma-separated list of objects for which to create history tables. History tables are prepended by H_ as shown in Table 17-1.

/service Object Audit Tables	/service Object History Tables
AU_SERVICE_T	H_SERVICE_T
AU_SERVICE_ALIAS_T	H_SERVICE_ALIAS_T
AU_SERVICE_EXTRACTING_T	H_SERVICE_EXTRACTING_T

> **Note**
>
> Do not specify the child objects for a table; they are handled automatically by the script.

-l */@connection*
Specifies how to connect to your database. For example:

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```
purge_audit_tables.pl create -t au_account -l /@subdb
```

archivedirect Syntax

Archives audit tables for the specified objects and their child objects by copying the data directly to the history tables and then removing it from the audit tables.

purge_audit_tables.pl archivedirect -t *objects* **-d** *date* **-c** *commit_size* **-l /** *@connection*

-t *objects*
Specifies a comma-separated list of objects to archive audit tables for.
Shadow objects use an **au** prefix. For example, a change to a field marked for auditing in the **/profile** object results in the **/au_profile** shadow object.

> **Note**
>
> Do not specify child objects for an object; they are included automatically by the script. For example, the **/au_profile/serv_extracting** object is reported on when you list the **/au_profile** object.

-d *date*
Specifies the cutoff date for purging data.
This date determines which versions of the audit object are eligible for purging. If a version of an object is valid at the cutoff date, and there is at least one older version of the same object, the valid object is kept and all older versions are marked for purging and moved to the history tables.
The format is *YYYY*:*MM*:*DD*.

-c *commit_size*
Specifies the number of rows to save to the database at one time.

-l /*@connection*
Specifies how to connect to your database.

Sample archivedirect command

```
purge_audit_tables.pl archivedirect -t au_account -d 2005:03:29 -c 1000 -l /
@subdb
```

archiveindirect Syntax

Archives audit tables for the specified objects and their child objects by copying the data first to temporary tables, then to the history tables. If successful, the old audit table data is removed.

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> **Note**
>
> Do not delete the temporary tables if the data was not copied successfully to the history tables. Errors might have occurred when the data was moved to the temporary tables from the main tables; therefore, manually transfer the data back to the main audit tables. Then, delete the temporary tables and run the script again.

```
purge_audit_tables.pl archiveindirect -t objects -d date -c commit_size -l /
@connection
```

-t *objects*
Specifies a comma-separated list of objects to archive audit tables for.
Shadow objects use an **au** prefix. For example, a change to a field marked for auditing in the **/profile** object results in the **/au_profile** shadow object.

> **Note**
>
> Do not specify child objects for an object; they are included automatically by the script. For example, the **/au_profile/serv_extracting** object is reported on when you list the **/au_profile** object.

-d *date*
Specifies the cutoff date for purging data.
This date determines which versions of the audit object are eligible for purging. If a version of an object is valid at the cutoff date, and there is at least one older version of the same object, the valid object is kept and all older versions are marked for purging and moved to the history tables.
The format is *YYYY*:*MM*:*DD*.

-c *commit_size*
Specifies the number of rows to save to the database at one time.

-l /@*connection*
Specifies how to connect to your database.

Sample archiveindirect command

```
purge_audit_tables.pl archiveindirect -t au_account -d 2005:02:23 -c 1000 -l /
@subdb
```

renametohist Syntax

Renames the specified audit tables to their corresponding history tables and re-creates the audit tables *without* any indexes. This option also creates the script files used to create, rename, rebuild, and drop indexes that were in the audit tables. You can run the following scripts manually when necessary.

- **create_index_script.sql**
- **rename_index_script.sql**
- **rebuild_index_script.sql**

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- **drop_index_script.sql**

```
purge_audit_tables.pl  renametohist -t objects -l /@connection
```

-t *objects*
Specifies a comma-separated list of objects for which to rename audit tables to history tables and recreate empty audit tables.

> **Note**
>
> You do not need to specify child objects for an object; they are included automatically by the script. For example, the **/au_profile/serv_extracting** child object is reported on if you list the **/au_profile** object.

-l /@*connection*
Specifies how to connect to your database.

Sample renametohist Command

```
purge_audit_tables.pl  renametohist -t au_account -l /@subdb
```

updfromhist Syntax

Retrieves the data for a given object and its child objects from the history tables and transfers it back to the audit tables.

```
purge_audit_tables.pl updfromhist -t objects -d date -c commit_size -l /
@connection
```

-t *objects*
Specifies a comma-separated list of shadow objects to retrieve the data from the history tables and update in the corresponding audit tables.
Shadow objects use an **au** prefix. For example, a change to a field marked for auditing in the **/profile** object results in the **/au_profile** shadow object.

> **Note**
>
> Do not specify child objects for an object; they are included automatically by the script. For example, the **/au_profile/serv_extracting** object is reported on when you list the **/au_profile** object.

-d *date*
Specifies the cutoff date for retrieving data.
The format is *YYYY*:*MM*:*DD*.

-c *commit_size*
Specifies the number of rows to save to the database at one time.

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-l /@*connection*
Specifies how to connect to your database. For example:

```
purge_audit_tables.pl  updfromhist -t au_account -d 2005:03:29 -c 1000 -l /
@subdb
```

help Syntax

Displays the syntax for this script.

Results

The utility notifies you only if it encounters errors.

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Part II

Implementing Security

This part describes basic Oracle Communications Billing and Revenue Management (BRM) system administration tasks. It contains the following chapters:

- Implementing System Security
- Managing Login Names and Passwords
- Logging Customer Service Representative Activity Events
- Setting Up Permissions in BRM Applications
- Enabling Secure Communication Between BRM Components
- Managing Closed Accounts

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18

Implementing System Security

Learn how to implement security in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Using General System-Security Measures
- Understanding the BRM Environment
- Oracle Security Documentation

See also *BRM Security Guide*.

Using General System-Security Measures

You can use the usual database and operating-system security measures for the BRM system. For example, you can set up read/write/execute permissions and group permissions on files and programs.

As shipped, BRM uses encryption only for passwords. However, you can encrypt any string field. For more information, see "About Encrypting Data" in *BRM Developer's Guide*.

The following principles are fundamental to using any application securely:

- **Keep software up to date.** This includes the latest product release and any patches that apply to it.
- **Monitor system activity.** Establish who should access which system components, and how often, and monitor those components.
- **Install software securely.** For example, use firewalls, secure protocols such as SSL, and secure passwords.
- **Keep up to date on security information.** Oracle regularly issues security-related patch updates and security alerts. You must install all security patches as soon as possible.

  See "Critical Patch Updates, Security Alerts and Bulletins" on the Oracle website.

Understanding the BRM Environment

When planning your BRM implementation, consider the following:

- **Which resources need to be protected?**
  - You need to protect customer data, such as credit-card numbers.
  - You need to protect internal data, such as proprietary source code.
  - You need to protect system components from being disabled by external attacks or intentional system overloads.
- **Who are you protecting data from?**

  For example, you need to protect your subscribers' data from other subscribers, but someone in your organization might need to access that data to manage it. You can

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analyze your workflows to determine who needs access to the data; for example, a system administrator might be able to manage your system components without accessing the system data.

- **What will happen if protections on strategic resources fail?**

  In some cases, a fault in your security scheme is nothing more than an inconvenience. In other cases, a fault might cause great damage to you or your customers. Understanding the security ramifications of each resource will help you protect it properly.

Oracle Security Documentation

BRM uses other Oracle products, such as Oracle Database and Oracle WebLogic Server.

For more information, see the following documents:

- *Oracle Database Security Guide*
- *Oracle Fusion Middleware Securing a Production Environment for Oracle WebLogic Server*
- Oracle WebLogic Server documentation

Oracle documentation is available from Oracle Help Center:

http://docs.oracle.com

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19

Managing Login Names and Passwords

Learn how to manage login names and passwords in Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- Managing Login Names and Passwords for BRM Access
- Configuring the Maximum Number of Invalid Login Attempts
- Configuring the CM to Verify Application Logins with the Service Only
- Enabling Password Restriction for /service Objects
- Storing Passwords in Oracle Wallet
- Configuring Applications to Provide Login Information

See also "Logging Customer Service Representative Activity Events" and "Setting Up Permissions in BRM Applications".

Managing Login Names and Passwords for BRM Access

To access the BRM database, a client application must provide the following:

- An account name
- The password for that account
- The service
- The database number of the BRM database

There are two services created to manage client connections: **admin_client** and **pcm_client**.

- BRM client applications log in to the **admin_client** service.
- Other BRM utilities and programs, such as optional service integration components, log in to the **pcm_client** service.

For more information about the BRM users, see the following:

- Default Users
- Disabling Additional Users for CM Authorization
- Custom Users

Default Users

Prior to BRM 15.0, when you installed BRM, the system created a single user account with general permission to the BRM system. This login name was **root.0.0.0.***n* (where *n* is your database number), and you provide its password during the BRM installation process. This account is still created in BRM 15.0, but it is no longer the only user created. You can configure whether to use this new authorization method by setting the **CMAuthorization** business parameter. This parameter is enabled by default. See "Disabling Additional Users for CM Authorization" for more information.

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The default users that are created in addition to the root account are listed in Table 19-1. In the table, *db_num* represents the database number, for example, **0.0.0.1**.

Table 19-1 Default Users Created During Installation

User Name	Role Names	Description
acct_recv.*db_num*	AccountsReceivableRole	This user runs A/R utilities.
bc_client.*db_num*	BillingCareRole	This is the user for the Billing Care client.
bill_inv_pymt_sub.*db_num*	BillInvPymtSubscrnRole	This user runs billing, invoicing, payments and subscriptions.
billing.*db_num*	BillingRole	This user runs billing utilities.
boc_client.*db_num*	BOCAdminClientRole BOCPcmClientRole	This is the user for the Business Operations Center (BOC) client. It also runs the **pin_generate_analytics** utility for BOC.
collections.*db_num*	CollectionsutilsRole	This user runs Collections utilities.
crypt_utils.*db_num*	CryptutilsRole	This user runs crypt utilities.
cust_center.*db_num*	CustomerCenterRole	This is the user for Customer Center.
cust_mgnt.*db_num*	CustomermanagerRole	This user runs subscription tools.
ece.*db_num*	ECERole	This is the user for Elastic Charging Engine (ECE).
invoicing.*db_num*	InvoicingRole	This user runs invoicing utilities.
java_client.*db_num*	JavaAppPcmClientRole JavaAppAdminClientRole	This user runs Java utilities.
load_utils.*db_num*	LoadutilsRole	This user runs load utilities.
payments.*db_num*	PaymentsRole	This user runs payments utilities.
pcc_client.*db_num*	PipelineConfigCenterRole	This is the user for Pipeline Configuration Center.
rerating.*db_num*	ReratingRole	This user runs rerating utilities.
rsm.*db_num*	RestServicesManagerRole	This is the user for Rest Services Managers.
super_user.*db_num*	SuperUserRole	Creates, updates, and deletes roles.
ui_client.*db_num*	ThickClientsRole	This is the user for thick clients.

Users are created to run all of the admin clients. See Table 19-2 for the users associated with each client. In the table, *db_num* represents the database number, for example, **0.0.0.1**.

Table 19-2 Admin Client Default Users

User Name	Associated Clients
bc_client.*db_num*	Billing Care
boc_client.*db_num*	Business Operations Center
cust_center.*db_num*	Customer Center
pcc_client.*db_num*	Pipeline Configuration Center (PCC)
root.*db_num*	Developer Center

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Table 19-2 (Cont.) Admin Client Default Users

User Name	Associated Clients
rsm.*db_num*	Rest Services Manager
ui_client.*db_num*	BusinessConfigurationCenter CollectionsConfigurator CustomerCareSDK GSMMgrCustCtrExt IPAddressAdministrationCenter NumberAdministrationCenter PaymentCenter PermissioningCenter PricingCenter RevenueAssuranceCenter SelfCareManager SIMAdministrationCenter SuspenseManagementCenter VoucherAdministrationCenter

The default users can run specific pcm_client applications. These applications must be run from the directories listed in Table 19-3 to avoid authorization failure errors. These directories also contain the **pin.conf** or **Infranet.properties** files, which contain the user names listed below. In the table, *db_num* represents the database number, for example, **0.0.0.1**.

Table 19-3 PCM Client Applications and Their Base Directories and Default Users

Component	Application	Directory	User
A/R	pin_mass_refund pin_refund pin_roll_up_ar_items	$PIN_HOME/apps/pin_billd	bill_inv_pymt_sub.*db_num*
A/R	pin_apply_bulk_adjustment	$PIN_HOME/apps/pin_bulk_adjust	acct_recv.*db_num*
Billing	pin_bill_accts pin_cycle_fees pin_make_corrective_bills pin_rollover pin_update_journal pin_cycle_forward	$PIN_HOME/apps/pin_billd	bill_inv_pymt_sub.*db_num*
Billing	pin_trial_bill	$PIN_HOME/apps/pin_trial_bill	billing.*db_num*
Collections	pin_collections_process pin_collections_send_dunning	$PIN_HOME/apps/pin_collections	collections.*db_num*
Crypt Utilities	pin_crypt_upgrade pin_crypt_upgrade_keys	$PIN_HOME/apps/pin_crypt	crypt_utils.*db_num*

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Table 19-3 (Cont.) PCM Client Applications and Their Base Directories and Default Users

Component	Application	Directory	User
Customer Management	pin_contracts pin_deferred_act pin_gen_notifications	$PIN_HOME/apps/pin_billd	bill_inv_pymt_sub.*db_num*
Customer Management	pin_deposit_calc_interest pin_deposit_release_purchased_deposit pin_deposit_transfer_deposit	$PIN_HOME/apps/pin_deposits	cust_mgnt.*db_num*
Customer Management	pin_monitor_balance	$PIN_HOME/apps/pin_monitor	cust_mgnt.*db_num*
Customer Management	pin_state_change	$PIN_HOME/apps/pin_state_change	cust_mgnt.*db_num*
Customer Management	pin_unlock_service	$PIN_HOME/apps/pin_unlock_service	cust_mgnt.*db_num*
Invoicing	pin_upd_assoc_bus_profile	$PIN_HOME/apps/pin_billd	bill_inv_pymt_sub.*db_num*
Invoicing	pin_inv_accts	$PIN_HOME/apps/pin_inv	invoicing.*db_num*
Invoicing	pin_inv_send pin_inv_export	$PIN_HOME/apps/pin_inv	invoicing.*db_num*
Invoicing	pin_inv_doc_gen	$PIN_HOME/apps/pin_inv_doc_gen	invoicing.*db_num*
Java Applications	batch_controller	$PIN_HOME/apps/batch_controller	java_client.*db_num*
Java Applications	cmt	$PIN_HOME/apps/cmt	java_client.*db_num*
Java Applications	perflib	$PIN_HOME/apps/perflib	java_client.*db_num*
Java Applications	pin_job_executor	$PIN_HOME/apps/pin_job_executor	java_client.*db_num*
Java Applications	pin_rel	$PIN_HOME/apps/pin_rel	java_client.*db_num*
Java Applications	pin_virtual_gen	$PIN_HOME/apps/pin_virtual_columns	java_client.*db_num*
Java Applications	sampleHandler	$PIN_HOME/apps/sample_handler	java_client.*db_num*
Java Applications	uel	$PIN_HOME/apps/uel	java_client.*db_num*
Java Applications	PortalDevKit	$PIN_HOME/PortalDevKit	java_client.*db_num*
Java Applications	amt	$PIN_HOME/sys/amt	java_client.*db_num*
Java Applications	web_services	Not applicable	java_client.*db_num*
Load Utilities	load_channel_config	$PIN_HOME/apps/load_channel_config	load_utils.*db_num*
Load Utilities	load_config	$PIN_HOME/apps/load_config	load_utils.*db_num*

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Table 19-3 (Cont.) PCM Client Applications and Their Base Directories and Default Users

Component	Application	Directory	User
Load Utilities	load_pin_ar_taxes	$PIN_HOME/apps/pin_ar_taxes	load_utils.*db_num*
Load Utilities	load_ara_config_object	$PIN_HOME/setup/scripts	load_utils.*db_num*

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Table 19-3 (Cont.) PCM Client Applications and Their Base Directories and Default Users

Component	Application	Directory	User
Load Utilities	load_brm_pricing load_config_business_event load_config_dist load_config_item_tags load_config_item_types load_config_provisioning_tags load_content_srvc_profiles load_edr_field_mapping load_event_map load_localized_strings load_pin_ach load_pin_batch_suspense_override_reason load_pin_batch_suspense_reason_code load_pin_beid load_pin_bill_suppression load_pin_billing_segment load_pin_bus_params load_pin_business_profile load_pin_calendar load_pin_config_auth_reauth_info load_pin_config_batchstat_link load_pin_config_business_type load_pin_config_controlpoint_link load_pin_config_export_gl load_pin_config_ood_criteria load_pin_config_ra_alerts load_pin_config_ra_flows load_pin_config_ra_thresholds load_pin_customer_segment	$PIN_HOME/sys/data/config	load_utils.*db_num*

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Table 19-3 (Cont.) PCM Client Applications and Their Base Directories and Default Users

Component	Application	Directory	User
	load_pin_dealers load_pin_device_permit_map load_pin_device_state load_pin_event_record_map load_pin_excluded_logins load_pin_glchartaccts load_pin_glid load_pin_impact_category load_pin_invoice_data_map load_pin_network_elements load_pin_notify load_pin_num_config load_pin_order_state load_pin_payment_term load_pin_recharge_card_type load_pin_remittance_flds load_pin_remittance_spec load_pin_rerate_flds load_pin_rtp_trim_flist load_pin_rum load_pin_service_framework_permitted_service_types load_pin_sim_config load_pin_snowball_distribution load_pin_spec_rates load_pin_sub_bal_contributor load_pin_suspense_editable_flds load_pin_suspense_edr_fld_map load_pin_suspense_override_reason load_pin_suspense_params		

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Table 19-3 (Cont.) PCM Client Applications and Their Base Directories and Default Users

Component	Application	Directory	User
	load_pin_suspense_reason_code load_pin_telco_provisioning load_pin_telco_service_order_state load_pin_telco_tags load_pin_uniqueness load_pin_verify load_pin_voucher_config load_suspended_batch_info load_tax_supplier load_transition_type load_usage_map loadpricelist pin_load_invoice_events pin_load_invoice_template pin_load_rerate_jobs pin_load_template		
Misc	pin_channel_export	$PIN_HOME/apps/exportapps	load_utils.*db_num*
Misc	pin_event_extract	$PIN_HOME/apps/pin_event_extract	rerating.*db_num*
Misc	pin_export_price	$PIN_HOME/apps/pin_export_price	load_utils.*db_num*
Misc	pin_generate_analytics/	$PIN_HOME/apps/pin_generate_analytics	boc_client.*db_num* (pcm_client)
Misc	pin_ra_check_thresholds	$PIN_HOME/apps/pin_ra_check_thresholds	bill_inv_pymt_sub.*db_num*
Misc	pin_remittance pin_remit_month	$PIN_HOME/apps/pin_remit	bill_inv_pymt_sub.*db_num*
Misc	load_price_list/	$PIN_HOME/setup/scripts	load_utils.*db_num*
Payments	pin_balance_transfer	$PIN_HOME/apps/pin_balance_transfer	payments.*db_num*
Payments	pin_cc_migrate pin_deposit pin_collect pin_recover	$PIN_HOME/apps/pin_billd	bill_inv_pymt_sub.*db_num*
Payments	pin_installment_status_change pin_installments	$PIN_HOME/apps/pin_installments	payments.*db_num*

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Table 19-3 (Cont.) PCM Client Applications and Their Base Directories and Default Users

Component	Application	Directory	User
Payments	pin_sepa	$PIN_HOME/apps/pin_sepa	payments.*db_num*
Rerating	load_pin_rerate_flds pin_rate_change pin_rerate	$PIN_HOME/apps/pin_rerate	rerating.*db_num*

The root account includes two services: **admin_client** and **pcm_client**.

- BRM client applications log in to the **admin_client** service.
- Other BRM utilities and programs, such as optional service integration components, log in to the **pcm_client** service.

> **Note**
>
> You cannot change the payment method of the default accounts or make them parent or child accounts.

Disabling Additional Users for CM Authorization

You can disable the additional users and return to the same authorization method used in older versions of BRM. You configure this value using the **pin_bus_params** utility. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

To disable the additional users:

1. Go to *BRM_home***/sys/data/config**.
2. Use the following command to create an editable XML file from the system administration instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsSystem bus_params_system.xml
   ```

   This command creates an XML file named **bus_params_system.xml.out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.
3. In **bus_params_system.xml.out**, set **CMAuthorization** to **disabled** to disable use of the additional users. The default is **enabled**.

   ```
   <CMAuthorization>disabled</CMAuthorization>
   ```
4. Save and exit the file.
5. Rename the **bus_params_system.xml.out** file to **bus_params_system.xml**.
6. Use the following command to load your changes into the **/config/business_params** object:

   ```
   pin_bus_params bus_params_system.xml
   ```


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You should run this command from the *BRM_home*/**sys/data/config** directory, which includes support files used by the utility. To run it from a different directory, see "pin_bus_params" in *BRM Developer's Guide*.

7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

   For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.

8. Stop and restart the CM.

   See "Starting and Stopping the BRM System" for more information.

Custom Users

When you set up a production BRM system, you create additional accounts—for example, one for each of your customer service representatives (CSRs)—and associate one or more services with each account. You give each account a password and grant certain privileges to the account. For example, you might want to allow only some of your CSRs to handle payment disputes. you must also add an entry in the wallet with a name in the format *username*_**login_pw** for the new user.

Before creating CSR accounts, you must use PDC to create and load a CSR package, which defines the services available to CSRs.

You also need to provide an account for any extended applications you use with BRM.

When you create users, you must assign them to roles. These roles can be either predefined or custom. For information about managing custom roles, see "Role Opcode Workflows" in *Opcode Guide*. Table 19-4 contains information about the roles that are configured by default during installation. In the table, *db_num* represents the database number, for example, **0.0.0.1**.

Table 19-4 Default Roles Created During Installation

Role Name	Role Object	Service Objects	Description
AccountsReceivableRole	*db_num* /config/role 4080	*db_num* /service/pcm_client 408 0	Allows users to run A/R utilities.
BillingCareRole	*db_num* /config/role 4160	*db_num* /service/admin_client 416 0	Allows users to run the Billing Care client.
BillingRole	*db_num* /config/role 4020	*db_num* /service/pcm_client 402 0	Allows users to run billing utilities.
BillInvPymtSubscrnRole	*db_num* /config/role 4120	*db_num* /service/pcm_client 412 0	Allows users to run billing, invoicing, payments and subscriptions.
BOCAdminClientRole	*db_num* /config/role 4150	*db_num* /service/admin_client 415 0	Allows users to run the BOC client.
BOCPcmClientRole	*db_num* /config/role 4140	*db_num* /service/pcm_client 414 0	Allows users to run pin_generate_analytics utility for BOC.
CollectionsutilsRole	*db_num* /config/role 4110	*db_num* /service/pcm_client 411 0	Allows users to run collections utilities.
CryptutilsRole	*db_num* /config/role 4050	*db_num* /service/pcm_client 405 0	Allows users to run crypt utilities.

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Table 19-4 (Cont.) Default Roles Created During Installation

Role Name	Role Object	Service Objects	Description
CustomerCenterRole	*db_num* /config/role 417 0	*db_num* /service/ admin_client 417 0	Allows users to run the Customer Center client.
CustomermanagerRole	*db_num* /config/role 406 0	*db_num* /service/ pcm_client 406 0	Allows users to run subscription tools.
ECERole	*db_num* /config/role 421 0	*db_num* /service/ pcm_client 421 0	Allows users to run the ECE client.
InvoicingRole	*db_num* /config/role 403 0	*db_num* /service/ pcm_client 403 0	Allows users to run invoicing utilities.
JavaAppAdminClientRole	*db_num* /config/role 410 0	*db_num* /service/ admin_client 410 0	Allows users to run admin_client Java utilities.
JavaAppPcmClientRole	*db_num* /config/role 409 0	*db_num* /service/ pcm_client 409 0	Allows users to run pcm_client Java utilities.
LoadutilsRole	*db_num* /config/role 413 0	*db_num* /service/ pcm_client 413 0	Allows users to run load utilities.
PaymentsRole	*db_num* /config/role 404 0	*db_num* /service/ pcm_client 404 0	Allows users to run payments utilities.
PipelineConfigCenterRole	*db_num* /config/role 418 0	*db_num* /service/ admin_client 418 0	Allows users to run the Pipeline Configuration Center.
ReratingRole	*db_num* /config/role 407 0	*db_num* /service/ pcm_client 407 0	Allows users to run rerating utilities.
RestServicesManagerRole	*db_num* /config/role 419 0	*db_num* /service/ admin_client 419 0	Allows users to run Rest Services Managers.
SuperUserRole	*db_num* /config/role 1 0	*db_num* /service/ pcm_client 3 0 *db_num* /service/ admin_client 4 0	User to create, update, delete roles.
ThickClientsRole	*db_num* /config/role 420 0	*db_num* /service/ admin_client 420 0	Allows users to run thick clients.

Configuring the Maximum Number of Invalid Login Attempts

You configure the maximum number of invalid login attempts by setting the **MaxLoginAttempts** business parameter.

To configure the maximum number of invalid login attempts:

1. Go to *BRM_home*/**sys/data/config**.
2. Use the following command to create an editable XML file from the **BusParamsActivity** instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsActivity bus_params_act.xml
   ```

   This command creates an XML file named **bus_params_act.xml.out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.
3. In **bus_params_act.xml.out**, set **MaxLoginAttempts** to the maximum number of invalid login attempts that are allowed:

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```
<MaxLoginAttempts>3</MaxLoginAttempts>
```

The default value is **5**.

> **⚠ Caution**
>
> BRM uses the XML in this file to overwrite the existing instance of the **/config/business_params** object. If you delete or modify any other parameters in the file, these changes affect the associated aspects of the BRM configuration.

4. Save and exit the file.
5. Rename the **bus_params_act.xml.out** file to **bus_params_act.xml**.
6. Use the following command to load your changes into the **/config/business_params** object:

   ```
   pin_bus_params bus_params_act.xml
   ```

   You should run this command from the *BRM_home***/sys/data/config** directory, which includes support files used by the utility. To run it from a different directory, see "pin_bus_params" in *BRM Developer's Guide*.
7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

   For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.
8. Stop and restart the Connection Manager (CM).

   See "Starting and Stopping the BRM System" for more information.

Configuring the CM to Verify Application Logins with the Service Only

By default, the CM is configured to require a service, a login name, and a password. This provides secure access to BRM.

If only secure applications will connect to your CM, you can speed up the login process by configuring the CM to verify only the service but not require a login name or password.

To configure the CM to verify application logins with the service only:

1. Open the CM configuration file (*BRM_home***/sys/cm/pin.conf**).
2. Change the **cm_login_module** entry from **cm_login_pw001.dll** to **cm_login_null.dll**:

   ```
   - cm cm_login_module cm_login_null.dll
   ```
3. Save and close the file.
4. Stop and restart the CM.
5. Configure the applications that connect with this CM to provide only service information at log in. In the configuration file for each application, set **login_type** to **0**, and ensure a valid service is listed for **userid**.

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> **Note**
>
> CM Proxy provides another way of connecting to BRM without using a login name and password. See "Using CM Proxy to Allow Unauthenticated Log On".

Enabling Password Restriction for /service Objects

In BRM, you can use password restriction to secure the creation, modification, and deletion of **/service** objects.

Password restriction forces passwords to adhere to the following rules:

- Contain a minimum of 8 characters. It is recommended to use the longer password.
- Include at least one numeric character, one uppercase character, one lowercase character, and one special character.
- Different from the previous four passwords (NA for customer account creation and service creation).
- Should not include any part of the user ID.
- Should not contain dictionary words.
- Should not contain commonly used combinations.
- Should not contain birthday of a user or a name of the related person or other personal facts.
- Should contain minimum six digits for mobile devices.

You can configure the password restrictions using the PCM_OP_CUST_POL_VALID_PASSWD opcode.

By default, password restriction for **/service** objects is disabled in BRM. To enable it, run the **pin_bus_params** utility to change the **EnablePasswordRestriction** business parameter. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

To enable password restriction for **/service** objects:

1. Go to *BRM_home***/sys/data/config**.
2. Use the following command to create an editable XML file from the **Customer** instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsCustomer bus_params_customer.xml
   ```

   This command creates an XML file named **bus_params_customer.xml.out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.
3. In **bus_params_customer.xml.out**, set **EnablePasswordRestriction** to **enabled**:

   ```
   <EnablePasswordRestriction>enabled</EnablePasswordRestriction>
   ```


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> **⚠ Caution**
>
> BRM uses the XML in this file to overwrite the existing instance of the **/config/business_params** object. If you delete or modify any other parameters in the file, these changes affect the associated aspects of the BRM configuration.

4. Save and exit the file.
5. Rename the **bus_params_customer.xml.out** file to **bus_params_customer.xml**.
6. Use the following command to load your changes into the **/config/business_params** object:

   ```
   pin_bus_params bus_params_customer.xml
   ```

   You should run this command from the *BRM_home***/sys/data/config** directory, which includes support files used by the utility. To run it from a different directory, see "pin_bus_params" in *BRM Developer's Guide*.
7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

   For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.
8. Stop and restart the Connection Manager (CM).

   See "Starting and Stopping the BRM System" for more information.

Storing Passwords in Oracle Wallet

By default, the BRM Installer stores sensitive information, such as database and account passwords, in the Oracle wallet, and BRM applications retrieves the passwords from the Oracle wallet. However, if the database and account passwords are also stored in the **Infranet.properties** and **pin.conf** configuration files, the BRM applications retrieve the passwords from the configuration files. The BRM applications automatically decrypt the encrypted passwords when retrieving them from the configuration files.

By default, the passwords in the configuration files are encrypted in the Oracle ZT PKI format. For more information, see "Encrypting Data" in *BRM Developer's Guide*.

> **ⓘ Note**
>
> To encrypt passwords for client applications or optional managers that are not part of base BRM or that are associated with customizations, use the **pin_crypt_app** utility. For details, see "About Encrypting Passwords" in *BRM Developer's Guide*.

When you encrypt a password for the Connection Manager (CM), ensure that the password adheres to the following rules:

- Contain a minimum of eight characters
- Include at least one numeric character, one uppercase character, and one special character
- Differ from the previous four passwords

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- Not include any part of the user ID

Configuring Applications to Provide Login Information

BRM client applications provide login information in the login dialog box.

BRM Java-based applications, including Pricing Center, Customer Center, and Configuration Center, ask the user for port numbers and database names when the application starts.

To change most connection information for Java-based client applications, use the login dialog box, which appears when you start the application. The application uses this default information for subsequent sessions.

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20

Logging Customer Service Representative Activity Events

Learn how to log CSR activity events in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Logging CSR Activity Events

Logging CSR Activity Events

You can log CSR activity events in the BRM database. The log information includes the type of activity, the date and time the CSR performed the activity, and the IP address of the client computer. This data is stored in the **/user_activity** storable class.

To log CSR activities, session-event logging must be enabled. Session-event logging is enabled by using the CM **pin.conf** file **login_audit** entry. See "Turning Off Session-Event Logging" for more information.

If you are using an external customer relationship management (CRM) application to connect to BRM, BRM also logs the external CSR user ID along with the user activity in the **/user_activity** object. You can use the external CSR ID during auditing to trace any actions performed by the external CSR in BRM. If the external CRM application does not send the external CSR user ID to BRM, BRM logs NULL values in the **/user_activity** object.

You can log CSR activities only if you have included them in the **pin_notify** file. For more information on using the **pin_notify** file for event notifications, see "Merging Event Notification Lists" in *BRM Developer's Guide*. Use the **load_pin_notify** utility to load the events specified in the **pin_notify** file into the BRM database. See "load_pin_notify" in *BRM Managing Customers*.

> **Note**
>
> To generate a report displaying the log data, you must write your own query and GUI custom code.

You can log the following CSR activities:

- Account creation
- Account hierarchy changes
- Bill adjustments
- Bill Now operations
- Changes to billing day of month
- Changes to billing frequency

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- Changes to credit card information
- Creation of charge, discount, monitor, and profile sharing groups
- Creation of deferred action schedules
- Credit limit changes
- Deletion of charge, discount, monitor, and profile sharing groups
- Disputes
- Event adjustments
- Item adjustments
- Modifications to charge, discount, monitor, and profile sharing groups
- Payments
- Password change
- Charge offer cancellation
- Charge offer modification
- Charge offer purchase
- Refunds
- Service login name change
- Settlements
- Top-ups
- Write-offs

To customize how to log CSR activity, use the PCM_OP_ACT_POL_LOG_USER_ACTIVITY policy opcode. This opcode enables you to add details for the events that need to be logged. If you add information, you need to add it to the **/user_activity** storable class by using PIN_FLD_INHERITED_INFO in the input flist.

> **Note**
>
> You can override the information logged in the **/user_activity** object. See "Logging Additional CSR Activity Details" in *Billing Care SDK Guide* for more information.

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Setting Up Permissions in BRM Applications

Learn how to set up permissions in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Setting Up Permissions in BRM Applications
- About Permissioning Center
- About Managing Roles
- About Managing Permissions in Permissioning Center
- About Permission Types for BRM Applications
- Managing CSR Passwords
- Unlocking the Locked root Account

See also "Managing Login Names and Passwords".

Setting Up Permissions in BRM Applications

Permissions determine which tasks a user can perform with BRM applications.

A set of permissions defines a role. A role represents a set of actions that a person holding a particular job or position can perform. For more information, see "About Managing Roles".

You can restrict activities in Customer Center, Pricing Center, and other applications by assigning CSRs to a role and setting permissions for that role. For example, you can specify which CSRs can change a password, apply credits, and give refunds.

As part of setting permissions, you do the following:

- Add permissions to a role.

  > **Note**
  >
  > For all applications except Customer Center, permission types are not granted by default. CSRs do not have access to the application or feature associated with the permission until permission is explicitly assigned. For Customer Center, some permission types are granted by default. For more information, see Customer Center Help.

- Assign an access level to each permission. For example:
  - You can specify read-only permissions to access critical data such as credit card and pricing information.
  - You can specify read-write access to customer data such as billing address and contact email ID.
- For some permissions, such as giving credits, set a minimum and maximum amount.

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When setting the minimum and maximum values for permissions that allow crediting and debiting a customer's account, ensure the value you set is appropriate for all noncurrency balance elements that apply to charge offers any customer might own. For example, if 25 is the maximum credit a CSR can issue to a customer, the CSR cannot credit more than 25 frequent flyer miles or 25 hours of service usage.

You must have proper permissions to add, change, or delete permissions. In most cases, only a person with **root** access, such as a system administrator, is granted permission to change CSR permissions.

> **Note**
>
> If your company uses a proprietary application for administering accounts, you can write your own code to set and enforce permissions.

About Permissioning Center

Permissioning Center is a BRM application you can use to enhance security by managing the roles and permissions of BRM client tool users, such as CSRs.

You perform the following tasks using Permissioning Center:

- **Manage roles.** You can create, rename, and delete roles; add child roles; and assign CSRs to roles.
- **Manage permissions.** You can add and delete permissions.
- **Manage CSRs.** You can create CSR accounts, assign CSRs to roles, and unassign CSRs from roles.

CSRs who require access to Permissioning Center must be assigned to a role that includes permissions to use Permissioning Center. You include access permissions to a role in the same way you include any other permissions in Permissioning Center.

About Managing Roles

You use roles to configure permissions for a group of CSRs based on the tasks they must perform. For example, you can create different types of CSRs and assign them to different kinds of roles:

- **Manager CSRs** can create new roles, assign CSRs to roles, change permission settings, change credit limits, give refunds, and change account status. A manager can also validate the work that junior CSRs perform (for example, by making sure that new accounts are created correctly and have all the necessary information).
- **Junior CSRs** can check customer account balances, check and change billing information, and answer common customer questions.

You can create a role hierarchy in Permissioning Center. To do this, you create child roles and associate them with a parent role.

You organize hierarchical roles according to their permission levels. At each level above the bottom of the hierarchy, the child roles can also be parent roles. A child role inherits all permission settings that are associated with its parent role.

For example, the parent role, CSR, can also have the following child roles:

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- Lead-CSR
- Junior-CSR

The child roles include all the permissions that belong to the parent role, CSR. In addition, the child roles have all the specific permissions that belong to their particular role, Lead-CSR or Junior-CSR.

About Managing Permissions in Permissioning Center

In Permissioning Center, permissions are based on roles. The role's permissions determine the specific levels of access for the role. Using Permissioning Center, you can create new CSR accounts, assign CSRs to roles, and unassign CSRs from roles. This role-based approach makes it easy to quickly grant or deny permissions to an individual CSR or a group of CSRs with a specific role.

About Permission Types for BRM Applications

You can set permissions for these applications:

- **Customer Center:** By default, every CSR has the **/customercenter/corrective_bill** permission to create corrective bills in Customer Center, and the **Actions** menu on the **Balance** tab will display the **Produce Corrective Bill** menu item. To revoke the permission, remove the **/customercenter/corrective_bill** permission for the CSR.
  You can set some permissions in both Permissioning Center and Customer Center. If you set the same permission in both, the permission you set in Customer Center takes precedence.

  For a list of Customer Center permission types, see Customer Center Help.
- **Pricing Center:** CSRs are not granted permissions to Pricing Center by default. CSRs do not have access to the application or feature associated with the permission until permission is explicitly assigned.

  For a list of Pricing Center permission types, see Table 21-1. All permission types are case sensitive.

Table 21-1 Pricing Center Permission Types

Permission Type	Provides Permission to...
/appcenter/pricingcenter	Use Pricing Center
/appcenter/provisioningtags	Using Provisioning Tags
/appcenter/ResourceEditor	Use Resource Editor
/appcenter/ZoneMapper	Use Zone Mapper
/loadpricelist/access	Load price list XML files into the BRM database
/pricingcenter/databaseaccess	Take actions that read from and write to the BRM database. This permission type controls access to the **Commit to Portal Database** and **Import - Real-time Data** commands on the **File** menu. It also controls the type of access you have to pipeline rating functionality in Pricing Center. If this permission type is set to **None**, you can only work offline in Pricing Center.

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Table 21-1 (Cont.) Pricing Center Permission Types

Permission Type	Provides Permission to...
/pricingcenter/filesystemaccess	Take actions that read from and write to files. This permission type controls access to the following **File** menu commands: – **Open** – **Import - Real-time Data** – **Export - Real-time Data** – **Save** – **Save As**

Managing CSR Passwords

To improve security features and provide access to BRM client applications, the following password policies are included in Permissioning Center:

- **Ability to set password expiry limits.** The duration of time that a password is valid until the system prevents a user from logging in or forces the password to be changed.
- **Ability to define temporary passwords.** The ability to force CSRs to change their passwords after accessing the application the first time or after a new CSR account has been set up by an administrator.
- **Password content validation.** The ability to validate the contents of the password to ensure that certain characters are or are not included, such as numbers.

Setting CSR Account Password Status

The following are the valid password statuses for CSR accounts:

- **Temporary**
- **Normal**
- **Expires**
- **Invalid**

You can change a CSR account's password status in Permissioning Center.

To customize how passwords expire, use the PCM_OP_CUST_POL_EXPIRATION_PASSWD opcode. See "Customizing Password Expiration" in *BRM Opcode Guide*.

Unlocking a Locked CSR Account

To unlock a locked CSR account:

1. At the command prompt, run the *BRM_home***/bin/pin_unlock_service** utility.

   A menu appears.

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> **Note**
>
> - The **pin_unlock_service** utility needs a configuration (**pin.conf**) file in the same directory from which you run the utility.
> - Ensure that the account in the **pin.conf** file is not locked.

2. Press **1**.

   You are prompted to select the type of service: **admin_client** or **pcm_client**.
3. Select the service type that is associated with the account you want to unlock:
   - For **admin_client**, press **1**.
   - For **pcm_client**, press **2**.

   You are prompted to enter the login ID for the account that you want to unlock.
4. Enter the login ID and press the **Enter** key.
5. Enter a new password for the account.

   The password must satisfy the following requirements:
   - It is at least 6 characters in length.
   - It does not exceed 255 characters.
   - It contains a combination of letters and numbers.
   - It is not the same as the login ID.
6. Confirm the password to unlock the account.

   A message stating that the account has been successfully unlocked appears, followed by a menu.
7. Do one of the following:
   - To unlock another account, press **1**.
   - To exit the utility, press **2**.

Setting the Default Password Expiry Duration

To change the default password expiry duration:

1. Open the *BRM_home***/sys/cm/pin.conf** file.
2. Change the value of the **passwd_age** entry:

   ```
   - cm passwd_age 90
   ```

   The default is **90**.
3. Stop and restart the CM.

Unlocking the Locked root Account

To unlock the locked root account:

1. Go to *BRM_home***/sys/dm_oracle/data**.
2. Connect to your database using SQL*Plus:

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```
sqlplus pin/password@database_name
```

where *database_name* is the service name or database alias of the BRM database.

3. Run the following command, which loads the stored procedure:

```
@create_actlogin_unlockservice_procedures.plb
```

4. Run the following procedure:

```
exec actlogin_unlockservice.Proc_Unlock_Service('service_type', 'user_name');
```

where:

- *service_type* is the type of service, either **/service/admin_client** or **/service/pcm_client** object. BRM stores the permission settings for each role at the **root** level in the **/service/admin_client** or **/service/pcm_client** object in the BRM database.
- *user_name* is the root user login name.

The **root** account is unlocked.

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22

Enabling Secure Communication Between BRM Components

Learn how to configure secure connections between Oracle Communications Billing and Revenue Management (BRM) applications by using protocols such as Secure Sockets Layer (SSL) or Transport Layer Security (TLS).

> **Note**
>
> The term *SSL* is often used to refer to either of these protocols or a combination of the two (SSL/TLS). BRM uses SSL/TLS to provide secure communication between system components.

Topics in this document:

- Working with SSL/TLS Certificates and Oracle Wallets
- BRM-Supported Cipher Suites
- Enabling or Disabling SSL/TLS for BRM Components
- Enabling or Disabling SSL/TLS for BRM Clients
- Enabling SSL/TLS in Connection Managers
- Enabling SSL/TLS in Data Managers
- Enabling SSL/TLS for C and C++ PCM Clients
- Enabling SSL/TLS for Java PCM Clients
- Enabling SSL for Web Start Deployment
- Enabling SSL/TLS for Java Server Processes
- Enabling SSL/TLS in Connection Manager Master Processes
- Enabling SSL/TLS with Custom Applications
- Enabling SSL/TLS for Paymentech DM
- Enabling SSL/TLS for Paymentech Answer Simulator
- Verifying Server Host Name
- SSL/TLS Client Certificate Authentication
- Creating Debugging Logs for SSL/TLS
- Enabling SSL/TLS in Real-Time Pipeline
- Enabling SSL/TLS in Batch Pipeline

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Working with SSL/TLS Certificates and Oracle Wallets

The Oracle wallet is a password-protected container that stores SSL/TLS authentication and signature credentials, such as private keys, and certificates. You must create an Oracle wallet containing a trusted server certificate for the CM. You can create either an Oracle wallet with SSL/TLS authentication and credentials for each PCM client or one Oracle wallet whose SSL/TLS authentication and credentials are shared by a group of PCM clients. BRM C PCM and Java PCM clients use TLS 1.2 when establishing the SSL connection. BRM server components accept only TLS 1.2 connection from PCM clients.

BRM provides server and client Oracle wallets and trusted certificates that are compatible with the default cipher suite, SSL_RSA_WITH_AES_128_CBC_SHA. You can use the server and client Oracle wallets and trusted certificates and set your CM and PCM clients to the following directories:

- To use the server Oracle wallets and trusted certificate, set the CM to *BRM_home***/wallet/server**, where *BRM_home* is the directory in which the BRM software is installed. The server Oracle wallet contains the trusted server certificate and a certificate authority (CA) certificate.
- To use the client Oracle wallet and trusted certificate, set the PCM client to *BRM_home***/wallet/client**. The client Oracle wallet contains the trusted certificate and a certificate authority (CA) certificate.

> **Note**
>
> By default, a sample Oracle wallet named **cwallet.sso** is installed for Java PCM clients. For more information, see "Enabling SSL/TLS for Java PCM Clients".

SSL/TLS uses signed certificates to check and verify two applications on a network. In BRM, trusted certificates are used to check and verify the identification of the CM and the PCM client. Each PCM client and CM Oracle wallet must contain a trusted certificate and a CA certificate. The CA certificate signs a certificate to make it trusted and checks certificates from other applications to make sure that they come from a trusted CA source.

A sample CA certificate is in the *BRM_home***/wallet/root** directory. You can use the sample CA certificate, set up your own CA certificate, or use a CA certificate from a third party.

Creating an Oracle Wallet and a Server Certificate

Before you enable SSL/TLS in BRM, an Oracle wallet containing a trusted server certificate must be created for each CM, DM, and EM.

To create an Oracle wallet and server certificate:

1. Go to the *BRM_home***/ThirdPartyApps** directory.
2. Run the **source** command on the **source.me** file:

   For Bash shell:

   ```
   source source.me.sh
   ```

   For C shell:

   ```
   source source.me.csh
   ```


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3. Run the following command:

```
pin_create_server_cert
```

An Oracle wallet and trusted server certificate are created in the *BRM_home*/**wallet/server** directory. The **pin_create_server_cert** script uses the sample CA certificate to sign the server certificate.

The **pin_create_server_cert** utility generates a TLS certificate for testing. Enter the certificate details as shown in Table 22-1.

Table 22-1 TLS certificate details

Certificate Details	Certificate Value
Enter Certificate DN	Enter the distinguished name that you want to use in the certificate. For example, CN=*hostname*. When the utility prompts for the distinguished name, the host name should match with the configured host name in the *dm_pointer* entry in the *BRM_home*/**sys/cm/pin.conf** file. Otherwise, the TLS connection fails.
Enter RSA key size	The default value is **2048 bits**.
Enter Certificate Signature Algorithm	The default value is **sha256**.
Enter the wallet root password	Password for *BRM_home*/**wallet/root**.
Enter the wallet server password	Password for *BRM_home* /**wallet/server**.

Once the wallet is created run the following command to view the generated server wallet.

```
orapki wallet display -wallet BRM_home/wallet/server
```

> **Note**
>
> If a directory already exists in the *BRM_home*/**wallet/server** directory, the utility prompts to remove or rename the directory before executing the command.

The requested certificate is successfully created.

4. (Optional) To enable two-way server and client authentication between the CM and the PCM client, create a trusted client certificate using the **orapki** utility and the sample CA certificate, and enable two-way server and client authentication for the CM.

The sample CA certificate is in the *BRM_home*/**wallet/root** directory. For more information about the **orapki** utility, see *Oracle Database Advanced Security Administrator's Guide*.

For example:

a. Go to *BRM_home*/**bin**.

b. Create a certificate request by running the following command:

```
orapki wallet add -wallet BRM_home/wallet/client -keysize 1024 -dn
cn=test_client,dc=us,dc=oracle,dc=com -pwd password
```


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c. Export the certificate request to a file by running the following command:

```
orapki wallet export -wallet BRM_home/wallet/client -dn
cn=test_client,dc=us,dc=oracle,dc=com -request BRM_home/wallet/client/
ccreq.txt -pwd password
```

where the **-request** parameter specifies the file name.

d. Create a trusted certificate by running the following command:

```
orapki cert create -wallet BRM_home/wallet/root -request BRM_home/
wallet/client/ccreq.txt -cert BRM_home/wallet/client/ccert.txt -
validity 3650 -pwd password
```

where the **-validity** parameter specifies the number of days that the certificate is valid.

e. Add the client certificate into the client wallet by running the following command:

```
orapki wallet add -wallet BRM_home/wallet/client -user_cert -cert
BRM_home/wallet/client/ccert.txt -pwd password
```

f. Enable two-way server and client authentication for the CM. For more information on how to enable two-way authentication between server and client, see "Enabling SSL/TLS in Connection Managers".

Using the orapki Utility to Create Oracle Wallets and Certificates

You can use the **orapki** utility to create Oracle wallets and certificates and to import certificates into Oracle wallets. The **orapki** utility is in the *BRM_home***/bin** directory.

For more information about the **orapki** utility, see *Oracle Database Advanced Security Administrator's Guide*.

To create an Oracle wallet by using the **orapki** utility:

1. Go to the *BRM_home***/bin** directory.
2. Run the following command:

   ```
   orapki wallet create -wallet wallet_location -auto_login -pwd password
   ```

   where:

   - *wallet_location* is the directory in which the Oracle wallet is to be created.

     > **Note**
     >
     > Ensure that there are no blank spaces within the *wallet_location* directory name or path.

   - *password* is the password used to make changes to the Oracle wallet.

     Passwords for the **orapki** utility must adhere to the following rules:

     – Contain a minimum of eight characters

     – Include at least one numeric character, one uppercase character, and one special character

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- Differ from the previous four passwords
- Not include any part of the user ID

> **Note**
>
> For security reasons, Oracle recommends that you do not specify the password at the command line. Instead, enter the password when prompted to do so.

All SSL/TLS Oracle wallets must have the **auto_login** parameter enabled. The **auto_login** parameter opens the wallet without the need for a password. If you wish to make changes to the wallet, a password must be provided.

BRM-Supported Cipher Suites

Cipher suites contain authentication, encryption, and MAC algorithms that are used to protect information during key exchange, bulk encryption, and message authentication. BRM lists the cipher suites it supports, in order of preference.

During the SSL/TLS handshake between the PCM client and the CM, the PCM client sends the supported cipher suite list to the CM. The CM selects a cipher suite and returns its selection to the PCM client.

Table 22-2 lists the SSL/TLS cipher suites that are supported for C and C++ based BRM programs such as the CM and Oracle DM.

Table 22-2 Supported TLS Cipher Suites for BRM C/C++ Programs

TLS Program	IANA Cipher Suite Name	BRM C/C++ Cipher Name
TLSv1.2	TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256	SSL_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256
TLSv1.2	TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384	SSL_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384
TLSv1.2	TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256	SSL_ECDHE_RSA_WITH_AES_128_GCM_SHA256
TLSv1.2	TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384	SSL_ECDHE_RSA_WITH_AES_256_GCM_SHA384

Table 22-3 lists the SSL/TLS cipher suites that are supported for Java-based BRM programs such as EAI Manager.

Table 22-3 Supported TLS Cipher Suites for BRM Java Programs

TLS Program	IANA Cipher Suite Name	BRM Java Cipher Name
TLSv1.2	TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256	TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256
TLSv1.2	TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384	TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384
TLSv1.2	TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256	TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256

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Table 22-3 (Cont.) Supported TLS Cipher Suites for BRM Java Programs

TLS Program	IANA Cipher Suite Name	BRM Java Cipher Name
TLSv1.2	TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384	TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384
TLSv1.3	TLS_AES_128_GCM_SHA256	TLS_AES_128_GCM_SHA256
TLSv1.3	TLS_AES_256_GCM_SHA384	TLS_AES_256_GCM_SHA384

> **Note**
>
> When you configure the client to use a specific cipher suite, you must ensure that the server supports that cipher suite in accordance with the TLS version being used. If you fail to do this, it will result in a handshake failure and prevent the connection from being established.

Enabling or Disabling SSL/TLS for BRM Components

By default, SSL/TLS is enabled for all BRM components.

To enable or disable SSL/TLS for all BRM components at one time:

1. Go to the *BRM_home***/setup/scripts** directory.
2. Do one of the following:
   - To enable SSL/TLS between the clients, NET_EM and the CM, and disable SSL/TLS between the CM and DM/EM/NET_EM, run the following command:

     ```
     perl sslConfig.pl 2
     ```
   - To enable SSL/TLS, run the following command:

     ```
     perl sslConfig.pl 1
     ```
   - To disable SSL/TLS, run the following command:

     ```
     perl sslConfig.pl 0
     ```

Enabling or Disabling SSL/TLS for BRM Clients

By default, SSL/TLS is enabled for all BRM clients.

To enable or disable SSL/TLS for a BRM client:

1. Open the *BRM_client_home/application_Name***/Infranet.properties** file in a text editor.

   where:
   - *BRM_client_home* is the directory in which the BRM client application is installed.
   - *application_Name* is the name of the BRM client application.
2. Do one of the following:
   - To enable SSL/TLS, set the following entry to **true**:

     ```
     infranet.pcp.ssl.enabled=true
     ```


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- To enable SSL/TLS, set the following entry to **false**:

  ```
  infranet.pcp.ssl.enabled=false
  ```

Enabling SSL/TLS in Connection Managers

By default, SSL/TLS is enabled in the CMs. If you disabled SSL/TLS during the BRM server installation, you can enable SSL/TLS in the CMs.

> **Note**
>
> If you have multiple CMs on the same machine or if you are creating a new CM, each CM needs its own Oracle wallet. See "Creating an Oracle Wallet and a Server Certificate".

To enable SSL/TLS in a CM:

1. Open the *BRM_home***/sys/cm/pin.conf** file in a text editor.
2. Add the following entry:

   ```
   - cm enable_ssl 1
   ```

3. (Optional) To enable two-way server and client authentication between the CM and the PCM client, add the following entry:

   ```
   - cm ssl_auth 2-way
   ```

   For information on how to create a trusted server certificate to use when enabling two-way authentication, see "Creating an Oracle Wallet and a Server Certificate".

4. (Optional) If your server Oracle wallet is not in the default directory (*BRM_home***/wallet/server**), add the following entry:

   ```
   - cm wallet wallet_location
   ```

   where *wallet_location* is the full path to the directory in which your server Oracle wallet resides.

   > **Note**
   >
   > Ensure that there are no blank spaces within the *wallet_location* directory name or path.

5. (Optional) To add cipher suites, do one of the following:

   - To add one cipher suite, add the following entry:

     ```
     - cm  cipher cipher_suite
     ```

     where *cipher_suite* is the name of the cipher suite.

     For example:

     ```
     - cm cipher SSL_RSA_WITH_AES_256_SHA384
     ```

   - To add multiple cipher suites, separate each cipher suite by a comma.

     For example:

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```
- cm cipher SSL_RSA_WITH_AES_256_GCM_SHA384,SSL_RSA_WITH_AES_128_GCM_SHA256
```

6. Save and close the file.
7. Stop and restart the CM.

Enabling SSL/TLS in Data Managers

By default, SSL/TLS is enabled in the DMs. If you disabled SSL/TLS during the BRM server installation, you can enable SSL/TLS in the DMs.

> **Note**
>
> If you have multiple DMs on the same machine or if you are creating a new DM, each DM needs its own Oracle wallet. See "Creating an Oracle Wallet and a Server Certificate".

To enable SSL/TLS in a DM:

1. Open the *BRM_home***/sys/***data_manager***/pin.conf** file in a text editor, where *data_manager* is the folder for the DM you want to enable secure communication for.
2. Add the following entry:

   ```
   - dm enable_ssl 1
   ```

3. (Optional) To enable two-way authentication between the CM and the DM, add the following entry:

   ```
   - dm ssl_auth 2-way
   ```

   For information on how to create a trusted server certificate to use when enabling two-way authentication, see "Creating an Oracle Wallet and a Server Certificate".

4. (Optional) If your server Oracle wallet is not in the default directory (*BRM_home***/wallet/server**), add the following entry:

   ```
   - dm wallet wallet_location
   ```

   where *wallet_location* is the full path to the directory in which your server Oracle wallet resides.

   > **Note**
   >
   > Ensure that there are no blank spaces within the *wallet_location* directory name or path.

5. (Optional) To add cipher suites, do one of the following:
   - To add one cipher suite, add the following entry:

     ```
     - dm  cipher cipher_suite
     ```

     where *cipher_suite* is the name of the cipher suite.

     For example:

     ```
     - cm cipher SSL_RSA_WITH_AES_256_SHA384
     ```


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- To add multiple cipher suites, separate each cipher suite by a comma.

  For example:

  ```
  - dm cipher SSL_RSA_WITH_AES_256_GCM_SHA384,SSL_RSA_WITH_AES_128_GCM_SHA256
  ```

6. Save and close the file.
7. Stop and restart the DM.

Enabling SSL/TLS for C and C++ PCM Clients

By default, the ability to use SSL/TLS with C and C++ PCM clients is enabled. If you disabled SSL/TLS during the BRM clients installation, you can enable SSL/TLS for the C and C++ PCM clients.

To enable SSL/TLS for C and C++ PCM clients:

1. Open the **pin.conf** file of the PCM client application in a text editor.
2. Add the following entry:

   ```
   - nap enable_ssl 1
   ```

3. (Optional) To enable two-way server and client authentication between the CM and C and C++ PCM clients, add the following entry:

   ```
   - nap ssl_auth 2-way
   ```

4. (Optional) If your client Oracle wallet is not in the default directory, add the following entry:

   ```
   - nap wallet wallet_location
   ```

   where *wallet_location* is the full path to the directory in which your client Oracle wallet resides.

   > **Note**
   >
   > Ensure that there are no blank spaces within the *wallet_location* directory name or path.

5. (Optional) To add cipher suites for C and C++ PCM clients, do one of the following:
   - To add one cipher suite, add the following entry:

     ```
     - nap cipher cipher_suite
     ```

     where *cipher_suite* is the name of the cipher suite.

     For example:

     ```
     - nap cipher SSL_RSA_WITH_AES_256_SHA384
     ```

   - To add multiple cipher suites, separate each cipher suite by a comma.

     For example:

     ```
     - nap cipher SSL_RSA_WITH_AES_256_GCM_SHA384,SSL_RSA_WITH_AES_128_GCM_SHA256
     ```

6. Save and close the file.
7. Stop and restart the CM.

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Enabling SSL/TLS for Java PCM Clients

By default, the ability to use SSL/TLS with Java PCM clients is enabled. When you install a Java client application, a sample Oracle wallet named **cwallet.sso** is installed in the directory in which you install the Java client application. If you disabled SSL/TLS during the BRM clients installation, you can enable SSL/TLS for the Java PCM clients.

> **Note**
>
> Only administrators with write permissions can make changes to the **Infranet.properties** file.

To enable SSL/TLS for Java PCM clients, do the following for each Java PCM client:

1. Open the Java **Infranet.properties** file in a text editor.

   Table 22-4 lists the default location of the **Infranet.properties** file for each Java PCM client.

Table 22-4 BRM Client Infranet.properties File Default Locations

Client Name	Directory Path
Collections Configuration	ORACLE_HOME\CollectionsConfigurator\lib\Infranet.properties
Customer Center	ORACLE_HOME\CustomerCenter\lib\Infranet.properties
Developer Center	ORACLE_HOME\DeveloperCenter\Infranet.properties
IP Address Administration Center	ORACLE_HOME\IPAddressAdministrationCenter\Infranet.properties
Number Administration Center	ORACLE_HOME\NumberAdministrationCenter\Infranet.properties
Permissioning Center	ORACLE_HOME\PermissioningCenter\lib\Infranet.properties
Pricing Center	ORACLE_HOME\PricingCenter\lib\Infranet.properties
Payment Center	ORACLE_HOME\PaymentCenter\Infranet.properties
SIM Administration Center	ORACLE_HOME\SIMAdministrationCenter\Infranet.properties
Suspense Management Center	ORACLE_HOME\SuspenseManagementCenter\lib\Infranet.properties
Voucher Administration Center	ORACLE_HOME\VoucherAdministrationCenter\Infranet.properties

2. Search for the following line:

   ```
   - infranet.pcp.ssl.enabled=false
   ```

3. Change **false** to **true**.

   ```
   - infranet.pcp.ssl.enabled=true
   ```

4. (Optional) To enable two-way server and client authentication between the CM and Java PCM clients, add the following entry:

   ```
   - infranet.pcp.ssl.client_auth = true
   ```


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5. (Optional) If the Java PCM client Oracle wallet is not in the default location, add the following entry:

   ```
   - infranet.pcp.ssl.wallet.location=wallet_location/wallet
   ```

   where *wallet_location* is the full path to the directory in which your Java PCM client Oracle wallet resides.

   > **Note**
   >
   > Ensure that there are no blank spaces within the *wallet_location* directory name or path.

6. (Optional) If your Java PCM client Oracle wallet name is different from the sample Java PCM client Oracle wallet name, add the following entry:

   ```
   - infranet.pcp.ssl.wallet.filename=wallet_name.sso
   ```

   where *wallet_name* is the name of your Java PCM client Oracle wallet.

7. (Optional) Change the timeout setting for the SSL/TLS handshake between the CM and Java PCM clients by setting the **infranet.pcp.ssl.handshake.timeout** entry to the appropriate number of milliseconds:

   ```
   - infranet.pcp.ssl.handshake.timeout=timeout_in_milliseconds
   ```

   The default timeout is 30000 milliseconds.

8. (Optional) To add cipher suites for Java PCM clients, do one of the following:

   - To add one cipher suite, specify the name of the cipher suite in the following entry:

     ```
     - infranet.pcp.ssl.handshake.ciphersuites=cipher_suite
     ```

     where *cipher_suite* is the name of the cipher suite.

     For example:

     ```
     - infranet.pcp.ssl.handshake.ciphersuites=TLS_RSA_WITH_AES_256_GCM_SHA384
     ```

   - To add multiple cipher suites, separate each cipher suite by a comma.

     For example:

     ```
     -
     infranet.pcp.ssl.handshake.ciphersuites=TLS_RSA_WITH_AES_128_CBC_SHA,TLS_RSA_WITH
     _AES_256_GCM_SHA384
     ```

   > **Note**
   >
   > When you configure a cipher suite on the client, you must configure the same cipher suite on the server to establish a successful and secure connection. If you fail to do this, it will result in a handshake failure and prevent the connection from being established. For more information on how to update CM and DM, see "Enabling SSL/TLS in Connection Managers" and "Enabling SSL/TLS in Data Managers".

9. Save and close the file.

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10. Verify that the *BRM_home*/**jars/oraclepki.jar**, *BRM_home*/**jars/osdt_cert.jar**, *BRM_home*/**jars/osdt_core.jar**, and *BRM_home*/**jars/commons-logging-1.2.jar** files are in the CLASSPATH.

Enabling SSL for Web Start Deployment

You must enable SSL for the following Web Start deployments:

- Customer Center
- Pricing Center
- Suspense Management Center

To enable SSL for a Web Start deployment:

1. Package your SSL wallet files and **Infranet.properties** file into a separate JAR file (for example, **wallet.jar**) and digitally sign it.

   The following shows a sample directory structure for the **wallet.jar** file:

   ```
   wallet.jar
       |_ com/oracle/wallet/cwallet.sso
       |_ com/oracle/wallet/ewallet.p12
        _ Infranet.properties
   ```

2. Copy the JAR file to the *Client_Application_home*/**3plibs** directory, where *Client_Application_home* is the directory in which you installed Customer Center, Pricing Center, or Suspense Management Center on your Web server. For example: C:/Program Files/Apache Group/Tomcat/webapps/ROOT/CustomerCenter.
3. Create a new Java Network Launch Protocol (JNLP) file, such as **brmwallet.jnlp**, and copy it to the *Client_Application_home* directory in which the *client_application*_**en.jnlp** file is located.

   where *client_application* is one of the following: **CustomerCenter**, **PricingCenter**, or **SuspenseManagement**.

   The following shows sample content in a JNLP file:

   ```
   <?xml version="1.0" encoding="utf-8"?>
       <jnlp spec="1.0+" codebase="__CODE_BASE_URL__" href="brmwallet.jnlp">
           <information>
               <title>SSL Wallet Certificates</title>
               <vendor>Oracle Corporation</vendor>
           </information>
           <security>
               <all-permissions/>
           </security>
           <resources>
               <jar href="3plibs/wallet.jar" />
           </resources>
           <component-desc/>
       </jnlp>
   ```

4. In the *Client_Application_home*/*client_application*_**en.jnlp** file, add these two JNLP file extensions under the **resources** element:

   ```
   <resources>
      <extension name="brmwallet" href="brmwallet.jnlp"/>
   </resources>
   ```


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5. Update the location and name of the wallet file by adding the following entries to the **Infranet.properties** file:

   ```
   - infranet.pcp.ssl.wallet.location=wallet_location/wallet
   - infranet.pcp.ssl.wallet.filename=wallet_name.sso
   ```

   where:

   - *wallet_location* is the wallet path within the JAR file you created, such as **com/oracle/wallet**.

     > **Note**
     >
     > Ensure there are no blank spaces within the *wallet_location* directory name or path.

   - *wallet_name* is the name of the wallet file, such as **cwallet.sso**.

6. Launch the Web Start for Customer Center, Pricing Center, or Suspense Management Center and connect to an SSL-enabled BRM system.

Enabling SSL/TLS for Java Server Processes

By default, the ability to use SSL/TLS with Java server processes is enabled in BRM. If you disabled SSL/TLS during the BRM installation, you can enable SSL/TLS for Java server processes.

> **Note**
>
> Only administrators with write permissions can make changes to the **Infranet.properties** file.

To enable SSL/TLS for Java server processes:

1. Open the **Infranet.properties** file for your Java server process in a text editor.

   Table 22-5 lists the default location of the **Infranet.properties** file for each Java server process.

   Table 22-5 Java Server Process Infranet.properties File Default Locations

Process Name	Directory Path
EAI Java Server or eai_js	*BRM_home***/sys/eai_js/Infranet.properties**
BRM invoice formatter	*BRM_home***/sys/formatter/Infranet.properties**
pin_job_executor utility	*BRM_home***/apps/pin_job_executor/Infranet.properties**
Kafka DM	*BRM_home***/sys/dm_kafka/Infranet.properties**

2. Do one of the following:

   - To enable TLSv1.2, set the following property to **true**:

     ```
     - infranet.pcp.ssl.enabled=true
     ```

   - To enable TLSv1.3, set the following property to **true**:

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```
- infranet.pcp.ssl.enable_tlsv13=true
```

3. (Optional) To enable two-way server and client authentication between the CM and the Java server process, add the following entry:

   ```
   - infranet.pcp.ssl.client_auth = true
   ```

4. (Optional) If the Java server process Oracle wallet is not in the default location, add the following entry:

   ```
   - infranet.pcp.ssl.wallet.location=wallet_location/wallet
   ```

   where *wallet_location* is the directory in which your Java server process Oracle wallet resides.

   > **Note**
   >
   > Ensure that there are no blank spaces within the *wallet_location* directory name or path.

5. (Optional) If your Java server process Oracle wallet name is different from the sample the Java server process Oracle wallet name, add the following entry:

   ```
   - infranet.pcp.ssl.wallet.filename=wallet_name.sso
   ```

   where *wallet_name* is the name of your Java server process Oracle wallet.

6. (Optional) To add cipher suites for Java server process, do one of the following:

   - To add one cipher suite, specify the name of the cipher suite in the following entry:

     ```
     - infranet.pcp.ssl.handshake.ciphersuites=cipher_suite
     ```

     where *cipher_suite* is the name of the cipher suite.

     For example:

     ```
     - infranet.pcp.ssl.handshake.ciphersuites=TLS_RSA_WITH_AES_256_GCM_SHA384
     ```

   - To add multiple cipher suites, separate each cipher suite by a comma.

     For example:

     ```
     -
     infranet.pcp.ssl.handshake.ciphersuites=TLS_RSA_WITH_AES_128_GCM_SHA256,TLS_RSA_W
     ITH_AES_256_GCM_SHA384
     ```

7. Save and close the file.

Enabling SSL/TLS in Connection Manager Master Processes

By default, SSL/TLS is enabled in CMMPs. If you disabled SSL/TLS during the BRM server installation, you can enable SSL/TLS in CMMPs.

If you have multiple CMMPs on the same machine or if you are creating a new CMMP, each CMMP needs its own Oracle wallet. See "Creating an Oracle Wallet and a Server Certificate".

When enabling SSL/TLS in CMMP, all the CMs listed in the **redirects** parameter in the CMMP's **pin.conf** file must be SSL/TLS enabled.

To enable SSL/TLS in a CMMP:

1. Open the *BRM_home***/sys/cmmp/pin.conf** file in a text editor.

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2. Add the following entry:

   ```
   - cm enable_ssl 1
   ```

3. (Optional) To enable two-way server and client authentication between the CMMP and the PCM client, add the following entry:

   ```
   - cm ssl_auth 2-way
   ```

   For information on how to create a trusted server certificate to use when enabling two-way authentication, see "Creating an Oracle Wallet and a Server Certificate".

4. (Optional) If your server Oracle wallet is not in the default directory (*BRM_home*/**wallet/server**), add the following entry:

   ```
   - cm wallet wallet_location
   ```

   where *wallet_location* is the full path to the directory in which your server Oracle wallet resides.

   > **Note**
   >
   > Ensure that there are no blank spaces within the *wallet_location* directory name or path.

5. (Optional) To add cipher suites, do one of the following:

   - To add one cipher suite, add the following entry:

     ```
     - cm  cipher cipher_suite
     ```

     where *cipher_suite* is the name of the cipher suite.

     For example:

     ```
     - cm cipher SSL_RSA_WITH_AES_256_SHA384
     ```

   - To add multiple cipher suites, separate each cipher suite by a comma.

     For example:

     ```
     - cm cipher SSL_RSA_WITH_3DES_EDE_CBC_SHA,SSL_RSA_WITH_AES_256_GCM_SHA384
     ```

6. Save and close the file.
7. Stop and restart the CMMP.

Enabling SSL/TLS with Custom Applications

For custom applications, use the login flist as input to the PCM_CONTEXT_OPEN opcode.

Table 22-6 lists the fields and values that you must set in the login flist to enable SSL/TLS.

Table 22-6 Login flist Fields for SSL/TLS

Field	Data Type	Value
PIN_FLD_ENABLE_SSL	PIN_FLDT_INT	To enable SSL/TLS, use **1**. To disable SSL/TLS, use **0**.
PIN_FLD_SSL_CIPHER	PIN_FLDT_STR	Cipher suite, or cipher suites separated by a comma.

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Table 22-6 (Cont.) Login flist Fields for SSL/TLS

Field	Data Type	Value
PIN_FLD_SSL_WALLET	PIN_FLDT_STR	Path to the Oracle wallet directory.

Enabling SSL/TLS for Paymentech DM

By default, the TLS connection between Paymentech (dm_fusa) and answer simulator is disabled. However, by default, the TLS connection between CM and Paymentech is enabled.

To enable SSL/TLS for dm_fusa:

1. Open the *BRM_home*/**sys/dm_fusa/pin.conf** file in a text editor.
2. Add the following entry:

   ```
   - dm_fusa fusa_tls_enabled 1
   ```

3. Save and close the file.
4. Stop and restart the Paymentech DM.

Enabling SSL/TLS for Paymentech Answer Simulator

By default, SSL/TLS is disabled for answer simulator.

To enable SSL/TLS for answer simulator in **pin.conf**:

1. Open the *BRM_home*/**apps/fusa_server/pin.conf** file in a text editor.
2. Add the following entry:

   ```
   - answer answer_tls_enabled 1
   ```

3. Save and close the file.
4. Stop and restart the Paymentech answer simulator.

Verifying Server Host Name

When SSL/TLS is enabled for secure communication between the BRM components, depending on whether the component is acting as the SSL/TLS client or as the SSL/TLS server, BRM verifies the host name configured in the SSL/TLS certificate in the following manner:

- When the C and C++ PCM clients connect to the CM as an SSL/TLS server, the server host name configured in the server certificate from the CM will be verified with the **cm_ptr** parameter in the client's **pin.conf** file.
- When the Java PCM clients connect to the CM as an SSL/TLS server, the server host name configured in the server certificate from the CM will be verified with the host name in the connection URL.
- When the CM is the client to a DM as the SSL/TLS server, the server host name configured in the server certificate from the DM will be verified with the **dm_pointer** parameter in the CM's **pin.conf** file.

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- When the CM is the client to an EM as the SSL/TLS server, the server host name configured in the server certificate from the EM will be verified with the **em_pointer** parameter in the CM's **pin.conf** file.
- When CMMP is used for connection between the Java PCM clients and the CM, the CMMP redirects the connection to the CM. The server host name configured in the server certificate from the CM will be verified with the host name in the connection URL.

If the host name does not match, the connection is terminated.

SSL/TLS Client Certificate Authentication

BRM server components such as the DM and EM maintain a list of trusted certificates and trusted CA certificates in the server wallet. When SSL/TLS two-way authentication is enabled for the server component, you can verify the client certificate containing the host name details with the list of trusted certificates and trusted CA certificates present in the server wallet. After SSL/TLS handshake, if the certificate is used by a trusted CA, the connection is allowed. If the certificate is not used by a trusted CA, the connection is terminated.

If you want to allow only the certificates used by Oracle CA and not any other CA, ensure that other CAs are not present in the server wallet.

Creating Debugging Logs for SSL/TLS

You can use the PIN_SSL_DEBUG environment variable to log messages that contain debugging information related to SSL/TLS and to generate SSL/TLS trace logs.

To create debugging logs for SSL/TLS:

1. Set the PIN_SSL_DEBUG environment variable with the hexadecimal value described in Table 22-7. For example, to log messages that contain debugging information for SSL/TLS initialization, set PIN_SSL_DEBUG to **0x0001**:

   ```
   PIN_SSL_DEBUG     0x0001
   ```

2. To create multiple logs and trace files, use the `OR` function on the hexadecimal values described in Table 22-7. For example, to log messages that contain debugging information related to SSL/TLS initialization and to generate SSL/TLS trace files, set PIN_SSL_DEBUG to **0x0031**:

   ```
   PIN_SSL_DEBUG     0x0031
   ```

Table 22-7 PIN_SSL_DEBUG Values

Value	Description
0x0001	Logs messages that contain debugging information related to SSL/TLS initialization.
0x0002	Logs messages that contain debugging information related to read.
0x0004	Logs messages that contain debugging information related to write.
0x0030	Generates SSL/TLS trace files for the CM and C and C++ PCM clients. **Note:** Trace logs are generated in the working directories of the respective binaries.

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Enabling SSL/TLS in Real-Time Pipeline

By default, SSL is enabled in the real-time pipeline. If SSL is disabled during the BRM server installation, you can re-enable it using the real-time pipeline configuration file. To enable SSL in a real-time pipeline:

1. Open the **$IFW_HOME/pin.conf** file in a text editor.
2. Add the following entries:

   ```
   cm-em enable_ssl 1


   cm-em wallet $PIN_HOME/wallet/server
   ```

3. (Optional) If your server Oracle wallet is not in the default directory (*BRM_home***/wallet/server**), add the following entry:

   ```
   cm-em wallet wallet_location
   ```

   where *wallet_location* is the full path to the directory where your server Oracle wallet resides.

   > **Note**
   >
   > Ensure that there are no blank spaces within the *wallet_location* directory name or path.

4. Save and close the file.
5. Stop and restart the real-time pipeline process.

Enabling SSL/TLS in Batch Pipeline

To enable SSL in batch pipeline registry file:

1. Navigate to **DAT_ConnectionPool** module.
2. Set **SSLEnabled** to **TRUE** for each CM in the InfranetPool. The default value of **SSLEnabled** is **FALSE**.

To disable SSL in batch pipeline registry file:

1. Navigate to **DAT_ConnectionPool** module.
2. Set **SSLEnabled** to **FALSE** for each CM in the InfranetPool.

For more information, see "DAT_ConnectionPool" in *BRM Pipeline Manager Reference*.

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23

Managing Closed Accounts

Learn how to manage closed accounts in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Specifying Retention Period for Closed Accounts
- Deleting Closed Accounts

Specifying Retention Period for Closed Accounts

You can specify the number of months to retain closed accounts in BRM by setting the **ClosedAcctsRetentionMonths** parameter in the **customer** instance of the **/config/business_params** object.

To specify the retention period for closed accounts:

1. Go to *BRM_home*/**sys/data/config**.
2. Create an XML file from the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsCustomer bus_params_customer.xml
   ```

3. Set the **ClosedAcctsRetentionMonths** entry to the number of months that you want to retain the closed accounts:

   ```
   <ClosedAcctsRetentionMonths>number_of_months</ClosedAcctsRetentionMonths>
   ```

4. Save the file as **bus_params_customer.xml**.
5. Load the XML file into the BRM database:

   ```
   pin_bus_params bus_params_customer.xml
   ```

6. Stop and restart the CM.

Deleting Closed Accounts

After a closed account passes the specified retention period, you can delete it from BRM by using the **pin_del_closed_accts** utility.

To delete closed accounts:

1. Go to the *BRM_home*/**apps/pin_billd** directory.
2. Do the following as appropriate:

> **Note**
>
> To delete all closed child accounts in a hierarchy and sharing groups, run all of these commands in this order.

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- To delete all closed nonpaying child accounts at different levels in a hierarchy:

  ```
  pin_del_closed_accts -subord -leaf
  pin_del_closed_accts -subord
  ```

- To delete member accounts from sharing groups:

  ```
  pin_del_closed_accts -members_sharing
  ```

- To delete paying child accounts at different levels in a hierarchy:

  ```
  pin_del_closed_accts -members_billing
  ```

> **Note**
>
> Run this command for each paying account in a hierarchy. For example, if there are two paying accounts in a hierarchy, run this command twice to delete both paying accounts.

3. To delete all remaining closed accounts, including the top-level parent account in the hierarchy:

   ```
   pin_del_closed_accts
   ```

4. To delete specific closed accounts by using a file:

> **Note**
>
> Run the **pin_del_closed_accts -file** command only if you want to delete specific accounts, but ensure that you use this command with care.

```
pin_del_closed_accts -file file_name
```

For example:

```
pin_del_closed_accts  -file  closed_accts_list.txt
```

The utility deletes the accounts specified in the input file. You must provide the account details in flist format. For example:

```
0 PIN_FLD_RESULTS       ARRAY [0] allocated 20, used 1

1     PIN_FLD_POID           POID [0] 0.0.0.1 /account 123 0

0 PIN_FLD_RESULTS       ARRAY [1] allocated 20, used 1

1     PIN_FLD_POID           POID [0] 0.0.0.1 /account 234 0
```

For more information about the **pin_del_closed_accts** utility and parameters, see "pin_del_closed_accts".

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Part III

Improving Performance

This part describes how to improve performance for an Oracle Communications Business and Revenue Management (BRM) system. It contains the following chapters:

- Improving BRM Performance
- Improving Connection Manager Performance
- Using Connection Manager Master Process to Improve Performance
- Improving Data Manager and Queue Manager Performance
- Improving Interprocess Communication (IPC) Performance
- Improving Database Performance
- Tuning Your Billing Processes
- Improving Billing Performance
- Improving Invoicing Performance
- Improving Client Performance
- Improving Pricing and Rating Performance
- Improving Performance by Disabling Unused Features
- Improving the Performance of Multithreaded Applications
- Troubleshooting Performance

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24

Improving BRM Performance

Learn how to improve performance in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- BRM Account and Rating Performance Considerations
- About Benchmarking
- BRM Performance Diagnosis Checklist
- Troubleshooting Poor Performance

See also "Improving Connection Manager Performance" and "Improving Data Manager and Queue Manager Performance".

BRM Account and Rating Performance Considerations

Certain aspects of basic BRM functionality can affect performance; other aspects have no effect:

- The number of accounts does not affect performance.
- There is no performance difference when using different payment methods, such as invoice or credit card.
- BRM client applications, such as Billing Care, have little impact on system performance.
- Cycle events are rated faster than usage events.
- Performance decreases when accounts own a large number of charge offers.
- Performance may decrease when the database contains a large number of ratable usage metrics (RUMs). In addition to computing the RUM for the specific event, BRM computes the RUMs for all base types of that event. For example, if you configured a RUM for the **/a/b/c/d** event, BRM also computes RUMs configured for the **/a/b/c** and **/a/b** events. You can increase performance by removing unused RUMs from your database.

About Benchmarking

To determine the best possible performance for your system, you need to identify the desired transaction capacity at each tier and ensure that the system handles several times that capacity. The maximum capacity threshold or the transaction capacity threshold can be determined by running benchmark scenarios.

The primary goal is to achieve full utilization of the database system. This is best accomplished by measuring system performance as the following operations are carried out:

- Increase the load to get maximum throughput.
- Increase the number of DM back ends to get maximum RDBMS utilization for a given workload.
- Increase database utilization for a given number of DM back ends.

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- Slowly reduce the load to keep the same performance but with faster response time.
- Multiple iterations of the above steps.

The general process for benchmarking is:

1. Create a workload on the system. The best choice to do this is by running your own program. The second best choice is to use the ITM-C workloads.
2. Measure the results. Most programs need a ramp-up period of 200 seconds to reach a steady-state condition during which actual measurements should take place. Running the program for 10 to 20 minutes should produce the same results as running the program for hours, with the exception of the amount of disk space used. If you run the system for a long time, indexes might become imbalanced and need to be rebuilt, especially before billing.

   Use monitoring tools for the systems on which BRM is running to determine system load and identify performance issues. Be sure to turn monitoring tools off for your final test runs. When you start the system, turn on level 3 debugging in all BRM processes and ensure that there are no error messages while running the benchmark programs. When there are no more errors, turn off logging.
3. Monitor the hardware, operating system, and BRM utilization.

BRM Performance Diagnosis Checklist

When troubleshooting performance, use this checklist to help you look for problems. For more information, see the following:

- Monitoring Your BRM System
- Resolving Problems in Your BRM System

You can also use this checklist to gather information that Support needs when diagnosing trouble tickets. If you submit a performance issue to technical support, you should also include the following:

- All applicable error log files (for example, log files—or portions of log files—for the CM, DM, and client applications).
- Operating system settings such as maximum shared memory segment size and number of processes. Provide a full list:
  - Linux: **/etc/sysctl.conf**
  - `lsattr -E -l sys0`
- Administrative tools for managing systems:
  - Linux: **Webmin** and **Easilix**
- The **pin.conf** files for CMs, DMs, and clients.
- For Oracle, the **init.ora** file.

Describe the Problem

- What part of the system is experiencing the problem?
- What operation or application is running (for example, billing or credit card processing)?
- What is the actual and expected performance?
- What appears to be the problem?

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- What are the error messages?

Describe the Configuration

Provide Support information about the following configurations:

- Hardware Configuration
- Operating System Configuration
- BRM Configuration
- Network Configuration
- Database Server Configuration
- Oracle Configuration

Hardware Configuration

For each system in the configuration:

- What is the manufacturer, model, number, and types of CPUs, and amount of RAM?
- What is the swap size?

For the database server system:

- What is the RAID level?
- How many disks, and what is their size?
- How are logical volumes configured?

Operating System Configuration

- What is the operating system version?
- What are the operating system settings for maximum shared memory segment size, number of processes, and so forth?
- Which patches have been applied?

BRM Configuration

- Which release of BRM are you using?
- Which systems do the following components run on? Which systems have multiple components, and which components run on multiple systems? How are the **pin.conf** files configured?
  - CMMP
  - CM Proxy
  - CM
  - DM
  - BRM client applications
  - Custom applications
  - Billing utilities
- Which BRM operations are slow?

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- Which PCM_OPs are those slow operations associated with? (This can be found by using log level 3.)
- What is the estimated number of accounts in the database?
- What is the average number of charge offers per account?
- What is the largest quantity of charge offers owned by one account?
- What percentage of accounts use which payment method (for example, credit card or invoice)?
- What is the estimated number of events in the database?

Network Configuration

- How are the systems connected (for example, 10BaseT or 100BaseT)?
- Are separate networks used for each DM database connection?

Database Server Configuration

- What are the index and data file sizes?
- What are the database hot spots?
- What is the disk layout?
- What is the assignment of tablespaces to logical devices?
- Are disk volumes used?
- Are redo logs on their own disk?

Oracle Configuration

- What is the Oracle version?
- How is the **init.ora** file configured?

  The following **init.ora** Oracle parameters are particularly important.

  - **db_block_buffers**
  - **shared_pool_size**
  - **use_aysnc_io**
  - **db_block_size**
  - **max_rollback_segments**
  - **processes**
  - **dml_locks**
  - **log_buffe**r

  Compare how your parameters are configured to those in the example BRM performance configurations.

  - Does the SGA roughly equal half the physical RAM?
  - What are the sizes and number of rollbacks?
  - Is check-pointing or archiving enabled?
  - Index and table fragmentation?

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  - Number of extents, next extent size?
  - Run the query **select index_name from user_indexes** to view indexes. Check the indexes vs. columns in the WHERE clause.
  - Which optimizer option is being used (CHOOSE or RULE)?

Describe the Activity

- Are there any messages in any error logs (CM, DM, application)?
- Are there any operating system or database system error messages?
- Are there any bad blocks?
- Are you using any nonstandard resources, custom code (especially in the CM), or debugging aids such as writing log records to files that might result in contention or bottlenecks?
- Is there enough free swap space?
- What is the CPU utilization on servers used for BRM processes?
- Database system:
  - What are I/Os per disk per second, size of disk queues, disk service time, and percent of time waiting for I/O?
  - What is the CPU utilization on the database system?

Troubleshooting Poor Performance

When troubleshooting poor performance, first consider the following:

- Under-configured hardware.
- Inefficient table layout.
- Database bottlenecks.
- Inefficient custom application code.
- Repeated runtime errors resulting from configuration problems.

In addition, you can look for different problems depending on whether CPU utilization is high or low.

Low Performance with High CPU Utilization

If performance is low and CPU utilization is high, or if there are performance spikes, there is probably a configuration or indexing issue. Check the following:

- Hardware limitations.
- Table/volume layout.
- Spin count is too high.
- Lack of proper indexes. This can show up as very high CPU utilization with no other apparent problems except for a high number of processes. Find which columns are being accessed in the operation being performed and ensure that they are properly indexed.
- Not enough database buffers.
- Swapping.

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- Kernel parameters too low.

Low Performance with Low CPU Utilization

If performance is low and CPU utilization is low, check for a bottleneck between different system tiers (for example, between the DM and the database).

- Use the database monitoring tools to analyze the performance of the database system.
- Use SQL tracing and timing to check for inefficient application code.
- Check for an under-configured BRM system, which could be one of the following:
  - CM Proxy with a low number of children.
  - DMs with a low number of back ends.
  - System logging level is too high.

Monitor the DM system utilization and Oracle system utilization and tune the number of DM back ends accordingly. A good starting point for DM back-end numbers is eight times the number of processors.

For more information, see "Improving Data Manager and Queue Manager Performance".

Quick Troubleshooting Steps

- Run quick timing tests by using the **testnap** utility with **op_timing** turned on to ping each CM and DM (with the PCM_OP_TEST_LOOPBACK opcode). If the operations are relatively slow, it indicates a problem in the basic configuration.
- Run the system with a log level of DEBUG on the CM and DM and analyze log files.
- Check for network collisions and usage data.
- Check if you have logging (debugging) turned on in the CM. Logging is good for troubleshooting, but it should not be turned on in a production environment because it reduces performance.
- Performance parameters in **pin.conf** files should be large enough to handle the load. The most likely problems are in the DM entries.
- Check if you have enough DM back ends to handle your transaction load.
- Try putting tables and indexes on different disks.
- Check the size of redo and rollback logs and database configuration parameters.
- Send a few **kill -USR1** commands to the DMs and CMs that seem to be having problems. This causes them to dump their state to the BRM error log files. Snapshots should be up to 20 minutes apart. These log files may contain information that indicates the nature of the problem.
- Turn on SQL tracing and analyze query plans. Look for full table scans. Ensure that indexes are on the appropriate columns for the query being run. Especially verify for any customizations.
- Turn on the **timed_statistics** parameter. Look for unusually long execution times for SQL commands.
- Monitor hardware activity:
  - On Linux systems, use **vmstat**, **netstat**, and **sar**.

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– Drill down to the storage device level by using **sar** with the **-d** parameter. This should help you find the source of the problem.

> **Note**
>
> If the file systems are configured from logical volumes that are comprised of physical disks, different file systems could be sharing the same underlying disk. It is important to unravel who owns what in order to isolate potential contention (waiting on I/O).

- Problems such as intermittent daemon failures can be indicated by core files. Try the following command to locate them:

  ```
  % find BRM_home -name core -exec file {} \;
  ```

  If there are no core files, try turning on maximal debugging. You do not want to do this for very long, especially on a production system, because the log files fill up rapidly.

  ```
  % pin_ctl stop cm
  % setenv CMAP_DEBUG to 0x1331f3
  % setenv CM_DEBUG to 0x0001
  % setenv cm_loglevel to 3
  % pin_ctl start cm
  ```

  System level tracing can also be useful:

  ```
  # ps -ef | grep cm
  # truss -p cm_pid
  ```


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25

Improving Connection Manager Performance

Learn how to improve Connection Manager (CM) performance in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Increasing CM Login Performance
- Load Balancing CMs
- Specifying the Number of Connections to CMs
- Setting the CM Time Interval between Opcode Requests

Increasing CM Login Performance

To increase CM login performance, see the following topics:

- Using CM Proxy to Allow Unauthenticated Log On
- Turning Off Session-Event Logging
- Turning Off the Checking of Logons and Passwords

Using CM Proxy to Allow Unauthenticated Log On

Use CM Proxy to provide unauthenticated connections to BRM, typically for providing connections for incoming mail messages. Connections made through CM Proxy do not require you to log on, which increases performance.

> **Note**
>
> Only connections that do not require authentication should use CM Proxy.

To increase security, you can restrict the types of operations performed by CM Proxy by specifying the opcodes that perform allowed operations.

To use CM Proxy:

1. Open the CM Proxy configuration file (*BRM_home*/**sys/cm_proxy/pin.conf**).
2. Configure CM Proxy according to the guidelines in that file, and save the file.

   The following are some of the more important entries:

   - Use the **oplist** entry to specify the opcodes that can be performed by CM Proxy.
   - Use the **allowed** entry to specify the hosts that can use CM Proxy.
   - Use the **queue manager** entries to manage front-end and back-end connections. See "Improving Data Manager and Queue Manager Performance".

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- Use the **standard connection** entries to connect to a CM or CMMP (Connection Manager Master Process). See "About Connecting BRM Components".

3. Start CM Proxy. See "Starting and Stopping the BRM System".
4. Open the configuration file for each application you want to use CM Proxy. See "About Configuration Files".
5. Change the **cm_ptr** entry to point to the machine running CM Proxy and change the **login_type** entry to **0** (no login name or password required).

Turning Off Session-Event Logging

By default, the CM writes a session-event object for each client connection, but you can suppress the creation of these session objects if you do not need these records of logins. You can turn off session-event logging for some CMs for better performance while keeping this feature for other CMs dedicated to applications that require session objects, such as the mail and terminal servers.

To turn off session-event logging:

1. Open the CM configuration file (*BRM_home*/**sys/cm/pin.conf**).
2. Change the value for the **login_audit** entry to **0** and ensure that the entry is not commented.
3. Stop and restart the CM.

Turning Off the Checking of Logons and Passwords

When an application tries to log on to BRM, the CM verifies the service specified by the application, asks for a login name, and verifies the login password. To improve performance, set up the CM to not ask for a login name or password. See "Configuring the CM to Verify Application Logins with the Service Only".

To turn off login name and password verification:

1. Open the CM configuration file (*BRM_home*/**sys/cm/pin.conf**).
2. Change the value for the **cm_login_module** entry to read:

   ```
   - cm   cm_login_module   ./cm_login_null.extension
   ```

   where *extension* is the file type specific to your operating system: **so** for Linux. For example:

   ```
   - cm   cm_login_module   ./cm_login_null.so
   ```

3. Stop and restart the CM.

Load Balancing CMs

You can use two methods for balancing the load among multiple CMs:

- You can use a CMMP to provide additional reliability and to balance the load among multiple CMs. See "Using Connection Manager Master Process to Improve Performance".
- You can provide a simple failover system for connections to the CM by giving the application a list of CMs on the system. If the first CM in the list is unavailable, the application tries the next CM.

  For example:

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```
- nap  cm_ptr  ip  cm_host1  11960
- nap  cm_ptr  ip  cm_host1  11961
```

If the CMs are on separate machines:

```
- nap  cm_ptr  ip  cm_host1  11960
- nap  cm_ptr  ip  cm_host2  11960
```

> **Note**
>
> You can point to multiple CMMPs rather than to individual CMs. If the CM provided by the first CMMP is not available, the application asks for a CM from the second CMMP.

For example:

```
- nap  cm_ptr  ip  CMMP_host1  11959
- nap  cm_ptr  ip  CMMP_host2  11959
```

Specifying the Number of Connections to CMs

The **cm_max_connects** entry in the CM configuration file (**pin.conf**) tells the CM how many client applications can connect at one time. If client applications are having trouble connecting to the database, you can increase the number of connections. Performance degrades when too many CMs are running on the same machine, depending on the system load.

The maximum number of connections is 1000.

> **Note**
>
> Normally, **cm_max_connects** is commented out. This type of connection is best handled by CM Proxy. See "Using CM Proxy to Allow Unauthenticated Log On".

1. Open the CM configuration file (*BRM_home***/sys/cm/pin.conf**).
2. Edit the **cm_max_connects** entry:

   ```
   - cm   cm_max_connects  300
   ```
3. Save and close the file.
4. Stop and restart the CM.

Setting the CM Time Interval between Opcode Requests

When a client application requests a connection, the CM spawns a child process to handle the connection. The child process or thread communicates with the client application by receiving requests in the form of opcodes.

By default, the child process or thread waits infinitely for each opcode request, but you can set a time interval after which the child process or thread terminates if no request has arrived.

1. Open the CM configuration file (*BRM_home***/sys/cm/pin.conf**).
2. Edit the **cm_timeout** entry.

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```
- cm cm_timeout 5
```

The value of this entry specifies the time interval in minutes.

3. Save and close the file.
4. Stop and restart the CM.

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26

Using Connection Manager Master Process to Improve Performance

Learn how to improve performance in your Oracle Communications Billing and Revenue Management (BRM) system by using the Connection Manager Master Process (CMMP).

Topics in this document:

- About CMMP
- Sample CMMP Configuration
- Setting Up a CMMP

About CMMP

The Connection Manager Master Process (CMMP) routes connections from a single BRM client to multiple CMs. See "About Connection Manager Master Processes (CMMPs)" in *BRM Concepts*.

To specify which CMs to route connections to, you list the CMs in the CMMP configuration file. (See "Setting Up a CMMP".) You can also specify how the CMMP chooses a CM:

- By default, the CMMP chooses a CM randomly from the list of CMs.
- You can specify that the CMMP choose CMs sequentially from the first entry to the last, and then back to the first (known as *round-robin* selection).

The CMMP does not validate whether the CMs it points to are running. If the CMMP sends a transaction to a nonfunctioning CM, the client can tell that the CM is offline and try to connect to a different CM or CMMP. Therefore, you should include multiple **cm_ptr** entries to the same CMMP or to more than one CMMP.

Because it is the client's responsibility to ensure a connection to a CM, there must be at least one entry in the CMMP **pin.conf** file for each CM to which it is connected.

Sample CMMP Configuration

In this example shown in Figure 26-1:

- There are two CMMP host machines, CMMP_host1 and CMMP_host2.
- There are four CM host machines, CM_host1, CM_host2, CM_host3, and CM_host4.
- Each CM points to its own DM.

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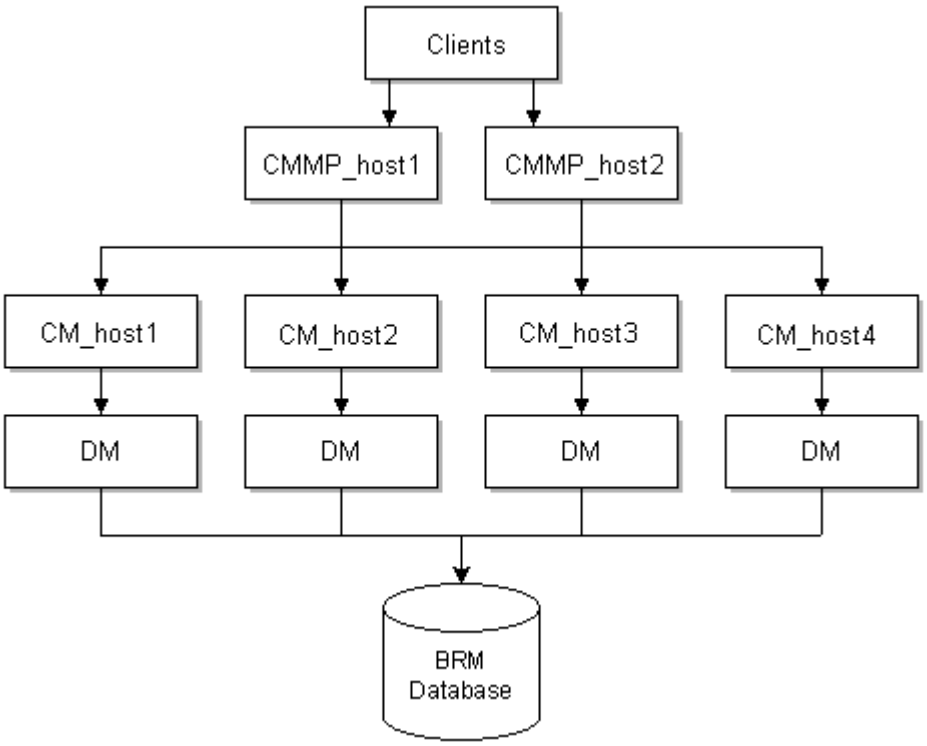
Figure 26-1 Sample CMMP Configuration



Client configuration file

Using the connection parameters shown below, the clients attempt to connect to all CMs through both CMMPs:

```
- nap cm_ptr ip CMMP_host1 11959
- nap cm_ptr ip CMMP_host1 11959
- nap cm_ptr ip CMMP_host1 11959
- nap cm_ptr ip CMMP_host1 11959
- nap cm_ptr ip CMMP_host2 11959
- nap cm_ptr ip CMMP_host2 11959
- nap cm_ptr ip CMMP_host2 11959
- nap cm_ptr ip CMMP_host2 11959
```

CMMP configuration files

The following redirect entries are required for client-to-CM connectivity. The parameters should be the same for both CMMP configuration files:

```
- cm redirect - CM_host1 11960
- cm redirect - CM_host2 11960
- cm redirect - CM_host3 11960
- cm redirect - CM_host4 11960
```

If the client and the host are on different domains, the redirect entry must include the full host and domain name or IP address for the CMMP Port.

```
- cm redirect - CM_host1.example.com 11960
- cm redirect - CM_host2.example.com 11960
- cm redirect - CM_host3.example.com 11960
- cm redirect - CM_host4.example.com 11960
- cm redirect -  198.51.100.1 11960
```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```
- cm redirect -  198.51.100.2 11960
- cm redirect -  198.51.100.3 11960
- cm redirect -  198.51.100.4 11960
```

If the CMs are on the same host, the port numbers must be unique:

```
- cm redirect - CM_host1 11961
- cm redirect - CM_host1 11962
- cm redirect - CM_host1 11963
- cm redirect - CM_host1 11964
```

> **Note**
>
> Ensure you also set the **- cm cmmp_algorithm** parameter.

Setting Up a CMMP

To set up a CMMP:

1. Open the CMMP configuration file (*BRM_home*/**sys/cmmp/pin.conf**).
2. Configure the CMMP according to the guidelines in the file:
   - Use the **redirect** entry to list the CMs on your system. For example:

     ```
     - cm redirect - CM_host1 11960
     - cm redirect - CM_host2 11960
     - cm redirect - CM_host3 11960
     - cm redirect - CM_host4 11960
     ```

   - Use the **cmmp_algorithm** entry to specify whether the CMMP chooses CMs randomly (the default) or sequentially.
3. Save and close the file.
4. Start the CMMP. See "Starting and Stopping the BRM System".
5. Open the configuration file for each application you want to use CMMP.
6. Change the **cm_ptr** entry in the client application **pin.conf** file to point to the machine running the CMMP.
7. Save and close each configuration file you change.

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Improving Data Manager and Queue Manager Performance

Learn how to improve Data Manager (DM) performance in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- About Queuing-Based Processes
- Configuring DM Front Ends and Back Ends
- Setting DM Shared Memory Size
- Reducing Resources Used for Search Queries
- Load Balancing DMs
- Optimizing Memory Allocation during Database Searches
- Improving BRM Performance during Database Searches
- Increasing DM CPU Usage
- Examples of DM Configurations

About Queuing-Based Processes

Queuing improves system performance by lowering the number of connections to the database. This reduces the number of processes and therefore reduces the system load required to handle the connections.

Queuing is used in two different types of system components:

- The CM Proxy and Web Interface daemons use queuing to connect incoming client connections to CMs. In this case, queuing reduces the number of client connections to CMs.
- All DMs use queuing internally. Front-end processes pass requests and data through a queue to back-end processes. In this case, queuing reduces the number of connections to the database.

CMs and Connection Manager Master Processes (CMMPs) do not use queuing.

Figure 27-1 shows an example of where queuing takes place in the BRM system architecture. Note that queuing occurs in two locations.

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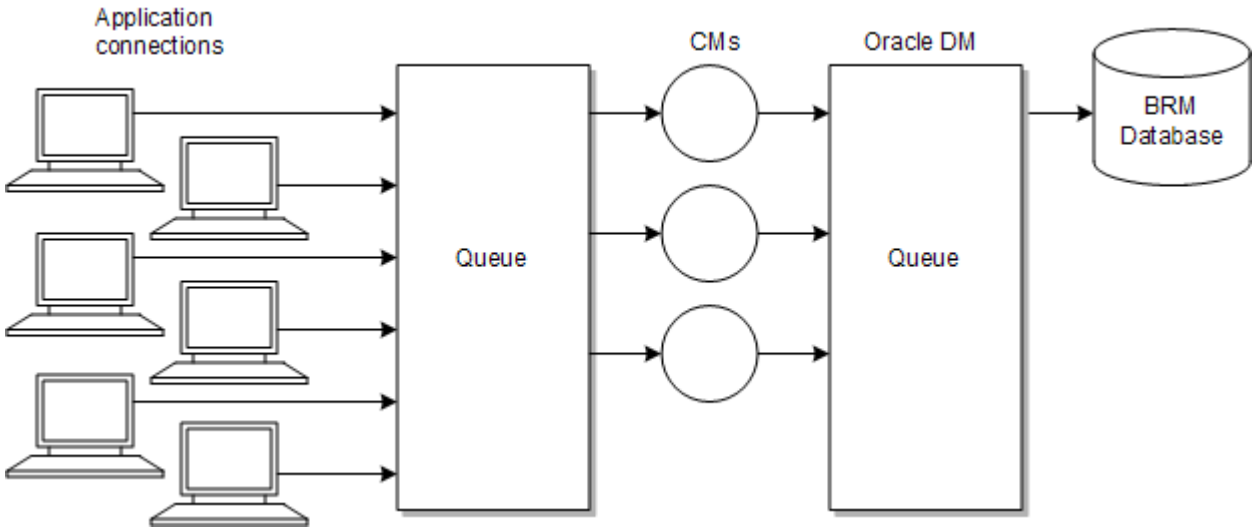
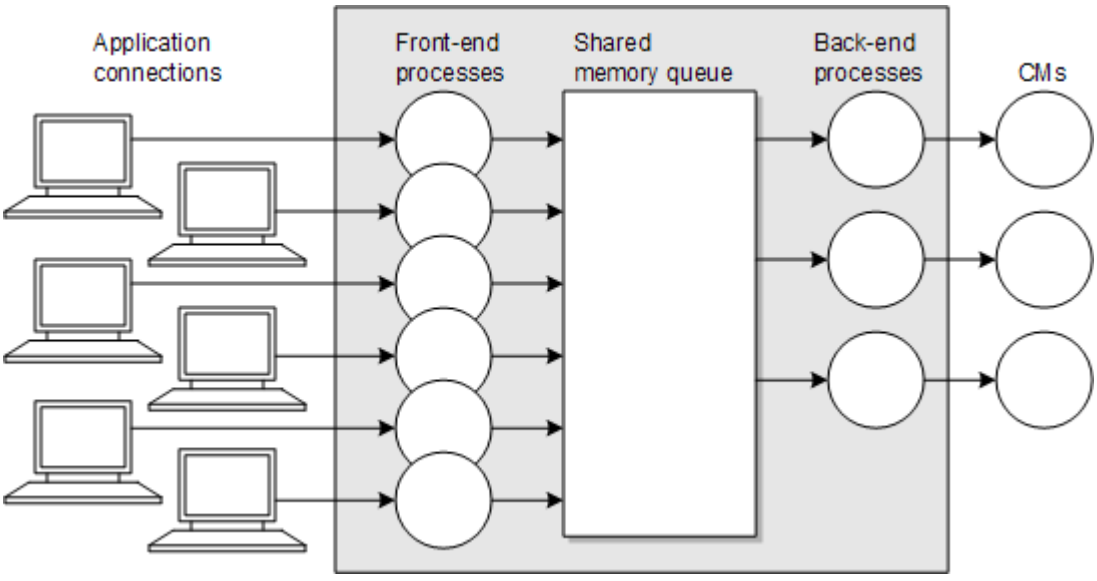
Figure 27-1 BRM Queuing Locations



Example of Queuing in a Client-to-CM Connection

Figure 27-2 shows a daemon running on a system. Front-end processes pass the connections to a shared-memory queue where the connections wait for available back ends. The back ends connect to CMs.

Figure 27-2 CM Client Connection Queuing



Configuring DM Front Ends and Back Ends

You configure DM performance by specifying the number of front-end and back-end processes and the amount of shared memory the DM uses.

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> **Note**
>
> Queue Manager (QM) components, such as LDAP Manager, use the same types of configuration entries, but they have different names. For example, instead of **dm_max_fe**, the entry is named **qm_max_fe**. The functionality is the same.

Use the following DM and QM **pin.conf** entries to tune performance:

- **dm_n_fe:** Specifies the number of DM front-end processes.
- **dm_n_be**: Specifies the maximum number of DM back-end processes.
- **dm_max_per_fe**: Specifies the maximum number of connections for each front end.
- **dm_trans_be_max**: Specifies the maximum number of back ends that can be used for processing.
- **dm_init_be_timeout**: Specifies the time, in seconds, that the DM waits for the DM back-end startup process to complete.
- **dm_trans_timeout**: Specifies the time in minutes that DM back-end processes wait for the next opcode in a transaction.

To change one or more of these parameters:

1. Open the DM configuration file (*BRM_home***/sys/dm_oracle/pin.conf**).
2. Change the configuration entry associated with the parameter. For tuning guidelines, see the topics following this procedure. For the syntax of each configuration entry, follow the guidelines in the configuration file.
3. Save and close the file.
4. Stop and restart the DM.

> **Note**
>
> Besides configuring the number of connections for best performance, remember to keep the number of connections within the terms of your database license agreement.

Ratio of Front Ends to Back Ends

Oracle recommends that the total number of front ends (specified in the **dm_n_fe** and **dm_max_per_fe** entries) should be two to four times the number back ends (specified in the **dm_n_be** entry).

In this example, the total number of front ends is 64 (4 times 16), which is 4 times the number of back ends.

```
- dm dm_n_fe 4
- dm dm_max_per_fe 16
- dm dm_n_be 16
```


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Providing Enough Front-End Connections

If connection errors occur between the CM and DM, increase the values in the **dm_n_fe** and **dm_max_per_fe** entries. If there are not enough front ends, BRM reports an error. For example:

```
DMfe #3: dropped connect from 194.176.218.1:45826, too full
W Thu Aug 06 13:58:05 2001 dmhost dm:17446 dm_front.c(1.47):1498
```

Check the **dm**_*database*.**log** and **dm**_*database*.**pinlog** files for errors.

You must have enough DM front-end connections (number of processes times the number of connections for each process) to handle the expected number of connections from all of the CMs. Otherwise, you will see errors when the applications cannot connect to BRM.

Connections might be required for the following:

- One connection for each CM Proxy thread.
- One connection for each Web interface thread, plus one additional connection if customers create accounts with a Web interface.
- One connection for each billing application thread plus one additional connection for the main search thread.
- Two connections for each instance of Billing Care.

The maximum number of connections each front-end process can handle depends on the activity of the connection and, on multi-processor machines, the processor speed. For intensive connections, such as a heavily utilized terminal server, a front end might be able to handle only 16 connections. For intermittent connections, such as through certain client tools, a single front end can handle 256 or 512 connections. For systems that use a combination of these activities (for example, real-time processing with some client tool activity), you can configure an intermediate value for the maximum connections per front end.

For a given number of connections, if you have too many front ends (too few connections for each front end), the DM process uses too much memory and there is too much context switching. Conversely, if you have too few front ends (too many connections for each front end), the system performs poorly.

Determining the Required Number of Back Ends

You configure the number of back ends to get maximum performance from your system, depending on the workload and the type of BRM activity. Here are some guidelines for various activities:

- **Authentication/authorization**: For processing terminal server requests, which consist of many single operations without an explicit transaction, size the number of back ends to handle the traffic and leave the percentage of back ends available for transactions at the default value (50%).

  For example:

  ```
  -dm dm_n_be 48
  -dm dm_trans_be_max 24
  ```

  Normally, however, you configure the DM to perform a variety of tasks.

- **Account creation**: This activity uses one transaction connection for a long time and a second regular connection intermittently. You must provide two back ends for each of the

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accounts you expect to be created simultaneously. Your system might lock up if you do not have enough back ends. You can leave the percentage of back ends available for transactions at the default.

For example:

```
-dm dm_n_be 48
-dm dm_trans_be_max 46
```

The example above allows you to have 23 account creation sessions active simultaneously.

- **Billing**: Because all billing operations are transactions, ensure there is at least one back end capable of handling transactions for each billing program thread, plus one additional back end for the main thread searches.

  For example:

  ```
  -dm dm_n_be 24
  -dm dm_trans_be_max 22
  ```

  The example above allows you to have approximately 20 billing sessions (children) active simultaneously.

In general, if you need rapid response times, reduce the number of transactions waiting to be processed by adding more back ends, devoting a larger number of them to transactions, or both. For example, try increasing the number of back ends to 3 to 4 times the number of application processes. For performance, dedicate at least 80% of the back ends to processing transactions. For heavy updating and inserting environments, especially when billing is running, dedicate all but two of the back ends to transaction processing.

For example:

```
-dm dm_n_fe 4
-dm dm_max_per_fe 16
-dm dm_n_be 24
-dm dm_trans_be_max 22
```

If you configure too many back ends, the DM process uses too much memory and there is too much context switching. Conversely, if you have too few back ends, the system performs poorly and the network is overloaded as terminal servers retry the connection.

> **Note**
>
> If there are not enough DM back ends, BRM may stop responding without reporting an error message.

On small BRM systems, where you might use a single DM for multiple activities, you can calculate the peak requirements for a combination of those activities and size the back ends accordingly. For example, you might need 32 connections for authentication and authorization and another 8 for the Web interface. If you run billing at hours when the rest of the system is relatively quiet, you do not need additional back ends.

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> **Note**
>
> The number of back ends is independent of the number of front ends. That is, front ends are not tied to particular back ends because requests are transferred via the shared memory queue.

To help gauge the correct number of back ends, monitor database utilization. If it is under-utilized, you can increase the number of back ends.

Determining the Maximum Number of Back Ends Dedicated to Transactions

The maximum number of back ends dedicated to transactions (specified in the **dm_trans_be_max** entry) should be at least 80% of the number of back ends specified in the **dm_n_be** entry. For heavy transaction loads, such as when running billing, use a value that is 2 less than the **dm_n_be** entry. For example:

```
- dm dm_n_be   48
- dm dm_trans_be_max   46
```

> **Note**
>
> You cannot specify more transaction back ends than there are total back ends.

Setting the DM Time Interval Between Opcode Requests

By default, the DM back-end processes wait an infinite amount of time for each opcode request, but you can set a time interval after which the DM back-end terminates if no opcode request has arrived. The following DM **pin.conf** entry specifies the maximum amount of time to wait, in minutes, for an opcode call before canceling the transaction:

```
- dm dm_trans_timeout 4
```

> **Note**
>
> To have DM back-end processes wait forever, set this entry to **0**.

Setting How Long the DM Waits for the Background Startup Process to Complete

The DM back-end startup process connects to the BRM database and initializes the BRM data dictionary into DM memory. By default, the DM waits 60 seconds for the DM back-end startup process to complete before timing out. You can modify how long the DM waits by adding the **dm_init_be_timeout** entry to the DM **pin.conf** file.

```
- dm dm_init_be_timeout 60
```


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> **Note**
>
> This entry is not included in the default DM **pin.conf** file, so you must add it manually.

Setting DM Shared Memory Size

BRM queuing increases system performance by lowering the number of connections to the database. This reduces the number of processes, which reduces the system load required to handle the connections. All DMs use shared memory for internal queuing. Front-end processes pass connections through a shared-memory queue to back-end processes.

To specify DM shared memory, you use the following entries in the DM configuration file (**pin.conf**):

- **dm_shmsize**: Specifies the size of the shared memory segment, in bytes, that is shared between the front ends and back ends. The maximum allowed value of **dm_shmsize** in the DM's **pin.conf** file is **274877905920** bytes (256 GB).
- **dm_bigsize**: Specifies the size of shared memory for “big" shared memory structures, such as those used for large searches (with more than 128 results) or for PIN_FLDT_BUF fields larger than 4 KB.

  The maximum allowed value of **dm_bigsize** in the Data Manager's (DM's) **pin.conf** file is now **206158429184** bytes (192 GB). The value of **dm_bigsize** should always be set less than the value of **dm_shmsize**.

To specify DM shared memory:

1. Open the DM configuration file (*BRM_home***/sys/dm_oracle/pin.conf**).
2. Change the configuration entry associated with each parameter. For tuning guidelines, see the discussions following this procedure. For the syntax of each configuration entry, follow the guidelines in the configuration file.

   > **Note**
   >
   > You may have to increase the **shmmax** kernel parameter for your system. It should be at least as large as the **dm_shmsize** entry in the DM configuration file on any computer running a DM. Otherwise, the DM will not be able to attach to all of the shared memory it might require and BRM will fail to process some transactions. See your vendor-specific system administration guide for information about how to tune the **shmmax** parameter.

3. Save and close the file.
4. Stop and restart the DM.

   > **Note**
   >
   > Besides configuring the number of connections for best performance, remember to keep the number of connections within the terms of your database license agreement.

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Determining DM Shared Memory Requirements

The amount of shared memory required by a DM depends on:

- **Number of front ends**: Each front end takes about 32 bytes of shared memory for its status block.
- **Number of connections per front end**: Each connection to a front end takes at least one 8-KB block of shared memory.
- **Number of back ends**: Each back end takes about 32 bytes of shared memory for its status block.
- **Size and type of DM operations**: Most of the shared memory used is taken by DM operations, and particularly by large searches. For example:
  - Running the **pin_ledger_report** utility.
  - Running searches that return large numbers or results.
  - Using large value maps. Allocate 1 MB of memory in the **dm_bigsize** entry for every 3000 lines in a value map.

  Operations that read objects, read fields, or write fields and involve a large BUF field can also be significant, but they are rare. Normal operations take 0 to 16 KB above the 8-KB-per-connection overhead.

You can also reduce the requirements for shared memory by using the PCM_OP_STEP_SEARCH opcode instead of the PCM_OP_SEARCH opcode.

You should monitor the shared memory usage and the transaction queues for each DM. See "Monitoring DM Shared Memory Usage" and "Monitoring DM Transaction Queues".

How BRM Allocates Shared Memory for Searches

The **dm_shmsize** entry sets the total size of the shared memory pool. The **dm_bigsize** entry sets the size of the portion of the shared memory reserved for “big" shared memory structures. Therefore, the memory available to front ends, back ends, and normal (not “big") operations is the value of the **dm_shmsize** entry minus the value of the **dm_bigsize** entry.

For example, with these entries, the shared memory available to normal operations is 25165824:

```
- dm dm_shmsize  33554432
- dm dm_bigsize  8388608
```

> **Note**
>
> The value for **dm_shmsize** must be a multiple of 1024. The value of **dm_bigsize** must be a multiple of 8192.

To allocate memory for a search, BRM uses regular shared memory until the search returns more than 128 results. At that point, BRM reallocates the search to use the memory set aside for “big" structures. When allocating this type of memory, BRM doubles the size of the initial memory requirement in anticipation of increased memory need.

For example, consider a search that returns the POIDs of accounts that need billing. For 100,000 accounts, the memory allocated to the search is as follows:

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- Memory used by “big" structures: 3.2 MB.

  The 3.2 MB figure is derived by taking the size of a POID and the anticipated number of accounts read in a billing application and then doubling the amount of memory as a safety margin.

  100,000 x 16 x 2 = 3,200,000 (3.2 MB), which is rounded up to a multiple of 8192. For example, **dm_bigsize** would be set to 3203072 or 391 x 8192.

  As a general rule, **dm_shmsize** should be approximately 4 to 6 times larger than **dm_bigsize**.

- Memory used by “small" structures: 4 MB.

  This memory is allocated for the following:

  – 2 MB for the result account POIDs (100,000 accounts x 20-byte chunks).

  – 2 MB for the POID types (100,000 accounts x 20-byte chunks).

- Total memory use: 7.2 MB.

Reducing Resources Used for Search Queries

You can increase performance for search queries that retrieve objects with multiple rows from the database (for example, account searches for multiple customers) by setting the value of the **dm_in_batch_size** entry in the DM configuration file (**pin.conf**).

BRM interprets the value of **dm_in_batch_size** as the number of matching rows to retrieve in one search. When you start a search, BRM runs n+1 searches, where n is the number of searches performed to retrieve the number of rows set in **dm_in_batch_size**. For example, if **dm_in_batch_size** is set to 25 and the search retrieved 100 matching rows, five searches were performed ([25 x 4]+1). The default setting is 80, indicating that BRM runs two searches to retrieve up to 80 matching rows. The maximum value is 160.

To preserve resources, you set the value in **dm_in_batch_size** to correlate to the size of the data set being searched. To increase performance when searching large data sets, you increase the number of retrieved rows in **dm_in_batch_size**. The larger the value set in **dm_in_batch_size**, the more resources are used to perform the search query. For example, if a typical user search query returns 10 rows from the database and **dm_in_batch_size** is set to 100, more resources than necessary are being used to complete the search.

Load Balancing DMs

The **dm_pointer** entry in the CM configuration file (**pin.conf**) tells the CM which DM to connect to. Having pointers to several DMs provides reliability because the system will switch to another DM if one DM fails.

You can ensure a more even load among the available DMs by adding several identical pointers to each DM, even if the DMs are on the same machine. When a CM receives a connection request, it chooses one of the pointers at random. Or, you can increase the load on a particular DM by increasing the relative number of pointers to that DM.

For example, if you have two DMs and you want to ensure that most activity goes to one with the most powerful hardware, make three or four pointers to that DM and only one or two to the other DM. When new child CM processes or threads are created, more of them are configured to point to the first DM:

```
- cm  dm_pointer  0.0.0.1  ip  127.0.0.1 15950
- cm  dm_pointer  0.0.0.1  ip  127.0.0.1 15950
```


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```
- cm  dm_pointer  0.0.0.1  ip  127.0.0.1 15950
- cm  dm_pointer  0.0.0.1  ip  127.0.0.3 11950
```

Optimizing Memory Allocation during Database Searches

You can configure the Oracle DM to optimize memory allocation during database searches by using the **extra_search** entry in the DM configuration file. When this entry is set, the Oracle DM performs an extra search in the BRM database to calculate the number of database objects meeting the search criteria and then allocates the optimal amount of memory for the results.

> **Note**
>
> Performing the extra search slows database search performance.

To optimize memory allocation by performing an extra search:

1. Open the Oracle DM configuration file (*BRM_home*/**sys/dm_oracle/pin.conf**).
2. Change the **extra_search** entry to **1**:

   ```
   - dm extra_search 1
   ```

3. Save and close the file.
4. Stop and restart the Oracle DM.

Improving BRM Performance during Database Searches

Oracle databases can access tables that have nonbitmap indexes by performing an internal conversion from ROWIDs to bitmap and then from bitmap back to ROWIDs. This internal conversion process can significantly decrease BRM performance when a large number of rows are queried.

To increase search performance, Oracle recommends that you prevent the database from using bitmap access paths for nonbitmap indexes. To do so, add the following parameter to your database's **init.ora** file or **spfile**, and then restart your database:

```
_b_tree_bitmap_plans=false
```

Increasing DM CPU Usage

If the CPU usage on a DM machine reaches 75% over a 60-second average, increase the CPU capacity by using a faster CPU, adding CPUs, or adding another machine to run the same type of DM.

Examples of DM Configurations

These examples show DM **pin.conf** file settings used with a variety of multiple CPU configurations. These examples are intended as guidelines; your settings depend on your system resources and workload.

Example 1: BRM 16-CPU database server configuration

The example depicted in Table 27-1 shows a BRM system that uses:

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- A 16x450 MHz CPU database server.
- Four 6x450 MHz CPU CM/DM/EM systems.

> **Note**
>
> The **dm_shmsize** entry is set to 64 MB to handle a larger billing load.

Table 27-1 Example 1 DM Configuration

Daemon/program	pin.conf entry	Value
dm_oracle	dm_n_fe	6
dm_oracle	dm_n_be	22
dm_oracle	dm_max_per_fe	16
dm_oracle	dm_trans_be_max	20
dm_oracle	dm_shmsize	67108864
dm_oracle	dm_bigsize	1048576

Example 2: BRM 36-CPU database server configuration

The example shown in Table 27-2 shows a BRM system that uses:

- A 36x336 MHz CPU database server.
- Four 4x400 MHz CPU CM/DM/EM systems.

Table 27-2 Example 2 DM Configuration

Daemon/program	pin.conf entry	Value
dm_oracle	dm_n_fe	4
dm_oracle	dm_n_be	24
dm_oracle	dm_max_per_fe	16
dm_oracle	dm_trans_be_max	22
dm_oracle	dm_shmsize	20971520
dm_oracle	dm_bigsize	6291456

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28

Improving Interprocess Communication (IPC) Performance

Learn how to use interprocess communication (IPC) to improve performance in Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Improving IPC Performance
- Sample Configuration Settings for a Multischema System

Improving IPC Performance

By default, CM and DM processes communicate through AF_INET sockets. You can increase your system's IPC performance by configuring it to use AF_UNIX sockets between CMs and DMs that reside on the same machine and AF_INET sockets between CMs and DMs that reside on separate machines.

Both socket types are described in Table 28-1.

Table 28-1 IPC Socket Types

Socket type	Description
AF_UNIX	Provides communication through a local socket file that the DM creates each time it starts. **Note:** If the DM finds a socket file when it starts, it deletes the existing file and creates a new one. These sockets provide the fastest IPC performance but can be used only by processes located on the same machine.
AF_INET	Provides communication through an IP address. These sockets are slower than AF_UNIX sockets, but they allow communication between processes on separate machines.

To improve IPC performance by configuring your system to use both AF_UNIX and AF_INET sockets, perform these steps:

1. On machines containing both a CM and a DM, set the following entry in your CM configuration file (*BRM_home***/sys/cm/pin.conf**):

   ```
   - cm dm_pointer 0.0.0.1 local BRM_home/sys/dm/dm_port
   ```

   If your CM also connects to DMs on other machines, such as in a multischema system, add the following entry:

   > **Note**
   >
   > Ensure you add a **dm_pointer** entry for each DM to which the CM connects.

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```
- cm dm_pointer 0.0.0.x ip HostName PortNumber
```

where:

- *HostName* is the associated DM machine's host name or IP address.
- *PortNumber* is the associated DM's port number. The default port number is **12950**.

For an example of how to configure this file for multischema systems, see "Sample Configuration Settings for a Multischema System".

2. On machines containing both a CM and a DM, set the following entries in your DM configuration file (*BRM_home***/sys/dm/pin.conf**):

```
- dm dm_port PortNumber
- dm dm_local_socket_name BRM_home/sys/dm/dm_port
```

where *PortNumber* is the DM's port number. The default port number is **12950**.

3. On machines containing a DM but no CM, set the following entry in your DM configuration file:

```
- dm dm_port PortNumber
```

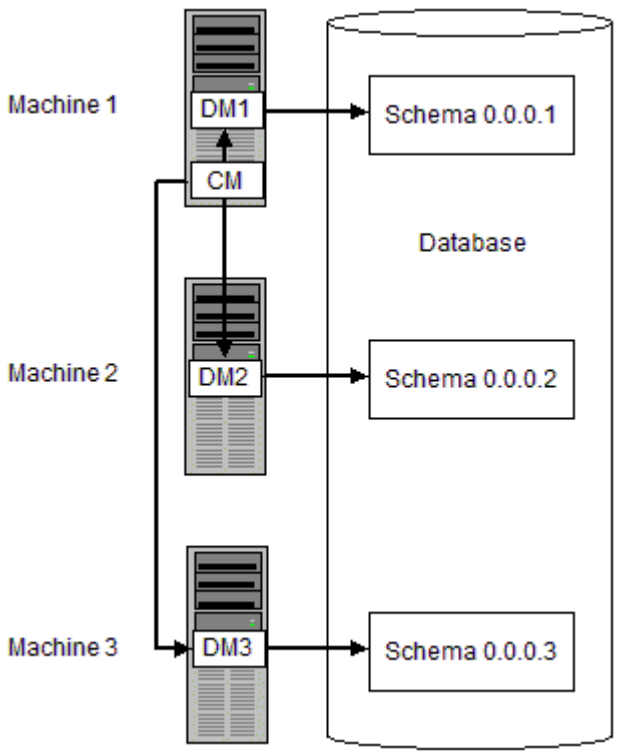
where *PortNumber* is the DM's port number. The default number is **12950**.

4. Save and close all files.

Sample Configuration Settings for a Multischema System

This section shows how to set your CM and DM configuration files for the following sample multischema system shown in Figure 28-1:

Figure 28-1 Sample Multischema System



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CM pin.conf file

```
- cm dm_pointer 0.0.0.1 local BRM_home/sys/dm/dm_port
- cm dm_pointer 0.0.0.2 ip HostName2 PortNumber2
- cm dm_pointer 0.0.0.3 ip HostName3 PortNumber3
```

DM1 pin.conf

```
- dm dm_port PortNumber1
- dm dm_local_socket_name BRM_home/sys/dm/dm_port
```

DM2 pin.conf

```
- dm dm_port PortNumber2
```

DM3 pin.conf

```
- dm dm_port PortNumber3
```


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Improving Database Performance

Learn how to improve database performance in Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- Improving Database Performance
- Managing Database Usage
- Rebuilding Indexes
- Removing Unused Indexes

Improving Database Performance

A significant amount of time can be consumed in parsing SQL statements that read or write in the database. Adjusting an account, rating an event, and many other BRM activities require several steps to read and write data.

SQL statement-handle caching increases the speed at which statements are parsed.

How Statement-Handle Caching Works

An application sends an opcode through the CM to a DM, which maps each PCM operation to one or more dynamic SQL statements. For each such statement, the relational database management system (RDBMS)—such as Oracle—parses the statement, runs it, and fetches the results.

Oracle maintains a cache of the most frequent SQL queries. It uses soft parsing to shortcut its process of deciphering these statements, thus saving time in retrieving the requested data from the actual database. It then sends the data back through the DM to the application.

BRM generates and repeats a finite set of SQL statement forms. If the caching of statement handles is not enabled, the DM always parses the statement before each execution. With caching enabled, BRM maintains its most recently used statement handles within the DM, freeing the RDBMS from spending its time on soft parsing.

How to Use the Statement-Handle Cache

The **stmt_cache_entries** entry in the Oracle DM configuration file (*BRM_home***/sys/dm_oracle/pin.con**f) controls the statement-handle cache. The entry can be one of these two values:

- A value of **0** disables the cache.
- The default value of **1** means that the DM maintains 32 entries in each statement-handle cache for each back-end thread or process.

See the configuration file for more information.

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The statement-handle caching performance feature requires a large value for the **open_cursors** setting in the **initSID.ora** database configuration file. See "Configuring Oracle Databases" in *BRM Installation Guide*.

> **Note**
>
> If your Oracle database and DM both reside on computers with extraordinarily large memory resources, you might be able to cache more statement handles. Consult with Oracle for advice before attempting to cache more statement handles. It can be dangerous to exceed 32 entries because two Oracle parameters need to be increased along with **stmt_cache_entries** to prevent system failure.

Managing Database Usage

Performance of your BRM system is affected by the number of events in the database. You can limit which types of events are recorded in the database, which saves space and improves performance.

It is essential that all events with a balance impact be recorded in the database. You do this by including them in the **pin_event_map** file (*BRM_home***/sys/data/pricing/example**) when you set up your product offerings. This is enforced by the Price List Facilities Module (FM) opcodes.

On the other hand, many events without balance impacts may not need to be recorded. For example, event objects that are recorded during account creation, bundle purchase, and charge offer purchase require no further updating.

BRM provides a utility and file for excluding events from being recorded in the database. The "load_pin_event_record_map" utility loads the **pin_event_record_map** file (*BRM_home***/sys/data/config/pin_event_record_map**), in which you specify the event types to exclude.

> **Note**
>
> - By default, if an event type is not listed in the **pin_event_record_map** file, it is recorded.
> - Event notification can still be performed based on excluded events because it is triggered even by events that are configured not to be recorded. See "Using Event Notification" in *BRM Developer's Guide*.

Events that are mapped in the **pin_event_map** file should not be added to the **pin_event_record_map** file. If you specify an event type, the event record map is ignored when the event occurs.

> **Note**
>
> Excluding events from being recorded can cause applications that use the event data to return incorrect results. Ensure the events you exclude are not being used by any other application *before* you load the event record file.

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To exclude events from being recorded:

1. Open the *BRM_home***/sys/data/config/pin_event_record_map** file.
2. List the events you want to exclude and set their record flag value to **0**. For example, to not record folds that have no balance impacts, enter:

```
/event/billing/cycle/fold:   0
```

> **Note**
>
> The file includes the option to enable recording of listed events. You can use this option under special circumstances to record events that are normally not recorded.

3. Save and close the file.
4. Use the "load_pin_event_record_map" utility to load the file.
5. Verify that the file was loaded by using Object Browser or the **robj** command in the **testnap** utility to display the **/config/event_record_map** object. See "Reading an Object and Writing Its Contents to a File" in *BRM Developer's Guide*.

Rebuilding Indexes

Indexes can become large and unbalanced, which reduces performance. To increase performance, rebuild the most heavily used indexes regularly. You can quickly rebuild indexes at any time. For example, you might want to rebuild some indexes before running billing. See "Rebuilding Indexes" in *BRM Installation Guide*.

Removing Unused Indexes

By default, BRM installation creates indexes for all features. However, if you do not use some features, you can delete their associated indexes.

See your database documentation for information about finding unused indexes. For example, on an Oracle database, turn on the Oracle tracing facility while BRM is running. This produces an output trace file, which you use as input to the Oracle TKPROF utility. The TKPROF utility creates a file that lists the access paths for each SQL command. These access paths include indexes.

> **Note**
>
> You can also use the Oracle tracing facility to find missing indexes.

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Tuning Your Billing Processes

Learn how to improve billing performance in Oracle Communications Billing and Revenue Management (BRM) by tuning your billing processes.

Topics in this document:

- About Billing Configuration File Entries
- Tuning the Number of Children for Billing Utilities
- Tuning the Account Cache Size for Billing Utilities (fetch_size)
- Tuning the Performance for the pin_collect Utility
- Filtering Search Results
- Specifying the Number of Retries in Case of a Deadlock
- Ensuring the Sequence of Scheduled Actions
- Rearranging Accounts to Improve Billing Performance
- Additional Issues Related to Billing Performance

About Billing Configuration File Entries

You can use configuration (**pin.conf**) file entries to tune the performance of billing applications. The entries in the billing configuration file are preceded with one of the following:

- **-pin_mta**: These entries set the default value for all utilities, except non-MTA utilities such as **pin_mass_refund** and **pin_recover**.
- The utility's name: These entries override the **-pin_mta** values for the specified utility.

For example, the following **children** and **fetch_size** values are used by all MTA billing utilities. The **pin_collect** and **pin_mass_refund** utilities use their own **fetch_size** values.

```
- pin_mta children 5
- pin_mta fetch_size 10000
- pin_collect fetch_size 5000
- pin_mass_refund fetch_size 8000
```

For billing performance issues not related to the configuration file, see "Additional Issues Related to Billing Performance".

Tuning the Number of Children for Billing Utilities

The **children** entry governs how many child threads will process data in parallel. Each child thread fetches and processes one account from the queue before it fetches the next account.

By default, a billing utility uses five child threads to process accounts. You can increase the number of child threads to get better billing performance when the database server remains under-utilized even though you have a large number of accounts. If you increase the number of children beyond the optimum, performance suffers from context switching. This is often indicated by higher system time with no increase in throughput.

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Billing performance is best when the number of children is nearly equal to the number of DM back ends and most back ends are dedicated to processing transactions. For information on adjusting the number of DM back ends, see "Configuring DM Front Ends and Back Ends".

To tune the number of children:

1. Open the billing utilities configuration file (*BRM_home*/**apps/fm_bill/pin.conf**).
2. In the Performance Entries section, edit the **children** entry:

   ```
   - pin_mta children 5
   ```

3. Save and close the file.

Tuning the Account Cache Size for Billing Utilities (fetch_size)

The **fetch_size** entry specifies the number of account records to retrieve from the database and hold in memory before the billing utility starts processing them. In general, this value should be as large as possible to reduce the number of fetches from the database. The maximum possible fetch size depends on the complexity of the application's search results.

When running billing for parent accounts (**pay_type 10001**), the **fetch_size** value refers to the number of parent accounts to retrieve. For example, if you have 10,000 parent accounts and each account has an average of 50 children, you would set **fetch_size** to 10,000 to retrieve all of the parent accounts. If you are running billing for only the children (**pay_type 10007**), you would set **fetch_size** to 500,000 to retrieve all of the child accounts.

> **Tip**
>
> For best performance, use a **fetch_size** value that is a multiple of the **per_batch** value.

To tune the account cache size:

1. Open the billing utilities configuration file (*BRM_home*/**apps/pin_bill_accts/pin.conf**).
2. In the Performance Entries section, edit the **fetch_size** entry. For example:

   ```
   - pin_mta fetch_size 1000000
   ```

3. Save and close the file.

Tuning the Performance for the pin_collect Utility

You can tune the performance of the **pin_collect** utility by using the following configuration file entries:

- **per_batch**: This entry specifies the number of payment transactions that the **pin_collect** utility sends to **dm_fusa** in a batch. For example, if you have 20,000 payments to process and the **per_batch** entry is set to **5000**, the **pin_collect** utility would send four batches to **dm_fusa** (with each batch containing 5,000 payment transactions).
- **children**: This entry specifies how many child threads will process data in parallel. Each child thread fetches and processes one payment transaction from the queue before it fetches the next transaction.
- **fetch_size**: This entry specifies the total number of payment transactions to retrieve from the database and hold in memory before **pin_collect** starts processing them. For

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pin_collect, the optimal fetch size is the number of child threads multiplied by the number of payment transactions in a batch (**fetch_size** = **children** * **per_batch**). For example, if the **pin_collect** utility has 10 child threads and a **per_batch** size of 5,000, you would set **fetch_size** to 50,000.

To tune the performance for the **pin_collect** utility:

1. Open the billing utility configuration file (*BRM_home***/apps/pin_billd/pin.conf**).
2. In the Performance Entries section, add **per_batch**, **children**, and **fetch_size** entries for **pin_collect**. For example:

```
- pin_collect per_batch 5000
- pin_collect children 10
- pin_collect fetch_size 50000
```

3. Save and close the file.

Filtering Search Results

Some BRM operations, such as searching for group members or searching for items to include on an invoice, can return large amounts of data and cause the Data Manager to fail. In this case, use the following configuration file entries to use a step search to find accounts in charge and discount sharing groups:

- **group_members_fetch**: Use this entry to search for members of the group sharing object when the parent group contains many members.
- **group_children_fetch**: Use this entry to search for child accounts in groups when the parent group contains many members.
- **item_fetch_size**: Use this entry when searching for items.

To filter search results:

1. Open the Connection Manager (CM) configuration file (BRM_*home*/**sys/cm/pin.conf**) in a text editor.
2. Uncomment or enter the following lines, as needed:

```
- fm_bill group_members_fetch n
- fm_bill group_children_fetch n
- fm_bill item_fetch_size n
```

   where *n* is the size of pool (memory in bytes) for the step search. The default value is 0.
3. Save and close the file.

Specifying the Number of Retries in Case of a Deadlock

For Oracle, you must specify the number of retries to be attempted in case a deadlock occurs during a billing run. For information on the deadlock error, see "Reference Guide to BRM Error Codes".

To specify the deadlock retry number:

1. Open the billing configuration file (*BRM_home***/apps/pin_billd/pin.conf**).
2. *Uncomment* the **- pin_bill_accts deadlock_retry_count** entry.
3. Change the **deadlock_retry_count** entry, if necessary. The default is 20.

```
- pin_bill_accts  deadlock_retry_count  20
```


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4. Save the file.

You do not need to restart the CM to enable this entry.

Ensuring the Sequence of Scheduled Actions

You can ensure that the **pin_deferred_act** utility processes scheduled actions for an account in the correct order by using the **group_by_account** entry. When enabled, the utility uses a single thread to process all scheduled actions for one account.

To ensure the sequence of scheduled actions:

1. Open the billing configuration file (*BRM_home***/apps/pin_billd/pin.conf**).
2. Set the **group_by_account** entry to **1**.

```
- pin_mta  group_by_account  1
```

3. Save the file.

You do not need to restart the CM to enable this entry.

Rearranging Accounts to Improve Billing Performance

Billing utilities fetch accounts and cache them to system memory in the same sequence in which they are stored in the BRM database.

> **Note**
>
> The number of accounts fetched from the database is determined by the **fetch_size** entry in the billing utilities configuration file.

Each account in memory is then distributed to individual child threads (or processes) for billing. This behavior may slow billing performance because of database contention.

You can sometimes improve billing performance by rearranging accounts in system memory prior to distributing the accounts to child threads for processing by using the **delta_step** entry in the billing utility configuration file.

When a value is specified for this parameter, the billing utilities rearrange accounts cached in system memory based on the parameter value specified. Generally, Oracle retrieves the accounts in the order in which they are found in the database, grouped according to their physical location on the disk.

For example, we might have 100 accounts to bill and 10 threads, as well as 10 database blocks (A, B, C, D, E, F, G, H, I, and J) that each contain 10 accounts. The database returns a list that looks like this: A1, A2, A3, A4, A5, A6, A7, A8, A9, A10, and so on for each block. When BRM starts its threads, each of the 10 threads gets the next available account to process, and the mapping might look like this:

```
Thread 1  - A1
Thread 2  - A2
Thread 3  - A3
Thread 4  - A4
Thread 5  - A5
Thread 6  - A6
Thread 7  - A7
Thread 8  - A8
```


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```
Thread 9  - A9
Thread 10 - A10
```

When a thread finishes processing an account, it takes the next available account from the list, and processing continues until all accounts have been processed. As a result, all of the threads at any given time may be accessing accounts in the same database blocks and vying for the same resources.

You can change the order in which these accounts are processed using the **delta_step** parameter. For example, to rearrange accounts by selecting and placing every tenth account cached in system memory, and then distribute these accounts to threads for billing, set this entry to **10**:

```
pin_billd delta_step 10
```

The thread mapping, instead of proceeding one account at a time, would look something like this:

```
Thread 1  - A1
Thread 2  - B1
Thread 3  - C1
Thread 4  - D1
Thread 5  - E1
Thread 6  - F1
Thread 7  - G1
Thread 8  - H1
Thread 9  - I1
Thread 10 - J1
```

The **delta_step** parameter makes it possible for each thread to be working on data from a different area of the database, reducing contention for the same resources and improving billing performance.

You can determine the optimal setting for the **delta_step** parameter by testing the billing processes and monitoring their performance. By default, this parameter is set to **0**, which means that the accounts cached in system memory are not rearranged before distribution.

To rearrange accounts in system memory:

1. Open the billing utility configuration file (*BRM_home*/**apps/pin_billd/pin.conf**).
2. In the Performance Entries section, edit the **delta_step** entry. For example:

   ```
   - pin_billd delta_step 10
   ```

3. Save and close the file.

Additional Issues Related to Billing Performance

- To reduce system load, you can split large billing runs into smaller billing runs. See "Splitting a Billing Run into Multiple Runs" in *BRM Configuring and Running Billing*.
- You can improve performance of the **pin_bill_accts** utility by excluding accounts that do not need to be billed. For more information, see "About Suspending Billing of Accounts and Bills" in *BRM Configuring and Running Billing*.
- When you run the **pin_collect** utility, you can improve performance by archiving the temporary transmission logs created by the DM for the credit card processing service. See "Checking Paymentech Transmission Log Files" in *BRM Configuring and Collecting Payments* for more information about the transmission log files.

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- You can create billing-related indexes just before you run billing and then delete them when billing finishes. You can add these tasks to the billing scripts. See "Running Billing Scripts" in *BRM Configuring and Running Billing* and "Removing Unused Indexes".

How the Number of Events Affects Billing

The number of events has no effect on billing or invoicing except in the following cases:

- If you defer tax calculations, billing performance is slower.
- If you create detailed invoices, performance is slower. A telephone usage invoice is an example of a detailed invoice; a fixed-fee cable subscription invoice is an example of a nondetailed invoice.

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Improving Billing Performance

Learn how to improve billing performance in Oracle Communications Billing and Revenue Management (BRM) by changing business logic operations.

Topics in this document:

- Improving Performance in Retrieving Purchased Offerings for a Bill Unit
- Improving Performance by Skipping Previous Total Unpaid Bill for Open Item Accounting Type
- Improving Trial Billing Performance by Enabling General Ledger Collection
- Excluding Searches on Closed Offerings
- Improving Performance by Skipping Previous Total for Open Item Accounting Type When Calculating the Current Bill
- Improving Performance by Using Multiple Item Configurations
- Improving Item Search Performance
- Improving Performance by Skipping Billing-Time Tax Calculation

Improving Performance in Retrieving Purchased Offerings for a Bill Unit

You can improve billing performance while retrieving purchased charge offers and discount offers for a bill unit (**/billinfo** object) from the database by specifying the batch size of the number of services to search at a time.

To enable this feature, run the **pin_bus_params** utility to change the **MaxServicesToSearch** business parameter. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

To specify the batch size of the number of services to search:

1. Go to *BRM_home***/sys/data/config**.
2. Create an XML file from the **/config/business_params** object:

   ```
   pin_bus_params -r Subscription bus_params_subscription.xml
   ```

3. In the file, specify the batch size of the number of services:

   ```
   <MaxServicesToSearch>5</MaxServicesToSearch>
   ```

4. Save the file as **bus_params_subscription.xml**.
5. Load the XML file into the BRM database:

   ```
   pin_bus_params bus_params_subscription.xml
   ```

6. Stop and restart the Connection Manager (CM).

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Improving Performance by Skipping Previous Total Unpaid Bill for Open Item Accounting Type

You can configure BRM to skip the previous total unpaid bill for the open item accounting type when calculating the current bill. Using this business parameter, you can reduce the time taken for calculating the current bill for the open item accounting type.

To enable this feature, run the **pin_bus_params** utility to change the **PerfAdvancedTuningSettings** business parameter. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

To configure BRM to skip the previous total unpaid bill for the open item accounting type when calculating the current bill:

1. Go to *BRM_home***/sys/data/config**.
2. Use the following command to create an editable XML file from the billing instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsBilling bus_params_billing.xml
   ```

   This command creates an XML file named **bus_params_billing.xml.out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.
3. In the **bus_params_billing.xml.out** file, add **8** to the existing value of **PerfAdvancedTuningSettings**.

   For example, if the existing value is **0**, change it to **8** (0+8):

   ```
   <PerfAdvancedTuningSettings>8</PerfAdvancedTuningSettings>
   ```

   Or if the existing value is **64**, change it to **72** (0+8):

   ```
   <PerfAdvancedTuningSettings>72</PerfAdvancedTuningSettings>
   ```

   For more information on the available parameter values, see the PerfAdvancedTuningSettings parameter description in Table 63-4.

   > ⚠ **Caution**
   >
   > BRM uses the XML in this file to overwrite the existing billing instance of the **/config/business_params** object. If you delete or modify any other parameters in the file, these changes affect the associated aspects of the BRM subscription configurations.

4. Save and exit the file.
5. Rename the **bus_params_billing.xml.out** file to **bus_params_billing.xml**.
6. Use the following command to load your changes into the **/config/business_params** object:

   ```
   pin_bus_params bus_params_billing.xml
   ```

7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

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For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.

8. Stop and restart the CM.

   For more information, see "Starting and Stopping the BRM System".

Improving Trial Billing Performance by Enabling General Ledger Collection

You can configure BRM to enable the general ledger (G/L) collection for trial billing, so that you collect the G/L data required for creating trial invoices.

To enable this feature, run the **pin_bus_params** utility to change the **PerfAdvancedTuningSettings** business parameter. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

To enable the G/L collection for trial billing:

1. Go to *BRM_home***/sys/data/config**.
2. Use the following command to create an editable XML file from the billing instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsBilling bus_params_billing.xml
   ```

   This command creates an XML file named **bus_params_billing.xml.out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.
3. In the **bus_params_billing.xml.out**file, add **64** to the existing value of **PerfAdvancedTuningSettings**.

   For example, if the existing value is **0**, change it to **64** (0+64):

   ```
   <PerfAdvancedTuningSettings>64</PerfAdvancedTuningSettings>
   ```

   Or if the existing value is **2**, change it to **66** (64+2):

   ```
   <PerfAdvancedTuningSettings>66</PerfAdvancedTuningSettings>
   ```

   For more information on the available parameter values, see the **PerfAdvancedTuningSettings** parameter description in Table 63-4.

   > ⚠ **Caution**
   >
   > BRM uses the XML in this file to overwrite the existing billing instance of the **/config/business_params** object. If you delete or modify any other parameters in the file, these changes affect the associated aspects of the BRM subscription configurations.

4. Save and exit the file.
5. Rename the **bus_params_billing.xml.out** file to **bus_params_billing.xml**.
6. Use the following command to load your changes into the **/config/business_params** object:

   ```
   pin_bus_params bus_params_billing.xml
   ```


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7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

   For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.

8. Stop and restart the CM.

   For more information, see "Starting and Stopping the BRM System".

Excluding Searches on Closed Offerings

By default, BRM retrieves active, inactive, and closed offerings during the billing process. However, most of the time, BRM does not use the data from the closed offerings.

You can configure BRM to retrieve only the active and inactive offerings by running the **pin_bus_params** utility to change the **CancelledOfferingsSearch** business parameter. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

To disable searches on closed offerings:

1. Go to *BRM_home***/sys/data/config**.
2. Create an XML file from the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsSubsription bus_params_subscription.xml
   ```

3. In the file, change **disabled** to **enabled**:

   ```
   <CancelledOfferingsSearch>enabled</CancelledOfferingsSearch>
   ```

4. Save the file as **bus_params_subscription.xml**.
5. Load the XML file into the BRM database:

   ```
   pin_bus_params bus_params_subscription.xml
   ```

6. Stop and restart the CM.

Improving Performance by Skipping Previous Total for Open Item Accounting Type When Calculating the Current Bill

> **Note**
>
> To configure this option, you configure business profiles. For general information about business profiles, see "Creating and Managing Business Profiles" in *BRM Managing Customers*

By default, the previous unpaid bill is calculated even for open item accounting types when calculating the current bill for a bill unit (**/billinfo** object), but the final bill does not include the previous unpaid amount. This is a time-consuming process as it involves checking all previous bill items.

To improve performance, you can configure BRM to skip calculating the previous total unpaid bill for open item accounting types.

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> **Note**
>
> To make this performance improvement for all bill units system-wide, see "Improving Performance by Skipping Previous Total Unpaid Bill for Open Item Accounting Type".

To skip the previous total for open item accounting type when calculating the current bill:

1. Open the **pin_business_profile.xml** file in an XML editor or a text editor.

   By default, the file is located in *BRM_home***/sys/data/config**.

2. Set the following business profile key to **Yes**:

   ```
   <NameValue key="Skip_Prev_Total" value="Yes"/>
   ```

   where:

   - **Yes** specifies to *not calculate* the previous unpaid bill amount when calculating the current bill.
   - **No** specifies to calculate the previous unpaid bill amount when calculating the current bill. This is the default behavior when the entry is not in the file.

3. Save and close the file.
4. Run the following command, which loads the updated contents of the **pin_business_profile.xml** file into the BRM database:

   ```
   load_pin_business_profile -v pin_business_profile.xml
   ```

5. Read the object with the **testnap** utility or Object Browser and verify your changes.

   For general instructions on using **testnap**, see "testnap" in *BRM Developer's Guide*.

6. Stop and restart the CM.

Improving Performance by Using Multiple Item Configurations

> **Note**
>
> To configure this option, you configure business profiles. For general information about business profiles, see "Creating and Managing Business Profiles" in *BRM Managing Customers*.

By default, BRM uses the same item-tag-to-item-type mapping (*item configuration*) for all bill units in the system. The item configuration is used to assign bill items to events during the rating process; it also specifies which bill items are pre-created at the beginning of each billing cycle. For more information about item configuration, see "Creating Custom Bill Items" in *BRM Configuring and Running Billing*.

Using the same item configuration for all bill units can degrade performance by unnecessarily pre-creating bill items for certain types of bill units. For example, the default item configuration might pre-create cycle forward and cycle arrears items, which are normally used to track charges for postpaid bill units but are typically not required for prepaid bill units. Pre-creating such items for prepaid bill units needlessly consumes database storage space and takes more time to process during billing.

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To generate fewer bill items, you can create multiple item configurations in your system and then assign the appropriate item configuration to each bill unit.

To assign an item configuration to a bill unit:

1. Create the appropriate item configuration for the bill unit.

   To create multiple item configurations, see "Setting Up BRM to Assign Custom Bill Items to Events" in *BRM Configuring and Running Billing*.

2. Open the **pin_business_profile.xml** file in an XML editor or a text editor.

   By default, the file is located in *BRM_home***/sys/data/config**.

3. In the business profile associated with the bill unit, add the following key-value pair if it does not already exist, and set the value to the name of the appropriate item configuration:

   ```
   <NameValue key="Item_Configuration" value="Item_Configuration_Name"/>
   ```

   where *Item_Configuration_Name* is the name of the item configuration to which you want to assign the bill unit. The name of the default item configuration is **Default**.

   Item configuration names are specified in the PIN_FLD_NAME field of **/config/item_tags** and **/config/item_types** objects. A pair of those objects with matching PIN_FLD_NAME values exists for each item configuration defined in your system. For more information, see "Setting Up BRM to Assign Custom Bill Items to Events" in *BRM Configuring and Running Billing*.

   > **Note**
   >
   > Modifying the business profile affects all bill units associated with the business profile.

4. Save and close the file.

5. Run the following command, which loads the updated contents of the **pin_business_profile.xml** file into the BRM database:

   ```
   load_pin_business_profile -v pin_business_profile.xml
   ```

6. Read the object with the **testnap** utility or Object Browser and verify your changes.

   For general instructions on using **testnap**, see "testnap" in *BRM Developer's Guide*.

7. Stop and restart the CM.

Improving Item Search Performance

If an account's paying bill unit has nonpaying child bill units, BRM performs a step search to find items. By default, BRM returns 1000 items with each step of the search.

To customize the number of items returned:

1. Open the Connection Manager (CM) configuration file (*BRM_home***/sys/cm/pin.conf**).

2. Change the value of the **item_search_batch** entry.

   For example, to set the number of returned items to 2000:

   ```
   - fm_bill item_search_batch 2000
   ```

   To not use step-search, set the value to **0**.

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> **Note**
>
> If your paying bill unit has a large hierarchy, bypassing step-search can cause the Data Manager (DM) to run out of memory.

3. Save and close the file.

Use larger batch search memory sizes to improve run-time performance. You do not need to restart the CM to enable this entry.

Improving Performance by Skipping Billing-Time Tax Calculation

> **Note**
>
> To configure this option, you configure business profiles. For general information about business profiles, see "Creating and Managing Business Profiles" in *BRM Managing Customers*.

In some cases, such as for prepaid accounts, taxes do not need to be calculated at billing time. If your system is configured to calculate billing-time taxes, you can improve billing performance by skipping billing-time tax calculation for individual bill units when it is not needed.

> **Note**
>
> - To skip billing-time tax calculation for a bill unit, you configure the bill unit's business profile. Modifying the business profile affects *all* bill units associated with the business profile.
> - If a bill unit hierarchy is configured to have billing-time taxes calculated for the entire hierarchy when the paying parent bill unit is billed, do not configure the paying parent bill unit to skip billing-time tax calculation. BRM ignores the skip billing-time tax calculation setting for nonpaying bill units in such hierarchies.

To skip billing-time tax calculation for individual bill units:

1. Open the **pin_business_profile.xml** file in an XML editor or a text editor.

   By default, the file is located in *BRM_home***/sys/data/config**.

2. In a business profile associated with bill units whose taxes you do not want to calculate at billing time, add the following key-value pair if it does not already exist, and set the value to **Yes**:

   ```
   <NameValue key="Skip_Deferred_Taxation" value="Yes"/>
   ```

   where:

   - **Yes** specifies to *not calculate* taxes for individual bill units at billing time.
   - **No** specifies to calculate taxes for individual bill units at billing time. This is the default behavior when the entry is not in the file.

3. Save and close the file.

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4. Run the following command, which loads the updated contents of the **pin_business_profile.xml** file into the BRM database:

   ```
   load_pin_business_profile -v pin_business_profile.xml
   ```

5. Read the object with the **testnap** utility or Object Browser and verify your changes.

   For general instructions on using **testnap**, see "testnap" in *BRM Developer's Guide*.

6. Stop and restart the CM.

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Improving Invoicing Performance

Learn how to improve invoicing performance in Oracle Communications Billing and Revenue Management (BRM) by setting parameters in the invoicing configuration file.

Topics in this document:

- About Tuning Invoicing Performance
- Setting the Number of Children for Invoice Utilities
- Tuning the Account Cache Size for Invoice Utilities (fetch_size)
- Setting the Batch Size for Invoice Utilities (per_step)
- Optimizing Invoicing Performance

About Tuning Invoicing Performance

Invoice utilities are multithreaded applications (MTAs) and use a similar set of configuration entries as the billing utilities, including **children**, **fetch_size**, and **per_step**. For information about these entries, see "Configuring Your Multithreaded Application" in *BRM Developer's Guide*.

Not all invoice utilities use the entries in the same way, so you can configure them individually. To specify an entry for a particular utility, replace the generic name **- pin_mta** with the name of the specific utility. For example, you might have these two entries for **fetch_size**:

```
- pin_mta          fetch_size 30000
- pin_inv_accts    fetch_size 50000
```

In this case, **pin_inv_accts** uses a fetch size of 50,000, and all other invoicing utilities use a fetch size of 30,000.

For more information, see the comments in the configuration file (*BRM_home***/apps/pin_inv/pin.conf**).

Setting the Number of Children for Invoice Utilities

The **children** entry governs how many child threads will process data in parallel. Increasing the number of child threads will provide better invoicing performance when the database server remains under-utilized even though you have a large number of accounts. If you increase the number of children beyond the optimum, performance suffers from context switching. This is often indicated by higher system time with no increase in throughput.

Because the invoice utilities work faster than the billing utilities, the number of children for invoicing can be up to 50% more than for billing or credit card processing.

You also need to tune the DM configuration file **dm_shmsize** entry to handle the number of children. A typical value for the **dm_shmsize** entry is the size of an invoice (in bytes) multiplied by the number specified in the **children** entry.

To set the number of children for invoice utilities:

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1. Open the invoice utilities configuration file (*BRM_home*/**apps/pin_inv/pin.conf**).
2. In the Performance Parameters section, edit the **children** entry:

   ```
   - pin_mta children 2500
   ```

3. Save and close the file.

Tuning the Account Cache Size for Invoice Utilities (fetch_size)

The **fetch_size** entry specifies the number of invoice records to retrieve from the database and hold in memory before the invoicing utility starts processing them. In general, this value should be as large as possible to reduce the number of fetches from the database. The maximum possible fetch size depends on the complexity of the invoice utility's search results.

When running invoicing for parent accounts (**pay_type 10001**), the **fetch_size** value refers to the number of parent invoice payment accounts to retrieve. For example, if you have 10,000 parent accounts and each account has an average of 50 children, you would set **fetch_size** to 10,000 to retrieve all of the parent invoice payment accounts. If you are running billing for only the children (**pay_type 10007**), you would set **fetch_size** to 500,000 to retrieve all of the child invoice payment accounts.

If enough memory is available, set the value of the **fetch_size** entry to the number of accounts that need to be invoiced. The **fetch_size** value should be a multiple of the number specified in the **per_step** entry.

To change the account cache size for invoice utilities:

1. Open the invoice utilities configuration file (*BRM_home*/**apps/pin_inv/pin.conf**).
2. In the Performance Parameters section, edit the **fetch_size** entry. For example:

   ```
   - pin_mta fetch_size 1000000
   ```

3. Save and close the file.

Setting the Batch Size for Invoice Utilities (per_step)

The **per_step** entry specifies how much data to store in **dm_oracle** when the invoicing utility is performing a step search. It does not have a large impact on performance, but it does govern memory usage in **dm_oracle**. It also prevents BRM from using all of its memory for one large search.

A 64-bit **dm_oracle** can use reasonably large values. A typical **per_step** value for invoice utilities would be between 10,000 and 50,000.

> **Note**
>
> When running invoicing for parent accounts (**pay_type 10001**), the **per_step** value refers to the number of parent invoice payment accounts to store in the DM. For example, if you have 10,000 parent accounts and each account has an average of 50 children, you would set **per_step** to 10,000 to store all of the parent invoice payment accounts in the DM.

To set the batch size for invoice utilities:

1. Open the invoice utilities configuration file (*BRM_home*/**apps/pin_inv/pin.conf**).

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2. In the Performance Parameters section, edit the **per_step** entry. For example:

```
- pin_mta per_step 10000
```

3. Save and close the file.

Optimizing Invoicing Performance

To improve invoicing performance, you can set the **inv_perf_features** flag in the Connection Manager's configuration file (**pin.conf**) to enable or disable specific optimizations during PCM_OP_IN_MAKE_INVOICE opcode processing.

```
- fm_inv inv_perf_features 0x00000000
```

This flag is a bitmask and each bit position represents a performance optimization that can be turned on or off. By default, it is set to **0x00000000** (no optimizations are enabled).

Table 32-1 lists the bit values and their significance.

Table 32-1 Invoicing Performance Bit Values

Value	Description
0x00000001	Selects all event types. By default, only events that are configured in the **/config/invoice_events** object are selected.
0x00000002	Selects only the following event types: • **/event/billing/adjustment/account** • **/event/billing/adjustment/event** • **/event/billing/adjustment/item** • **/event/billing/adjustment/tax_event** • **/event/billing/cycle/tax** • **/event/billing/payment/cash** • **/event/billing/payment/cc** • **/event/billing/payment/check** • **/event/billing/payment/dd** • **/event/billing/payment/payorder** • **/event/billing/payment/postalorder** • **/event/billing/payment/wtransfer** • **/event/billing/product/fee/cancel** • **/event/billing/product/fee/cycle** • **/event/billing/product/fee/cycle/cycle_arrear** • **/event/billing/product/fee/cycle/cycle_forward_bimonthly** • **/event/billing/product/fee/cycle/cycle_forward_monthly** • **/event/billing/product/fee/cycle/cycle_forward_quarterly** • **/event/billing/product/fee/cycle/cycle_forward_semiannual** • **/event/billing/product/fee/purchase** • **/event/billing/refund/cash** • **/event/billing/refund/cc**

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Table 32-1 (Cont.) Invoicing Performance Bit Values

Value	Description
0x00000003	• **/event/billing/refund/check** • **/event/billing/refund/dd** • **/event/billing/refund/payorder** • **/event/billing/refund/postalorder** • **/event/billing/refund/wtransfer** • **/event/billing/reversal/cc** • **/event/billing/reversal/check** • **/event/billing/reversal/dd** • **/event/billing/reversal/payorder** • **/event/billing/reversal/postalorder** • **/event/billing/reversal/wtransfer** • **/event/billing/settlement/item** • **/event/billing/writeoff/account** • **/event/billing/writeoff/bill** • **/event/billing/writeoff/item** • **/event/billing/writeoff/tax_account** • **/event/billing/writeoff/tax_bill** • **/event/billing/writeoff/tax_item** • **/event/session/dialup**
0x00000004	Creates the invoices but does not write them to the database. The bill object is updated with the invoice information.
0x00000008	Invoicing passes the input flist by reference. By default, invoicing creates a copy of the input flist. For large invoice input flists, setting this flag saves memory.
0x00000010	Events with no balance impacts are retained. If this flag is not set, events with no balance impacts are dropped from the final invoice.
0x00000400	Specifies to keep balance impacts for sponsored events in the member accounts.

To enable multiple optimizations, you can OR the bits. For example, to select hard coded list of event types and to not write invoices to the database, set the flag to 0x00000006.

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Improving Client Performance

Learn how to improve client performance in Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- Logging Noncurrency Events
- Configuring BRM to Get Events Based On Balance Impact Type

Logging Noncurrency Events

By default, BRM is configured to give maximum account-creation performance by logging only events that have a balance impact associated with a currency. To log noncurrency events at the expense of system performance, change the **creation_logging** entry in the CM configuration file (**pin.conf**).

By default, these events are logged:

- **/event/billing/charge**
- **/event/billing/deal**
- **/event/billing/product**

By default, these events are not logged:

- **/event/customer/billinfo**
- **/event/customer/nameinfo**
- **/event/customer/login**
- **/event/customer/password**
- **/event/customer/status**
- **/event/billing/limit**

To log noncurrency events:

1. Open the CM configuration file (*BRM_home***/sys/cm/pin.conf**).
2. Edit the **creation_logging** entry. For example:

   ```
   - fm_cust creation_logging 1
   ```

3. Save and close the file.

The new value becomes effective immediately and applies to the next account created. You do not need to restart the CM to enable this entry.

Configuring BRM to Get Events Based On Balance Impact Type

You can limit the event search criteria to just one type of balance impact by changing the value of the PIN_FLD_MODE field directly or by setting the **EventChargeDiscountMode** parameter to one of the following values:

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- **0:** (Default and only pre-fix mode) Returns events whose gross, net, or total balance impact matches the search criteria.
- **1:** Returns events whose gross balance impact (the sum of all charges) matches the search criteria. Discounts and tax are not considered.
- **2:** Returns events whose net balance impacts (the sum of all charges and discounts) matches the search criteria. Tax is not considered.
- **3:** Returns events whose total balance impact (the sum of all charges, discounts, and tax) matches the search criteria.

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Improving Pricing and Rating Performance

Learn how to improve pricing and rating performance in Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- Changing the Precision of Rounded and Calculated Values
- Setting the Interval for Checking for Product Offering Changes
- Setting the Interval for Updating Value Maps
- Filtering the ERAs Considered During Rating and Discounting
- Configuring the Maximum Number of Charge and Discount Offers Cached
- Improving Performance for Loading Large Product Offerings
- Improving Performance in Retrieving Product Details During Product Purchase
- Improving Performance for Large Discount Sharing Groups

Changing the Precision of Rounded and Calculated Values

You can improve performance by changing the precision of rounded values and values calculated by online rating. You change the precision by adding or modifying entries in the Connection Manager (CM) **pin.conf** file:

- To change the precision of rounded values, add or change the **rating_quantity_rounding_scale** entry. The value of this entry determines the number of digits to the right of the decimal place for rounding quantities. The default is **8**.
- To change the precision of calculated values, add or change the **rating_max_scale** entry. The value of this entry determines the number of digits listed to the right of the decimal place. The default is **10**.

> **Note**
>
> You must stop and restart the CM after you change these values.

Setting the Interval for Checking for Product Offering Changes

You can set the interval at which BRM checks for changes to your product offerings. You may want to use a shorter interval if you frequently change your offerings. If your offerings are less volatile, you can increase the interval.

To change the interval:

1. Open the CM configuration file (*BRM_home***/sys/cm/pin.conf**).
2. Edit the following entry:

```
- fm_rate refresh_product_interval 3600
```


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The value of this entry determines the interval in seconds. The default is **3600**.

3. Save the file.
4. Stop and restart the CM.

Setting the Interval for Updating Value Maps

To specify how frequently BRM checks for changes to value maps and updates them in the database:

1. Open the CM configuration file (*BRM_home*/**sys/cm/pin.conf**).
2. Edit the following entry:

   ```
   - fm_zonemap_pol update_interval 3600
   ```

   The value of this entry determines the interval in seconds. The default is **3600**.
3. Save the file.
4. Stop and restart the CM.

Filtering the ERAs Considered During Rating and Discounting

By default, online rating checks for both account-level extended rating attributes (ERAs) (**/profile/acct_extrating** object) and service-level ERAs (**/profile/serv_extrating** object) when searching for rating and discounting criteria. You can improve online rating performance by using the **pin_bus_params** utility to filter the types of ERAs that BRM considers when it searches for rating and discounting criteria. For example, you can configure BRM to search for only service-level ERAs or omit the ERA search altogether. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

To specify the ERA types:

1. Go to *BRM_home*/**sys/data/config**.
2. Use the following command to create an editable XML file from the rating instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsRating bus_params_rating.xml
   ```

   This command creates an XML file named **bus_params_rating.xml.out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.
3. In **bus_params_rating.xml.out**, set the following entry:

   ```
   <EnableEras>value</EnableEras>
   ```

   where *value* is one of the following:

   - **serviceAndAccount**: Checks for both account-level extended rating attributes (**/profile/acct_extrating** object) and service-level ERAs (**/profile/serv_extrating** object) when searching for rating and discounting criteria. This is the default.
   - **account**: Limits the rating and discounting criteria search to account-level ERAs by retrieving only the **/profile/acct_extrating** object.
   - **service**: Limits the rating and discounting criteria search to service-level ERAs by retrieving only the **/profile/serv_extrating** object.

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- **disabled**: Omits ERAs from the rating and discounting criteria. Because neither object is retrieved, this option provides the best performance.

> ⚠ **Caution**
>
> BRM uses the XML in this file to overwrite the existing instance of the **/config/business_params** object. Use care when updating parameters in the file.

4. Save and exit the file.
5. Rename the **bus_params_rating.xml.out** file to **bus_params_rating.xml**.
6. Use the following command to load your changes into the **/config/business_params** object:

   ```
   pin_bus_params bus_params_rating.xml
   ```

   You should run this command from the *BRM_home***/sys/data/config** directory, which includes support files used by the utility. To run it from a different directory, see "pin_bus_params" in *BRM Developer's Guide*.
7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

   For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.
8. Stop and restart the CM.

   See "Starting and Stopping the BRM System" for more information.

Configuring the Maximum Number of Charge and Discount Offers Cached

Charge offers and discount offers used during the online rating process are automatically stored in the CM cache. This improves rating performance, but over time, it can consume a large amount of memory. To prevent the CM cache from growing too large, you can use the **pin_bus_params** utility to set a maximum number of charge offers and discount offers that can be stored in the CM cache. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

- When you set the maximum to a nonzero value, BRM prevents the online rating engine from storing more than the specified number of charge offers and discount offers in the CM cache. When the maximum number is reached, BRM flushes 10% of the charge offers and discount offers that have been used the least from the cache.

> ⓘ **Note**
>
> The maximum number of charge offers and discount offers that should be stored in the CM cache depends on your business needs.

- When you set the maximum to zero, BRM does not regulate the number of charge offers and discount offers stored in the CM cache. This is the default.

To set a maximum number of charge offers and discount offers that can be cached:

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1. Go to *BRM_home*/**sys/data/config**.
2. Use the following command to create an editable XML file from the rating instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsRating bus_params_rating.xml
   ```

   This command creates an XML file named **bus_params_rating.xml.out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.
3. In **bus_params_rating.xml.out**, set **ProductsDiscountsThreshold** to the maximum number of charge offers and discount offers you would like stored in the cache:

   ```
   <ProductsDiscountsThreshold>value</ProductsDiscountsThreshold>
   ```

   The default value of **0** specifies not to regulate the number of charge offers and discount offers in the CM cache.

   > ⚠ **Caution**
   >
   > BRM uses the XML in this file to overwrite the existing instance of the **/config/business_params** object. Use care when updating parameters in the file.

4. Save and exit the file.
5. Rename the **bus_params_rating.xml.out** file to **bus_params_rating.xml**.
6. Use the following command to load your changes into the **/config/business_params** object:

   ```
   pin_bus_params bus_params_rating.xml
   ```

   You should run this command from the *BRM_home*/**sys/data/config** directory, which includes support files used by the utility. To run it from a different directory, see "pin_bus_params" in *BRM Developer's Guide*.
7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

   For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.
8. Stop and restart the CM.

   See "Starting and Stopping the BRM System" for more information.

Improving Performance for Loading Large Product Offerings

If you have a large product offering, you can improve performance in the following ways:

- Cache pricing data, such as G/L IDs and balance element IDs. In a test environment where you frequently modify your product offerings, caching pricing data improves performance because there is no need to load price reference objects every time you commit the product offerings to the database.

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> **Note**
>
> Pricing data is created every time the CM starts. Whenever the pricing data is changed in the database, the CM must be stopped and restarted to place the new information into the cache.

You do not need to cache pricing data in a production system where you rarely modify your product offerings. This reserves the CM cache for other uses and eliminates the need to stop and restart the CM to update the cache if you change your product offerings.

- Turn off event logging for product offering creation events.

> **Note**
>
> When you turn off event logging, BRM still stores audit trail information for charge offers, bundles, and packages. However, an event log tracking the modified product offerings and who modified them still needs to be created.

You configure these values using the **pin_bus_params** utility. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

To improve loading performance:

1. Open the CM configuration file (*BRM_home***/sys/cm/pin.conf**).
2. Specify the cache attributes for storing product provisioning tags. The default entries are usually sufficient.

   ```
   - cm_cache fm_price_prod_provisioning_cache 100, 102400, 13
   ```

3. Specify the cache attributes for storing balance element IDs (BEIDs). The default entries are usually sufficient.

   ```
   - cm_cache fm_price_cache_beid 200, 524288, 32
   ```

4. Specify the cache attributes for storing offer profiles. The default entries are usually sufficient.

   ```
   - cm_cache fm_offer_profile_cache 20, 102400, 13
   ```

   > **Note**
   >
   > For policy-driven charging, the **fm_offer_profile_cache** entry must be present in the **pin.conf** file.

5. Save and exit the file.
6. Go to *BRM_home***/sys/data/config**.
7. Use the following command to create an editable XML file from the pricing instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsPricing bus_params_pricing.xml
   ```

   This command creates an XML file named **bus_params_pricing.xml.out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.

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8. In **bus_params_pricing.xml.out**, do the following:
   - Set **CacheReferencesAtStart** to **enabled** to cache pricing data or **disabled** to not cache pricing data. The default is **enabled**.

     ```
     <CacheReferencesAtStart>enabled</CacheReferencesAtStart>
     ```

   - Set **LogPriceChangeEvent** to **enabled** to log when product offerings are modified or to **disabled** to turn off event logging for product offering changes. The default is **disabled**.

     ```
     <LogPriceChangeEvent>disabled</LogPriceChangeEvent>
     ```

   > ⚠ **Caution**
   >
   > BRM uses the XML in this file to overwrite the existing instance of the **/config/business_params** object. If you delete or modify any other parameters in the file, these changes affect the associated aspects of the BRM configuration.

9. Save and exit the file.
10. Rename the **bus_params_pricing.xml.out** file to **bus_params_pricing.xml**.
11. Use the following command to load your changes into the **/config/business_params** object:

    ```
    pin_bus_params bus_params_pricing.xml
    ```

    You should run this command from the *BRM_home*/**sys/data/config** directory, which includes support files used by the utility. To run it from a different directory, see "pin_bus_params" in *BRM Developer's Guide*.
12. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

    For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.
13. Stop and restart the CM.

    See "Starting and Stopping the BRM System" for more information.

Improving Performance in Retrieving Product Details During Product Purchase

By default, BRM retrieves product details from the rating cache during product purchase. However, reading many rate plans to retrieve product details can take a lot of time, which slows down the process.

To speed up the product purchase process, you can use the **pin_bus_params** utility to configure BRM to directly retrieve the product details from the database instead of the rating cache during purchase. For information about this utility, see "pin_bus_params" in *BRM Developer's Guide*.

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> **Note**
>
> Setting the **GetRatePlanFromCache** field to **disabled** will impact the billing performance.

To improve performance by retrieving product details from the cache:

1. Go to *BRM_home***/sys/data/config**.
2. Use the following command to create an editable XML file from the subscription instance of the **/config/business_params** object:

   ```
   pin_bus_params -r BusParamsSubscription bus_params_subscription.xml
   ```

   This command creates the XML file named **bus_params_subscription.xml.out** in your working directory. If you do not want this file in your working directory, specify the full path as part of the file name.
3. In **bus_params_subscription.xml.out**, set **GetRatePlanFromCache** to **disabled**:

   ```
   <GetRatePlanFromCache>disabled</GetRatePlanFromCache>
   ```

   > **Caution**
   >
   > BRM uses the XML in this file to overwrite the existing instance of the **/config/business_params** object. Use care when updating parameters in the file.
4. Save and exit the file.
5. Rename the **bus_params_rating.xml.out** file to **bus_params_rating.xml**.
6. Use the following command to load your changes into the **/config/business_params** object:

   ```
   pin_bus_params bus_params_rating.xml
   ```

   You should run this command from the *BRM_home***/sys/data/config** directory, which includes support files used by the utility. To run it from a different directory, see "pin_bus_params" in *BRM Developer's Guide*.
7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

   For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.
8. Stop and restart the Connection Manager (CM).

   See "Starting and Stopping the BRM System" for more information.

Improving Performance for Large Discount Sharing Groups

Large discount sharing groups, such as those with thousands of members, can affect rating and charging performance because BRM must lock the entire sharing group and update shared balances in real-time. When many members submit requests simultaneously, this process can slow down the system.

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You can improve processing and reduce locking issues by limiting locking of the entire sharing group to session termination and mid-session triggers, while using only member-level balance operations for initiate and update session events. This optimization supports very large discount sharing groups by reducing real-time updates to shared balances.

> **Note**
>
> - This optimization applies only to discount sharing groups. It does not support distribution, charge sharing, monitor sharing, or profile sharing groups.
> - Each member account maintains its own balance. Initiate and Update requests use the member's balance. Terminate requests impact the parent account balance.
> - If at least one agreement in a group qualifies for large sharing, this feature applies to all discount sharing requests within that group.

This optimization reduces real-time updates to shared balances and enables greater scalability. As a result, there may be brief delays in enforcing group limits or sending real-time notifications.

About Mid-Session Triggers and Rating Flow Behavior

ECE records usage events when a network session ends. For sessions that last a long time, ECE can use mid-session triggers, such as session duration or usage volume, to record usage before the session completes. See "About Midsession Rated Events" in *ECE Implementing Charging* for more information.

ECE handles Initiate and Update requests at the member level, using the individual account's balance and discounts. Only Terminate requests and mid-session trigger events cause ECE to update shared balances and discounts for the group.

> **Note**
>
> After a mid-session trigger occurs, ECE does not allow any additional mid-session triggers within the same session.

Setting Up Large Discount Sharing Group Optimization

To optimize processing for large discount sharing groups, set up service classification to identify which accounts belong to a large discount sharing group.

To configure service classification:

1. Enable the feature in ECE. For more information, see "Configuring Large Discount Sharing Group Optimization in ECE".
2. Specify the discount sharing group accounts that use the feature. For more information, see "Configuring Large Discount Sharing Group Optimization in BRM".
3. Configure BRM and ECE to synchronize sharing group type details. See "Synchronizing Sharing Group Type Information Between BRM and ECE".

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Configuring Large Discount Sharing Group Optimization in ECE

You can configure large discount sharing group optimization by setting the **largeGroupMode** attribute. You do this in one of two ways:

- At installation. See "Configuring the largeGroupMode Attribute at Installation".
- During runtime. See "Configuring largeGroupMode Attribute During Runtime".

> **Note**
>
> The **largeGroupMode** attribute is off by default.

Configuring the largeGroupMode Attribute at Installation

You can configure the **largeGroupMode** attribute during installation by editing the **charging-settings.xml** file. To do so:

1. Open the *ECE_home*/**config/management/charging-settings.xml** file.
2. Set the **largeGroupMode** attribute to **DISCOUNT_SHARING**.
3. Restart ECE. See "Starting and Stopping ECE".

Configuring largeGroupMode Attribute During Runtime

You can use a JMX editor to configure the **largeGroupMode** attribute when ECE is running.

To configure the **largeGroupMode** attribute:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the ECE **Configuration** node.
3. Expand **charging.server**.
4. Expand **Attributes** and select **largeGroupMode**.
5. Set the value of the attribute to **DISCOUNT_SHARING**.

Configuring Large Discount Sharing Group Optimization in BRM

You must explicitly identify which discount sharing groups should use large sharing group optimization.

BRM passes the PIN_FLD_TYPE_STR value to the **SharingGroupClassifier** attribute in ECE, which identifies whether an account belongs to a large sharing group. The PIN_FLD_TYPE_STR value is stored in the **/group/sharing/discounts** object.

You can enable large group sharing optimization while doing one of the following::

- Creating a discount sharing group. For more information, see "Configuring Large Group Sharing Optimization When Creating a Discount Sharing Group".
- Modifying a discount sharing group. For more information, see "Configuring Large Group Sharing Optimization When Modifying a Discount Sharing Group".

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Configuring Large Group Sharing Optimization When Creating a Discount Sharing Group

To configure large group sharing optimization when creating a discount sharing group:

1. Use your custom client application to call the PCM_OP_SUBSCRIPTION_SHARING_GROUP_CREATE opcode.
2. Set the PIN_FLD_TYPE_STR field in the input flist to **LARGE_GROUP**.

   For example:

```
0 PIN_FLD_POID           POID [0] 0.0.0.1 /account 1610580 9
0 PIN_FLD_GROUP_OBJ      POID [0] 0.0.0.1 /group/sharing/discounts -1 8
0 PIN_FLD_BAL_GRP_OBJ    POID [0] 0.0.0.1 /balance_group 1613012 0
0 PIN_FLD_DESCR           STR [0] ""
0 PIN_FLD_EFFECTIVE_T  TSTAMP [0] (1514793600) Mon Jan  1 00:00:00 2018
0 PIN_FLD_NAME            STR [0] "DSG_wpa_sp2_lpa_1_l2_ga1"
0 PIN_FLD_PARENT         POID [0] 0.0.0.1 /service/telco/gsm/telephony
1612852 8
0 PIN_FLD_TYPE_STR      STR [0] "LARGE_GROUP"
```

Configuring Large Group Sharing Optimization When Modifying a Discount Sharing Group

To configure large group sharing optimization when modifying a discount sharing group:

1. Use your custom client application to call the PCM_OP_SUBSCRIPTION_SHARING_GROUP_MODIFY opcode.
2. Set the PIN_FLD_TYPE_STR field in the input flist to **LARGE_GROUP**.

   For example:

```
0 PIN_FLD_POID           POID [0] 0.0.0.1 /account 275586 9
0 PIN_FLD_GROUP_OBJ      POID [0] 0.0.0.1 /group/sharing/discounts 275922 0
0 PIN_FLD_EFFECTIVE_T  TSTAMP [0] (1514793600) Mon Jan  1 00:00:00 2018
0 PIN_FLD_PROGRAM_NAME    STR [0] "sharing_api"
0 PIN_FLD_MEMBERS       ARRAY [1] allocated 20, used 2
1     PIN_FLD_ACCOUNT_OBJ    POID [0] 0.0.0.1 /account 277794 8
1     PIN_FLD_SERVICE_OBJ    POID [0] 0.0.0.1 /service/telco/gsm/telephony
275554 8
0 PIN_FLD_TYPE_STR      STR [0] "LARGE_GROUP"
```

> **Note**
>
> A group or service is defined as either always optimized or never optimized. This status does not change dynamically.

Synchronizing Sharing Group Type Information Between BRM and ECE

To ensure consistency in customer and sharing group data, BRM and ECE synchronize the sharing group type information. See "Synchronizing Account Data Between the BRM Database and ECE" for more information about BRM and ECE synchronization.

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Sharing group type synchronization occurs when:

- ECE is restarted.
- ECE receives one of the following events from the EM Gateway:
  - **CreateGroupSharingDiscounts**
  - **ModifyGroupSharingDiscounts**
  - **DeleteGroupSharingDiscounts**
  - **AddOrderedBalanceGroup**
  - **DeleteOrderedBalanceGroup**
  - **ModifyOrderedBalanceGroup**

  These events include the PIN_FLD_TYPE_STR field and enable ECE to update the customer data with the new value.

  Ensure that you are using the 15.2 version of the **payloadconfig_ece_sync.xml** file. For more information see "Updating the BRM Configuration Files" in *ECE Installation Guide*.

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Improving Performance by Disabling Unused Features

Learn how to improve performance in Oracle Communications Billing and Revenue Management (BRM) by disabling unused features.

Topics in this document:

- Improving Performance by Disabling Unused Features

Improving Performance by Disabling Unused Features

You can improve performance by disabling features that you do not use. To do so, you edit **/config/business_params** objects. See "pin_bus_params" in *BRM Developer's Guide*.

Table 35-1 lists the features enabled by **/config/business_params** objects that most heavily impact performance.

Table 35-1 BRM Features that Heavily Impact Performance

Class	Name	Description	Default value
activity	**LightWeightAuthorization**	Enables and disables light-weight authorization.	Disabled
invoicing	**SubARItemsIncluded**	Indicates whether invoices for accounts with nonpaying child bill units include A/R items. See "Setting Defaults for Hierarchical Bill Unit Invoices" in *BRM Designing and Generating Invoices*.	Disabled
billing	**EnableARA**	Specifies whether Revenue Assurance is enabled for out-of-cycle billing. See "Enabling Billing Operations to Generate Revenue Assurance Data" in *BRM Collecting Revenue Assurance Data*.	Disabled
billing	**GeneralLedgerReporting**	Enables and disables general ledger reporting. If disabled, the journal is not generated. See "Disabling G/L Collection in BRM" in *BRM Collecting General Ledger Data*.	Enabled
rating	**EnableEras**	Specifies how to enable ERAs: • **0** = No profiles • **1** = Accounts only • **2** = Services only • **3** = All See "Filtering the ERAs Considered During Rating and Discounting".	All service and account profiles

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Table 35-1 (Cont.) BRM Features that Heavily Impact Performance

Class	Name	Description	Default value
rating	**EnableGlobalChargeSharing**	Enables and disables global charge sharing. See "About Global Charge Sharing Groups" in *BRM Managing Customers*.	Disabled
multi-bal	**LockConcurrency**	Indicates the concurrency of object locking. Possible values are: • Normal (**0**): Locks the account object. • High (**1**): More concurrency of locking with greater granularity of which balance group to lock. This setting is best for performance. See "Disabling Granular Object Locking" in *BRM Developer's Guide*.	High
subscription	**GetRatePlanFromCache**	Specifies whether to retrieve rate plans from the cache during product purchase. See "Improving Performance in Retrieving Product Details During Product Purchase".	Enabled

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Improving the Performance of Multithreaded Applications

Learn how to improve the performance of Oracle Communications Billing and Revenue Management (BRM) multithreaded applications.

Topics in this document:

- Tuning Multithreaded Workloads
- Controlling Thread Load on Multithreaded Applications
- Monitoring the Thread Activity of Multithreaded Applications

Tuning Multithreaded Workloads

In most cases, increasing the number of threads that an application or process can use increases performance. However, too many threads can result in too much context switching between threads, which can decrease performance.

To determine the optimum number of threads, increase the number of threads and watch the CPU utilization. If adding threads increases system time, adding threads is not helping performance.

Controlling Thread Load on Multithreaded Applications

The number of child threads allowed is controlled by the **children** entry in the application's **pin.conf** file. You can set the number of threads manually by editing the **pin.conf** file or automatically by using the **pin_mta_monitor** monitoring utility.

To improve performance, you can limit the number of child threads. For example, you can limit the number of threads during the business day to prevent excessive load on the network and increase the number of threads during off-peak hours.

To control the number of threads for an MTA by using **pin_mta_monitor**:

> **Note**
>
> After entering a command at the monitor prompt, press the spacebar once and then press Enter. If you do not enter a space after the command, the utility does not run the command.

1. Go to the directory from which you run the MTA.
2. Ensure the following is configured in the configuration (**pin.conf**) file:

   ```
   mta_application monitor monitor
   ```


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where *mta_application* is the MTA that **pin_mta_monitor** tracks. For example, the following is used for **pin_inv_accts**:

```
pin_inv_accts monitor monitor
```

3. Start the **pin_mta_monitor** utility by running the following command:

   ```
   pin_mta_monitor mta_application
   ```

   The **(mon)>** prompt appears.

4. Provide the number by which you want to increase or decrease the number of threads that *mta_application* uses (press the spacebar and then press Enter).
   - To increase the number of threads that *mta_application* uses, enter:

     ```
     (mon)> t+number
     ```

   - To decrease the number of threads that *mta_application* uses, enter:

     ```
     (mon)> t-number
     ```

For example, the following commands increase the thread pool of **pin_inv_export** by two threads:

```
pin_mta_monitor pin_inv_export
(mon)> t+2
```

Monitoring the Thread Activity of Multithreaded Applications

Use the **pin_mta_monitor** utility to monitor the thread activity of MTAs.

> **Note**
>
> After entering a command at the monitor prompt, press the spacebar once and then press Enter. If you do not enter a space after the command, the utility does not run the command.

To monitor the thread activity of an MTA:

1. Go to the directory from which you run the MTA.
2. Start the **pin_mta_monitor** utility by running the following command:

   ```
   pin_mta_monitor mta_application
   ```

   where *mta_application* is the MTA that **pin_mta_monitor** tracks. For example, the following command is used to monitor the activity of **pin_inv_export**:

   ```
   pin_mta_monitor pin_inv_export
   ```

3. The **(mon)>** prompt appears.

   To print the thread activity of the *mta_application* to **stdout**:

   ```
   (mon)> p
   ```

   The following is a sample output of the thread activity that **pin_mta_monitor** prints for **pin_inv_export**:

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```
Required:2, cmd:print
Thread_id:2, Working POID:0.0.0.1 /invoice 221084 0, Flag:0
Thread_id:3, Working POID:0.0.0.1 /invoice 220860 0, Flag:0
```

4. To stop printing the thread activity of the *mta_application* to **stdout**:

```
(mon)> q
```


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Troubleshooting Performance

Learn how to troubleshoot performance problems in Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- Troubleshooting Poor Performance
- Low Performance with High CPU Utilization
- Low Performance with Low CPU Utilization
- Quick Troubleshooting Steps

Troubleshooting Poor Performance

When troubleshooting poor performance, first consider the following:

- Under-configured hardware.
- Inefficient table layout.
- Database bottlenecks.
- Inefficient custom application code.
- Repeated runtime errors resulting from configuration problems.

In addition, you can look for different problems depending on whether CPU utilization is high or low.

Low Performance with High CPU Utilization

If performance is low and CPU utilization is high, or if there are performance spikes, there is probably a configuration or indexing issue. Check the following:

- Hardware limitations.
- Table/volume layout.
- Spin count is too high.
- Lack of proper indexes. This can show up as very high CPU utilization with no other apparent problems except for a high number of processes. Find which columns are being accessed in the operation being performed and ensure that they are properly indexed.
- Not enough database buffers.
- Swapping.
- Kernel parameters too low.

Low Performance with Low CPU Utilization

If performance is low and CPU utilization is low, check for a bottleneck between different system tiers (for example, between the DM and the database).

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- Use the database monitoring tools to analyze the performance of the database system.
- Use SQL tracing and timing to check for inefficient application code.
- Check for an under-configured BRM system, which could be one of the following:
  - CM Proxy with a low number of children.
  - DMs with a low number of back ends.
  - System logging level is too high.

Monitor the DM system utilization and Oracle system utilization and tune the number of DM back ends accordingly. A good starting point for DM back-end numbers is eight times the number of processors.

For more information, see "Improving Data Manager and Queue Manager Performance".

Quick Troubleshooting Steps

- Run quick timing tests by using the **testnap** utility with **op_timing** turned on to ping each CM and DM (with the PCM_OP_TEST_LOOPBACK opcode). If the operations are relatively slow, it indicates a problem in the basic configuration.
- Run the system with a log level of DEBUG on the CM and DM and analyze log files.
- Check for network collisions and usage data.
- Check if you have logging (debugging) turned on in the CM. Logging is good for troubleshooting, but it should not be turned on in a production environment because it reduces performance.
- Performance parameters in **pin.conf** files should be large enough to handle the load. The most likely problems are in the DM entries.
- Check if you have enough DM back ends to handle your transaction load.
- Try putting tables and indexes on different disks.
- Check the size of redo and rollback logs and database configuration parameters.
- Send a few **kill -USR1** commands to the DMs and CMs that seem to be having problems. This causes them to dump their state to the BRM error log files. Snapshots should be up to 20 minutes apart. These log files may contain information that indicates the nature of the problem.
- Turn on SQL tracing and analyze query plans. Look for full table scans. Ensure that indexes are on the appropriate columns for the query being run. Especially verify for any customizations.
- Turn on the **timed_statistics** parameter. Look for unusually long execution times for SQL commands.
- Monitor hardware activity:
  - On Linux systems, use **vmstat**, **netstat**, and **sar**.
  - Drill down to the storage device level by using **sar** with the **-d** parameter. This should help you find the source of the problem.

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> **Note**
>
> If the file systems are configured from logical volumes that are comprised of physical disks, different file systems could be sharing the same underlying disk. It is important to unravel who owns what in order to isolate potential contention (waiting on I/O).

- Problems such as intermittent daemon failures can be indicated by core files. Try the following command to locate them:

  ```
  % find BRM_home -name core -exec file {} \;
  ```

  If there are no core files, try turning on maximal debugging. You do not want to do this for very long, especially on a production system, because the log files fill up rapidly.

  ```
  % pin_ctl stop cm
  % setenv CMAP_DEBUG to 0x1331f3
  % setenv CM_DEBUG to 0x0001
  % setenv cm_loglevel to 3
  % pin_ctl start cm
  ```

  System level tracing can also be useful:

  ```
  # ps -ef | grep cm
  # truss -p cm_pid
  ```


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Part IV
Troubleshooting BRM

This part describes how to troubleshoot an Oracle Communications Billing and Revenue Management (BRM) system. It contains the following chapters:

- Resolving Problems in Your BRM System
- Diagnosing Some Common Problems with BRM
- Using Error Logs to Troubleshoot BRM
- Reference Guide to BRM Error Codes

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Resolving Problems in Your BRM System

Learn how to troubleshoot your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- General Checklist for Resolving Problems with BRM
- Contacting Technical Support

See also "Diagnosing Some Common Problems with BRM", "Using Error Logs to Troubleshoot BRM", and "Reference Guide to BRM Error Codes".

General Checklist for Resolving Problems with BRM

When any problems occur, it is best to do some troubleshooting before you contact Oracle Technical Support:

- You know your installation better than Oracle Technical Support does. You know if anything in the system has been changed, so you are more likely to know where to look first.
- Troubleshooting skills are important. Relying on Technical Support to research and solve all of your problems prevents you from being in full control of your system.

If you have a problem with your BRM system, ask yourself these questions first, because Oracle Technical Support will ask them of you:

- What exactly is the problem? Can you isolate it? For example, if an account causes a BRM component to crash on one computer, does it give the same result on another computer? Or if users cannot authenticate, is it all services or just one service? If it is an IP problem, does it affect all users or just those on a specific POP or a specific type of terminal server?

  Oracle Technical Support needs a clear and concise description of the problem, including when it began to occur.

- What do the log files say?

  This is the first thing that Oracle Technical Support asks for. Check the error log for the BRM component you are having problems with. If you are having problems connecting to BRM, start with the log for the CM.

  See "Using Error Logs to Troubleshoot BRM".

- Have you read the documentation?

  Look through the list of common problems and their solutions in "Diagnosing Some Common Problems with BRM".

- Has anything changed in the system? Did you install any new hardware or new software? Did the network change in any way? Does the problem resemble another one you had previously? Has your system usage recently jumped significantly?
- Is the system otherwise operating normally? Has response time or the level of system resources changed? Are users complaining about additional or different problems?

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- If the system is completely dead, check the basics: Can you run **testnap** successfully? Can you access Oracle outside of BRM? Are any other processes on this hardware functioning normally?

If the error message points to a configuration problem, check the configuration file (**pin.conf** or **properties**) for the troublesome component. If you find that the solution requires reconfiguring the component, stop all processes for that component, change the configuration, and stop and restart the component.

For more information, see:

- Using Configuration Files
- Starting and Stopping the BRM System

If you still cannot resolve the problem, contact Oracle Technical Support.

Contacting Technical Support

If you cannot resolve your problems with BRM, contact Oracle Technical Support.

Problems can often be fixed simply by shutting down BRM and restarting the computer that the BRM system runs on.

If that does not solve the problem, the first troubleshooting step is to look at the error log for the application or process that reported the problem. See "Using Error Logs to Troubleshoot BRM". Be sure to observe "General Checklist for Resolving Problems with BRM" before reporting the problem to Oracle Technical Support.

If "General Checklist for Resolving Problems with BRM" does not help you resolve the problem, write down the pertinent information:

- A clear and concise description of the problem, including when it began to occur.
- Relevant portions of the relevant log files.
- Relevant configuration files (**pin.conf** or **properties**).
- Recent changes in your system, even if you do not think they are relevant.
- List of all BRM components, ServicePaks, FeaturePaks, and patches installed on your system.

> **Note**
>
> You can collect BRM information by using the **viewInventory.sh** script. For information, see "Checking BRM Component Version Numbers".

When you are ready, report the problem to Oracle Technical Support.

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Diagnosing Some Common Problems with BRM

Learn about some common problems that you might find when troubleshooting Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- Problems Starting BRM Components
- Problems Stopping BRM Components
- Problems Connecting to BRM
- Problems with Deadlocking
- Problems with Memory Management
- Problems Running Billing
- Problems Creating Accounts
- Problems Loading Configuration Objects
- Problems Running BRM Applications and Utilities
- Problem: Difficulty Locating Correct Source Code Version

Problems Starting BRM Components

- Problem: Bad Bind, Error 13
- Problem: Bad Bind, Error 125
- Problem: Cannot Connect to Oracle Database
- Problem: ORA-01502: Index 'PINPAP.I_EVENT_ITEM_OBJ__ID' or Partition of Such Index Is in Unusable State

Problem: Bad Bind, Error 13

One of the log files (**log** or **pinlog**) for the DM or CM has a reference to “bad bind" and “errno 13".

Cause

The port number specified in the configuration file (**dm_port** or **cm_ptr** entry) is incorrect.

Another possibility is that the port number is below 1023, and the CM, CMMP, or DM was not started as **root**. System processes that use port numbers below 1023 must be started as **root**. If you use a port number greater than 1024, you do not have to start the process as **root**.

Solution

Edit the configuration file for the component to specify an unassigned port number above 1023, such as 1950.

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Problem: Bad Bind, Error 125

The log file for the DM or CM has a reference to “bad bind" and “errno 125".

Cause

Duplicate port number. Some other process is already using the port.

Solution

Edit the configuration file for the component to specify an unassigned port number above 1023, such as 1950.

Problem: Cannot Connect to Oracle Database

When you look at the processes running, you see the Oracle DM master and front ends running but no back end running.

Causes

- The database name configuration entry (**sm_database**) for the DM points to the wrong database name. (The error message shows which database name the DM is trying to connect to.)
- The Oracle password configuration entry (**sm_pw**) is missing.
- The Oracle **tnsnames** file is missing or incorrect.
- The **oracle_sid** or **oracle_home** environment variable is set incorrectly.
- The Oracle DM is spawning too many back-end processes simultaneously for the IPC or BEQ protocol to handle.

Solutions

- Enter the correct database name and Oracle user name and password for the BRM database in the configuration file for the Oracle DM and restart the DM.
- Create a valid Oracle **tnsnames** file and check the environment variables.
- If you are using the IPC or BEQ protocol, configure the Oracle DM to wait a specified amount of time before spawning or respawning a new back-end process. To do this, add the following entry to the Oracle DM configuration file (*BRM_home***/sys/dm_oracle/pin.conf**), where *BRM_home* is the directory in which BRM is installed:

  ```
  - dm dm_restart_delay DelayTime
  ```

  > **Note**
  >
  > Adding a delay increases the Oracle DM startup time.

  where *DelayTime* is the amount of time, in microseconds, the Oracle DM should wait before spawning a new back-end process. Set *DelayTime* to the smallest possible time that fixes your connection problems. As a guideline, start with 1000000 microseconds (1 second) and then decrease the time until you find the optimal setting for your system.

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Problem: Lost TCP Connections

Cause

BRM recognizes when an application closes a TCP connection. If the computer running the client application fails, however, the application might not close the TCP socket.

Solutions

In the **pin.conf** files for the CM and the Connection Manager Master Process (CMMP), the **keepalive** entry specifies whether to monitor the TCP connection. See "Enabling Java PCM Clients to Use Operating System TCP/IP Keepalive Parameters".

> **Note**
>
> This entry should be set to avoid sockets not being closed properly due to network problems or hardware crashes.

The CM monitors the TCP connections by using the standard TCP **keepalive** feature. This lets you detect lost connections and clean up the CM and DM.

With the **keepalive** feature turned on, BRM uses the system's **keepalive** APIs to detect a lost connection and to try to reconnect, before closing the socket.

For more information on TCP **keepalive** options, see the TCP and **keepalive** documentation for your operating system.

Problem: Hung and or Looping Processes

A *hung* process does not respond in a normal fashion.

A *looping* process uses CPU cycles without doing any useful work.

Cause

If the CM does not respond to a login attempt, one of the processes in the system might be hung.

If the CPU time for a process is increasing and is out of proportion to the rest of the processes, this might be a looping process.

Solutions

Check the status of the CM. See "Monitoring Connection Manager Activity". The CM should show a new connection. If the CM report shows that the CM is “waiting on DM," the DM might be hung. You can check the database by verifying that it responds to manual SQL commands.

To check the CPU time used by a process, enter the following command twice, separated by a 10- to 30-second interval (or as much as several minutes on a lightly loaded system):

```
ps -ef | grep process
```


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Stopping a Hung or Looping Process

> **Note**
>
> Before you stop a hung or looping DM or CM process, check its status at least twice at 30-second intervals (or up to several minutes on a lightly loaded system). For more information, see "Monitoring Data Manager Activity" or "Monitoring Connection Manager Activity".

Enter the following command to stop a hung or looping process:

```
kill -ABRT process_id
```

BRM stops the process and writes a **core** image file of the process. If you contact Oracle Technical Support about this problem, send the **core** file along with the relevant log files. (See "Contacting Technical Support".)

Problem: ORA-01502: Index 'PINPAP.I_EVENT_ITEM_OBJ__ID' or Partition of Such Index Is in Unusable State

While loading the call data records (CDRs) using the direct path load option, an error stating that the index is in an unusable state occurs.

Cause

While IREL processes the CDRs using the direct path loading option, it updates the indexes. However, as the index is being updated, another application, for example, **pin_monitor_balance** would also access the same index partition.

Solution

Configure the **dm_sql_retry** entry in the **pin.conf** file. This is specified as an integer value that indicates the number of times an SQL statement is to be retried if this error occurs.

> **Note**
>
> This is not a mandatory parameter to be set in the **pin.conf** file. The default behavior is to not try running the SQL statement if the error occurs.

Problems Stopping BRM Components

- Problem: No Permission to Stop the Component
- Problem: No pid File

Problem: No Permission to Stop the Component

You run the stop script, but the script fails. You find a reference to “permission denied" in the log file for the component.

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Cause

You do not have permission to stop the BRM system.

Solution

Log in as **root** or as the user who started the BRM system.

Problem: No pid File

You run the stop script, but the script fails. You find a reference to “no pid file" in the log file for the component.

Cause

BRM cannot find the **.pid** file.

Solution

Identify the process ID for the component you want to stop, and then stop the process manually. See "Starting and Stopping the BRM System".

Problems Connecting to BRM

- Problem: Cannot Connect to the Database
- Problem: AMM Takes Longer Time to Connect to the Database
- Problem: Cannot Connect to the CM
- Problem: CM Cannot Connect to a DM

Problem: Cannot Connect to the Database

When you try to start a client application, you get an error message advising you of “problems connecting to the database."

Cause

The CM might not be set to handle the number of current client sessions.

Solution

Set the **cm_max_connects** entry in the configuration file for the CM to a number larger than the number of client sessions you anticipate. Then restart the CM.

Problem: AMM Takes Longer Time to Connect to the Database

When you try to enable the Account Migration Manager (AMM) jobs by running the **pin_amt** utility, the Authentication lapse error is logged in the **pin_amt.log** file.

Cause

When enabling the migration jobs, AMM takes much longer time than expected to connect to the Oracle database.

Solution

Do the following:

1. Open the *BRM_home***/bin/pin_amt** file in a text editor.

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2. Search for the following entries in the file:

```
$JAVA -DPIN_HOME=$PIN_DIR
-DJAVA_OPTS="-Xmx2048m -Xms256m" com.portal.amt.AmtUI $*
```

3. Replace the entries with the following:

```
$JAVA -Djava.security.egd=file:/dev/./urandom
-Dsecurerandom.source=file:/dev/./urandom
-DPIN_HOME=$PIN_DIR -DJAVA_OPTS="-Xmx2048m -Xms256m" com.portal.amt.AmtUI $*
```

4. Save and close the file.

Problem: Cannot Connect to the CM

An application cannot connect to BRM, and the log file for the application (which might be **default.pinlog** in the current directory) shows the error "PIN_ERR_NAP_CONNECT_FAILED(27)."

Causes

- The configuration file (**pin.conf**) for the application might be pointing to the wrong CM.
- The CM is not running.
- The CM is not set to handle this many connections.
- No TCP sockets are available on the client or CM machine, perhaps because you used many sockets recently and the sockets have not been released from their two-minute wait period after the connections were closed.

Solutions

- Open the configuration file for the application and check the entries that specify the CM.
- Check for CM processes. See "Checking the Number and ID of a BRM Process".
- Set the **cm_max_connects** entry in the configuration file for the CM to a number larger than the number of application sessions you anticipate. Then restart the CM.
- Wait a few minutes to see if the sockets are freed up.

  On Linux: To see how many sockets are available:

  ```
  netstat -n -A inet -t | wc -l
  ```

  If the resulting number is close to 65535, there are too many socket connections for a single IP address on this machine.

Problem: CM Cannot Connect to a DM

You might find a message similar to the following:

```
DMfe #3: dropped connect from 111.122.123.1:45826, too full
W Thu Aug 06 13:58:05 2001 portalhost dm:17446 dm_front.c(1.47):1498
```

Cause

There are not enough connections allowed for the DM.

Solution

- Use the **dm_max_per_fe** parameter in the DM configuration file to increase the number of CM connections allowed.

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- Install and configure an additional DM.

Problem: Rated Event Loader Cannot Connect to the CM

If SSL is enabled in BRM, sometimes Rated Event Loader fails to connect to the CM with the following error message:

```
An error occurred while attempting to connect to the Infranet CM.
Please validate the infranet.connection property value and ensure the CM is
running.
```

Cause

There might be a heavy load on Rated Event Loader.

Solution

Do the following:

1. Create a copy of the *BRM_home*/**wallet/client** directory by running the following command:

   cp -r *BRM_home*/**wallet/client** *BRM_home*/**wallet/client_ssl**

2. Open the *BRM_home*/**apps/pin_rel/Infranet.properties** file in a text editor.
3. Modify the **infranet.pcp.ssl.wallet.location** entry to point to the absolute path of the directory that you created in step 1:

   infranet.pcp.ssl.wallet.location = *BRM_home*/**wallet/client_ssl**

Problems with Deadlocking

- Problem: BRM “Stops Responding" or Oracle Deadlocks
- Problem: dm_oracle Cannot Connect to the Oracle Database

Problem: BRM “Stops Responding" or Oracle Deadlocks

Your BRM system stops responding, or Oracle reports deadlocking messages.

Cause

The DM might have too few back ends for the type of BRM activity.

Solution

Configure the DM with more back ends. For example, provide at least two DM back ends for each customer service representative. For more guidelines on setting the number of back ends, see "Improving Data Manager and Queue Manager Performance".

Problem: dm_oracle Cannot Connect to the Oracle Database

The Oracle DM (**dm_oracle**) waits indefinitely for a response from the Oracle database.

Cause

If there is a problem with the Oracle database, **dm_oracle** might stop responding when it attempts to connect to the database.

Solution

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Set the **database_request_timeout_duration** parameter in the **dm_oracle** configuration file (*BRM_home***/sys/dm_oracle/pin.conf**):

```
- dm database_request_timeout_duration milliseconds
```

where *milliseconds* is the number of milliseconds the DM waits for a response. For example:

```
- dm database_request_timeout_duration 10000
```

If the database does not respond during the wait period and you are using Oracle RAC, the DM times out and then makes one attempt to connect to another Oracle database instance.

If this **pin.conf** parameter is not specified or is set to **0**, the connection attempt does not time out.

> **Note**
>
> - If you are using a single database or a multischema system without Oracle RAC, the DM attempts to connect to the same database schema again. In this case, the *timeout* setting is useful only if you are experiencing temporary network problems.
> - If you are using Oracle RAC, the **tnsnames.ora** file must be configured correctly for the reconnection to work.

Problems with Memory Management

- Problem: Out of Memory
- Problem: Java Out of Memory Error
- Problem: Memory Problems with the Oracle DM

Problem: Out of Memory

The DM will not start, and the error log file for the DM refers to “bad shmget" or “bad shmat" and “errno 12." Or, when the system is running, the CM or an application shows the error “PIN_ERR_NO_MEM" in its log file.

Causes

The DM or another queuing-based daemon did not have enough shared memory to complete the operation. This is caused by one or more of the following conditions:

- Other processes are using all of the shared memory.
- There are too many CM processes.
- There are memory leaks in the CM or its FMs.

Solutions

To check for memory leaks, use **ps** with the **vsz** flag at two or more intervals to see changes in shared memory.

On Linux:

```
ps -eo pid,vsz,f,s,sz,pmem,comm | egrep 'cmldml [application]'
```


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For a CM, **vsz** should grow only until an operation has passed through the CM and then stay constant. For example, if **vsz** is growing during billing, there is a memory leak.

To check for and clean up unused memory on Linux:

1. Stop all DM processes. See "Starting and Stopping the BRM System".
2. Confirm that there are no DM processes running. See "Checking the Number and ID of a BRM Process".
3. Run **df -k** to check swap space usage. Confirm that the available space is very low.
4. Run **ipcs -ma** to show the shared memory segments that have been allocated but not used recently.
5. Run **ipcs -mac** to show the shared memory segments that have been allocated along with the corresponding user information.
6. Run **ipcs -mat** to show the shared memory segments that have been allocated detach timing information.

> **Note**
>
> In steps 4, 5, and 6, a shared memory segment is probably abandoned when you see the following conditions:
>
> - Number of attaches (NATTCH) is 0
> - KEY is 0 (and not using a special **dm_shmkey**)
> - Creator process ID (CPID) is gone
> - Last detach time (DTIME) has a value

7. Run **ipcrm -m** *segment_id* on each of the unused segments to free up the space.
8. Run **df -k** again to confirm that the available swap space has been cleared.
9. Stop and restart the DM processes.

To increase the system shared memory on Linux, open the **/etc/sysctl.conf** file and set the **shminfo_shmmax** configuration parameter to a value greater than the value of **dm_shmsize** in the DM configuration file (**pin.conf**). Stop and restart the computer.

Problem: Java Out of Memory Error

When using GUI applications such as Developer Center or batch applications such as Invoice formatter, you might sometimes receive “java.lang.OutOfMemoryError: Java heap space" error messages.

Cause

The Java application does not have enough memory to complete the operation.

Solution

Increase the maximum heap size used by the Java Virtual Machine (JVM). The exact amount varies greatly with your needs and system resources.

The heap size is controlled by the **-Xmx** size entry in the Java application startup script. By default, the **-Xmx** size entry is not present in the startup line. To increase the maximum heap

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size, add this entry and a number (in megabytes) to the application startup line. The following example adds a 1024 MB maximum heap size to the class:

```
java -Xmx1024m class
```

> **Note**
>
> Increasing the heap size may degrade the performance of other processes if insufficient resources are available. You must adjust the heap size based on your application needs and within your system's limits.

Problem: Memory Problems with the Oracle DM

The error log file for the DM for your Oracle database refers to “No memory for...", such as “No memory for list in pini_flist_grow." You suspect memory problems, but your system has sufficient memory for the environment.

Cause

The DM is not configured to use sufficient shared memory.

Solution

1. Open the DM configuration file (*BRM_home*/**sys/dm_oracle/pin.conf**).
2. Increase the size of the **dm_bigsize** and **dm_shmsize** parameters. Follow the guidelines in the configuration file for editing these entries.
3. Save the configuration file.
4. Stop and restart the DM.

Problems Running Billing

- Problem: Column Size Exceeded for EVENT_POID_LIST
- Problem: Billing Daemons Are Running, but Nothing Happens
- Problem: High CPU Usage for the Number of Accounts Processed

Problem: Column Size Exceeded for EVENT_POID_LIST

When BRM has events, like payments or adjustments, that transfer items, you may receive an error indicating that the maximum size of the EVENT_POID_LIST column has been exceeded in the ITEM_T, BILLINFO_T, or AU_BILLINFO_T table. For example, you may see this error when running PCM_OP_PAYMENT_COLLECT.

Cause

The standard length of the EVENT_POID_LIST column in the ITEM_T, BILLINFO_T, and AU_BILLINFO_T tables is 4000 characters. Some pricing configurations create values that exceed this limit. The most likely table to generate this error is ITEM_T.

Solution

You can solve this problem by increasing the size of the column in the relevant table or tables.

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You must run the following SQL commands before you run any of the table-specific commands below. You only need to run this set of commands once per schema. These commands must be run as a database user with **sysdba** privileges.

```
SHUTDOWN IMMEDIATE;
STARTUP UPGRADE;
ALTER SYSTEM SET max_string_size=extended;
@?/rdbms/admin/utl32k.sql
SHUTDOWN IMMEDIATE;
STARTUP;
```

In addition to the commands above, you must run the following commands once per schema. These commands should be run as the schema user, for example **pin01**:

```
update dd_objects_fields_t set length=32000 where FIELD_NAME='PIN_FLD_EVENT_POID_LIST';
commit;
update search_t set flags=0 where POID_ID0=701;
commit;
```

Run the following sets of commands depending on the table or tables that are causing the error. All of the commands below should be run as the schema user, for example **pin01**:

For errors from ITEM_T:

```
alter table item_t add epl_copy varchar2(32000);
update item_t set epl_copy = EVENT_POID_LIST;
update item_t set EVENT_POID_LIST = null;
commit;
alter table item_t modify EVENT_POID_LIST long;
alter table item_t modify EVENT_POID_LIST clob;
update item_t set EVENT_POID_LIST = epl_copy;
alter table item_t drop column epl_copy;
commit;
```

For errors from BILLINFO_T:

```
alter table billinfo_t add epl_copy varchar2(32000);
update billinfo_t set epl_copy = EVENT_POID_LIST;
update billinfo_t set EVENT_POID_LIST = null;
commit;
alter table billinfo_t modify EVENT_POID_LIST long;
alter table billinfo_t modify EVENT_POID_LIST clob;
update billinfo_t set EVENT_POID_LIST = epl_copy;
alter table billinfo_t drop column epl_copy;
commit;
```

For errors from AU_BILLINFO_T:

```
alter table au_billinfo_t add epl_copy varchar2(32000);
update au_billinfo_t set epl_copy = EVENT_POID_LIST;
update au_billinfo_t set EVENT_POID_LIST = null;
commit;
alter table au_billinfo_t modify EVENT_POID_LIST long;
alter table au_billinfo_t modify EVENT_POID_LIST clob;
update au_billinfo_t set EVENT_POID_LIST = epl_copy;
alter table au_billinfo_t drop column epl_copy;
commit;
```

Problem: Billing Daemons Are Running, but Nothing Happens

Even though the billing processes are running, BRM is not producing billing data.

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Cause

There are too few back ends for the DM. Because billing daemons run in parallel, you must have at least one DM back end for each billing program thread, plus one back end for the main thread searches.

Solution

Edit the **dm_n_be** entry in the DM configuration file (**pin.conf**) to add more back ends to the DM, and then stop and restart the DM. See "Configuring DM Front Ends and Back Ends".

Problem: High CPU Usage for the Number of Accounts Processed

Running the billing scripts puts an inordinately heavy load on the computer, and processing the accounts takes a long time.

Cause

An index is missing or unbalanced; or in Oracle, an index is in the CHOOSE Optimizer mode and statistics are out of date.

Solution

Rebuild the BRM indexes before you run the billing scripts. See "Rebuilding Indexes" in *BRM Installation Guide*.

Problems Creating Accounts

- Problem: fm_delivery_mail_sendmsgs Error Reported in the CM Log File
- Problem: Opcode Timeout Error When Creating an Account Using Web Services Manager

Problem: fm_delivery_mail_sendmsgs Error Reported in the CM Log File

Cause

BRM is trying to send a welcome email message, but the Email DM (**dm_email**) is not running.

Solution

Start the Email DM, or disable the welcome email message.

- To start the Email DM, see "Sending Email to Customers Automatically" in *BRM Managing Customers*.
- To disable the welcome message, see "Setting up Welcome Messages to Customers" in *BRM Managing Customers*.

Problem: Opcode Timeout Error When Creating an Account Using Web Services Manager

In BRM 15.x, when you try to create an account using Web Services Manager from any SOAP client, you may encounter the following error in the **cm.pinlog** file:

```
opcode timeout occurred before calling: PCM_OP_TRANS_OPEN
```

Cause

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The <CORRELATION_ID> element in the input payload contains colon characters (:). In BRM 15.x, there is a feature related to opcode timeout that parses the CORRELATION_ID based on colon characters. Therefore, it should not already exist in the input payload.

Solution

To resolve this error, ensure that you do not use a colon character in the <CORRELATION_ID> element for the input payload. You can replace this with a hyphen character (-).

For example, change

```
<CORRELATION_ID>e3d32cfc-a087-446b-809b-
aa92547731d5-2024-09-02T08:44:45.988Z</CORRELATION_ID>
```

to

```
<CORRELATION_ID>e3d32cfc-a087-446b-809b-
aa92547731d5-2024-09-02T08-44-45.988Z</CORRELATION_ID>
```

Problems Loading Configuration Objects

- Problem: Failed to create XML context in isXsltExists, error [266]

Problem: Failed to create XML context in isXsltExists, error [266]

Cause

The **load_config** utility tried to load the contents of XML configuration files into configuration (/config/*) objects in the BRM database, but the contents are not loaded.

Solution

Set the ORACLE_HOME environment variable to the BRM database client library path; for example, /tools/CGBU/contrib/Linux/x86_64/packages/oracle/db/12.2.0.1.0.

Problems Running BRM Applications and Utilities

- Problem: PIN_ERR_BAD_UTF8 Error
- Problem: ERR_DOUBLE_SEQ_NUMBER Error During TAP File Processing

Problem: PIN_ERR_BAD_UTF8 Error

BRM is reporting a **PIN_ERR_BAD_UTF8** error when you run a utility or application that accesses the BRM database.

Cause

A field in a BRM table requires UTF8 characters. However, the utility or application validates whether any database fields contain erroneous UTF8 characters as part of its normal process.

Solution

Disable the UTF8 validation process in BRM by doing the following:

1. In the Connection Manager (CM) configuration file (*BRM_home*/**sys/cm/pin.conf**), add the following entry:

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```
- cm pcp_validate_string_fields_as_utf8 0
```

2. In the Data Manager (DM) configuration file (*BRM_home*/**sys/dm_oracle/pin.conf**), add the following entry:

```
- dm pcp_validate_string_fields_as_utf8 0
```

3. In the **testnap** configuration file (*BRM_home*/**sys/test/pin.conf**), add the following entry:

```
- - pcp_validate_string_fields_as_utf8 0
```

Problem: ERR_DOUBLE_SEQ_NUMBER Error During TAP File Processing

Pipeline Manager creates Returned Account Procedure (RAP) files that are missing the Sender and Recipient fields, and the following error appears in the **TAPInProcessingPipeline.log**:

```
ERR_DOUBLE_SEQ_NUMBER | Double sequence number found (sequence number:'5200')
```

Cause:

This problem occurs when CDR files are not processed in strict order, or when multi-threaded or multi-transaction configurations lead to conflicts with sequence numbers in Transferred Account Procedure (TAP) file processing.

Solution:

To resolve this issue, configure the Pipeline Manager to process TAP files using single transactions or disable multi-threading in the TAPInProcessingPipeline. Do one of the following:

- Option 1: Enable single transaction processing for TAPInProcessingPipeline in the registry:

```
TAPInProcessingPipeline
{
    TransactionManager
    {
    SingleTransaction = True
    }
}
```

- Option 2: Disable multi-threading for TAPInProcessingPipeline in the registry:

```
TAPInProcessingPipeline
    {
    MultiThreaded = False
    }
```

> **Note**
>
> Ensure that the CDR files are processed in the correct order. Your mediation system should assign and maintain sequence numbers for CDR files. If sequence numbers are not available, the system will process files in last-modified order. Processing out of order can result in errors and incomplete RAP files.

Problems Troubleshooting Custom Code

- Problem: Difficulty Locating Correct Source Code Version

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Problem: Difficulty Locating Correct Source Code Version

If you are troubleshooting an issue relating to custom C or C++ code, you will have to look at log files. For example, **cm.pinlog** for the CM, **dm_oracle.pinlog** for the Oracle DM, and **pin_mta.pinlog** for multithreaded applications (MTA). It can be difficult to determine from the log files which version of custom code is being used, making it take a lot longer to troubleshoot.

Cause

When BRM generates error log files, it does not automatically specify the version of the source file that contains the error. Therefore, it takes additional time to identify the file before fixing it.

Solution

Add a version number to all your custom source code files in a way that will be recorded in the log files.

To do this, add the following line to the beginning of each custom source code file, before any **#include** statements.

```
#define PIN_FILE_SOURCE_ID "customSourceCode(N)"
```

where:

- *customSourceCode* is the name of the custom C or C++ source code file.
- *N* denotes the version number, such as **1**, **2**, or **3**. Increment the version number each time you commit a change to the code.

For example, in the first version of **fm_inv_pol_format.c**, you could add the following line:

```
#define PIN_FILE_SOURCE_ID "fm_inv_pol_format_invoice.c(1)"
```

When you include the **PIN_FILE_SOURCE_ID** statement, the component's pinlog file contains the version of the custom source code file. This is illustrated in the following sample log file entry:

```
D Mon Jan 1 00:00:00 2025 hostName cm:processID cm_utils.c(159):1470
3:serverName:UnknownProgramName:0:AWT-
EventQueue-0:7:1717564215660000:8:java_client.0.0.0.1::::-1 DDD
cm_pre_pcm_op: non-local opcode=PCM_OP_SEARCH
```

This log entry shows that an error occurred in version 159 of the **cm_utils.c** file at line number 1470. For more information about reading error messages, see "Understanding Error-Message Syntax".

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Using Error Logs to Troubleshoot BRM

Learn how to read error messages when troubleshooting Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- Using Error Logs to Troubleshoot BRM
- Understanding Error-Message Syntax
- Resolving Clusters of Error Messages
- Logging External User Information in Error Logs
- Interpreting Error Messages

Using Error Logs to Troubleshoot BRM

BRM error log files provide detailed information about system problems. If you are having a problem with BRM, look in the log files.

Log files include errors that need to be managed, as well as errors that do not need immediate attention (for example, invalid logins). To manage log files, you should make a list of the important errors for your system, as opposed to errors that do not need immediate attention.

Understanding Error-Message Syntax

BRM error messages use this syntax:

```
[severity] [date_&_time] [host_name] [program]:[pid] [file]:[line] [correlation_id]
[message]
```

where:

- *severity* is the severity of the error message. It can be one of the following values:
  - **E:** Error. An error indicates that a component of your BRM system is not operating correctly. This is the most severe type of problem.
  - **W:** Warning. Warnings indicate that the system cannot perform a task because the database contains incorrect or inconsistent data. The system continues to operate, but you should investigate and resolve problems with the data immediately.
  - **D:** Debug. Debugging messages, which indicate problems with an application, are typically used by application developers to diagnose errors in custom applications. You see these messages only if you set error reporting to the highest level.
- *date_&_time* is the date and time the message was logged.
- *host_name* is the name of the computer generating the message. If several machines are sharing a log file using Network File System (NFS), or if all log files are stored in a central location, use this information to pinpoint the machine with the problem.

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- *program* is the name of the program (or process) generating the log message. This information helps resolve problems in billing utilities, for example, because all billing utilities use the same log file.
- *pid* is the process ID for the process generating the log message. This information helps resolve problems in components, such as Connection Managers (CMs) and Data Managers (DMs), that might have many processes running in parallel with the same name (*program*).
- *file* is the name of the source file where the error was detected. Technical Support uses this information when diagnosing system problems.
- *line* is the line number in the source file where the error was detected. Technical Support uses this information when diagnosing system problems.
- *correlation_id* is the identifier for all error messages related to a single error occurrence. This information can be used to sort error messages and to identify the set of error messages generated from a single error occurrence.
- *message* is a detailed description of the error condition. Part of the message often includes the error type, location, and code, which you can use to interpret the error. See "Reference Guide to BRM Error Codes".

Resolving Clusters of Error Messages

An error often produces a cluster of error messages in the log file. The Facilities Modules (FMs), especially, tend to generate cascading messages. To resolve the error, isolate the group of messages, as defined by their common *correlation ID*, date/time, and process ID, and look at the first one in the series. The error location for that message generally indicates the source of the problem. Then find the last message text in the first error, to identify the operation that was associated with the error. Always consider whether an error could have been caused by something happening in a downstream process.

Logging External User Information in Error Logs

When using an external application to connect to BRM, if a request from the external application fails, BRM logs the BRM user, the external user and the external correlation ID in the *correlation_ID* of the log header, to identify the original request from the external application.

The additional information in the *correlation_ID* uses the following syntax:

```
BRM_user::external_user:external_correlation_ID
```

Where:

- *BRM_user*: Specifies the user with which BRM client connects to the CM.
- *external_user*: Specifies the user from the external system connecting to BRM.
- *external_correlation_ID*: Specifies the correlation ID that an external system passes to BRM in order to correlate between an operation within its system and the corresponding operations in BRM.

For example:

```
2:CT1255:Account_Manager:1948:1684:63:1063403309:14:root.0.0.0.1::user1:123456789
```


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> **Note**
>
> If the external application does not provide the external user and external correlation ID, the *correlation_ID* displays empty strings.
>
> For example:
>
> ```
> 2:CT1255:Account_Manager:1948:1684:63:1063403309:14:root.0.0.0.1:::
> ```

Interpreting Error Messages

The following examples show the typical process for evaluating and interpreting error messages to resolve problems with BRM.

Example 1: Failure of a Client Application

A BRM client application fails and displays an error message.

- Look in the application's log file. The file shows the following error message:

  ```
  E Fri Sep 12 14:50:05 2003 db2.corp:12602 sample_app.c:173
  1:CT1255:Account_Manager:1948:1684:63:1063403309:14
  op_cust_create_acct error [location=pin_errloc_dm class= errno= field num= recid=<0>
  reserved=<0>]
  ```

  The message shows that:

  - At 014:50:05 the system returned an error.
  - The host name is **db2.corp**.
  - The file name is **sample_app.c**.
  - The line of code is **173**.
  - The correlation ID is

    ```
    1:CT1255:Account_Manager:1948:1684:63:1063403309:14
    ```

  - There was a problem creating an account.
  - The error was first found in the DM.

  ```
  Check the Data Manager log file (dm_oracle.pinlog) for an error message that
  occurred at the same time and has the same correlation ID, in this case Fri Sep 12
  14:50:5 and
  1:CT1255:Account_Manager:1948:1684:63:1063403309:14:
  E Fri Sep 12 14:50:05 2003 db2.corp dm:12250 dm_subr.c(1.58):351
  1:CT1255:Account_Manager:1948:1684:63:1063403309:14
  ORACLE error: do_sql_insert: oexec: code 1653, op 4, peo 1
  =ORA-01653: unable to extend table PIN.EVENT_T by 512 in
  tablespace PIN00"insert into event_t ( poid_db, poid_id1,
  poid_id0, poid_type, aobj_db,
  ```

  The error message shows an Oracle error, with the Oracle code 1653.

- Consult the Oracle documentation. Code 1653 indicates that there is a problem with growing an extent. Because the error message reported that BRM was unable to extend one of the tables, you can infer that the problem is that there is no more room in the database and you must increase its size, as explained in the Oracle documentation.

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Example 2: Getting More Information from Error Numbers

You cannot start the DM.

- Check the **dm_oracle.pinlog** file, which shows the following error message:

```
E THU Sep 11 00:30:49 2003 kauai dm:29349 dm_main.c(1.74):1723
1:CT1255:dm:28492:1:0:1063265316:0
DM master dm_die:"bad bind(2)", errno 125
```

This error message indicates that the DM cannot initiate itself. Usually, **errno** followed by a number means that a system message is associated with this error. You can check the error file: **/usr/include/sys/errno.h**. In this case, error 125 is listed as “EADDRINUSE: Address already in use". In other words, the DM process is trying to use a port that is already in use by another process.

Example 3: Getting More Information about Oracle Errors

An error in the application log file indicates the error location is the DM.

- Check the **dm_oracle.pinlog** file, which shows the following error message:

```
E WED Aug 18 01:40:07 2003 kauai dm:402.354 dm_subr.c(1.80):481
1:CT1255:dm:28509:1:0:1061195411:7
ORACLE error: do_sql_insert: obndrv: code 1036, op 28, peo 0
=ORA-01036: illegal variable name/number
was binding ":poid_DB" buf 0x195b180, bufl 5, ftype 5
```

The message shows an Oracle error, number 1036, which you can investigate in the Oracle documentation by using the **oerr** command.

```
% oerr ora 1036
01036, 00000, "illegal variable name/number"
// *Cause: Unable to find bind context on user side
// *Action: Make sure that the variable being bound is in the sql statement.
```

The **obndrv** function is looking for the variable **:poid_DB** in the SQL statement, but the error says that it is not there.

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Reference Guide to BRM Error Codes

Learn how to use the Oracle Communications Billing and Revenue Management (BRM) error locations, classes, and codes to help troubleshoot problems in your system.

Topics in this document:

- Interpreting BRM Error Codes
- BRM Error Locations
- BRM Error Classes
- BRM Error Codes

For information about troubleshooting BRM, including examples of error messages that use these error codes, see "Resolving Problems in Your BRM System".

Interpreting BRM Error Codes

When a BRM process has a problem, its log file displays an error message that often includes:

- Error location; for example:

  ```
  location=<PIN_ERRLOC_FM:5>
  ```

- Error class; for example:

  ```
  class=<PIN_ERRCLASS_APPLICATION:4>
  ```

- Error code; for example:

  ```
  errno=<PIN_ERR_BAD_VALUE:46>
  ```

The tables below list the error locations, classes, and codes and give the meaning of each. Use this information to help find what caused the problem and what you can do to solve it.

BRM Error Locations

Table 41-1 lists the BRM error locations.

Table 41-1 BRM Error Locations

Error Location	No.	Source of the Error
PIN_ERRLOC_PCM	**1**	General problem connecting to BRM. Common causes include illegal parameters.
PIN_ERRLOC_PCP	**2**	Internal error. The Portal Communications Protocol (PCP) library provides communication support between the modules of BRM. Common causes include network connection failures. This value indicates a system problem that requires immediate attention.
PIN_ERRLOC_CM	**3**	Connection Manager. Common causes include an unknown opcode or an input flist missing the required Portal object ID (POID) field.

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Table 41-1 (Cont.) BRM Error Locations

Error Location	No.	Source of the Error
PIN_ERRLOC_DM	**4**	Data Manager. Common causes include an input flist that does not meet the required specification or a problem communicating with the underlying data storage system.
PIN_ERRLOC_FM	**5**	Facilities Module. Common causes include an input flist that does not conform to the required specification.
PIN_ERRLOC_FLIST	**6**	An flist manipulation routine local to the application. Common causes include an illegal parameter and low system memory.
PIN_ERRLOC_POID	**7**	POID manipulation routine local to the application. Common causes include an illegal parameter and low system memory.
PIN_ERRLOC_APP	**8**	An error occurred within an application.
PIN_ERRLOC_QM	**9**	An error occurred within the Queue Manager (**qmflist**).
PIN_ERRLOC_PCMCPP	**10**	An error occurred within the PCM C++ wrapper.
PIN_ERRLOC_LDAP	**11**	An error occurred within the LDAP library.
PIN_ERRLOC_UTILS	**14**	An error occurred within a BRM utility.
PIN_ERRLOC_JS	**15**	An error occurred within the Java Server Framework.
PIN_ERRLOC_JSAPP	**16**	An error occurred within the Java Server Application or opcode handler.
PIN_ERRLOC_PDO	**17**	An error occurred within the BRM data objects.

BRM Error Classes

Table 41-2 lists the BRM error classes.

Table 41-2 BRM Error Classes

Error Class	No.	Meaning
PIN_ERRCLASS_SYSTEM_DETERMINATE	**1**	The error was caused by a system failure during the operation. Retrying the operation is unlikely to succeed, and the system failure should be investigated immediately. The error was detected before any data was committed to the database; no data has changed. After the error is fixed, retry the operation.
PIN_ERRCLASS_SYSTEM_INDETERMINATE	**2**	The error was caused by a system failure during the “commit" phase of an operation. The error might not be repeatable, and the system might not save specific information about the error. There is a small window during the commit where a network failure can leave the system unsure of whether the commit occurred. This means it is up to the application to determine whether system data has been changed. This class of error is extremely rare, but you must deal with it carefully to avoid corrupting the data in the database. The transactional model of BRM guarantees that either all the changes within the indeterminate transaction are committed, or none of them are committed and the system data is left unchanged. If you find that no changes were made, resolve the system failure and retry the operation.

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Table 41-2 (Cont.) BRM Error Classes

Error Class	No.	Meaning
PIN_ERRCLASS_SYSTEM_RETRYABLE	**3**	The error was probably caused by a transient condition. Try the operation again. Common causes include a temporary shortage of system resources (perhaps caused by too many connections to the CM) or a failure of a network connection that you can route around. The error was detected before any data was committed to the database; no data has changed.
PIN_ERRCLASS_APPLICATION	**4**	The error was caused by a custom application passing invalid data to BRM or by a system failure within the client application. The error was detected before the requested operation was performed, so no data in the database has been changed. After you fix the error, retry the operation.

BRM Error Codes

Table 41-3 lists the BRM error codes.

Table 41-3 BRM Error Codes

Error Code	No.	Description
PIN_ERR_NONE	**0**	No error. This error code indicates a general condition, not a specific error. Some BRM routines use this error code to indicate that the routine was successful.
PIN_ERR_NO_MEM	**1**	There was insufficient memory to complete the attempted operation. Check system memory. Also check the **shmsize** and **bigsize** values in the Data Manager configuration file (**pin.conf**). If you see this error code with a custom application, check for memory leaks.
PIN_ERR_NO_MATCH	**2**	BRM couldn't find the value it was looking for. From the Data Manager, this error indicates a bad search template from the **qm_flist**. From the SDK FM, this error means that the FM cannot find the object it was told to modify.
PIN_ERR_NOT_FOUND	**3**	BRM couldn't find a value. This error code doesn't always indicate an error. For example, some opcodes look for a value in the configuration file, but if the value is not there, a default value can be used.
PIN_ERR_BAD_ARG	**4**	A required field in an flist is incorrect. This is always a serious error because the system will not work until the argument is fixed. The problem is usually a programming or data entry error.
PIN_ERR_BAD_XDR	**5**	The application unexpectedly lost the connection to the BRM database. Usually, this error means that the connection to the network was lost. If the network is working correctly, the BRM server might have stopped working. Look for errors in the CM log file. Also check for CM or DM **core** files.
PIN_ERR_BAD_FIRST_READ	**6**	No longer used.
PIN_ERR_BAD_READ	**7**	BRM couldn't read from the network or some other IO device, probably because the connection was cut off unexpectedly.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_NO_SOCKET	**8**	BRM couldn't create a socket. The machine or process might be overloaded and have reached a limit on socket/file descriptors. The networking part of the operating system might have failed. Try restarting the machine. If that doesn't work, report the problem to the OS vendor.
PIN_ERR_BAD_TYPE	**9**	BRM encountered an erroneous field or object type. This error usually results from programming errors in custom applications and FMs, but the error might also result from a mismatch between a field and its corresponding field type. If seen when **pcpxdr_fld_list** is called, it means a down-level version of the libraries saw incompatible wire protocols or a new field type.
PIN_ERR_DUPLICATE	**10**	BRM could not create an object because the requested ID is already used by another object.
PIN_COMPARE_EQUAL	**11**	This code doesn't indicate an error. The billing FM uses this code for internal operations.
PIN_COMPARE_NOT_EQUAL	**12**	This code doesn't indicate an error. The billing FM uses this code for internal operations.
PIN_ERR_MISSING_ARG	**13**	A required argument is missing. If the log file doesn't indicate the field, see the specification for the opcode.
PIN_ERR_BAD_POID_TYPE	**14**	BRM encountered an erroneous object type. This is similar to error 9, but is more specific to object type. For example, BRM was expecting an account object but encountered an event object.
PIN_ERR_BAD_CRYPT	**15**	Packet header failed encryption/decryption. Possible corruption of data.
PIN_ERR_BAD_WRITE	**16**	Error while attempting to send data on the IP socket.
PIN_ERR_DUP_SUBSTRUCT	**17**	Information not available.
PIN_ERR_BAD_SEARCH_ARG	**18**	A required field in a search template or flist is incorrect. This is always a serious error because the system will not work until the argument is fixed. The problem is usually a programming or data entry error.
PIN_ERR_BAD_SEARCH_ARG_RECID	**19**	Invalid automatic number identification (ANI) in the search operation.
PIN_ERR_DUP_SEARCH_ARG	**20**	There are duplicate entries in the search argument list.
PIN_ERR_NONEXISTANT_POID	**21**	BRM cannot find the object in the database.
PIN_ERR_POID_DB_IS_ZERO	**22**	The database number is specified as zero. Make sure the routine is passing a valid database number that matches the number in the configuration file.
PIN_ERR_UNKNOWN_POID	**23**	The POID does not contain valid information, or the format is incorrect.
PIN_ERR_NO_SOCKETS	**24**	BRM couldn't create a socket. The machine or process might be overloaded and have reached a limit on socket/file descriptors. The networking part of the operating system might have failed. Try restarting the machine. If that doesn't work, report the problem to the OS vendor.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_DM_ADDRESS_LOOKUP_FAILED	**25**	The Connection Manager couldn't find the Data Manager. The Bind (or DNS) service is pointing to the wrong TCP/IP address, or the network is having problems. Try pinging the DM to verify the network connection. Check the DM pointer specified in the configuration file for the CM.
PIN_ERR_DM_CONNECT_FAILED	**26**	BRM couldn't connect to the Data Manager. The configuration file for the CM might be pointing to the wrong DM, or the DM might not be running.
PIN_ERR_NAP_CONNECT_FAILED	**27**	An application couldn't connect to the Connection Manager. The configuration file for the application might be pointing to the wrong CM. The CM might not be running, or there might not be any more available connections. Also check for network errors between the application and the CM. For example, no more TCP sockets might be available on the client or CM machine.
PIN_ERR_INVALID_RECORD_ID	**28**	The ID of the specified element in the array is not valid. The specified ID might be greater than the maximum record ID.
PIN_ERR_STALE_CONF	**29**	BRM found outdated values in **pin.conf** entries.
PIN_ERR_INVALID_CONF	**30**	Configuration data is missing or in an invalid format in the **pin.conf** files.
PIN_ERR_WRONG_DATABASE	**31**	The database number in the POID is not valid.
PIN_ERR_DUP_ARG	**32**	The flist has duplicate fields or elements.
PIN_ERR_BAD_SET	**33**	BRM couldn't assign an object ID.
PIN_ERR_BAD_CREATE	**34**	A routine couldn't create an object.
PIN_ERR_BAD_FIELD_NAME	**35**	Mapping error from field home to type.
PIN_ERR_BAD_OPCODE	**36**	Undefined opcode used.
PIN_ERR_TRANS_ALREADY_OPEN	**37**	An application attempted to open a transaction when one was already open on the same object. This error usually results from a programming error in a custom application or FM. The error sometimes appears in a series of cascading errors; look for a predecessor error.
PIN_ERR_TRANS_NOT_OPEN	**38**	An application attempted to commit or cancel a transaction, but none had been opened. This error usually results from a programming error in a custom application or FM. The error sometimes shows up in a series of cascading errors; look for a predecessor error.
PIN_ERR_NULL_PTR	**39**	A routine couldn't get a value because it was set to “null". This error usually results from a programming error in a custom application or FM.
PIN_ERR_BAD_FREE	**40**	A routine tried, but failed, to free memory that was no longer needed. This error usually results from a programming error in a custom application or FM. This problem might cause memory leaks.
PIN_ERR_FILE_IO	**41**	Error while attempting to do an IO operation on a file.
PIN_ERR_NONEXISTANT_ELEMENT	**42**	The array in the specified object doesn't have the specified element.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_STORAGE	**43**	The database returned an error. Check the Data Manager log file for database-specific error messages. Also check the database server error logs.
PIN_ERR_TRANS_TOO_MANY_POIDS	**44**	BRM attempted transactions to too many Data Managers.
PIN_ERR_TRANS_LOST	**45**	The transaction was lost. The Data Manager failed during a transaction.
PIN_ERR_BAD_VALUE	**46**	BRM couldn't interpret data from the database. The data isn't valid in the current context, and BRM cannot resolve the conflict.
PIN_ERR_PARTIAL	**47**	When sending a batch of transactions to the credit card Data Managers, some of the credit cards were processed, but others were not.
PIN_ERR_NOT_YET_DONE	**48**	BRM has not yet completed an operation (such as an opcode or transaction). This is typically an internal debugging error code that isn't displayed.
PIN_ERR_STREAM_IO	**49**	The application encountered an error while sending data to or from the BRM database. Usually, this error means that the connection to the network was lost. If the network is working correctly, the server might have stopped working. Look for errors in the CM log file. Also check for CM or DM core files.
PIN_ERR_STREAM_EOF	**50**	The application unexpectedly lost the connection to the BRM database. Usually, this error means that the connection to the network was lost. If the network is working correctly, the server might have stopped working. Look for errors in the CM log file. Also check for CM or DM **core** files.
PIN_ERR_OP_NOT_OUTSTANDING	**51**	No operation is in progress under this context.
PIN_ERR_OP_ALREADY_BUSY	**52**	There is an operation already in progress within this context.
PIN_ERR_OP_ALREADY_DONE	**53**	Certain operations can be done only once. This error indicates that an operation of this type is being attempted a second time.
PIN_ERR_NO_DATA_FIELDS	**54**	The Data Manager received an flist with no data fields. Check the input flist.
PIN_ERR_PROHIBITED_ARG	**55**	BRM couldn't create an object because one or more values were invalid or fields do not allow updating.
PIN_ERR_BAD_LOGIN_RESULT	**56**	The application couldn't connect to the CM. Check the login name and password.
PIN_ERR_CM_ADDRESS_LOOKUP_FAILED	**57**	The application couldn't find the computer running the CM. The Bind (or DNS) service is pointing to the wrong TCP/IP address, or the network is having problems. Try pinging the CM to verify the network connection. Check the CM host name specified in the configuration file for the application.
PIN_ERR_BAD_LOGIN_REDIRECT_INFO	**58**	The re direction information received from the CMMP is incorrect.
PIN_ERR_TOO_MANY_LOGIN_REDIRECTS	**59**	Too many connect login redirects from the CMMP. This error might have resulted from a loop in the configuration. Check the configuration files for the application, CM, and DM.
PIN_ERR_STEP_SEARCH	**60**	The step search operation didn't find an expected **STEP_NEXT/ STEP_END**.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_STORAGE_DISCONNECT	**61**	BRM lost the connection with the database during the middle of a transaction and couldn't re-establish the connection. See "Configuring Oracle Databases" in *BRM Installation Guide*.
PIN_ERR_NOT_GROUP_ROOT	**62**	Not the root of a group.
PIN_ERR_BAD_LOCKING	**63**	Error while attempting to lock/unlock a heap storage.
PIN_ERR_AUTHORIZATION_FAIL	**64**	No information available.
PIN_ERR_NOT_WRITABLE	**65**	Tried to write a field that cannot be modified.
PIN_ERR_UNKNOWN_EXCEPTION	**66**	Unknown C++ exception.
PIN_ERR_START_FAILED	**67**	BRM couldn't start the process.
PIN_ERR_STOP_FAILED	**68**	BRM couldn't stop the process.
PIN_ERR_INVALID_QUEUE	**69**	No information available.
PIN_ERR_TOO_BIG	**70**	No information available.
PIN_ERR_BAD_LOCALE	**71**	BRM doesn't understand the locale. Check the locale of the computer running the client application.
PIN_ERR_CONV_MULTIBYTE	**72**	A client application had a problem converting data from UTF8 format, as it is stored in the BRM database, to multibyte format. Either the client has the wrong locale or the data is corrupted.
PIN_ERR_CONV_UNICODE	**73**	A client application had a problem converting data from UTF8 format, as it is stored in the BRM database, into Unicode format. Either the client has the wrong locale or the data are corrupted.
PIN_ERR_BAD_MBCS	**74**	The input flist includes a string that is not in valid multibyte format.
PIN_ERR_BAD_UTF8	**75**	The input flist includes a string that is not in valid Unicode format.
PIN_ERR_CANON_CONV	**76**	No information available.
PIN_ERR_UNSUPPORTED_LOCALE	**77**	BRM doesn't support canonicalization for the locale of the client application.
PIN_ERR_CURRENCY_MISMATCH	**78**	A nonpaying bill unit (**/billinfo** object) or account has a different account currency than the parent account.
PIN_ERR_DEADLOCK	**79**	Two or more database sessions attempted to access the same database resource. Each session waits for another session to release locks on the resource. The database detects the deadlock and cancels one of the session's operations. If you receive this error, retry the transaction or operation.
PIN_ERR_BACKDATE_NOT_ALLOWED	**80**	BRM cannot backdate the adjustment, write-off, or other transaction because the G/L report has already been posted.
PIN_ERR_CREDIT_LIMIT_EXCEEDED	**81**	No information available.
PIN_ERR_IS_NULL	**82**	The value is null (not set).
PIN_ERR_DETAILED_ERR	**83**	A detailed error message uses an enhanced buffer (errbuf).
PIN_ERR_AR_ACTION_EXISTS	**84**	Outstanding A/R actions present which must be closed before proceeding.
PIN_ERR_BACKDATE_BEFORE_ACCOUNT_EFFECTIVE_DATE	**85**	Backdated date is prior to the effective date of the account.
PIN_ERR_BACKDATE_BEFORE_GL_POSTING_DATE	**86**	Backdated date is prior to the G/L posting date.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_BACKDATE_BEFORE_SERVICE_EFFECTIVE_DATE	**87**	Backdated date is prior to the effective date of the service.
PIN_ERR_BACKDATE_BEFORE_OFFERING_EFFECTIVE_DATE	**88**	Backdated date is prior to the effective date of the offer.
PIN_ERR_BACKDATE_FEES_ALREADY_APPLIED	**89**	Fees have already been applied for backdated date.
PIN_ERR_BACKDATE_BEFORE_STATUS_CHANGE	**90**	Backdated date is prior to the date of the last status change.
PIN_ERR_BACKDATE_BEFORE_PURCHASE_START	**91**	Backdated date is prior to purchase start date.
PIN_ERR_STMT_CACHE	**92**	There is a problem with the statement cache.
PIN_ERR_CACHE_SIZE_ZERO	**93**	Tried to initialize **cm_cache** with zero size.
PIN_ERR_DEF_BG_MOVEMENT	**94**	Cannot repoint the default balance group of a billinfo.
PIN_ERR_ACCT_BG_MOVEMENT	**95**	Cannot repoint the account level balance group.
PIN_ERR_VALIDATE_PROFILE	**96**	Profile validation failed.
PIN_ERR_CORR_INV_DISABLED	**97**	Corrective Invoicing feature is disabled.
PIN_ERR_BILL_IS_SUBORD	**98**	Corrective bill cannot be produced for subordinate bill.
PIN_ERR_BILL_IS_NOT_FINALIZED	**99**	Bill has to be finalized in order to produce a corrective bill.
PIN_ERR_REASON_AND_DOMAIN_NOT_PRESENTED	**100**	Both the fields, REASON_ID and REASON_DOMAIN_ID, must be presented in the input.
PIN_ERR_TYPE_NOT_REPLACEMENT	**101**	In the absence of A/R charges, the invoice type should be set to 'Replacement'.
PIN_ERR_NO_AR_CHARGES	**102**	There are no A/R charges.
PIN_ERR_BILL_IS_NOT_LAST	**103**	The bill is not the last one for the 'balance_forward' accounting type.
PIN_ERR_BILL_IS_FULLY_PAID	**104**	Bill is fully paid.
PIN_ERR_BILL_IS_PAID	**105**	Bill is already paid.
PIN_ERR_AR_CHARGES_ARE_TOO_LOW	**106**	A/R charges are less than the threshold value.
PIN_ERR_NOT_PRIMARY	**107**	Not the primary instance.
PIN_ERR_REASON_OR_DOMAIN_ARE_NOT_CORRECT	**108**	Either reason or domain are not correct.
PIN_ERR_NO_INVOICE_FOR_BILL	**109**	The invoice for the bill has to be created before producing the corrective bill.
PIN_ERR_PAYMENTS_EXIST	**110**	There are no A/R charges except payments.
PIN_ERR_INVALID_STATE	**111**	The state is invalid.
PIN_ERR_NO_SECONDARY	**112**	No secondary instance exists.
PIN_ERR_ACCT_CLOSED	**113**	The account is in the Closed state.
PIN_ERR_EM_CONNECT_FAILED	**114**	The connection between the CM and EM failed.
PIN_ERR_FAST_FAIL	**115**	A fast fail occurred in dual timeout.
PIN_ERR_BAD_ENC_SCHEME	**116**	The MD5 encryption scheme is configured; however, the AES encryption library is being used.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_MAX_BILL_WHEN	**117**	The value in the **bill_when** field exceeds the maximum number of months allowed in billing cycles.
PIN_ERR_PERF_LIMIT_REACHED	**118**	The performance limit has been reached.
PIN_ERR_ACTIVE_NOT_READY	**119**	The TIMOS passive instance is switching over to active, but it is not active yet.
PIN_ERR_POID_ALREADY_LOCKED	**120**	The POID is already locked.
PIN_ERR_SERVICE_LOCKED	**121**	This error code is used by SOX.
PIN_ERR_VALIDATE_PASSWORD	**122**	Password validation failed.
PIN_ERR_DISC_AMT_AND_PERCENT	**123**	Only one among discount amount and percent is allowed in input.
PIN_ERR_COLLECTIONS_MANDATORY_ACTION_STATUS_ERROR	**124**	Mandatory Action cannot be cancelled.
PIN_ERR_COLLECTIONS_ACTION_INSERT_ERROR	**125**	Actions cannot be inserted before or between complete actions.
PIN_ERR_COLLECTIONS_ALREADY_PART_OF_COLLECTIONS_GROUP	**126**	Billinfo is already part of another group.
PIN_ERR_COLLECTIONS_ALREADY_UNDER_PROMISE_TO_PAY_OBLIGATION	**127**	This billinfo is already associated with a Promise-to-Pay obligation. Another invocation cannot be initiated.
PIN_ERR_COLLECTIONS_PROMISE_TO_PAY_INVOKE_IN_PAST	**128**	A Promise-to-Pay cannot be invoked for a date in the past or on the same date as the system date.
PIN_ERR_COLLECTIONS_ADD_ACTION_IN_PROMISE_TO_PAY_PERIOD	**129**	This action cannot be inserted during the Promise-to-Pay period.
PIN_ERR_COLLECTIONS_NOT_UNDER_PROMISE_TO_PAY_OBLIGATION	**130**	The customer or the billinfo is not under Promise-to-Pay obligation.
PIN_ERR_COLLECTIONS_ADD_PROMISE_ACTION_OUTSIDE_PROMISE_TO_PAY_PERIOD	**131**	Cannot add promise action outside of a Promise-to-Pay period.
PIN_ERR_COLLECTIONS_UPDATE_PROMISE_ACTION_ERROR	**132**	Cannot update Promise-to-Pay information.
PIN_ERR_COLLECTIONS_MILESTONE_AMOUNT_NOT_FOUND	**133**	Both milestone amount and number of milestones are not found. Either one of them should be specified
PIN_ERR_COLLECTIONS_INVALID_MILESTONE_AMOUNT	**134**	Milestone amount should be less than or equal to overdue amount.
PIN_ERR_COLLECTIONS_MILESTONE_INTERVAL_NOT_FOUND	**135**	Both milestone interval and total number of days are not found. Either one of them should be specified.
PIN_ERR_COLLECTIONS_PARAMETER_IS_ZERO	**136**	Milestone interval should be greater than zero.
PIN_ERR_COLLECTIONS_INVALID_PROMISE_AMOUNT	**137**	Promise amount should be greater than exit amount.
PIN_ERR_COLLECTIONS_MEMBER_BILLINFO_CANNNOT_BE_EXEMPTED	**138**	Cannot exempt: Billinfo is a member of **/group/collections_targets**.
PIN_ERR_COLLECTIONS_BILLINFO_HAS_CYCLE_RELATION	**139**	The billinfo has cycle relation.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_COLLECTIONS_GROUP_NAME_ALREADY_EXISTS	**140**	The name is either already in use or is empty. Please provide a unique name.
PIN_ERR_COLLECTIONS_BILLINFO_IS_SUBORD	**141**	Billinfo is a subordinate.
PIN_ERR_COLLECTIONS_BILLINFO_IS_ALREADY_EXEMPTED	**142**	Billinfo is already exempted from collections.
PIN_ERR_COLLECTIONS_BILLINFO_IS_ALREADY_MEMBER	**143**	Billinfo is already a member of collections group.
PIN_ERR_COLLECTIONS_BILLINFO_IS_ALREADY_PARENT	**144**	Billinfo is already parent of collections group.
PIN_ERR_COLLECTIONS_BILLINFO_IS_IN_COLLECTIONS	**145**	Member's billinfo is already present in collections.
PIN_ERR_CUST_SEPA_CURRENCY_NOT_EURO	**146**	Customer SEPA currency is not in Euro.
PIN_ERR_CUST_INVALID_IBAN_LENGTH	**147**	Length of IBAN is not according to ISO 13616:2007 standard.
PIN_ERR_CUST_INVALID_IBAN_FORMAT	**148**	IBAN is not according to ISO 13616:2007 standard.
PIN_ERR_CUST_NON_MOD97_IBAN	**149**	IBAN is not mod97 compliant.
PIN_ERR_CUST_INVALID_BIC_LENGTH	**150**	The length of the BIC is not in accordance with standards. It should be either 8 or 11 characters.
PIN_ERR_CUST_INVALID_BIC_FORMAT	**151**	Invalid format of customer's Business Identifier Code (BIC).
PIN_ERR_CUST_UMR_ALREADY_EXISTS	**152**	Customer unique mandate reference (UMR) number already exists.
PIN_ERR_CUST_INVALID_MANDATE_SIGNED_T	**153**	Invalid mandate signed date.
PIN_ERR_CUST_INVALID_CREDITOR_INFO	**154**	Invalid creditor information of customer.
PIN_ERR_CUST_NON_EXISTANT_CREDITOR_ID	**155**	Non-existent creditor ID of customer.
PIN_ERR_CUST_NON_EXISTANT_CREDITOR_INFO	**156**	Non-existent creditor info of customer.
PIN_ERR_CUST_PENDING_SEPA_REQUEST	**157**	The Payinfo has a **/sepa** object in a pending status; hence, deletion is not possible.
PIN_ERR_XAER_PROTO	**158**	An XA transaction protocol error has occurred; a routine was started in an improper context.
PIN_ERR_XAER_OUTSIDE	**159**	The resource manager (JCA Resource Adapter) is doing work outside the XA transaction.
PIN_ERR_XAER_NOTA	**160**	The global transaction ID (XID) for the XA transaction is invalid.
PIN_ERR_XAER_INVAL	**161**	An invalid argument was passed during the XA transaction.
PIN_ERR_XAER_DUPID	**162**	The global transaction ID (XID) for the XA transaction already exists.
PIN_ERR_XAER_ASYNC	**163**	An asynchronous operation is outstanding.
PIN_ERR_XA_RDONLY	**164**	The XA transaction branch was read-only and has been committed.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_XA_RETRY	**165**	The routine returned without having any effect. It can be reissued.
PIN_ERR_XA_HEURHAZ	**166**	The XA transaction branch might have been manually committed to the BRM database. Some parts of the transaction are known to have been manually committed or rolled back, but the outcome of the entire transaction is unknown.
PIN_ERR_XA_HEURCOM	**167**	The XA transaction branch has been manually committed to the BRM database. BRM returns this error code to JCA Resource Adapter during the recovery process of a failed two-phase commit transaction.
PIN_ERR_XA_HEURRB	**168**	The XA transaction branch has been manually rolled back. BRM returns this error code to JCA Resource Adapter during the recovery process of a failed two-phase commit transaction.
PIN_ERR_XA_HEURMIX	**169**	Part of the XA transaction branch has been manually committed to the BRM database, and part has been manually rolled back. BRM returns this error code to JCA Resource Adapter during the recovery process of a failed two-phase commit transaction.
PIN_ERR_XA_RBCOMMFAIL	**170**	The XA transaction was rolled back because of a communications failure.
PIN_ERR_XA_RBDEADLOCK	**171**	The XA transaction was rolled back because a deadlock was detected.
PIN_ERR_XA_RBINTEGRITY	**172**	The XA transaction was rolled back because a condition that violates the integrity of the resource was detected.
PIN_ERR_XA_RBOTHER	**173**	The XA transaction was rolled back for a reason not specified by an error code in this table.
PIN_ERR_XA_RBPROTO	**174**	The XA transaction was rolled back because of a protocol error in the resource manager.
PIN_ERR_XA_RBROLLBACK	**175**	The XA transaction was rolled back for an unspecified reason.
PIN_ERR_XA_RBTIMEOUT	**176**	The XA transaction was rolled back because it timed out.
PIN_ERR_XA_RBTRANSIENT	**177**	The XA transaction was rolled back because of a brief malfunction. The transaction branch can be retried.
PIN_ERR_XAER_RMFAIL	**178**	The extended architecture (XA) transaction resource manager (JCA Resource Adapter) is unavailable.
PIN_ERR_XAER_RMERR	**179**	An XA transaction resource manager (JCA Resource Adapter) error occurred in the transaction branch.
PIN_ERR_PURCHASE_FUTURE_DEAL	**180**	Future dated purchase deal has wrong purchase cycle and usage start dates.
PIN_ERR_PURCHASE_EXPIRED_DEAL	**181**	Cannot purchase the expired deal.
PIN_ERR_PERMISSION_DENIED	**182**	The attempted operation is not allowed; data is not viewable.
PIN_ERR_PDO_INTERNAL	**183**	An internal error occurred in the BRM data objects.
PIN_ERR_IPT_DNIS	**184**	The Dialed Number Identification Service (DNIS) is not authorized.
PIN_ERR_DB_MISMATCH	**185**	The database numbers do not match.
PIN_ERR_NO_CREDIT_BALANCE	**186**	No credit balance is available.
PIN_ERR_NOTHING_TO_BILL	**187**	There are no new items to bill.
PIN_ERR_MASTER_DOWN	**188**	The main BRM system is down.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_OPCODE_HNDLR_INIT_FAIL	**189**	The opcode handler initialization at JS failed.
PIN_ERR_INVALID_OBJECT	**190**	The POID is invalid. This error occurs when an object is accessed whose database_number field of the POID is NULL.
PIN_ERR_VALIDATE_ADJUSTMENT	**191**	The validate adjustment policy opcode fails.
PIN_ERR_SYSTEM_ERROR	**192**	A generic system error occurred while the application was running.
PIN_ERR_BILLING_ERROR	**193**	An error occurred during the billing run.
PIN_ERR_AUDIT_COMMIT_FAILED	**194**	Commit for the audit tables failed.
PIN_ERR_NOT_SUPPORTED	**195**	The operation is not supported.
PIN_ERR_INVALID_SER_FORMAT	**196**	The serialized format received from the database is incorrect.
PIN_ERR_READ_ONLY_TXN	**197**	Cannot insert or update in a read-only transaction.
PIN_ERR_VALIDATION_FAILED	**198**	Deals or plans validation failed.
PIN_ERR_PROC_BIND	**199**	The binding for the Procedure arguments failed.
PIN_ERR_PROC_EXEC	**200**	The procedure returned an application-specific error.
PIN_ERR_STORAGE_FAILOVER	**201**	An Oracle RAC failover message.
PIN_ERR_RETRYABLE	**202**	A failover error occurred and is retryable if needed.
PIN_ERR_TIMEOUT	**203**	Request timeout.
PIN_ERR_CONNECTION_LOST	**204**	The connection has been lost.
PIN_ERR_FEATURE_DISABLED	**205**	The feature is disabled.
PIN_ERR_CONV_NOT_ALLOWED_IN_DELAY_PERIOD	**206**	Conversion not allowed in delay period.
PIN_ERR_AR_CREATE_ITEM_DISUTE_WITH_ZERO_DUE	**207**	Item dispute accounts receivable action created with zero amount due.
PIN_ERR_AR_TAX_INFORMATION_NOT_FOUND	**208**	Tax information not found.
PIN_ERR_AR_ACCOUNT_WRITEOFF_FAILED	**209**	Account write-off failed.
PIN_ERR_PYMT_NOT_RECORDED_FOR_CORRECT_ACCT	**210**	Payment not recorded for correct account.
PIN_ERR_COLLECTIONS_INVALID_CONFIG_COLLECTIONS_PROMISE_TO_PAY_SPEC	**211**	Invalid configuration in collections Promise-to-Pay specification.
PIN_ERR_COLLECTIONS_INVALID_MILESTONE_PERCENTAGE	**212**	Milestone percentage is less than Promise-to-Pay specification percentage.
PIN_ERR_COLLECTIONS_INVALID_TOTAL_MILESTONE_AMOUNT	**213**	Milestone amount should be less than or equal to overdue amount.
PIN_ERR_COLLECTIONS_INVALID_TOTAL_MILESTONE_PERCENTAGE	**214**	Invalid total milestone percentage.
PIN_ERR_COLLECTIONS_MILESTONE_INTERVAL_EXCEEDED	**215**	Milestone interval exceeded.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_COLLECTIONS_NUM_OF_MILESTONE_EXCEEDED	**216**	Number of milestone exceeded.
PIN_ERR_INSTL_PERCENTAGE_NOT_VALID	**217**	Installment percentage not valid.
PIN_ERR_INSTL_CRITERIA_NOT_VALID	**218**	Installment criteria not valid.
PIN_ERR_INSTL_OPERATOR_NOT_VALID	**219**	Operator not valid.
PIN_ERR_INSTL_BAD_INPUT	**220**	Invalid input field.
PIN_ERR_INSTL_INVALID_STATE_TRANSITION	**221**	Invalid state transition in installment.
PIN_ERR_INSTL_UPDATE_STATUS_FAILED	**222**	Installment status update failed.
PIN_ERR_INSTL_BUFFER_NOT_FOUND	**223**	Installment buffer not found.
PIN_ERR_INSTL_NON_ZERO_ITEM_DUE	**224**	Non zero item due in installment.
PIN_ERR_INSTL_UPDATE_FAILED	**225**	Installment update failed.
PIN_ERR_INSTL_OBJECT_BAD_RESULTS	**226**	Installment object not found.
PIN_ERR_INSTL_TOTAL_AMT_INVALID	**227**	Invalid installment total amount.
PIN_ERR_INSTL_NOT_FOUND	**228**	Installment not found.
PIN_ERR_INSTL_ERROR_MANDATORY_FIELD_MISSING	**229**	Mandatory field is missing in the input for installment opcodes.
PIN_ERR_INSTL_BAD_STATUS	**230**	Invalid status of installment.
PIN_ERR_INSTL_ALREADY_CREATED	**231**	Installment already created.
PIN_ERR_INSTL_INVALID_PERIOD	**232**	Invalid installment period.
PIN_ERR_NOTIF_SPEC_DUPLICATE	**250**	Notification specifcation already exists.
PIN_ERR_NOTIF_SPEC_CRITERIA_NOT_VALID	**251**	Notification specification criteria not valid.
PIN_ERR_NOTIF_SPEC_MANDATORY_FIELD_MISSING	**252**	Notification specification mandatory field missing.
PIN_ERR_NOTIF_OPERATOR_NOT_VALID	**253**	Notification operator not valid.
PIN_ERR_NOTIF_TYPE_NOT_VALID	**254**	Notification type not valid.
PIN_ERR_NOTIF_INVALID_DELIVERY_METHOD	**255**	Delivery method in input is invalid.
PIN_ERR_NOTIFICATION_SPEC_NOT_FOUND	**256**	Notification specification not found.
PIN_ERR_INSTL_NO_OPEN_ITEMS	**257**	No open items available to select for installment.
PIN_ERR_RETRY_SET_TRANS_ERROR	**261**	Rollback and retry the failed transaction according to the user's configuration.

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Table 41-3 (Cont.) BRM Error Codes

Error Code	No.	Description
PIN_ERR_SKIP_FLD_MISMATCH_ERROR	**262**	Indicates that the mismatch error between portal_op_flds.dat and the database will be ignored.
PIN_ERR_DEPOSIT_SPEC_PROFILE_DUPLICATE	**331**	Deposit specification profile already exists.
PIN_ERR_DEPOSIT_SPEC_PROFILE_NOT_FOUND	**332**	Deposit specification profile not found.
PIN_ERR_DEPOSIT_SPEC_NOT_FOUND	**333**	Deposit specification not found.
PIN_ERR_DEPOSIT_BAD_INPUT	**334**	Invalid input.
PIN_ERR_DEPOSIT_PURCHASED_DEPOSIT_NOT_FOUND	**335**	Purchased deposit not found.
PIN_ERR_DEPOSIT_REFUND_REQUEST_NOT_FOUND	**336**	Refund request not found.
PIN_ERR_DEPOSIT_INVALID_AMOUNT	**337**	Invalid amount.
PIN_ERR_DEPOSIT_INVALID_CHARGE_OFFER	**338**	Invalid charge offer.
PIN_ERR_DEPOSIT_BUFFER_NOT_FOUND	**339**	Buffer not found.
PIN_ERR_DEPOSIT_SPEC_STATUS_DRAFT	**340**	Incorrect draft flag in input flist.
PIN_ERR_DEPOSIT_INVALID_SERVICE	**341**	Invalid service.
PIN_ERR_DEPOSIT_INVALID_ACTION	**342**	Invalid action.
PIN_ERR_DATA_OVERFLOW	**343**	To indicate error when size limit exceeds during conversion.

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Part V

Monitoring BRM with Prometheus and Grafana

This part describes how to monitor an Oracle Communications Billing and Revenue Management (BRM) system using external applications, such as Prometheus and Grafana. It contains the following chapters:

- Monitoring BRM Components
- Monitoring Business Operations Center
- Monitoring Billing Care and Billing Care REST API
- Monitoring Pipeline Configuration Center

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Monitoring BRM Components

Learn how to use external applications, such as Pushgateway, Prometheus, and Grafana, to monitor components in Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- About Monitoring Your BRM Components
- Setting Up Monitoring for BRM Components
- BRM Opcode Metrics

About Monitoring Your BRM Components

You can set up monitoring for the following BRM components:

- Connection Manager (CM)
- Oracle Data Manager (DM) shared memory, front-end processes, and back-end processes
- BRM Java Applications: RE Loader Daemon, Batch Controller, and EAI Java Server (JS)
- Web Services Manager

BRM caches metrics for all components and uses Prometheus Pushgateway to expose them through a single endpoint. Prometheus pulls the metric data from this endpoint and stores it in a time-series database. You can then use Grafana to display the data in a graphical dashboard for analysis.

Setting Up Monitoring for BRM Components

To set up monitoring for your BRM components:

1. Install the following external software on your system:
   - Prometheus Pushgateway. See https://github.com/prometheus/pushgateway on the GitHub website.
   - Prometheus. See "Installation" in the Prometheus documentation.
   - Grafana. See "Install Grafana" in the Grafana documentation.

   For a list of compatible software versions, see *BRM Compatibility Matrix*.
2. Optionally, customize Pushgateway. See "Customizing Pushgateway for BRM".
3. Enable Perflib-based monitoring of your CM. See "Enabling Monitoring of Your CM".
4. Enable Perflib-based monitoring of your Oracle DM. See "Enabling Monitoring of Your Oracle DM".
5. Expose metrics for BRM Java applications such as Batch Controller and REL Daemon. See "Enabling Monitoring of BRM Java Applications".
6. Expose metrics for Web Services Manager. See "Enabling Monitoring of Web Services Manager".

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7. Configure Prometheus to scrape BRM metric data from the Pushgateway endpoint. See "Configuring Prometheus for BRM Components".
8. Configure Grafana to display metric data for your BRM components. See "Creating Grafana Dashboards for BRM Components".

Customizing Pushgateway for BRM

By default, Pushgateway exposes BRM metrics at **http://localhost:9091/metrics**, and Prometheus scrapes the **brm_status_tracker** and **brm_memory_usage** metrics from Pushgateway every 5 seconds. However, you can customize where Pushgateway exposes the BRM metrics and how Prometheus scrapes them.

To customize Pushgateway for BRM:

1. Open the *BRM_home***/bin/configurations.yaml** file in a text editor.
2. To customize where Pushgateway exposes BRM metrics, edit the following keys:
   - **pushgateway.host**: The hostname of the machine where you deploy Pushgateway. The default is **localhost**.
   - **pushgateway.port**: The port number for Pushgateway. The default is **9091**.
   - **pushgateway.protocol**: The protocol type, such as **http** or **https**. The default is **http**.
3. To customize the metric names and scrape intervals for Prometheus, modify these keys:
   - **prometheus.service_monitoring.brm_status_metric_name**: The name of the metric for monitoring the current status of BRM services.
   - **prometheus.service_monitoring.scrape_interval**: The frequency, in seconds, at which Prometheus scrapes the BRM service status metric.
   - **prometheus.memory_monitoring.brm_status_metric_name**: The name of the metric for monitoring CPU memory used by BRM services.
   - **prometheus.memory_monitoring.scrape_interval**: The frequency, in seconds, at which Prometheus scrapes the CPU memory status metric.
4. Save and close the file.

Example 42-1 Customizing the Pushgateway Protocol and Prometheus Scrape Interval

The **configurations.yaml** entries in this example would change the Pushgateway protocol to https and the Prometheus scrape interval for both metrics to 1 second.

```
pushgateway:
   host: localhost
   port: 9091
   protocol: "https"

prometheus:
   service_monitoring:
      brm_status_metric_name: "brm_status_tracker"
      scrape_interval: 1
   memory_monitoring:
      brm_status_metric_name: "brm_memory_usage"
      scrape_interval: 1
```


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Enabling Monitoring of Your CM

To enable monitoring of your CM:

1. In your CM configuration file (*BRM_home*/**sys/cm/pin.conf**), edit the following Perflib-related entries:
   - In the **fm_perflib_config** entry, enter the full path to your **fm_perflib.so** file:

     ```
     - cm fm_module Path/fm_perflib.so fm_perflib_config - pin
     ```

   - In the **perflib_monitor_file** entry, enter the full path to the CM Perflib data file to create:

     ```
     - perflib_monitor_file perflib_data Path/perflib_data.dat
     ```

   - In the **perflib_pin_shlib** entry, enter the full path to the shared library in which core BRM functionality for the CMs and applications are defined:

     ```
     - perflib perflib_pin_shlib Path/libcmpin.so
     ```

2. In the *BRM_home*/**apps/perflib/perf.env** file, set the entries listed in Table 42-1.

Table 42-1 Perflib Timing Entries

Entry Name	Description
PERFLIB_VAR_TIME	Specify whether to enable tracing of real-time data, batch data, or both: • **0**: Tracing is disabled. This is the default. • **1**: Perflib traces only real-time data. • **2**: Perflib traces only batch data. • **3**: Perflib traces both batch data and real-time data.
PERFLIB_VAR_FLIST	Specify whether to enable Perflib flist tracing: • **0**: Flist tracing is disabled. This is the default. • **1**: Perflib starts logging summary flist data. • **2**: Perflib starts logging full flist data.
PERFLIB_VAR_ALARM	Specify whether Perflib alarm functionality is enabled: • **0**: Disables the generation of alarms. This is the default. • **1**: Enables the generation of alarms.
PERFLIB_RT_FLAGS	Specify the additional details to include in the real-time tracing data: • **0**: Do not include additional details in real-time trace files. This is the default. • **1**: Include source references (the source code file name and line number) in real-time trace files. • **2**: Include opcode flags in real-time trace files. • **3**: Include both source references and opcode flags in real-time trace files.

3. Start the CM process with Perflib enabled by running one of the following:

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- Run the **start_cm** script:

  ```
  ./start_cm perflib
  ```

  Ignore the LD_PRELOAD errors.

- Run the **pin_ctl** utility:

  ```
  /pin_ctl start cm_perflib
  ```

4. Use **testnap** to run a few opcodes. For example:

   ```
   xop PCM_OP_SEARCH 0x10 1
   ```

   For more information about **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*.

5. If you enabled real-time metrics tracing, run the **pstatus** utility to verify that opcode metrics are getting captured in the Perflib data file (**perflib.dat**):

   ```
   pstatus -s10 -csponceNtaARP perflib_data.dat
   ```

   For information about the utility's syntax and parameters, see "pstatus".

   If successful, the utility generates a counter report that looks similar to this:

   ```
   Timestamp            Program     Opcode  Opcode Name            Calls
   Errors    Records     Elapsed       OpAvg      SysAvg   SysRate/s     PID
   ---------            -------     ------  -----------            -----
   ------    -------     -------       -----      ------   ---------     ---
   14/07/2025 04:07:13  testnap        155  PCM_OP_ACT_LOGIN
   2         0          0    0.288688    0.144344         inf        0.00
   9250
   14/07/2025 04:07:23  testnap          3  PCM_OP_READ_OBJ
   2         0          2    0.052501    0.026251         inf        0.00
   9250
   14/07/2025 04:07:33  testnap        156  PCM_OP_ACT_LOGOUT
   2         0          0    0.043381    0.021691         inf        0.00
   9250
   ```

6. To expose Prometheus metrics for the CM, run the **start_monitor** script:

   ```
   ./start_monitor -P 9090 perflib_data.dat,cm
   ```

   For information about the **start_monitor** utility's syntax and parameters, see "start_monitor".

7. Run the following cURL command to view the exposed metrics:

   ```
   curl http://localhost:9090/metrics
   ```


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If successful, you should see something similar to this:

```
brm_opcode_calls_total{application="cm", opcode="20", opflags="0",
program_name="cm", object_type="", opcode_name="PCM_OP_GET_DD"} 6
brm_opcode_errors_total{application="cm", opcode="20", opflags="0",
program_name="cm", object_type="", opcode_name="PCM_OP_GET_DD"} 0
brm_opcode_records_total{application="cm", opcode="20", opflags="0",
program_name="cm", object_type="", opcode_name="PCM_OP_GET_DD"} 0
brm_opcode_exec_time_total{application="cm", opcode="20", opflags="0",
program_name="cm", object_type="", opcode_name="PCM_OP_GET_DD"} 1.371886758
brm_opcode_user_cpu_time_total{application="cm", opcode="20", opflags="0",
program_name="cm", object_type="", opcode_name="PCM_OP_GET_DD"} 0.019318000
brm_opcode_system_cpu_time_total{application="cm", opcode="20",
opflags="0", program_name="cm", object_type="",
opcode_name="PCM_OP_GET_DD"} 0.006629000
```

Enabling Monitoring of Your Oracle DM

By default, Oracle DM monitoring is disabled, but you can configure it to generate one or more of the following:

- **Metrics**: When enabled, metrics include real-time data such as the application name, opcode name and number, database number, program name, object type, and elapsed time. You can also configure Perflib to include the following additional data:
  - Opcode flags.
  - Whether the data is for a front-end operation (FE) or a back-end operation (BE), and the specific operation's ID.
- **Flist trace files**: When enabled, Perflib generates flist log files (**flog.txt**) that track all Oracle DM operations. You can also configure Perflib to generate separate flist log files for:
  - Front-end operations (files prefixed with **FE**_).
  - Back-end operations (files prefixed with **BE**_).
  - Both front-end and back-end operations (front-end files prefixed with **FE**_, back-end files prefixed with **BE**_). In this case, BRM also traces additional operations such as the time taken for front-end operations and back-end operations to communicate, the time taken to start a database operation, and the tables that are queried.
- **Performance trace files**: When enabled, Perflib generates performance log files (**plog.txt**) that track all Oracle DM operations. You can also configure Perflib to generate separate performance log files for:
  - Front-end operations (files prefixed with **FE**_).
  - Back-end operations (files prefixed with **BE**_).
  - Both front-end and back-end operations (front-end files prefixed with **FE**_, back-end files prefixed with **BE**_). In this case, BRM also traces additional operations such as the time taken for front-end operations and back-end operations to communicate, the time taken to start a database operation, and the tables that are queried.
- **Alarms**: When enabled, Perflib generates alarm log files (**alarm.txt**) that track all Oracle DM operations.

The following shows sample contents from a front-end flist trace file:

```
2025/06/24 21:45:00.033348  0.000000000    0  PCM_OP_SEARCH(DM_FE[0] 0.0.0.1 /
search[500]/business_params 500)
```


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```
[3:cm:cm:1:45907136:0:1750078094974222:0:::opcode_timeout=-1]
2025/06/24 21:45:00.046093  0.012745442       <opcode_end PCM_OP_SEARCH>
2025/06/24 21:45:00.048059  0.000000000    0  PCM_OP_SEARCH(DM_FE[0] 0.0.0.1 /config/
notification_spec -1)[3:cm:cm:1:45907136:0:1750078094974222:0:::opcode_timeout=-1]
2025/06/24 21:45:00.049795  0.001736104       <opcode_end PCM_OP_SEARCH>
2025/06/24 21:45:00.050172  0.000000000    0  PCM_OP_SEARCH(DM_FE[0] 0.0.0.1 /config -1)
[3:cm:cm:1:45907136:0:1750078094974222:0:::opcode_timeout=-1]
2025/06/24 21:45:00.051987  0.001815385       <opcode_end PCM_OP_SEARCH>
```

The following shows sample contents from a back-end performance trace file:

```
S,1,0,7,0,PCM_OP_SEARCH,0,DM_BE,0,339,139981503321920,cm,0,/config/notification_spec,1
S,2,0,0,0,TRANS_START,0,DM_BE,1,339,139981503321920,cm,0,,0
F,0.000524287,1,1,0.000524287,0.000524287,0,0,0,0,0,0,0
S,2,0,0,0,SELECT,0,DM_BE,1,339,139981503321920,cm,0,config_t,0
S,3,0,0,0,EXECUTE,0,DM_BE,1,339,139981503321920,cm,0,,0
F,0.000479994,1,1,0.000479994,0.000479994,0,0,0,0,0,0,0
S,3,0,0,0,PREPARE,0,DM_BE,1,339,139981503321920,cm,0,,0
F,0.000007055,1,1,0.000007055,0.000007055,0,0,1,0.000007055,0,0,0
F,0.000513067,1,1,0.000513067,0.000513067,0,0,0,0,0,0,0
S,2,0,0,0,TRANS_COMMIT,0,DM_BE,1,339,139981503321920,cm,0,,0
F,0.000346088,1,1,0.000346088,0.000346088,0,0,0,0,0,0,0F,0.001673534,1,1,0.001673534,0.00
1673534,0,0,0,0,0,0,0.000486000
```

To enable monitoring of your Oracle DM:

1. In the *BRM_home*/**apps/perflib/perf_dm.env** file, set the entries in Table 42-2.

Table 42-2 Oracle DM Perflib Entries

Entry Name	Description
PERFLIB_DATA_FILE	Specify the path and name of the Oracle DM Perflib data file to generate. The default is **$PERFLIB_HOME/perflib_dm_oracle_data.dat**. Optionally, you can add these tokens to the file name: • **%p**: Includes a PID. • **%t**: Includes a timestamp in UNIX format. • **%T**: Includes the timestamp as a *YYYYMMDDhhmiss* time string.
PERFLIB_VAR_TIME	Specify whether to generate real-time metrics, performance trace files, or both: • **0**: Disables tracing of timing data. This is the default. • **1**: Generates real-time metrics. • **2**: Generates performance trace files. • **3**: Generates both metrics and performance trace files.
PERFLIB_VAR_FLIST	Specify the level of data to log in flist trace files: • **0**: Disables flist logging. This is the default. • **1**: Logs summary flist data in flist trace files. • **2**: Logs full flist data in flist trace files.
PERFLIB_VAR_ALARM	Specify whether Perflib alarm functionality is activated immediately: • **0**: Disables the generation of alarms. This is the default. • **1**: Enables the generation of alarms.

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Table 42-2 (Cont.) Oracle DM Perflib Entries

Entry Name	Description
DM_PERFLIB_ENABLED	Specify whether to enable front-end (FE) and back-end (BE) tracing for the Oracle DM: • **0**: Disable front-end and back-end tracing. This is the default. • **1**: Enable tracing for the Oracle DM FE operations. In this case, Perflib generates FE performance and flist tracing files, prefixed with **FE**_. • **2**: Enable tracing for the Oracle DM BE operations. In this case, Perflib generates BE performance and flist tracing files, prefixed with **BE**_. • **3**: Enable tracing for both the Oracle DM FE and BE operations. In this case, Perflib generates separate FE and BE tracing files.
PERFLIB_RT_FLAGS	Specify the additional details to include in the real-time metrics: • **0**: Do not log additional details in the real-time metrics. This is the default. • **1**: Include source references (whether the source data is from an FE or BE operation as well as the associated process ID) in the real-time metrics. • **2**: Include opcode flags in the real-time metrics. • **3**: Include both source references and opcode flags in the real-time metrics.

2. To configure real-time metrics to include details about each individual front-end or back-end process, do the following:

   - For on-premises systems, add the ENABLE_FILENAME_LABELS environment variable to the **start_monitor** script:

     ```
     ENABLE_FILENAME_LABELS=true
     ```

   - For cloud native systems, add the ENABLE_FILENAME_LABELS environment variable to the DM Oracle Perflib ConfigMap (**configmap_env_perf_dm.yaml**):

     ```
     data:
        ENABLE_FILENAME_LABELS: "true"
     ```

3. Start the Oracle DM process by running the following command. Ignore any LD_PRELOAD errors.

   ```
   ./start_it start_dm_oracle
   ```

   For the utility's syntax and parameter details, see "start_it".

4. Start **testnap** and run a few opcodes. For example:

   ```
   xop PCM_OP_READ_OBJ 0x0040 1
   ```

   For more information about **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*.

5. Run **pstatus** to verify that opcode metrics are getting captured in the Perflib data file:

   ```
   pstatus -s10 -csponceNtaARP perflib_dm_oracle.dat
   ```

   For the utility's syntax and parameter details, see "pstatus".

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If successful, you see a counter report that looks similar to the following:

```
Timestamp            Program     Opcode  Opcode Name            Calls    Errors
Records     Elapsed       OpAvg      SysAvg   SysRate/s     PID
---------            -------     ------  -----------            -----    ------
-------     -------       -----      ------   ---------     ---
14/07/2025 04:07:34  testnap        155  PCM_OP_ACT_LOGIN           2
0          0    0.288688    0.144344         inf        0.00    9250
14/07/2025 04:07:34  testnap          3  PCM_OP_READ_OBJ            2
0          2    0.052501    0.026251         inf        0.00    9250
14/07/2025 04:07:34  testnap        156  PCM_OP_ACT_LOGOUT          2
0          0    0.043381    0.021691         inf        0.00    9250
```

After you start the monitoring process, the Oracle DM metrics are exposed at the following endpoint:

`http://localhost:9091/metrics`

If successful and both Oracle DM processes are enabled, you should see metrics similar to this:

```
brm_opcode_user_cpu_time_total{application="dmo", opcode="3", opflags="0",
dbNumber="0.0.0.1", program_name="testnap", filename="DM_BE", lineno="3", object_type="/
event", opcode_name="PCM_OP_READ_OBJ"} 0.002289000
brm_opcode_system_cpu_time_total{application="dmo", opcode="3", opflags="0",
dbNumber="0.0.0.1", program_name="testnap", filename="DM_BE", lineno="3", object_type="/
event", opcode_name="PCM_OP_READ_OBJ"} 0.000779000
brm_opcode_calls_total{application="dmo", opcode="3", opflags="0", dbNumber="0.0.0.1",
program_name="testnap", filename="DM_FE", lineno="2", object_type="/event",
opcode_name="PCM_OP_READ_OBJ"} 1
brm_opcode_errors_total{application="dmo", opcode="3", opflags="0", dbNumber="0.0.0.1",
program_name="testnap", filename="DM_FE", lineno="2", object_type="/event",
opcode_name="PCM_OP_READ_OBJ"} 1
brm_opcode_records_total{application="dmo", opcode="3", opflags="0", dbNumber="0.0.0.1",
program_name="testnap", filename="DM_FE", lineno="2", object_type="/event",
opcode_name="PCM_OP_READ_OBJ"} 0
```

Enabling Monitoring of BRM Java Applications

You use the JMX framework to expose metrics for BRM Java applications, such as Batch Controller, REL daemon, and EAI Java Server (JS), in Prometheus format.

To enable the monitoring of BRM Java applications:

1. Download the latest JMX Exporter **.jar** file from https://github.com/prometheus/jmx_exporter.

   For a list of compatible versions, see "Additional BRM Software Requirements" in *BRM Compatibility Matrix*.

2. Create a configuration file named **config.yaml** in your *BRM_home***/bin** directory.
3. Configure the JMX Exporter by adding the parameters defined in https://github.com/prometheus/jmx_exporter#configuration.
4. To configure BRM Java applications to expose JMX metrics in Prometheus format, edit the component's start script to include the JMX_EXPORTER_OPTS environment variable.

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For example, you would expose JMX metrics for EAI JS by adding the following lines to the **start_eai_js** script:

```
JMX_EXPORTER_OPTS="-javaagent:/scratch/jmx_prometheus_javaagent-
version.jar=12347:/scratch/config.yaml"
$JAVA -Deai_js=1 ${JMX_EXPORTER_OPTS} -mx256m -ms64m -ss1m
com.portal.js.JSMain >>${JSLOG} 2>&1 &
```

where *version* is the JMX Exporter version number.

The JMX metrics in Prometheus format will be available at the **/metrics** endpoint using the port configured in the component's start script. In this example, the endpoint for EAI JS metrics would be **http://localhost:12347/metrics**.

Enabling Monitoring of Web Services Manager

If you re using Web Services Manager in a standalone configuration (not deployed into Oracle WebLogic Server, for example), metrics information can be found in "Working with Metrics" in *BRM Web Services Manager*.

If you have deployed Web Services Manager into a WebLogic Server, you use the WebLogic Monitoring Exporter to expose metrics for Web Services Manager in Prometheus format.

To enable monitoring of Web Services Manager:

1. Download the latest supported version of WebLogic Monitoring Exporter (**get*N.N*.sh**) from https://github.com/oracle/weblogic-monitoring-exporter/releases, where *N.N* is the version number.

   For a list of compatible versions, see "Additional BRM Software Requirements" in *BRM Compatibility Matrix*.

2. Edit the **wls-exporter-config.yaml** file to include the metrics to scrape from BRM. For the list of supported metrics, see "WebLogic-Based Application Metrics".

   For example:

```
metricsNameSnakeCase: true
domainQualifier: true
#restPort: 7001
queries:
- key: name
  keyName: server
  applicationRuntimes:
    key: name
    keyName: app
    componentRuntimes:
      type: WebAppComponentRuntime
      prefix: webapp_config_
      key: name
      values: [deploymentState, contextRoot, sourceInfo,
openSessionsHighCount, openSessionsCurrentCount, sessionsOpenedTotalCount,
sessionCookieMaxAgeSecs, sessionInvalidationIntervalSecs,
sessionTimeoutSecs, singleThreadedServletPoolSize, sessionIDLength,
servletReloadCheckSecs, jSPPageCheckSecs]
      servlets:
        prefix: wls_servlet_
        key: servletName
```


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```
        values: invocationTotalCount

- JVMRuntime:
    prefix: wls_jvm_
    key: name

- executeQueueRuntimes:
    prefix: wls_socketmuxer_
    key: name
    values: [pendingRequestCurrentCount]

- workManagerRuntimes:
    prefix: wls_workmanager_
    key: name
    values: [stuckThreadCount, pendingRequests, completedRequests]

- threadPoolRuntime:
    prefix: wls_threadpool_
    key: name
    values: [executeThreadTotalCount, queueLength, stuckThreadCount,
hoggingThreadCount]
```

3. Run the following command:

   bash get*N.N***.sh wls-exporter-config.yaml**

   The **wls-exporter.war** is downloaded to your current directory.

4. Deploy the **wls-exporter.war** in the same WebLogic domain as **BrmWebServices.war** or **infranetwebsvc.war**.

WebLogic Monitoring Exporter exposes Web Services Manager metrics in Prometheus format to the **http://localhost:8080/wls-exporter/metrics** endpoint on the WebLogic Server.

Configuring Prometheus for BRM Components

To configure Prometheus to scrape metric data from your Pushgateway endpoint:

1. Edit your **prometheus.yaml** file to include:
   - The targets to scrape for your components that use Perflib-based monitoring (CM and Oracle DM), REL daemon, Batch Controller, and BRM REST Services Manager, and optionally, node exporter.
   - Prometheus Alertmanager configuration.

   For example:

```
global:
  scrape_interval: 1s
  evaluation_interval: 15s

alerting:
  alertmanagers:
    - static_configs:
      - targets:
        - alertmanager_host:9093

rule_files:
```


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```
  - "first_rules.yaml"
  - "second_rules.yaml"

scrape_configs:
  - job_name: 'prometheus'

    static_configs:
    - targets: ['localhost:9090','localhost:9091','localhost:3000']

  - job_name: 'perflib'

    static_configs:
    - targets: ['localhost:12345']

  - job_name: 'rel_daemon'

    static_configs:
    - targets: ['localhost:12346']

  - job_name: 'batch_controller'

    static_configs:
    - targets: ['localhost:12347']

  - job_name: 'brm-rest-services-manager'

    static_configs:
    - targets: ['localhost:12348']

  - job_name: 'node-exporter'

    static_configs:
    - targets: ['localhost:12349']
```

For information about editing this file, see "Prometheus Configuration" in the Prometheus documentation.

2. Configure the alert rules in Prometheus.
To do so, add alert rules for your components that are similar to the ones shown below to the rules files referenced in **prometheus.yaml**.

```
groups:
  - name: brm-rsm-alert-rules
     rules:
      - alert: CPU_UsageWarning
        annotations:
          message: CPU has reached 80% utilization
        expr: avg without(cpu) (rate(node_cpu_seconds_total{job="node-
exporter", instance="node_exporter_host:node_exporter_port", mode!="idle"}
[5m])) > 0.8
        for: 5m
        labels:
          severity: critical
      - alert: Memory_UsageWarning
        annotations:
          message: Memory has reached 80% utilization
        expr: node_memory_MemTotal_bytes{job="node-exporter",
instance="node_exporter_host:node_exporter_port"}
              - node_memory_MemFree_bytes{job="node-exporter",
instance="node_exporter_host:node_exporter_port"}
```


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```
              - node_memory_Cached_bytes{job="node-
exporter",instance="node_exporter_host:node_exporter_port"}
              - node_memory_Buffers_bytes{job="node-exporter",
instance="1"} > 22322927872
        for: 5m
        labels:
          severity: critical
```

For more information about defining alert rules, see "Alerting Rules" in the Prometheus documentation.

> **Note**
>
> You can also configure alert rules and add or remove email recipients in the Grafana user interface. See "Legacy alerting" in the Grafana documentation for more information.

3. Restart Prometheus by running this command:

   ```
   ./prometheus --config.file=prometheus.yaml
   ```

4. Start monitoring BRM services for their current status by running this command:

   ```
   start_service_monitor
   ```

5. Start monitoring the CPU and memory used by BRM services by running this command:

   ```
   start_memory_monitor
   ```

To ensure that you configured Prometheus correctly and that it has started scraping BRM metric data, go to the following URL: **http://localhost:9090/graph**.

> **Note**
>
> If you need to stop the service and CPU monitors for any reason, run the following commands:
>
> ```
> stop_service_monitor
> stop_memory_monitor
> ```

Creating Grafana Dashboards for BRM Components

You can create a dashboard in Grafana for displaying the metric data for your BRM components.

Alternatively, you can use the sample dashboards that are included with the BRM SDK package. To use the sample dashboards, import the JSON files from the *BRM_home*/**PortalDevKit/source/samples/dashboards** directory into Grafana. Table 42-3 describes each sample dashboard.

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Table 42-3 Sample Grafana Dashboards

File Name	Description
ocbrm-batch-controller-dashboard.json	Allows you to view JVM-related metrics for the Batch Controller.
ocbrm-cm-dashboard.json	Allows you to view CPU and opcode-level metrics for the CM.
ocbrm-dm-oracle-dashboard.json	Allows you to view CPU and opcode-level metrics for the Oracle DM.
ocbrm-dm-oracle-shm-dashboard.json	Allows you to view shared memory, front-end, and back-end metrics for the Oracle DM.
ocbrm-eai-js-dashboard.json	Allows you to view JVM and opcode-related metrics for the EAI JS.
ocbrm-services-dashboard.json	Allows you to view metrics regarding the status and memory usage of BRM services.
ocrsm-rsm-dashboard.json	Allows you to view standard Helidon MP monitoring metrics for BRM REST Services Manager.

For information about importing dashboards into Grafana, see "Export and Import" in the *Grafana Dashboards* documentation.

BRM Opcode Metrics

Table 42-4 describes the metrics for retrieving runtime information for BRM opcodes.

Table 42-4 BRM Opcode Metrics

Metric Name	Metric Type	Description	BRM Service
brm_opcode_calls_total	Counter	The total number of calls to a BRM opcode.	cm dm_oracle
brm_opcode_errors_total	Counter	The total number of errors when processing a BRM opcode.	cm dm_oracle
brm_opcode_exec_time_total	Counter	The total time taken to run a BRM opcode.	cm dm_oracle
brm_opcode_user_cpu_time_total	Counter	The total CPU time taken to run the BRM opcode in user space.	cm dm_oracle
brm_opcode_system_cpu_time_total	Counter	The total CPU time taken to run the BRM opcode in OS kernel space.	cm dm_oracle
brm_opcode_records_total	Counter	The total number of records returned by the BRM opcode processing.	cm dm_oracle
brm_dmo_shared_memory_used_current	Gauge	The total number of shared memory blocks currently used by dm_oracle.	cm
brm_dmo_shared_memory_used_max	Counter	The maximum number of shared memory blocks currently used by dm_oracle.	cm
brm_dmo_shared_memory_free_current	Gauge	The total number of free shared memory blocks available to dm_oracle.	cm

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Table 42-4 (Cont.) BRM Opcode Metrics

Metric Name	Metric Type	Description	BRM Service
brm_dmo_shared_memory_hwm	Gauge	The shared memory high-water mark for dm_oracle.	cm
brm_dmo_shared_memory_bigsize_used_max	Counter	The maximum big size shared memory used by dm_oracle in bytes.	cm
brm_dmo_shared_memory_bigsize_used_current	Gauge	The total big size shared memory used by dm_oracle in bytes.	cm
brm_dmo_shared_memory_bigsize_hwm	Gauge	The big size shared memory high-water mark for dm_oracle in bytes.	cm
brm_dmo_front_end_connections_total	Gauge	The total number of connections for a dm_oracle front-end process.	cm
brm_dmo_front_end_max_connections_total	Counter	The maximum number of connections for a dm_oracle front-end process.	cm
brm_dmo_front_end_trans_done_total	Counter	The total number of transactions handled by the dm_oracle front-end process.	cm
brm_dmo_front_end_ops_done_total	Counter	The total number of operations handled by the dm_oracle front-end process.	cm
brm_dmo_back_end_ops_done_total	Counter	The total number of operations done by the dm_oracle back-end process.	cm
brm_dmo_back_end_ops_error_total	Counter	The total number of errors encountered by the dm_oracle back-end process.	cm
brm_dmo_back_end_trans_done_total	Counter	The total number of transactions handled by the dm_oracle back-end process.	cm
brm_dmo_back_end_trans_error_total	Counter	The total number of transaction errors in the dm_oracle back-end process.	cm
com_portal_js_JSMetrics_CurrentConnectionCount	Counter	The current concurrent connection to the Java Server from the CM.	eai_js
com_portal_js_JSMetrics_MaxConnectionCount	Counter	The maximum concurrent connections to the Java Server from the CM.	eai_js
com_portal_js_JSMetrics_SuccessfulOpcodeCount	Counter	The count of opcodes called from the CM, the processing of which succeeded in JS.	eai_js
com_portal_js_JSMetrics_FailedOpcodeCount	Counter	The count of opcodes called from the CM, the processing of which failed in JS.	eai_js
com_portal_js_JSMetrics_TotalOpcodeCount	Counter	The total count of opcodes called from the CM.	eai_js
com_portal_js_JSMetrics_TotalOpcodeExecutionTime	Counter	The total time taken in milliseconds across all opcodes.	eai_js

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Monitoring Business Operations Center

Learn how to use external applications, such as Prometheus and Grafana, to monitor Oracle Communications Business Operations Center.

Topics in this document:

- About Monitoring Business Operations Center
- Setting Up Monitoring in Business Operations Center
- Sample Expressions for CPU and Memory Usage

About Monitoring Business Operations Center

You set up the monitoring of Business Operations Center by using the following external applications:

- **WebLogic Monitoring Exporter**: Use this Oracle web application to scrape runtime information from Business Operations Center and then export the metric data into a format that can be processed by Prometheus. It exposes different WebLogic Mbeans metrics, such as memory usage and sessions count, that are required for monitoring and maintaining the Business Operations Center application.
- **Prometheus**: Use this open-source toolkit to aggregate and store the Business Operations Center metric data from WebLogic Monitoring Exporter.
- **Grafana**: Use this open-source tool to view on a graphical dashboard all Business Operations Center metric data stored in Prometheus.

Setting Up Monitoring in Business Operations Center

To set up monitoring in Business Operations Center:

1. Deploy a standalone version of Prometheus. See "Installation" in the Prometheus documentation.

   For the list of compatible software versions, see "Business Operations Center Software Compatibility" in *BRM Compatibility Matrix*.
2. Install Grafana. See "Install Grafana" in the Grafana documentation.

   For the list of compatible software versions, see "Business Operations Center Software Compatibility" in *BRM Compatibility Matrix*.
3. Configure WebLogic Monitoring Exporter to scrape metric data from Business Operations Center. See "Configuring WebLogic Monitoring Exporter for Business Operations Center".
4. Configure Prometheus to collect metric data. See "Configuring Prometheus for Business Operations Center".
5. Configure Grafana for displaying Business Operations Center metric data. See "Creating Grafana Dashboards for Business Operations Center".

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Configuring WebLogic Monitoring Exporter for Business Operations Center

To configure WebLogic Monitoring Exporter to scrape metric data for Business Operations Center:

1. Download the latest supported version of WebLogic Monitoring Exporter (**get*N.N*.sh**) from https://github.com/oracle/weblogic-monitoring-exporter/releases, where *N.N* is the version number.

   For the list of supported versions, see "Business Operations Center Software Compatibility" in *BRM Compatibility Matrix*.

2. Edit the **wls-exporter-config.yaml** file to include the Business Operations Center metrics that you want scraped. For the list of supported metrics, see "WebLogic-Based Application Metrics".

3. Run the following command:

   bash get*N.N*.sh wls-exporter-config.yaml

   The **wls-exporter.war** is downloaded to your current directory.

4. Deploy the **wls-exporter.war** in the WebLogic Domain through the Admin Console, setting the target as all servers to be monitored.

WebLogic Monitoring Exporter is deployed on your servers and begins scraping metric data for Business Operations Center.

Example 43-1 Scraping Metrics for Business Operations Center

The following shows sample **wls-exporter-config.yaml** entries for setting up WebLogic Monitoring Exporter to scrape metrics from Business Operations Center:

```
metricsNameSnakeCase: true
queries:
- key: name
  keyName: location
  prefix: wls_server_
  applicationRuntimes:
    key: name
    keyName: app
    componentRuntimes:
      prefix: wls_webapp_config_
      type: WebAppComponentRuntime
      key: name
      values: [deploymentState, contextRoot, sourceInfo,
sessionsOpenedTotalCount, openSessionsCurrentCount, openSessionsHighCount]
      servlets:
        prefix: wls_servlet_
        key: servletName
- JVMRuntime:
    prefix: wls_jvm_
    key: name
- executeQueueRuntimes:
    prefix: wls_socketmuxer_
    key: name
    values: [pendingRequestCurrentCount]
```


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```
- workManagerRuntimes:
    prefix: wls_workmanager_
    key: name
    values: [stuckThreadCount, pendingRequests, completedRequests]
- threadPoolRuntime:
    prefix: wls_threadpool_
    key: name
    values: [executeThreadTotalCount, queueLength, stuckThreadCount,
hoggingThreadCount]
- JTARuntime:
    prefix: wls_jta_
    key: name
```

Configuring Prometheus for Business Operations Center

To configure a standalone version of Prometheus for Business Operations Center:

1. Configure Prometheus to collect your Business Operations Center metrics exposed by WebLogic Monitoring Exporter.

   To do so, add a scraping configuration to your **prometheus.yaml** file that is similar to the one shown below for each managed server and admin server in your cluster. In the following example, the Business Operations Center application is deployed in the **boc-domain** WebLogic domain and the server topology is:

   - The admin-server is on port 7001
   - A cluster named **cluster-1** with two managed servers
   - managed-server1 is on port 7003
   - managed-server2 is on port 7005

   ```
   scrape_configs:
     - job_name: 'wls-metric-boc'
       scrape_interval: 1s
       metrics_path: /wls-exporter/metrics
       scheme: http
       static_configs:
       - targets: ['localhost:7001']
         labels:
           weblogic_domainName: boc_domain
           weblogic_domainUID: boc_domain
           weblogic_serverName: admin-server
       - targets: ['localhost:7003']
         labels:
           weblogic_clusterName: cluster-1
           weblogic_domainName: boc_domain
           weblogic_domainUID: boc_domain
           weblogic_serverName: managed-server1
       - targets: ['localhost:7005']
         labels:
           weblogic_clusterName: cluster-1
           weblogic_domainName: boc_domain
           weblogic_domainUID: boc_domain
           weblogic_serverName: managed-server2
       basic_auth:
   ```


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```
username: username
password: password
```

where *username* and *password* are your WebLogic Server user name and password.

2. Configure the alert rules in Prometheus.

   To do so, add alert rules that are similar to the ones shown below to your **prometheus-rules.yaml** file. For examples of expressions that you can use for memory and CPU usage, see "Sample Expressions for CPU and Memory Usage".

```
groups:
  - name: alertmanager.rules
    rules:
      - alert: ClusterWarning
        annotations:
          message: WLS cluster has less than 2 managed servers running for
more than 1 minute.
        expr: sum by(weblogic_domainUID, weblogic_clusterName,
weblogic_serverName) (up{weblogic_domainUID=~'.+'}) < 2
        for: 1m
        labels:
          severity: critical
```

3. Configure Prometheus Alertmanager to raise alerts.

   To do so, add alert configurations that are similar to the ones shown below to your **prometheus.yaml** file.

```
# Alertmanager configuration
alerting:
  alertmanagers:
  - static_configs:
    - targets:
       - localhost:9093
# Load rules once and periodically evaluate them according to the global
'evaluation_interval'.
rule_files:
  - "prometheus-rules.yaml"
```

4. Stop and restart Prometheus.

Creating Grafana Dashboards for Business Operations Center

Create a dashboard in Grafana for displaying your Business Operations Center metric data. You can alternatively use the sample dashboard JSON model that is included with the Business Operations Center package.

> **Note**
>
> For the sample dashboard to work properly, the datasource name for the WebLogic Domain must be **Prometheus**.

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To use the sample dashboard, import the *Domain_home*/**samples/monitoring/boc-dashboard.json** dashboard file into Grafana, where *Domain_home* is the WebLogic Server domain home directory in which Business Operations Center is deployed. For information about importing dashboards into Grafana, see "Export and Import" in the *Grafana Dashboards* documentation.

Sample Expressions for CPU and Memory Usage

You can use the following sample expressions in your Prometheus alert rules that are based on current CPU and memory usage.

To raise an alert when the average CPU usage across all managed servers is greater than 70% for more than two minutes:

```
avg(avg_over_time(wls_jvm_process_cpu_load{weblogic_domainUID="boc-
domain",weblogic_serverName=~"managed-server.*"}[2m]))*100 > 70
```

To raise an alert when the average memory usage across all managed servers is greater than 70% for more than two minutes:

```
100 - avg(avg_over_time(wls_jvm_heap_free_percent{weblogic_domainUID="app-
domain",weblogic_serverName=~"managed-server.*"}[2m])) > 70
```


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44

Monitoring Billing Care and Billing Care REST API

Learn how to use external applications, such as Prometheus and Grafana, to monitor Oracle Communications Billing Care and Oracle Communications Billing Care REST API.

Topics in this document:

- About Monitoring Billing Care and Billing Care REST API
- Setting Up Monitoring in Billing Care and Billing Care REST API
- Sample Expressions for CPU and Memory Usage

About Monitoring Billing Care and Billing Care REST API

You set up the monitoring of Billing Care and the Billing Care REST API by using the following external applications:

- **WebLogic Monitoring Exporter**: Use this Oracle web application to scrape runtime information from Billing Care and the Billing Care REST API, and then export the metric data into a format that can be processed by Prometheus. It exposes different WebLogic Mbeans metrics, such as memory usage and sessions count, that are required for monitoring and maintaining the application.
- **Prometheus**: Use this open-source toolkit to aggregate and store the metric data from WebLogic Monitoring Exporter.
- **Grafana**: Use this open-source tool to view on a graphical dashboard all Billing Care and Billing Care REST API metric data stored in Prometheus.

Setting Up Monitoring in Billing Care and Billing Care REST API

To set up monitoring in Billing Care and the Billing Care REST API:

1. Install the following external software on your system:
   - Pometheus. See "Installation" in the Prometheus documentation.
   - Grafana. See "Install Grafana" in the Grafana documentation.

   For the list of compatible software versions, see "Billing Care Software Compatibility" in *BRM Compatibility Matrix*.
2. Configure WebLogic Monitoring Exporter to scrape metric data from Billing Care and the Billing Care REST API. See "Configuring WebLogic Monitoring Exporter for Billing Care and Billing Care REST API".
3. Configure Prometheus to scrape metric data from WebLogic Monitoring Exporter. See "Configuring Prometheus for Billing Care and Billing Care REST API".
4. Configure Grafana to display your Billing Care and Billing Care REST API metric data in a graphical format. See "Creating Grafana Dashboards for Billing Care and Billing Care REST API".

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Configuring WebLogic Monitoring Exporter for Billing Care and Billing Care REST API

To configure WebLogic Monitoring Exporter to scrape metric data for Billing Care and the Billing Care REST API:

1. Download the latest supported version of WebLogic Monitoring Exporter (**get*N.N*.sh**) from https://github.com/oracle/weblogic-monitoring-exporter/releases, where *N.N* is the version number.

   For the list of supported versions, see "Billing Care Software Compatibility" in *BRM Compatibility Matrix*.

2. Edit the **wls-exporter-config.yaml** file to include the metrics that you want scraped. For the list of supported metrics, see "WebLogic-Based Application Metrics".

3. Run the following command:

   ```
   bash getN.N.sh wls-exporter-config.yaml
   ```

   The **wls-exporter.war** is downloaded to your current directory.

4. Deploy the **wls-exporter.war** in the WebLogic Domain through the Admin Console, setting the target as all servers to be monitored.

5. Verify that metrics are getting exported by running the following cURL command:

   ```
   curl -X GET -i -u WL_userName:WL_password http://localhost:8080/metrics
   ```

   where *WL_userName* and *WL_password* is the user name and password for WebLogic Server.

WebLogic Monitoring Exporter is deployed on your servers and begins scraping metric data for Billing Care and the Billing Care REST API.

Example 44-1 Configuring WebLogic Monitoring Exporter to Scrape Metrics

The following shows sample **wls-exporter-config.yaml** entries for setting up WebLogic Monitoring Exporter to scrape metrics from Billing Care and Billing Care REST API:

```
metricsNameSnakeCase: true
queries:
- key: name
  keyName: location
  prefix: wls_server_
  applicationRuntimes:
    key: name
    keyName: app
    componentRuntimes:
      prefix: wls_webapp_config_
      type: WebAppComponentRuntime
      key: name
      values: [deploymentState, contextRoot, sourceInfo,
sessionsOpenedTotalCount, openSessionsCurrentCount, openSessionsHighCount]
      servlets:
        prefix: wls_servlet_
```


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```
        key: servletName
- JVMRuntime:
    prefix: wls_jvm_
    key: name
- executeQueueRuntimes:
    prefix: wls_socketmuxer_
    key: name
    values: [pendingRequestCurrentCount]
- workManagerRuntimes:
    prefix: wls_workmanager_
    key: name
    values: [stuckThreadCount, pendingRequests, completedRequests]
- threadPoolRuntime:
    prefix: wls_threadpool_
    key: name
    values: [executeThreadTotalCount, queueLength, stuckThreadCount,
hoggingThreadCount]
- JTARuntime:
    prefix: wls_jta_
    key: name
```

Configuring Prometheus for Billing Care and Billing Care REST API

To configure a standalone version of Prometheus for Billing Care and the Billing Care REST API:

1. Configure Prometheus to scrape the required metrics exposed by WebLogic Monitoring Exporter.
   To do so, add a scraping configuration to your **prometheus.yaml** file that is similar to the one shown below for each managed server and admin server in your cluster. In the following example, the Billing Care application is deployed in the **billingcare-domain** WebLogic domain and the server topology is:
   - The admin-server is on port 7001
   - A cluster named **cluster-1** with two managed servers
   - managed-server1 is on port 7003
   - managed-server2 is on port 7005

   The Billing Care REST API is deployed in the **bcws-domain** WebLogic domain and the server topology is:
   - The admin-server is on port 7011
   - A cluster named **cluster-1** with two managed servers
   - managed-server1 is on port 7013
   - managed-server2 is on port 7015

   ```
   scrape_configs:
     - job_name: 'wls-metric-billingcare'
       scrape_interval: 1s
       metrics_path: /wls-exporter/metrics
       scheme: http
       static_configs:
       - targets: ['localhost:7001']
         labels:
   ```


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```
        weblogic_domainName: billingcare_domain
        weblogic_domainUID: billingcare_domain
        weblogic_serverName: admin-server
    - targets: ['localhost:7003']
      labels:
        weblogic_clusterName: cluster-1
        weblogic_domainName: billingcare_domain
        weblogic_domainUID: billingcare_domain
        weblogic_serverName: managed-server1
    - targets: ['localhost:7005']
      labels:
        weblogic_clusterName: cluster-1
        weblogic_domainName: billingcare_domain
        weblogic_domainUID: billingcare_domain
        weblogic_serverName: managed-server2
    basic_auth:
      username: <username>
      password: <password>
  - job_name: 'wls-metric-bcws'
    scrape_interval: 1s
    metrics_path: /wls-exporter/metrics
    scheme: http
    static_configs:
    - targets: ['localhost:7011']
      labels:
        weblogic_domainName: bcws_domain
        weblogic_domainUID: bcws_domain
        weblogic_serverName: admin-server
    - targets: ['localhost:7013']
      labels:
        weblogic_clusterName: cluster-1
        weblogic_domainName: bcws_domain
        weblogic_domainUID: bcws_domain
        weblogic_serverName: managed-server1
    - targets: ['localhost:7015']
      labels:
        weblogic_clusterName: cluster-1
        weblogic_domainName: bcws_domain
        weblogic_domainUID: bcws_domain
        weblogic_serverName: managed-server2
    basic_auth:
     username: username
     password: password
```

where *username* and *password* are your WebLogic Server user name and password.

2. Configure Prometheus Alertmanager to raise alerts.
   To do so, add an alert configuration to your **prometheus.yaml** file that is similar to the one shown below:

```
# Alertmanager configuration
alerting:
  alertmanagers:
  - static_configs:
    - targets:
       - localhost:9093
```


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```
# Load rules once and periodically evaluate them according to the global
'evaluation_interval'.
rule_files:
  - "prometheus-rules.yaml"
```

3. Configure the alert rules in Prometheus.
   To do so, add alert rules that are similar to the ones shown below to your **prometheus-rules.yaml** file. For examples of expressions that you can use for memory and CPU usage, see "Sample Expressions for CPU and Memory Usage".

```
groups:
  - name: alertmanager.rules
    rules:
      - alert: ClusterWarning
        annotations:
          message: WLS cluster has less than 2 running server for more
than 1 minutes.
        expr: sum by(weblogic_domainUID, weblogic_clusterName,
weblogic_serverName) (up{weblogic_domainUID="billingcare-domain"}) <
2
        for: 1m
        labels:
          severity: critical
      - alert: ClusterWarning
        annotations:
          message: WLS cluster has less than 2 running server for more
than 1 minutes.
        expr: sum by(weblogic_domainUID, weblogic_clusterName,
weblogic_serverName) (up{weblogic_domainUID="bcws-domain"}) < 2
        for: 1m
        labels:
          severity: critical
```

   For more information about defining alert rules, see "Alerting Rules" in the Prometheus documentation.

4. Stop and restart Prometheus.

Creating Grafana Dashboards for Billing Care and Billing Care REST API

You can create a dashboard in Grafana for displaying your Billing Care and Billing Care REST API metric data.

Alternatively, you can use the sample dashboards that are included with the Billing Care and Billing Care SDK packages. To use the sample dashboard, import the following dashboard files into Grafana. For information about importing dashboards into Grafana, see "Export and Import" in the *Grafana Dashboards* documentation.

- Billing Care: *Domain_home*/**samples/monitoring/billingcare-dashboard.json**
- Billing Care REST API: *SDK_home*/**BillingCareREST/samples/monitoring/billingcare-rest-api-dashboard.json**

where *Domain_home* is the WebLogic Server domain home directory in which Billing Care is deployed, and *SDK_home* is the directory in which you installed the Billing Care SDK.

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> **Note**
>
> For the sample dashboard to work properly, the datasource name for the WebLogic Domain must be **Prometheus**.

Sample Expressions for CPU and Memory Usage

You can use the following sample expressions in your Prometheus alert rules that are based on current CPU and memory usage.

To raise an alert when the average CPU usage across all managed servers is greater than 70% for more than two minutes:

- For the Billing Care REST API domain:

```
avg(avg_over_time(wls_jvm_process_cpu_load{weblogic_domainUID="bcws-
domain",weblogic_serverName=~"managed-server.*"}[2m]))*100 > 70
```

- For the Billing Care domain:

```
avg(avg_over_time(wls_jvm_process_cpu_load{weblogic_domainUID="billingcare-
domain",weblogic_serverName=~"managed-server.*"}[2m]))*100 > 70
```

To raise an alert when the average memory usage across all managed servers is greater than 70% for more than two minutes:

- For the Billing Care REST API domain:

```
100 - avg(avg_over_time(wls_jvm_heap_free_percent{weblogic_domainUID="bcws-
domain",weblogic_serverName=~"managed-server.*"}[2m])) > 70
```

- For the Billing Care domain:

```
100 -
avg(avg_over_time(wls_jvm_heap_free_percent{weblogic_domainUID="billingcare
-domain",weblogic_serverName=~"managed-server.*"}[2m])) > 70
```


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45

Monitoring Pipeline Configuration Center

Learn how to use external applications, such as Prometheus and Grafana, to monitor Oracle Communications Pipeline Configuration Center.

Topics in this document:

- About Monitoring Pipeline Configuration Center
- Setting Up Monitoring in Pipeline Configuration Center
- Sample Expressions for CPU and Memory Usage

About Monitoring Pipeline Configuration Center

You set up the monitoring of Pipeline Configuration Center by using the following external applications:

- **WebLogic Monitoring Exporter**: Use this Oracle web application to scrape runtime information from Pipeline Configuration Center and then export the metric data into a format that can be processed by Prometheus. It exposes different WebLogic Mbeans metrics, such as memory usage and sessions count, that are required for monitoring and maintaining the Pipeline Configuration Center application.
- **Prometheus**: Use this open-source toolkit to aggregate and store the Pipeline Configuration Center metric data from WebLogic Monitoring Exporter.
- **Grafana**: Use this open-source tool to view on a graphical dashboard all Pipeline Configuration Center metric data stored in Prometheus.

Setting Up Monitoring in Pipeline Configuration Center

To set up monitoring in Pipeline Configuration Center:

1. Deploy a standalone version of Prometheus. See "Installation" in the Prometheus documentation.

   For the list of compatible software versions, see "Pipeline Configuration Center Software Compatibility" in *BRM Compatibility Matrix*.
2. Install Grafana. See "Install Grafana" in the Grafana documentation.

   For the list of compatible software versions, see "Pipeline Configuration Center Software Compatibility" in *BRM Compatibility Matrix*.
3. Configure WebLogic Monitoring Exporter to scrape metric data from Pipeline Configuration Center. See "Configuring WebLogic Monitoring Exporter for Pipeline Configuration Center".
4. Configure Prometheus to collect metric data. See "Configuring Prometheus for Pipeline Configuration Center".
5. Configure Grafana for displaying Pipeline Configuration Center metric data. See "Creating Grafana Dashboards for Pipeline Configuration Center".

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Configuring WebLogic Monitoring Exporter for Pipeline Configuration Center

To configure WebLogic Monitoring Exporter to scrape metric data for Pipeline Configuration Center:

1. Download the latest supported version of WebLogic Monitoring Exporter (**get***N.N.***sh**) from https://github.com/oracle/weblogic-monitoring-exporter/releases, where *N.N* is the version number.

   For the list of supported versions, see "Pipeline Configuration Center Software Compatibility" in *BRM Compatibility Matrix*.

2. Edit the **wls-exporter-config.yaml** file to include the Pipeline Configuration Center metrics that you want scraped. For the list of supported metrics, see "WebLogic-Based Application Metrics".

3. Run the following command:

   ```
   bash getN.N.sh wls-exporter-config.yaml
   ```

   The **wls-exporter.war** is downloaded to your current directory.

4. Deploy the **wls-exporter.war** in the WebLogic Domain through the Admin Console, setting the target as all servers to be monitored.

5. Verify that metrics are getting exported by running the following cURL command:

   ```
   curl -X GET -i -u WL_userName:WL_password http://localhost:8080/metrics
   ```

   where *WL_userName* and *WL_password* is the user name and password for WebLogic Server.

WebLogic Monitoring Exporter is deployed on your servers and begins scraping metric data for Pipeline Configuration Center.

Example 45-1 Configuring WebLogic Monitoring Exporter to Scrape Metrics

The following shows sample **wls-exporter-config.yaml** entries for setting up WebLogic Monitoring Exporter to scrape metrics from Pipeline Configuration Center:

```
metricsNameSnakeCase: true
queries:
- key: name
  keyName: location
  prefix: wls_server_
  applicationRuntimes:
    key: name
    keyName: app
    componentRuntimes:
      prefix: wls_webapp_config_
      type: WebAppComponentRuntime
      key: name
      values: [deploymentState, contextRoot, sourceInfo,
sessionsOpenedTotalCount, openSessionsCurrentCount, openSessionsHighCount]
      servlets:
        prefix: wls_servlet_
        key: servletName
```


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```
- JVMRuntime:
    prefix: wls_jvm_
    key: name
- executeQueueRuntimes:
    prefix: wls_socketmuxer_
    key: name
    values: [pendingRequestCurrentCount]
- workManagerRuntimes:
    prefix: wls_workmanager_
    key: name
    values: [stuckThreadCount, pendingRequests, completedRequests]
- threadPoolRuntime:
    prefix: wls_threadpool_
    key: name
    values: [executeThreadTotalCount, queueLength, stuckThreadCount,
hoggingThreadCount]
- JTARuntime:
    prefix: wls_jta_
    key: name
```

Configuring Prometheus for Pipeline Configuration Center

To configure a standalone version of Prometheus for Pipeline Configuration Center:

1. Configure Prometheus to collect your Pipeline Configuration Center metrics exposed by WebLogic Monitoring Exporter.

   To do so, add a scraping configuration to your **prometheus.yaml** file that is similar to the one shown below for each managed server and admin server in your cluster. In the following example, the Pipeline Configuration Center application is deployed in the **pcc-domain** WebLogic domain and the server topology is:

   - The admin-server is on port 7001
   - A cluster named **cluster-1** with two managed servers
   - managed-server1 is on port 7003
   - managed-server2 is on port 7005

```
scrape_configs:
  - job_name: 'wls-metric-pcc'
    scrape_interval: 1s
    metrics_path: /wls-exporter/metrics
    scheme: http
    static_configs:
    - targets: ['<Hostname>:7001']
      labels:
        weblogic_domainName: pcc_domain
        weblogic_domainUID: pcc_domain
        weblogic_serverName: admin-server
    - targets: ['<Hostname>:7003']
      labels:
        weblogic_clusterName: cluster-1
        weblogic_domainName: pcc_domain
        weblogic_domainUID: pcc_domain
        weblogic_serverName: managed-server1
    - targets: ['<Hostname>:7005']
```


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```
      labels:
        weblogic_clusterName: cluster-1
        weblogic_domainName: pcc_domain
        weblogic_domainUID: pcc_domain
        weblogic_serverName: managed-server2
    basic_auth:
      username: username
      password: password
```

where *username* and *password* are your WebLogic Server user name and password.

2. Configure the alert rules in Prometheus.

   To do so, add alert rules that are similar to the ones shown below to your **prometheus-rules.yaml** file. For examples of expressions that you can use for memory and CPU usage, see "Sample Expressions for CPU and Memory Usage".

```
groups:
  - name: alertmanager.rules
    rules:
      - alert: ClusterWarning
        annotations:
          message: WLS cluster has less than 2 managed servers running for
more than 1 minute.
        expr: sum by(weblogic_domainUID, weblogic_clusterName,
weblogic_serverName) (up{weblogic_domainUID=~'.+'}) < 2
        for: 1m
        labels:
          severity: critical
```

3. Configure Prometheus Alertmanager to raise alerts.

   To do so, add alert configurations that are similar to the ones shown below to your **prometheus.yaml** file.

```
# Alertmanager configuration
alerting:
  alertmanagers:
  - static_configs:
    - targets:
       - localhost:9093
# Load rules once and periodically evaluate them according to the global
'evaluation_interval'.
rule_files:
  - "prometheus-rules.yaml"
```

4. Stop and restart Prometheus.

Creating Grafana Dashboards for Pipeline Configuration Center

Create a dashboard in Grafana for displaying your Pipeline Configuration Center metric data. You can alternatively use the sample dashboard JSON model that is included with the Pipeline Configuration Center package.

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> **Note**
>
> For the sample dashboard to work properly, the datasource name for the WebLogic Domain must be **Prometheus**.

To use the sample dashboard, import the *Domain_home***/samples/monitoring/pcc-dashboard.json** dashboard file into Grafana, where *Domain_home* is the WebLogic Server domain home directory in which Pipeline Configuration Center is deployed. For information about importing dashboards into Grafana, see "Export and Import" in the *Grafana Dashboards* documentation.

Sample Expressions for CPU and Memory Usage

You can use the following sample expressions in your Prometheus alert rules that are based on current CPU and memory usage.

To raise an alert when the average CPU usage across all managed servers is greater than 70% for more than two minutes:

```
avg(avg_over_time(wls_jvm_process_cpu_load{weblogic_domainUID="pcc-
domain",weblogic_serverName=~"managed-server.*"}[2m]))*100 > 70
```

To raise an alert when the average memory usage across all managed servers is greater than 70% for more than two minutes:

```
100 - avg(avg_over_time(wls_jvm_heap_free_percent{weblogic_domainUID="app-
domain",weblogic_serverName=~"managed-server.*"}[2m])) > 70
```


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46

BRM Monitoring Utilities and Scripts

Learn about the syntax and parameters for the Oracle Communications Billing and Revenue Management (BRM) monitoring utilities and scripts.

Topics in this document:

- pstatus
- start_it
- start_monitor
- stop_monitor

pstatus

Use this utility to write Perflib performance data to trace log files. Optionally, it can also generate a counter report or error report.

For more information, see:

- Enabling Monitoring of Your CM
- Enabling Monitoring of Your Oracle DM
- Enabling Selective Opcode Tracing

Location

BRM_home/**bin**

Syntax

```
pstatus [-h] [-ttimingFlag] [-fflistFlag] [-FopcodeNameorNumber] [-aalarmFlag]
        [-v] [-x] [-H] [-z] [-sopDelay|-SopDelay] [-eerrorDelay|-EerrorDelay] [-r|-R]
        [-ccolumns|-Ccolumns] dataFile
```

Parameters

-h
Displays the syntax and parameters for this utility.

-ttimingFlag
Specifies whether to provide timing data:

- **0**: Does not provide timing data. This is the default.
- **1**: Provides real-time map file timing.
- **2**: Provides detailed aggregate timing.

-fflistFlag
Specifies whether to provide flist tracing:

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- **0**: Does not provide flist tracing data. This is the default.
- **1**: Provides summary flist tracing data.
- **2**: Provides detailed flist tracing data.

-F*opcodeNameorNumber*
Specifies to generate tracing data for a specified opcode name or opcode number. For example, **-F108** specifies to enable flist tracing for the PCM_OP_SUBSCRIPTION_PURCHASE_DEAL opcode.
If you list multiple opcodes, use a comma as a delimiter. If the parameter is empty or missing, the utility traces all opcodes.

-a*alarmFlag*
Specifies whether to include alarm data: off (**0**) or on (non-zero number). The default is off.

-v
Specifies to show variable settings.

-x
Specifies to print the data in CSV format.

-H
Show a header for every output. Use **-H** only with the **-s** or **-S** parameters.

-z
Specifies to skip counters with zero calls.

-s*opDelay*|-S*opDelay*
Specifies to provide opcode statistic totals (**-s**) or opcode statistic differences (**-S**). If *opDelay* is set, the data is printed at the specified frequency in seconds.

-e*errorDelay*|-E*errorDelay*
Specifies to provide error statistic totals (**-e**) or error statistic differences (**-E**). If *errorDelay* is set, the data is printed at the specified frequency in seconds.

-r|-R
Specifies to reset the counters (**-r**) or the errors (**-R**).

-c*columns*
Specifies to create a counter report with the specified list of columns in the order listed.

> **Note**
>
> You can generate a counter report or an error report, but not both concurrently.

Table 46-1 lists the columns that you can include in the counter report. For example, **-csPnt** specifies to include these columns in the counter report in the order shown: **Timestamp**, **Program**, **Opcode name**, and **Elapsed**. The default options are **sponceNtaARP**.

Option	Column Name	Description
s	Timestamp	The timestamp when the data was collected.
p	Program	The name of the program.

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Option	Column Name	Description
o	Opcode number	The opcode number, which can be found in the opcode's associated header file.
n	Opcode name	The opcode name.
f	OpFlags	The opcode flags.
F	Filename	The file name.
L	Line#	The line number in the source code.
C	Source	The code source, which combines the file name and line number.
O	Object Type	The object type for database operations.
d	DbNo	The database number.
D	DbNoStr	The database number string, such as 0.0.0.1.
c	Calls	The number of calls made.
e	Errors	The number of errors.
N	Records	The number of records.
t	Elapsed	The aggregate elapsed time.
a	OpRate/s	The average operation throughput time.
r	OpAvg	The average rate in operations.
A	SysAvg	The average system run time.
R	SysRate/s	The average system throughput rate as operations per second.
P	PID	The process ID (PID) of the program that created the file.
U	User CPU	The user of the CPU.
S	System CPU	The system CPU.
all	N/A	A special string to show all supported columns.

-Ccolumns
Specifies to create an error report with the specified list of columns in the order listed. The **-C***columns* parameter is only permitted with the **-e***errorDelay* or **-E***errorDelay* parameter.

> **Note**
>
> You can generate a counter report or an error report, but not both concurrently.

Table 46-2 lists the columns that you can include in the error report. For example, **-CsOeE** specifies to include these columns in the error report in the order shown: **Timestamp**, **Opcode name**, **Error count**, and **Error rate**. The default options are **sOCLNeP**.

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Option	Column Name	Description
s	Timestamp	The timestamp
o	Opcode	The opcode number, which can be found in the opcode's associated header file.
O	Opcode name	The opcode name.
p	Program	The name of the program.
c	ErrClassStr	The error class string.
C	ErrClass	The error class number.
l	ErrLocStr	The error location string.
L	ErrLoc	The error location number.
n	ErrNumStr	The error number string.
N	ErrNum	The error number.
d	DbNo	The database number.
D	DbNoStr	The database number string, such as 0.0.0.1.
e	Err Count	The number of errors.
E	ErrRate/s	The error rate.
P	PID	The process ID (PID) of the program that created the file.
all	N/A	A special string to show all supported columns.

dataFile
Specifies the name of the input memory mapped data file (***.dat**) that contains the performance data.

Results

The utility notifies you only if it encounters errors.

start_it

Use this utility to start BRM processes using the Performance Library (Perflib).

> **Note**
>
> To trace batch applications, ensure you set the LD_PRELOAD environment variable to trace opcodes that are initiated in a client.

Location

BRM_home/**apps/perflib**

Syntax

```
start_it  [-ddirectory] [-n] command [arg1 arg2 argn ...]
```


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Parameters

-d*directory*
Specifies the directory containing the performance library settings (the **perf.env** or **perf_dm.env** file). The default is the directory in which you run the utility.

-n
Specifies to not preload the **libperflib.so** shared library for the application to use.

command
Specifies the command to run, such as **start_cm** or **start_dm_oracle**.

arg1 arg2 argn ...
Specifies the optional arguments, such as **pin_bill_accts -test**.

Results

The utility notifies you only if it encounters errors.

start_monitor

Use this utility to start exposing metrics for the specified application.

Location

BRM_home/**apps/perflib**

Syntax

```
start_monitor [-h] [-a32|-a64] [-fpidFile] [-pjmxPort] [-llogFile] [-D] [-s]
              [-PhttpPort] [-bbackLog] [-Sfrequency] [-tthreads] fdataFile,afilename
```

Parameters

-h
Displays the syntax and parameters for this utility.

-a32|-a64
Specifies the size of the architecture: 32 bits or 64 bits. The default is 64 bits (**-a64**).

-f*pidFile*
Specifies the name of the PID file in which to write the process ID. The default is **monitor.pid**.

-p*jmxPort*
Specifies the JMX port number for exposing metrics. The default is **1617**.

-l*logfile*
Specifies whether to include alarm data: off (**0**) or on (non-zero number). The default is off.

-D
Enables metrics for the Oracle DM shared memory, front-end processes, and back-end processes.

-s
Specifies to use password protection to connect to Perflib-controlled applications. The user names and passwords must be defined in **monitor.password**.

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-P*httpPort*
Specifies the HTTP port number for exposing metrics **(http://***httpServer***:***httpPort***/metrics**). If provided, the utility starts the HTTP server.

-b*backLog*
Specifies the permissible connection backlog for the server. The default is **0**.

-S*frequency*
Specifies the sleep time for debug mode. When debug mode is enabled in your Log4j configuration, the monitor prints statistics at the frequency specified.

-t*threads*
Specifies the number of threads for the HTTP Server. The default is **1**.

fdataFile*, *afilename
Specifies the name of Perflib data files to monitor. Replace *fdataFile* with the name of the Perflib data file, and replace *afilename* with the name used to expose data via JMX.

Results

The utility notifies you only if it encounters errors.

stop_monitor

Use this utility to stop monitoring the specified application.

Location

BRM_home/**apps/perflib**

Syntax

```
stop_monitor  [-h] [-fpidFile]
```

Parameters

-h
Displays the syntax and parameters for this utility.

-f*pidFile*
Specifies the name of the PID file containing the process ID to stop. The default is **monitor.pid**.

Results

The utility notifies you only if it encounters errors.

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Part VI

Synchronizing BRM Data with Other Applications

This part describes how to synchronize data between the Oracle Communications Billing and Revenue Management (BRM) database and other applications, such as Elastic Charging Engine (ECE) and external CRMs. It contains the following chapters:

- Synchronizing Pricing Data Between the BRM Database and External CRMs
- Synchronizing Account Data Between the BRM Database and ECE
- Synchronizing Account Data Between BRM and Pipeline Manager
- Exporting Pricing Data in a Batch
- Configuring Your AQ Database Queues
- Configuring Pipeline Manager to Retrieve Business Events
- Monitoring and Maintaining Your AQ Queues
- Configuring Object Auditing for GSM
- Synchronization Utilities

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Synchronizing Pricing Data Between the BRM Database and External CRMs

Learn how to set up your Oracle Communications Billing and Revenue Management (BRM) system to synchronize pricing data between the BRM database and external customer relationship management (CRM) applications.

Topics in this document:

- About Synchronizing Pricing Data
- About the Synchronization Process for Pricing Data
- About BRM Event Notification
- About the Payload Generator EM
- About the Oracle DM and Pricing Synchronization
- About the AQ Database Queue

About Synchronizing Pricing Data

You can synchronize the following pricing data between BRM and your external CRM applications:

- Charge offers, including their associated provisioning tag details
- Simple discounts in discount offers
- Real-time chargeshare offers
- Bundles
- Packages
- Package lists

When you start a CRM integration, you can export your pricing data from BRM to external CRM applications in a batch using the **pin_export_price** utility. After BRM and the external CRM application are integrated, BRM can send pricing data changes to the external CRM application in real-time.

About Synchronizing Simple Discounts

When you create or modify discounts in discount offers, BRM evaluates whether the discounts are simple or complex. BRM considers a discount to be simple if it meets the following criteria:

- The discount mode is original charge or remaining charge.
- The event type is a purchase or cycle event.
- The discount trigger condition is always true: (1 >= 0), and the condition expression is an integer value.
- The quantity range expression is “Charge".

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- The discount contains only one discount rule, one discount quantity range, and one discount balance impact.
- The discount balance impact is set to the impact currency balance element.
- The base expression is "Charge".

If a discount is considered simple, BRM sends the following information to the external CRM application:

- The balance element ID.
- The discount amount.
- A flag indicating whether the discount is a percentage (**P**) or an absolute (**A**) value.

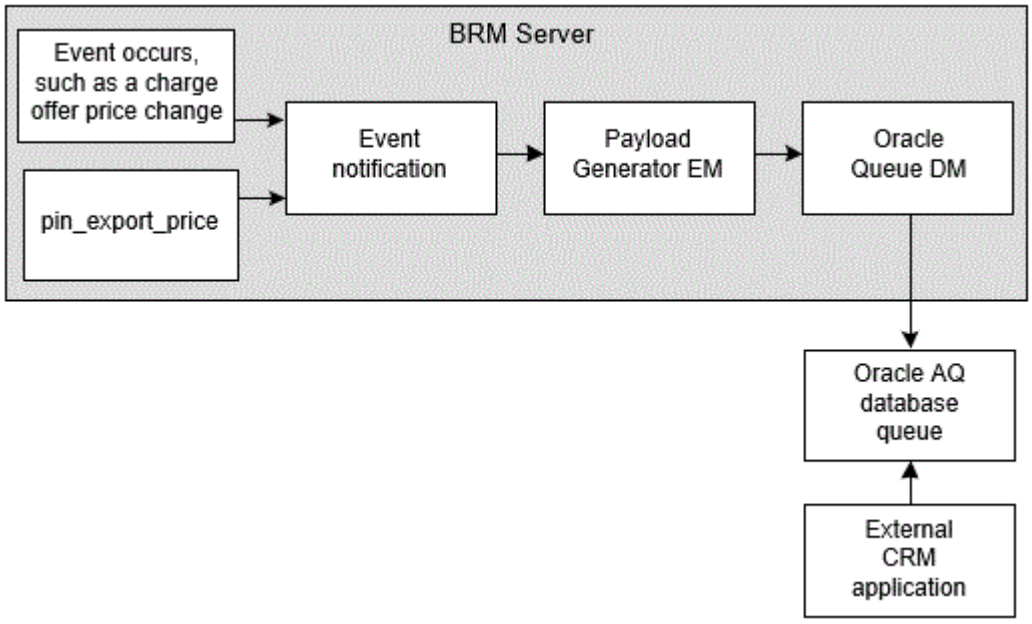
If a discount is complex, BRM sends only the balance element ID and the discount amount set to 0 to the external CRM application.

About the Synchronization Process for Pricing Data

BRM synchronizes pricing data with external CRM applications using the Oracle DM and the Enterprise Applications Integration (EAI) framework, consisting of the event notification system and the Payload Generator External Module (EM). The Oracle DM and EAI framework work together to publish changes to a central Oracle Advanced Queuing (AQ) database queue. External CRM applications can then retrieve the pricing data directly from the AQ queue.

Figure 47-1 shows the data flow from BRM to the external CRM application:

Figure 47-1 Pricing Data Synchronization Process



Pricing data is synchronized in the following way:

1. A notification event is generated. The way a notification event is generated depends on whether you are synchronizing in real-time or in a batch:

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- **In real-time**: BRM generates notification events after changes to any of the following: charge offers, discount offers, chargeshare offers, bundles, packages, and package lists.
- **In a batch**: The **pin_export_price** utility generates the notification events. When you run the utility, it retrieves pricing data from the BRM database and generates a notification event for each object retrieved. See "Exporting Pricing Data in a Batch".

2. The BRM event notification system recognizes the notification event, which triggers a call to a synchronization opcode.
3. One of the following actions occurs:
   - If the event is associated with the PCM_OP_IFW_SYNC_PUBLISH_EVENT opcode, it is passed to the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode for modification. The policy opcode passes the event, along with any modifications, to the Payload Generator External Module (EM).
   - If the event is *not* associated with the PCM_OP_IFW_SYNC_PUBLISH_EVENT opcode, it is sent directly to the Payload Generator EM.
4. The Payload Generator EM collects events in its payload until they compose a complete business event.
5. When the business event is complete, the Payload Generator EM sends it to the Oracle DM.
6. The Oracle DM sends the business event to an Oracle AQ database queue.
7. The external CRM application retrieves the business event from the AQ database queue and updates the information in its system.

About BRM Event Notification

The following notification events are generated when you run the **pin_export_price** utility or when charge offers, discount offers, chargeshare offers, bundles, packages, and package lists change in the BRM system:

- **/event/notification/price/discounts/modify**
- **/event/notification/price/products/modify**
- **/event/notification/price/sponsorships/modify**

When BRM is configured to synchronize pricing data, the event notification system listens for one of these events and then calls the Payload Generator EM. You define the notification events that trigger calls to the Payload Generator EM using the *BRM_home***/sys/data/config/pin_notify_crm_sync** file.

For more information about event notification, see "About Event Notification" in *BRM Developer's Guide*.

About the Payload Generator EM

The Payload Generator EM collects BRM events until they generate a complete business event, generates the data necessary to publish them, and sends them to the Oracle DM.

The data required to create a complete business event is defined in the payload configuration file (*BRM_home***/sys/eai_js/payloadconfig_ifw_sync.xml**). The default file includes definitions for the following business events: **ProductInfoChange**, **DiscountInfoChange**, **SponsorshipInfoChange**, **AccountStatusUpdate**, **AccountInfoChange**, and **InstallmentNotification**.

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You can add custom business events to the payload configuration file. See "Defining Business Events" in *BRM Developer's Guide* for information on creating business events.

About the Oracle DM and Pricing Synchronization

The Oracle DM is responsible for publishing data to the Oracle AQ database queue. You define which business events the Oracle DM sends to the AQ database queue using the *BRM_home***/sys/dm_oracle/aq_event_map** file. To configure the **aq_event_map** file, see "Mapping Business Events to Database Queues".

When the Oracle DM receives a business event from the Payload Generator EM, it does the following:

1. Determines whether to send the event to the AQ database queue by checking the **aq_event_map** file.
2. Publishes the business event's contents to the AQ database queue as an XML message.
3. Sets the event in the AQ database queue to a READY state. For information, see "About Event Status Flags".

> **Note**
>
> If the Oracle DM is offline for an extended period, you can use the **pin_export_price** utility to synchronize pricing data in batches. For more information, see "Exporting Pricing Data in a Batch".

About the AQ Database Queue

The AQ database queue is used to pass business events from the Oracle DM to the external CRM application. The Oracle DM sends business events to the AQ queue asynchronously, so BRM and the external CRM application are not required to be running at the same time.

- If the external CRM application terminates, the Oracle DM continues to send business events to the AQ queue. After the external CRM application restarts, it retrieves the business events from the AQ queue.
- If the Oracle DM terminates, the external CRM application continues to retrieve business events already in the AQ queue.

About the Structure of Queued Messages

The Oracle DM publishes the business event to the AQ database queue. The business event is stored as a message in a **/deq_event_ty** object. This object includes the following fields:

- PIN_FLD_EVENT_NAME: Specifies the name of the business event. The external CRM application can use this event name to identify the type of data in the queued message. For more information, see "About Retrieving Specific Events from the AQ Database Queue".
- PIN_FLD_FLIST_BUF: Contains the message (business event) in XML format if the message size is 4000 bytes or less.
- PIN_FLD_LARGE_FLIST_BUF: Contains the message (business event) in XML format if the message size exceeds 4000 bytes.

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- PIN_FLD_MESG_ID: Contains the unique message ID generated by the AQ queue.
- PIN_FLD_ENQ_TIME: Specifies the time the message was sent to the AQ queue.

About Event Status Flags

Events in the AQ database queue are set to the following statuses:

- **READY** indicates that the event has not been dequeued.
- **PROCESSED** indicates that the event has been retrieved. The Oracle Queue Monitor process (QMN) removes the event from the queue after a configurable amount of time.

You can check the status of events in the queue by running a report. For information, see "Generating Queue Reports".

About Retrieving Specific Events from the AQ Database Queue

You define business event names in the base tags of the payload configuration file (**payloadconfig_ifw_sync.xml**). When the Oracle DM sends an event to the AQ database queue, it stores the business event name in the database queue table in the CORRID field. The external CRM application can check for the name in the CORRID field to identify the type of data in the queued messages and determine whether to retrieve the message.

For example, if the name of a business event is **ProductInfoChange**, the message contains information about changes to a charge offer. The external CRM application can retrieve the event if it needs to update its charge offer information. Otherwise, it can ignore the event.

> **Note**
>
> The CORRID field is limited to 128 characters. If you customize the **payloadconfig_ifw_sync.xml** file, use business event names with fewer than 128 characters.

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Synchronizing Account Data Between the BRM Database and ECE

Learn how to set up your Oracle Communications Billing and Revenue Management (BRM) system to synchronize account data between the BRM database and Elastic Charging Engine (ECE).

Topics in this document:

- About Account Synchronization with ECE
- How Synchronization Works with ECE
- About the EAI Framework for Account Synchronization
- About the Oracle DM and Account Synchronization
- About the Oracle AQ Database Queue
- About Synchronizing Data in a Multischema System

About Account Synchronization with ECE

Account synchronization keeps account data in the BRM database and ECE synchronized. For example, when a customer service representative (CSR) adds, cancels, or modifies an account or when an adjustment such as a cycle fee is applied to an account balance, that information must be updated in ECE so that ECE can rate service usage events properly. Account synchronization sends the updated information to ECE through a database queuing system, enabling ECE to rate events using the updated information.

To configure your system to synchronize account data between the BRM database and ECE, install ECE, create your AQ database queues, and configure the Oracle DM to publish customer events to the queues. See "Configuring Your AQ Database Queues".

How Synchronization Works with ECE

BRM synchronizes account data using the Oracle Data Manager (DM) and the Enterprise Application Integration (EAI) framework, which consists of the event notification system and the Payload Generator External Module (EM). The Oracle DM publishes account data to an Advanced Queuing (AQ) database queue, where ECE can retrieve it.

Figure 48-1 shows the data flow between the BRM server and ECE.

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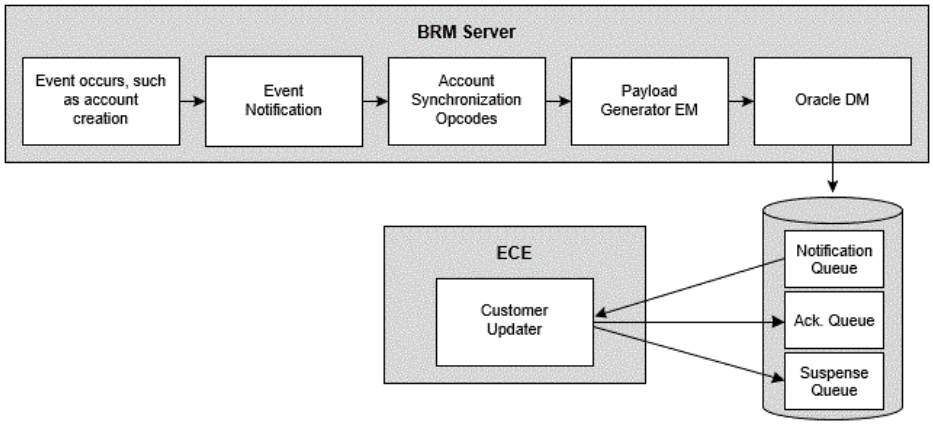
Figure 48-1 Data Flow between the BRM Server and ECE



Account data is synchronized between BRM and ECE as follows:

1. A BRM event occurs, generating data BRM is configured to send to ECE.
2. The event notification system calls the opcode associated with the BRM event in the system's event notification list.
3. One of the following actions occurs:
   - If the event is associated with the PCM_OP_IFW_SYNC_PUBLISH_EVENT opcode, it is passed to the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode for modification. The policy opcode passes the event, along with any modifications, to the Payload Generator External Module (EM).
   - If the event is *not* associated with the PCM_OP_IFW_SYNC_PUBLISH_EVENT opcode, it is sent directly to the Payload Generator EM.
4. The Payload Generator EM collects events in its payload until they compose a complete business event.
5. When the business event is complete, the Payload Generator EM sends it to the Oracle DM.
6. The Oracle DM publishes the business event to the Notification queue.
7. ECE Customer Updater retrieves the business event from the Notification queue and uses the event as needed.
   - If the update request fails, ECE moves the business event to a Suspense queue for later reprocessing.
   - If the update request succeeds, ECE publishes an acknowledgment event to the Acknowledgment queue. In turn, BRM retrieves the event from the Acknowledgment queue.

About the EAI Framework for Account Synchronization

You use the EAI Manager framework to define business events, capture the BRM events that make up the business events, and send the completed business events to the Oracle DM. See "About Enterprise Application Integration (EAI) Manager" in *BRM Developer's Guide* for more information.

The EAI framework consists of the following components:

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- **BRM event notification**

  When specific BRM events occur, event notification automatically triggers calls to opcodes that send the event to the Payload Generator EM.

  You map BRM events to opcodes using an event notification file. The default event notification file (*ECE_home***/brm_config/pin_notify**) provided with the ECE installation lists the BRM events required by ECE, such as **/event/notification/account/create**, **/event/billing/product/fee/purchase**, and **/event/billing/cycle/tax**. You can change the list of BRM events in the file to meet your business needs. You must load the event notification file into the database before account synchronization can start. See "Using Event Notification" in *BRM Developer's Guide* for more information.

- **Payload Generator EM**

  The Payload Generator EM collects BRM events until they form a complete business event, generates the data necessary to publish business events, and sends the business events to the Oracle DM.

  The data required to create a complete business event is specified in a payload configuration file. The default payload configuration file (*ECE_home***/brm_config/payloadconfig_ece_sync.xml**) provided with the ECE installation defines the business events that ECE needs, such as **AccountStatusUpdate**, **BillInfoUpdate**, and **BillNow**. You can add or remove business events from the file. See "Configuring Business Events" in *BRM Developer's Guide* for more information.

About the Oracle DM and Account Synchronization

The Oracle DM publishes business events to a Notification queue. You specify how the Oracle DM connects to the queue and which business events to send to the queue by using the following configuration files:

- The *BRM_home***/sys/dm_oracle/pin.conf** file specifies how the Oracle DM connects to the queue.
- The *BRM_home***/sys/dm_oracle/aq_event_map** file specifies the business events sent to the Notification queue. See "Mapping Business Events to Database Queues".

When the Oracle DM receives a business event from the Payload Generator EM, it does the following:

1. Determines whether to send the business event to the Notification queue by reading the **aq_event_map** file.
2. Publishes the entire content of the business event to the Notification queue.
3. Sets the business event in the Notification queue to a READY state. See "About Event Status Flags".

About the Oracle AQ Database Queue

The Oracle AQ database queue is used to pass business events from the Oracle DM to ECE. The Oracle DM sends business events to the queue asynchronously, so the BRM and ECE applications are not required to be running at the same time.

- If ECE terminates, the Oracle DM continues publishing business events to the queue. After ECE restarts, it retrieves the business events from the queue.
- If the Oracle DM terminates, ECE continues to retrieve business events already in the queue.

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About Creating Your AQ Database Queues

The ECE postinstallation script (**post_Install.pl** or **kafka_post_install.sh**) automatically creates Notification, Suspense, and Acknowledgment AQ database queues in your specified schema. You can create additional AQ database queues to meet your business needs using the **pin_publish_aq_oracle.pl** script, which is included with the BRM installation. See "pin_publish_aq_oracle.pl" for more information.

When creating AQ database queues, you specify the following:

- The database schema in which to create the queue.
- The name of the queue and queue table.
- The tablespace in which to create the queue.

  You can create the queue in an existing tablespace or its own separate tablespace. For optimal performance in production systems, create the queue in its own tablespace.

About Synchronizing Data in a Multischema System

To synchronize data in a multischema BRM system, you install and configure an Oracle DM on the primary BRM installation machine and on all secondary BRM installation machines.

You also do the following:

- **Create the following AQ database queues for each secondary BRM schema.**
  - Notification queue
  - Suspense queue
  - Acknowledgment queue

  You create these queues manually by running the **pin_publish_aq_oracle.pl** utility. See "Creating Additional Queues for Multischema BRM Systems".
- **Configure an instance of ECE Customer Updater for each BRM schema.**

  To configure an instance of ECE Customer Updater, see "Configuring Customer Updater".

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Synchronizing Account Data Between BRM and Pipeline Manager

Learn how to set up your Oracle Communications Billing and Revenue Management (BRM) system to synchronize account data between the BRM database and Pipeline Manager.

Topics in this document:

- About Account Synchronization with Pipeline Manager
- About Controlling the Business Event Backlog

About Account Synchronization with Pipeline Manager

Account synchronization enables Pipeline Manager to act on events that occur in BRM based on the event type. For example, when charge offers are purchased or an account's status is changed, the account information is updated in the Pipeline Manager database so that service usage events can be rated properly. The Oracle Data Manager (DM) sends the updated information to an Oracle Advanced Queuing (AQ) database queue, where Pipeline Manager retrieves it.

You set up the following Pipeline Manager modules to retrieve events:

- **DAT_Listener**: All events are retrieved by this module first. This module passes the events to the other modules set up to receive them.
- **DAT_AccountBatch**: This module receives account update information to ensure that Pipeline Manager uses the most current account information when rating events.
- **DAT_BalanceBatch**: This module receives balance update information to ensure that Pipeline Manager uses the most current balance information when rating events.
- **DAT_Discount**: This module receives discount balance update information to ensure that Pipeline Manager uses the most current discount balance configuration when rating events.

To configure your system to synchronize account data between the BRM database and Pipeline Manager, install and configure Pipeline Manager, create your AQ database queues, and configure the Oracle DM to publish customer events to the queues. See "Configuring Your AQ Database Queues".

How Account Synchronization Works with Pipeline Manager

The Oracle DM notifies Pipeline Manager when account information changes, such as when a CSR adds, cancels, or modifies an account or when an adjustment is applied to an account balance. The Oracle DM sends information about updates through an Oracle AQ database queue, and Pipeline Manager retrieves the information from the queue. For more information about the queue, see "About the Database Queues".

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> **Note**
>
> When an account is created, the Oracle DM notifies Pipeline Manager about the new account, but the account details (such as the account's charge offers, discount offers, and other account information) are not loaded into the Pipeline Manager's memory until the first call data record (CDR) is rated for the account. Pipeline Manager only requires the account details once the account has some usage that must be rated.

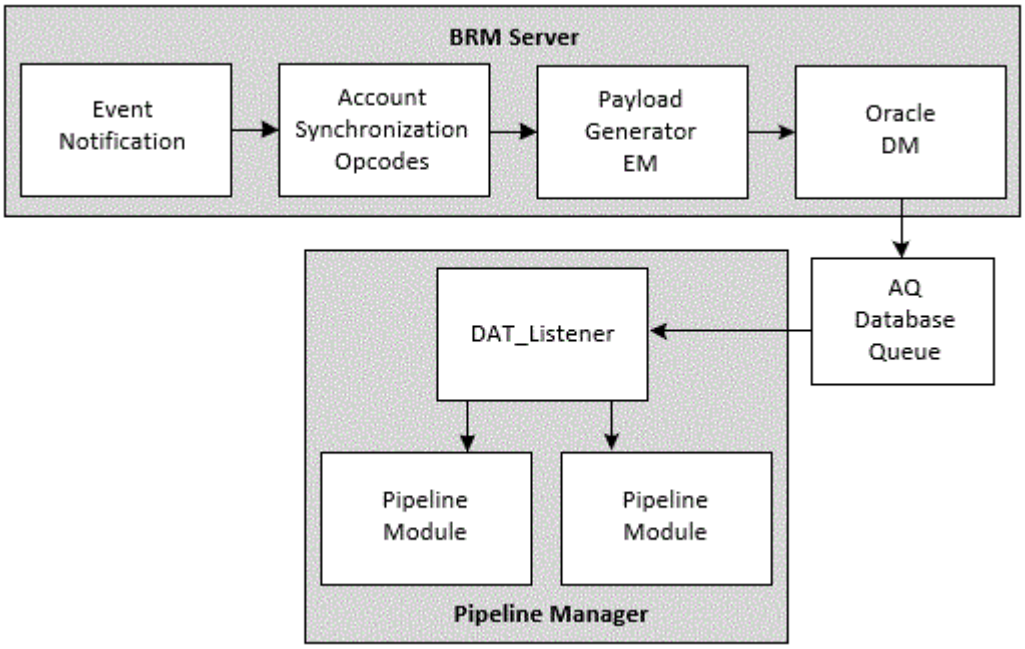
The Oracle DM can send any event data to Pipeline Manager. Pipeline modules register to receive events through the DAT_Listener module. When a module receives a business event, it can either use the enqueued event data for processing or access the BRM database for the most current data.

All business events sent to Pipeline Manager are stored in the AQ database queue. If Pipeline Manager terminates, the Oracle DM continues to send events to the queue. When Pipeline Manager restarts, it retrieves the events from the queue. Likewise, if the Oracle DM terminates, Pipeline Manager continues to retrieve events already in the queue.

If billing runs while Pipeline Manager starts, events are queued while the DAT modules initialize. Events are only processed after the DAT modules are ready.

Figure 49-1 shows the data flow from BRM to Pipeline Manager update.

Figure 49-1 Data Flow from BRM to Pipeline Manager



Account data is synchronized between BRM and Pipeline Manager as follows:

1. An event listed in the event notification file is generated, triggering a call to the opcode associated with that event in the list.
2. One of the following actions occurs:

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- If the event is associated with the PCM_OP_IFW_SYNC_PUBLISH_EVENT opcode, it is passed to the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode for modification. The policy opcode passes the event and any modifications to the Payload Generator External Module (EM).

  See "About the Synchronization Opcodes".

- If the event is *not* associated with PCM_OP_IFW_SYNC_PUBLISH_EVENT, it is sent directly to the Payload Generator EM.

3. The Payload Generator EM collects events in its payload until they compose a complete business event.

   See "About the EAI Framework".

4. When the business event is complete, the Payload Generator EM sends it to the Oracle DM.

   See "About the Oracle DM and Synchronization".

5. The Oracle DM sends the business event to the AQ database queue.

   See "About the Database Queues".

6. DAT_Listener retrieves the business event from the database queue and sends the event to pipeline modules that are registered for that event.

   See "About the DAT_Listener Module".

7. The module uses the event as needed.

About the EAI Framework

The Oracle DM works with the Enterprise Application Integration (EAI) framework. You use the EAI framework to define business events for synchronization, capture the BRM events that make up the business events, and send the completed business events to the Oracle AQ database queue.

The EAI framework consists of the following components:

- **BRM event notification**

  When specific BRM events occur, event notification automatically triggers calls to opcodes that send the event to the Payload Generator EM.

  You map BRM events to opcodes using an event notification file. The default event notification file (*BRM_home***/sys/data/config/pin_notify_ifw_sync**) provided with the BRM installer lists the BRM events required by Pipeline Manager. You can change the list of BRM events in the file to meet your business needs. You must load the event notification file into the database before account synchronization can start. See "Using Event Notification" in *BRM Developer's Guide* for more information.

- **The Payload Generator EM**

  The Payload Generator EM collects BRM events until they form a complete business event, generates the data necessary to publish business events, and sends the business events to the Oracle DM.

  The data required to create a complete business event is specified in a payload configuration file. The default payload configuration file (*BRM_home***/sys/data/config/payloadconfig_ifw_sync.xml**) provided with the BRM installer defines the business events that Pipeline Manager needs. You can add or remove business events from the file. See "Configuring Business Events" in *BRM Developer's Guide* for more information.

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The Payload Generator EM notifies the Oracle DM when business events occur, such as account creation, charge offer purchase, and account balance adjustment. As soon as the Payload Generator EM collects all BRM events that belong to a specific business event, it sends the business event payload to the AQ database queue.

Although the Oracle DM relies on the EAI framework, you do not need to install EAI Manager separately. All necessary EAI files are included with the BRM installer.

About the Synchronization Opcodes

Account synchronization uses a set of opcodes to modify the BRM events that form business events. The BRM events are associated with the PCM_OP_IFW_SYNC_PUBLISH_EVENT opcode in your system's event notification file. When these BRM events occur, PCM_OP_IFW_SYNC_PUBLISH_EVENT is called to pass them to the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode for processing.

You can customize the BRM events based on your business needs using the policy opcode.

After processing the BRM events, the opcodes pass them to the EAI framework publishing opcode, which compiles them into business events to publish to the AQ database queue.

Tip

Not all BRM events that form business events must be passed through the synchronization opcodes. If you do not need to customize the BRM events, associate them with the EAI framework publishing opcode, PCM_OP_PUBLISH_GEN_PAYLOAD (number 1301), in your system's event notification file instead. This opcode is internal to BRM.

About the Oracle DM and Synchronization

The Oracle DM sends business events to the database queue. You define how the DM connects to the database queue and which business events to send to the queue through two configuration files:

- The Oracle DM configuration file (*BRM_home*/**sys/dm_oracle/pin.conf**) specifies how to connect to the AQ database queue.
- The *BRM_home*/**sys/dm_oracle/aq_event_map** specifies the business events to send to your AQ database queue.

Note

If your system contains multiple schemas, you must install and configure an Oracle DM for the primary schema. Optionally, you can also install an Oracle DM for each secondary schema.

When the Oracle DM receives a business event, it does the following:

1. Determines whether to send the business event to the AQ database queue by reading the **aq_event_map** file.
2. Publishes the entire content of the business event to the AQ database queue.

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3. Sets the business event in the AQ database queue to a READY state. See "About Event Status Flags".

About the Database Queues

The account synchronization process uses an AQ database queue to pass business events from the Oracle DM to Pipeline Manager. The AQ database queue enables the Oracle DM to pass events asynchronously, so BRM and Pipeline Manager are not required to be running at the same time.

About Creating Database Queues

The BRM installer automatically creates a default queue in a specified database schema. You can create additional AQ database queues to meet your business needs using the **pin_publish_aq_oracle.pl** script, which is included with the BRM installation. See "pin_publish_aq_oracle.pl" for more information.

When creating AQ database queues, you specify the following:

- The database schema in which to create the queue.

  You can create the queue in your BRM database, the Pipeline Manager database, or a separate database.

- The name of the queue and queue table.
- The tablespace in which to create the queue.

  You can create the queue in an existing tablespace or in its own separate tablespace. For optimal performance in production systems, create the queue in its own tablespace.

The number of queues to create depends on your system's configuration. Each Pipeline Manager instance connects to its own database queue. Therefore, if your system contains only one instance of Pipeline Manager, create only one database queue. If your system contains two instances of Pipeline Manager, create two database queues.

In multischema systems, each BRM database schema has one corresponding instance of Pipeline Manager and one corresponding database queue.

About the DAT_Listener Module

Pipeline Manager uses DAT_Listener to retrieve business events from the AQ database queue. When Pipeline Manager is running, DAT_Listener continuously checks the queue for events to process.

When DAT_Listener finds an event to process, it does the following:

1. Dequeues the event from the database queue.
2. Sets the event in the queue to a PROCESSED state.
3. Determines where to route the event by using the Pipeline Manager registry.
4. Sends the event to the appropriate pipeline module.

The DAT_Listener module can control whether Pipeline Manager processes business events or CDRs by interleaving the two processes. See "About Controlling the Business Event Backlog" for more information.

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About Using Multiple Threads to Dequeue Events

By default, DAT_Listener uses one thread for dequeuing events. All events in the queue are processed in the order in which they are queued.

You can generate additional threads by using the DAT_Listener EventThreadAllocation registry entry:

- You can generate separate threads for processing different business events. This can enhance performance when the type of business event, such as RecycleRequest business events, takes longer to process.
- You can generate additional threads for the same type of business event. This can further enhance performance when multiple business events of the same type are queued in succession.

A new thread can begin processing an event as soon as processing for the previous event has begun.

For example, the following registry entry will generate four threads: one thread for RecycleRequest business events, two threads for OpenNewActgCycle business events, and one default thread (for which no entry is required) for all other types of events:

```
EventThreadAllocation
{
  RecycleRequest = 1
  OpenNewActgCycle = 2
}
```

Based on this registry configuration, if the following events are queued in this order:

1. RecycleRequest #1
2. CycleForward #1
3. OpenNewActgCycle #1
4. OpenNewActgCycle #2
5. OpenNewActgCycle #3
6. OpenNewActgCycle #4
7. CycleForward #2
8. RecycleRequest #2
9. CycleForward #3

They are processed during account synchronization in this order:

1. The RecycleRequest thread starts processing RecycleRequest event #1.
2. The default thread starts processing CycleForward event #1.
3. Two OpenNewActgCycle threads process OpenNewActgCycle events #1 through #4, in order.

   For example, thread 1 processes event #1 and thread 2 processes event #2. Whichever thread finishes first processes event #3, and so on.
4. When processing starts for OpenNewActgCycle event #4, the default thread starts processing CycleForward event #2 (assuming it has completed CycleForward event #1).

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5. When processing starts for CycleForward event #2, the RecycleRequest thread starts processing RecycleRequest event #2 (assuming it has completed RecycleRequest event #1).
6. When processing starts for RecycleRequest event #2, the default thread starts processing CycleForward event #3 (assuming it has completed CycleForward event #2).

You can allocate only one thread for recycle requests.

Dequeuing in Batches

Dequeuing business events from the Account Synchronization queue takes longer than sending them to Pipeline Manager. To shorten the time it takes to process business events, DAT_Listener dequeues business events in batches. It then sends one event at a time to Pipeline Manager.

DAT_Listener retrieves events in batches only for events that require account synchronization, such as account data changes. These are the most frequent types of business events sent through the queue. Other events—for example, those that invoke a process such as a recycling job—continue to be dequeued one at a time.

If a business event in a batch of dequeued events contains an error, all events in the batch are rolled back in BRM, and Pipeline Manager is shut down. Shutting down Pipeline Manager clears the batch of business events from the pipeline memory. After you correct the error and stop and restart Pipeline Manager, BRM resends the business events to Pipeline Manager.

About Disconnecting DAT_Listener from the Queue

You can keep Pipeline Manager online when you tune or shut down the queuing database by disconnecting DAT_Listener from the queue. You can then reconnect the module to the queue after you finish making changes to the database.

When you *disconnect* DAT_Listener, it performs the following actions:

1. Waits for the total counter of active threads to become 0.
2. Disconnects each active thread:
   - If a thread is currently processing an event, DAT_Listener waits for the event to finish, inactivates the thread, and decrements the counter.
   - If a thread is not currently processing an event, DAT_Listener inactivates the thread and decreases the counter.
3. When the counter becomes 0, DAT_Listener wakes up from the wait state.

   It returns to the caller that all connections between it and the database queue have been terminated.

When you *reconnect* DAT_Listener, it reconnects to the queuing database and activates all threads.

You control the connection between DAT_Listener and the database queue by using DAT_Listener semaphores.

About Account Synchronization in a Multischema System

When you use a multischema system, you set up an instance of Pipeline Manager for each database schema. On one instance of Pipeline Manager, you configure the multischema account router module. This module keeps track of which database schema each account belongs to.

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To set up account synchronization for multiple database schemas, create an Oracle DM on the primary BRM installation machine and, optionally, on your secondary BRM installation machines. You also do the following:

- **Add an AQ database queue for each BRM database schema.**

  Each Oracle DM connects to only one database schema and uses schema qualifications to put event messages in queues in other database schemas.

- **Configure an instance of Pipeline Manager for each BRM database schema.**

  Each instance of Pipeline Manager has a DAT_Listener module that retrieves events for that instance. You specify the events for each instance in the DAT_Listener registry.

> **Note**
>
> Install an Oracle DM instance and have a corresponding instance of Pipeline Manager for every BRM database schema. How you configure multiple database schemas depends on your business needs and should be determined by your system and database administrators.

About Controlling the Business Event Backlog

When you use Pipeline Manager for batch rating, the AQ database queue can become backlogged with business events waiting to be processed. This can delay account synchronization and slow Pipeline Manager performance, causing more CDRs to be suspended.

To control the number of events waiting to be processed, you can configure DAT_Listener to interleave CDR and business event processing. See "About Interleaved Processing" for more information.

Why Event Backlog Occurs

Event backlog can occur for the following reasons:

- When Pipeline Manager modules update account data, they lock the accounts they update in each transaction. When more than one transaction must access the same account, the transactions must wait until the account is unlocked. If the account stays locked for a relatively long time, business events can become backlogged while they wait for processing.
- When business events arrive that change account information during CDR processing, Pipeline Manager must update its memory before continuing to rate events in the CDR. This requires accessing the database, which increases the number of times the accounts are locked. Processing business events and CDRs concurrently could require multiple updates, reducing overall Pipeline Manager performance.
- When an account is being billed, Pipeline Manager must receive a business event notifying it that billing is complete before it can process new event data records (EDRs) for the account. If a billing business event is waiting to be processed behind a backlog of other events, many new EDRs for the account might require suspending until the billing event is processed. Each time a suspended EDR is recycled, a new business event is added to the AQ database queue.

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About Interleaved Processing

You can configure Pipeline Manager to process CDRs and business events exclusively rather than concurrently. Exclusive processing reduces the likelihood that you will need to recycle events due to delayed synchronization or to stop Pipeline Manager to catch up on business event processing.

With *interleaved processing*, Pipeline Manager interleaves the processing of business events and CDRs so it can process multiple business events before rating CDRs and rate multiple CDRs before updating Pipeline Manager memory. This balances the event backlog and improves processing time by decreasing the number of times Pipeline Manager must access the database and lock accounts.

DAT_Listener controls whether business events or CDRs are processed based on the following criteria:

- How many business events are waiting to be processed in the AQ database queue.
- The time that Pipeline Manager has been currently processing either business events or CDRs.

Depending on how much control you want over the interleaving process, you can use the first or both of these criteria. See "About Setting Processing Thresholds".

You specify the thresholds for event processing in the DAT_Listener module registry.

If you configure the number of events and the processing time, DAT_Listener performs the following actions to control interleaved processing:

1. Periodically checks the number of business events waiting to be processed in the AQ database queue and tracks the amount of time that Pipeline Manager has been currently processing either business events or CDRs.
2. Stops pipeline CDR processing when the number of business events in the queue reaches the maximum threshold or when the maximum CDR processing time is reached, whichever comes first.

   DAT_Listener stops Pipeline Manager by sending a stop command to the pipeline controller. This command suspends CDR processing but allows business event processing to proceed.
3. Dequeues business events and sends them to pipelines for processing.
4. Stops dequeuing business events when the number of business events in the AQ database queue reaches the minimum threshold or when the maximum business event processing time is reached, whichever comes first.
5. Restarts Pipeline Manager CDR processing by sending a start command to the pipeline controller.

The Oracle DM continues to send business events to the queue while Pipeline Manager processes CDRs.

When tracking the number of business events in the queue, DAT_Listener counts only the business events with a state of READY. It ignores all other business events.

About Setting Processing Thresholds

To configure basic process interleaving, you set the minimum and maximum business event thresholds. For more control over CDR and business event interleaving, you can also set the maximum CDR and business event processing times.

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For example, if you typically process fewer events in the middle of the night, reaching the maximum number of business events in the queue might take longer. Account synchronization will be delayed during this time, and you might have a higher incidence of CDRs that need suspending or rerating. In this case, you limit the time spent on CDR processing. When this time threshold is reached, DAT_Listener switches to business event processing even if the number of events in the queue has not reached the maximum.

Consider limiting business event processing time if there are certain times when many business events accumulate in the queue (for example, when you shut down Pipeline Manager for an extended period). When you stop and restart Pipeline Manager, rather than waiting until the minimum business event threshold is reached, Pipeline Manager switches to CDR processing when the maximum business event process time is reached.

> **Note**
>
> DAT_Listener does not check whether CDRs are waiting to be processed. It checks only for business events and processing times. Therefore, if there are no CDRs to process, DAT_Listener waits until either the CDR processing time threshold or the maximum number of business events is reached before switching to business event processing. If this wait period is too long, you can update the DAT_Listener registry to switch from CDR to business event processing.

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Exporting Pricing Data in a Batch

Learn how to export pricing data in a batch from the Oracle Communications Billing and Revenue Management (BRM) database to your external customer relationship management (CRM) applications.

Topics in this document:

- About Exporting Pricing Data in Batches
- About pin_export_price
- Using pin_export_price to Export Pricing Data

About Exporting Pricing Data in Batches

You can export pricing data (charge offers, discount offers, chargeshare offers, bundles, packages, and package lists) from the BRM database to external CRM applications in a batch. You might do this to:

- Start a CRM integration by sending your existing pricing data to the external CRM.
- Supplement real-time synchronization of pricing data with the external CRM.

You export pricing data in a batch using the "pin_export_price" utility. This utility retrieves data from the BRM database and uses the Oracle DM to publish data to an Oracle Advanced Queuing (AQ) database queue. The external CRM can then retrieve the data from the AQ database queue using processes implemented using Oracle Fusion Middleware and Oracle Application Integration Architecture. See "Using BRM with Oracle Application Integration Architecture" in *BRM Developer's Guide*.

About pin_export_price

The **pin_export_price** utility is a standalone multithreaded application (MTA) that synchronizes pricing data between BRM and an external CRM in a batch. The utility performs the following operations:

- Searches for **/product**, **/discount**, **/sponsorship**, **/deal**, **/plan**, and **/group/plan_list** objects meeting the criteria set in the utility's parameters.
- Retrieves the data for those objects.
- Generates the following notification events, which detail the pricing objects being exported:
  - **/event/notification/price/discounts/modify**
  - **/event/notification/price/products/modify**
  - **/event/notification/price/sponsorships/modify**

Then, the EAI Manager framework and Oracle Data Manager (DM) work together to publish business events to an Oracle AQ database queue.

You configure **pin_export_price** to export pricing data in batches by editing the *BRM_home*/**apps/pin_export_price/pin.conf** file. This configuration file has the standard Connection Manager (CM) and MTA entries. See the following for more information:

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- "About Configuration Files"
- "Configuring Your Multithreaded Application" in *BRM Developer's Guide*

Using pin_export_price to Export Pricing Data

You can use the **pin_export_price** utility to export the following data in batches:

- All pricing data. See "Exporting All Pricing Data".
- Pricing data based on the object type. See "Exporting Pricing Data Based on the Object Type".
- Pricing data based on the modification time. See "Exporting Pricing Data Based on the Modification Time".
- Pricing data based on the service type. See "Exporting Pricing Data Based on the Service Type".

For a list of the utility's parameters and syntax, see "pin_export_price".

Exporting All Pricing Data

To export all pricing data from the BRM database as a batch, go to the *BRM_home***/apps/pin_export_price** directory and enter the following command:

```
pin_export_price
```

Exporting Pricing Data Based on the Object Type

To export pricing data based on the object type, go to the *BRM_home***/apps/pin_export_price** directory and enter one of these commands:

- To export only charge offers (**/product** objects):

  ```
  pin_export_price -product
  ```

- To export only discount offers (**/discount** objects):

  ```
  pin_export_price -discount
  ```

- To export only chargeshares (**/sponsorship** objects):

  ```
  pin_export_price -sponsorship
  ```

- To export only bundles (**/deal** objects):

  ```
  pin_export_price -deal
  ```

- To export only packages (**/plan** objects):

  ```
  pin_export_price -plan
  ```

- To export only package lists (**/group/plan_list** objects):

  ```
  pin_export_price -planlist
  ```

Exporting Pricing Data Based on the Modification Time

To export all or a subset of the pricing data based on the modification time, go to the *BRM_home***/apps/pin_export_price** directory and enter the following command:

```
pin_export_price [-product | -discount] -t modifiedTimestamp
```


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where *modifiedTimestamp* specifies to retrieve only pricing data that was modified on or after the specified timestamp. Specify the timestamp in the *YYYY*-*MM*-*DD*T*hh*:*mm*:*ssTZ* format. Replace *TZ* with the time zone. If you do not specify the time zone, the utility defaults to the server's local time zone.

> **Note**
>
> You must specify the time zone if your server and database are in different time zones.

For example, the following command exports all charge offers that were modified on or after noon on April 15, 2030, in the UTC-9 time zone:

```
pin_export_price -product -t 2030-04-15T12:00:00+09:00
```

Exporting Pricing Data Based on the Service Type

To export **/product** or **/discount** objects based on the service type, go to the *BRM_home*/**apps/pin_export_price** directory and enter the following command:

```
pin_export_price [-product | -discount] -S ServiceType1 [, ServiceType2 ...]
```

where *ServiceTypeN* specifies the service's storable class name, such as **/service/telco/gsm/data**. You can specify multiple service types by using a comma (**,**) as a delimiter.

> **Note**
>
> The utility does not validate the name of the service type passed in with the **-S** parameter. If an invalid service type name is passed, the application does not return anything or report an error.

For example, the following command exports all charge offers that are associated with the **/service/telco/gsm/telephony** and **/service/telco/gsm/data** service types:

```
pin_export_price -product -S /service/telco/gsm/telephony, /service/telco/gsm/data
```


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Configuring Your AQ Database Queues

Learn how to create Oracle Advanced Queuing (AQ) database queues so you can synchronize data between Oracle Communications Billing and Revenue Management (BRM) and Elastic Charging Engine (ECE), and between BRM and external customer relationship management (CRM) systems.

Topics in this document:

- Tasks for Setting Up AQ Database Queues

Tasks for Setting Up AQ Database Queues

You create Oracle Advanced Queuing (AQ) database queues so you can synchronize:

- Account data between the BRM database and ECE. See "Synchronizing Account Data Between the BRM Database and ECE".
- Pricing data between the BRM database and external customer relationship management (CRM) applications. See "Synchronizing Pricing Data Between the BRM Database and External CRMs".

To set up AQ database queues in your system:

1. Configure your database for Oracle Advanced Queuing. See "Configuring Your Database for Advanced Queuing".
2. Install BRM, which creates the default queues required to synchronize pricing data between BRM and external CRMs.

   See "Installing BRM" in *BRM Installation Guide* for more information.
3. (Optional) Configure BRM to use a separate queue for TMF events. See "Configuring the Default TMF Queue".
4. Install Elastic Charging Engine (ECE) and then run one or both ECE postinstallation scripts, which create the default queues required to synchronize account data between BRM and ECE:

   - **post_Install.pl** creates the Notification queue, Suspense queue, and Acknowledgment queue in your WebLogic system.
   - **kafka_post_install.sh** creates the Notification topic and Suspense topic in your Kafka Server. This script also creates other topics needed for 5G-enabled ECE systems.

   See "Installing Elastic Charging Engine" in *ECE Installation Guide* for more information.
5. Create additional AQ database queues, if necessary. See "Creating Additional Queues for Multischema BRM Systems".
6. (BRM multischema systems only) Grant execute permission for **acct_sync** to forward events to queues on other database schemas. See "Granting Execute Permission for Multiple Schemas".
7. Configure event notification to synchronize BRM account and pricing data. See "Configuring Event Notification for Account and Pricing Synchronization".

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8. Configure EAI payload for synchronizing BRM account and pricing data. See "Configuring EAI Payload for Synchronization".
9. Specify the name of the primary schema in which to manage AQ database queues. See "Configuring the Primary Schema for AQ Queues".
10. Configure the Oracle DM to use the business event-to-queue mapping file. See "Connecting Oracle DM to Queue Mapping File".
11. Map business events to AQ database queues. See "Mapping Business Events to Database Queues".

Configuring Your Database for Advanced Queuing

Before installing BRM, you must configure your database for Oracle AQ. Perform the following on each Oracle database in your system:

1. Open the *Oracle_home*/**database/init.ora** file in a text editor, where *Oracle_home* is the directory in which you installed the Oracle database software.
2. Set the **COMPATIBLE** parameter to the Oracle database version number.

   See "Database Servers" in *BRM Compatibility Matrix* for the list of supported database versions.
3. Specify one Oracle Queue Monitor process (QMN) by setting the **AQ_TM_PROCESSES** parameter to **1**.

   By default, QMN removes any processed events that are over an hour old from the queue.
4. Save and close the file.
5. Using SQL*Plus, log in to your database as the SYS user and grant AQ privileges to each schema user:

```
% sqlplus sys@databaseAlias as sysdba
Enter password: password

SQL> grant execute on dbms_aq to schema_user_name;

Grant succeeded.

SQL> grant execute on dbms_aqadm to schema_user_name;

Grant succeeded.

SQL> grant select on sys.gv_$aq to schema_user_name;

Grant succeeded.

SQL> grant execute on dbms_lock to schema_user_name;

Grant succeeded.

SQL> grant execute on dbms_aqin to schema_user_name;

Grant succeeded.

SQL> grant execute on sys.dbms_aqin to schema_user_name;
```


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```
Grant succeeded.
```

where *schema_user_name* is the user name for the schema to which you are granting privileges.

6. Initialize the database instance with your changes by stopping and restarting the Oracle database.

Configuring the Default TMF Queue

The BRM installer creates a an optional queue, OPEN_API_QUEUE, to be used for TMF notifications. This queue should be used for only product inventory events. For information about configuring the **aq_event_map** file, see "Mapping Business Events to Database Queues".

To set up the queue for TMF notifications:

1. Open the *BRM_home***/sys/dm_oracle/aq_event_map** file in a text editor.
2. In the first section, for the default AQ_QUEUE, find the following line:

```
# 0.0.0.1 AND
```

3. Remove the comment marker (#) from that line and from all of the lines containing event names that immediately follow that line.
4. Search for OPEN_API_QUEUE and in that section, find the following line:

```
# 0.0.0.1 AND
```

5. Remove the comment marker (#) from that line and from all of the lines containing event names that immediately follow that line.
6. Save and close the file.

Creating Additional Queues for Multischema BRM Systems

If you have a multischema BRM system, you must manually create additional queues for each secondary BRM schema in your system. To do so, use the **pin_publish_aq_oracle.pl** utility. For more information about the utility's syntax and parameters, see "pin_publish_aq_oracle.pl"

To create additional queues for a multischema BRM system, do this for each secondary schema:

1. Verify the default queue storage and retention time settings in the *BRM_home***/apps/pin_publish_aq/create_aq_queue.conf** file.
2. Enter the following command, which logs you in as the **pin** user:

```
su - pin
```

> **Note**
>
> To create queues, the **pin** user must have Oracle AQ privileges.

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3. Create the AQ database queues required for your needs by running this command:

   pin_publish_aq_oracle.pl create -q *queueName* **-t** *tableName* **-l /** *@database_alias*

   where:

   - *queueName* is the name of the queue to create.
   - *tableName* is the name of the table to create.
   - *database_alias* is the BRM database alias of the database to which you are adding a queue. If you omit the **-l** */@database_alias* parameter, the utility will prompt you for this information.

4. Run the following command for each queue to verify that they were created successfully. This command attempts to enqueue and dequeue 20 test events:

   pin_publish_aq_oracle.pl test -q *queueName* **-l** */@database_alias*

   The utility enqueues and dequeues 20 test events.

   > **Note**
   >
   > You only need to test a queue after it has first been created.

5. Run the following command for each queue to generate a summary report that displays the state of each event in the queue:

   pin_publish_aq_oracle.pl report -r summary -q *queueName* **-l** */@database_alias*

   If successful, the report lists the 20 events with a processed state:

```
Tue Feb 04                                                  page 1
                      Event Summary Report
Evt. Stat  Event Name                        Event Count
---------  --------------------------------  -----------
PROCESSED  LongTestEvent                              10
           ShortTestEvent                             10
*********                                    -----------
sum                                                   20
```

   If unsuccessful, drop and re-create the queue and queue table.

Granting Execute Permission for Multiple Schemas

If your system contains queues in multiple database schemas, you must grant execute permission for the **acct_sync** package from each queuing database schema to every other queuing database schema. This enables the Oracle DM to forward events to queues residing on other database schemas.

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> **Note**
>
> If you do not have a multischema system, skip this step.

To grant execute permission for **acct_sync**, perform the following for each schema:

1. Log in to a target database schema:

   ```
   % sqlplus target_schema_user_name@database_alias
   Enter password: password
   ```

   where:

   - *target_schema_user_name* is the user name for a schema *to* which events are forwarded from a source schema.
   - *database_alias* is the BRM database alias of the target schema.
   - *password* is the password for the target schema user name.

2. Grant execute privileges to the source schema:

   ```
   SQL> grant execute on acct_sync to source_schema_user_name
   ```

   where *source_schema_user_name* is the user name for the schema *from* which events are forwarded to the target.

   For example, if you log in to schema 1 and want to grant it access to receive events from schema 2:

   ```
   SQL> grant execute on acct_sync to Schema2User
   ```

Configuring Event Notification for Account and Pricing Synchronization

The event notification file specifies all events that trigger event notification in your BRM system. The file maps each event to the opcode to run when the event occurs. When called, the opcode sends the BRM event to the Payload Generator.

> **Note**
>
> BRM stores your event notification list in the **/config/notify** object.

To configure event notification for account and pricing synchronization:

1. Open the appropriate event notification file:
   - *ECE_home***/brm_config/pin_notify**: Lists the events for synchronizing account data with ECE
   - *BRM_home***/sys/data/config/pin_notify_ifw_sync**: Lists the event for synchronizing account data with Pipeline Manager
   - *BRM_home***/sys/data/config/pin_notify_crm_sync**: Lists the events for synchronizing pricing data with external CRMs

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To synchronize BRM with multiple applications, you must merge the files together. See "Merging Event Notification Lists" in *BRM Developer's Guide* for more information.

2. (Optional) If you defined new business events to synchronize, edit your final event notification file to include all new events.
3. Load your final event notification file into the BRM database using the **load_pin_notify** utility.

For more information, see "Using Event Notification" in *BRM Developer's Guide*.

Configuring EAI Payload for Synchronization

You define which notification events the Payload Generator External Module (EM) uses to form complete business events before sending them to the Oracle DM using the payload configuration file.

You can:

- Add or remove business events from the file to accommodate your business needs.
- Specify to publish business events to multiple database queues.

To configure the EAI payload for synchronization:

1. Open one of these payload configuration files:
   - *ECE_home***/brm_config/payloadconfig_ece_sync.xml**: Use this file to synchronize account data with ECE
   - *BRM_home***/sys/data/config/payloadconfig_ifw_sync.xml**: Use this file to synchronize account data with Pipeline Manager
   - *BRM_home***/sys/eai_js/payloadconfig_crm_sync.xml**: Use this file to synchronize pricing data with external CRMs

   To support both account and pricing synchronization, you must merge the files together.
2. Edit the payload configuration as needed. See "Payload Configuration File Syntax" in *BRM Developer's Guide* for more information.

   For information about publishing events in multiple formats, see "Publisher Definitions" in *BRM Developer's Guide*.
3. Save and close the final file.
4. Stop and restart the Payload Generator EM:

```
cd BRM_home/bin
pin_ctl bounce eai_js
```

Configuring the Primary Schema for AQ Queues

You configure the primary schema in which to create AQ database queues using the **create_aq_queue.conf** file. The **pin_publish_aq_oracle.pl** utility uses this file when creating, dropping, and managing AQ database queues.

To specify the primary schema in which to create AQ database queues:

1. Open the *BRM_home***/apps/pin_publish_aq/create_aq_queue.conf** file in a text editor.
2. Specify the primary schema name in the **primary_schema** parameter:

```
$primary_schema = "schemaName";
```


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where *schemaName* is the name of the local schema or the schema containing the queue where events from other schemas are enqueued. In multischema systems, this is usually the schema where the Acknowledgment queue resides.

3. Save and close the file.

Connecting Oracle DM to Queue Mapping File

During installation, the Oracle DM installer generates a **pin.conf** configuration file that specifies how to connect to your BRM database and AQ database queue. The installer populates the connection entries with values from your **pin_setup.values** file and provides default information for the other configuration entries. Before you start the Oracle DM, verify that the file contains accurate data for connecting to your BRM database and AQ database queue.

For each instance of the Oracle DM, edit your *BRM_home***/apps/dm_oracle/pin.conf** file. In the file's **aq_event_map_file** entry, specify the name and location of the event-to-queue mapping (**aq_event_map**) file:

```
-dm aq_event_map_file ./aq_event_map
```

> **Note**
>
> In multischema systems, each BRM database schema might have its own Oracle DM. Verify that each Oracle DM **pin.conf** file contains accurate information for its associated schema and AQ database queue.

Mapping Business Events to Database Queues

Oracle DM sends business events to the AQ database queue. You can edit the **aq_event_map** file to:

- Configure the events Oracle DM sends to each AQ database queue. This file must specify the names of all queues in your system and which events to send to each queue.
- Map business events to database queues based on the value of a tag. For example, events with the SampleA tag will be routed to the queue with the SampleA tag.

> **Note**
>
> - Oracle DM sends only business events defined in the **payloadconfig** file to an AQ database queue.
> - Oracle DM does not send events to AQ database queues until you edit the **aq_event_map** file.

To map business events to AQ database queues:

1. Open the *BRM_home***/sys/dm_oracle/aq_event_map** file in a text editor.
2. Add an entry for each AQ database queue in your system using the following syntax:

```
schema_name.queue_name
{
  TAG:tag_name
```


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```
  criteria
}
```

where:

- *schema_name* is the name of the database schema containing the queue. Include the schema name only if the queue resides in a remote database schema. Omit the schema name if the queue resides in the local database schema.

  In multischema systems, each instance of the Oracle DM connects to only one database queue in a schema. That schema is the DM's local schema. In some cases, the Oracle DM receives an event that belongs to a queue in a different schema (for example, when you move an account from one schema to another). Oracle AQ uses the queue name entries in the **aq_event_map** file to send the events to the appropriate queue.
- *queue_name* is the name you assigned to the AQ database queue.
- *tag_name* specifies the tag assigned to the queue to which the business event will be added. The business events are routed to the queue with the matching **Qtag** value.
- *criteria* specifies the events to send to the AQ database queue. You can configure the Oracle DM to send all business events, only events from a specific database schema, or only specific event types. Table 51-1 shows the syntax for each criteria.

Table 51-1 Syntax to Add Events to Queues

To Send This	Use This Syntax	Example
All business events	**ALL**	**ALL**
Only business events from a specific database schema	**0.0.0.***x*	**0.0.0.1**
Only specific event types	*eventName*	CustCreate ProductCancel
Excluding specific event types	**!***eventName*	!CustCreate !ProductCancel
A specific event from a specific database	**0.0.0.***x* **AND** *eventName*	0.0.0.1 AND ProductCancel
Excluding a specific event from a specific database	**0.0.0.***x* **AND** **!***eventName*	0.0.0.1 AND !ProductCancel

The following example sends all business events associated with TAG1 from BRM database schema 0.0.0.1 to the local EXAMPLE_1 queue and only CustCreate events associated with TAG2 to the EXAMPLE_2 queue, which resides in a remote database schema.

```
schema_name.EXAMPLE_1
{
  TAG:TAG1
  0.0.0.1
}

schema_name.EXAMPLE_2
{
  TAG:TAG2
  CustCreate
}
```


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3. Save and close the file.

Mapping Events in Systems Containing Multiple aq_event_map Files

In a multischema system, each BRM instance contains an **aq_event_map** file. The **aq_event_map** file of the primary Oracle DM must include one or more queue entries for every database schema in your system.

For example, if you use three database schemas, the entries in the **aq_event_map** file of the primary Oracle DM, which is connected to schema 0.0.0.1, would look like this:

```
EXAMPLE_ROUTER_QUEUE
{
 CustCreate
 ServiceLogin
 CustDelete
}

EXAMPLE_QUEUE_1     # queue on local database schema
{
  0.0.0.1
}
0.0.0.2.EXAMPLE_QUEUE_2     # queue on remote database schema
{
  0.0.0.2
}
0.0.0.3.EXAMPLE_QUEUE_3     # queue on remote database schema
{
  0.0.0.3
}
```

Any **aq_event_map** file on a secondary installation machine must include entries for only local queues. For example, the entry in the **aq_event_map** file of a secondary Oracle DM connected to schema 0.0.0.2 would look like this:

```
IFW_SYNC_QUEUE_2     # queue on local database schema
{
  0.0.0.2
}
```


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Configuring Pipeline Manager to Retrieve Business Events

Learn how to configure Pipeline Manager to retrieve business events from your Oracle Advanced Queuing (AQ) database queue using the DAT_Listener module.

Topics in this document:

- Configuring the DAT_Listener Module
- Configuring the Registry
- Configuring Interleaved Processing
- Switching to Business Event Processing When No CDRs Are Waiting
- Setting Up Service-Level Bill Items
- Modifying Business Events before Sending Them to Pipeline Manager
- Synchronizing Balance Group Transfer Data with Pipeline Manager

Configuring the DAT_Listener Module

Each instance of Pipeline Manager is connected to one database queue. You must configure each instance's DAT_Listener module to connect to its corresponding database queue by modifying the Pipeline Manager registry.

Configuring the Registry

Perform the following tasks for each instance of Pipeline Manager:

1. Open the registry file.
2. Add the following entries to the Listener section of the registry file:

> **Note**
>
> The Listener section must be listed after the pipeline and BRM database connection sections. Otherwise, Pipeline Manager fails to start.

```
Listener
{
  ModuleName = DAT_Listener
  Module
  {
    InfranetConnection =            #mandatory
    QueueName =                     #mandatory
    QueueLibrary =                  #mandatory
    ConnectRetries =                #optional
    RetryInterval =                 #optional
```


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```
    LogEvents =                    #optional
  }
}
```

where:

- **InfranetConnection** points to the registry file section specifying how the Oracle DM connects to the database queue.

  For example, **ifw.DataPool.LoginAccountSync**. This entry is mandatory.

- **QueueName** specifies the queue name.

  For example, IFW_SYNC_QUEUE. This entry is mandatory.

- **QueueLibrary** specifies if the Listener should use Oracle queue libraries. Enter **OracleQueue**.

- **ConnectRetries** specifies the number of times the DAT_Listener module retries to connect to the database queue.

  This entry is optional. The default is **0**.

- **RetryInterval** specifies the time, in seconds, between reconnection attempts.

  This entry is optional. The default is **5**.

- **LogEvents** specifies whether the entire contents of each business event is copied to a log file.

  This entry is optional. The default is **FALSE**.

3. Save and close the file.

Configuring Interleaved Processing

You can control how many events are waiting to be processed simultaneously by configuring DAT_Listener to interleave call detail record (CDR) and business event processing.

> **Note**
>
> The following entries are optional. If not present, Pipeline Manager processes CDRs and business events concurrently.

To interleave processing between CDR and business events:

1. Open the registry file.
2. Add the following entries to the Listener section of the registry file:

```
Listener
{
   ModuleName = DAT_Listener
   Module
   {
    #Add the following lines for interleaved processing:
    InterleavingReqd = true
    MaxNumEvents =
    MinNumEvents =
    CheckInterval =
    EnableInterLeavingStatistics =
    ProcessAllEvents =
```


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```
    MaxEventProcessTime =
    MaxCDRProcessTime =
   }
}
```

where:

- **InterleavingReqd** specifies whether interleaved processing is enabled.

  The default is **False**. When set to **False** or not specified, interleaved processing is not performed; CDRs and events are processed simultaneously.

- **CheckInterval** specifies (in seconds) how frequently DAT_Listener checks the number of events waiting in the queue (specified by **MaxNumEvents** and **MinNumEvents**) and the amount of processing time that has passed (specified by **MaxCDRProcessTime** and **MaxEventProcessTime**).

  The default is **60**. If this entry is not present, the default interval is used.

  > **Note**
  >
  > This entry takes precedence over **MaxNumEvents, MinNumEvents, MaxEventProcessTime,** and **MaxCDRProcessTime**. If **CheckInterval** is set too high, DAT_Listener will not switch between CDR and event processing even if the thresholds have been reached. For example, if **MaxEventProcessTime** is set to 3600 seconds and **CheckInterval** is set to 7200 seconds, events are processed for 7200 seconds before the processing time is checked.

- **MaxNumEvents** specifies the maximum number of business events allowed in the queue.

  The default is **900**. When the number of events in the queue reaches or exceeds this amount, DAT_Listener stops CDR processing and starts business event processing. When this entry is specified, **MinNumEvents** must also be specified.

- **MinNumEvents** specifies the minimum number of business events allowed in the queue.

  The default is **300**. When the number of events in the queue reaches or drops below this amount, DAT_Listener stops business event processing and starts CDR processing. When this entry is specified, **MaxNumEvents** must also be specified.

- **EnableInterLeavingStatistics** specifies whether to log only interleaving statistical data.

  The default is **False**. By default, DAT_Listener logs all processing messages in the pipeline processing log (**process.log**). If this entry is set to **True**, only statistical data related to the rate of interleaved processing is logged. You can use this entry to monitor your event processing performance.

- **ProcessAllEvents** specifies whether to process all events in the queue when Pipeline Manager is started.

  A value of **True** processes all events in the queue before activating interleaved processing. A value of **False** activates interleaved processing at startup, and events are processed according to the interleaving settings.

  If set to **True** at startup, this entry is reset to **False** after processing all events. To use this feature, reset this entry to **True** each time you restart Pipeline Manager.

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- **MaxEventProcessTime** specifies the maximum number of seconds that business events are processed.

  The default is **60**. When Pipeline Manager has been processing business events for this amount of time, DAT_Listener stops business event processing and starts CDR processing regardless of how many business events are in the queue. When this entry is specified, **MaxNumEvents**, **MinNumEvents**, and **MaxCDRProcessTime** must also be specified.

- **MaxCDRProcessTime** specifies the maximum number of seconds that CDRs are processed.

  The default is **300**. When Pipeline Manager has been processing CDRs for this amount of time, DAT_Listener stops CDR processing and starts business event processing regardless of how many CDRs are in the queue. When this entry is specified, **MaxNumEvents**, **MinNumEvents**, and **MaxEventProcessTime** must also be specified.

> **Note**
>
> The default values for interleaved processing are also the minimum required values. If you specify a value less than the default for any entry, that value is ignored, and the default value is used.
>
> You can use some entries in a semaphore to update the processing thresholds. If these semaphores contain an error, the pipeline is deactivated, and you must reactivate it.

3. Save and close the file.

Switching to Business Event Processing When No CDRs Are Waiting

When there are no CDRs to process, DAT_Listener waits until either the CDR processing time threshold is reached or the maximum number of business events is reached before switching to business event processing. If this wait period is too long, you can shorten the CDR processing time using a semaphore to update the DAT_Listener registry. The new semaphore value becomes effective the next time DAT_Listener checks for the number of events and elapsed processing time. The **CheckInterval** registry entry determines this. For example, if you set **CheckInterval** to 180 seconds, the semaphore update becomes effective after 180 seconds.

Use one of the following semaphores to shorten the CDR processing time so that business events are processed sooner:

- Shorten the CDR processing time by changing the **MaxCDRProcessTime** value:

  ```
  ifw.DataPool.Listener.Module.MaxCDRProcessTime=new_value
  ```

- Reduce the maximum number of business events by changing the **MaxNumEvents** value:

  ```
  ifw.DataPool.Listener.Module.MaxNumEvents=new_value
  ```

  If the number of business events waiting in the queue exceeds the new value, DAT_Listener immediately switches to business event processing when it checks the number of events.

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Setting Up Service-Level Bill Items

To enable Pipeline Manager to choose the correct bill item for an event, you must configure BRM to pre-create service-level items.

To set up service-level bill items, run the **load_config_item** utilities to load the contents of the **config_item_tags** and **config_item_types** files into the BRM database.

Modifying Business Events before Sending Them to Pipeline Manager

You can modify the BRM events that make up a business event before the business event is sent to the Oracle DM for publishing to Pipeline Manager. You do this by customizing the synchronization policy opcode, PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT.

> **Note**
>
> Customizing the policy opcode requires programming knowledge and should be performed only by a developer.

You should modify an event to filter out unneeded data, which can improve performance if you publish large quantities of events. You can also use a flag to specify how adjustments should be applied to the account balance, for example, to permit the account to have a negative balance.

To modify a business event before sending it to Pipeline Manager:

1. Ensure that all the BRM events that form the business event are associated with opcode 3626 (PCM_OP_IFW_SYNC_PUBLISH_EVENT) in your system's event notification list.
2. Use PCM_OP_IFW_SYNC_PUBLISH_EVENT to process the BRM events that make up the business event.

   See "Processing BRM Events That Form Business Events".
3. Use the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode to customize the BRM events that make up the business event.

   See "Modifying BRM Events That Form Business Events".

Processing BRM Events That Form Business Events

PCM_OP_IFW_SYNC_PUBLISH_EVENT passes BRM events that form business events to the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode for modification.

PCM_OP_IFW_SYNC_PUBLISH_EVENT is called by the event notification feature when an event associated with this opcode in your system's event notification list occurs.

By default, PCM_OP_IFW_SYNC_PUBLISH_EVENT does not modify events; it only passes them to the policy opcode.

If the BRM event is published in the business event, PCM_OP_IFW_SYNC_PUBLISH_EVENT returns one of two POIDs:

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- If the object passed in was an **/event** type object, the event POID is returned.
- If the object passed in was *not* an **/event** type object, a POID of type **/publish** is returned.

If the BRM event is not published (for example, if you filter out the event based on your business logic), the input flist is returned.

Modifying BRM Events That Form Business Events

You can customize the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode to remove or enhance BRM events and event fields before they are assembled into business events and sent to Pipeline Manager. For example, you can customize this opcode to:

- Filter out BRM events you want to exclude from published business events for various business or performance reasons.

  > **Note**
  >
  > – Do not filter out balance impact fields based on the balance element ID. If you do, remove fields needed by Pipeline Manager.
  >
  > – Do not modify the code that prepares the login fields (the **fm_ifw_sync_pol_prep_logins** function). This code is required when a login is changed.

- Modify the value of the PIN_FLD_FLAGS field that is added to PIN_FLD_BAL_IMPACT arrays. This field specifies how to apply adjustments. For example, you can permit a negative balance by specifying a value of **4**. By permitting a negative balance, the negative amount will be deducted from the account balance with the next billing cycle.

  You could use this method when a customer purchases a service that includes 60 free minutes per month and cancels the service before the end of the month. Suppose the customer has used all 60 minutes, but you prorate the free minutes. In that case, the amount of usage for the canceled period can be deducted with the next billing cycle (provided the customer has a positive balance at that time).

By default, the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode modifies the following BRM events listed in Table 52-1.

Table 52-1 BRM Events Modified by PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT

Event	Action
/event/billing/debit	Adds a PIN_FLD_FLAGS field to each PIN_FLD_BAL_IMPACT array. This field indicates how adjustments should be applied: • **1** applies the entire adjustment to the current month. This flag is the default for cycle-forward events. • **2** applies an adjustment over a period of months. **Note:** This flag value is not implemented. • **4** permits a negative account balance. Use this flag to specify a negative balance for balance elements, such as when prorating free minutes. If this field is not set, any balance that results in a negative value is removed. To specify more than one option, sum the values. For example, to apply the entire adjustment to the current month (**1**) and allow a negative balance (**4**), set this flag to **5**.

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Table 52-1 (Cont.) BRM Events Modified by PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT

Event	Action
/event/billing/product/fee/cycle/*	Filters out these event types after the first occurrence. These events are generated when a charge offer is purchased and when billing is run. For charge offer purchases, Pipeline Manager must be notified to update the in-memory account data. However, Pipeline Manager performs the account balance update for billing and does not need this event passed in.
/event/billing/sub_bal_validity	Creates a PIN_FLD_SUB_BAL_IMPACTS array in the event. PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT populates this array with information from element **1** of the existing PIN_FLD_SUB_BAL_AUDIT array for the event. Element **1** stores the updated validity period and the balance element and balance group associated with the sub-balance. Adding PIN_FLD_SUB_BAL_IMPACTS with the new validity period enables the DAT_BalanceBatch module to update the rating basis dynamically.
/event/customer/login	Copies PIN_FLD_SERVICE_OBJ from the top level of the input flist into the new login field (element **1**) in the PIN_FLD_LOGINS array. This ensures that Pipeline Manager knows which service is associated with the new login.

If the BRM event is published in the business event, the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode returns one of the following POIDs:

- If the object passed in was an **/event** type, the event POID is returned.
- If the object passed in was *not* an **/event** type object, a POID of type **/publish** is returned.

If the BRM event is not published (for example, if you filter out the event based on your business logic), the input flist is returned.

Synchronizing Balance Group Transfer Data with Pipeline Manager

If your system uses both real-time rating and batch rating, you must configure BRM to notify Pipeline Manager when:

- A service transfers to a different balance group.
- A balance group transfers to a different bill unit.

BRM notifies Pipeline Manager through the **ServiceBalanceGroupTransfer** business event.

To configure BRM to notify Pipeline Manager when a service transfers to a different balance group, configure it to publish the **ServiceBalanceGroupTransfer** business event to the AQ database queue.

When configuring synchronization:

- Ensure the **ServiceBalanceGroupTransfer** business event is listed in your payload configuration file under the **<PublisherDefs>** section. This business event appears in the default payload configuration file (*BRM_home***/sys/eai_js/payloadconfig_ifw_sync.xml**).
- Ensure the event notification list maps the **/event/notification/service_balgrp_transfer/ data notification** event to opcode **3626**. This mapping appears in the default event notification file (*BRM_home***/sys/data/config/pin_notify_ifw_sync**).

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- Add the **ServiceBalanceGroupTransfer** business event to your *BRM_home*/**sys/dm_aq/aq_queuenames** file if the file is configured to send specific business events.

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Monitoring and Maintaining Your AQ Queues

Learn how to maintain and monitor the status of the Oracle Advanced Queuing (AQ) database queues in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- Generating Queue Reports
- Dropping the Queue and Queue Tables
- Configuring the AQ Queue's Default Location
- Configuring the Default Retention for Events in the AQ Queue
- Troubleshooting Synchronization Issues

Generating Queue Reports

You can monitor the events in your AQ database queues by generating the following reports:

- A summary report that lists the number of events set to the READY and PROCESSED states. To generate a summary report, run the following command:

  ```
  pin_publish_aq_oracle.pl report -r summary -q queue_name [-l/@database_alias]
  ```

- A detailed report that lists each event's ID, state, queuing time, and dequeuing time. To generate a detailed report, run the following command:

  ```
  pin_publish_aq_oracle.pl report -r detail -q queue_name [-l/@database_alias]
  ```

where:

- *queue_name* specifies the queue name.
- *database_alias* specifies the BRM database alias for the database schema. If you omit the **-l** parameter, the **pin_publish_aq_oracle.pl** utility prompts you for the database alias.

For more information about the **pin_publish_aq_oracle.pl** utility's syntax and parameters, see "pin_publish_aq_oracle.pl".

Dropping the Queue and Queue Tables

To drop an AQ queue and its tables from the database schema, run the following command:

```
pin_publish_aq_oracle.pl drop -q queueName [-l/@database_alias]
```

If the database contains no other AQ queues, the utility removes the database package, which contains stored procedures for queuing, dequeuing, and purging events.

Configuring the AQ Queue's Default Location

You specify the default tablespace and queue size for your AQ database queues using the **create_aq_queue.conf** file. The **pin_publish_aq_oracle.pl** utility creates AQ database queues in this location when the **-t** *queueTable* parameter is not provided at the command line.

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To specify the default location of the AQ database queue:

1. Open the *BRM_home*/**apps/pin_publish_aq/create_aq_queue.conf** file in a text editor.
2. Specify the target tablespace and queue size by editing the **storage_clause** parameter. For example:

```
$storage_clause = "tablespace PIN00 initrans 5 storage (initial 200k next 200k
maxextents unlimited pctincrease 0 )";
```

> **Tip**
>
> For production systems, create each AQ database queue in its own separate tablespace to improve processing performance.

3. Save and close the file.

Configuring the Default Retention for Events in the AQ Queue

The Oracle queue monitor process (QMN) removes any event from the AQ database queue that has been in the PROCESSED state for a specified amount of time. You set the default amount of time by using the **create_aq_queue.conf** file. The **pin_publish_aq_oracle.pl** utility creates queues with this retention setting when the **-**r *retentionTime* option is not provided at the command line.

> **Note**
>
> Events in the READY state are retained forever.

To configure the default retention time:

1. Open the *BRM_home*/**apps/pin_publish_aq/create_aq_queue.conf** file in a text editor.
2. Set the **retention_time** parameter to the amount of time, in seconds, that you want to store PROCESSED events in the AQ database queue:

```
$retention_time = time;
```

> **Tip**
>
> For production systems, set the retention time to 0 to optimize your processing performance.

3. Save and close the file.

Troubleshooting Synchronization Issues

If an error occurs during the synchronization process, check the Oracle DM log file for error codes.

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Database Queue Creation Error

To create AQ database queues, the **pin** user must have Oracle AQ privileges. If **pin** does not have privileges, you receive the following error when creating queues with the **pin_publish_aq_oracle.pl** utility:

```
PLS-00201 identifier 'SYS.DBMS_AQ' must be declared
```

To fix this error:

1. Using SQL*Plus, log in to your database as the SYS user and grant advanced queuing privileges to user **pin**:

   ```
   % sqlplus sys@databaseAlias
   Enter password: password

   SQL> grant execute on dbms_aq to pin;

   Grant succeeded.

   SQL> grant execute on dbms_aqadm to pin;

   Grant succeeded.

   SQL> grant execute on dbms_lock to pin;

   Grant succeeded.
   ```

2. Create your queue by running the **pin_publish_aq_oracle.pl** utility manually.

   See "Creating Additional Queues for Multischema BRM Systems".

Missing Registry Entries

If you enable interleaved event processing in DAT_Listener, and you specify the event and CDR processing time entries (**MaxEventProcessTime** and **MaxCDRProcessTime**), you must also specify the entries that set the number of event thresholds (**MaxNumEvents** and **MinNumEvents**). If you do not do this, DAT_Listener throws a critical error (ERR_REG_VALUE_INVALID) during startup. However, if you update the registry by using a semaphore and the required entries are not specified, DAT_Listener throws a warning and disregards the semaphore update.

Semaphore Entry Errors

When an interleaving semaphore entry contains an error, the pipelines are deactivated.

The following interleaving semaphore errors cause the pipelines to be deactivated:

- The values for **MinNumEvents** and **MaxNumEvents** are not numbers.
- **MinNumEvents** is less than **MaxNumEvents**.
- The values for **MaxEventProcessTime** and **MaxCDRProcessTime** are not numbers.
- **CheckInterval** is not a number.

To reactivate the pipelines, use the **Active** semaphore. For example:

```
ifw.Pipelines.PRE_PROCESS.Active=TRUE
ifw.Pipelines.PRE_RECYCLE.Active=TRUE
ifw.Pipelines.ALL_RATE.Active=TRUE
```


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After the pipelines are reactivated, reissue the interleaving semaphore using the correct values.

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Configuring Object Auditing for GSM

You can enable object auditing for GSM services so Oracle Communications Billing and Revenue Management (BRM) can track changes.

Topics in this document:

- Turning On Object Auditing
- Manually Configuring Object Auditing

Turning On Object Auditing

Enable BRM to audit GSM objects. Auditing objects creates a history of certain information, such as phone numbers and logins, so BRM can track changes.

The **object_auditing.pl** utility invokes the **pin_history_on** utility to load the file containing the objects to audit and turn on object auditing. It then creates the audit table indexes in the BRM database.

> ⚠ **Caution**
>
> You must install *all* wireless managers *before* running this utility. If you run this utility before installing a wireless manager, your installation will fail.

To turn on object auditing:

1. For multischema systems, ensure you have installed all optional managers and the multischema software.
2. Customize the list of objects to audit by editing the *BRM_home***/apps/integrate_sync/pin_history_on_input** file.
3. Customize your audit table indexes by editing the *BRM_home***/sys/dd/data/create_indexes_audit_tables_oracle.source** file.
4. The **object_auditing.pl** utility requires a **pin.conf** configuration file. You can create one or run the utility from a directory that contains a **pin.conf** file, such as *BRM_home***/sys/dm_oracle**.
5. Run the following command:

   ```
   perl object_auditing
   ```

Manually Configuring Object Auditing

To enable BRM to audit GSM objects, run the **object_auditing.pl** script. For more information, see "object_auditing.pl". If you don't run the **object_auditing.pl** script, you can configure object auditing manually.

To manually configure object auditing, do the following:

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1. Modify the Oracle DM configuration file (**pin.conf**) and run the **pin_history_on** utility. See "Running the pin_history_on Utility".
2. Modify the **create_indexes_audit_tables_oracle.source** file and create the audit table indexes. See "Creating Audit Table Indexes".

Running the pin_history_on Utility

You must install all wireless managers before running the **pin_history_on** utility. If you run this utility before installing a wireless manager, your installation will fail. If you are using a multischema system, install all wireless managers and the multischema software before running the **pin_history_on** utility.

To run the **pin_history_on** utility:

1. Open the *BRM_home***/sys/dm_oracle/pin.conf** file in a text editor.
2. Note the value of the following entries:

```
- dm dd_write_enable_fields
- dm dd_write_enable_objects
- dm dd_write_enable_portal_objects
- dm dd_mark_as_BRM
```

3. Set the values of the following entries to **1**.

```
- dm dd_write_enable_fields 1
- dm dd_write_enable_objects 1
- dm dd_write_enable_portal_objects 1
- dm dd_mark_as_BRM 1
```

> **Note**
>
> If an entry is not in the file, add it.

4. Save and close the file.
5. Stop and restart the Oracle DM.
6. Run the **pin_history_on** utility:

```
pin_history_on inputFile
```

> **Note**
>
> If you run the utility from another directory, include the path to the **pin_history_on** utility in the command line.

7. Open the *BRM_home***/sys/dm_oracle/pin.conf** file in a text editor.
8. Restore the following entries to their original values (the values they had before you modified them):

```
- dm dd_write_enable_fields
- dm dd_write_enable_objects
- dm dd_write_enable_portal_objects
- dm dd_mark_as_BRM
```

9. Save and close the file.

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10. Stop and restart the Oracle DM.

Creating Audit Table Indexes

After running the **pin_history_on** utility, you must create indexes for the new audit tables. The BRM installation installs a file (**create_indexes_audit_tables.source**) that specifies the necessary indexes on the audit tables.

To create audit table indexes:

1. Open the *BRM_home***/sys/dd/data/create_indexes_audit_tables_oracle.source** file in a text editor.
2. Set the $PIN_CONF_TBLSPACEX1 entry to **pinx00**.

> **Note**
>
> This entry must have the same value as the variable **$MAIN_DB{'indexes_group'}** configured in the *BRM_home***/setup/pin_setup.values** file. The default value of this entry is **pinx00**.

3. Set the $PIN_CONF_STORAGE_MED entry to the following:

```
storage (initial 200k next 200k maxextents unlimited pctincrease 0)
```

4. Save and close the file.
5. Create the audit table indexes in SQL*Plus by running the following command:

```
sqlplus @database_Alias @filepath/create_indexes_audit_tables_oracle.source
```


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Synchronization Utilities

Learn about the syntax and parameters for the Oracle Communications Billing and Revenue Management (BRM) synchronization utilities.

Topics in this document:

- object_auditing.pl
- pin_export_price
- pin_history_on
- pin_publish_aq_oracle.pl

object_auditing.pl

Use this utility to enable object auditing for storable classes and fields whose history is needed to keep data in Elastic Charging Engine (ECE) or Pipeline Manager synchronized with data in the BRM database.

> **⚠ Caution**
>
> - When installing wireless optional managers, you must install *all* optional wireless managers *before* running this utility. If you run this utility before installing an optional manager, object auditing for that optional manager's storable classes will fail.
> - If you are using a BRM multischema system, you must install all wireless managers, then install your multischema system, and then run the **object_auditing.pl** utility, in that order.

The utility turns on object auditing by invoking the **pin_history_on** utility with the **-v** and input file parameters. The utility then creates the specified audit table indexes using the **create_indexes_audit_tables_oracle.source** file. For more information about object auditing, see "Turning On Object Auditing".

> **ⓘ Note**
>
> To connect to the BRM database, the **object_auditing.pl** utility needs a configuration file in the directory from which you run the utility. See "About Connecting BRM Components".

Location

*BRM_home***/setup/scripts**

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Syntax

```
perl object_auditing.pl
```

Results

Look in the utility log file (**default.pinlog**) to find any errors. The log file is either in the directory from which the utility was started or in a directory specified in the configuration file.

pin_export_price

Use this utility to export pricing data from your BRM database in a batch to an Oracle Advanced Queuing (AQ) database queue.

This utility collects data about pricing data according to the criteria specified by the command-line parameters. The utility then triggers notification events that send the pricing data to the AQ database queue via the Payload Generator External Module (EM) and Oracle DM.

For more information about exporting pricing data in a batch, see "Exporting Pricing Data in a Batch".

> **Note**
>
> - The **pin_export_price** utility needs the configuration file in *BRM_home***/apps/pin_export_price**. This configuration file must be in the directory from which you run the utility.
> - The configuration file also requires some performance-related configuration entries because **pin_export_price** is based on the BRM multithreaded application (MTA) framework. For more information, see "Configuring Your Multithreaded Application" in *BRM Developer's Guide*.

Location

*BRM_home***/bin**

Syntax

```
pin_export_price [-product | -discount | -sponsorship | -deal | -plan | -planlist]
                 [-S ServiceType1, ServiceType2,...] [-t modifiedTimestamp]
                 [-verbose] [-help]
```

If you do not include a **-product**, **-discount**, **-sponsorship**, **-deal**, **-plan**, **-planlist**, or **-S** *ServiceType* parameter at the command line, the utility exports all pricing data.

Parameters

-product
Exports data about charge offers (**/product** objects) only.

-discount
Exports data about discount offers (**/discount** objects) only.

-sponsorship
Exports data about chargeshare offers (**/sponsorship** objects) only.

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-deal
Exports data about bundles (**/deal** objects) only.

-plan
Exports data about packages (**/plan** objects) only.

-planlist
Exports data about package lists (**/group/plan_list** objects) only.

-S *ServiceType1*, *ServiceType2*,...
Exports pricing data for the specified service types. In place of *ServiceType1* and *ServiceType2*, use the full name of a service type, such as **/service/telco/gsm/telephony**. Delimit multiple service types with a comma (**,**). Wildcards are not supported in service-type names.
For example:

```
-S /service/telco/gsm/telephony, /service/telco/gsm/data
```

> **Note**
>
> - Use this option with the **-discount** or **-product** parameter only.
> - The utility does not validate the name of the service type passed in with the parameter. If you pass an invalid service type, the utility does not return anything or report an error.

-t *modifiedTimestamp*
Exports pricing data modified on or after the specified timestamp in the format: *YYYY-MM-DD***T***hh*:*mm*:*ss***TZ**. For example:

```
-t 2030-07-16T19:20:30+01:00
```

-verbose
Displays information about successful or failed processing as the utility runs.

-help
Displays the syntax and parameters for this utility.

Results

To check the results of running this utility, look in the **pin_export_price.pinlog** log file for error messages. You specify the directory in which the log file is created in the utility's configuration file (**pin.conf**).

pin_history_on

Use this utility to enable object auditing for storable classes and fields whose history is needed to keep data in ECE or Pipeline Manager synchronized with data in the BRM database. For more information about object auditing, see "Turning On Object Auditing".

Use the **object_auditing.pl** utility to run this utility after installing all of your optional managers. See "object_auditing.pl".

To run this utility independently (not as part of the **object_auditing.pl** utility), you must also perform these tasks:

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- Manually modify entries in the Oracle DM configuration file to give the DM permission to write the objects in the input file to the database.
- Create audit table indexes for the objects that you audit.

See "Running the pin_history_on Utility".

> **Note**
>
> To connect to the BRM database, the **pin_history_on** utility needs a configuration file in the directory from which you run the utility. See "Connecting BRM Components".

Location

*BRM_home***/bin**

Syntax

```
pin_history_on [-d | -v | -h] inputFile
```

Parameters

-d
Enables debugging mode.

-v
Displays information about successful or failed processing as the utility runs.

> **Note**
>
> This parameter is always used with other parameters and commands. It is not position dependent. For example, you can enter **-v** at the beginning or end of a command to initiate the verbose parameter. To redirect the output to a log file, use the following syntax with the verbose parameter. Replace *filename***.log** with the name of the log file:
> **pin_history_on** *any_other_parameter* **-v >** *filename.***log**

-h
Displays the syntax and parameters for this utility.

inputFile
The name of the file that specifies which object fields to audit. A sample **pin_history_on** file is included in the *BRM_home***/apps/integrate_sync** directory.

Results

Look in the utility's **default.pinlog** file to find any errors. The log file is either in the directory from which the utility was started or in a directory specified in the configuration file.

pin_publish_aq_oracle.pl

Use this utility to create, drop, and monitor AQ database queues in your Oracle databases. The Oracle Data Manager (DM) uses these queues to:

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- Synchronize account data between BRM and Elastic Charging Engine (ECE). See "Synchronizing Account Data Between the BRM Database and ECE" for more information.
- Synchronize pricing data between BRM and external customer relationship management (CRM) applications. See "Synchronizing Pricing Data Between the BRM Database and External CRMs" for more information.

Location

BRM_home/apps/pin_publish_aq

Syntax Overview

The utility supports the following actions:

- Create an AQ database queue. See "Syntax for Creating a Queue".
- Drop an AQ database queue. See "Syntax for Dropping a Queue".
- Generate a report for an AQ database queue. See "Syntax for Generating a Queue Report".
- Test an AQ database queue. See "Syntax for Testing a Queue".
- List all AQ queues in the database. See "Syntax for Listing Queues".
- Print the utility's syntax. See "Syntax for Getting Help".

Syntax for Creating a Queue

Creates the Oracle AQs queue, queue table, and database package in your database schema. The database package contains stored procedures for queuing, dequeuing, and purging business events.

```
pin_publish_aq_oracle.pl create -q queueName -t queueTable -r retentionTime -s
storageClause
                                [-l /@databaseAlias]
```

Parameters for Creating a Queue

-q *queueName* -t *queueTable*
Specifies the name of the queue and queue table.

-s *storageClause*
Specifies the storage settings for the queue table. For example:

```
pin_publish_aq_oracle.pl create -s "tablespace PIN00 initrans 5 storage (initial 200k
next 200k maxextents unlimited pctincrease 0 )"
```

If you omit this parameter, the utility uses the storage settings in the **storagle_clause** parameter of the *BRM_home*/apps/pin_publish_aq/create_aq_queue.conf file. See "Configuring the AQ Queue's Default Location".

-r *retentionTime*
Specifies the amount of time, in seconds, that processed events are retained in the database queue before being removed.
If you omit this parameter, the utility uses the retention time in the **retention_time** parameter of the *BRM_home*/apps/pin_publish_aq/create_aq_queue.conf file. See "Configuring the Default Retention for Events in the AQ Queue".

-l */@databaseAlias*
Specifies how to connect to the database. For example:

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```
pin_publish_aq_oracle.pl create -l /@pindb.example.com
```

The utility prompts you for this information if the parameter is omitted.

Syntax for Dropping a Queue

Drops the specified queue and its associated queue table from your database. If the database contains no other queues, this command also drops the database package, which contains stored procedures for queuing, dequeuing, and purging events.

```
pin_publish_aq_oracle.pl drop -q queueName [-l /@databaseAlias]
```

Parameters for Dropping a Queue

-q *queueName*
Specifies the name of the queue to drop.

-l */@databaseAlias*
Specifies how to connect to the database. The utility prompts you for this information if the parameter is omitted.

Syntax for Generating a Queue Report

Generates a report that displays the state of each event in the specified queue.

```
pin_publish_aq_oracle.pl report -r summary|detail -q queueName [-l /@databaseAlias]
```

Parameters for Generating a Report

-r summary | detail
Generates the specified type of report:

- **-r summary** generates a report summarizing the number of events in each state.
- **-r detail** generates a report that details the ID, event state, queuing time, and dequeuing time for each event.

Events can be in the states listed in Table 55-1.

State	Description
READY	The event has not been dequeued or processed.
PROCESSED	The event was dequeued and processed.

-q *queueName*
Specifies the queue name.

-l */@databaseAlias*
Specifies how to connect to the database. The utility prompts you for this information if the parameter is omitted.

Syntax for Testing a Queue

Tests the specified queue by attempting to queue and dequeue 20 test events. You run this command to verify that a newly created queue functions correctly.

```
pin_publish_aq_oracle.pl test -q queueName [-l /@databaseAlias]
```


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Parameters for Testing a Queue

-q *queueName*
Specifies the name of the queue to test.

-l /@*databaseAlias*
Specifies how to connect to the database. The utility prompts you for this information if the parameter is omitted.

Syntax for Listing Queues

Lists all of the AQ queues in the current user's database.

```
pin_publish_aq_oracle.pl list [-l /@databaseAlias]
```

Parameters for Listing Queues

-l /@*databaseAlias*
Specifies how to connect to the database. The utility prompts you for this information if the parameter is omitted.

Syntax for Getting Help

Displays the syntax for the **pin_publish_aq** utility.

```
pin_publish_aq_oracle.pl help
```

Results

The **pin_publish_aq_oracle.pl** utility notifies you when it runs successfully. Otherwise, look in the **default.pinlog** file for errors. This file is either in the directory from which the utility was started or in the directory specified in the utility configuration file.

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Part VII

Partitioning and Managing BRM Database Tables

This part describes how to partition the Oracle Communications Billing and Revenue Management (BRM) database, how to purge data, and how to generate virtual columns on event tables. It contains the following chapters:

- Partitioning Tables
- Converting Nonpartitioned Classes to Partitioned Classes
- About Purging Data
- Generating Virtual Columns on Event Tables

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Partitioning Tables

Learn how to organize your Oracle Communications Billing and Revenue Management (BRM) database by using partitioned tables.

Topics in this document:

- About Partitioning
- About Partitioning Schemes
- About Running the partition_utils Utility
- Restarting partition_utils
- Adding Partitions
- Enabling Delayed-Event Partitioning
- Updating Partitions
- Purging Objects by Removing Partitions
- Purging Objects without Removing Partitions
- Finding the Maximum POID for a Date
- Customizing Partition Limitations
- Customizing the List of Events and Items Stored in partition_historic

Before partitioning any tables, you should be familiar with the following:

- Basic BRM concepts. See "About BRM" in *BRM Concepts*.
- BRM system architecture. See "BRM System Architecture" in *BRM Concepts*.
- Oracle documentation and Oracle database administration skills, including PL/SQL and SQL*Plus.
- Perl.
- Linux commands and the Linux operating system.
- The **pin_setup.values** file for configuring the BRM server. See *BRM Installation Guide*.

About Partitioning

Partitioning splits tables and indexes into smaller, more manageable units. When you no longer need the data stored in a partition, you can purge it from your database by deleting the partition (see "About Purging Data").

To partition tables, you need Oracle Partitioning. You license this third-party software from Oracle.

You can enable partitioning at the following times:

- When installing BRM. See "Installing BRM" in *BRM Installation Guide*.
- After installing BRM. See "Converting Nonpartitioned Classes to Partitioned Classes".

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If you enable partitioning during installation, event classes are always partitioned. You can also specify additional storable classes to be enabled for partitioning. By default, the following classes are specified:

- journal
- journal_master
- newsfeed
- sepa
- user activity

To enable partitioning after installation, or to change the partitioned classes after installing BRM, see "Converting Nonpartitioned Classes to Partitioned Classes".

When you use partitioning, objects are stored in a partition according to the following criteria:

- Event and item objects that cannot be purged are stored in **partition_historic**. See "About Nonpurgeable Events and Items".
- All other objects are stored in date-based, purgeable partitions according to the date they were created. For example, if a partition includes a date range from January 15 to February 15, all objects that have a creation date in that range are included.

  You create separate partitions for real-time events and delayed events. You can purge real-time events, delayed events, or both. See "About Partitions for Delayed Events".

  > **Note**
  >
  > Delayed partitioning is not supported for non-event storable classes.

- If no date-based partition exists, objects are stored in **partition_last**. See "About Objects Stored in partition_last and partition_last_pin".

For partitioned event tables, you can use the default purgeable partitions that **pin_setup** creates, or you can create custom purgeable partitions. For non-event tables, you must create custom purgeable partitions.

See "About Partitioning Schemes" and "Customizing Partition Limitations".

> **Note**
>
> A partition applies to all the tables for a base storable class and its subclasses. When you remove a partition, it removes partitions in all the partitioned tables for that base storable class and its subclasses.

To create partitions and purge data, see "About Managing Partitions".

> **Note**
>
> Rule-based optimization is not available for partitioned tables and indexes. See "Using Rule-Based Optimization versus Cost-Based Optimization" in *BRM Installation Guide*.

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About Partitioning Schemes

Partitions are based on dates; your partitioning scheme determines how the date-based time periods are divided. Partition time periods can be daily, weekly, or monthly. You can specify multiples of each time period; for example, you can create partitions based on five days or on three weeks.

Determining the appropriate partition size depends on many factors. Generally, partitions should not exceed 120,000,000 entries for standard BRM configurations. For more information, see the Oracle database documentation, or contact Oracle support.

You can set up partitioning schemes based on different time periods in advance; for example, you can specify three monthly partitions followed by three weekly partitions. However, every table of the same base storable class must have the same partitioning scheme; you cannot create different partitions for different tables based on the same base storable class.

> **Note**
>
> When you add partitions, you define a start date for the first partition. The start date cannot be earlier than the day after tomorrow. For example, if the current date is January 1, the earliest start date for the new partition is January 3.

Rated Event (RE) Loader loads delayed events into the BRM database. You can enable partitioning for delayed events and create partitions for the delayed events. See "About Partitions for Delayed Events".

> **Note**
>
> When you partition an event table, the associated index is identically partitioned by the Oracle database.

About Nonpurgeable Events and Items

By default, certain storable classes of events cannot be purged from the database. In addition, you can make other storable classes of events and items nonpurgeable.

All event and item objects belonging to nonpurgeable storable classes are automatically stored in **partition_historic**. You cannot remove this partition.

For the default list of events stored in **partition_historic**, see "Event and Item Objects Stored in partition_historic".

To modify the list of events stored in **partition_historic**, see "Customizing the List of Events and Items Stored in partition_historic".

Associating Items with Nonpurgeable Events

In BRM, events and items are mapped to one another in item configuration objects (**/config/item_tags** and **/config/item_types**). If an event in an item configuration is nonpurgeable, the items mapped to it should also be nonpurgeable because the event is incomplete without those items.

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To ensure that nonpurgeable events are not associated with purgeable items, do one of the following:

- Synchronizing the Purgeability of Events and Items in New Installations
- Handling Items Associated with Nonpurgeable and Purgeable Events in Existing Systems

Synchronizing the Purgeability of Events and Items in New Installations

If you enabled partitioning for item storable classes when you installed BRM, *before* your system begins generating objects, synchronize the purgeable/nonpurgeable status of associated event and item storable classes.

To synchronize the purgeability of events and items in new BRM installations:

1. Make a list of the event storable classes that are nonpurgeable by default.

   To determine whether an event storable class is nonpurgeable, consult its specification. See the discussion on retrieving storable class specifications in *BRM Configuring and Running Billing*.

2. Make a list of the item storable classes associated with the nonpurgeable events listed in the previous step.

   To identify such classes, consult the following files in *BRM_home***/sys/data/pricing/example**:

   - **config_item_tags.xml**
   - **config_item_types.xml**

   For information about how events and items are associated in those files, see "Creating Custom Bill Items" in *BRM Configuring and Running Billing*.

3. Verify that all item types associated with nonpurgeable events are also nonpurgeable.

4. If you find purgeable item types associated with nonpurgeable events, make such item types nonpurgeable.

   For more information, see the Storable Class Editor Help.

5. If you create any custom item subclasses that will be associated with nonpurgeable events, select the subclass's **Non-Purgable** check box.

   For more information about storable class properties, see the Storable Class Editor Help.

Handling Items Associated with Nonpurgeable and Purgeable Events in Existing Systems

If you convert a nonpartitioned item storable class to a partitioned storable class in an existing BRM system, the system is likely to contain item objects associated with both purgeable and nonpurgeable events. Problems can occur if such items are purged. To minimize such problems, do the following *before* converting the nonpartitioned item storable class to a partitioned storable class:

To handle items associated with both nonpurgeable and purgeable events in existing BRM systems:

1. Make a list of the event storable classes that are nonpurgeable by default.

   To determine whether an event storable class is nonpurgeable, consult its specification. See the discussion on retrieving storable class specifications in *BRM Developer's Guide*.

2. Make a list of the item storable classes associated with the nonpurgeable events listed in the previous step.

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To identify such classes, consult the following files in *BRM_home*/**sys/data/pricing/example**:

- **config_item_tags.xml**
- **config_item_types.xml**

For information about how events and items are associated in those files, see "Creating Custom Bill Items" in *BRM Configuring and Running Billing*.

3. Check whether any of the item storable classes associated with nonpurgeable events are also associated with purgeable events.

   To identify such classes, consult the configuration files listed in the previous step.

4. For item storable classes that are associated with both nonpurgeable and purgeable events, consider doing one or more of the following:

   - Split the item storable class into two classes, one for nonpurgeable events and one for purgeable events. Update the item configuration files accordingly.

     Set the **Non-Purgable** property correctly for each storable class. (See the Storable Class Editor Help.)

     This may add a line to your invoices. It may also affect custom code.

   - Make the nonpurgeable events associated with such items purgeable.

     Ensure that the item storable class is also purgeable.

   - Make the item storable class nonpurgeable.

     The item objects will not be purged even when associated with purgeable events, so the storage requirements for this item storable class will continue to grow and may affect performance.

   - Make the item storable class purgeable.

     The links between purged item objects and nonpurgeable events will be broken. Future operations such as event adjustments or cancellations may result in errors.

5. Convert the nonpartitioned item storable class to a partitioned storable class.

   See "Converting Nonpartitioned Classes to Partitioned Classes".

About Objects Stored in partition_last and partition_last_pin

The **partition_last** partition is a spillover partition that holds objects dated after the time period covered by the regular partitions if no additional purgeable partitions are available for such objects. You cannot remove this partition for real-time event tables or non-event tables.

If your partitions are enabled for delayed events, **partition_last** is used for delayed events, and **partition_last_pin** is used for real-time events.

> **Note**
>
> Spillover partitions are not intended to store objects you want to purge or preserve; they are just temporary containers. To keep objects out of spillover partitions, make sure your tables contain partitions to hold new objects. See "Adding Partitions".

To purge objects stored in spillover partitions, stop all delayed-event loading, and then add partitions by using the **partition_utils** utility with the **-f** parameter (see "Adding Partitions").

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Adding partitions in this way moves the data from the spillover partitions to the added partitions, but it takes much longer than adding partitions normally.

About the Default Partitioning Scheme

If you enable partitioning when you install BRM and choose to create the default partitions, your real-time events are stored in the following partitions:

- **partition_historic** (event and item tables only)
- **partition_last**
- 12 monthly partitions
- +1 partition for objects created on the start date

Each monthly partition stores objects created on the date of the month you install BRM through the previous date of the next month. For example, if you install BRM on January 15, the partitions cover January 15 through February 14, February 15 through March 14, and so on.

For information about partition names, see "Partition Naming Convention".

If You Do Not Create Default Partitions

If you enable partitioning when you install BRM but choose *not* to create the default partitions, your real-time object tables are divided into fewer partitions: **partition_historic** (stores all nonpurgeable events and items) and **partition_last** (stores all purgeable objects). This is sufficient for a test or development system in which purging by partition is not required. For a production system, however, you must add more purgeable partitions. See "Adding Partitions".

Conversion Partitioning Scheme

If you enable partitioning by converting nonpartitioned storable classes to partitioned storable classes *after* you install BRM, your partitioned real-time tables are divided into three partitions:

- **partition_migrate**: Holds all event objects created before the conversion. The **partition_utils** utility cannot purge objects in this partition. To purge them, you must develop your own tools based on sound Oracle database management principles.
- **partition_historic**: Holds nonpurgeable events and items created after the conversion. Nonpurgeable events and items should not be purged from the database. See "Event and Item Objects Stored in partition_historic".
- **partition_last**: A spillover partition that is not intended to store event objects you want to purge or preserve. If you do not add purgeable partitions to your tables before BRM resumes generating objects, purgeable objects created after the conversion are stored in this partition. See "About Objects Stored in partition_last and partition_last_pin".

About Partitions for Delayed Events

To create partitions for delayed events, use the **partition_utils** utility to enable delayed-event partitions for specific event storable classes. See "Enabling Delayed Partitions".

When you enable delayed-event partitions, **partition_utils** automatically runs the **update** operation. This adds partitions for the delayed events that are aligned with any real-time event partitions already defined in the EVENT_T table. Therefore, you do not need to explicitly add partitions for delayed events after enabling them.

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To use a partitioning scheme for delayed events that differs from that already defined in the EVENT_T table, you must explicitly add delayed-event partitions. You add delayed-event partitions the same way you add real-time partitions.

When partitions are added for delayed events, the event tables are divided into the default partitions plus the following partitions:

- **Partitions for delayed events:** The time periods covered by these partitions do not need to match the periods covered by the partitions for real-time event objects. For example, you can use daily partitions for real-time events and weekly partitions for delayed events.
- **partition_last_pin**: When delayed-event partitions are added to tables, this spillover partition is added for *real-time* event objects; **partition_last** becomes the spillover partition for delayed events for which no other partition is available. See "About Objects Stored in partition_last and partition_last_pin".

Delayed-event storage is based on the date that the delayed events are loaded into the BRM database.

If you enable delayed-event partitions for an event storable class but then decide you do not need those partitions, you can use **sqlplus** to remove the delayed-event partitions and then to remove the **partition_last_pin** partition. See "Disabling Delayed-Event Partitioning".

Overview of Partitioning Schemes

If you do not enable partitions when installing BRM, every object table has no partitions.

The following tables show the possible partitioning schemes.

An object table designated for partitioning is partitioned as shown in Table 56-1 if you enable partitions but do not create the 12 default partitions.

Table 56-1 Real-Time Partitioning Enabled, No Default Partitions

Partition	Partition
partition_historic (event and item tables only)	**partition_last**

> **Note**
>
> Do not use the partitioning scheme shown in Table 56-1 in a production system because all non-historic real-time objects are stored in **partition_last**. You must add real-time partitions.

An object table designated for partitioning is partitioned as shown in Table 56-2 if you enable partitions and accept the 12 default partitions.

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Table 56-2 Real-Time Partitioning Enabled, 12 Default Partitions

Partition	Partition	Partition	Partition	Partition	Partition	Partition
partition_historic (event and item tables only)	Real Time Partition 1	Real Time Partition 2	Real Time Partitions 3 through 10	Real Time Partition 11	Real Time Partition 12	**partition_last**

An object table designated for partitioning is partitioned as shown in Table 56-3 if you enable partitions and create custom partitions.

Table 56-3 Real-Time Partitioning Enabled, Custom Default Partitions

Partition	Partition	Partition	Partition	Partition	Partition	Partition
partition_historic (event and item tables only)	Real Time Partition 1	Real Time Partition 2	Real Time Partition 3	Real Time Partitions 4 through *N - 1*	Real Time Partition *N*	**partition_last**

An event table is partitioned as shown in Table 56-4 if you enable partitions without the 12 default partitions and then enable delayed-event partitions.

Table 56-4 Real-Time Partitioning Enabled, Delayed Partitioning Enabled, No Default Partitions

Partition	Partition	Partition
partition_historic	**partition_last_pin**	**partition_last**

> **Note**
>
> Do not use the partitioning scheme shown in Table 56-4 in a production system because all non-historic events are stored in **partition_last** and **partition_last_pin**. You must add real-time and delayed partitions.

An event table is partitioned as shown in Table 56-5 if you enable partitions, create real-time partitions, and enable delayed-event partitions.

Table 56-5 Real-Time Partitioning Enabled, Real-Time Partitions Exist, Delayed Partitioning Enabled

Partition	Partition	Partition	Partition	Partition	Partition	Partition	Partition
partition_historic	RT P_1	RT P_2	RT P_3	RT P_4 through RT P_(*N*-1)	RT P_*N*	**partition_last_pin**	**partition_last**

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> **Note**
>
> Do not use the partitioning scheme shown in Table 56-5 in a production system because all non-historic delayed events are stored in **partition_last**. You must add delayed partitions.

An event table is partitioned as shown in Table 56-6 if you enable partitions, do not create real-time partitions, and enable and create delayed partitions.

Table 56-6 Real-Time Partitioning Enabled, No Real-Time Partitions, Delayed Partitioning Enabled, Delayed Partitions Exist

Partition	Partition	Partition	Partition	Partition	Partition	Partition	Partition
partition_historic	**partition_last_pin**	D P_1	D P_2	D P_3	D P3 through D P_(*N*-1)	D P_*N*	**partition_last**

> **Note**
>
> Do not use the partitioning scheme shown in Table 56-6 in a production system because all non-historic real-time events are stored in **partition_last_pin**. You must add real-time partitions.

An event table is partitioned as shown in Table 56-7 if you enable partitions, create real-time partitions, and enable and create delayed partitions.

Table 56-7 Real-Time Partitioning Enabled, Real-Time Partitions Exist, Delayed Partitioning Enabled, Delayed Partitions Exist

Partition	Part'n	Part'n	Part'n	Part'n	Part'n	Part'n	Part'n	Part'n	Part'n	Part'n
partition_historic	RT P_1	RT P_2	RT P_3 through RT P_(*N*-1)	RT P_*N*	**partition_last_pin**	D P_1	D P_2	D P_3 through D P_(*N*-1)	D P_*N*	**partition_last**

About Managing Partitions

To manage partitions, you perform the following tasks:

- Customize partitions before you use a production system. See "Adding Partitions".
- Enable delayed partitions. You can specify which delayed events you want to create partitions for. See "Enabling Delayed-Event Partitioning" and "Adding Partitions".
- Update partitions when you customize storable classes with partitioned tables or add storable classes by adding components. See "Updating Partitions".
- Purge objects by removing partitions. See "Purging Objects by Removing Partitions".
- Purge objects by purging old objects without removing partitions. See "Purging Objects without Removing Partitions".

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- Add real-time partitions or delayed-event partitions to store new objects. See "Adding Partitions".
- Customize the events and items stored in **partition_historic**. See "Customizing the List of Events and Items Stored in partition_historic".

Before your BRM production system begins generating objects that you want to store in partitions, add partitions to your tables if any of the following situations are true:

- (Event tables only) You removed the 12 default monthly event partitions created during installation.
- (Event tables only) You chose not to create the 12 default monthly event partitions when you enabled partitioning during installation.
- You partitioned your tables by upgrading your database.
- You enabled partitioning for any non-event storable classes.

In addition, after your partitioned production system is running, you should add purgeable partitions whenever the time periods covered by the existing purgeable partitions are about to pass. See "About Objects Stored in partition_last and partition_last_pin".

About Purging Objects

When you purge objects, you can do one of the following:

- Remove the partitions that contain the objects. See "About Purging Objects by Removing Partitions".
- Purge the objects, but retain the object partitions. See "About Purging Objects without Removing Partitions".

About Purging Objects by Removing Partitions

When you purge objects by removing their partitions, you specify a start date and an end date to identify the objects to be removed. For example, you can purge objects created from January 15 to March 15.

> **Note**
>
> - The dates you specify for purging objects might not align with the partition dates. In this case, only partitions completely within the date range are removed.
> - If a partition within the date range contains an event associated with an open item, by default, the partition is not removed. To change the default behavior, see "Enabling Open Items to Be Purged".
> - An object's oldest partition is not purged by default. To force the removal of the oldest partition, you must set the start date for purging objects to January 1, 1970 (that is, **-s 01011970**).

Figure 56-1 shows monthly partitions, each starting on the first of the month. If you specify to purge objects created between January 15 and April 15, only objects from February 1 through April 1 are purged because those are the only objects in partitions completely within the date range.

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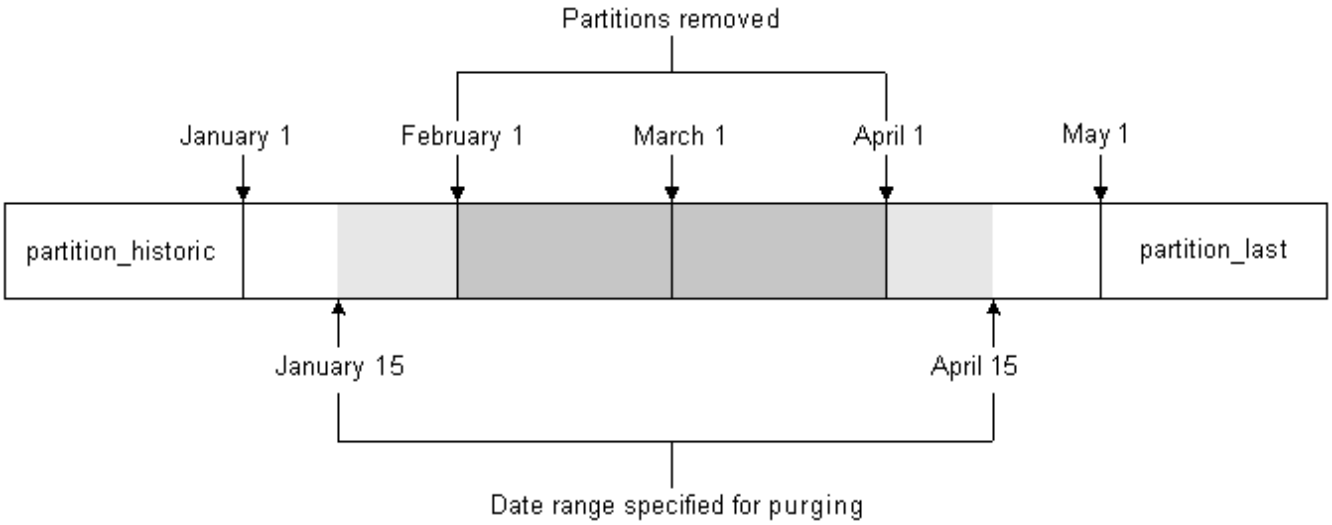
Figure 56-1 Purging of Complete Partitions



For more information, see "Purging Objects by Removing Partitions".

> **Note**
>
> Purging partitions is considered safer than removing them. For more information, see "About Purging Objects without Removing Partitions".

> **Tip**
>
> Before purging objects, run the **partition_utils** utility with the **-p** parameter to write an SQL statement that shows the partitions that will be removed. See "Running the partition_utils Utility in Test Mode".

About Purging Objects without Removing Partitions

You can delete old objects without deleting partitions by specifying the last object date to keep. If any old events are associated with active items, those particular objects are not deleted. See "Purging Objects without Removing Partitions".

> **Tip**
>
> Before purging objects, run the **partition_utils** utility with the **-p** parameter to write an SQL statement that shows the partitions that will be removed. See "Running the partition_utils Utility in Test Mode".

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> **Note**
>
> Purging partitions is considered safer than removing them.

About Running the partition_utils Utility

Most partition management tasks are accomplished by running the **partition_utils** utility.

> **Note**
>
> - After using your most current version of the **partition_utils** utility, *do not* use previous versions. Doing so can corrupt your database. (Partitions created by using the previous version are, however, supported).
> - Before removing partitions, you must set the TESTING environment variable. Set it to 1 to run the utility in test mode, and set it to 0 to run it in regular mode.

You can run only one instance of this utility at a time. If you try to run more than one instance, the utility does not run and returns an error.

> **Note**
>
> After starting the utility, do not interrupt it. It might take several minutes to finish, depending on the size of your database. If the utility is interrupted, use the **partition_utils restart** operation to continue the previous operation. See "Restarting partition_utils".

The **partition_utils** utility creates the following tables. Do not delete them or use the table names for any other purpose:

- PIN_TEMP_BRM_SERVER_TIME_T
- PIN_TEMP_DD_INFO_T
- PIN_TEMP_DETAILS_T
- PIN_TEMP_HIGH_VAL_T
- PIN_TEMP_OUT_OF_SYNC_T
- PIN_TEMP_PURGE_LOGIC_T
- PIN_TEMP_PURGE_PARTITIONS_T
- PIN_TEMP_PURGE_POIDS_T
- PIN_TEMP_PURGE_STATISTICS_T
- PIN_TEMP_TAB_PARTITIONS_T
- PIN_TEMP_TBL_NAMES_T

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Partition Naming Convention

The naming convention for real-time partitions is the following:

P_R_*MMDDYYYY*

For example, the following partition name specifies that the last date used for objects is June 29, 2004:

P_R_06292004

The naming convention for delayed-event partitions is the following:

P_D_*MMDDYYYY*

For example, the following partition name specifies that the last date used for objects is June 29, 2004:

P_D_06292004

Running the partition_utils Utility in Test Mode

When you add, remove, update, or enable partitions, you can use the **-p** parameter to write a SQL statement of the operation to the **partition_utils.log** file without performing any action on the database. The **partition_utils.log** file is in the same directory as the **partition_utils** utility.

> **Note**
>
> Do not copy the SQL statements and run them against the database. This action is not supported.

Configuring a Database Connection

Before you use the **partition_utils** utility, configure the database connection parameters in the **partition_utils.values** file in *BRM_home*/**apps/partition_utils**. For example:

```
$MAIN_DB{'vendor'}   =  "oracle";
$MAIN_DB{'alias'}    =  "pindb.example.com";
$MAIN_DB{'user'}     =  "pin";
$MAIN_DB{'password'} =  "password";
```

For more information, see the comments in the **partition_utils** file.

Improving Performance When Using partition_utils

For all **partition_utils** operations, you can run processes in parallel to improve performance.

To run processes in parallel, edit the NUM_OF_PROCESSES parameter in the *BRM_home*/**apps/partition_utils/partition_utils.values** file. This parameter controls how many **partition_utils** processes can run in parallel, except when the **enable** operation is run.

The valid range for NUM_OF_PROCESSES is from **1** to **10**. The default is **2**.

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Restarting partition_utils

If **partition_utils** is interrupted, it is best to use **partition_utils** with the **restart** operation to continue the previous operation. This prevents your database partitions from becoming unaligned and corrupted.

The syntax is the following:

```
partition_utils -o restart [-b]
```

Use the **-b** (bypass) parameter to bypass the last operation and clean the status of it.

For more information, see "partition_utils".

Adding Partitions

To add partitions, run the **partition_utils** utility with the **add** operation.

> **Note**
>
> - Partitioning must be enabled in your system before you can add partitions. If partitioning is not enabled, see "Converting Nonpartitioned Classes to Partitioned Classes" for more information.
> - Delayed-event partitions must be enabled before you can add delayed-event partitions. See "Enabling Delayed-Event Partitioning" for more information.
> - To use this utility to add a partition for a storable class other than the event, bill, invoice, item, journal, newsfeed, sepa, and user activity storable classes, partitioning must have been enabled for that storable class in one of the following ways:
>
>   – By editing the **pin_setup.values** file during the BRM installation process. See "Enabling Different Classes for Partitioning during Installation" in *BRM Installation Guide* for more information.
>
>   – By using the partitioning package to convert the storable class after BRM is installed. See "Converting Nonpartitioned Classes to Partitioned Classes" for more information.
> - When partitions are added, an additional partition for the time up to *start_date* is created by default if no partition for that time exists.

The syntax is the following:

```
partition_utils   -o add -t realtime|delayed -s start_date
                  -u month|week|day -q quantity
                  [-c storable_class] [-w width]
                  [-f] [-p]
```

- Use the **-t** (type) parameter to add real-time or delayed-event partitions. Only event tables can have delayed-event partitions.

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> **Note**
>
> Non-event partitions are always real-time. You can add only delayed-event partitions. To do so, you must enable partitioning for each event type you want to partition. See "Enabling Delayed-Event Partitioning" for more information.

- Use the **-s** (start date) parameter to specify the start date for the first of the new partitions. The format is *MMDDYYYY*.

  The start date must be the day after tomorrow or later; you cannot create partitions starting on the current day or the next day. For example, if the current date is January 1, the earliest start date for the new partition is January 3.

  By default, the start date must also be earlier than six months from today. You can change these defaults by editing the *BRM_home***/apps/partition_utils/partition_utils.values** file. See "Customizing Partition Limitations" for more information.

  If you try to create a partition with a start date within the current partition, the utility reports an error and provides the earliest date that you can use for the new partition. To override this limitation, use the **-f** (force) parameter.

- Use the **-u** (unit) parameter to specify the time unit for the partition.

- Use the **-q** (quantity) parameter to specify the number of partitions to add. Enter an integer greater than 0.

  By default, you can add the following number of partitions:

  – No more than 60 daily partitions

  – No more than 15 weekly partitions

  – No more than 6 monthly partitions

  You can change these defaults by editing the *BRM_home***/apps/partition_utils/partition_utils.values** file. See "Customizing Partition Limitations" for more information.

- Use the **-c** (storable class) parameter to specify the class of objects to be stored in the partition. The default is **event**.

  > **Note**
  >
  > To specify a storable class other than the event, bill, invoice, item, journal, newsfeed, sepa, and user activity storable classes, partitioning must have been enabled for that storable class in one of the following ways:
  >
  > – By editing the **pin_setup.values** file during the BRM installation process. See "Enabling Different Classes for Partitioning during Installation" in *BRM Installation Guide* for more information.
  >
  > – By using the partitioning package to convert the storable class after BRM is installed. See "Converting Nonpartitioned Classes to Partitioned Classes" for more information.

- Use the **-w** (width) parameter to specify the number of units in a partition (for example, a partition that is 3 days wide, 2 weeks wide, or 1 month wide). Enter an integer greater than 0. The default is **1**.

  By default, you can use the following maximum widths:

  – 5 days

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  - 3 weeks
  - 2 months

  You can change these defaults by editing the *BRM_home***/apps/partition_utils/partition_utils.values** file. See "Customizing Partition Limitations" for more information.

- Use the **-f** (force) parameter to create a partition with a *start date* that falls within the time period of the current partition. The existing partition is split in two:
  - One new partition contains objects created before the specified start date.
  - The other new partition contains objects created on or after the specified start date.

  Before you use this parameter:
  - For real-time partitions, stop all BRM server processes.
  - For delayed-event partitions, stop all delayed-event loading.

  > **Note**
  >
  > * If you use the **-f** parameter to create partitions within the time period of the current partition and you do not stop BRM processes or loading, the BRM server may write data to a partition that is in the process of being divided. That can cause a server error, such as a write operation error.
  > * The **-f** parameter works differently when you remove partitions. In that case, it forces the removal of objects that do not meet the purging criteria, such as events associated with open items, by removing the partition that contains those objects.

- Use the **-p** (print) parameter to run the utility in test mode and write an SQL statement of the operation to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode" for more information.

For more information, see "partition_utils" for more information.

The following examples show how to add partitions.

> **Note**
>
> Adding partitions adds the requested number of partitions and an additional partition on the specified start date unless a partition labeled with that date exists.

The following command adds five real-time event partitions, starting on July 27, 2017, and one partition for events up to July 27, 2017. Each partition includes events for a two-week period:

```
partition_utils -o add -t realtime -s 07272017 -u week -w 2 -q 5
```

The following command includes the **-f** parameter. This creates partitions even if they include start dates, end dates, or both start and end dates in the current partition:

```
partition_utils -o add -t realtime -s 07272017 -u week -w 2 -q 5 -f
```

The following command adds six daily event partitions starting on July 27, 2004, and one partition for events up to July 27, 2017. Because the **-w** parameter is not used, each parameter is one day long:

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```
partition_utils -o add -t delayed -s 07272017 -u day -q 6
```

The following command adds 12 monthly real-time partitions for the journal storable class starting on July 27, 2017, and one partition for journal up to July 27, 2004:

```
partition_utils -c /journal -o add -t realtime -s 07272017 -u month -q 12
```

The following command creates five weekly partitions for the journal storable class starting on July 27, 2017, and one partition for journal up to July 27, 2017:

```
partition_utils -c /journal -o add -t realtime -s 07272017 -u week -q 5
```

Enabling Delayed-Event Partitioning

To add delayed-event partitions, run the **partition_utils** utility with the **enable** operation. You must enable delayed-event partitioning before you can add delayed-event partitions.

> **Note**
>
> - After you enable delayed-event partitioning, add partitions for delayed events *before* you use the system for production. Otherwise, delayed events are stored in **partition_last**. See "About Objects Stored in partition_last and partition_last_pin".
> - You can enable delayed partitioning only for event objects. All non-event partitions are real-time partitions.

The syntax is the following:

```
partition_utils -o enable -t delayed [-c storable_class] [-p]
```

- Use the **-c** (storable class) parameter to specify the event storable class for which you want to add delayed-event partitions. Delayed-event partitions cannot be used for non-event storable classes.

  To add delayed-event partitions for all subclasses of an event, use the percent sign (**%**) as a wildcard (for example, **-c /event/session/%**).
- Use the **-p** (print) parameter to run the utility in test mode and to write an SQL statement of the operation to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

  > **Note**
  >
  > When you enable delayed-event partitioning, the **partition_utils** utility automatically runs the **update** operation to synchronize partitioning schemes across all event tables. See "Updating Partitions".

For more information, see "partition_utils".

The following command enables delayed-event partitioning for the **/event/delayed/session/telco/gsm** storable class:

```
partition_utils -o enable -t delayed -c /event/delayed/session/telco/gsm
```


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You can enable partitioning for all subclasses of an event by using the percent sign (**%**) as a wildcard:

```
partition_utils -o enable -t delayed -c /event/session/%
```

> **Note**
>
> This operation supports only delayed events. If you specify anything other than **-t delayed**, the utility returns an error.

Disabling Delayed-Event Partitioning

If you enable delayed-event partitioning for an event storable class but then decide you do not need it, you can use **sqlplus** to remove the delayed-event partitions and then to remove the **partition_last_pin** partition.

> **Note**
>
> If you remove partitions from a delayed-event table, remove all the delayed-event partitions before removing the **partition_last_pin** partition.

For example, to disable partitioning for the EVENT_DLYD_SESSION_TELCO_GSM_T table:

1. Use the following **sqlplus** statement to ensure that no data is in **partition_last_pin**:

   ```
   SQL> select count (*) from event_dlyd_session_telco_gsm_t partition
   PARTITION_LAST_PIN
   ```

   If **partition_last_pin** contains data, add partitions to move the data.

   > **Note**
   >
   > You must use the **-f** parameter. See "Adding Partitions".

2. Use the following **sqlplus** statement to list the delayed partitions in the table:

   ```
   SQL> select partition_name from user_tab_partitions where table_name =
   UPPER(event_dlyd_session_telco_gsm_t) and partition_name like 'P_D_%';
   ```

3. Use the following **sqlplus** statement to remove the listed partitions individually:

   ```
   SQL> alter table event_dlyd_session_telco_gsm_t drop partition partition_name
   ```

4. Use the following **sqlplus** statement to remove **partition_last_pin**:

   ```
   SQL> alter table event_dlyd_session_telco_gsm_t drop partition PARTITION_LAST_PIN
   ```

5. Use the following **sqlplus** statement to verify that the table contains no partitions:

   ```
   SQL> select count(*) from user_tab_partitions where table_name =
   UPPER(event_dlyd_session_telco_gsm_t) and partition_name like 'P_D_%';
   ```

   This should return zero rows.

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Updating Partitions

The **update** operation enables you to align table partitioning schemes for all subclass tables with the current partitioning scheme for their base storable class table. Updating partitions enforces the following rules:

- From the day after tomorrow, all tables with real-time objects will have the same real-time partitioning scheme as their base table (EVENT_T for event base storable class tables, ITEM_T for item base storable class tables, and so on).
- From the day after tomorrow, all tables with delayed events will have the same delayed-event partitioning scheme as the EVENT_T table.

You must update partitions in the following cases:

- When you add custom partitioned storable classes.
- When you extend an existing storable class with an array or substruct that adds a partitioned table.
- When you add a component that includes new partitioned storable classes.

> **Note**
>
> The **update** operation automatically runs once when you enable delayed partitions.

To align the partitioning schemes of new or changed object tables with the partitioning schemes of their base storable classes, run the **partition_utils** utility with the **update** operation.

The syntax is the following:

```
partition_utils -o update [-c storable_class] [-p]
```

- Use the **-c** (storable class) parameter to specify the class of objects to be updated. The default is **event**.
- Use the **-p** (print) parameter to run the utility in test mode and to write an SQL statement of the operation to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

For more information, see "partition_utils".

Purging Objects by Removing Partitions

The general way to purge partitioned data is to remove one or more partitions. This frees up database space.

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> **Note**
>
> - By default, partitions that contain objects associated with open items are not removed when you remove partitions. To change this default, see "Enabling Open Items to Be Purged".
> - You can use the **-f** parameter to remove partitions even if the objects are associated with open items, but this parameter must be used with care.
> - Before removing partitions that contain objects associated with open items, verify that doing so does not contradict your business practices.

> **Tip**
>
> Before removing partitions, run the **partition_utils** utility with the **-p** parameter to write an SQL statement that shows the partitions that will be removed. See "Running the partition_utils Utility in Test Mode".

To remove partitions, run the **partitions_utils** utility with the **remove** operation. The syntax is the following:

```
partition_utils   -o remove  -s start_date  -e end_date
                  [-c storable_class] [-t realtime|delayed] [-f] [-p]
```

- Use **-s** *start_date* to specify the start of the date range for the objects to remove. The format is *MMDDYYYY*.

  > **Note**
  >
  > The utility keeps the object's oldest partition by default. To force the removal of the oldest partition, you must set *start_date* to **01011970**.

- Use **-e** *end_date* to specify the end of the date range for the objects to remove. The format is *MMDDYYYY*.

  All partitions that are entirely within these dates are removed. See "About Purging Objects".

  By default, you can use this operation to remove only those partitions that are older than 45 days. You can change this limitation by editing the *BRM_home***/apps/partition_utils/partition_utils.values** file. See "Customizing Partition Limitations".

- Use **-c** *storable_class* to specify the partition to remove by base storable class. The default is **event**.

  When you remove a partition, it removes partitions in all the partitioned tables for the specified base storable class and its subclasses.

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> **Note**
>
> To purge objects other than event, item, bill, invoice, journal, newsfeed, and sepa objects, you must remove their partitions by using the **-f** parameter. Operations using this parameter cannot be undone and will remove objects that are being used. Use with caution. (You can purge event, bill, invoice, item, journal, newsfeed, and sepa objects without removing their partitions. See "Purging Objects without Removing Partitions".)

- Use **-t realtime | delayed** to remove real-time or delayed-event partitions. The default is to remove both real-time and delayed-event partitions.
- Use **-f** to remove partitions even if they contain objects associated with open items. By default, partitions that contain events associated with open items are not removed. To change this default, see "Enabling Open Items to Be Purged".

> **Note**
>
> The **-f** parameter works differently when you add partitions. In that case, it forces the splitting of partitions even when they fall within the date range of the current partition.

- Use **-p** to run the utility in test mode and write an SQL statement that shows the partitions that will be removed to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

For more information, see "partition_utils".

The following command removes the partitions with real-time events from July 20, 2021 to September 20, 2021:

```
partition_utils -o remove -s 07202021 -e 09202021 -t realtime
```

The following command removes real-time partitions for item table entries from July 20, 2021 to September 20, 2021:

```
partition_utils -o remove -s 07202021 -e 09202021 -c /item -t realtime -f
```

Purging Objects without Removing Partitions

You can purge event, bill, invoice, item, journal, newsfeed, and sepa objects without removing their partitions. The event objects must be associated with closed items. To enable this utility to purge event objects associated with open items, see "Enabling Open Items to Be Purged".

> **Note**
>
> - Before purging objects, run the **partition_utils** utility with the **-p** parameter to write an SQL statement that shows the partitions that will be purged. See "Running the partition_utils Utility in Test Mode".
> - If the specified start and end dates do not match the partition boundaries, only objects in partitions that are completely within the date range are purged.

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To purge objects without removing partitions, run the **partitions_utils** utility with the **purge** operation. The syntax is as follows:

```
partition_utils -o purge -e end_date [-t realtime|delayed] [-p]
```

- (Optional) Use the **-s** (start date) parameter to specify the start of the date range containing the objects you want to purge. The date is inclusive. The format is *MMDDYYYY*. If a start date is not specified, all objects created on or before the end date are purged.
- Use the **-e** (end date) parameter to specify the end of the date range containing the objects you want to purge. The date is inclusive. The format is *MMDDYYYY*. See "About Purging Objects".
- Use the **-t** (type) parameter to purge real-time or delayed-event partitions. The default is to purge both real-time and delayed-event partitions.
- Use the **-p** (print) parameter to run the utility in test mode and write an SQL statement that shows the partitions that will be removed to the **partition_utils.log** file without performing any action on the database. See "Running the partition_utils Utility in Test Mode".

For more information, see "partition_utils".

The following command purges real-time events before July 20, 2004:

```
partition_utils -o purge -e 07202004 -t realtime
```

Finding the Maximum POID for a Date

You can use **partition_utils -o maxpoid** to find the maximum POID in a partition for a specified date. You may need this if you have scripts to manage partitions automatically.

The syntax is the following:

```
partition_utils -o maxpoid -s date -t realtime|delayed
```

The following command finds the maximum POID for a real-time partition:

```
partition_utils -o maxpoid -s 02012005 -t realtime
```

For more information, see "partition_utils".

Customizing Partition Limitations

The **partition_utils** utility specifies default limitations to prevent the creation of an unrealistic number of partitions. You can change these limitations by editing the *BRM_home***/apps/partition_utils/partition_utils.values** file.

The default limitation values are the following:

- Partition start date: later than the day after tomorrow, earlier than 6 months from now.
- Maximum number of partitions:
  - 60 daily
  - 15 weekly
  - 6 monthly
- Maximum widths:
  - 5 days

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  - 3 weeks
  - 2 months
- Removed partitions must be at least 45 days old.
- Minimum required percent of purgeable data.
- Partitions are purged only when purgeable POIDs are greater than 70% of the total purgeable POIDs in the EVENT_BAL_IMPACT_T table.

  The valid range for this setting is from 60 to 100.
- Records are deleted only if there is a specified number in a chunk. The default is 1000 records exist.

  The valid range is from 500 to 5000.
- When purging, the DELETE_IN_PLACE method is used if the number of purgeable events is greater than 5% of the total events or if more than 10,000 purgeable records.

  You can change the number of purgeable records required. The valid range is from 1000 to 20000.

Customizing the List of Events and Items Stored in partition_historic

Nonpurgeable event and items objects are stored in **partition_historic**.

If you do not need to save all the event types stored by default in **partition_historic** or if you need to save additional storable classes of events and items, use the Storable Class Editor in Developer Center to customize the list of nonpurgeable event and item storable classes.

Use the **Non-purgeable** storable class property to specify whether an event or item is purgeable.

> **Note**
>
> - The **Non-purgeable** property for event and item storable classes has no effect unless your event and item tables are partitioned.
> - To avoid storing event or item objects that you do not want to purge in purgeable partitions, you must customize event and item storable classes stored in **partition_historic** *before* running BRM and generating any events or items.
> - If you make an event storable class nonpurgeable, make sure that all item storable classes related to the event storable class are also nonpurgeable. See "Associating Items with Nonpurgeable Events".

For more information, see "About Purging Database Objects".

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Converting Nonpartitioned Classes to Partitioned Classes

Learn how to convert specified nonpartitioned storable classes to partitioned storable classes in the Oracle Communications Billing and Revenue Management (BRM) database. Use this procedure if you did not enable partitioning for one or more storable classes when you installed BRM.

Topics in this document:

- About Converting Nonpartitioned Classes to Partitioned Classes
- Converting Nonpartitioned Classes to Partitioned Classes
- About the Conversion Scripts and Files
- Converting Additional Nonpartitioned Classes to Partitioned Classes

About Converting Nonpartitioned Classes to Partitioned Classes

If you did not enable partitioning for one or more storable classes when you installed BRM, you can do so after installation.

The partitioning conversion feature splits the table of a specified storable class in the BRM database into the following partitions:

- **partition_migrate:** Holds all objects created *before* the nonpartitioned storable classes were converted to partitioned storable classes. The BRM purge utility, **partition_utils,** cannot purge objects in this partition. To purge them, you must develop your own tools based on sound Oracle database management principles.
- **partition_historic:** Holds *nonpurgeable events* created *after* the nonpartitioned storable classes were converted to partitioned storable classes. Nonpurgeable events should not be purged from the database. See "Event and Item Objects Stored in partition_historic".
- **partition_last:** A *spillover* partition that is not intended to store objects you want to purge or preserve. If you do not add purgeable partitions to your tables *before* BRM resumes generating objects, purgeable objects created after the upgrade are stored in this partition.

> **Note**
>
> For information on how partitioning is enabled when you *install* BRM, see "Installing BRM" in *BRM Installation Guide.*

Converting Nonpartitioned Classes to Partitioned Classes

To convert nonpartitioned storable classes to partitioned storable classes, perform these tasks:

1. Increasing Disk Space for Tables and Indexes

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2. Installing the Partitioning Package
3. (Optional) Reconfiguring the Parameters
4. Merging the pin_setup.values File
5. Backing Up Your BRM Database
6. Running the Partitioning Conversion Scripts
7. Adding Purgeable Partitions to Tables
8. Restarting BRM

Increasing Disk Space for Tables and Indexes

Before adding partitions to your tables, increase the disk space allocated for the tables and indexes in your BRM database.

> **Note**
>
> Oracle recommends that you add enough space for 6 to 12 months of data.

Installing the Partitioning Package

> **Note**
>
> If you already installed the partitioning package, features in that package cannot be reinstalled without first being uninstalled. To reinstall a feature, uninstall it, and then install it again.

To install the partitioning package, follow the instructions in "Installing Individual BRM Components" in *BRM Installation Guide*.

(Optional) Reconfiguring the Parameters

The partitioning conversion configuration file, **partition.cfg**, controls the parameters of your conversion. If necessary, change the parameters to meet your business requirements.

To reconfigure the parameters:

1. Log in as user **pin**.
2. Open the *BRM_home***/upgrade/partition/partition.cfg** file in a text editor such as **vi**.
3. Change the default parameters as necessary. For information on each parameter, see the comments in the **partition.cfg** file.
4. Save and close the file.

Merging the pin_setup.values File

Copy any customizations from your backed-up **pin_setup.values** file into the *BRM_home***/setup/pin_setup.values** file.

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Backing Up Your BRM Database

Make a complete offline backup of your BRM database, and make sure the backup is completely valid and usable. For more information on performing full database backups, see your database software documentation.

In addition to the backup, use the Oracle export utility to export all BRM tables. This helps you restore individual tables if necessary.

Running the Partitioning Conversion Scripts

Converting from a nonpartitioned storable class to a partitioned storable class should take about 30 minutes. The size of your tables does not affect the speed of this conversion.

To run the partitioning conversion scripts:

1. Go to *BRM_home*/**upgrade/partitioning**.
2. Run the following command:

   ```
   perl partitioning.pl
   ```

This runs a series of scripts that perform the conversion.

Check the **log** and **pinlog** files in the directory specified by the UPGRADE_LOG_DIR parameter in your **partition.cfg** file (by default, *BRM_home*/**upgrade/partition/sqllog**). These log files show how long each script took to run and list any errors that occurred.

> **Note**
>
> If errors are reported, fix them, and rerun the script.

Adding Purgeable Partitions to Tables

Before your BRM system resumes generating data, use the **partition_utils** script to add purgeable partitions to your newly partitionable tables. See "Adding Partitions".

Restarting BRM

Start all BRM processes.

> **Note**
>
> The *object IDs* of objects generated in your newly partitioned tables will be larger than the object IDs of objects generated in your old, nonpartitioned tables. (Depending on the table, object IDs are stored in either the POID_ID0 field or the OBJ_ID0 field.)

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About the Conversion Scripts and Files

Table 57-1 lists the scripts and files used to convert your nonpartitioned storable classes to partitioned storable classes. These scripts and files are in the *BRM_home*/**upgrade/partition** folder.

> **Note**
>
> To convert custom storable classes, you might need to create additional SQL scripts. To use custom scripts in the conversion, add appropriate SQL file entries to the nonpartitioning-to-partitioning conversion configuration file, **partition.cfg**. See "(Optional) Reconfiguring the Parameters".

Table 57-1 Conversion Scripts and Files

Script or File	Description
crt_pinlog.sql	SQL script that creates the **pinlog** files.
partition.cfg	Configuration file in which you must enter details about the Oracle database configuration before you run the conversion scripts. All the conversion Perl scripts parse this file to get the database connection parameters.
partitioning.pl	Primary Perl script for the conversion process. This script calls other SQL scripts to perform the conversion.
pin_upg_common.sql	SQL script that creates the common routines needed for the conversion.
*storable_class_name*_**tables_tobe_partitioned.sql**	Custom SQL scripts that implement partitioning for the specified storable class (*storable_class_name*). See "Converting Additional Nonpartitioned Classes to Partitioned Classes".
make_indexes_partition_ready.sql **optional_partitioning.sql**	SQL scripts that implement partitioning.
upg_oracle_functions.pl	Perl script that performs many miscellaneous conversion tasks related to the BRM database.

Converting Additional Nonpartitioned Classes to Partitioned Classes

By default, the partitioning conversion feature enables you to convert the event, bill, invoice, item, and journal storable classes.

To convert additional nonpartitioned storable classes to partitioned storable classes:

1. Create a SQL script named *storable_class_name*_**tables_tobe_partitioned.sql**, where *storable_class_name* is the name of the object type whose table you want to partition.

   For samples, see the following files in the *BRM_home*/**upgrade/partition/** directory, where *BRM_home* is the directory in which BRM components are installed:

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- **/event_tables_tobe_partitioned.sql**
- **/item_tables_tobe_partitioned.sql**
- **/bill_tables_tobe_partitioned.sql**
- **/invoice_tables_tobe_partitioned.sql**
- **/journal_tables_tobe_partitioned.sql**

2. Add the new SQL script to the @SQL_PARTITION_TABLES parameter in the *BRM_home*/**upgrade/partition/partition.cfg** file.
3. Run the **partitioning.pl** script, which converts the specified storable class from nonpartitioned to partitioned.
4. Run the **partition_utils.pl** script, which adds purgeable partitions.

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About Purging Data

Learn about how to purge obsolete database objects and expired account sub-balances from your Oracle Communications Billing and Revenue Management (BRM) database as well as the impact of purging major event objects on BRM applications.

Topics in this document:

- About Purging Database Objects
- About Purging BRM Event Objects
- Enabling Open Items to Be Purged
- About Purging Account Sub-Balances

Before purging data, you should be familiar with the following:

- Basic BRM concepts. See "About Billing and Revenue Management" in *BRM Concepts*.
- BRM system architecture. See "BRM System Architecture" in *BRM Concepts*.
- Database administration.

About Purging Database Objects

You can purge objects that are no longer required for daily business operations from your BRM database as follows:

- If your tables are partitioned, you can use the **partition_utils** utility to purge objects. See "Partitioning Tables".
- To purge objects from *any* type of database, you can use custom purging scripts. For more information, contact Oracle support.

Purging objects enables you to do the following:

- Delete obsolete data from your database.
- Reduce storage space in your database.
- Reduce the number of objects in your database, making it easier to upgrade to later releases of BRM.

Objects Purged by Default

By default, tables for the objects listed in Table 58-1 are automatically partitioned and purged if partitioning is enabled on your BRM system and if the objects in the partition satisfy the purging criteria.

Table 58-1 Objects That Are Automatically Partitioned and Purged

Object Type	Purging Criteria
bill	• Within specified date range • Closed

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Table 58-1 (Cont.) Objects That Are Automatically Partitioned and Purged

Object Type	Purging Criteria
event	• Within specified date range • Associated items are closed **Note:** Event objects in the **partition_historic** partition cannot be purged even if they meet all the purging criteria.
invoice	• Within specified date range
item	• Within specified date range • Closed • Not referenced by a journal object **Note:** Item objects in the **partition_historic** partition cannot be purged even if they meet all the purging criteria
journal	• Within specified date range • Fully earned by the end date of the date range **Note:** In addition, Oracle recommends that the journal object be included in a G/L report.
newsfeed	• None
sepa	• Within specified date range • Not pending (status is not 1)

About Purging BRM Event Objects

Event objects are grouped into the following categories:

- Event Objects That Have a Balance Impact
- Event Objects That Do Not Have a Balance Impact
- Event and Item Objects Stored in partition_historic

Event Objects That Have a Balance Impact

Event objects that have a balance impact are required for the following functions:

- Billing
- Accounts receivable (A/R) operations
- Tracking session charges

The balance impacts in these objects are stored in the **EVENTS_BAL_IMPACTS_T** table. These objects are typically created by usage, cycle, and purchase events.

> **Note**
>
> Purge these event objects only *after* you finish all billing, A/R, and session event processing for the current billing cycle.

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Event Objects That Do Not Have a Balance Impact

Database objects that do not have a balance impact are not needed by BRM for rating or billing. Your business, however, might need them for auditing. Auditing objects and unused objects are in this category.

If you purge objects that do not generate a balance impact, you cannot view auditing information for those objects. For example, if you purge **/event/customer/login** objects and then want to check when a user logged in, you will not be able to find the user's login event.

> **Note**
>
> Before purging objects that do not have a balance impact, verify that the objects are not required by any custom code.

Event and Item Objects Stored in partition_historic

If your event and item tables are partitioned, event and item objects that are required for the product to behave correctly or for auditing purposes (nonpurgeable events and items) are stored in the **partition_historic** partition.

> **Note**
>
> - By default, all item objects are purgeable.
> - If an event is nonpurgeable, its associated items should also be nonpurgeable because the event is incomplete without them.
> - If you make an item storable class nonpurgeable, make sure the item storable class applies only to nonpurgeable events.
> - If you must purge event objects in your implementation, before purging them, make sure you understand the impact of purging those objects. See "Impact of Purging Event Objects".
>
> See "Associating Items with Nonpurgeable Events".

By default, the following types of event objects are nonpurgeable and thus are stored in **partition_historic** when you install BRM:

- **/event/billing/cdc_update**
- **/event/billing/cdcd_update**
- **/event/billing/cycle/discount**
- **/event/billing/cycle/discount/mostcalled**
- **/event/billing/cycle/rollover**
- **/event/billing/cycle/rollover/monthly**
- **/event/billing/cycle/rollover_transfer**
- **/event/billing/deal**

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- **/event/billing/deal/purchase**
- **/event/billing/deal/cancel**
- **/event/billing/discount/action**
- **/event/billing/discount/action/cancel**
- **/event/billing/discount/action/modify**
- **/event/billing/discount/action/modify/status**
- **/event/billing/discount/action/purchase**
- **/event/billing/discount/action/set_validity**
- **/event/billing/lcupdate**
- **/event/billing/mfuc_update**
- **/event/billing/ordered_balgrp**
- **/event/billing/product/action**
- **/event/billing/product/action/cancel**
- **/event/billing/product/action/modify**
- **/event/billing/product/action/modify/status**
- **/event/billing/product/action/purchase**
- **/event/billing/product/action/set_validity**
- **/event/delayed/tmp_profile_event_ordering**
- **/event/group/sharing**
- **/event/group/sharing/charges**
- **/event/group/sharing/discounts**
- **/event/group/sharing/profiles**

You can customize this list to meet your business requirements. For more information on **partition_historic**, see "About Partitioning".

Impact of Purging Event Objects

Before purging event objects, you must know this information:

- Impact of purging the event objects
- How long to keep the event objects

The following tables describe the impact of purging event objects that contain data for billing, A/R, opening and closing sessions, and auditing.

> **Note**
>
> Only major event storable classes and events stored by default in the **partition_historic** tables are listed in this document.

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Billing Event Objects

Table 58-2 lists the impacted Billing Event Objects.

Table 58-2 Billing Event Objects

Event object	Impact of purging/when to purge
/event/billing/cdc_update	If you purge these events, the number of contract days for resources will be lost. You cannot apply discounts based on the cumulative number of contract days for resources.
/event/billing/cdcd_update	If you purge these events, the number of contract days for discount resources will be lost. You cannot apply discounts based on the cumulative number of contract days for discount resources.
/event/billing/charge and all of its subclasses	If you purge these event objects: • You cannot use the **resubmit** parameter with the **pin_recover** utility to resubmit failed credit card transactions. • The **pin_clean** utility cannot report VERIFY checkpoints. If you have run the **pin_recover** and **pin_clean** utilities and successfully recovered all failed credit card transactions, you can purge these event objects.
/event/billing/cycle and all of its subclasses	If you purge these event objects: • Invoices cannot display details about subscription charges applied to accounts. • Data in default reports generated by the **pin_ledger_report** utility will not tally correctly because the reports display charges accrued by these objects. • You cannot perform A/R activities such as adjustments, write-offs, disputes, and settlements for subscription charges logged by these events. If you generate invoices and G/L reports, keep these event objects through the current billing cycle.
/event/billing/cycle/discount/mostcalled	If you purge these events, all the information about the total charges, duration, and the number of calls for the most called numbers will be lost. You cannot apply the most-called number discounts. See also the impact of purging **/event/billing/cycle** and all of its subclasses.
/event/billing/cycle/rollover/monthly	Purging these objects will have the following impact: • Rollover correction during final billing will not work if the rollover events for the current cycle have been purged. • Rerating will not work correctly if the rollover events in the rerating period have been purged. • The controlled rollover of free resources during plan transition will not work if the rollover events for the current cycle have been purged. See also the impact of purging **/event/billing/cycle** and all of its subclasses.
/event/billing/cycle/rollover_transfer	If you purge these events, information about the balance impacts of the original rollover event will be lost. See also the impact of purging **/event/billing/cycle** and all of its subclasses. You may want to keep these objects for auditing purposes.
/event/billing/deal	Abstract class, not persisted in the database.

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Table 58-2 (Cont.) Billing Event Objects

Event object	Impact of purging/when to purge
/event/billing/deal/cancel	If you purge these events, rerating, which needs to replay these events, will not work correctly. However, you can purge old events that occurred before your rerating time frame.
/event/billing/deal/purchase	If you purge these events, rerating will not work correctly. However, you can purge old events that occurred before your rerating time frame. You cannot see deal purchase history. Keep these event objects as long as you want to display the history of deal purchases.
/event/billing/debit	If you purge these event objects: • Invoices cannot display event details for debit or credit items completed during the current billing cycle. • If you generate any custom reports that use debit events, the reports will be incorrect. • If you configure the **pin_ledger_report** utility to report debits and credits, the reported numbers will be incorrect. For information about the **pin_ledger_report** utility, see "pin_ledger_report" in *BRM Collecting General Ledger Data*. Keep these event objects as long as you want to do the following: • Display debit events. • Display event details in an invoice. • Create custom reports that use debit events.
/event/billing/discount/action/cancel	The PCM_OP_SUBSCRIPTION_READ_ACCT_PRODUCTS and PCM_OP_ SUBSCRIPTION _GET_HISTORY opcodes refer to these events to show the history of the discount. If these event objects are purged, you cannot see the corresponding discount history. You can, however, see the discount history contained in other types of event objects that are not purged. If these are the only events for the discount, then no history will be shown
/event/billing/discount/action/modify	The PCM_OP_SUBSCRIPTION_READ_ACCT_PRODUCTS and PCM_OP_ SUBSCRIPTION _GET_HISTORY opcodes refer to these events to show the history of the discount. If these event objects are purged, you cannot see the corresponding discount history. You can, however, see discount history contained in other types of event objects that were not purged. Keep these event objects if you need to display the history of discount attribute and status modification.
/event/billing/discount/action/modify/status	If these event objects are purged, you cannot see the corresponding discount history. You can, however, see discount history contained in other types of event objects that were not purged. Keep these event objects if you need to display the history of discount attribute and status modification.
/event/billing/discount/action/purchase	If you purge these event objects, you cannot see the corresponding discount history. Keep these event objects as long as you want to display the history of discount purchases.
/event/billing/discount/action/set_validity	If you purge these events: • Rating will not consider the validity period setting because the discount validity period settings prior to first usage and the new calculated validity period after first usage will be lost. • Rerating will not work correctly. However, you can purge old events that occurred before your rerating time frame.

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Table 58-2 (Cont.) Billing Event Objects

Event object	Impact of purging/when to purge
/event/billing/lcupdate	If this event is purged, discount amount based on the number of active subscriptions will not be applied.
/event/billing/mfuc_update	If this event is purged, monthly fee and usage discount will not be applied at billing time. You may also want to keep these objects for auditing purposes.
/event/billing/ordered_balgrp	Abstract class, not persisted in the database.
/event/billing/ordered_balgrp/create	If you purge these events, the history of the creation of the object is lost. You may also want to keep these objects for auditing purposes.
/event/billing/ordered_balgrp/delete	If you purge these events, the history of the deletion of the object is lost. You may also want to keep these objects for auditing purposes.
/event/billing/ordered_balgrp/modify	If you purge these events, the history of the modifications of the object is lost. You may also want to keep these objects for auditing purposes.
/event/billing/product	If you purge these event objects: • Reports generated by the **pin_ledger_report** utility cannot display purchase and cancellation fees, and data shown in these reports will be incorrect. • Invoices cannot display purchase or cancellation fees. Keep these event objects if either of the following is true: • You use Billing Care to view current or historical information for canceled and item products. • Your custom applications use these event objects.
/event/billing/product/action/cancel	If you purge these events, rerating, which needs to replay these events, will not work correctly. However, you can purge old events that occurred before your rerating time frame.
/event/billing/product/action/modify **/event/billing/product/action/modify/status**	If you purge these events: • Rerating will not work correctly. However, you can purge old events that occurred before your rerating time frame. • You cannot see the corresponding product history. You can, however, see product history contained in other types of product event objects that were not purged. Keep these event objects if you need to display the history of product attribute and status modification.
/event/billing/product/action/purchase	If you purge these events: • Rerating will not work correctly. However, you can purge old events that occurred before your rerating time frame. • You cannot see the corresponding product history. Keep these event objects as long as you want to display the history of product purchases.
/event/billing/product/action/set_validity	If you purge these events: • Rating will not consider the validity period setting because the product's validity period settings prior to first usage and the new calculated validity period after first usage will be lost. Also during the back-out process, rerating uses these events to remove the validity setting. **Note:** You can purge old events that occurred before your rerating time frame.

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Table 58-2 (Cont.) Billing Event Objects

Event object	Impact of purging/when to purge
/event/billing/product/fee/cycle/cycle_forward_ annual **/event/billing/product/fee/cycle/cycle_forward_ bimonthly** **/event/billing/product/fee/cycle/cycle_forward_ monthly**	If you purge the cycle_forward_* events for a particular period, features or operations that involve cancellation will not work correctly. For example, if all the cycle_forward_* events from 01/01/2008 to 06/01/2008 are purged, then operations, such as product or discount cancellations, service inactivations, plan or deal transitions, and change of options, which internally call the cancellations of the product or discount during that time period will not give correct results. During product and discount cancellations, BRM searches for all the original charged events and refunds the charges for each event individually. If these events are purged, then charges for these events will not be refunded.
/event/billing/validate/cc	You may want to keep these objects for auditing purposes, for example, to keep track of credit card validations.

Accounts Receivable Event Objects

Table 58-3 lists the Accounts Receivable Event Objects.

Table 58-3 Accounts Receivable Event Objects

Event object	Impact of purging/when to purge
/event/billing/adjustment/account **/event/billing/adjustment/item**	If you purge these event objects, you lose some G/L information. The **pin_ledger_report** utility uses these event objects to generate the G/L report for **billed_earned** and **billed** revenue types. For information about the **pin_ledger_report** utility, see "pin_ledger_report" in *BRM Collecting General Ledger Data*. Keep these event objects for the specified G/L posting period.
/event/billing/adjustment/event	If you purge these event objects, you lose some G/L information. The **pin_ledger_report** utility uses these event objects to generate the G/L report for **billed_earned** and **billed** revenue types. Keep these event objects for the specified G/L posting period.
/event/billing/adjustment/tax_event	If you purge these event objects, you lose some G/L information. The **pin_ledger_report** utility uses these event objects to generate the G/L report for **billed_earned** and **billed** revenue types. Keep these event objects for the specified G/L posting period.
/event/billing/batch/payment	If you purge these event objects: • You cannot use the **pin_recover** utility with the **resubmit** parameter to resend failed transactions. • You cannot use the **pin_clean** utility. You can purge the original batch payment event objects after you successfully resubmit any failed batch transactions.
/event/billing/batch/reversal	You can purge these event objects if you do not have any custom applications using them.

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Table 58-3 (Cont.) Accounts Receivable Event Objects

Event object	Impact of purging/when to purge
/event/billing/dispute/item **/event/billing/settlement/item**	If you purge these event objects, you lose some past G/L, dispute, and settlement information. The **pin_ledger_report** uses these event objects to generate the G/L report for **billed_earned** and **billed** revenue types. For information about the **pin_ledger_report** utility, see "pin_ledger_report" in *BRM Collecting General Ledger Data*. Keep these event objects for the specified G/L posting period.
/event/billing/item/transfer	If you purge these event objects: • You cannot audit the related bill items. • A/R Tool might not show the actions performed on the related bill items. • Payments cannot be reversed. You must preserve these event objects if you intend to reverse payments at a future date. To find the items a payment was applied to, the PCM_OP_BILL_REVERSE_PAYMENT opcode searches for all the transfer events in which PIN_FLD_ITEM_OBJECT is equal to the payment item's POID. Keep transfer event objects as long as you keep their related billable items.
/event/billing/payment and all of its subclasses	If you purge these event objects: • You cannot perform payment reversals. • If you generate G/L reports with the **pin_ledger_report** utility, the reports do not show that payments recorded in the purged events have been made. By default, G/L reports show payment data. • Invoices for the current billing cycle cannot show event details for payments. • Custom reports that use payment objects will be incorrect. If you have already reversed payments or your company is bound by corporate policies prohibiting payment reversal after a specified period of time, you can purge these events.
/event/billing/reversal and all of its subclasses	If you purge these event objects: • If the **pin_ledger_report** utility is configured to report reversals, G/L reports will be incorrect for periods whose events were purged. For information about the **pin_ledger_report** utility, see "pin_ledger_report" in *BRM Collecting General Ledger Data*. • Invoices for the current billing cycle cannot display event details for the purged payment reversals. • Any custom reports that use the purged reversal objects will be incorrect. They cannot display details of event reversals. Your business requirements determine how long you keep these event objects.
/event/billing/writeoff/account **/event/billing/writeoff/bill** **/event/billing/writeoff/item** **/event/billing/writeoff/tax_account** **/event/billing/writeoff/tax_bill** **/event/billing/writeoff/tax_item**	If you purge these event objects, you lose some G/L and tax information. The **pin_ledger_report** utility uses these event objects to generate the G/L report for **billed_earned** and **billed** revenue types. Keep these event objects for the specified G/L posting period.

Delayed Event Objects

Table 58-4 lists the Delayed Event Objects.

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Table 58-4 Delayed Event Objects

Event object	Impact of purging/when to purge
event/delayed/ tmp_profile_event_ordering	If you purge these objects, out-of-order events will not be loaded into the **/ profile/event_ordering** object; therefore, out-of-order events will not be detected or processed.

Group Event Objects

Table 58-5 lists the Group Event Objects.

Table 58-5 Group Event Objects

Event object	Impact of purging/when to purge
/event/group/member	Purge these event objects if you do not need to track the addition or deletion of member accounts.
/event/group/parent	Purge these event objects if you do not need to track the creation of parent accounts.

Sharing Group Event Objects

Table 58-6 lists the Sharing Group Event Objects.

Table 58-6 Sharing Group Event Objects

Event object	Impact of purging/when to purge
/event/group/sharing/charges/create **/event/group/sharing/charges/delete** **/event/group/sharing/charges/modify**	Purging these objects does not affect the behavior of the product. You may want to keep these objects for auditing purposes, because if you purge these events, the history of creation, deletion, and modification of the **/ group/sharing/charges** object is lost.
/event/group/sharing/discounts/create **/event/group/sharing/discounts/delete** **/event/group/sharing/discounts/modify**	Purging these objects does not affect the behavior of the product. You may want to keep these objects for auditing purposes, because if you purge these events, the history of creation, deletion, and modification of the **/ group/sharing/charges** object is lost.

Session Event Objects

Table 58-7 lists the Session Event Objects.

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Table 58-7 Session Event Objects

Event object	Impact of purging/when to purge
/event/session and all of its subclasses	If you purge these event objects: • And if you do not purge the corresponding item objects, the item objects will be inaccurate. • Different event objects point to session event objects (**session_obj_*** in **EVENT_T**) for audit purposes. You lose auditing information if you purge session event objects. • You cannot make adjustments or settle disputes on bills containing the corresponding items. • You cannot use invoicing, taxation, bill adjustments, or G/L functionality. • If you purge **/event/session/dialup** objects, batch accounting operations might be performed more than once, which could result in customers being overcharged. **Note:** For dialup events, the CM **pin.conf** file contains an entry called **trans_id_window**. Purging event objects older than **now - trans_id_window** does not affect whether batch accounting occurs more than once. Most session event objects have balance impacts and are required for billing, A/R, and opening and closing session activity. Therefore, these objects should be kept for at least one accounting cycle.

Auditing Event Objects

Table 58-8 lists the Auditing Event Objects.

Table 58-8 Auditing Event Objects

Event object	Impact of purging/when to purge
/event/audit/price **/event/audit/price/deal** **/event/audit/price/discount** **/event/audit/price/plan** **/event/audit/price/product** **/event/audit/price/rate** **/event/audit/price/rate_plan** **/event/audit/price/rate_plan_selector**	Purging these objects does not affect the behavior of the product. These event objects are generated by BRM auditing features. Keep these event objects as long as you need the auditing information they contain.

Enabling Open Items to Be Purged

BRM purges item objects and their associated event objects only when the item objects are closed. In some accounts, such as prepaid, items are rarely closed. Hence, events associated with the open items also cannot be purged. The unpurgeable items and events take up storage space. To free up storage space, you can make such items purgeable and then purge them.

To enable open item objects to be purged:

1. Open the **pin_business_profile.xml** file in an XML editor or a text editor.

   By default, the file is in the *BRM_home***/sys/data/config** directory.

2. In the business profile associated with bill units whose open items you want to close, add the following line:

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```
<NameValue key="AutoClose_Billed_Items" value="Yes" />
```

The status of all open items associated with the bill units in *future* billing cycles will now be set to closed, and their due will be set to 0 at the end of each billing cycle.

To close open item objects processed in *past* billing cycles, see "Closing Open Item Objects Processed in Past Billing Cycles".

3. Save and close the file.
4. Run the following command, which loads the updated contents of the **pin_business_profile.xml** file into the BRM database:

   ```
   load_pin_business_profile -v pin_business_profile.xml
   ```

5. Read the object with the **testnap** utility or Object Browser and verify your changes.

   For general instructions on using **testnap**, see "testnap" in *BRM Developer's Guide*.

6. Stop and restart the CM.

For more information about business profiles, see "Creating and Managing Business Profiles" in *BRM Managing Customers*.

Closing Open Item Objects Processed in Past Billing Cycles

Setting the **AutoClose_Billed_Items** key-value pair in a bill unit's business profile to **Yes** closes all items associated with the bill unit in *future* billing cycles at the end of each cycle.

To close open item objects processed in *past* billing cycles:

1. Verify that the **AutoClose_Billed_Items** key-value pair in the business profile associated with the bill units whose open items you want to close is set to **Yes**:

   ```
   <NameValue key="AutoClose_Billed_Items" value="Yes" />
   ```

   If that line is not in the business profile, add it. See "Enabling Open Items to Be Purged".

2. Open the *BRM_home***/apps/partition_utils/partition_utils.values** file in a text editor.
3. Do the following:
   - Set the COMMIT_BUNDLE_SIZE parameter to the number of items closed before the changes are committed to the database.

     Higher numbers reduce the frequency of commit calls but increase the time that table rows are locked. Oracle recommends using a high number (such as the default 10000) if the number of items to close is high (for example, billions of items must be closed).

   - Configure the database connection parameters. See "Configuring a Database Connection".
4. Save and close the file.
5. In the *BRM_home***/apps/partition_utils** directory, run the following command, which closes all open items of the bill units whose business profile contains the **AutoClose_Billed_Items** tag set to **Yes**:

   ```
   pin_close_items
   ```

For more information, see "partition_utils".

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About Purging Account Sub-Balances

You can purge expired account sub-balances that are no longer required for daily business operations from your BRM database. Expired sub-balances are the validity-based balances whose valid end dates are in the past.

> **Note**
>
> When you delete sub-balances from the database, events that impacted those sub-balances cannot be rerated. Make sure you no longer need the expired sub-balances before deleting them.

You purge expired sub-balances by running the **pin_sub_balance_cleanup** utility. Run this utility from the *BRM_home***/apps/pin_subscription** directory, which contains the appropriate configuration file.

Run the utility with one of the following commands:

- To purge sub-balances that expired more than a specified number of days prior to today, run this command. For example, enter 60 to purge sub-balances that are older than 60 days.

  ```
  pin_sub_balance_cleanup -n number_of_days [-t]
  ```

- To purge sub-balances that expired prior to a specified date, run this command. Use the format *MM*/*DD*/*YYYY*. For example, enter 06/30/2023 to delete expired sub-balances older than June 30, 2023.

  ```
  pin_sub_balance_cleanup -d date [-t]
  ```

> **Note**
>
> Include the **-t** parameter to purge sub-balances with temporary credit limits.

For more information, see "pin_sub_balance_cleanup".

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Generating Virtual Columns on Event Tables

Learn how to generate virtual columns in the Oracle Communications Billing and Revenue Management (BRM) database. In the current release, virtual columns are generated only for event tables (for the **/event** storable class and subclasses).

> **Note**
>
> BRM's support for virtual columns is deprecated in BRM 15.2 and will be removed in a future release.

Topics in this document:

- About Generating Virtual Columns on Event Tables
- Generating Virtual Columns on Event Tables
- Setting Up Virtual Columns for RE Loader
- Exporting a BRM Schema with Virtual Columns

About Generating Virtual Columns on Event Tables

Oracle Database 12*c* allows you to create *virtual columns* on tables. A virtual column is similar to a normal table column but it is defined by an expression. The result of evaluation of this expression becomes the value of the column. A virtual column contains a function upon other table columns. Virtual columns are not physically stored in the table (they are derived from data in the other columns of the table) and their values are computed at run time when you query the data. Being able to create virtual columns is enabled by default in Oracle Database 12*c*. See the Oracle Database documentation for detailed information about virtual columns.

Implementations of BRM have shown that a high percentage of the BRM database storage space can be used by the event tables. BRM can use virtual columns in a way that results in space savings for event records. To use virtual columns in the BRM database, you convert event storable classes (**/event** and its subclasses) in the BRM schema to use virtual columns. You convert event storable classes to use virtual columns by running the **pin_virtual_gen** utility (see "Generating Virtual Columns on Event Tables" for instructions). The savings in database storage applies to event data that the system creates *after* the virtual columns are generated (not to existing event data). Virtual column functionality is transparent to the BRM application.

BRM creates virtual columns on the POID *field_name*_**type** columns of event tables in the BRM database. The POID *field_name*_**type** columns are the columns that are SQL mappings for the PIN_FLDT_POID type (the POID data type). After the virtual columns are enabled, a new column is added named *field_name*_**type_id** that stores the ID mapping for the value in the POID *field_name*_**type** column.

For example, these fields within the event storable classes are candidates for conversion to virtual columns:

- **PIN_FLD_POID**

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The **poid_type** column is converted to a virtual column.

- **PIN_FLD_ACCOUNT_OBJ**

  The **account_obj_type** column is converted to a virtual column.

After the event storable classes have been enabled to have virtual columns, any new event subclass (for example, **/event/billing/discount/new**) will be virtual-column enabled. Specifically, all PIN_FLDT_POID *field_name*_**type** columns within the new event subclass will use virtual columns. Virtual columns cannot be enabled only for a subclass (the base storable class must be virtual-column enabled).

> **Note**
>
> If you have a nonpartitioned schema, and you want to enable partitions, you must enable the partitions *before* enabling virtual columns. After you enable virtual columns on a nonpartitioned schema, you cannot enable partitioning.

See "Generating Virtual Columns on Event Tables" for instructions on converting event storable classes in the BRM schema to use virtual columns.

For additional information on how using virtual columns in your BRM database may impact your system, see the following documentation:

- See "About Adding Virtual Column Support to Your Applications" in *BRM Developer's Guide*.
- See "Creating Control Files for Custom Event Tables in a Virtual Column-Enabled System" in *BRM Migrating Accounts to the BRM Database*.

Generating Virtual Columns on Event Tables

This section describes how to generate virtual columns in the BRM database for event tables (for the **/event** storable class and subclasses).

You use the **pin_virtual_gen** utility to convert a standard BRM database into one with virtual columns. The utility generates virtual columns on event tables for all event storable classes.

For information about using virtual columns in BRM, see "About Generating Virtual Columns on Event Tables".

For information about **pin_virtual_gen** syntax, see "pin_virtual_gen".

Before you can generate virtual columns, do the following:

- Plan for downtime of your BRM system.

  The duration of time for running the utility that generates virtual columns is a downtime for the BRM system.

> **Note**
>
> If you have a nonpartitioned schema, and you want to enable partitions, you must enable the partitions *before* enabling virtual columns. After you enable virtual columns on a nonpartitioned schema, you cannot enable partitioning. See "Converting Nonpartitioned Classes to Partitioned Classes" for more information.

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- (Optional) The **pin_virtual_gen** utility uses an **Infranet.properties** file which is preconfigured with the required values to run it. For information on setting the log level and number of threads for the utility, see "pin_virtual_gen".

To generate virtual columns on event tables:

1. Go to *BRM_home*/**apps/pin_virtual_columns**.
2. While your BRM system is processing, run the following command.

   ```
   pin_virtual_gen -gentasks verify_types -execute
   ```

   The utility checks if you have POID custom type names for your custom storable classes.

   This can be a long-running process.
3. Do one of the following:
   - If the utility returns a message that it found *no invalid object names*, stop the BRM system.
   - If the utility returns a message that it found object names *that are missing from the data dictionary*, do the following:
     a. Stop the BRM system.
     b. Run the following command:

        ```
        pin_virtual_gen -gentasks create_types -execute
        ```

        This command stores the POID custom type names of custom storable class types in the data dictionary of the BRM schema (required for a virtual column-enabled system).
4. Run the following command:

   ```
   pin_virtual_gen -gentasks create -execute
   ```

   This command converts the tables within the **/event** storable class and its subclasses to use virtual columns.

   If the **pin_virtual_gen** utility is interrupted while running this command, you can run the following command:

   ```
   pin_virtual_gen -readtasks create -execute
   ```
5. Start the BRM system.

For more information about using the **pin_virtual_gen** utility, see "pin_virtual_gen" and "Viewing Tasks for Generating Virtual Columns".

Viewing Tasks for Generating Virtual Columns

When you run the **pin_virtual_gen** utility, various tasks (jobs) are run to generate the virtual columns. The statuses of the tasks are maintained in the database so if the utility is interrupted, you can restart it without any issue.

Each task has a task ID. You can view the tasks before or after they are run (before or after they have generated virtual columns). You can view task details of all tasks or only tasks within a task ID range.

You may want to view tasks at the following times:

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- Before you generate virtual columns, when you want to see what is going to happen to your database. By viewing the SQL statements of the tasks, you can see which tables will have virtual columns added to them and which tables will be renamed.

  See "Viewing and then Running Virtual-Column Tasks".

- After you generate virtual columns, when you want to see the tasks that completed. For example, if the **pin_virtual_gen** utility is interrupted while running, you might want to view the tasks that ran before the interruption.

  See "Viewing Virtual-Column Task Details".

For more information, see "pin_virtual_gen".

Viewing and then Running Virtual-Column Tasks

To view virtual-column tasks and then run them:

1. Run the following command:

   ```
   pin_virtual_gen -gentasks create
   ```

   This command generates the tasks and stores them in the database without executing them.

2. Do one of the following:

   - To view task details of all tasks, run the following command:

     ```
     pin_virtual_gen -showtasks
     ```

   - To view task details for tasks within a task ID range, run the following command:

     ```
     pin_virtual_gen -showtasks [minID maxID]
     ```

     where you want to see tasks that have an ID greater than *minID* and less than *maxID*.

3. After viewing the tasks, run them by entering the following command:

   ```
   pin_virtual_gen -readtasks create -execute
   ```

   This command reads the tasks from the database and runs them.

> **Note**
>
> If there is an error before the job completes after running either the **gentasks** or the **readtasks** command (for example, if there is a power outage), run the following command:
>
> ```
> pin_virtual_gen -readtasks create -execute
> ```
>
> The **readtasks** command reads the statuses of the various tasks recorded in the database and runs the appropriate tasks.

Viewing Virtual-Column Task Details

To view the details of all virtual-column tasks, run the following command:

```
pin_virtual_gen -showtasks 0 -
```

To view the details of virtual-column tasks by task ID, run the command:

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```
pin_virtual_gen -showtasks [minID maxID]
```

where you want to see tasks that have an ID greater than *minID* and less than *maxID*.

If you omit *minID* and *maxID*, the details of all tasks are displayed.

Setting Up Virtual Columns for RE Loader

RE Loader populates event tables. After you generate virtual columns on event tables in your BRM installation, you must run the **pin_gen_classid_values.pl** script. Running the script ensures that the proper mapping of BRM object types and their corresponding object IDs is created for your extended event objects in a virtual column-enabled system.

To set up RE Loader for virtual column-enabled systems:

1. Go to *BRM_home*/**setup/scripts**.
2. Open the **pin_gen_classid_values.pl** file and verify that the first line in the file is pointing to the location of Perl in your installation.
3. Run the Perl script **pin_gen_classid_values.pl**.

   Running the script regenerates the **classid_values.txt** file that is used by RE Loader. The **classid_values.txt** file has the mapping of BRM object types (**poid_types**) and their corresponding object IDs (**object_ids**).

If you have extended BRM objects and these extended objects are new event subclasses that impact RE Loader, you must create new SQL Loader (**sqlldr**) control files. In virtual column-enabled systems, the RE Loader **sqlldr** control files must use the keywords VIRTUAL_CHAR and VIRTUAL_CONSTANT in the section that specifies the data definition of rows and also in the constant section.

Exporting a BRM Schema with Virtual Columns

After you generate virtual columns, if you need to export your BRM schema, you must remove the virtual columns from the schema before the export. In addition, if you need to restore the exported schema, you need to add the virtual columns back after the import.

> **Note**
>
> Ensure that you use the Oracle Database export and import utilities that support virtual columns. Refer to the Oracle Database 12*c* documentation for information.

To export a BRM schema with virtual columns:

1. Stop the BRM system.
2. Go to *BRM_home*/**apps/pin_virtual_columns** and run the following command:

   ```
   pin_virtual_gen -gentasks pre_export -execute
   ```

   This command removes the virtual columns.
3. Export the schema using the Oracle Database export utility (for example, run the **expdp** command).

   The BRM schema is now exported into a dump file and has no virtual columns.

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4. Go to *BRM_home*/**apps/pin_virtual_columns** and run the following command:

   ```
   pin_virtual_gen -gentasks post_export -execute
   ```

   This command restores the virtual columns (the BRM schema virtual columns are again enabled).

5. Start the BRM system.

6. If you need to restore the database by importing the schema from the dump file back to disk, do the following:

   a. Stop the BRM system.

   b. Import the schema using the Oracle Database import utility (for example, run the **impdp** command).

      The imported schema does not have the virtual columns because you removed them when you exported the schema to the dump file.

   c. Go to *BRM_home*/**apps/pin_virtual_columns** and run the following command:

      ```
      pin_virtual_gen -gentasks post_export -execute
      ```

      This command restores the virtual columns in your restored database (the BRM schema virtual columns are again enabled).

   d. Start the BRM system.

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Part VIII

Managing a Multischema System

This part describes how to manage an Oracle Communications Billing and Revenue Management (BRM) multischema system. It contains the following chapters:

- Managing a Multischema System
- Multischema Utilities

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Managing a Multischema System

Learn how to manage an Oracle Communications Billing and Revenue Management (BRM) multischema system.

Topics in this document:

- About Multischema Systems
- Converting a Single-Schema System to a Multischema System
- Preparing to Manage a Multischema System
- Adding a BRM Installation Machine to a Multischema Environment
- Adding a Database Schema to a Multischema System
- Setting Database Schema Status
- Setting Database Schema Priorities
- Creating Custom Tables That Are Available to All Database Schemas
- Synchronizing Database Schema Data Dictionaries
- Synchronizing the Database Schema /uniqueness Objects
- Changing the Interval for Checking New Accounts
- Changing the Interval for Updating the Distribution Table

Before you read this document, you should be familiar with how BRM works. See "BRM System Architecture" in *BRM Concepts*.

About Multischema Systems

Multidatabase Manager is an optional feature that supports multiple database schemas in a single BRM installation. A multischema system lets you distribute your customer accounts among several schemas, providing increased storage capacity. For an overview, see "A BRM Multischema Production System" in *BRM Installation Guide*.

You can run billing and invoicing utilities against each schema. For more information, see "Setting Up Billing to Run in a Multischema Environment" in *BRM Configuring and Running Billing*.

Converting a Single-Schema System to a Multischema System

To convert a single-schema system to a multischema system, see "Installing a Multischema System" in *BRM Installation Guide*.

> **Note**
>
> For multischema systems, Oracle recommends installing the BRM database in an Oracle Real Application Clusters (Oracle RAC) system.

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Preparing to Manage a Multischema System

Before working with your multischema system, verify that the **PERL5LIB** environment variable is a system variable and contains *BRM_home***/perl/lib/5.8.0**.

Adding a BRM Installation Machine to a Multischema Environment

If you already have a multischema system configured and you want to configure an additional BRM installation machine to run a CM in a multischema environment:

1. Download and install the Third-Party software package on the new machine.
2. Download and install the BRM software on the new machine.

   See "Installing BRM on a Secondary Installation Machine" in *BRM Installation Guide*.
3. Download and install Multidatabase Manager on the new machine.

   See "Installing and Configuring Multidatabase Manager on the Primary Installation Machine" in *BRM Installation Guide*.
4. Configure the BRM software by editing the **pin_setup.values** file.

   > **Note**
   >
   > In the **pin_setup.values** file, make sure that the following database parameters are set up correctly:
   >
   > ```
   > $SETUP_DROP_ALL_TABLES = "No";
   > $SETUP_INIT_DB = "No";
   > ```
5. Run the **pin_setup** script.

Adding a Database Schema to a Multischema System

You can add one or more database schemas to your multischema BRM implementation.

To add a database schema to a multischema system:

1. Add a schema to your Oracle RAC system.

   For more information, see the following:

   - Setting Up Oracle RAC in *BRM Installation Guide*
   - Oracle RAC documentation
2. Download and install the third-party software package on a new secondary installation system.
3. Install BRM on the new secondary installation system.

   See "Installing BRM on a Secondary Installation system" in *BRM Installation Guide*.
4. Verify that the new secondary installation system can connect to the new database schema.

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See "Verifying Access between Secondary Installation system and Secondary Schemas" in "Using testnap to Verify Access to Your Schemas" in *BRM Installation Guide*.

5. Configure the **pin_multidb.conf** file on the primary installation system for the new schema.

   See "Configuring the pin_multidb.conf File on the Primary Installation Machine".

6. Add the following lines for each secondary schema to the end of the *BRM_home***/sys/cm/pin.conf** CM configuration file on the primary machine:

```
- cm dm_attributes sec_db_num scoped,assign_account_obj,searchable
- cm dm_pointer sec_db_num ip sec_dm_host sec_dm_port
```

   where:

   - *sec_db_num* is the database number of the secondary schema, for example **0.0.0.3**
   - *sec_dm_host* is the host name of the secondary installation system
   - *sec_dm_port* is the port of the secondary DM

> **Note**
>
> Your CM **pin.conf** file must contain **dm_pointer** and **dm_attributes** entries for each secondary DM in your system.

Configuring the pin_multidb.conf File on the Primary Installation Machine

To configure the new secondary database schema, perform the following procedure on the primary installation machine:

1. Open the *BRM_home***/setup/scripts/pin_multidb.conf** file in a text editor.
2. Modify the following parameters to indicate which database schema instances you are adding to the system.
   - $PIN_MD_SECONDARY_START_INST
   - $PIN_MD_SECONDARY_END_INST

   For example, if your system contains three secondary database schemas (0, 1, and 2) and you are adding two schemas, set **$PIN_MD_SECONDARY_START_INST** to **3** and **$PIN_MD_SECONDARY_END_INST** to **4**. That tells the installer to configure secondary database schemas based only on **$PIN_MD_SECONDARY*[***x***]** arrays 3 and 4 and to ignore arrays 0, 1, and 2:

```
$PIN_MD_SECONDARY_START_INST    = "3";
$PIN_MD_SECONDARY_END_INST      = "4";
```

3. Modify the following entries for each new schema, making sure you do the following:
   - Create a set of **$PIN_MD_SECONDARY*[***x***]** entries for each schema you add to the system.
   - Update the array number (*x*) to the appropriate value.
   - Update the database number for the secondary database schema.
   - Update the secondary database schema alias.
   - Update the host name of the secondary DM machine.
   - Update the DM port number for the secondary database schema.

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```
                                #-------------------------
                                # Secondary db information
                                #-------------------------
$PIN_MD_SECONDARY_DBNO     [0] = "0.0.0.3";
$PIN_MD_SECONDARY_OWNER    [0] = "pin";
$PIN_MD_SECONDARY_PASSWD   [0] = "pin";
$PIN_MD_SECONDARY_DBNAME   [0] = "pindbhostname";
$PIN_MD_SECONDARY_HOSTNAME [0] = "server3";
$PIN_MD_SECONDARY_PORT     [0] = "11952";       # dm port
                                #-------------------------
                                # Secondary db information
                                #-------------------------
$PIN_MD_SECONDARY_DBNO     [1] = "0.0.0.4";
$PIN_MD_SECONDARY_OWNER    [1] = "pin";
$PIN_MD_SECONDARY_PASSWD   [1] = "pin";
$PIN_MD_SECONDARY_DBNAME   [1] = "pindbhostname";
$PIN_MD_SECONDARY_HOSTNAME [1] = "server4";
$PIN_MD_SECONDARY_PORT     [1] = "11953";       # dm port
```

4. Save and close the file.

Setting Database Schema Status

Database schema status determines whether a schema is available for account creation. Schemas can be set to open, closed, or unavailable:

- **Open:** Open schemas are available for account creation.
- **Closed:** Closed schemas are not used for account creation under most circumstances. Accounts are created in a closed schema only if a sponsoring account belongs to that schema or if all schemas are closed. If all schemas are closed, Multidatabase Manager chooses a closed schema at random in which to create accounts and continues to create accounts in that schema until a schema becomes open. To limit the number of accounts created in a schema, you can manually change the schema's status to closed, or you can have Multidatabase Manager automatically change it to closed when the schema reaches a predefined limit.
- **Unavailable:** Unavailable schemas are not used for account creation unless the schema contains an account's parent or sponsoring account.

To change a schema's status, edit the **STATUS** entries in the **config_dist.conf** file and then use the **load_config_dist** utility to load the distribution information into the primary database schema.

> **Note**
>
> The **load_config_dist** utility overwrites existing distributions. If you are updating distributions, you cannot load new distributions only. You must load complete sets of distributions each time you run the **load_config_dist** utility.

To change a schema's status, perform the following on the primary installation machine:

1. Go to the *BRM_home***/apps/multi_db** directory and open the **config_dist.conf** file.
2. Change the values in the **STATUS** entries:

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> **Note**
>
> If your system contains multiple secondary database schemas, create a new set of entries for each secondary database schema.

```
DB_NO = "0.0.0.1" ;             # 1st database config. block
PRIORITY = 1 ;
MAX_ACCOUNT_SIZE = 100000 ;
STATUS = "OPEN" ;
SCHEMA_NAME = "pin111x" ;

DB_NO = "0.0.0.2" ;             # 2nd database config. block
PRIORITY = 3;
MAX_ACCOUNT_SIZE = 50000 ;
STATUS = "OPEN" ;
SCHEMA_NAME = "pin112x" ;
```

3. Save and close the file.
4. Make sure the **pin_config_distribution** utility is not running.

   See "pin_config_distribution".
5. From the *BRM_home*/**apps/multi_db** directory, run the **load_config_dist** utility.

   See "load_config_dist".
6. Stop and restart all Connection Managers (CMs).

> **Note**
>
> To check how full your schemas are, see "Monitoring Database Space" in *BRM Installation Guide*.

Setting Database Schema Priorities

Database schema priority determines when customer accounts are created in a particular schema relative to other schemas. Multidatabase Manager assigns accounts to an open schema with the highest priority.

If all schemas have the same priority, Multidatabase Manager chooses an open schema at random in which to create the account. This distributes accounts evenly across all schemas. However, BRM locates accounts as follows:

- All accounts with nonpaying child units in the same schema as their paying parent bill units
- All sponsored accounts in the same schema as their sponsoring accounts

> **Note**
>
> To limit the number of accounts in your primary database schema, set your primary database schema to a *lower* priority than the secondary database schemas. Accounts will be created in the secondary database schemas when possible.

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To change schema priorities, edit the **PRIORITY** entries in the **config_dist.conf** file and then use the **load_config_dist** utility to load the distribution information into the primary database schema.

> **Note**
>
> The **load_config_dist** utility overwrites all distributions already in the database. When adding or updating distributions, beware that you cannot load only new and changed distributions.

To change schema priorities, do the following on the primary installation machine:

1. Go to the *BRM_home***/apps/multi_db** directory, and open the **config_dist.conf** file.
2. Edit the **PRIORITY** entries. In the following example, BRM creates accounts on schema 0.0.0.2 because it has the highest priority setting of all open schemas.

   > **Note**
   >
   > If your system contains multiple secondary database schemas, create a new set of entries for each secondary database schema.

```
DB_NO = "0.0.0.1" ;             # 1st database config. block
PRIORITY = 1 ;
MAX_ACCOUNT_SIZE = 100000 ;
STATUS = "OPEN" ;
SCHEMA_NAME = "pin111x" ;

DB_NO = "0.0.0.2" ;             # 2nd database config. block
PRIORITY = 3;
MAX_ACCOUNT_SIZE = 50000 ;
STATUS = "OPEN" ;
SCHEMA_NAME = "pin112x" ;

DB_NO = "0.0.0.3" ;             # 3rd database config. block
PRIORITY = 5;
MAX_ACCOUNT_SIZE = 50000 ;
STATUS = "CLOSED" ;
SCHEMA_NAME = "pin113x" ;
```

3. Save and close the file.
4. Make sure the **pin_config_distribution** utility is not running.

   See "pin_config_distribution".
5. From a command prompt, go to the *BRM_home***/apps/multi_db** directory and run the **load_config_dist** utility.

   See "load_config_dist".
6. Stop and restart all CMs.

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> **Note**
>
> To check how full your schemas are, see "Monitoring Database Space" in *BRM Installation Guide*.

Creating Custom Tables That Are Available to All Database Schemas

You can create or modify custom tables after your multischema system is installed and configured.

To make those tables available to your secondary database schemas:

1. Create or modify your custom table in the primary database schema by connecting to the CM on the primary installation machine.
2. Name your table by using the following naming conventions:
   - **CONFIG***
   - **PLAN***
   - **PRODUCT***
   - **RATE***
   - **UNIQUEN***
   - **STRINGS***
   - **CHANNEL***
   - **SEARCH***
   - **ZONE*_T**
   - **TOD***
   - **FOLD***

Synchronizing Database Schema Data Dictionaries

During normal multischema operations, the data dictionaries of the primary and secondary database schemas are updated automatically if you make the changes using the Storable Class Editor.

For information about adding, deleting, and modifying storable classes in the data dictionary, see "Creating Custom Fields and Storable Classes" in *BRM Developer's Guide*.

If there is a failure in making the changes to any of the secondary database schemas, the secondary database schema's data dictionary is in an inconsistent state with respect to the primary database schema. The failure is reported.

To synchronize the secondary database schema's data dictionary with the primary database schema's data dictionary, do the following on the primary installation machine:

1. Go to the *BRM_home***/apps/multi_db** directory, and open the **pin.conf** file.
2. Verify all entries for the primary database schema.
3. Go to the *BRM_home***/bin** directory, and run the **multi_db_synch_dd** script.

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If an error occurs, the application reports it.

Synchronizing the Database Schema /uniqueness Objects

During normal multischema operations, the **/uniqueness** objects in the primary and secondary database schemas are updated automatically. BRM uses this object in a multischema environment to locate subscribers. It contains a cache of services and must stay synchronized with the service cache in the primary database schema.

> **Note**
>
> To determine whether the **/uniqueness** object in a secondary database schema is out of synchronization, use **sqlplus** to compare the entries in the **uniqueness_t** database table with those in the **service_t** database table. There should be a one-to-one relationship.

If the database tables are not synchronized, run the **load_pin_uniqueness** utility on the secondary database schemas to update the **/uniqueness** object with the current service data (see "load_pin_uniqueness"). This utility overwrites existing **/uniqueness** objects in the schemas.

1. Go to the *BRM_home***/apps/multi_db** directory.
2. Use the following command to run the **load_pin_uniqueness** utility:

   ```
   load_pin_uniqueness
   ```

3. Stop and restart the CM.
4. Verify that the **/uniqueness** object was loaded by using one of the following to display the **/uniqueness** object:
   - Object Browser.
   - **robj** command with the **testnap** utility. See "Reading an Object and Writing Its Contents to a File" in *BRM Developer's Guide*.

Changing the Interval for Checking New Accounts

When a multischema system is installed, a time interval is set to check for new accounts in the login table and to verify that the accounts were fully created.

To change the interval:

1. Save a copy of *BRM_home***/apps/multi_db/pin.conf**, and open the original file in a text editor.
2. Set the desired frequency value for the **pin_confirm_logins** utility in minutes:

   ```
   - pin_confirm_logins     frequency     10
   ```

   See the documentation in the **pin.conf** file for information about the frequency value.

   See "pin_confirm_logins" for information about the utility.
3. Save and close the file.
4. Restart **pin_confirm_logins**.

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Changing the Interval for Updating the Distribution Table

A time interval for updating the distribution table is originally set when the multischema system is installed. You can change the interval by running the **pin_config_distribution** utility on a different schedule. This utility governs the number of accounts in each schema.

To change the interval:

1. Save a copy of *BRM_home***/apps/multi_db/pin.conf**, and open the original file in a text editor.
2. Set the desired frequency value for the **pin_config_distribution** utility in hours:

   ```
   - pin_config_distribution     frequency     10
   ```

   See the documentation in the **pin.conf** file for information about the frequency value.

   See "pin_config_distribution" for information about the utility.
3. Save and close the file.
4. Restart **pin_config_distribution**.
5. Verify that the utility was successful by using one of the following to display the **/config/distribution** object:
   - Object Browser.
   - **robj** command with the **testnap** utility. See "Reading an Object and Writing Its Contents to a File" in *BRM Developer's Guide*.

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Multischema Utilities

Learn how to configure and manage the schemas in the Oracle Communications Billing and Revenue Management (BRM) database by using the multischema utilities.

Topics in this document:

- load_config_dist
- load_pin_uniqueness
- pin_config_distribution
- pin_confirm_logins
- pin_mta_monitor

load_config_dist

Use this utility to load the configuration/distribution table for database schema priorities into a BRM multischema system. You define the schema priorities in the *BRM_home***/apps/multi_db/config_dist.conf** file.

> **Note**
>
> - You must stop the "pin_config_distribution" utility before you run the **load_config_dist** utility.
> - The **load_config_dist** utility overwrites the existing schema priorities table. If you are updating schema priorities, you cannot load new priorities only. You must load the complete schema priorities table each time you run the **load_config_dist** utility.
> - To connect to the BRM database, the **load_config_dist** utility needs a configuration file in the directory from which you run the utility.

Location

*BRM_home***/bin**

Syntax

```
load_config_dist
```

Parameters

There are no input parameters for the **load_config_dist** utility.

Results

The progress of the program is displayed on the screen.

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> **Note**
>
> You must restart the Connection Manager (CM) to make new schema priorities available.

load_pin_uniqueness

Use this utility to update the **/uniqueness** object in a BRM multischema system when the object is not synchronized with the **/service** object in the schema.

> **Note**
>
> - The **load_pin_uniqueness** utility overwrites existing **/uniqueness** objects. If you are updating **/uniqueness** objects, you cannot load new **/uniqueness** objects only. You must load complete sets of **/uniqueness** objects each time you run the **load_pin_uniqueness** utility.
> - To connect to the BRM database, the **load_pin_uniqueness** utility needs a configuration file in the directory from which you run the utility.

Location

*BRM_home***/bin**

Syntax

```
load_pin_uniqueness
```

Parameters

There are no input parameters for the **load_pin_uniqueness** utility.

Results

The progress of the program is displayed on the screen.

> **Note**
>
> You must restart the CM to make the **/uniqueness** updates available.

pin_config_distribution

Use this utility to update the multischema configuration object (the **/config/distribution** object). You can update the configuration at regular intervals by running the utility with the **cron** command.

To run **pin_config_distribution** directly, edit *BRM_home***/apps/multi_db/pin.conf** and run the command from that directory.

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> **Note**
>
> For multischema systems, you must run the utility separately against each schema in your system.

Location

BRM_home/**bin**

Syntax

```
pin_config_distribution
```

Parameters

There are no input parameters for the **pin_config_distribution** utility.

Results

The progress of the program is displayed on the screen.

pin_confirm_logins

Use this utility to update the **/uniqueness** object in the primary BRM database schema with entries that have been confirmed and to delete logins that are not found.

> **Note**
>
> If you use dblinks for managing the uniqueness table in a multischema environment, this utility is not required.

Define the frequency for running this utility in the *BRM_home*/**apps/multiDB/pin_multidb.conf** file.

The **pin_multidb** script starts **pin_confirm_logins**, but you can run the command directly if it is terminated or if you need to restart the CM after reconfiguration.

Location

BRM_home/**apps/multiDB**

Syntax

```
pin_confirm_logins
```

Parameters

There are no input parameters for the **pin_confirm_logins** utility.

Results

The progress of the program is displayed on the screen.

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pin_mta_monitor

Use this utility to monitor and regulate the thread activity of a BRM multithreaded application (MTA) without interrupting the application. You must start the MTA before you run the **pin_mta_monitor** utility.

> **Note**
>
> To connect to the BRM database, **pin_mta_monitor** uses the configuration file of the MTA that it monitors. For example, if you use **pin_mta_monitor** to track the thread activity of **pin_inv_export**, **pin_mta_monitor** uses the **pin.conf** file of **pin_inv_export**. See "Configuring Your Multithreaded Application" in *BRM Developer's Guide*.
>
> You must run **pin_mta_monitor** from the *same* directory from which you run the MTA.

Location

BRM_home/**bin**

Syntax

```
pin_mta_monitor [mta_application]
(mon)> command
```

Parameters

This utility runs in an interactive mode. In this mode, you enter single-letter commands to perform individual actions. To run **pin_mta_monitor** for an MTA, you must be at the monitor (**(mon)>**) prompt.

Use the following command to enter into the monitor prompt:

```
pin_mta_monitor [mta_application]
```

where *mta_application* is the MTA that **pin_mta_monitor** tracks.

The **(mon)>** prompt appears.

Commands

Table 61-1 lists the commands that you can enter at the monitor prompt.

Table 61-1 pin_mta_monitor Commands

Command	Description
p	Starts monitoring *mta_application*. The utility prints the thread activity for *mta_application* to **stdout**.

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Table 61-1 (Cont.) pin_mta_monitor Commands

Command	Description
t [+|-] *number*	Regulates the thread load on your MTA utility, where *number* specifies the number by which you want to increase or decrease the number of threads that *mta_application* uses. • **t [+]** *number* adds the specified number of threads to the thread pool of *mta_application*. • **t [-]** *number* removes the specified number of threads from the thread pool of *mta_application*.
?	Displays the **pin_mta_monitor** utility's commands.
q	Stops monitoring *mta_application* and exits the utility.

Results

This utility logs messages to **stdout**.

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Part IX
Configuration File Reference

This part provides reference information about Oracle Communications Billing and Revenue Management (BRM) configuration files. It contains the following chapters:

- pin.conf Reference
- Business Parameter Reference

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pin.conf Reference

Learn how to use **pin.conf** settings to configure Oracle Communications Billing and Revenue Management (BRM).

Use **pin.conf** files to configure connections between system components, and to configure business logic operations, such as how billing works.

The **pin.conf** files are text files, and can be edited by using any text editor. Each entry in a **pin.conf** file includes instructions on how to configure it.

Note the following points when editing **pin.conf** files:

- **pin.conf** files are usually stored in the same directory as the utility or component that uses them. For example, the **pin.conf** file that you edit to configure a CM is stored in *BRM_home***/sys/cm**. This file is frequently referred to as "the CM **pin.conf** file."

  In some cases, a **pin.conf** file might be stored in a directory that is not the same as the directory that contains the utility. In that case, you need to run the utility from the directory that contains the **pin.conf** file.
- You can remove or comment out entries in a **pin.conf** file. In that case, the default value is used. If an entry is not in the file, you can add it.

Topics in this document:

- Account Creation pin.conf Entries
- Accounts Receivable pin.conf Entries
- Billing pin.conf Entries
- Collections pin.conf Entries
- Customer Management pin.conf Entries
- Discounting pin.conf Entries
- General Ledger pin.conf Entries
- Invoicing pin.conf Entries
- Payments pin.conf Entries
- Pricing and Rating pin.conf Entries
- Revenue Assurance pin.conf Entries
- Service Lifecycle Management pin.conf Entries
- Services Framework pin.conf Entries
- Tax Calculation pin.conf Entries
- CM System Administration pin.conf Entries
- DM System Administration pin.conf Entries
- Enterprise Application Integration (EAI) Manager pin.conf Entries
- Multithreaded Application (MTA) Framework pin.conf Entries
- Utility pin.conf Entries

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See also "Business Parameter Reference".

Account Creation pin.conf Entries

Table 62-1 lists the account creation **pin.conf** entries.

Table 62-1 Account Creation pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
allow_active_service_with_inactive_account	**fm_cust**	Specifies whether services can be activated (during a **SET_STATUS** operation) if the account or bill unit is inactive.	CM	Cached by the Connection Manager (CM). Restart the CM after changing this entry.
config_dir	**fm_cust_pol**	Specifies the location of the ISP configuration data, which is stored in the **default.config** file. Used by the PCM_OP_CUST_POL_GET_CONFIG policy opcode.	CM	The new value becomes effective immediately and applies to the next account created. The CM does not need to be restarted.
country	**fm_cust_pol**	Specifies the default country for new accounts (default is **USA**).	CM	The new value becomes effective immediately and applies to the next account created. The CM does not need to be restarted.
currency	**fm_cust_pol**	Specifies the default currency for new accounts.	CM	The new value becomes effective immediately and applies to the next account created. The CM does not need to be restarted.
domain	**fm_cust_pol**	Specifies the email domain assigned to customers during account creation.	CM	The new value becomes effective immediately and applies to the next account created. The CM does not need to be restarted.
new_account_welcome_msg	**fm_cust_pol**	Specifies whether the system should send the default welcome message on account creation.	CM	The new value becomes effective immediately and applies to the next account created. The CM does not need to be restarted.
welcome_dir	**fm_cust_pol**	Specifies the location of the welcome message sent to customers after account creation.	CM	The new value becomes effective immediately and applies to the next account created. The CM does not need to be restarted.

Accounts Receivable pin.conf Entries

Table 62-2 lists the Accounts Receivable **pin.conf** entries.

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Table 62-2 Accounts Receivable pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
calc_cycle_from_cycle_start_t	**fm_bill**	Specifies whether to calculate charge offer fees based on the charge offer's purchase date (PIN_FLD_CYCLE_START_T). See "Calculating Cycle Fees for Backdating" in *BRM Configuring and Running Billing*.	CM	This value is read by the utility when it runs. You do not need to restart the CM.
item_search_batch	**fm_bill**	Specifies the number of items returned by a step search.	CM	This value is read by the utility when it runs. You do not need to restart the CM.
overdue_tolerance	**fm_bill**	Specifies how BRM treats amounts applied to the item when they are less than the amount due as a result of euro and Economic and Monetary Union (EMU) conversions. See "Rounding Errors for Overpayments and Underpayments" in *BRM Managing Customers*.	CM	This value is read by the utility when it runs. You do not need to restart the CM.
underdue_tolerance	**fm_bill**	Specifies how BRM treats amounts applied to the item when they are more than the amount due as a result of euro and EMU conversions. See "Rounding Errors for Overpayments and Underpayments" in *BRM Managing Customers*.	CM	Cached by the CM. Restart the CM after changing this entry.

Billing pin.conf Entries

Table 62-3 lists the Billing **pin.conf** entries.

Table 62-3 Billing pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
advance_bill_cycle	**fm_bill**	Sets the first billing date to be the day after account creation. See "Setting the First Billing Cycle to the Day after Account Creation" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry.
attach_item_to_event	**fm_act**	Specifies how BRM assigns event and service combinations to bill items. See "About Using Event and Service Combinations to Assign Bill Items" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry.

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Table 62-3 (Cont.) Billing pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
billing_segment_config_refresh_delay	**fm_cust**	Specifies how often data in the cached **/config/billing_segment** object is automatically refreshed from the database. See "Updating Billing Segments" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry.
custom_bill_no	**fm_bill**	Specifies the accounting cycle (first or last) in which to assign a bill number to a bill in a multi-month billing cycle. See "Specifying When to Apply Custom Bill Numbers" in *BRM Configuring and Running Billing*.	CM Billing utilities	Cached by the CM. Restart the CM after changing this entry.
cycle_delay_use_special_days	**fm_bill**	Sets the delayed cycle start date to the 1st of the following month for all bundles purchased on the 29th, 30th, or 31st. See "Setting Delayed Cycle Start Dates to the 29th, 30th, or 31st" in *BRM Configuring and Running Billing*.	CM Billing utilities	Cached by the CM. Restart the CM after changing this entry.
deadlock_retry_count	**fm_bill_accts**	Specifies the number of retries to attempt when a deadlock occurs during a billing run. See "Specifying the Number of Retries in Case of a Deadlock".	**pin_billd**	This entry is read by the utility when it runs. You do not need to restart the CM.
delay_cycle_fees	**fm_bill**	In systems set up for delayed billing, specifies when to apply cycle forward fees and cycle rollovers (during partial billing or final billing). See "Specifying When to Apply Cycle Forward Fees and Cycle Rollovers" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry.
delta_step	**pin_billd**	Reduces contention at the database level during billing. See "Rearranging Accounts to Improve Billing Performance".	**pin_billd**	This entry is read by the utility when it runs. You do not need to restart the CM.
enable_30_day_proration	**fm_bill**	Allows you to base monthly proration on 30-day months rather than the actual number of days in a billing cycle. This is often needed when working in parallel with older legacy billing systems. See "About 30-Day-Based Proration" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry.

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Table 62-3 (Cont.) Billing pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
enforce_billing	**pin_bill_accts**	Enforces partial billing from the billing application inside the billing delay interval. See "Enforcing Partial Billing in the Billing Delay Interval" in *BRM Configuring and Running Billing*.	**pin_billd**	This entry is read by the utility when it runs. You do not need to restart the CM.
group_by_account	**pin_deferred_act**	Specifies to use one thread to process scheduled actions for one account. See "Ensuring the Sequence of Scheduled Actions".	**pin_billd**	This entry is read by the utility when it runs. You do not need to restart the CM.
open_item_actg_include_prev_total	**fm_bill**	Includes previous bill totals in the pending receivable value calculated during billing for accounts that use open item accounting. See "Including Previous Balances in the Current Amount Due in Open Item Accounting" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry
purchase_fees_backcharge	**fm_bill**	Specifies which cycle (current or next) to apply the deferred purchase fees to during billing when the deferred time coincides with the billing time. See "Specifying Which Billing Cycle to Assign to Deferred Purchase Fees" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry
rating_longcycle_roundup_flag	**fm_rate**	Enables rounding up for the long cycle.	CM	Cached by the CM. Restart the CM after changing this entry.
unset_error_status	**pin_bill_accts**	Sets billing status in a bill unit when billing errors occur. See "Setting the Bill Unit Status When Billing Errors Occur" in *BRM Configuring and Running Billing*.	**pin_billd**	This entry is read by the utility when it runs. You do not need to restart the CM.
use_number_of_days_in_month	**fm_bill**	Specifies how to calculate proration when a cycle charge offer is purchased or canceled. See "Calculating Prorated Cycle Fees" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry.

Collections pin.conf Entries

Table 62-4 lists the Collections **pin.conf** entries.

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Table 62-4 Collections pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
account_search_batch	**fm_collections**	Specifies the number of bill units to retrieve in collections step searches. See "Setting the Number of Bill Units Retrieved during Step Searches" in *BRM Collections Manager*.	CM	Cached by the CM. Restart the CM after changing this entry.
collections_action_dependency	**fm_collect**	Creates dependencies between collections actions in a collections scenario. See "Creating Dependencies between Collections Actions in a Scenario" in *BRM Collections Manager*.	CM	Cached by the CM. Restart the CM after changing this entry.
email_body	**pin_collections_send_dunning** **pin_inv_send**	Specifies the path to a text file containing a customized message. See "Specifying a File for the Email Body" in *BRM Collections Manager*.	**pin_collections** **pin_inv**	The new value is effective immediately. You do not need to restart the CM.
execute_all_actions	**fm_collections**	Specifies whether to run all actions, including actions due before the date on which **pin_collections_process** is run for the first time, or only to run actions due after the date on which **pin_collections_process** is run for the first time. See "Performing Scheduled Collections Actions after Reinstalling Collections Manager" in *BRM Collections Manager*.	CM	The new value is effective immediately. You do not need to restart the CM.
minimum_due	**pin_collections_process**	Specifies the minimum overdue balance that a bill unit must have to qualify for collections. See "Setting the Minimum Overdue Balance to Process" in *BRM Collections Manager*.	**pin_collections**	The new value is effective immediately. You do not need to restart the CM.

Customer Management pin.conf Entries

Table 62-5 lists the Customer Management **pin.conf** entries.

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Table 62-5 Customer Management pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
cycle_arrear_proration	**fm_rate**	Specifies when to prorate cycle arrears fees, at purchase or at cancellation. See "Proration for Special Cases" in *BRM Configuring and Running Billing*.	CM	Cached by the CM. Restart the CM after changing this entry.
em_db	**fm_delivery**	Specifies the Email Data Manager database number. See "Configuring the Email Data Manager" in *BRM Managing Customers*.	CM	Cached by the CM. Restart the CM after changing this entry.
intro_dir	**fm_cust_pol**	Specifies the location of the introductory message that allows a customer to confirm account creation.	CM	The new value is effective immediately. You do not need to restart the CM.

Discounting pin.conf Entries

Table 62-6 lists the Discounting **pin.conf** entries.

Table 62-6 Discounting pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
rollover_zeroout_discounts	**fm_rate**	Zeroes-out the positive bucket. See "Configuring the Start and End Times for Discount Sharing" in *BRM Managing Customers*.	CM	Cached by the CM. Restart the CM after changing this entry.

General Ledger pin.conf Entries

Table 62-7 lists the General Ledger **pin.conf** entries.

Table 62-7 General Ledger pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
gl_segment	**fm_cust_pol**	Specifies the default G/L segment for an account during account creation. See "Changing the Default G/L Segment" in *BRM Collecting General Ledger Data*.	CM	The new value is effective immediately. You do not need to restart the CM.
transaction_grouping	**pin_ledger_report**	Specifies how many A/R accounts to group in a single transaction for **ledger_report** to run. See "Setting the Number of Paying Accounts per G/L Report" in *BRM Collecting General Ledger Data*.	**pin_billd**	The new value is effective immediately. You do not need to restart the CM.

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Invoicing pin.conf Entries

Table 62-8 lists the Invoicing **pin.conf** entries.

Table 62-8 Invoicing pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
database	**pin_inv_accts** **pin_inv_export** **pin_inv_send** **pin_inv_upgrade**	Specifies the database schema to which the following utilities should connect: • **pin_inv_accts** • **pin_inv_export** • **pin_inv_send** • **pin_inv_upgrade** See "Configuring the Invoice pin.conf for Multiple Database Schemas" in *BRM Designing and Generating Invoices*.	**pin_inv**	The new value is effective immediately. You do not need to restart the CM.
export_dir	**pin_inv_export**	Specifies the path to the invoice directory. See "Exporting Invoices" in *BRM Designing and Generating Invoices*.	**pin_inv**	The new value is effective immediately. You do not need to restart the CM.
from	**pin_inv_send**	Specifies the e-mail address of the sender. See "pin_inv_send" in *BRM Designing and Generating Invoices*.	**pin_inv**	The new value is effective immediately. You do not need to restart the CM.
html_template	**pin_inv_pol**	Specifies the HTML template file to use to generate invoices.	CM	The new value is effective immediately. You do not need to restart the CM.
invoice_db	**pin_inv_export** **pin_inv_send**	Specifies the database number for the schema. See "Configuring BRM to Use a Separate Invoice Database Schema" in *BRM Designing and Generating Invoices*.	**pin_inv**	The new value is effective immediately. You do not need to restart the CM.
invoice_dir	**fm_bill**	Specifies the directory where invoices are stored. See "Exporting Invoices" in *BRM Designing and Generating Invoices*.	CM	The new value is effective immediately. You do not need to restart the CM.
invoice_fmt	**pin_inv_export** **pin_inv_send**	Specifies the invoice format. See "Exporting Invoices" in *BRM Designing and Generating Invoices*.	**pin_inv**	The new value is effective immediately. You do not need to restart the CM.
inv_perf_features	**fm_inv**	Improves performance by removing unnecessary details from your invoices.	CM	Cached by the CM. Restart the CM after changing this entry.

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Table 62-8 (Cont.) Invoicing pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
sender	**fm_cust_pol** **pin_inv_send**	Specifies the name of the e-mail sender. See "pin_inv_send" in *BRM Designing and Generating Invoices*.	CM **pin_inv**	The new value is effective immediately. You do not need to restart the CM.
service_centric_invoice	**fm_inv_pol**	Enables service-centric invoicing.	CM	Cached by the CM. Restart the CM after changing this entry.
show_rerate_details	**fm_inv_pol**	Specifies whether to display shadow adjustment details on invoices. See "Including Shadow Event Adjustment Details in Invoices" in *BRM Designing and Generating Invoices*.	CM	Cached by the CM. Restart the CM after changing this entry.
subject	**pin_inv_send**	Specifies the subject of the e-mail. See "pin_inv_send" in *BRM Designing and Generating Invoices*.	**pin_inv**	The new value is effective immediately. You do not need to restart the CM.

Payments pin.conf Entries

Table 62-9 lists the Payments **pin.conf** entries.

Table 62-9 Payments pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
cc_validate	**fm_pymt_pol**	Specifies whether to validate a customer's credit card information during account creation. See "Validating Credit Cards at Account Creation" in *BRM Managing Customers*.	CM	The new value is effective immediately. You do not need to restart the CM.
config_payment	**fm_pymt**	Specifies the database and POID of the **/config/payment** object. Change this value if you create a custom **/config/payment** object.	CM	The new value is effective immediately. You do not need to restart the CM.
dd_validate	**fm_pymt_pol**	Specifies whether to validate a customer's direct debit (debit card) information during account creation.	CM	The new value is effective immediately. You do not need to restart the CM.
merchant	**fm_cust_pol**	Specifies the merchant to receive money collected during credit-card processing. See "Specifying Merchant IDs and Merchant Numbers" in *BRM Configuring and Collecting Payments*.	CM	Cached by the CM. Restart the CM after changing this entry.

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Table 62-9 (Cont.) Payments pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
minimum	**pin_billd**	Specifies the minimum balance for retrieving accounts for credit card collection. Use this entry to set a minimum threshold for the amount due on an account when searching for accounts for collection. See "Specifying the Minimum Payment to Collect" in *BRM Configuring and Running Billing*.	**pin_billd**	The new value becomes effective immediately. You do not need to restart the CM.
validate_acct	**fm_pymt_pol**	Allows use of the customer's credit card on an account different from the root account. See "Specifying the Account That Records Credit Card Validations" in *BRM Managing Customers*.	CM	The new value is effective immediately. You do not need to restart the CM.

Pricing and Rating pin.conf Entries

Table 62-10 lists the Pricing and Rating **pin.conf** entries.

Table 62-10 Pricing and Rating pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
delay	**pin_rerate**	Specifies the delay for rerating jobs.	**pin_rerate**	The new value is effective immediately. You do not need to restart the CM.
fm_offer_profile_cache	**cm_cache**	Specifies the attributes of the CM cache for offer profiles. **Note:** This entry is mandatory for policy-driven charging. See "Improving Performance for Loading Large Product Offerings".	CM	Cached by the CM. Restart the CM after changing this entry.
fm_price_cache_beid	**cm_cache**	Specifies attributes of the CM cache for the size of balance element IDs (BEID). See "Improving Performance for Loading Large Product Offerings".	CM	The new value is effective immediately. You do not need to restart the CM.
fm_price_prod_provisioning_cache	**cm_cache**	Specifies the attributes of the CM cache for the size of charge offer provisioning tags. See "Improving Performance for Loading Large Product Offerings".	CM	The new value is effective immediately. You do not need to restart the CM.

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Table 62-10 (Cont.) Pricing and Rating pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
log_refresh_product	**fm_rate**	Specifies whether to log product offering changes. You can use the log entries to generate notifications about such changes. See "Logging Changes to Product Offerings" in *PDC Creating Product Offerings*.	CM	Cached by the CM. Restart the CM after changing this entry.
rating_max_scale	**fm_rate**	Specifies the precision level of decimal values. See "Changing the Precision of Rounded and Calculated Values".	CM	Cached by the CM. Restart the CM after changing this entry.
rating_quantity_rounding_scale	**fm_rate**	Specifies the precision of rounded values. See "Changing the Precision of Rounded and Calculated Values".	CM	Cached by the CM. Restart the CM after changing this entry.
rating_timezone	**fm_rate**	Specifies the server time zone.	CM	Cached by the CM. Restart the CM after changing this entry.
refresh_product_interval	**fm_rate**	Specifies the interval in which product offerings are refreshed in cache memory. See "Setting the Interval for Checking for Product Offering Changes".	CM	Cached by the CM. Restart the CM after changing this entry.
timezone_file	**fm_rate**	Specifies the location of the **timezones.txt** file.	CM	Cached by the CM. Restart the CM after changing this entry.
update_interval	**fm_zonemap_pol**	Specifies an interval for revising the value map. See "Setting the Interval for Checking for Product Offering Changes".	CM	Cached by the CM. Restart the CM after changing this entry.
validate_deal_dependencies	**fm_utils**	Specifies whether to validate the bundle prerequisites and mutually exclusive relations. See "Configuring Bundle Dependencies" in *BRM Managing Customers*.	CM	The new value is effective immediately. You do not need to restart the CM.

Revenue Assurance pin.conf Entries

Table 62-11 lists the Revenue Assurance **pin.conf** entries.

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Table 62-11 Revenue Assurance pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
writeoff_control_point_id	**fm_process_audit**	Changes the control point ID. See "Renaming the Control Point for Collecting Data from Usage Write-Offs" in *BRM Collecting Revenue Assurance Data*.	CM	Cached by the CM. Restart the CM after changing this entry.

Service Lifecycle Management pin.conf Entries

Table 62-12 lists the Service Lifecycle Management **pin.conf** entries.

Table 62-12 Service Lifecycle Management pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
fm_cust_lifecycle_config_cache	**cm_cache**	Specifies attributes of the **lifecycle** cache. This cache is used by the Service Lifecycle Management feature. See "Managing Custom Service Life Cycles" in *BRM Managing Customers*.	CM	Cached by the CM. Restart the CM after changing this entry.
fm_cust_statemap_config_cache	**cm_cache**	Specifies attributes of the **statemap** cache. This cache is used by the Service Lifecycle Management feature. See "Managing Custom Service Life Cycles" in *BRM Managing Customers*.	CM	Cached by the CM. Restart the CM after changing this entry.

Services Framework pin.conf Entries

Table 62-13 lists the Services Framework **pin.conf** entries.

Table 62-13 Service Framework pin.conf Entries.

Name	Program	Description	pin.conf File	Implementation
agent_return	**fm_tcf**	Specifies the provisioning status when provisioning is simulated.	CM	Restart the CM after changing this entry.
commit_at_prep	**dm_provision**	Specifies whether to send the payload to the agent at PREP_COMMIT time and not to send anything at COMMIT time.	dm_prov_telco	This entry is read by the utility when it runs. You do not need to restart the CM.

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Table 62-13 (Cont.) Service Framework pin.conf Entries.

Name	Program	Description	pin.conf File	Implementation
connect_retries	**dm_provision**	Specifies the number of times **dm_provision** attempts to connect to the Infranet agent on connection failure. See "Configuring the Provisioning Data Manager" in *BRM Telco Integration*.	dm_prov_telco	This entry is read by the utility when it runs. You do not need to restart the CM.
connect_retry_interval	**dm_provision**	Specifies how many seconds to wait before retrying to connect to the Infranet agent on connection failure. See "Configuring the Provisioning Data Manager" in *BRM Telco Integration*.	dm_prov_telco	This entry is read by the utility when it runs. You do not need to restart the CM.
prov_db	**fm_tcf**	Specifies the number of the database to which provisioning connects to send the service order. See "Connecting the Connection Manager to the Provisioning Data Manager" in *BRM Telco Integration*.	CM	Cached by the CM. Restart the CM after changing this entry.
prov_ptr	**dm_provision**	Specifies where to find the Provisioning Data Manager. See "Configuring the Provisioning Data Manager" in *BRM Telco Integration*.	dm_prov_telco	Cached by the CM. Restart the CM after changing this entry.
prov_timeout	**dm_provision**	Specifies the length of time to wait to receive a complete response from the provisioning agent. See the instructions in the **pin.conf** file.	dm_prov_telco	This entry is read by the utility when it runs. You do not need to restart the CM.
provisioning_enabled	**fm_tcf**	Enables charge offer provisioning.	CM	Cached by the CM. Restart the CM after changing this entry.
simulate_agent	**fm_tcf**	Creates a response and updates the service order.	CM	The new value is effective immediately. You do not need to restart the CM.

Tax Calculation pin.conf Entries

Table 62-14 lists the Tax Calculation **pin.conf** entries.

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Table 62-14 Tax Calculation pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
include_zero_tax	**fm_rate**	Specifies whether to include zero tax amounts in the tax jurisdictions for the event's balance impacts. See "Reporting Zero Tax Amounts" in *BRM Calculating Taxes*.	CM	Cached by the CM. Restart the CM after changing this entry.
provider_loc	**fm_rate_pol**	Specifies the city, state, ZIP code, and country where services are provided for taxation. See "Defining a Default Ship-From Locale" in *BRM Calculating Taxes*.	CM	The new value becomes effective immediately and all subsequent tax calculations use the new address. You do not need to restart the CM.
tax_now	**fm_ar**	Specifies when tax is calculated for account-level adjustments (at the end of billing or at the time of adjustment). See "Configuring the Default Tax Method for Account Adjustments" in *BRM Calculating Taxes.*	CM	The new value is effective immediately. You do not need to restart the CM.
tax_return_juris	**fm_rate**	Specifies whether to summarize taxes by jurisdiction or to itemize taxes. See "Itemizing or Summarizing Taxes for Each Jurisdiction Level" in *BRM Calculating Taxes.*	CM	Cached by the CM. Restart the CM after changing this entry.
tax_return_loglevel	**fm_rate**	Specifies how to log messages returned from the taxation DM.	CM	Cached by the CM. Restart the CM after changing this entry.
tax_reversal_with_tax	**fm_ar**	Specifies whether to apply a tax reversal for an adjustment, dispute, or settlement	CM	The new value is effective immediately. You do not need to restart the CM.
tax_supplier_map	**fm_rate**	Specifies the location of the **tax_supplier_map** file. See "Allowing Your Sales and Use Tax Software to Determine Tax Supplier Data" in *BRM Calculating Taxes.*	CM Billing utilities	Restart the CM after changing this entry.
tax_valid	**fm_cust_pol**	Specifies how to validate the state and zip code of the billing address during account creation. See "Validating Customer Addresses" in *BRM Calculating Taxes.*	CM	The new value is effective immediately. You do not need to restart the CM.
taxation_switch	**fm_bill**	Enables taxation. See "Enabling and Disabling Taxation Globally" in *BRM Calculating Taxes*.	CM	Cached by the CM. Restart the CM after changing this entry.

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Table 62-14 (Cont.) Tax Calculation pin.conf Entries

Name	Program	Description	pin.conf File	Implementation
taxcodes_map	**fm_rate**	Specifies the location of the **taxcodes_map** file.	CM Billing utilities	Cached by the CM. Restart the CM after changing this entry.
em_group	**TBA**	Specifies the external manager group (tax_gateway) used by CM to route taxation-related requests to the Taxation Gateway	CM	TBA
em_pointer	**TBA**	Specifies the network location (host and port) of the tax_gateway external manager used by CM to reach the Taxation Gateway	CM	TBA

CM System Administration pin.conf Entries

Table 62-15 lists the CM system administration **pin.conf** entries.

Table 62-15 CM pin.conf Entries

Name	Program	Description
cm_cache_space	**cm**	(Optional) Reserves the cache memory for all the Facilities Modules. The default is **6291456**. The value is always in multiples of 1024.
cm_data_dictionary_cache	**cm_cache**	Increases the size of the CM cache for the data dictionary. See "Increasing the Size of the CM Cache for the Data Dictionary" in *BRM Developer's Guide*.
cm_data_file	**cm**	Specifies the name and location of the shared memory file that caches global information for the CM. See the instructions in the CM **pin.conf** file.
fm_offer_profile_cache	**cm_cache**	Loads all **offer_profile** objects at initialization of **fm_offer_profile** library.
cm_logfile	**cm**	Specifies the full path to the log file used by the CM.
cm_logformat	**cm**	Specifies which **PINLOG** format to use. See "Setting the CM Log Time Resolution".
cm_max_connects	**cm**	Specifies the maximum number of client connections to the CM. See "Specifying the Number of Connections to CMs".
cm_name	**cm**	Specifies the name of the computer where the CM runs. See "About Connecting BRM Components".
cm_opcode_stats	**cm**	Specifies whether to collect statistics about CM opcode performance. See "Getting Quality of Service Statistics".
cm_ports	**cm**	Specifies the port number of the computer where the CM runs. See "About Connecting BRM Components".

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Table 62-15 (Cont.) CM pin.conf Entries

Name	Program	Description
cm_timeout	**cm**	Specifies the time-out value for receiving the next opcode request from an application. See "Setting the CM Time Interval between Opcode Requests".
creation_logging	**fm_cust**	Determines whether to log nondollar events. See "Logging Noncurrency Events" and "Improving Connection Manager Performance".
dm_attributes	**cm**	Specifies attributes associated with a particular database.
dm_pointer	**cm**	Specifies where to find one or more DMs for the BRM database. See "Setting Data Manager Attributes".
enable_pcm_op_call_stack	**dm**	Specifies whether PCM_OP_CALL_STACK is printed in the **cm.pinlog** file after each opcode from a **nap** (Network Application Program) is completed. See "Recording Opcode Calls in the CM Log File".
enable_preferences_enrichment	**fm_publish**	Specifies whether to enrich business events with your customers' preferences before they are sent to an external notification application. See "Enabling Notification Enrichment" in *BRM Managing Customers*.
fetch_size	**pin_billd** **pin_mta**	Specifies the number of records to retrieve from the database in a batch and cache in system memory for processing by the utility. See "Tuning the Account Cache Size for Billing Utilities (fetch_size)" and "Tuning the Account Cache Size for Invoice Utilities (fetch_size)".
group_children_fetch	**fm_bill**	Used to perform a step search for child accounts in groups when the parent group contains many members. See "Filtering Search Results".
group_members_fetch	**fm_bill**	Used to perform a step search for members of the group sharing object when the parent group contains many members. See "Filtering Search Results".
ip	N/A	Specifies the IP address of the devices managed by IP Address Manager.
item_fetch_size	**fm_bill**	Used to perform a step search for items. See "Filtering Search Results".
login_audit	**cm**	Creates the session event's object for each client application. See "Turning Off Session-Event Logging".
max_pcm_op_call_stack_entries	**dm**	Specifies the number of entries allocated for PCM_OP_CALL_STACK. See "Recording Opcode Calls in the CM Log File".
monitor	**pin_mta**	Specifies the path and name of a shared memory map file used by the **pin_mta_monitor** utility.
passwd_age	**cm**	Specifies the number of days after which the password expires. See "Setting the Default Password Expiry Duration".
pcp_validate_string_fields_as_utf8	**cm**	Disables the UTF8 validation process in BRM. See "Problem: PIN_ERR_BAD_UTF8 Error".

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Table 62-15 (Cont.) CM pin.conf Entries

Name	Program	Description
prefs_enabled_publisher_list	**fm_publish**	Specifies whether to enrich business events with your customers' preferences before they are sent to specific publishers. See "Enabling Notification Enrichment" in *BRM Managing Customers*.
prefs_phone_no_location	**fm_publish**	Specifies where BRM can find a customer's MSIDN number. See "Enabling Notification Enrichment" in *BRM Managing Customers*.
primary_database	N/A	Specifies the primary database schema. See the instructions in the **pin.conf** file.
primary_db	**cm**	Specifies the primary database schema. See "Completing Configuration of the Primary Installation System" in *BRM Installation Guide*.
rps_no_reorder	**fm_price**	Specifies whether to reorder rate plan selectors before committing them to the database. • **1**: Leaves rate plan selectors in the order in which they appear in Pricing Center or the PCM_OP_PRICE_SET_PRICE_LIST opcode. • **0**: Specifies to reorder rate plan selectors before committing them to the database. This increases performance and reduces the buffer size. This is the default. See "Maintaining the Order of Rate Plan Selectors" in *BRM Setting Up Pipeline Pricing*.
sample_handler_logfile	N/A	Specifies the full path to the log file for the Batch Controller. See "Configuring the Batch Controller" and "Customizing SampleHandler".
support_multiple_so	**fm_tcf**	Specifies whether Services Framework provisioning can make in-flight changes to service orders.

DM System Administration pin.conf Entries

Table 62-16 lists the DM system administration **pin.conf** entries.

Table 62-16 DM pin.conf Entries

Name	Program	Description
config_dir	**fm_cust_pol**	Specifies the location of the ISP configuration data. Used by the PCM_OP_CUST_POL_GET_CONFIG policy opcode. See "Sending Account Information to Your Application When an Account Is Created" in *BRM Managing Customers*.
crypt	NA	Associates a four-byte tag with an encryption algorithm and secret key combination. See "Configuring the Data Manager for Oracle ZT PKI Encryption" in *BRM Developer's Guide*.
dd_write_enable_fields	**dm**	Specifies whether this DM can create fields in the data dictionary. See "Modifying the pin.conf file to Enable Changes" in *BRM Developer's Guide*.

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Table 62-16 (Cont.) DM pin.conf Entries

Name	Program	Description
dd_write_enable_objects	**dm**	Specifies whether this DM can edit, create, and delete custom storable classes in the data dictionary. See "Modifying the pin.conf file to Enable Changes" in *BRM Developer's Guide*.
dd_write_enable_portal_objects	**dm**	Specifies whether this DM can delete predefined BRM storable classes and add and delete fields in one of those classes. See "Modifying the pin.conf file to Enable Changes" in *BRM Developer's Guide*.
dd_write_enable_types	**dm**	Specifies whether this DM can edit, create, and delete custom object type names in the data dictionary.
dm_bigsize	**dm**	Specifies the size of the DM shared memory. See "Setting DM Shared Memory Size".
dm_debug	**dm**	Specifies the debugging information to send to the log file. See the instructions in the **pin.conf** file.
dm_in_batch_size	**dm**	Specifies the number of objects to retrieve from subtables (arrays or substructs) in a search query. See the instructions in the **pin.conf** file.
dm_init_be_timeout	**dm**	Specifies the amount of time, in seconds, for the first DM backend to start before the DM times out. See "Setting How Long the DM Waits for the Background Startup Process to Complete".
dm_logfile	**dm**	Specifies the full path to the log file used by the CM.
dm_max_per_fe	**dm**	Specifies the maximum number of connections for each front end. See the instructions in the **pin.conf** file.
dm_n_be	**dm**	Specifies the number of back ends the program creates and uses. See "Configuring DM Front Ends and Back Ends".
dm_n_fe	**dm**	Specifies the number of front ends the program creates and uses. See "Configuring DM Front Ends and Back Ends".
dm_port	**dm**	Specifies the port number for this DM.
dm_restart_children	**dm**	Specifies whether to replace child processes. See "Replacing Failed DM Child Processes".
dm_restart_delay	**dm**	Specifies the interval delay when DM back ends are spawned and respawned. See "Customizing BRM Multithreaded Client Applications" and "Configuring Your Multithreaded Application" in *BRM Developer's Guide*.
dm_sequence_cache_size	**dm**	(Optional) Specifies the number of Portal object IDs (POIDs) to be cached when each instance of a DM is started. The default is **1000**. The POIDs are cached in the memory when the DM is started. Whenever a database object is created, the DM uses the POIDs instead of accessing the database each time.
dm_shmsize	**dm**	Specifies the size of the shared-memory segment shared between the front and back ends for this BRM process. See "Setting DM Shared Memory Size".

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Table 62-16 (Cont.) DM pin.conf Entries

Name	Program	Description
dm_sql_retry	**dm**	Specifies the number of times an SQL statement is retried if the **ORA-01502: index 'PINPAP.I_EVENT_ITEM_OBJ__ID' or partition of such index is in unusable state** error occurs. **Note:** This is not a mandatory parameter in the **pin.conf** file. The default behavior is not to try running the SQL statement if the error occurs. See "Problem: ORA-01502: Index 'PINPAP.I_EVENT_ITEM_OBJ__ID' or Partition of Such Index Is in Unusable State".
dm_trans_be_max	**dm**	Specifies the maximum number of back ends that can be used for processing transactions. See "Configuring DM Front Ends and Back Ends".
dm_trans_timeout	**dm**	Specifies the time-out value for receiving the next opcode request from an application. See "Setting the DM Time Interval Between Opcode Requests".
dm_xa_trans_timeout_in_secs	**dm**	Specifies how long, in seconds, an extended architecture (XA) transaction remains in an active state. By default, successfully prepared XA transactions expire in BRM if a commit request is not received within one hour after the transaction opens. This timeout is used only if the application server XA transaction timeout is not specified. The minimum value is **10**, and the maximum value is **5184000** (60 days). The default is **3600** (1 hour). See "Changing the XA Transaction Timeout Period" in *BRM JCA Resource Adapter*.
extra_search	**dm**	Specifies whether to perform an extra search count (*) on subtables for optimal memory allocation. See "Optimizing Memory Allocation during Database Searches".
pcp_validate_string_fields_as_utf8	**dm**	Disables the UTF8 validation process in BRM. See "Problem: PIN_ERR_BAD_UTF8 Error".
sm_database	**dm**	Specifies the database alias name. See "Connecting a Data Manager to the BRM Database".
sm_id	**dm**	Specifies the database user name that the DM uses to log in to the BRM database. This entry is set when you install BRM, but it can be changed. See "Connecting a Data Manager to the BRM Database".
sm_oracle_ddl	**dm**	Specifies whether to use Data Definition Language (DDL) when object types are updated in the data dictionary tables. See "Using DDL When Updating the Data Dictionary Tables" in *BRM Developer's Guide*.
sm_pw	**dm**	Specifies the password for the user specified in the **sm_id** entry. See "Configuring the Data Manager for Oracle ZT PKI Encryption" in *BRM Developer's Guide*.
stmt_cache_entries	**dm**	Specifies the maximum number of Oracle statement handles to cache to improve performance. See "How to Use the Statement-Handle Cache".

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Enterprise Application Integration (EAI) Manager pin.conf Entries

Table 62-17 lists the EAI Manager **pin.conf** entries.

Table 62-17 EAI Manager pin.conf Entries

Name	Program	Description
dm_http_100_continue	**dm**	Specifies whether the DM waits for and reads a 100 Continue response. See "Configuring EAI Manager to Publish to an HTTP Port" in *BRM Developer's Guide*.
dm_http_agent_ip	**dm**	Specifies a pointer to the HTTP agent. See "Configuring EAI Manager to Publish to an HTTP Port" in *BRM Developer's Guide*.
dm_http_delim_crlf	**dm**	Specifies the HTTP server dependent delimiter used in the header. See "Configuring EAI Manager to Publish to an HTTP Port" in *BRM Developer's Guide*.
dm_http_header_send_host_name	**dm**	Specifies that DM will send the host name as part of the header. See "Configuring EAI Manager to Publish to an HTTP Port" in *BRM Developer's Guide*.
dm_http_read_success	**dm**	Specifies whether the DM waits for and reads a 20x success response. See "Configuring EAI Manager to Publish to an HTTP Port" in *BRM Developer's Guide*.
dm_http_url	**dm**	(Optional) Specifies complete URL of the HTTP server. See "Configuring EAI Manager to Publish to an HTTP Port" in *BRM Developer's Guide*.
eai_pointer	**cm**	Specifies where to find the EM that provides the opcode for the EAI Manager. See "Configuring the EAI DM" in *BRM Developer's Guide*.
em_eai_group	**cm**	Specifies the member opcode in a group provided by the EAI Manager.
em_group	**cm**	Specifies a member opcode in a group of opcodes provided by an EM. See "Configuring the Connection Manager for EAI" in *BRM Developer's Guide*.
enable_publish	**fm_publish**	Enables publishing of business events by using the EAI Manager. See "Configuring the Connection Manager for EAI" in *BRM Developer's Guide*.
plugin_name	**dm**	Specifies a pointer to a shared library that contains the code that implements the required interfaces of **dm_eai** as defined in **dm_eai_plugin.h**. See "Configuring the EAI DM" in *BRM Developer's Guide*.

Multithreaded Application (MTA) Framework pin.conf Entries

Table 62-18 lists the MTA Framework **pin.conf** entries.

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Table 62-18 MTA Framework pin.conf Entries

Name	Program	Description
children	**pin_inv_accts** **pin_inv_export** **pin_inv_send** **pin_inv_upgrade** **pin_mta**	Specifies the number of worker threads spawned to perform the specified work. See "Tuning the Number of Children for Billing Utilities" and "Setting the Number of Children for Invoice Utilities".
cm_login_module	**cm**	Specifies the protocol for verifying applications that try to log in to the CM. See "Turning Off the Checking of Logons and Passwords".
fetch_size	**pin_mta**	Specifies the number of records to retrieve from the database in a batch and cache in system memory for processing by the utility. See "Tuning the Account Cache Size for Billing Utilities (fetch_size)".
hotlist	**pin_mta**	Specifies the path and file name of the hotlist file.
log_rotate_by_size_megabytes	See "C-Based Applications and Utilities that Support Log Rotation" for more information on the program list.	Specifies the size-based log rotation in megabytes. The value is an integer. See "Rotating Log Files for C/C++Based Applications" for more information.
log_rotate_by_days_at_time	See "C-Based Applications and Utilities that Support Log Rotation" for the list of applications.	Specifies the number of days and time for time-based rotation, in the format *frequency HH:MM*, where *frequency* is an integer indicating the number of days, *HH* is an integer between 0 and 23 indicating the hour at which the rotation should take place, and *MM* is an integer between 0 and 59 indicating the minute at which the rotation should take place. See "Rotating Log Files for C/C++Based Applications" for more information.
log_rotate_backup_dir	See "C-Based Applications and Utilities that Support Log Rotation" for the list of applications.	Specifies the location in which the backup files will be stored during the log rotation cycle. You need to enter the full directory path. See "Rotating Log Files for C/C++Based Applications" for more information.
log_rotate_file_name_format	See "C-Based Applications and Utilities that Support Log Rotation" for the list of applications.	Specifies the time format for the log rotation in the format *format append*, where *format* is a format specifier compatible with **strftime()** and *append* is either **1** indicating that the system should append the end time to the file name, or **0** indicating the system should not append it. **Note:** The *append* parameter is considered only when day-based rotation is enabled. See "Rotating Log Files for C/C++Based Applications" for more information.
logfile	**pin_mta**	Specifies the name and location of the log file to record debug, warning, and error messages of running MTA-based applications. See "About the BRM MTA Framework" in *BRM Developer's Guide*.
login_name	**nap**	Specifies the user login name.

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Table 62-18 (Cont.) MTA Framework pin.conf Entries

Name	Program	Description
login_pw	**nap**	Specifies the login password.
login_type	**nap**	Specifies whether a login name and password are required.
loglevel	**pin_mta**	Specifies how much information is recorded in the log specified by the **logfile** parameter in the **pin.conf** file. See "Setting the Reporting Level for Logging Messages".
max_errs	**pin_mta**	Specifies the maximum number of errors allowed in the application.
max_time	**pin_mta**	Specifies the maximum time, measured from application start time, for job processing before the application exits.
multi_db	**pin_mta**	Specifies whether the application works with a BRM multischema system. See "Using Multithreaded Applications with Multiple Database Schemas" in *BRM Developer's Guide*.
per_batch	**pin_mta**	Specifies the number of account objects processed by each worker thread in batch mode.
per_step	**pin_mta**	Specifies how much data to store in **dm_oracle** when the utility is performing a step search. See "Setting the Batch Size for Invoice Utilities (per_step)".
respawn_threads	**pin_mta**	Specifies whether to respawn worker threads if they exit because of an error.
retry_mta_srch	**pin_mta**	Retries MTA searches when an insufficient memory error occurred.
return_worker_error	**pin_mta**	Specifies whether to return an error code when there is an error in any of the threads.
userid	N/A	Specifies the CM for logging into the Data Manager.

Utility pin.conf Entries

Table 62-19 lists the utility **pin.conf** entries.

Table 62-19 Utility pin.conf Entries

Name	Program	Description
pcp_validate_string_fields_as_utf8	**testnap**	Disables the UTF8 validation process in BRM. See "Problem: PIN_ERR_BAD_UTF8 Error".

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Business Parameter Reference

Learn how to use business parameter entries to configure Oracle Communications Billing and Revenue Management (BRM).

Topics in this document:

- AAA Business Parameter Entries
- Accounts Receivable Business Parameter Entries
- Activity Business Parameter Entries
- Billing Business Parameter Entries
- Billing Flow Business Parameter Entries
- Collections Business Parameter Entries
- Customer Business Parameter Entries
- Invoicing Business Parameter Entries
- Multibalance Business Parameter Entries
- Notification Business Parameter Entries
- Pricing Business Parameter Entries
- Rating Business Parameter Entries
- Rerating Business Parameter Entries
- Selective Loading Business Parameter Entries
- Subscription Business Parameter Entries
- System Administration Business Parameter Entries
- TCF Business Parameter Entries
- Updating Business Parameter Values

AAA Business Parameter Entries

Table 63-1 lists the AAA business parameter entries. The parameter class tag for the entries in this table is **BusParamsAAA**. The input file name for the entries in this table is **bus_params_AAA.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

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Table 63-1 AAA Business Parameter Entries

Name	Description	Implementation
Piggyback	Use to configure whether the system can receive in-session notifications in the active mediation feature. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "About Balance Management in a Prepaid Session" in *ECE Implementing Charging*.	Cached by the Connection Manager (CM). Restart the CM after changing this entry.

Accounts Receivable Business Parameter Entries

Table 63-2 lists the accounts receivable business parameter entries. The parameter class tag for the entries in this table is **BusParamsAR**. The input file name for the entries in this table is **bus_params_AR.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-2 Accounts Receivable Business Parameter Entries

Name	Description	Implementation
AutoWriteOffReversal	Use to configure whether automatic write-off reversal on receipt of payment. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Automatic Write-Off Reversals during Payment Collection" in *BRM Managing Accounts Receivable*.	Cached by the CM. Restart the CM after changing this entry.
BillPaymentDeallocation	Use to configure whether to remove the payment allocation during bill adjustment. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
CCcollect	Use to configure whether to collect a customer's current balance during registration. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. In earlier releases, this was set using the **cc_collect** entry in the CM **pin.conf** file. See "Charging Customers at Account Creation" in *BRM Managing Customers*.	Not cached by the CM.
CCRevalidationInterval	Use to configure the time limit, in seconds, BRM waits before repeating validation of a customer's credit card during registration. BRM will not attempt to validate an account if a previous validation failed and the specified time has not elapsed. The default value is **3600** (1 hour). In earlier releases, this was set using the **cc_revalidation_interval** entry in the CM **pin.conf** file. See "Avoiding Credit Card Revalidation" in *BRM Managing Customers*.	Not cached by the CM.

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Table 63-2 (Cont.) Accounts Receivable Business Parameter Entries

Name	Description	Implementation
CidRequired	Use to configure whether CID credit-card-verification data is required for American Express credit card transactions. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using the **cid_required** entry in the CM **pin.conf** file. See "Requiring Additional Protection against Credit Card Fraud" in *BRM Configuring and Collecting Payments*.	Not cached by the CM.
Cvv2Required	Use to configure whether to Paymentech credit-card processor users require CVV2 credit-card-verification data for Visa card transactions as a method of fraud prevention. The parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using the **cvv2_required** entry in the CM **pin.conf** file. See "Requiring Additional Protection against Credit Card Fraud" in *BRM Configuring and Collecting Payments*.	Not cached by the CM.
DDcollect	Use to configure whether to collect a customer's current balance during registration. The parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. In earlier releases, this was set using the **dd_collect** entry in the CM **pin.conf** file. See "Enabling Paymentech Direct Debit Processing" in *BRM Configuring and Collecting Payments*.	Not cached by the CM.
DDRevalidationInterval	Use to configure the time limit, in seconds, BRM waits before repeating validation of a customer's direct debit account during registration. BRM will not attempt to validate an account if a previous validation failed and the specified time has not elapsed. The default value is **3600** (1 hour). In earlier releases, this was set using the **dd_revalidation_interval** entry in the CM **pin.conf** file. See "Enabling Paymentech Direct Debit Processing" in *BRM Configuring and Collecting Payments*.	Not cached by the CM.
EventAdjustmentUnallocation	Use to configure how event-level adjustments exceeding an item's due amount are handled. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Accurate Handing of Event level Adjustment Amount" in *BRM Managing Accounts Receivable*.	Cached by the CM. Restart the CM after changing this entry.
EventOverAdjust	Use to configure whether events can adjust a balance to below 0. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
ItemOverAllocation	Use to configure whether BRM can allocate more of a payment to a bill item than is due. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-2 (Cont.) Accounts Receivable Business Parameter Entries

Name	Description	Implementation
MinimumPayment	Use to configure, in the account currency, the minimum bill amount for credit card collection. The default value is **2.00**. In earlier releases, this was set using the **minimum_payment** entry in the CM **pin.conf** file. See "Setting the Minimum Amount to Charge" in *BRM Configuring and Running Billing*.	Not cached by the CM.
MinimumRefund	Use to configure, in the account currency, the minimum value for a refund. The default value is **2.00**. In earlier releases, this was set using the **minimum_refund** entry in the CM **pin.conf** file. See "Specifying the Minimum Amount to Refund" in *BRM Managing Accounts Receivable*.	Not cached by the CM.
NonrefundableCreditItems	Use to configure the types of items that will not be refunded with an outstanding credit balance. The default value is **/item/refund**. See "Defining Non-refundable Items" in *BRM Managing Accounts Receivable*.	Cached by the CM. Restart the CM after changing this entry.
PaymentIncentive	Use to configure whether there can be payment (grant) incentives when full payment is received before the payment due date. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling BRM for Payment Incentives" in *BRM Configuring and Collecting Payments*.	Cached by the CM. Restart the CM after changing this entry.
PaymentSuspense	Use to configure whether to use Payment Suspense Manager, which suspends payments exhibiting certain problems instead of failing or wrongly allocating them, and postpones them for later investigation. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Payment Suspense in BRM" in *BRM Configuring and Collecting Payments*.	Cached by the CM. Restart the CM after changing this entry.
PINlessDebitProcessing	Use to configure whether BRM can process PINless debit payments. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling PINless Debit Payments in BRM" in *BRM Configuring and Collecting Payments*.	Cached by the CM. Restart the CM after changing this entry.
SearchBillAmount	Use to configure whether users can search for **/bill** objects by total due amount. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Finding Bills by Due Amount" in *BRM Configuring and Collecting Payments*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-2 (Cont.) Accounts Receivable Business Parameter Entries

Name	Description	Implementation
UseEventRoundingRulesForAdjustment	Use to configure whether to apply rounding rules configured for events in adjustments. For example, if you configured usage events with six decimal precision, the event-level adjustment on the usage fee is rounded to six decimal precision. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Event Rounding Rules for Adjustment" in *BRM Managing Accounts Receivable*.	Cached by the CM. Restart the CM after changing this entry.
WriteOffLevel	Use to configure the level of write-off (account level, bill-unit level, or bill level) to track write-off reversals. The default value is **account**. See "Enabling Write-Off Reversals for Bill Units" in *BRM Managing Accounts Receivable*.	Cached by the CM. Restart the CM after changing this entry.

Activity Business Parameter Entries

Table 63-3 lists the activity business parameter entries. The parameter class tag for the entries in this table is **BusParamsActivity**. The input file name for the entries in this table is **bus_params_act.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-3 Activity Business Parameter Entries

Name	Description	Implementation
BillingTimeDiscountBasedOnPeriod	Use to configure whether the balances to be used for billing time discounts will be calculated based on a period (**enabled**) or will be calculated within the period (**disabled**). The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
LastIncrementRounding	Use to configure how the last increment quantity should be rounded off in prepaid authorization. The possible values for this parameter are: • **noRounding**: Do not round the value off. This is the default. • **roundUp**: Round up the value. • **roundDown**: Round down the value. The default value is **noRounding**.	Cached by the CM. Restart the CM after changing this entry.
MaxLoginAttempts	Use to configure the maximum number of invalid login attempts allowed with an incorrect password. The default value is **5**. See "Configuring the Maximum Number of Invalid Login Attempts".	Cached by the CM. Restart the CM after changing this entry.

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Table 63-3 (Cont.) Activity Business Parameter Entries

Name	Description	Implementation
SetFirstUsageInSession	Use to configure whether the first usage of a balance validity will be triggered at the start (**enabled**) or at the end (**disabled**) of a user session. The default value is **disabled**. See "Setting Validity Start Time to the Start Time of the First Usage Session" in *BRM Setting Up Pipeline Pricing*.	Cached by the CM. Restart the CM after changing this entry.
UseExactTimeForDeferred Action	Use to configure whether the exact scheduled time for a deferred action is used (**enabled**) or whether the time is rounded off to midnight (**disabled**). The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.

Billing Business Parameter Entries

Table 63-4 lists billing the business parameter entries. The parameter class tag for the entries in this table is **BusParamsBilling**. The input file name for the entries in this table is **bus_params_billing.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-4 Billing Business Parameter Entries

Name	Description	Implementation
AcctCycleDelayPeriod	Use to assign delayed events to items of the billing cycle in which they occurred. This parameter specifies the number of days to wait before closing out the billing cycle. The default value is **-1**, which indicates no delay is used. See "Configuring an Accounting Cycle Delay Period" in *BRM Configuring and Running Billing*. Pipeline Manager users can also see "Configuring an Accounting Cycle Delay Period" in *BRM Setting Up Pipeline Pricing*.	Not cached by the CM.
ActgType	Use to specify the accounting method to use, either **open_item** or **balance_forward**. The default value is **balance_forward**. In earlier releases, this was set using the **actg_type** entry in the CM **pin.conf** file. See "Setting the Default Accounting Type" in *BRM Configuring and Running Billing*.	Not cached by the CM.
AddChildDueInIntermediate ParentBill	Use to configure whether a child's due amount can be added to an intermediate non-paying parent's due amount. This parameter can be set to either **1** (enabled) or **0** (disabled). The default value is **0**. See "Adding Child Due Amount in Intermediate Parent Account" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
AllowCorrectivePaidBills	Use to configure whether to allow a corrective bill for a bill that is fully or partially paid. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling BRM to Create Corrective Bills for Partially or Fully Paid Bills" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
ApplyARParentCycleFeeFirst	Use to configure whether to apply cycle fees for the accounts receivable parent first, before applying them to the child. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
ApplyCycleFeeForBillNow	Use to configure whether to apply cycle forward arrears fees and cycle arrears fees for Bill Now. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Prorating Cycle Arrears and Cycle Forward Arrears for Bill Now" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
ApplyFolds	Use to configure whether to apply folds and enable fold calculation. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. In earlier releases, this was set using the **apply_folds** entry in the CM **pin.conf** file.	Cached by the CM. Restart the CM after changing this entry.
ApplyRollover	Use to configure whether to apply rollovers. If you do not use rollovers, you can disable rollover calculation to increase performance. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. In earlier releases, this was set using the **apply_rollover** entry in the CM **pin.conf** file.	Cached by the CM. Restart the CM after changing this entry.
AutoTriggeringLimit	Use to configure the number of days before the next billing date when disabling of auto-triggering of billing is allowed. The default value is **2**. In earlier releases, this was set using the **auto_triggering_limit** entry in the CM **pin.conf** file. See "Configuring Auto-Triggered Billing" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
BackdatingPastGlPostedDate	Use to configure whether backdating past the G/L posted date is allowed. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
BillDomChargesOnCurrentBill	Use to configure whether the current bill (**enabled**) or the next bill (**disabled**) should contain cycle forward charges when they occur on the billing day of month and within the billing delay period (**ConfigBillingDelay**). To time the new purchases exactly on the billing day of month, in the purchase input flist, pass PIN_FLD_END_T as midnight on the appropriate day of the month, for example, Jan 01 00:00:00 hrs. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
Billing31Day	Use to configure whether the billing day of month must be 28 or less (**disabled**) or whether it can be between 29 and 31 inclusive (**enabled**). The default value is **disabled**. See "Configuring 31-Day Billing" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
BillingCycleOffset	Use to configure the hour of the day when the accounting and billing cycles start. The default value is **0** (midnight). See "Configuring the Billing Cutoff Time" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
CacheResidencyDistinction	Enables or disables Object Cache Residency Distinction feature. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
CancelTolerance	Use to configure the cancellation tolerance for account products, in minutes. This is the time after a product is purchased when it can be canceled with a full refund. For example, this tolerance is needed when a CSR assigns the wrong product to a customer and needs to cancel it. The default value is **15**. In earlier releases, this was set using the **cancel_tolerance** entry in the CM **pin.conf** file.	Not cached by the CM.
ConfigBillingCycle	Use to configure how long after the end of the billing cycle that new events are included in the previous month's bill. The default value is **0**. If this value is greater than **ConfigBillingDelay**, the system generates an error. In earlier releases, this was set using the **config_billing_cycle** entry in the CM **pin.conf** file. See "Billing Cycle Override for Delayed Billing" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
ConfigBillingDelay	Use to configure the number of days to wait beyond the billing day of month before billing subscribers. The default value is **0**. In earlier releases, this was set using the **config_billing_delay** entry in the CM **pin.conf** file. See "Configuring Delayed Billing" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
CorrectiveBillThreshold	Use to configure a minimum amount that A/R actions for a bill should reach for BRM to generate a corrective bill. The default value is **0**. See "Specifying the Minimum Threshold Amount for Corrective Bills" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
CreateTwoBillNowBillsInDelay	Use to configure whether to create two **Bill_Now** objects during the billing delay interval. The first **Bill_Now** object includes charges for the previous cycle. The second **Bill_Now** object contains charges from the events for the new (next) cycle. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Running Bill Now to Create Two Bills during the Delayed Billing Period" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
CustomJournalUpdate	Use to configure whether to allow custom updates to general ledger data. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Customizing G/L Data Stored in /journal Objects" in *BRM Opcode Guide*.	Cached by the CM. Restart the CM after changing this entry.
CycleDelayAlign	Use to configure whether to align the product purchase, cycle, and usage start and end times to the accounting cycle. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using the **cycle_delay_align** entry in the CM **pin.conf** file. See "Aligning Account and Cycle Start and End Times" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
CycleTaxInterval	Use to configure whether deferred taxes are calculated separately for a paying parent bill unit and its nonpaying child bill units (**accounting**) or are consolidated into a single tax item for both the parent and child bill units (**billing**). The default value is **accounting**. In earlier releases, this was set using the **cycle_tax_interval** entry in the CM **pin.conf** file. See "Specifying How to Calculate Deferred Taxes for Wholesale Billing" in *BRM Configuring and Running Billing* and "Deferred Taxation Limitations for Hierarchical Bill Units" in *Designing and Generating Invoices*.	Cached by the CM. Restart the CM after changing this entry.
DealPurchaseForClosedAccount	Use to configure whether to allow charge offer purchases from closed or inactive accounts. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using the **deal_purchase_for_closed_account** entry in the CM **pin.conf** file. See "Enabling Charge Offer Purchases from Closed or Inactive Accounts" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
DefaultBusinessProfile	Use to configure your system's default business profile, which allows for the automatic association of a bill unit with the default business profile. The possible values for this parameter are: • **Convergent** • **Prepaid** • **Postpaid** • **Nonusage** • **SLM** The default value is **Convergent**. See "Associating Bill Units with the SLM Business Profile" in *BRM Managing Customers* for information about setting this to a Service Lifecycle Management business profile.	Cached by the CM. Restart the CM after changing this entry.
DeferredTaxJournaling	Use to configure how BRM journals tax data for deferred tax calculation. Available values are: • **0**: Skips journaling of tax data for deferred tax calculation. • **1**: Journals the tax data, but uses the default tax supplier (from configuration) and default tax locales (the subscriber's address) for tax calculation. It ignores any setting in the event being processed. It can also be used to indicate that the tax supplier and tax locales do not matter for the tax calculation. • **2**: Journals all tax data, including the tax supplier and tax locales. The default value is **2**. **Note**: This parameter works independently from the **GeneralLedgerReporting** business parameter.	Cached by the CM. Restart the CM after changing this entry.
EnableARA	Use to configure whether Bill Now, bill on purchase, and auto-triggered billing generate revenue assurance data. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Billing Operations to Generate Revenue Assurance Data" in *BRM Collecting Revenue Assurance Data*.	Cached by the CM. Restart the CM after changing this entry.
EnableCorrectiveInvoices	Use to configure whether corrective billing and corrective invoicing are available. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Corrective Billing" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
ExchangeRateRefreshInterval	Use to configure the refresh rate interval at which the exchange rates from the BRM database are refreshed during billing. The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
ExcludePercentForZeroTax Amt	Use to configure whether tax percentage should be added for zero tax amount. The parameter is for cases where **PIN_FLD_TAXPKG_TYPE** = 0. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Reporting Taxes of Zero Percent" in *BRM Calculating Taxes*.	Cached by the CM. Restart the CM after changing this entry.
GeneralLedgerReporting	Use to configure whether to enable or disable G/L collection and the creation of **/journal** objects. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. See "Disabling G/L Collection in BRM" in *BRM Collecting General Ledger Data*.	Cached by the CM. Restart the CM after changing this entry.
GenerateBillForChildBillNo w	Use to configure whether to suppresses (**disabled**) or generate (**enabled**) bill objects for non-paying child accounts during Bill Now. The default value is **disabled**. See "Generating Bills for a Non-Paying Child Account When Using Bill Now" in *BRM Configuring and Running Billing* .	Cached by the CM. Restart the CM after changing this entry.
GenerateCorrectiveBillNo	Use to configure whether to use a different bill number format for corrective bills. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. See "Configuring Bill Numbers for Corrective Bills" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
GenerateJournalEpsilon	Use to configure whether to apply rounding to item totals before calculating the bill total. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Configuring BRM to Record Rounding Differences" in *PDC Creating Product Offerings*.	Cached by the CM. Restart the CM after changing this entry.
ItemEventChargeDiscount Mode	Use to configure the search mode for the PCM_OP_BILL_GET_ITEM_EVENT_CHARGE_DISCOUNT opcode. The search criteria must match one of the following: • **0**: Any balance impact for the event. This is the default. • **1**: The gross charge of the balance impacts. • **2**: The net charge of the balance impacts. • **3**: The total charge of the balance impacts. The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.
ItemizedTaxCalculation	Use to configure whether to retrieve the total tax and tax due at each item level. This is supported for disputes, settlements, adjustments, and payments. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Configuring Itemized Taxation for A/R and Payments" in *BRM Calculating Taxes*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
LocationModeForTaxation	Use to configure whether taxation is done via addresses or ZIP code (**0**) or geocode (**1**). The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.
MoveDayForward	If 31-day billing is used, use this parameter to configure what to do when the current month has fewer days than the billing day of month for the customer, either generate the bill on the first day of the next month (**firstDay**) or the last day of the current month (**lastDay**). The default value is **firstDay**. See "Setting the Forward and Back Billing Options" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
NonCurrencyResourceJournaling	Use to configure whether **/journal** objects are created for noncurrency balance impacts. The default value is **All**. See "Disabling Creation of /journal Objects for Noncurrency Balance Impacts" in *BRM Collecting General Ledger Data*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
PerfAdvancedTuningSettings	Use to improve billing performance. You set the value of this parameter by adding together all of the values for options that you want to turn on. If you want to turn on only one of the options, use the number for that option. To turn on more than one option, add together the values for all of the options. For example, to skip updating transfer events and also skip calculating the previous total unpaid bill, set the value to **10** (2 + 8). The following values can be used: **0** (No Bit is set): Billing will be processed with default settings. **1** (0x01 Bit 0 is set): If this bit is set, the billing process will not set the item number on the bill items. Use this setting only if your system does not require items to have an item number. Item numbers appear in invoices, detailed ledger reports, and so on. **2** (0x02 Bit 1 is set): If this bit is set, the billing process will skip updating transfer events associated with the bill items. Use this setting only if your system does not have item transfer events created through line transfer operations. **4** (0x04 Bit 2 is set): Used internally by BRM **8** (0x08 Bit 3 is set): If this bit is set, the billing process will skip calculating the previous total unpaid bill for an open item accounting type bill unit. Use this setting only if your system does not require the previous unpaid amount reflected in the bill or the bill unit. See "Improving Performance by Skipping Previous Total Unpaid Bill for Open Item Accounting Type". **16** (0x10 Bit 4 is set): If this bit is set, balance groups of the subordinate bill units will not be locked when the A/R parent bill unit is billed. For a large hierarchy, locking subordinate bill units can sometimes slow down other concurrent operations on the subordinate bill units. **32** (0x20 Bit 5 is set): When partial billing of an A/R parent bill unit is triggered, the partial billing of its subordinate bill units are triggered by default. If this bit is set, the partial billing of the subordinates will not be triggered before the A/R parent billing. **64** (0x40 Bit 6 is set): If this bit is set, the general ledger (G/L) collection is enabled for trial billing. When the G/L collection is enabled, the G/L **/journal** objects are created during trial billing. See "Improving Trial Billing Performance by Enabling General Ledger Collection". **Important:** Do not set this business parameter to any value other than the valid values or any combination of those. The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.
PreInvoiceValidity	Used to define the default validity of proforma invoices in days. This default validity starts on the date the proforma invoice is generated. The default value is **0**, making them valid indefinitely. See "Defining the Default Validity of Proforma Invoices" in *BRM Designing and Generating Invoices*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
ProdEndOffsetPlanTransition	Use to configure how many days a phased-out service should remain active. The default value is **10**. See "Configuring Services for a Generation Change" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
RejectPaymentsForPreviousBill	Use to configure whether payments should be accepted (**disabled**) or rejected (**enabled**) when the bill number associated with a payment does not match the last bill. The default value is **disabled**. See "Rejecting Payments for Prior Bills" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
RemoveSponsoree	Use to configure whether the sponsored account must be removed from sponsor group upon closure of sponsored account. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**.	Cached by the CM. Restart the CM after changing this entry.
RerateDuringBilling	Use to configure whether rerating criteria should be evaluated and rerating triggered during billing if delayed CDRs need the free resources already consumed by new cycle CDRs during the delay period. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Creating Rerate Jobs for Rollover Corrections" in *BRM Rerating Events*.	Cached by the CM. Restart the CM after changing this entry.
RolloverCorrectionDuringBilling	Use to configure whether to evaluate the need for rollover correction when delayed CDRs consume rolled over resources. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Creating Rerate Jobs for Rollover Corrections" in *BRM Rerating Events*.	Cached by the CM. Restart the CM after changing this entry.
SegregateJournalsByGLPeriod	Use to configure whether to record revenue in a separate journal entry for each G/L cycle in a billing cycle. The default value is **disabled**. See "Segregating Unbilled Revenue by G/L Cycle within a Billing Cycle" in *BRM Collecting General Ledger Data*.	Cached by the CM. Restart the CM after changing this entry.
SequentialCycleDiscounting	Use to configure whether BRM evaluates cycle fee discounts purchased or canceled mid-cycle in conjunction with other discounts that are valid during the same period. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Configuring Remaining Charge Cycle Discounting" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
ShortCycle	Use to configure whether to create a short cycle. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Specifying How to Handle Partial Accounting Cycles" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
SkipCheckForSubordinatesBilled	Use to configure whether you can skip validation of billing for nonpaying child bill units. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Skipping Validation of Billing for Nonpaying Child Bill Units" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
SmoothedGLReportingBasedOnFixedDays	Use to configure whether G/L revenue is recognized based on a fixed number of days per month rather than the actual number of days in the calendar month. This parameter accepts a numeric value representing the number of days to use for each month; for example, you can configure it to 30.416 to match the average number of days in a year divided by 12. The default value is 0, which means revenue is recognized based on the actual number of days per month. See "General Ledger Revenue Recognition with Configurable Days Per Month" in *BRM Collecting General Ledger Data*.	Cached by the CM. Restart the CM after changing this entry.
SplitCycleTaxForParentBillNow	Use to configure whether to calculate taxes for each nonpaying child account separately based on the child's ship-to location (**enabled**) or at the parent account level using the parent's ship-to location (**disabled**) when running Bill Now on a parent account. The default value is **disabled**. See "Configuring Tax Calculation for Nonpaying Child Accounts" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
SplitSponsorItemByMember	Use to configure whether you can divide accumulated charges across sponsored members of an account. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Creating Custom Sponsored Bill Items" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
SSPRevenueRecognition	Use to configure whether you can use the deliverable-based revenue recognition scheme, which complies with the ASC 606 and IFRS 15 standards. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Deliverable-Based Revenue Recognition" in *BRM Collecting General Ledger Data*.	Cached by the CM. Restart the CM after changing this entry.
StagedBillingFeeProcessing	Use to configure whether you can apply cycle forward fees in parallel. This parameter can be set to either **1** (enabled) or **0** (disabled). The default value is **0**. See "Applying Cycle Forward Fees in Parallel" in *PDC Creating Product Offerings*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-4 (Cont.) Billing Business Parameter Entries

Name	Description	Implementation
StopBillClosedAccounts	Use to configure whether billing happens for closed accounts. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using the **stop_bill_closed_accounts** entry in the CM **pin.conf** file. See "Suspending Billing of Closed Accounts" in *BRM Configuring and Running Billing*.	Not cached by the CM.
SubBalValidity	Use to configure the validity period of the original sub-balance when a service group is transferred. The default value is **Cut**. See "Configuring Sub-Balance Validity for Service Group Transfer" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
ValidateDiscountDependency	Use to configure whether to validate discount exclusion rules, which establish a mutually exclusive relationship between discount offers or between a discount offer and a package. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Mutually Exclusive Discount Offers" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
WholesaleBillingSystem	Use to configure whether all accounts and bill unit hierarchies are wholesale. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Setting Up Billing for Wholesale Account Hierarchies" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
ZeroEventBalances	Use to configure whether to create journal entries for zero-balance events. This parameter can be set to either **1** (enabled) or **0** (disabled). The default value is **0**. See "Creating Journal Entries for Zero-Balance Events" in *BRM Collecting General Ledger Data*.	Cached by the CM. Restart the CM after changing this entry.

Billing Flow Business Parameter Entries

Table 63-5 lists the billing flow business parameter entries. The parameter class tag for the entries in this table is **BusParamsBillingFlow**. The input file name for the entries in this table is **bus_params_billing_flow.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

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Table 63-5 Billing Flow Business Parameter Entries

Name	Description	Implementation
BillingFlowDiscount	Use to configure the order of billing for discount-parents and discount-members (that is, who is billed first). The default value is **undefined**. See "Setting Up Billing for Charge and Discount Sharing Groups" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
BillingFlowSkipCheckForCyclicDSG	Use to configure whether to skip the discount sharing group cyclic relationship check during trial billing. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
BillingFlowSponsorship	Use to configure the order of billing sponsors and sponsored accounts. The default value is **sponsoreesFirst**. See "Setting Up Billing for Charge and Discount Sharing Groups" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.

Collections Business Parameter Entries

Table 63-6 lists the collections business parameter entries. The parameter class tag for the entries in this table is **BusParamsCollections**. The input file name for the entries in this table is **bus_params_collections.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-6 Collections Business Parameter Entries

Name	Description	Implementation
DeliveryPreference	Use to configure the delivery preference. This parameter can be set to **email** or **hard_copy**. The default value is **email**. In earlier releases, this was set using the **delivery_preference** entry in the CM **pin.conf** file. See "Setting the Delivery Option" in *BRM Collections Manager*.	Not cached by the CM.

Customer Business Parameter Entries

Table 63-7 lists the customer business parameter entries. The parameter class tag for the entries in this table is **BusParamsCustomer**. The input file name for the entries in this table is **bus_params_customer.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

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Table 63-7 Customer Business Parameter Entries

Name	Description	Implementation
ActgDom	Use to configure the default day of the month for billing accounts. The default value is **0**. In earlier releases, this was set using the **actg_dom** entry in the CM **pin.conf** file. See "Setting the Default Accounting Day of Month" in *BRM Configuring and Running Billing*.	Not cached by the CM.
BillWhen	Use to configure the default number of accounting cycles before a customer is billed. The default value is **1**. In earlier releases, this was set using the **bill_when** entry in the CM **pin.conf** file. See "Setting the Default Billing-Cycle Length" in *BRM Configuring and Running Billing*.	Not cached by the CM.
CCchecksum	Use to configure whether to run a checksum validation on the customer's credit card during account creation. The default value is **enabled**. In earlier releases, this was set using the **cc_checksum** entry in the CM **pin.conf** file. See "Disabling the Credit Card Checksum" in *BRM Opcode Guide*.	Not cached by the CM.
ClosedAcctsRetentionMonths	Use to configure the number of months to retain deleted accounts in the BRM system. The default value is **0**. See "Specifying Retention Period for Closed Accounts".	Cached by the CM. Restart the CM after changing this entry.
EnablePasswordRestriction	Use to configure whether passwords are required to secure the creation, modification, and deletion of **/service** objects. The default value is **enabled**. See "Enabling Password Restriction for /service Objects".	Cached by the CM. Restart the CM after changing this entry.
SkipCurrencyCheckForChild	Use to configure whether to ignore checking for a match between the currency for a paying child account and the currency for the parent. This parameter has no effect for non-paying child accounts. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
SubscriberLifeCycle	Use to configure whether custom service life cycles are allowed. The default value is **disabled**. See "Enabling BRM to Use Custom Service Life Cycles" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.

Invoicing Business Parameter Entries

Table 63-8 lists the invoicing business parameter entries. The parameter class tag for the entries in this table is **BusParamsInvoicing**. The input file name for the entries in this table is **bus_params_Invoicing.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

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Table 63-8 Invoicing Business Parameter Entries

Name	Description	Implementation
ADSTTaxHandle	Use to configure whether to aggregate taxes on invoices based on the tax supplier IDs. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Aggregating Taxes on Invoices" in *BRM Designing and Generating Invoices*.	Cached by the CM. Restart the CM after changing this entry.
ARItemsInCorrectiveInvoice	Use to configure whether all adjustments are allocated to the corrective bill and displayed only in the corrective invoice whenever it is generated. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "About Deferred Corrective Invoices" in *BRM Designing and Generating Invoices*.	Cached by the CM. Restart the CM after changing this entry.
DisableFilterItemByPruneTime	Use to configure whether to filter invoice items by pruning time. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
DropExtraSeqDiscEvents	Use to configure whether to drop events related to non-relevant discounts from the invoice when a discount is being purchased or canceled during sequential discounting. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
EnableInvoicingIntegration	Use to configure whether to generate invoice documents by using the BRM-Oracle Analytics Publisher integration framework. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling the BRM-Oracle Analytics Publisher Integration" in *BRM Designing and Generating Invoices*.	This entry is read by the utility when it runs. You do not need to restart the CM.
EventCache	Use to configure whether to use the event cache for the **PIN_FLD_BAL_IMPACTS** array. You can save the cache space for invoicing by turning off this entry. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. In earlier releases, this was set using the **event_cache** entry in the CM **pin.conf** file. See "Improving Performance by Customizing Event Caching" in *BRM Designing and Generating Invoices* or "Specifying Event Fields to Cache for Invoicing" in *BRM Opcode Guide*. Pipeline Manager users can also see "Enabling Event Caching" in *BRM Setting Up Pipeline Rating and Discounting*.	Cached by the CM. Restart the CM after changing this entry.
IncludeExtendedAttr	Use to configure whether to include custom event attributes, pricing information, and so forth in the invoice. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-8 (Cont.) Invoicing Business Parameter Entries

Name	Description	Implementation
InOperatorSize	Use to configure the IN operator size in SQL statements limited by string length. Configure this value based on database size. The maximum value is **500**. The default value is **500**.	Cached by the CM. Restart the CM after changing this entry.
InvEventFetchSize	Use to configure the number of items to fetch when a step search is used instead of a regular search for events. Configure this based on the number of events to be searched. The default value is **10000**. In earlier releases, this was set using the **inv_event_fetch_size** entry in the CM **pin.conf** file. See "Improving Performance by Customizing Search Results" in *BRM Designing and Generating Invoices*.	Cached by the CM. Restart the CM after changing this entry.
InvItemFetchSize	Use to configure the number of items to fetch when a step search is used instead of a regular search for items. Configure this based on the number of items to be searched. The default value is **10000**. In earlier releases, this was set using the **inv_item_fetch_size** entry in the CM **pin.conf** file. See "Improving Performance by Customizing Search Results" in *BRM Designing and Generating Invoices*.	Cached by the CM. Restart the CM after changing this entry.
InvoiceStorageType	Use to configure the format in which to store invoices in the database. This parameter can be set to either **1** (flist) or **0** (XML). The default value is **0**. See "Specifying the Default Format in Which to Store Invoices in BRM" in *BRM Designing and Generating Invoices*.	Cached by the CM. Restart the CM after changing this entry.
PromotionDetailDisplay	Use to configure whether to display promotion details on invoices. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Specifying Whether BRM Displays Promotion Details on Invoices" in *BRM Designing and Generating Invoices*.	Cached by the CM. Restart the CM after changing this entry.
SubARItemsIncluded	Use to configure whether to display A/R items for each nonpaying bill unit on the paying parent invoice. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Setting Defaults for Hierarchical Bill Unit Invoices" in *BRM Designing and Generating Invoices*.	This entry is read by the utility when it runs. You do not need to restart the CM.
ThresholdSubordsDetail	Use to configure the threshold for including nonpaying child bill unit details on parent detailed invoices. The default value is **0**. See "Setting Defaults for Hierarchical Bill Unit Invoices" in *BRM Designing and Generating Invoices*.	This entry is read by the utility when it runs. You do not need to restart the CM.

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Table 63-8 (Cont.) Invoicing Business Parameter Entries

Name	Description	Implementation
ThresholdSubordsSummary	Use to configure the threshold for including nonpaying child bill unit details on parent summary invoices. The default value is **0**. See "Setting Defaults for Hierarchical Bill Unit Invoices" in *BRM Designing and Generating Invoices*.	This entry is read by the utility when it runs. You do not need to restart the CM.

Multibalance Business Parameter Entries

Table 63-9 lists the multibalance business parameter entries. The parameter class tag for the entries in this table is **BusParamsMultiBal**. The input file name for the entries in this table is **bus_params_multi_bal.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-9 Multibalance Business Parameter Entries

Name	Description	Implementation
BalanceMonitoring	Use to configure whether to monitor currency balances. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Balance Monitoring in BRM" in *BRM Managing Customers*. Pipeline Manager users can also see "Enabling Balance Monitoring in Pipeline Manager" in *BRM Setting Up Pipeline Rating and Discounting*.	Cached by the CM. Restart the CM after changing this entry.
ConsumeSubType	Use to configure which balance consumption is processed first. The valid values are: • **main**: Main balance consumption processing. • **loan**: Loan balance consumption process. The default value is **loan**.	Cached by the CM. Restart the CM after changing this entry.
CreditThresholdChecking	Use to configure whether to perform credit threshold checking during the batch rating process. The valid values are: • **enabledOffline**: Specifies to check credit thresholds during the batch rating process. • **disabled**: Specifies to skip credit threshold checking during the batch rating process and thus increase pipeline processing performance. This is the default. The default value is **disabled**. See "Enabling Threshold Checking in Pipeline Manager" in *BRM Setting Up Pipeline Rating and Discounting*.	This entry is read by the utility when it runs. You do not need to restart the CM.

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Table 63-9 (Cont.) Multibalance Business Parameter Entries

Name	Description	Implementation
LockConcurrency	Use to configure the concurrency of object locking. The valid values are: • **normal**: Specifies to lock the account object. • **high**: Specifies to have more concurrency of locking with greater granularity in terms of which balance group to lock. This is the default. The default value is **high**. See "Disabling Granular Object Locking" in *BRM Developer's Guide*.	Cached by the CM. Restart the CM after changing this entry.
RestrictResourceValidityToOffer	Use to restrict balance validity end time to the end time of the charge offer or discount offer that grants the balance. The default value is **FALSE**. See "Restricting the End Time of Granted Balances That Start on First Usage" in *PDC Creating Product Offerings*. Pipeline Manager users can also see "Configuring Real-Time Rating to Restrict Resource Validity End Time" in *BRM Setting Up Pipeline Pricing*.	Cached by the CM. Restart the CM after changing this entry.
SkipBalMonitorImpact	Allows balance monitor to skip processing during ordered balance group create, update, and delete events. Possible values are: • **0**: Disabled, use normal processing. • **1**: Skip monitor impact during ordered balance group create and update events. • **2**: Skip monitor impact during ordered balance group delete events. • **3**: Skip monitor impact during ordered balance group create, update, and delete events. The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.
SortValidityBy	Use to configure the default consumption rule when consuming validity-based sub-balances. You use consumption rules to specify the order in which sub-balances are consumed, according to the validity start time and end time. The default value is **ESTEET**. See "Setting the Default Consumption Rule" in *PDC Creating Product Offerings*. Pipeline Manager users can also see "Setting the Default Consumption Rule" in *BRM Setting Up Pipeline Pricing*.	This entry is read by the utility when it runs. You do not need to restart the CM.

Notification Business Parameter Entries

Table 63-10 lists the notification business parameter entries. The parameter class tag for the entries in this table is **BusParamsNotification**. The input file name for the entries in this table is **bus_params_notification.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

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Table 63-10 Notification Business Parameter Entries

Name	Description	Implementation
KafkaDBNumber	Use to configure the Kafka database number. This value replaces the **{Dynamic}** key variable in message payloads sent to Kafka topics. The default value is **0.0.9.6 / 0**. See "Configuring the Dynamic Key Value" in *BRM Developer's Guide*.	Cached by the CM. Restart the CM after changing this entry.

Pricing Business Parameter Entries

Table 63-11 lists the pricing business parameter entries. The parameter class tag for the entries in this table is **BusParamsPricing**. The input file name for the entries in this table is **bus_params_pricing.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-11 Pricing and Rating Business Parameter Entries

Name	Description	Implementation
CacheReferencesAtStart	Use to configure whether to store objects referenced by price objects in memory in the CM cache when the CM starts. Objects referenced by price objects include balance element IDs, general ledger IDs, tax suppliers, event types, service types, and RUMs. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. In earlier releases, this was set using the **cache_references_at_start** entry in the CM **pin.conf** file. See "Improving Performance for Loading Large Product Offerings". Pipeline Manager users can also see "Improving Performance for Loading Large Price Lists" in *BRM Setting Up Pipeline Pricing*.	Cached by the CM. Restart the CM after changing this entry.
LogPriceChangeEvent	Use to configure whether to create and log events for price object changes. Price object changes include changes to products, deals, and plans. Logging such events creates an audit trail that is useful if you need to look up previous versions of a price object. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using the **log_price_change_event** entry in the CM **pin.conf** file. See "Improving Performance for Loading Large Product Offerings". Pipeline Manager users can also see "Improving Performance for Loading Large Price Lists" in *BRM Setting Up Pipeline Pricing*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-11 (Cont.) Pricing and Rating Business Parameter Entries

Name	Description	Implementation
PriceDesignCenterInst	Use to configure whether Pricing Design Center (PDC) is enabled. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling BRM-PDC Integration" in *PDC Installation Guide*.	Cached by the CM. Restart the CM after changing this entry.

Rating Business Parameter Entries

Table 63-12 lists the rating business parameter entries. The parameter class tag for the entries in this table is **BusParamsRating**. The input file name for the entries in this table is **bus_params_rating.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-12 Rating Business Parameter Entries

Name	Description	Implementation
ApplyDiscountOnZeroCharge	Use to configure whether to apply discounts when the product scale is 0. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**.	Cached by the CM. Restart the CM after changing this entry.
EnableEras	Use to configure how to enable extended rating attributes. The default value is **serviceAndAccount**. See "Filtering the ERAs Considered During Rating and Discounting".	Cached by the CM. Restart the CM after changing this entry.
EnableGlobalChargeSharing	Use to configure whether global charge sharing is enabled. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Global Charge Sharing Searches During Discounting" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
EnableTailormadeCache	Use to configure whether the tailor-made products need to be stored in the cache of C Rating Engine. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling and Disabling the Caching of Customized Products" in *BRM Setting Up Pipeline Pricing*.	Cached by the CM. Restart the CM after changing this entry.
ExtraRateFlags	Use to configure the optional rating features. The default value is **0**. In previous releases, this functionality was set using the **extra_rate_flags** entry in the CM **pin.conf** file. See "Setting Optional Rating Flags" in *BRM Setting Up Pipeline Pricing*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-12 (Cont.) Rating Business Parameter Entries

Name	Description	Implementation
OverrideCreditLimit	Use to configure whether the system-wide credit limit override feature is enabled. When enabled, the credit limit check is overridden regardless of the override value set in the product. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
OverrideInProductCurrency	Use to configure whether the override amount is based on the product currency (**enabled**) or the account currency (**disabled**). The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
ProductsDiscountsThreshold	Use to configure the maximum number of charge offers or discount offers that can be cached for rating. The default value is **0**. See "Configuring the Maximum Number of Charge and Discount Offers Cached". Pipeline Manager users can also see "About Noncurrency Sub-Balances That Start on First Usage" in *BRM Setting Up Pipeline Pricing*.	Cached by the CM. Restart the CM after changing this entry.
RatePreCacheProductAndDisc	Use to configure whether system products, user products, system discounts, or user discounts are cached during CM startup. Bit fields of the integer value are used to specify the configuration options: • Bit 0: Caches system products during CM startup. • Bit 1: Caches user products during CM startup. • Bit 2: Caches system discounts during CM startup. • Bit 3: Caches user discounts during CM startup. The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.
ResetMemberCreditLimit	Use to configure whether a balance monitor group member's credit limit is set to NULL when its credit limit is rolled up to the parent. When enabled, a member's credit limit is set to NULL. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. See "Nullifying Credit Limits for PR_RTCE Child Members" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
SharingGroupsEnabled	Use to configure whether the sharing groups feature is enabled. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**.	Cached by the CM. Restart the CM after changing this entry.
TaxReturnJuris	Use to configure the allocation of settled tax information displayed at each item level. The default value is **summarize**. See "Configuring Itemized Taxation for A/R and Payments" in *BRM Calculating Taxes*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-12 (Cont.) Rating Business Parameter Entries

Name	Description	Implementation
TimeStampRoundingForPurchaseGrant	Use to configure whether to round time stamps to midnight for the resources granted by purchase events. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. See "Configuring Time-Stamp Rounding for Purchase Events" in *PDC Creating Product Offerings*. Pipeline Manager users can also see "Configuring Time-Stamp Rounding for Purchase Grants" in *BRM Setting Up Pipeline Pricing*.	Cached by the CM. Restart the CM after changing this entry.

Rerating Business Parameter Entries

Table 63-13 lists the rerating business parameter entries. The parameter class tag for the entries in this table is **BusParamsRerate**. The input file name for the entries in this table is **bus_params_rerate.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-13 Rerating Business Parameter Entries

Name	Description	Implementation
AllocateReratingAdjustments	Use to configure whether to allocate automatic adjustments from rerating to original bills. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Creating Corrective Bills" in *BRM Configuring and Running Billing*. Pipeline Manager users can also see "Enabling Automatic Allocation of Rerating Adjustments" in *BRM Rerating Pipeline Events*.	Cached by the CM. Restart the CM after changing this entry.
ApplyDeferredTaxDuringRerating	Use to configure whether to apply deferred taxable amounts during rerating, so they can appear on a corrected invoice (**enabled**), or to have the rerated taxes appear on the next invoice (**disabled**). The default value is **disabled**. See "Enabling Deferred Tax Calculation during Rerating" in *BRM Rerating Events*. Pipeline Manager users can also see "Enabling Calculation of Deferred Taxes During Rerating" in *BRM Rerating Pipeline Events*.	Cached by the CM. Restart the CM after changing this entry.
BatchRatingPipeline	Use to configure whether rerating events are sent for the batch rating engine (BRE). This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Specifying Whether the Batch Rating Pipeline Is Enabled" in *BRM Rerating Pipeline Events*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-13 (Cont.) Rerating Business Parameter Entries

Name	Description	Implementation
ECERating	Use to configure whether to rerate events through Oracle Communications Elastic Charging Engine (ECE) rating. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Configuring BRM to Rerate Events through ECE" in *BRM Rerating Events*.	Cached by the CM. Restart the CM after changing this entry.
LineManagement	Use to configure whether all accounts associated with a subscription service transfer should be rerated. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Configuring Rerating for Accounts Associated With Subscription Service Transfer" in *BRM Rerating Pipeline Events*.	Cached by the CM. Restart the CM after changing this entry.
OfferEligibilitySelectionMode	Use to configure whether BRM can rerate events by using the pricing applied when rating conditions change during the session (**timeperiod**) or not (**endtime**). The default value is **endtime**. See "Creating Rerate Jobs for Midsession Rating Changes" in *BRM Rerating Events*.	Cached by the CM. Restart the CM after changing this entry.

Selective Loading Business Parameter Entries

Table 63-14 lists the selective loading business parameter entries. The parameter class tag for the entries in this table is **BusParamsSelectiveLoading**. The input file name for the entries in this table is **bus_params_selective_loading.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-14 Selective Loading Business Parameter Entries

Name	Description	Implementation
CacheResidenciesForBatchPipeline	Use to configure selective account loading for Pipeline Manager. The possible values for this parameter are: • **0**: Convergent • **1**: Prepaid • **2**: Postpaid To configure more than one value, separate the values with commas. The default value is **0,2**. See "Enabling Selective Account Loading" in *BRM Pipeline Manager Administration Guide*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-14 (Cont.) Selective Loading Business Parameter Entries

Name	Description	Implementation
CacheResidenciesForTimos	Use to configure selective account loading for TIMOS. The possible values for this parameter are: • **0**: Convergent • **1**: Prepaid • **2**: Postpaid To configure more than one value, separate the values with commas. The default value is **0,1**.	Cached by the CM. Restart the CM after changing this entry.

Subscription Business Parameter Entries

Table 63-15 lists the subscription business parameter entries. The parameter class tag for the entries in this table is **BusParamsSubscription**. The input file name for the entries in this table is **bus_params_subscription.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-15 Subscription Business Parameter Entries

Name	Description	Implementation
AllocateRefundToChargeItem	Use to configure whether a cycle-forward refund item received during a delay period impacts the original bill or the next one. This parameter can be set to either **enabled** (impact the original bill) or **disabled** (impact the next bill). The default value is **enabled**.	Cached by the CM. Restart the CM after changing this entry.
AllowBackdateNoRerate	Use to configure whether to allow backdating beyond the number of billing cycles specified in the **NumBillingCycles** business parameter entry without requesting to automatically rerate. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Allowing Rerating of Old Events" in *BRM Rerating Events*. Pipeline Manager users can also see "Enabling the AllowBackdateNoRerate Business Parameter" in *BRM Rerating Pipeline Events*.	Cached by the CM. Restart the CM after changing this entry.
ApplyChargeOnInactiveOrCancelledProduct	Use to configure whether to apply charges to inactive or canceled products. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Specifying Whether to Charge Inactive, Canceled, or SuspendedActive Accounts" in *PDC Creating Product Offerings*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-15 (Cont.) Subscription Business Parameter Entries

Name	Description	Implementation
ApplyProrationRules	Use to configure whether proration rules need to be applied when purchase or cancellation occur on the accounting cycle date. This parameter can be set to either **enabled** (ignore the proration settings) or **disabled** (retain the proration settings). The default value is **disabled**. See "Prorating Cycle Fees When Accounting Cycle and Cycle Fee Start Date Align" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
ApplyRolloverBeforeCycleFees	Use to configure whether PCM_OP_SUBSCRIPTION_CYCLE_FORWARD adds rollover details to **/event/notification/subscription/renewal** notification events. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Adding Rollover Details to Subscription Renewals" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
ApplyValidityDiscountRules	Use to configure whether to apply the discount validity rules. The valid values are: • **0**: Not applied if discount purchase or cancellation aligns with the start or end day of the cycle. • **0x01** (decimal value 1): Applied in all the cases. • **0x02** (decimal value 2): Forced reversal of charges if the cancellation occurs on the same day as discount purchase. The default value is **0**. **Note**: The values can be combined to achieve multiple functionalities.	Cached by the CM. Restart the CM after changing this entry.
AutomatedGroupSharingSetup	Use to configure whether to automatically create a discount sharing group or product sharing group for the top-level parent or billing account. The valid values are: • **0**: Disabled. • **1**: Automatic discount sharing is enabled. • **2**: Product sharing groups are enabled. • **3**: Both automatic discount sharing and product sharing groups are enabled. The default value is **0**. See "Enabling Automated Sharing Groups in BRM" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
AutomatedMonitorSetup	Use to configure whether to use Automated Monitor Setup (AMS) for creating balance monitor groups, product sharing groups, and discount sharing groups. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling AMS in BRM" or "Enabling Automated Sharing Groups in BRM" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-15 (Cont.) Subscription Business Parameter Entries

Name	Description	Implementation
BackdateTriggerAutoRerate	Use to configure whether to create auto-rerate job objects used by **pin_rerate**. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using the **backdate_trigger_auto_rerate** entry in the CM **pin.conf** file. See "Creating Rerate Jobs for Backdated Events" in *BRM Rerating Events*. Pipeline Manager users can also see "Setting Thresholds That Trigger Automatic Rerating" in *BRM Rerating Pipeline Events*.	Not cached by the CM.
BackdateWindow	Use to configure the minimum time, in seconds, between the current time and the backdated event time for triggering automatic rerating. The default value is **3600**. In earlier releases, this was set using the **backdate_window** entry in the CM **pin.conf** file. See "Creating Rerate Jobs for Backdated Events" in *BRM Rerating Events*. Pipeline Manager users can also see "Setting Thresholds That Trigger Automatic Rerating" in *BRM Rerating Pipeline Events*.	Not cached by the CM.
BestPricing	Use to configure whether to apply the best pricing feature. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
BillTimeDiscountWhen	Use to configure whether billing-time discounts at the end of the billing cycle are allowed. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Defining When Billing-Time Discounts Are Applied" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
CancelFullDiscountImmediate	Use to configure whether BRM will cancel discounts immediately when the mid-cycle purchase/cancel option is set to **Full Discount**. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Configuring Discount End Dates during Mid-Cycle Cancellations" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
CancelledOfferingsSearch	Use to configure whether searches on closed offerings are allowed. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. See "Excluding Searches on Closed Offerings".	Cached by the CM. Restart the CM after changing this entry.

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Table 63-15 (Cont.) Subscription Business Parameter Entries

Name	Description	Implementation
CdcLineCancelDayInclude	Use to configure whether to count the day on which a line was cancelled when decrementing contract days. This parameter can be set to either **1** (enabled) or **0** (disabled). The default value is **1**. In earlier releases, this was set using **cdc_line_cancel_day_include** entry in the CM **pin.conf** file.	Not cached by the CM.
CdcLineCreateDayInclude	Use to configure whether to count the day on which a line was created when incrementing contract days. This parameter can be set to either **1** (enabled) or **0** (disabled). The default value is **1**. In earlier releases, this was set using **cdc_line_create_day_include** entry in the CM **pin.conf** file.	Not cached by the CM.
CreateBalanceGroupForService	Use to configure whether the PCM_OP_PRODUCT_INVENTORY_POST opcode creates a balance group for a new service or assigns the service to the account's default balance group. The system ignores this parameter if you specify a particular balance group in **/product_characteristic**. This parameter can be set to either **enabled** (creates balance group) or **disabled** (uses the default balance group). The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
CreateRerateJobDuringCancel	Use to configure whether rerate jobs are created automatically when customers cancel products with noncurrency resources. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Rerating for Canceled Noncurrency Resources" in *BRM Rerating Events*.	Cached by the CM. Restart the CM after changing this entry.
CreateTwoEventsInFirstCycle	Use to configure how many events BRM uses when prorating a cycle fee for a charge offer whose validity expires within the first cycle after the charge offer was purchased. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Using Two Events to Prorate Charges for Charge Offers Whose Validity Ends in First Cycle" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.
DefaultZoneMapName	Use to specify the name of the default zone map to use for location-based operations. The default value is **DefaultZonemap**. See "Checking a Customer's Eligibility for a Loan" in *BRM Opcode Guide*.	Cached by the CM. Restart the CM after changing this entry.
DeleteSharingGroupDuringTermination	Use to configure whether to delete the sharing group and sharing group members during account or service cancellation. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Not cached by the CM.

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Table 63-15 (Cont.) Subscription Business Parameter Entries

Name	Description	Implementation
DiscountBasedOnContractDaysFeature	Use to configure whether to apply the contract days counter feature. You can enable it if the accounts should contain a resource contract days counter (**enabled**) or disable it if the accounts should not (**disabled**). The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
EventAdjustmentsDuringCancellation	Use to configure whether to include event adjustments when calculating charge offer cancellation refunds. This parameter can be set to either **1** (enabled) or **0** (disabled). The default value is **0**. See "Including Event Adjustments in Charge Offer Cancellation Refunds" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
EventFetchSize	Use to configure the number of items to fetch when a step search is used instead of a regular search for rerating or rebilling events. Configure this based on the number of events to be searched. The value for this parameter can be between **0** and **10000**. The default value is **10000**. In earlier releases, this was set using the **event_fetch_size** entry in the CM **pin.conf** file. See "Setting the Rerating Event Cache Size (Fetch Size)" in *BRM Rerating Events*. Pipeline Manager users can also see "Setting the Rerating Event Cache Size (Fetch Size)" in *BRM Rerating Pipeline Events*.	Cached by the CM. Restart the CM after changing this entry.
GetRatePlanFromCache	Use to configure whether to directly retrieve the product details from the rating cache during purchase. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. See "Improving Performance in Retrieving Product Details During Product Purchase".	Cached by the CM. Restart the CM after changing this entry.
KeepCancelledProductsOrDiscounts	Use to configure whether to delete canceled charge offers from your database (for example, to improve performance by reducing the amount of data stored in the database). This parameter can be set to either **enabled** (retain the canceled charge offers) or **disabled** (delete the canceled charge offers). The default value is **enabled**. In earlier releases, this was set using the **keep_cancelled_products_or_discounts** entry in the CM **pin.conf** file. See "Deleting Canceled Charge Offers" in *BRM Managing Customers* or "Providing Discounts to Closed Accounts When Using Bill Now" in *BRM Configuring and Running Billing*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-15 (Cont.) Subscription Business Parameter Entries

Name	Description	Implementation
LoanRepaymentPercent	Use to specify the percentage of the payment that is applied to the loan repayment when customers make an underpayment. Valid values are **0** through **100**, where **0** indicates that no amount is applied to the loan repayment. The default value is **100**. See "Configuring Loans" in *BRM Configuring and Collecting Payments* or "Processing Top-Ups" in *BRM Opcode Guide*.	Cached by the CM. Restart the CM after changing this entry.
MaxRetryCount	Use to specify the maximum number of retries to be considered before sending an error in case of subscription failure. The default value is **0**. See "Configuring the Maximum Number of Subscription Retries" in *PDC Creating Product Offerings*.	Cached by the CM. Restart the CM after changing this entry.
MaxServicesToSearch	Use to specify the batch size of the number of services to search. The default value is **5**. See "Improving Performance in Retrieving Purchased Offerings for a Bill Unit".	Cached by the CM. Restart the CM after changing this entry.
MultiplePlan	Use to configure whether multiple instances of the plan purchased can be returned. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
NumBillingCycles	Use to specify the maximum number of billing cycles allowed between the current time and the backdated event time of a backdated operation. The default value is **1**. In earlier releases, this was set using the **num_billing_cycles** entry in the CM **pin.conf** file. See "Creating Rerate Jobs for Backdated Events" in *BRM Rerating Events*. Pipeline Manager users can also see "Setting Thresholds That Trigger Automatic Rerating" in *BRM Rerating Pipeline Events*.	Not cached by the CM.
ProductLevelValidation	Use to configure whether to perform bundle dependency validations on inactive or canceled charge offers and discount offers. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Configuring Bundle Dependencies" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-15 (Cont.) Subscription Business Parameter Entries

Name	Description	Implementation
PropagateDiscount	Use to configure whether to immediately propagate shared discounts when: • a new discount is added to or removed from the group • a member subscribes to or unsubscribes from the group This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using **propagate_discount** entry in the CM **pin.conf** file. See "Configuring the Start and End Times for Discount Sharing" in *BRM Managing Customers*.	Not cached by the CM.
RateChange	Use to configure whether the enhanced pricing change management feature is enabled. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. In earlier releases, this was set using the **rate_change** entry in the CM **pin.conf** file. See "Creating Rerate Jobs for Cycle Forward and Cycle Forward Arrears Charges" in *BRM Rerating Events*.	Not cached by the CM.
RecreateDuringSubscriptionTransfer	Use to configure whether you can transfer service groups to an account in a different schema. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Transfer of Service Groups between Accounts in Multiple Schemas" in *BRM Opcode Guide*.	Cached by the CM. Restart the CM after changing this entry.
ReduceLoanBalDuringRecovery	Use to configure whether to reduce the loan balance during recovery. This parameter can be set to either **1** (enabled) or **0** (disabled). The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.
RolloverTransfer	Use to configure whether rollover transfers are enabled. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Configuring BRM to Use Rollover Transfers" in *BRM Managing Accounts Receivable*.	Cached by the CM. Restart the CM after changing this entry.
ServiceTransferEnabled	Use to configure whether to apply the service transfer feature. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**.	Cached by the CM. Restart the CM after changing this entry.
SubsDis74BackDateValidations	Use to configure whether users can create accounts with services or balances backdated prior to the account creation date. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Allowing Accounts to Be Created with Backdated Services or Balances" in *BRM Managing Customers* or "Creating Accounts with Backdated Services or Balances" in *BRM Opcode Guide*.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-15 (Cont.) Subscription Business Parameter Entries

Name	Description	Implementation
TailormadeProductsSearch	Use to configure whether to search for tailor-made products during the application of cycle fees. This parameter should be disabled only if advanced customization of products has not been used. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**.	Cached by the CM. Restart the CM after changing this entry.
TimestampRounding	Use to configure whether users can create accounts with services or balances backdated prior to the account creation date. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. In earlier releases, this was set using the **timestamp_rounding** entry in the CM **pin.conf** file. See "Configuring Time-Stamp Rounding" in *BRM Configuring and Running Billing*. Pipeline Manager users can also see "Configuring Time-Stamp Rounding for Cycle Grants" in *BRM Rerating Pipeline Events*.	Not cached by the CM.
TimestampRoundingDuringApplyLoan	Use to configure whether to round timestamps in the loan sub-balance bucket when a loan is being applied. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**.	Cached by the CM. Restart the CM after changing this entry.
TransferRerateRequests	Use to configure whether to create rerating requests as part of the standard subscription transfer. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**.	Cached by the CM. Restart the CM after changing this entry.
TransferScheduledActions	Use to configure whether to transfer pending scheduled actions associated with an existing subscription when transferring the subscription to a different account. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Transfer of Pending Scheduled Actions During Service Group Transfers" in *BRM Opcode Guide*.	Cached by the CM. Restart the CM after changing this entry.
UsePrioritySubscriptionFees	Use to configure whether to apply recurring charges in the order of charge offer priority when multiple charge offers in a bundle include recurring charges. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Applying Recurring Charges Based on Charge Offer Priority" in *PDC Creating Product Offerings*.	Cached by the CM. Restart the CM after changing this entry.

System Administration Business Parameter Entries

Table 63-16 lists the system administration business parameter entries. The parameter class tag for the entries in this table is **BusParamsSystem**. The input file name for the entries in this table is **bus_params_system.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

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Table 63-16 System Administration Business Parameter Entries

Name	Description	Implementation
AcceptableDelayTime	Use to configure how long after the delivery time that messages can be delivered to your customers through an external notification application. The default value is **02:00** (two hours). See "Setting Systemwide Values for Notifications" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
CMAuthorization	Use to configure whether to perform fine-grained authorization for pcm_client and thick client applications. This parameter can be set to either **enabled** or **disabled**. The default value is **enabled**. See "Managing Login Names and Passwords for BRM Access".	Cached by the CM. Restart the CM after changing this entry.
ConfigCacheRefreshInterval	Use to configure the interval, in minutes, after which configuration parameters in the cache are considered stale. After the specified amount of time, the CM updates the configuration parameters in its cache. The following objects are updated when **ConfigCacheRefreshInterval** is assigned a non-zero value: • **/config/beid** • **/config/event_map** • **/config/glid** • **/config/map_glid** • **/config/item_tags** • **/config/item_types** • **/config/rum** • **/config/tax_supplier** • **/config/business_events** • **/discount** • **/sponsorship** • **/config/provider_taxes** This parameter value is aware of **pin_virtual_time**. If a parameter changes during operational processes within a single transaction, such as when billing parameters are changed and the interval ends in the middle of a bill run, the value of the parameter at the start of the transaction remains valid. The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.
CrossSchemaSharingGroup	Use to configure whether the parent and member accounts in sharing groups can reside in different database schemas. This parameter can be set to either **enabled** or **disabled**. The default value is **disabled**. See "Enabling Group Members to Reside in Multiple Schemas" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
EnableExternalIds	Use to configure whether to generate unique IDs for **/event**, **/balance_group**, **/billinfo**, and **/payinfo** objects. The valid values are **0** (disabled) and **1** (generate unique IDs). The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.

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Table 63-16 (Cont.) System Administration Business Parameter Entries

Name	Description	Implementation
NotificationSilentPeriod	Use to configure the silent period during which messages cannot be delivered to customers through an external notification application. The default value is **21:00-07:00** (9:00 p.m. through 7:00 a.m.). See "Setting Systemwide Values for Notifications" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
NotificationSubscriberPreferences	Use to specify the list of subscriber preferences to add to messages before they are sent to an external notification application. The default value is **" "** (none). See "Adding Custom Fields during Enrichment" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.
PrepaidEngine	Use to specify the rating engine used for prepaid events. The valid values are **0** (real-time rating engine (RRE)), and **1** (ECE rating). The default value is **0**.	Cached by the CM. Restart the CM after changing this entry.
PrepaidPartitionSet	Use to configure the partition set for prepaid events. The valid values are **0** (disabled), and **2** through **7**. The default value is **0**. See "Enabling Prepaid Event Partitions in BRM" in *ECE Implementing Charging*.	Cached by the CM. Restart the CM after changing this entry.
SilentDaysCalendarName	Use to specify the name of the calendar for determining the silent days. Notifications cannot be delivered to your customers on silent days. The default value is **NotificationSilentDays**. See "Setting Systemwide Values for Notifications" in *BRM Managing Customers*.	Cached by the CM. Restart the CM after changing this entry.

TCF Business Parameter Entries

Table 63-17 lists the TCF business parameter entries. The parameter class tag for the entries in this table is **BusParamsTCF**. The input file name for the entries in this table is **bus_params_TCF.xml**. See "Updating Business Parameter Values" for a generic procedure for updating business parameters.

Table 63-17 TCF Business Parameter Entries

Name	Description	Implementation
RestrictDeviceToServiceStatePropagation	Use to configure whether to update the service status when a device is associated to or disassociated from the service. Set this parameter to **disabled** to update the service status, or set it to **enabled** to *not* update the status. The default value is **disabled**. See "Configuring Service Status Change for Device-to-Service Associations" in *BRM Provisioning Services*.	Cached by the CM. Restart the CM after changing this entry.

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Updating Business Parameter Values

You can use the procedure below to update business parameter values. For more specific information about an individual business parameter, see the tables earlier in this chapter.

To update the value of a billing parameter:

1. Go to *BRM_home*/**sys/data/config**.
2. Use the following command to create an editable XML file from the appropriate instance of the **/config/business_params** object:

   ```
   pin_bus_params -r ParameterClassTag InputFileName
   ```

   You can find the parameter class tag and the input file name in the introduction to the appropriate table earlier in this chapter. This command creates an XML file named *InputFileName*.**out** in your current directory. If you do not want this file in your current directory, specify the path as part of the file name.
3. Update the value of the appropriate parameter in the input file you created in the previous step.

   > ⚠ **Caution**
   >
   > BRM uses the XML in this file to overwrite the existing instance of the **/config/business_params** object. Use care when updating parameters in the file.
4. Save and exit the file.
5. Rename the *InputFileName*.**out** file to *InputFileName*.
6. Run the following command, which loads the updated contents of the file into the BRM database:

   ```
   load_pin_business_profile -v InputFileName
   ```
7. Read the object with the **testnap** utility or the Object Browser to verify that all fields are correct.

   For general instructions on using **testnap**, see "Using the testnap Utility to Test BRM" in *BRM Developer's Guide*. For information on how to use Object Browser, see "Reading Objects" in *BRM Developer's Guide*.
8. If the entry in the table indicates that the business parameter is cached, stop and restart the CM.

   For more information, see "Starting and Stopping the BRM System".

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Part X

Business Operations Center System Administration

This part describes how to configure Oracle Communications Billing and Revenue Management (BRM) Business Operations Center. It contains the following chapters:

- Using Business Operations Center
- Configuring Business Operations Center to Run Custom Applications
- Business Operations Center Utilities

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Using Business Operations Center

Learn how to set up, manage, and use Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

Topics in this document:

- About Using Business Operations Center
- About Running Jobs in Business Operations Center
- How Business Operations Center Runs Jobs
- Setting Up Custom Clients to Run Business Operations and BRM Applications
- Setting Up Business Operations Center to Run Custom Applications on Multischema Systems
- Improving Business Operations Center Performance
- Enabling Secure Communication for the pin_job_executor Utility
- About Generating Metrics to Display in Business Operations Center

Before you read this document, you should be familiar with how BRM works. See "BRM System Architecture" in *BRM Concepts*.

About Using Business Operations Center

You use Business Operations Center to create, schedule, and view the results of the following operations:

- **Billing:** Finds accounts that need to be billed; calculates the balance due for each bill unit in the accounts, including all usage and cycle fees; and creates a bill for the balance due.
- **Payment Collection**: Collects the balance due for accounts that use the payment card (credit or debit card) and direct debit (cash) payment methods.
- **Invoicing:** Generates invoices that list the events that were charged for, and the customer's total account balance.
- **Generating General Ledger Reports:** Generates general ledger (G/L) reports to collect G/L data for G/L accounts.
- **Refunding payments:** Finds accounts that have refund items, and makes online refund transactions.
- **Synchronizing product catalogs:** Synchronizes the catalogs stored in the BRM server with updated values from customers.
- **Workflows:** Runs a set of jobs in order, enabling an automated end-to-end billing process. You can choose to run two or more of these operations in order: billing, invoicing, payments, and refunds.
- **Your Custom Applications:** Runs your custom applications and displays the results in the Business Operations screen. You must configure Business Operations Center to run your custom application. See "Defining a Custom Category" in *Business Operations Center Online Help* for more information.

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- **Viewing Business Trends:** Shows business trends based on data generated by the preceding operations.

If you have a multischema BRM system, you can specify whether to run a business operations job against the primary schema, a secondary schema, or all schemas. By default, jobs are run against all schemas.

For more information about running a job, see "Running Business Operations Jobs" in *Business Operations Center Online Help*.

About Running Jobs in Business Operations Center

When running jobs in Business Operations Center, Oracle recommends the following:

- Because the jobs that Business Operations Center can run often depend on other processes that Business Operations Center cannot run, determine whether you must supplement some of the jobs run in Business Operations Center by running additional processes elsewhere in BRM.

  For example, to process off-cycle (daily, weekly, quarterly, and so on) charges, run the **pin_cycle_fees** utility as a custom job in Business Operations Center, from the BRM command line, as part of a daily cron job. Otherwise, a situation such as the following may occur:

  Account A has a quarterly (three-month) billing cycle and receives 100 free minutes each month. The free minutes are granted by a monthly cycle forward fee, and they do not carry over to the following month. When Business Operations Center runs billing (**pin_bill_accts**), all pending cycle forward fees are applied. But for Account A, Business Operations Center will run billing only once every three months. At that time, three monthly cycle forward fees will be pending for Account A. Billing will apply them as follows:

  – Two past monthly cycle forward fees will grant Account A a total of 200 expired free minutes.

  – One current monthly cycle forward fee will grant Account A 100 free minutes that will be valid for one month.

  Hence, if you do not process the monthly cycle forward fees that do not align with Account A's quarterly billing cycle, when Business Operations Center runs billing for the account once every three months and processes the two past-due monthly grants of free minutes at that time, those minutes will be unusable because they expire one month after coming due.

- Do not run the BRM billing scripts (**pin_bill_day**, **pin_bill_week**, **pin_bill_month**) because they automatically run the same utilities (**pin_bill_accts**, **pin_collect**, **pin_inv_accts**, and so on) that Business Operations Center runs.

For more information about running jobs, see "Running Business Operations Jobs" in *Business Operations Center Help*.

How Business Operations Center Runs Jobs

Business Operations Center runs jobs by doing the following:

1. Calling the PCM_OP_JOB_PROCESS_TEMPLATE opcode to create a **/job_template** object, which specifies the job details such as the type of business operations job to run and the database schema on which to run it. See "Managing Business Operations Job Templates" in *BRM Opcode Guide*.

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2. Calling the PCM_OP_JOB_EXECUTE opcode to run applications in either a job context or a non-job context, depending on the PIN_FLD_FLAGS input flist setting:
   - **1**: Opens a job context and then internally runs a business operations utility against the target schema. This setting is used when running any business operations job. See "Running Business Operations Jobs" in *BRM Opcode Guide* for more information.
   - **0**: Runs applications in a non-job context. This setting is used when running **pin_virtual_time** or a custom application. See "Running BRM Applications" in *BRM Opcode Guide* for more information.

Setting Up Custom Clients to Run Business Operations and BRM Applications

You can set up a custom client application to run business operation jobs or other BRM applications. To do so, you must:

1. Configure PCM_OP_JOB_EXECUTE to run BRM applications. See "Configuring PCM_OP_JOB_EXECUTE to Run BRM Applications".
2. Configure the **pin_job_executor** process to listen for calls from PCM_OP_JOB_EXECUTE. See "Configuring pin_job_executor to Listen for Opcode Calls".
3. If you upgraded from a previous release, do this:
   - Remove the **PASSWORDLESS_SSH_USER** property from the *Domain_home***/lib/bocws-config.properties** file, where *Domain_home* is the WebLogic Server domain home directory in which Business Operations Center is deployed.
   - Remove the passwordless SSH set up between BRM Server and Business Operations Center.
4. Customize your client application to call the PCM_OP_JOB_PROCESS_TEMPLATE opcode to create or modify a **/job_template** object, which specifies job details such as the type of business operations job to run and the schema on which to run it. See "Managing Business Operations Job Templates" in *BRM Opcode Guide*.
5. Customize your client application to call the PCM_OP_JOB_EXECUTE opcode to do the following:
   - Run business operations jobs. See "Running Business Operations Jobs" in *BRM Opcode Guide*.
   - Run any other BRM applications. See "Running BRM Applications" in *BRM Opcode Guide*.
6. Configure Business Operations Center to not render invoices in Oracle Analytics Publisher. See "Rendering Invoices in a Third-Party Invoice Application".

Configuring PCM_OP_JOB_EXECUTE to Run BRM Applications

The PCM_OP_JOB_EXECUTE opcode internally calls the **pin_job_executor** process, which in turn calls the BRM application that you want to run.

To configure the PCM_OP_JOB_EXECUTE opcode to run BRM applications:

1. Open the *BRM_home***/apps/pin_job_executor/Infranet.properties** file in a text editor.
2. Set the following entry to match your environment:

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```
infranet.server.portNr=Port
```

where *Port* is the port number on which **pin_job_executor** is listening for calls from the CM.

3. Change the value of the **infranet.pcp.ssl.wallet.location** entry from **$PIN_HOME/wallet/client** to **$PIN_HOME/wallet/server**:

```
infranet.pcp.ssl.wallet.location=$PIN_HOME/wallet/server
```

4. Add the following entry:

```
infranet.opcode.handler.JOB_EXECUTE=com.oracle.communications.brm.pje.JobOpcodeHandler
```

5. Add the following entry:

```
infranet.pje.executable.locations=bin,apps,subDirectory
```

where *subDirectory* is a directory under **$PIN_HOME**. The PCM_OP_JOB_EXECUTE opcode runs applications only if they reside in **$PIN_HOME/bin**, **$PIN_HOME/apps**, or a **$PIN_HOME** subdirectory that you specify.

6. Specify the number of threads that the opcode can spawn to run applications on multischema systems:

```
infranet.threadpool.size=ThreadNumber
```

where *ThreadNumber* is the number of threads that can be run. The default is 5, but you can increase it to improve performance.

7. Ensure that all applications that PCM_OP_JOB_EXECUTE will run, including any custom applications, are located in **$PIN_HOME/bin**, **$PIN_HOME/apps**, or **$PIN_HOME/***subDirectory*.

8. Save and close the file.

9. Stop and restart the **pin_job_executor** utility by running the following commands from the *BRM_home***/bin** directory:

```
.\stop_pje
.\start_pje
```

Configuring pin_job_executor to Listen for Opcode Calls

You must configure **pin_job_executor** to run as a background process, listening at a configured port for an opcode call from PCM_OP_JOB_EXECUTE. To do so:

1. Open the *BRM_home***/sys/cm/pin.conf** file in a text editor.

2. Add the following entry:

```
- cm em_group pje PCM_OP_JOB_EXECUTE
```

3. Set the following entry to match your environment:

```
- cm em_pointer pje hostname port
```

where:

- *hostname* is the name or IP address of the server on which **pin_job_executor** is running.
- *port* is the port on which **pin_job_executor** is listening.

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4. Save and close the file.
5. To log audit information about commands that are run in a non-job context, do this:
   a. Open the *BRM_home*/**sys/data/config/pin_notify** file in a text editor.
   b. Add the following entry:

      ```
      179 0 /event/activity/job_request
      ```

   c. Save and close the file.
   d. Load the **pin_notify** file into the BRM database:

      ```
      load_pin_notify -v pin_notify
      ```

      See "load_pin_notify" in *BRM Managing Customers* for more information.
   e. Stop and restart the CM.
6. Stop and restart the **pin_job_executor** utility by running the following command from the *BRM_home*/**bin** directory:

   ```
   .\start_pje
   ```

Rendering Invoices in a Third-Party Invoice Application

By default, when Business Operations Center generates invoices, it renders the invoices using Oracle Analytics Publisher. If you use a third-party invoice application, you must configure Business Operations Center to not render invoices in Oracle Analytics Publisher.

To prevent Business Operations Center from rendering invoices in Oracle Analytics Publisher:

1. Open the *BRM_home*/**apps/pin_job_executor/Infranet.properties** file in a text editor.

   > **Note**
   >
   > Only administrators with write permissions can make changes to the **Infranet.properties** file.

2. Search for the following line:

   ```
   - infranet.job.rendering=true
   ```

3. Change **true** to **false**.

   ```
   infranet.job.rendering=false
   ```

   Invoices will not be rendered in Oracle Analytics Publisher.
4. Save and close the file.
5. Stop and restart the **pin_job_executor** utility by running the following commands from the *BRM_home*/**bin** directory:

   ```
   .\stop_pje
   .\start_pje
   ```


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Improving Business Operations Center Performance

The PCM_OP_JOB_EXECUTE opcode internally calls the **pin_job_executor** process, which in turn calls the BRM application that you want to run. In a multischema environment, the **pin_job_executor** process runs applications on all schemas simultaneously using multiple threads. The process uses five threads by default, but you can tune the number of threads to improve performance.

To improve Business Operations Center performance:

1. Open the *BRM_home***/apps/pin_job_executor/Infranet.properties** file in a text editor.

   > **Note**
   >
   > Only administrators with write permissions can make changes to the **Infranet.properties** file.

2. Set the following entry to the number of threads that can be spawned by the **pin_job_executor** process:

   infranet.threadpool.size=*ThreadNumber*

3. Save and close the file.

Enabling Secure Communication for the pin_job_executor Utility

By default, the ability to use Secure Sockets Layer (SSL) or Transport Layer Security (TLS) with the **pin_job_executor** utility is disabled. To enable secure communication between Business Operations Center and the Connection Manager (CM), you must configure SSL/TLS for the internal **pin_job_executor** utility.

To enable SSL for Business Operations Center:

1. Open the *BRM_home***/apps/pin_job_executor/Infranet.properties** file in a text editor, where *BRM_home* is the directory in which BRM is installed.

   > **Note**
   >
   > Only administrators with write permissions can make changes to the **Infranet.properties** file.

2. Search for the following line:

   ```
   - infranet.pcp.ssl.enabled=false
   ```

3. Change **false** to **true**.

   ```
   - infranet.pcp.ssl.enabled=true
   ```

4. Add the following entry:

   ```
   - infranet.pcp.ssl.wallet.location=$PIN_HOME/wallet/server
   ```

5. Add the following entry:

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```
- infranet.pcp.ssl.wallet.filename=wallet_name.sso
```

where *wallet_name* is the name of your Oracle wallet.

6. Save and close the file.

About Generating Metrics to Display in Business Operations Center

You use the **pin_generate_analytics** utility to generate business metrics data for accounts by status, accounts by subscription, payments, billed revenue, and accounts receivable (A/R) and to load the metrics data into the BRM database. Business Operations Center displays graphs based on the business metrics data generated by the **pin_generate_analytics** utility.

You can run **pin_generate_analytics** manually or configure a scheduler, such as cron, to run it at predefined intervals. For more information, see "Generating Business Metrics Data".

The **pin_generate_analytics** utility generates and loads the following metrics into the BRM database:

- Accounts by status: Generates metrics about the number of subscribers for each status at the time the utility is run: Active (10100), Inactive (10102), Closed (10103).
- Accounts by subscription: Generates metrics about the number of subscriptions for each product at the time the utility is run based on the status of subscription: Active (1), Inactive (2), Closed (3).
- Payment: Generates metrics about payments collected based on the payment type: prepaid (10000), invoice (10001), direct debit (10002), credit card (10003), cash (10011), and check (10012).

  When you run the utility for the first time, data will be generated for the previous day. For subsequent runs, the start date is set to the last run date and the end date is set to the current date.
- Billed revenue: Generates metrics about the amount billed and the number of bills generated.

  When you run the utility for the first time, data will be generated for the previous day. For subsequent runs, the start date is set to the last run date and the end date is set to the current date.
- Accounts receivable: Generates metrics about the A/R for the last one year with respect to month and the year.

  When you run the utility, data will be generated for the previous 12 months from the date the utility is run.

Generating Business Metrics Data

You can generate metrics data for all business operations or just for specific business operations, such as subscriptions or payments collected, by running the **pin_generate_analytics** utility. For more information, see "pin_generate_analytics".

To generate metrics data for all business operations:

1. Go to the *BRM_home*/**apps/pin_generate_analytics** directory.
2. Run the following command:

   ```
   pin_generate_analytics
   ```


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The following sections show the commands to run for generating metrics data for specific business operations.

Generating Metrics for the Number of Subscribers

To generate business metrics data about the number of subscribers for each status at the time the utility is run, run the following command:

```
pin_generate_analytics -acc
```

Generating Metrics for the Number of Subscriptions Per Product

To generate business metrics data business metrics data about the number of subscriptions for each product based on the status of subscription at the time the utility is run, run the following command:

```
pin_generate_analytics -subs
```

Generating Metrics for Payments Collected

To generate business metrics data about the number and amount of payments collected, grouped by payment type, run the following command:

```
pin_generate_analytics -pymt
```

The first time you run this command, it generates business metrics data for the previous day. For example, if you run the command on January 2, it generates business metrics data for January 1. For subsequent runs, the start date is set to the last run date and the end date is set to the current date.

Generating Metrics for Amount Billed

To generate business metrics data about the amount billed and the number of bills generated, run the following command:

```
pin_generate_analytics -billing
```

The first time you run this command, it generates business metrics data for the previous day. For example, if you run the command on January 2, it generates business metrics data for January 1. For subsequent runs, the start date is set to the last run date and the end date is set to the current date.

Generating Metrics for Accounts Receivable

To generate business metrics data about the account receivable for the last one year with respect to month and the year, run the following command:

```
pin_generate_analytics -acc_recv
```

Creating Indexes to Improve Performance While Generating Metrics Data

When running the **pin_generate_analytics** utility to generate metrics data, you can improve performance by creating indexes.

To create indexes to improve performance while generating metrics data:

1. Go to the *BRM_home***/sys/dd/data** directory.
2. Run the following command, which opens SQL*Plus:

```
% sqlplus login@database_alias
Enter password: password
```


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where:

- *login* is the login name to use for connecting to the BRM database.
- *password* is the password for *login*.
- *database_alias* is the BRM database alias.

3. Run the following command:

```
SQL> @create_boc_pga_indexes.source
```

The indexes are created.

4. Run the following command, which exits SQL*Plus:

```
SQL> exit
```


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Configuring Business Operations Center to Run Custom Applications

Learn how to configure Oracle Communications Billing and Revenue Management (BRM) Business Operations Center to run custom applications.

Topics in this document:

- About Running Custom Business Applications
- Setting Up Business Operations Center to Run Custom Applications on Multischema Systems
- Configuring Roles for Custom Jobs

About Running Custom Business Applications

You can set up Business Operations Center to run your custom applications. For example, you can create a custom invoicing job that automates the process of generating customer invoices. To do so, you use the Business Operations Center UI to create a custom category that defines the name and location of your script as well as the parameters associated with the script.

For more information, see “Setting Up Custom Categories” in *Business Operations Center Online Help*.

Setting Up Business Operations Center to Run Custom Applications on Multischema Systems

You can set up Business Operations Center to run your custom application. To do so, you use the Business Operations Center GUI to create a custom category that defines the name and location of your script as well as the parameters associated with the script. For more information, see "Setting Up Custom Categories" in *Business Operations Center Online Help*.

If you want Business Operations Center to run your custom application on a BRM multischema system, you must also customize the application to do the following:

- Accept the **-job_id** *idNumber* and **-schema** *schemaNumber* command-line arguments, where *idNumber* is the job ID and *schemaNumber* is the database schema on which to run the application.

  Business Operations Center passes these two arguments with the command to run your application. For example, if the command-line syntax for running your application is **my_custom_app -f file**, Business Operations Center would run the following command:

  ```
  my_custom_app -f file -job_id idNumber -schema schemaNumber
  ```


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- Build the POID of the **/job/boc** database object and then return it in its output to Business Operations Center. The format for building the POID is:

  0.0.0.*schemaNumber* **/job/boc** *idNumber*

  For example, the **/job/boc** POID for the following command would be **0.0.0.2 /job/boc 1234567**.

  ```
  my_custom_app -f file -job_id 1234567 schema 2
  ```

- Update the **/job/boc** database object with the application's status as it runs. Set the object's PIN_FLD_STATUS field to one of the following:
  - **#define PIN_BOC_STATUS_APP_START 2**: Indicates that the application has started.
  - **#define PIN_BOC_STATUS_APP_SUCCESS 3**: Indicates that the application completed successfully.
  - **#define PIN_BOC_STATUS_APP_FAIL 4**: Indicates that the application failed.
- For applications that use the multithreaded application (MTA) framework, read the schema number, set it in the database number of PIN_FLD_POID_VAL, and then run the job against the specified schema,

  Your application can fetch this field from **app_flistp** and then use it to extract the database number. For example:

  ```
  vp = PIN_FLIST_FLD_GET (app_flistp, PIN_FLD_POID_VAL, MTA_MANDATORY,
  ebufp);
  if ( vp ) {
     database = PIN_POID_GET_DB ((poid_t*)vp);
  }
  ```

  Also customize your application to do the following:
  - Perform searches in a BRM database schema by including the database number of PIN_FLD_POID_VAL in the **/job/boc** POID. The POID for the search flist can be created as follows:

    ```
    s_pdp = PIN_POID_CREATE(database, "/search", -1, ebufp);
    ```

  - Run an opcode against a BRM database schema by setting the database portion of the opcode's PIN_FLD_POID input flist field.
  - Create a **/process_audit/billing** object on the specified schema and then set the database portion of the object's PIN_FLD_POID field to the schema number. For example, in the following POID, the application would set only *schemaNumber*:

    0.0.0.*schemaNumber* **/process_audit/billing 123456**

- For non-MTA applications, read the **-job_id** *idNumber* and **-schema** *schemaNumer* arguments and then:
  - Run against the specified database schema
  - Create a **/process_audit/billing** object on the specified database schema

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Configuring Roles for Custom Jobs

To run business operations jobs, you must be assigned the appropriate role. In Business Operations Center, you can create custom roles to match your specific operational needs. Each custom role is associated with a set of jobs that determine the actions a user with that role can perform.

- You can use the Business Operations Center **Jobs** feature to define a new custom category. Within the **Categories** column, you can select the desired custom job to launch the job creation wizard, where you can specify the job name, execution frequency, and other relevant settings.
- You can provide information, including the name and location of your custom script, the category for your script, and the resource name in the Define Category page. You use resources to provide different access permissions to different custom scripts, so all scripts using the same resource will have the same access permissions. Assign a unique resource name to each category, adhering to specific naming conventions and character limitations.

  The system's access control for custom job categories has a dynamically generated resource name. When you enter a resource name in the BOC interface, it is converted dynamically into a resource with the name **category**_*yourResourceName*_**resource**. After the resource name is set, it cannot be changed.
- You must add these custom resources to the **system-jazn-data.xml** policy file in a specific format. Business Operations Center will then check for access permissions on these custom resources.

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Business Operations Center Utilities

Learn how to generate business metrics and run Oracle Communications Billing and Revenue Management (BRM) applications by using the Business Operations Center utilities.

Topics in this document:

- pin_generate_analytics
- pin_job_executor

pin_generate_analytics

Use this utility to generate business metrics data for accounts by status, accounts by subscription, payments, billed revenue, and accounts receivable (A/R) and to load the metrics data into the BRM database. Business Operations Center displays graphs based on the business metrics data generated by this utility.

You can run **pin_generate_analytics** manually or configure a scheduler, such as cron, to run it at predefined intervals. For more information, see "Generating Business Metrics Data".

> **Note**
>
> - If you run this utility without parameters, data will be generated for all operations: accounts, subscription, payment, billed revenue, and A/R.
> - For each operation, run this utility only once per day. If you rerun the utility for an operation on the same day, the parameter is ignored and data will not be generated.
> - You can improve the utility's performance by creating indexes in the BRM database. See "Creating Indexes to Improve Performance While Generating Metrics Data".

Location

BRM_home/apps/pin_generate_analytics

Syntax

```
pin_generate_analytics [-help] [-verbose] [-acc | -subs | -pymt | -billing | -acc_recv]
```

Parameters

-help
Displays the syntax and parameters for this utility.

-verbose
Displays information about successful or failed processing as the utility runs.

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-acc
Generates business metrics data about the number of subscribers for each status at the time the utility is run.

-subs
Generates business metrics data about the number of subscriptions for each product based on the status of subscription at the time the utility is run.

-pymt
Generates business metrics data about payments collected based on the payment type. When you run the utility for the first time with this parameter, business metrics data is generated for the previous day. For example, if you run the utility on January 2, business metrics data are generated for January 1.
For subsequent runs, the start date is set to the last run date and the end date is set to the current date.

-billing
Generates business metrics data about the amount billed and the number of bills generated. When you run the utility for the first time with this parameter, business metrics data is generated for the previous day. For example, if you run the utility on January 2, business metrics data are generated for January 1.
For subsequent runs, the start date is set to the last run date and the end date is set to the current date.

-acc_recv
Generates business metrics data about A/R for the previous 12 months from the date the utility is run.
For example, if you run the utility on March 17, 2030, A/R business metrics data are generated for a period starting from March 17, 2029 until March 17, 2030.

Results

The progress of the utility is displayed on the screen.

pin_job_executor

Use this utility to run BRM applications, such as **pin_bill_accts**, **pin_collect**, or **pin_inv_accts**, and your custom MTA applications.

> **Note**
>
> - Do not run this utility from the command line.
> - Do not call this utility directly. Instead, use the PCM_OP_JOB_EXECUTE opcode.

For more information, see "Using Business Operations Center".

Location

BRM_home/**apps/pin_job_executor**

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Syntax

```
pin_job_executor  -job_template job_template_ID -request_id request_ID
                  [-start time] -end time [-job_id job_id] [-help]
```

Parameters

-job_template *job_template_ID*
Specifies the ID of the job template to run.

-request_id *request_ID*
Specifies the job request ID to use.

-start *time*
Specifies the start time of the job.

-end *time*
Specifies the end time of the job.

-job_id *job_id*
Re-runs the jobs based on the specified job ID.

-help
Displays the syntax and parameters for this utility.

Results

The progress of the program is displayed in Business Operations Center.

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Part XI

PDC System Administration

This part describes Oracle Communications Pricing Design Center (PDC) system administration tasks. It contains the following chapters:

- Administering Pricing Design Center
- Rotating PDC Log Files
- Troubleshooting Pricing Design Center
- Monitoring PDC with Prometheus and Grafana

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Administering Pricing Design Center

Learn about basic Oracle Communications Pricing Design Center (PDC) administration tasks.

Topics in this document:

- Managing PDC Security
- Monitoring PDC
- Managing PDC
- Managing the PDC Transformation Process
- Creating the Oracle Wallet
- Changing Passwords in the Wallet
- Changing the SQL and EclipseLink Log Level for PDC
- Backing Up and Restoring PDC

Managing PDC Security

Oracle WebLogic Server includes a security architecture that provides a secure foundation for applications. PDC depends on the WebLogic Server security framework to secure its resources and servers. Managing PDC security involves the following:

- Managing security realms: Configuring new security realms, changing the default security realm, and deleting security realms.
- Managing users and groups: Defining users and assigning them to a group that can be authenticated in a security realm.
- Managing security providers: Managing security providers that provide security services to applications to protect WebLogic Server resources.
- Managing security policies: Managing security policies that specify who can access a WebLogic Server resource.

  The **Wssp1.2-2007-Https-BasicAuth.xml** security policy secures the connection between the PDC Web service API and the client applications using one way secure sockets layer (SSL). You can also add custom security policies to secure the PDC Web service API using Oracle WebLogic Remote Console.

See Oracle WebLogic Remote Console Online Help for more information on managing security realms, managing users and groups, managing security providers, and managing security policies.

Monitoring PDC

Monitoring your system regularly ensures fast recognition and resolution of problems or issues. You can use WebLogic Remote Console to monitor the following:

- The PDC domain
- The PDC administration server and managed servers

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See Oracle WebLogic Remote Console Online Help for more information.

Managing PDC

Managing PDC involves managing the following:

- The PDC database
- The WebLogic server on which PDC is installed

Managing the PDC Database

To manage the PDC database and perform administrative tasks, see the Oracle Database Server documentation.

Managing the PDC WebLogic Server

Managing the WebLogic server on which PDC is installed involves:

- Starting and stopping PDC
- Starting and stopping the PDC administration server and managed servers

See Oracle WebLogic Remote Console Online Help for more information on managing the WebLogic server on which PDC is installed.

Managing the PDC Transformation Process

Pricing and setup components configured in PDC must be published to Oracle Communications Billing and Revenue Management (BRM) subscription and rating engines, referred to as the target engines. During the publication process, the data is transformed into the format used by the BRM subscription and rating engines. The rating engines include BRM real-time rating engine (RRE), BRM batch-rating engine (BRE), and Oracle Communications Billing and Revenue Management (BRM) Elastic Charging Engine (ECE).

The PDC transformation process for pricing and setup components involves the following steps:

1. Using the PDC GUI application or the **ImportExportPricing** utility, you submit the pricing and setup components that you want to publish.
2. PDC validates the pricing and setup components.
3. PDC creates a transformation job for each target engine.
4. The job dispatcher puts the transformation job in the appropriate target engine work item queue.
5. The transformation engine or the ECE Pricing Updater associated with that queue retrieves the PDC components from the job dispatcher (see "About the Transformation Engines" and "About the ECE Pricing Updater").
6. The transformation engine or the ECE Pricing Updater converts the PDC components into the format required by the target engine (see "About the Target Engine Load Utilities" and "About the ECE Pricing Updater").
7. The transformation engine calls the load utility in the BRM server and Batch Rating Engine to load the PDC components into the respective databases, and ECE Pricing Updater loads the PDC components into ECE.

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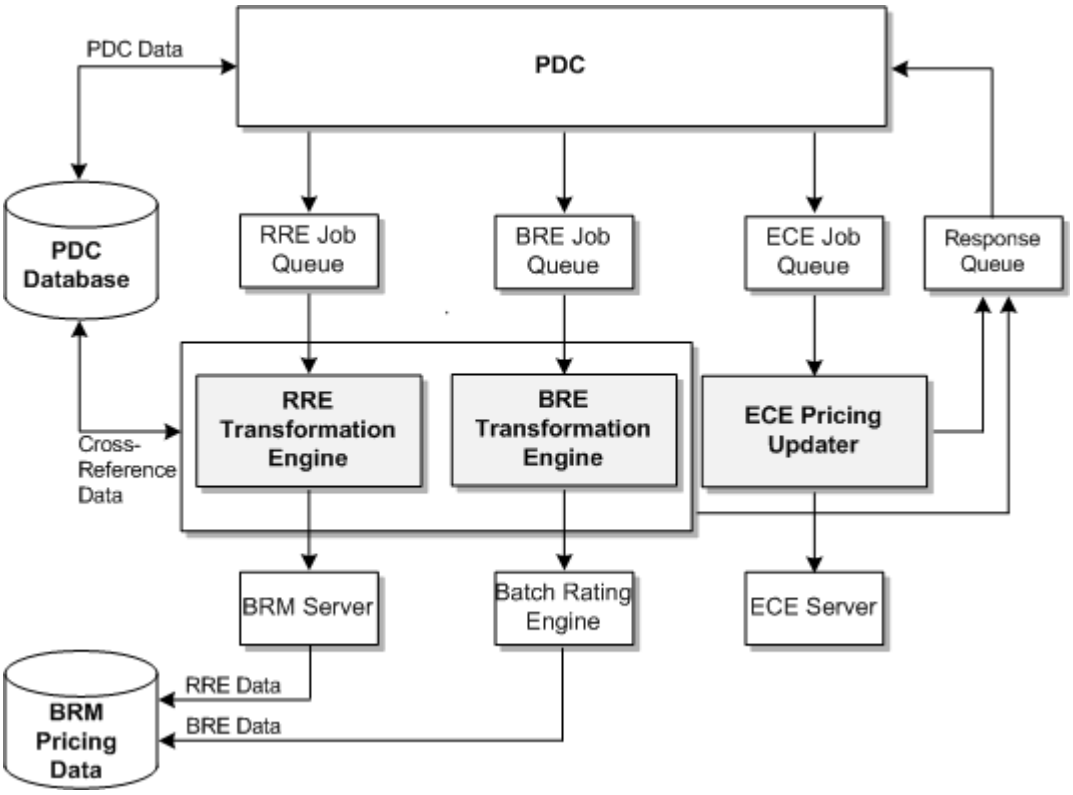
8. The transformation engine updates the tables in its cross-reference database.
9. The transformation engine or the ECE Pricing Updater sends the status to the job dispatcher, which notifies the PDC server.
10. The PDC server updates the status of the changeset.

Figure 67-1 illustrates the PDC transformation process for the ECE and BRM integration.

Figure 67-1 PDC Transformation Process



About the Transformation Engines

PDC uses transformation engines to convert pricing and setup components into the XML format required by the target engines.

The following transformation engines are included with PDC and are installed when you install the BRM Integration Pack:

- **RRETransformationEngine:** This transformation engine supports the BRM real-time rating engine.
- **BRETransformationEngine:** This transformation engine supports the BRM batch rating engine.

The transformation engines use information in the *BRM_Integration_Pack_home***/apps/transformation/TransformationConfiguration.xml** file (where *BRM_Integration_Pack_home* is the directory in which you installed BRM Integration Pack) to connect to their target engine, to the cross-reference database, to the PDC server, and to the log files of the target engine.

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About the Target Engine Load Utilities

After converting pricing and setup components into the appropriate XML format, the RRE and BRE transformation engines call their associated load utilities to load the components into the respective databases. The load utilities are as follows:

- **loadpricelist:** The RRE transformation engine uses this utility to load pricing and setup components into the target BRM database. To connect to the target database, this utility uses the **Infranet.properties** file. For more information, see the BRM documentation.
- **LoadIfwConfig:** The BRE transformation engine uses this utility to load pricing and setup components into the target BRM database. To connect to the target database, this utility uses the **LoadIfwConfig.reg** file. For more information, see the BRM documentation.

About the ECE Pricing Updater

The ECE Pricing Updater loads pricing and setup components into ECE automatically when you publish pricing and setup components in PDC for its target engine. The ECE Pricing Updater is packaged with ECE. For more information, see the ECE documentation.

Troubleshooting Transformation Errors

See the discussion about troubleshooting PDC in the *PDC Installation Guide* for information about troubleshooting transformation errors.

Starting the Transformation Engines

The transformation engines do not automatically start when you start the PDC server. You must manually start them by running the following scripts:

- For real-time rating: *BRM_Integration_Pack_home***/Transformation/apps/bin/startRRETransformer**
- For batch rating: *BRM_Integration_Pack_home***/Transformation/apps/bin/startBRETransformer**. This script is optional if you are using ECE for usage rating.

When you run the scripts, at the command prompt, enter the BRM Integration Pack wallet password and start the transformation engines.

Status of the Transformation Engines

If you suspect that a transformation engine has stopped running, use standard system commands to check the status of the transformation engine process.

Following are the names of the BRM transformation engine processes:

- For real-time rating: **oracle.communications.brm.pdc.server.transformation.rre.RRETransformationEngine**
- For batch rating: **oracle.communications.brm.pdc.server.transformation.bre.BRETransformationEngine**

Stopping the Transformation Engines

Use the following scripts to stop the transformation engines:

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- For real-time rating: *BRM_Integration_Pack_home*/**Transformation/apps/bin/stopRRETransformer**
- For batch rating: *BRM_Integration_Pack_home*/**Transformation/apps/bin/stopBRETransformer**

Creating the Oracle Wallet

PDC stores the configuration entries and sensitive information, such as account and database passwords, in the PDC and BRM Integration Pack wallets. PDC provides sample PDC and BRM Integration Pack wallets. You can use these wallets to store the configuration data and passwords.

To create your own PDC wallet to store the configuration data and passwords, run the following command:

```
./PDCWalletUtil.sh create walletlocation walletpassword
```

where:

- *walletlocation* is the location in which the wallet must be created.
- *walletpassword* is the wallet password.

To create your own BRM Integration Pack wallet to store the configuration data and passwords for the utilities in BRM Integration Pack, run the following command:

```
./PDCBRMWalletUtil.sh create walletlocation walletpassword
```

> **Note**
>
> Ensure that the following wallet files are created in the specified wallet location:
>
> - **cwallet.sso**
> - **cwallet.sso.lck**
> - **ewallet.p12**
> - **ewallet.p12.lck**

After you create the wallets, update the appropriate wallet location in the following configuration files:

- *PDC_home*/**apps/bin/ImportExportConfiguration.xml.** Specify the PDC wallet location in this file. This file is used to configure the **ImportExportPricing** utility. See "Importing and Exporting Pricing and Setup Components" in *PDC Creating Product Offerings*.
- *BRM_Integration_Pack_home*/**apps/syncpdc/SyncPDCConfiguration.xml.** Specify the BRM Integration Pack wallet location in this file. This file is used to configure the **SyncPDC** utility. See "Synchronizing Pricing Setup Components" in *PDC Creating Product Offerings*.
- *BRM_Integration_Pack_home*/**apps/transformation/TransformationConfiguration.xml.** Specify the BRM Integration Pack wallet location in this file. This file is used by the transformation engines to connect to their target engine.
- *BRM_Integration_Pack_home*/**apps/migration/MigrationConfiguration.xml.** Specify the BRM Integration Pack wallet location in this file. This file is used to configure the **MigrateBRMPricing** utility. See "BRM Pricing Migration Utility" in *BRM Upgrade Guide*.

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Changing Passwords in the Wallet

PDC stores the passwords for the WebLogic Server domain, PDC user, transformation cross-reference database, migration cross-reference database, and BRM database in the PDC and BRM Integration Pack wallets. To change the passwords in these wallets, see the following topics:

- Changing the Password in the PDC Wallet
- Changing the Password in the BRM Integration Pack Wallet

Changing the Password in the PDC Wallet

To change the password in the PDC wallet:

1. Go to the *PDC_home***/apps/bin** directory, where *PDC_home* is the directory in which the PDC software is installed.
2. Run the following command:

   ```
   ./PDCWalletUtil.sh walletlocation walletpassword configentry password
   ```

   where:

   - *walletlocation* is the location in which the PDC wallet must be created.
   - *walletpassword* is the PDC wallet password.
   - *configentry* is the configuration entry to store the password. The valid values are:
     - **PDC_APP_SERVER_USER_PASSWORD.** Specifies the user password for the PDC server.
     - **PDC_APP_USER_PASSWORD.** Specifies the PDC user password.
     - **TARGET_PDC_ADMIN_PASSWORD.** Specifies the password for the PDC administrator in the target PDC system.
     - **SOURCE_PDC_ADMIN_PASSWORD.** Specifies the password for the PDC administrator in the source PDC system.
     - **TARGET_PDC_USER_PASSWORD.** Specifies the password for the PDC user in the target PDC system.
     - **SOURCE_PDC_USER_PASSWORD.** Specifies the password for the PDC user in the source PDC system.
   - *password* is the password to be stored.
3. At the command prompt, enter **Y**.

The password is changed in the PDC wallet.

Changing the Password in the BRM Integration Pack Wallet

To change the password in the BRM Integration Pack wallet:

1. Go to the *BRM_Integration_Pack_home***/apps/bin** directory.
2. Run the following command:

   ```
   ./PDCBRMWalletUtil.sh walletlocation walletpassword configentry password
   ```


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where:

- *walletlocation* is the location in which the BRM Integration Pack wallet must be created.
- *walletpassword* is the BRM Integration Pack wallet password.
- *configentry* is the configuration entry to store the password. The valid values are:
  - **MIGRATION_DB_PASSWORD.** Specifies the migration cross-reference database password.
  - **TRANS_XREF_DB_PASSWORD.** Specifies the transformation cross-reference database password.
  - **BRM_DB_PASSWORD.** Specifies the BRM database password.
- *password* is the password to be stored.

3. At the command prompt, enter **Y**.

The password is changed in the BRM Integration Pack wallet.

Changing the SQL and EclipseLink Log Level for PDC

To change the EclipseLink log level for PDC:

1. Navigate to the *MW_home***/oracle_common/common/bin** directory, where *MW_home* is the directory in which the Oracle Middleware components are installed.
2. Start the WebLogic Scripting Tool (WLST) by running the following command:

   ```
   ./wlst.sh
   ```

3. Connect to the server on which you want to change the logging level by running the following command:

   ```
   connect(UserName,Password,'t3://hostname:port')
   ```

4. Go to the custom settings by running the following command:

   ```
   custom()
   ```

   > **Note**
   >
   > **'custom()'** can take a few minutes to run, approximately 5 minutes.

5. Go to TopLink by running the following command:

   ```
   cd('TopLink')
   ```

6. List the sessions at this level by running the following command:

   ```
   ls()
   ```

   For example:

   ```
   drw-TopLink:Name=Development-JobDispatcher#1.2.0.0.0file_/scratch/ri-user-1/data/
   pdc_domain/servers/AdminServer/tmp/WL_user/JobDispatcher_1.2.0.0.0/7qjzil/APP-
   INF/lib/jobdispatcher_entities.jar_default,Type=Configuration
   drw-TopLink:Name=Development-pricingui#V2.0file/scratch/ri-user-1/data/pdc_domain/
   servers/AdminServer/tmp/_WL_user/pricinguiV2.0/jztz5c/APP-INF/lib/
   pricing_entities.jar_default,Type=Configuration
   drw-TopLink:Name=Session(JobDispatcher#1.2.0.0.0file/scratch/ri-user-1/data/
   ```


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```
pdcdomain/servers/AdminServer/tmp/_WL_user/JobDispatcher1.2.0.0.0/7qjzil/APP-INF/lib/
jobdispatcher_entities.jar_default)
drw-TopLink:Name=Session(pricingui#V2.0file_/scratch/ri-user-1/data/pdc_domain/ser
vers/AdminServer/tmp/WL_user/pricinguiV2.0/jztz5c/APP-INF/lib/pricing_entiti
es.jar_default)
```

7. Go the session by running the following command:

   cd('*session***')**

   For example:

   ```
   cd('custom:/TopLink/TopLink:Name=Session(pricingui#V2.0file_/scratch/ri-user-1/data/
   pdc_domain/servers/AdminServer/tmp/_WL_user/pricingui_V2.0/jztz5c/APP-INF/lib/
   pricing_entities.jar_default)
   ```

8. Change the SQL and EclipseLink log level (as appropriate) by running the following command:

   set('CurrentEclipseLinkLogLevel',*newLevel***)**

   Refer to Table 67-1 for a list of the different log levels and a brief description for each level.

Table 67-1 EclipseLink Log Levels

Level	Description
OFF	This setting disables the generation of the log output. You may want to set logging to OFF during production to avoid the overhead of logging.
SEVERE	This level enables reporting of failure cases only. Usually, if the failure occurs, the application stops.
WARNING	This level enables logging of issues that have a potential to cause problems. For example, a setting that is picked by the application and not by the user.
INFO	This level enables the standard output. The contents of this output is very limited. It is the default logging level if a logging level is not set.
CONFIG	This level enables logging of such configuration details as your database login information and some metadata information. You may want to use the CONFIG log level at deployment time.
FINE	This level enables logging of the first level of the debugging information and SQL. You may want to use this log level during debugging and testing, but not in production.
FINER	This level enables logging of more debugging information than the FINE setting. For example, the transaction information is logged at this level. You may want to use this log level during debugging and testing, but not in production.
FINEST	This level enables logging of more debugging information than the FINER setting, such as a very detailed information about certain features (for example, sequencing). You may want to use this log level during debugging and testing, but not in production.
ALL	This level currently logs at the same level as FINEST.

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Backing Up and Restoring PDC

This section describes the tasks that you can perform to back up and restore your PDC system.

To prevent any data loss and minimize the impact of software or hardware failure, back up your system immediately after installing or updating the system. Repeat the backup process whenever you make any changes in the data or in the configuration files.

If you do not back up the PDC system regularly, you need to reinstall and reconfigure PDC if the system is corrupted due to operational or system errors. Reinstalling and reconfiguring eliminates any chance of recovering and reprocessing data processed by the PDC system at the time of the error.

To perform a complete backup of your PDC system, make a complete offline copy of the following:

- The WebLogic server **domains** directory; by default, *MW_home*/**user_projects/domains/PDC**. For instructions, see "Backing Up a Directory".
- The PDC installation directory and its content: *PDC_home*. *PDC_home* contains the PDC keystore. For instructions, see "Backing Up a Directory".
- The Oracle Inventory (**oraInventory**) directory. Open the **/etc/oraInst.loc** (Linux) file to find the default location of the **oraInventory** directory. For instructions, see "Backing Up a Directory".
- BRM Integration Pack and its content: *BRM_Integration_Pack_home*. This pack includes the keystore for BRM Integration Pack. For instructions, see "Backing Up a Directory".
- The PDC directory and its content: *PDC_BRM_home*. For instructions, see "Backing Up a Directory".
- The PDC database schema. Make a complete offline backup of your PDC database schema using the appropriate backup tools for your schema version.

  For example, on the machine on which the PDC users are created, run the Oracle database export (**exp**) utility to export the data in the PDC database to a file and then store it in a safe location. You can later run the import (**imp**) utility to import the data from the file into the PDC database when you restore PDC. See your database documentation for more information on performing full database backups.
- The transformation cross-reference database schema. Make a complete offline backup of your transformation cross-reference database schema using the appropriate backup tools for your schema version.

  For example, on the machine on which the PDC users are created, run the Oracle database export (**exp**) utility to export the data in the transformation cross-reference database to a file and store it in a safe location. You can later run the import (**imp**) utility to import the data from the file into the transformation cross-reference database when you restore PDC. See your database documentation for more information on performing full database backups.
- For example, on the machine on which the PDC users are created, run the Oracle database export (**exp**) utility to export the data in the migration cross-reference database to a file and store it in a safe location. You can later run the import (**imp**) utility to import the data from the file into the migration cross-reference database when you restore PDC. See your database documentation for more information on performing full database backups.
- The PDC database.

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Make a complete offline backup of your PDC database using the appropriate backup tools for your database version and ensure that the backup is completely valid and usable. The backup must contain both the database definition and all the database contents. See your database documentation for more information on performing full database backups.

> **Note**
>
> Store this backup in a safe location. The data in these files will become necessary if you encounter any issues or during system failure.

Backing Up a Directory

To back up a directory:

1. Go to the directory for which you want to create a backup.
2. Copy the content of the directory to a new directory:

   ```
   cp -R DirectoryName NewName
   ```

   where *NewName* is the name for the new directory.
3. Create an archive of the entire directory:

   ```
   tar cvf NewName.tar NewName
   ```

   A compressed TAR file, of all copied files, is created with the extension **tar** (for example, weblogic_domain_bkp.tar).
4. Store the backup copy in a safe location (for example, in a different file system outside of PDC).

Restoring a Complete System Backup

To restore a complete PDC system backup:

1. On the machine in which PDC is installed, delete or rename the damaged directories.
   - To delete, run the following command:

     ```
     rm -r Directory_Name
     ```
   - To rename, run the following command:

     ```
     mv Directory_Name
     ```
2. Retrieve the backup TAR files.
3. Extract the backup copy of the directories from the TAR files:

   ```
   tar xvf Directory_Name.tar
   ```

   The command re-creates the directories in your restored installation directory.
4. Import the following schemas into an Oracle database or databases in the restored machine or in another machine:
   - PDC database schema
   - Transformation cross-reference database schema
   - Migration cross-reference database schema (if applicable)

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For example, if you have exported the data into a file by using the Oracle database export (**exp**) utility, run the Oracle database import (**imp**) utility to import the data from the file into an Oracle database. See your database documentation for more information.

5. Ensure that PDC is connected to the database or databases in which the schemas that you imported in step 4 are available by updating the database connection details in the following files:
   - *BRM_Integration_Pack_home***/apps/syncpdc/SyncPDCConfiguration.xml**
   - *PDC_home***/apps/bin/ImportExportConfiguration.xml**
   - *BRM_Integration_Pack_home***/apps/migration/MigrationConfiguration.xml**
   - *BRM_Integration_Pack_home*/**apps/transformation/TransformationConfiguration.xml**
6. Start all PDC processes.
7. Verify that the PDC configuration and the PDC data are recovered.

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Rotating PDC Log Files

Learn how to rotate log files for your Oracle Communications Pricing Design Center applications to prevent them from growing too large.

Topics in this document:

- About Rotating PDC Log Files
- Configuring Log File Rotation for PDC Applications

About Rotating PDC Log Files

During log file rotation, PDC writes to a log file until it reaches a maximum size. It then closes the log file and starts writing to a new log file. Rotation prevents your log files from growing too large, making them slow to open and search.

You can set these log file rotation properties for PDC applications:

- **Log level**: Sets the logging level, which can be SEVERE, WARNING, INFO, CONFIG, FINE, FINER, or FINEST.
- **Log limit**: Sets the log files' maximum file size in bytes. After the log file meets the maximum, PDC closes the log file and creates a new log file.
- **Log file count**: Specifies the maximum number of log files to retain for the application.
- **Persist log setting**: Specifies whether to persist log files in the database after they are closed. Possible values are:
  - **enabled** or **all**: Persists all log files.
  - **disabled**: Does not persist log files.
  - **failed**: Persists failed log files only.

> **Note**
>
> Only Real-Time Rating Engine (RRE) and Batch Rating Engine (BRE) transaction log files and **ImportExportPricing** log files can be persisted.

Table 68-1 lists the PDC application's default log file rotation settings.

Table 68-1 PDC Application Log Files

PDC Application Name or Log File	Default Log Level	Default Log Limit	Default Log File Count	Default Persist Log Setting
Pricing Server Log	WARNING	500000	50	N/A
Pricing Server Trace Log	WARNING	500000	50	N/A
ImportExportPricing utility	WARNING	1048576 (1 MB)	100	failed
SyncPDC utility	WARNING	20000	10	N/A

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Table 68-1 (Cont.) PDC Application Log Files

PDC Application Name or Log File	Default Log Level	Default Log Limit	Default Log File Count	Default Persist Log Setting
RRE/BRE Transformation Master Log	WARNING	50000	50	N/A
RRE/BRE Transaction Logs	WARNING	N/A	N/A	failed

Configuring Log File Rotation for PDC Applications

To configure log file rotation for PDC applications:

1. In the *PDC_home*/**PDC/client** directory, create a copy of the **logging.properties.tmpl** file and rename the file **logging.properties**, where *PDC_home* is the directory in which you installed PDC.
2. Open the following files in a text editor:
   - *PDC_home*/**PDC/client/logging.properties**
   - *PDC_home*/**apps/conf/log-config.properties**
   - *BRM_Integration_Pack_Home*/**apps/syncpdc/log-config.properties**
   - *BRM_Integration_Pack_Home*/**apps/transformation/log-config.properties**
3. In each logging properties file, update the custom logging properties, such as:
   - The log level: **application.logger.FileHandler.level** or **java.util.logging.FileHandler.level**
   - The log limit: **application.logger.FileHandler.limit** or **java.util.logging.FileHandler.limit**
   - The log file count: **application.logger.FileHandler.count** or **java.util.logging.FileHandler.count**
   - Whether to persist the log file: **persistTransactionLogs** or **persistIELogs**
4. Save and close the file.
5. In your WebLogic domain's **setDomainEnv.sh** file, add the following two lines to the end of the file:

```
JAVA_OPTIONS="$JAVA_OPTIONS -Dpdc.logging.properties=PDC_home/PDC/client/
logging.properties"
export JAVA_OPTIONS
```

6. Restart the PDC WebLogic domain.
7. Restart RRE, BRE, **SyncPDC**, or **ImportExportPricing** to initialize the configuration.

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Troubleshooting Pricing Design Center

Learn how to troubleshoot problems with Oracle Communications Pricing Design Center (PDC) by using log files, and you can get help with PDC problems by contacting Oracle Global Support.

Topics in this document:

- Troubleshooting Checklist
- Using Error Logs to Troubleshoot PDC
- About Common PDC Problems
- Fixing PDC Problems
- Getting Help for PDC Problems

Troubleshooting Checklist

When any problems occur, it is best to do some troubleshooting before you contact Oracle Global Support:

- You know your installation better than Oracle Global Support does. If anything in the system has been changed, you are more likely to know where to look first.
- Troubleshooting skills are important. Relying on Oracle Global Support to research and solve all of your problems prevents you from being in full control of your system.

If you have a problem with your PDC system, ask yourself these questions first because Oracle Global Support will ask them of you:

- What exactly is the problem? Can you isolate it?

  Oracle Global Support needs a clear and concise description of the problem, including when it began.
- What do the log files say?

  This is the first thing that Oracle Global Support asks for. Check the error log for the PDC component you are having problems with.
- Has anything changed in the system? Did you install any new hardware or new software? Did the network change in any way? Does the problem resemble another one you had previously? Has your system usage recently jumped significantly?
- Is the system otherwise operating normally? Has response time or the level of system resources changed? Are users complaining about additional or different problems?

Using Error Logs to Troubleshoot PDC

PDC error log files provide detailed information about system problems. If you are having a problem with PDC, look in the log files. PDC logs specific details about the PDC GUI and the transformation in separate sets of files.

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PDC GUI Logs

PDC logs specific details about actions performed in the PDC GUI in Oracle WebLogic Server log files. See Oracle WebLogic Remote Console Online Help for more information.

Transformation Engine Logs

PDC generates two types of transformation engine log files for each transformation engine:

- Master log file: This file logs the basic details of the transformation engine, such as the initialization details of the transformation engine, and so forth.
- Transaction log file: This file logs the details of the transactions performed by the transformation engine, such as work item details, details of calls to Oracle Communications Billing and Revenue Management (BRM) utilities, and so forth. A separate transaction log file is generated for every transaction.

The location of the transformation log files is specified in the *BRM_Integration_Pack_home*/**apps/transformation/TransformationConfiguration.xml** file in the **<transformationLog>** elements, where *BRM_Integration_Pack_home* is the directory in which you installed the BRM Integration Pack.

You can define the logging level of the transformation engine log files in the *BRM_Integration_Pack_home*/**apps/transformation/log-config.properties** file. The default logging level set in the file is **INFO**.

About Common PDC Problems

PDC problems can be diagnosed using the Oracle WebLogic Server Diagnostic Framework. The Oracle WebLogic Server Diagnostic Framework allows you to collect, archive, and access diagnostic information about applications hosted on the WebLogic server. See Oracle WebLogic Remote Console Online Help for more information.

Table 69-1 lists some common problems with PDC and shows you how to diagnose the error messages and resolve the problems.

Table 69-1 Common PDC Problems and Solutions

Problem	Possible Causes	Solution
Importing pricing components by using the **ImportExportPricing** utility fails.	Validation error due to one of the following reasons: • Incorrect configuration of the pricing components in the input XML file. • The input XML file does not conform to the format detailed in the XSD file for pricing components. • A feature configured for the pricing component is not supported by the target engine.	Check the **ImportExportPricing** utility log file for details of the error, correct the error, and import the pricing components again.

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Table 69-1 (Cont.) Common PDC Problems and Solutions

Problem	Possible Causes	Solution
Changeset is successfully submitted through the PDC UI but returns an error.	There is invalid data that was not detected during validation.	Check the transformation engine log files for details of the error: • If the error message states that this is a "Configuration Missing" error, it is likely that a prerequisite setup component was not transformed successfully. Verify that all the referenced setup components are configured correctly. If required, update and resubmit the setup components and then use the **Fix** option to resubmit the changeset. • If there is nothing wrong with your configuration, verify that the target engine mappings (supported configurations) for the service, event, account, and RUMs used in the pricing components are correct. Ensure that the changes made in BRM to these components have been synchronized with PDC.
-	Error in the load utility of the target engine in BRM.	The error message will not provide the details of the error. Check the BRM **loadpricelist** and **LoadIFWConfig** utility log files for details of the error.
-	Transformation error	Transformation errors for pricing components submitted are returned in the PDC UI. Check the error messages in the PDC UI and follow the instructions below the error.
Error while submitting changeset with message "Error publishing changeset".	The job dispatcher is not configured correctly.	Check that the job dispatcher is deployed correctly and the status is Active in the WebLogic Remote Console. Check the Oracle WebLogic Server log files for relevant messages.
Changeset when submitted remains in pending state for a duration longer than normal.	Transformation engines are not running.	Check that the transformation engines are running on the system where BRM Integration Pack is installed by using the standard operating system commands.
-	Transformation engines are running but are configured to connect to the wrong WebLogic server instance.	Verify the host name of the WebLogic server in the *BRM_Integration_Pack_home***/apps/transformation/TransformationConfiguration.xml** file. If required, update the host name of the WebLogic server and restart the transformation engines.

SyncPDC is failing with an error.	Event attributes are not configured properly.	If the event attribute is defined in BRM, you must specify the following in the event definition file:
		`<targetApplicationSpecName>Pricing</targetApplicationSpecName>`
		`<targetApplicationSpecName>Billing</targetApplicationSpecName>`
		For more information, see "Enriching Event Definitions" in *PDC Creating Product Offerings*.

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Fixing PDC Problems

Learn how to fix the following common problems that you may encounter when using PDC:

- Errors When Importing Large XML Files
- Error When Creating a Service-Event Map in PDC
- Errors When Obsoleting a Bundle in PDC
- Filtering IP Addresses in CDRs
- Conditional RUM Balance Has a 24-Hour Validity
- SyncPDC Fails After Cloning BRM and PDC Databases

Errors When Importing Large XML Files

When importing very large data sets, it is recommended that you increase the WebLogic transaction timeout settings in the WebLogic Remote Console as follows:

- Set **XA Transaction Timeout** to 0 and increase the **Global Transaction Timeout** to 10000.
- Increase **Stuck Thread Max Time** to 20000.
- Increase **Session Invalidation Interval** to 3000 and **Session Timeout** to 36000.
- Increase **Idle Periods Until Timeout** to 40.

After making the changes, restart the WebLogic Administration Server.

If the error persists:

- Split the pricing objects in the large file into multiple files.
- Instead of exporting all the pricing objects, provide the object type as an argument (for example, **TIME_MODEL**) while exporting.

Error When Creating a Service-Event Map in PDC

After creating a service-event map in PDC for a custom service, you may get the following errors from the Real-time Rating Engine and Batch Rating Engine despite the changeset being submitted successfully in the PDC UI.

RRE:

```
SEVERE: Error in
transformationoracle.communications.brm.pdc.server.transformation.Transformati
onException: Error in
          transformation operationLoad utilities failed to commit the
object(s) in BRM Database!at

oracle.communications.brm.pdc.server.transformation.Transformer.transformAndLo
ad(Transformer.java:281)at

oracle.communications.brm.pdc.server.transformation.WorkItemProcessor.processM
essage(WorkItemProcessor.java:232)at

oracle.communications.brm.pdc.server.transformation.WorkItemProcessor.dequeueW
```


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```
orkItems(WorkItemProcessor.java:113)at

oracle.communications.brm.pdc.server.transformation.rre.RRETransformationEngin
e.createWorkItemProcessors(RRETransformationEngine.java:138)at

oracle.communications.brm.pdc.server.transformation.rre.RRETransformationEngin
e.main(RRETransformationEngine.java:187)BRETransformationEngine-txn.log:
```

BRE:

```
SEVERE: Error in
transformationoracle.communications.brm.pdc.server.transformation.Transformati
onException: Error in
          transformation operationLoad utilities failed to commit the
object(s) in BRM Database!at

oracle.communications.brm.pdc.server.transformation.Transformer.transformAndLo
ad(Transformer.java:281)at

oracle.communications.brm.pdc.server.transformation.WorkItemProcessor.processM
essage(WorkItemProcessor.java:232)at

oracle.communications.brm.pdc.server.transformation.WorkItemProcessor.dequeueW
orkItems(WorkItemProcessor.java:113)at

oracle.communications.brm.pdc.server.transformation.bre.BRETransformationEngin
e.createWorkItemProcessors(BRETransformationEngine.java:149)at

oracle.communications.brm.pdc.server.transformation.bre.BRETransformationEngin
e.main(BRETransformationEngine.java:198)
```

You may also get the following error in the **load_config.pinlog** configuration file:

```
E Mon Mar 24 12:25:53 2022 <HOSTNAME> load_config:1712124 LoadConfig.cpp:311
          2:<HOSTNAME>:<program>:0:0:0:0:0:::Unable to retrieve DOM with
root tag = ObjectList<location=PIN_ERRLOC_UTILS:14
class="PIN_ERRCLASS_SYSTEM_DETERMINATE":1
          errno=PIN_ERR_NOT_FOUND:3><field num=0:0,0 recid=0 reserved=0
reserved2=0 time(sec:usec)=0:0><facility=0 msg_id=0 version=0>E Mon Mar 24
12:25:53 2022 2022<HOSTNAME> load_config:1712124 LoadConfig.cpp:403
          2:<HOSTNAME>:<program>:0:0:0:0:0:::Error during flist data
addition:<location=PIN_ERRLOC_UTILS:14
class="PIN_ERRCLASS_SYSTEM_DETERMINATE":1
          errno=PIN_ERR_NOT_FOUND:3><field num=0:0,0 recid=0 reserved=0
reserved2=0 time(sec:usec)=0:0><facility=0 msg_id=0 version=0>D Mon Mar 24
12:25:53 2022 2022 <HOSTNAME> load_config:1712124 LoadApp.cpp:631
          2:<HOSTNAME>:<program>:0:0:0:0:0:::Transaction aborted
```

This occurs because the Ratable Usage Metrics expression for the monthly cycle forward event is configured incorrectly in PDC. This is fixed by correcting the RUM expression.

For more information, see "Configuring Ratable Usage Metrics (RUMs)" in *PDC Creating Product Offerings*.

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Errors When Obsoleting a Bundle in PDC

When you obsolete a bundle or change the name of a bundle that was successfully promoted to BRM and Oracle Communications Elastic Charging Engine (ECE), you may encounter the following error in **cm.pinlog**:

```
E Wed Sep 20 16:33:09 2023 <HOSTNAME> cm:1461569 cm_utils.c(155):6403
2:<HOSTNAME>:loadpricelist:0:main:663:1695198789:9:root.0.0.0.1:::
CM FM->DM input flist: opcode=PCM_OP_CREATE_OBJ, flags=0x0, errno=PIN_ERR_STORAGE:43
# number of field entries allocated 20, used 10
0 PIN_FLD_POID POID [0] 0.0.0.1 /deal -1 0
0 PIN_FLD_CODE STR [0] "17f28cb7-5f2b-4bbb-a45f-2cdc3a841b28"
0 PIN_FLD_PERMITTED STR [0] "/account"
0 PIN_FLD_NAME STR [0] "<BUNDLE_NAME>=OBSOLETED=1695194449875"
0 PIN_FLD_PRODUCTS ARRAY [0] allocated 53, used 24
...
E Wed Sep 20 16:33:09 2023 <HOSTNAME> cm:1461569 fm_price_commit_deal.c:661
2:<HOSTNAME>:loadpricelist:0:main:663:1695198789:9:root.0.0.0.1:::
fm_price_commit_deal_create_apply error
<location=PIN_ERRLOC_DM:4 class="UNKNOWN":0 errno=PIN_ERR_STORAGE:43>
<field num=0:0,0 recid=0 reserved=0 reserved2=0 time(sec:usec)=0:0>
<facility=0 msg_id=0 version=0>
```

You may also encounter the following error in **dm_oracle.pinlog**:

```
E Wed Sep 20 16:33:09 2023 <HOSTNAME> dm:1379227 dm_subr.c(181):2928
2:<HOSTNAME>:loadpricelist:0:main:663:1695198789:9:root.0.0.0.1:::
ORACLE error: do_sql_insert: PINStmtExecute: code 1, op 0
=ORA-00001: unique constraint (PIN.I_DEAL__CODE) violated
"insert into deal_t ( poid_DB, poid_ID0, poid_TYPE, poid_REV, code, permitted, name,
flags, descr, end_t, start_t, account_obj_DB, account_obj_ID0, account_obj_TYPE,
account_obj_REV, created_t, mod_t, read_access, write_access, attribute_obj_DB,
attribute_obj_ID0, attribute_obj_TYPE, attribute_obj_REV, subscription_terms_obj_DB,
subscription_terms_obj_ID0, subscription_terms_obj_TYPE, subscription_terms_obj_REV )
values
( :poid_DB, :poid_ID0, :poid_TYPE, :poid_REV, :code, :permitted, :name, :flags, :descr, :
end_t, :start_t, :account_obj_DB, :account_obj_ID0, :account_obj_TYPE, :account_obj_REV,
:created_t, :mod_t, :read_access, :write_access, :attribute_obj_DB, :attribute_obj_ID0, :
attribute_obj_TYPE, :attribute_obj_REV, :subscription_terms_obj_DB, :subscription_terms_o
bj_ID0, :subscription_terms_obj_TYPE, :subscription_terms_obj_REV )"
```

This error occurs because the **PriceDesignCenterInst** business parameter is disabled. This parameter allows the user to edit the names of pricing objects like plan, deal, and sponsorship. Its default value is disabled.

To fix this, set the **PriceDesignCenterInst** business parameter to **enabled**. To do this, you must export the **Pricing** business parameter object from the database into an XML file. Then, you can edit the XML file and reload the file into the database. To enable the BRM-PDC integration, see "Enabling BRM-PDC Integration" in *PDC Installation Guide*.

Filtering IP Addresses in CDRs

When defining rule attributes in a generic selector to filter Call Detail Records (CDRs), the regular expression may not work correctly for IP addresses.

To effectively filter the CDRs for IP addresses, use a regular expression in the following format:

```
.*1.2.3.*
```


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For more information, see "Generic Selectors" in *PDC Online Help*.

Conditional RUM Balance Has a 24-Hour Validity

When applying a balance impact to the entire calendar day in which the service is used, instead of being valid for the calendar day, it may start when the service is first used and then continue for the next 24 hours. For example, if the system credits the balance at 7:08:30 on January 17, the balance is valid from 7:08:30 on January 17 through 7:08:29 on January 18.

This occurs when the conditional balance impact is configured to start at **Event Occurrence**. To configure the validity based on the calendar day, it should instead be set to **Start of Calendar Period**.

To resolve this, modify the Charge Offer settings:

1. Log in to the PDC UI and edit the Charge Offer.
2. Navigate to the **Charge** section and click on the **Conditional** tab.
3. Change **Period Start Time** from **Event Occurrence** to **Start of Calendar Period**.
4. Click **OK**.

For more information, see "About Conditional Balance Impacts" in *PDC Creating Product Offerings*.

SyncPDC Fails After Cloning BRM and PDC Databases

> **Note**
>
> This applies to:
>
> - PDC systems with real-time rating engine (RRE) and batch rating engine (BRE) only.
> - PDC systems upgrading from version 12.0 patch set 5 or earlier to later versions (12.0 patch set 6 and after).

When you start **SyncPDC** after cloning the BRM and PDC databases from one environment to another, you may encounter an error stating that the **/event/delayed/session/telco/gprs** event is not configured as a rating event in BRM:

```
SEVERE: Error while running SyncPDC!
oracle.communications.brm.pdc.migration.MigrationException: Unexpected error occurred in
migration operation
       at oracle.communications.brm.pdc.syncpdc.SyncPDCJob.execute(SyncPDCJob.java:234)
       at oracle.communications.brm.pdc.syncpdc.SyncPDC.run(SyncPDC.java:143)
       at oracle.communications.brm.pdc.syncpdc.SyncPDC.main(SyncPDC.java:299)
Caused by: oracle.communications.brm.pdc.migration.MigrationException: Error in
migration operation
...
Caused by: java.lang.Throwable: There are errors when parsing bcc EventAttributeSpecs.
Please fix the issues, then restart syncPDC.
The event, "/event/delayed/session/telco/gprs", was configurated as a rating event in
BRM and used for creating a PDC EventAttributeSpec "EventDelayedSessionTelcoGprs", is
not configurated as a rating event in BRM currently. It is not allowed to delete a
rating event from PDC. Please restore "/event/delayed/session/telco/gprs" as a rating
event in BRM.
The event, "/event/delayed/session/telco/gprs", was configurated as a rating event in
```


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```
BRM and used for creating a PDC EventAttributeSpec "EventDelayedSessionTelcoGprs", is
not configurated as a rating event in BRM currently. It is not allowed to delete a
rating event from PDC. Please restore "/event/delayed/session/telco/gprs" as a rating
event in BRM.
```

This error occurs because the data in the **pin_event_map** file and **IFW_REF_MAP** database table are corrupted.

To fix this:

1. In the BRM database, ensure that **/event/delayed/session/telco/gprs** is set with the **Event_Type** set to **USAGE_POSTPAID** in the DD_Objects_T table. To do so, use SQL*Plus to run the following command on the BRM database:

   ```
   select obj_id0, name, event_type from dd_objects_t where name = '/event/delayed/
   session/telco/gprs;'
   ```

2. In the PDC database, ensure that **/event/delayed/session/telco/gprs** is set with the **Event_Type** set to **USAGE_POSTPAID** in the ABCATTRIBUTESPEC and BCEVENTATTRIBUTESPEC tables. To do so, use SQL*Plus to run the following command on the PDC database:

   ```
   SELECT name, eventtype, version FROM abcattributespec aas, bceventattributespec eas
   WHERE classname = '/event/delayed/session/telco/gprs' and aas.entityid =
   eas.entityid
   ORDER BY version DESC;
   ```

3. In *BRM_Integration_Pack_home***/apps/syncpdc/xml/extract/Event.xml** file, ensure **/event/delayed/session/telco/gprs** is set with **EVENT_TYPE** is equal to **USAGE_POSTPAID**.

4. In the *BRM_Integration_Pack_home***/apps/syncpdc/SyncPDCConfiguration.xml** file, ensure **skipBREMigration** is set to **false**:

   ```
   <skipBREMigration>false</skipBREMigration>
   ```

5. Ensure **/event/delayed/session/telco/gprs** is listed in *BRM_home***/sys/data/config/pin_event_map_telco_gprs** file.
   If not, do the following:

   a. Edit the **pin_event_map_telco_gprs** file and add the following:

      ```
      /service/telco/gprs : /event/session/telco/gprs : Real Time Telco GPRS Session
      : /event/delayed/session/telco/gprs : Delayed Telco GPRS Session
      ```

   b. Load the updated **pin_event_map_telco_gprs** file into the database using the **load_event_map** utility. See “load_event_map” in *BRM Setting Up Pipeline Pricing*.

   c. Verify that **/event/delayed/session/telco/gprs** appears in the CONFIG_PERMITTED_EVENTS_T table in the database.

   d. Restart **SyncPDC**.

6. Ensure that **/event/delayed/session/telco/gprs** exists in the IFW_REF_MAP table. SyncPDC validates all events, including derived events, against the IFW_REF_MAP table. So, you must manually ensure that each derived event also has a valid mapping in IFW_REF_MAP.
   If not, add it by editing the **pin_event_map_telco_gprs** file and running the following SQL command:

   ```
   INSERT INTO "pre"."ifw_ref_map" (id, ref_obj, ref_param, entryby,
   entrydate, modified, modifdate, recver) VALUES ('CustomerData', '/service/
   telco', '/event/delayed/session/telco/gprs', '0', to_date('2023-11-02
   ```


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```
05:48:38', 'YYYY-MM-DD HH24:MI:SS'), '1', to_date('2023-11-02 05:48:38',
'YYYY-MM-DD HH24:MI:SS'), '0');
```

> **Note**
>
> In BRM, each service in the IFW_REF_MAP table can only be mapped to one event.

7. Restart **SyncPDC**.

Getting Help for PDC Problems

If you cannot resolve the PDC problem, contact Oracle Global Support.

Before you contact Oracle Global Support, try to resolve the problem with the information logged in the log files. See "Using Error Logs to Troubleshoot PDC" for more information. If this does not help to resolve the problem, note the following information:

- A clear and concise description of the problem, including when it began to occur.
- Relevant portions of the relevant log files.
- Relevant configuration files.
- Recent changes in your system after which the problem occurred, even if you do not think they are relevant.
- List all PDC components and patches installed on your system.

When you are ready, report the problem to Oracle Global Support.

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Monitoring PDC with Prometheus and Grafana

Learn how to use external applications, such as Prometheus and Grafana, to monitor the system performance of Oracle Communications Pricing Design Center (PDC).

Topics in this document:

- About Monitoring PDC
- Setting Up Monitoring in PDC

About Monitoring PDC

You set up the monitoring of PDC by using the following external applications:

- **WebLogic Monitoring Exporter**: Use this Oracle web application to scrape runtime information from PDC and then expose the metric data in Prometheus format. It exposes different WebLogic Mbeans metrics, such as memory usage and sessions count, that are required for monitoring and maintaining the PDC application.
- **Prometheus**: Use this open-source toolkit to scrape PDC metric data from WebLogic Monitoring Exporter and then store it in a time-series database.
- **Grafana**: Use this open-source tool to view on a graphical dashboard all PDC metric data that is stored in Prometheus.

Setting Up Monitoring in PDC

To set up monitoring in PDC:

1. Install the following external software on your system:
   - Prometheus. See "Installation" in the Prometheus documentation.
   - Grafana. See "Install Grafana" in the Grafana documentation.

   For the list of compatible software versions, see "Additional PDC Software Requirements" in *BRM Compatibility Matrix*.
2. Configure WebLogic Monitoring Exporter to scrape metric data from PDC. See "Configuring WebLogic Monitoring Exporter for PDC".
3. Configure Prometheus to scrape PDC metric data from WebLogic Monitoring Exporter. See "Configuring Prometheus for PDC".
4. Configure Grafana to display your PDC metric data in a graphic format. See "Creating Grafana Dashboards for PDC".

Configuring WebLogic Monitoring Exporter for PDC

To configure WebLogic Monitoring Exporter to scrape metric data from PDC:

1. Download the latest supported version of WebLogic Monitoring Exporter (**get***N***.***N***.sh**) from https://github.com/oracle/weblogic-monitoring-exporter/releases, where *N***.***N* is the version number.

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For the list of supported versions, see "Additional PDC Software Requirements" in *BRM Compatibility Matrix*.

2. Edit the **wls-exporter-config.yaml** file to include the PDC metrics that you want scraped. For the list of supported metrics, see "WebLogic-Based Application Metrics".
3. Run the following command:

   ```
   bash getN.N.sh wls-exporter-config.yaml
   ```

   The **wls-exporter.war** is downloaded to your current directory.
4. Deploy the **wls-exporter.war** to the server in which PDC is deployed.

WebLogic Monitoring Exporter is deployed on your servers and begins scraping metric data for PDC.

WebLogic Monitoring Exporter exposes your PDC metrics in Prometheus format to the **http://localhost:8080/wls-exporter/metrics** endpoint on the WebLogic Server.

Example 70-1 wls-exporter-config.yaml Entries for Scraping PDC

The following shows sample **wls-exporter-config.yaml** entries for setting up WebLogic Monitoring Exporter to scrape metrics from PDC:

```
metricsNameSnakeCase: true
queries:
- key: name
  keyName: location
  prefix: wls_server_
  applicationRuntimes:
    key: name
    keyName: app
    componentRuntimes:
      prefix: wls_webapp_config_
      type: WebAppComponentRuntime
      key: name
      values: [deploymentState, contextRoot, sourceInfo,
sessionsOpenedTotalCount, openSessionsCurrentCount, openSessionsHighCount]
      servlets:
        prefix: wls_servlet_
        key: servletName
- JVMRuntime:
    prefix: wls_jvm_
    key: name
- executeQueueRuntimes:
    prefix: wls_socketmuxer_
    key: name
    values: [pendingRequestCurrentCount]
- workManagerRuntimes:
    prefix: wls_workmanager_
    key: name
    values: [stuckThreadCount, pendingRequests, completedRequests]
- threadPoolRuntime:
    prefix: wls_threadpool_
    key: name
    values: [executeThreadTotalCount, queueLength, stuckThreadCount,
hoggingThreadCount]
```


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```
- JMSRuntime:
    key: name
    keyName: jmsruntime
    prefix: wls_jmsruntime_
    JMSServers:
      prefix: wls_jms_
      key: name
      keyName: jmsserver
      destinations:
        prefix: wls_jms_dest_
        key: name
        keyName: destination

- persistentStoreRuntimes:
    prefix: wls_persistentstore_
    key: name
- JDBCServiceRuntime:
    JDBCDataSourceRuntimeMBeans:
      prefix: wls_datasource_
      key: name
- JTARuntime:
    prefix: wls_jta_
    key: name
```

Configuring Prometheus for PDC

To configure a standalone version of Prometheus for PDC:

1. Configure Prometheus to scrape the PDC metrics exposed by WebLogic Monitoring Exporter.

   To do so, add a scraping configuration to your **prometheus.yaml** file that is similar to the one shown below for each managed server and admin server in your cluster.

   The following shows a sample admin server configuration for a PDC application that is deployed in the **pdc-domain** WebLogic domain:

   ```
   scrape_configs:
     - job_name: 'wls-metric-pdc'
       scrape_interval: 1s
       metrics_path: /wls-exporter/metrics
       scheme: http
       static_configs:
       - targets: ['hostname:port'] #hostname:port of the server where
   WebLogic Monitoring Exporter resides
         labels:
           weblogic_domainName: pdc-domain #domain name
           weblogic_domainUID: pdc-domain  #domain UID
           weblogic_serverName: AdminServer #server name
       basic_auth:
         username: username
         password: Base64EncodedPassword
   ```

   where *username* and *password* is your WebLogic Server user name and password.

2. Configure the alert rules in Prometheus.

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To do so, add alert rules to your **prometheus-rules.yaml** file that are similar to the ones shown below:

```
groups:
  -
    name: alertmanager.rules
    rules:
      - alert: heapFreeSizeWarning
        annotations:
          message: WLS heap free size is less than 60%.
        expr: wls_jvm_heap_free_percent{name="AdminServer"} < 60
        for: 2m
        labels:
          domain_uid: pdc-domain
          severity: critical
          wls_domain_namespace: {{namespace}}
      - alert: dataSourceReconnectWarning
        annotations:
          message: WLS PricingDB datasource reconnect failed.
        expr: wls_datasource_failures_to_reconnect_count{name="PricingDB"}
> 0
        for: 2m
        labels:
          domain_uid: pdc-domain
          severity: critical
          wls_domain_namespace: {{namespace}}
      - alert: WLSAdminServerNotRunningWarning
        annotations:
          message: WLS AdminServer stopped running.
        expr: wls_server_state_val{location="AdminServer"} != 2
        for: 2m
        labels:
          domain_uid: pdc-domain
          severity: critical
          wls_domain_namespace: {{namespace}}
      - alert: PDCNotRunningWarning
        annotations:
          message: PDC stopped running.
        expr:
wls_webapp_config_deployment_state{location="AdminServer",app="PricingDesig
nCenter",name="AdminServer_/pdc"} != 2
        for: 2m
        labels:
          domain_uid: pdc-domain
          severity: critical
          wls_domain_namespace: {{namespace}}
      - alert: PricingDBRunningWarning
        annotations:
          message: PricingDB stopped running.
        expr: wls_datasource_deployment_state{name="PricingDB"} != 2
        for: 2m
        labels:
          domain_uid: pdc-domain
          severity: critical
          wls_domain_namespace: {{namespace}}
```


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3. Configure Prometheus Alertmanager to raise alerts.

   To do so, add alert configurations that are similar to the ones shown below to your **prometheus.yaml** file.

```
# Alertmanager configuration
alerting:
  alertmanagers:
  - static_configs:
    - targets:
       - localhost:9093
# Load rules once and periodically evaluate them according to the global
'evaluation_interval'.
rule_files:
  - "prometheus-rules.yaml"
```

4. Stop and restart Prometheus.

Creating Grafana Dashboards for PDC

You can create a dashboard in Grafana for displaying the metric data for PDC.

Alternatively, you can use the sample dashboards that are included with the PDC package. To use the sample dashboards, import the JSON file from the *PDC_home***/apps/Samples/monitoring** directory into Grafana. For information about importing dashboards into Grafana, see "Export and Import" in the *Grafana Dashboards* documentation.

> **Note**
>
> For the sample dashboard to work properly, the datasource name for the WebLogic Domain must be **Prometheus**.

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Part XII

ECE System Administration

This part describes Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) system administration tasks. It contains the following chapters:

- ECE System Administration Overview
- Setting Up and Managing Elastic Charging Engine Security
- Starting and Stopping ECE
- Monitoring ECE Using ECE Monitoring Agent
- Monitoring ECE Components
- Configuring Subscriber-Based Tracing and Logging
- Managing Nodes and Clusters in ECE
- Configuring ECE Data-Loading Utilities and Data Updaters
- Configuring JVM Tuning Parameters
- Configuring System Overload Protection
- Configuring System Currency
- Managing Persisted Data in the Oracle Database
- Managing Failed Customer Data Updates
- Removing Data from the ECE System
- Configuring ECE for a Multischema BRM Environment
- Backing Up and Restoring ECE
- Configuring ECE for High Availability
- Configuring ECE for Disaster Recovery
- Troubleshooting ECE
- ECE Utilities

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ECE System Administration Overview

Learn about the system administration tasks you perform in Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) and the tools you use to perform them.

> ⚠ **Caution**
>
> Deploying charging for 5G with HTTP Gateway (5G CHF) requires a cloud native deployment of ECE and BRM components. The HTTP Gateway can be used only on an ECE cloud native system.

Topics in this document:

- ECE System Administration Tasks and Applications
- Running Elastic Charging Controller (ECC)

ECE System Administration Tasks and Applications

Administrating ECE includes the following tasks:

- Starting and stopping ECE nodes. See "Starting and Stopping ECE".
- Monitoring the system and managing the components. See "Monitoring ECE Using ECE Monitoring Agent".
- Configuring installed components. See "Configuring JVM Tuning Parameters".
- Troubleshooting. See "Troubleshooting ECE".

To administer ECE, use the following applications:

- Elastic Charging Controller to start and stop nodes, add and remove nodes, and perform troubleshooting tasks such as simulating usage charging. ECC is an enhancement of the Groovy Shell command line. See "Running Elastic Charging Controller (ECC)".
- Java Monitoring and Management Console (JConsole) or any JMX client to change ECE configuration parameters by editing MBean attributes. See the individual ECE configuration procedures.

Running Elastic Charging Controller (ECC)

Use ECC to do the following:

- Add and remove nodes in the topology
- Start and stop data nodes
- Check the status of a node

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- Perform system management tasks (for example, use the **infoCollector** utility to collect diagnostic information)

To run ECC:

1. On the driver machine, path to the **/oceceserver/bin** directory.
2. Start Elastic Charging Controller (ECC).

   ```
   ./ecc
   ```

3. Run the ECC commands; for example:

   ```
   start server
   ```

ECC uses standard Groovy Shell commands, such as **help** and **exit**. You can complete commands by pressing **space bar** and then **Tab key**.

See "ECC Commands" for more information.

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Setting Up and Managing Elastic Charging Engine Security

Learn how to implement security in Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) by setting up user accounts, user groups, and passwords.

Topics in this document:

- Setting Up User Accounts and User Groups
- Managing ECE Permissions
- Managing Passwords in ECE
- Setting Up Cluster Security
- Setting Up Password-less SSH Between the Driver and Servers

See also "Enabling Secure Communication Between BRM Components" and *BRM Security Guide*.

Setting Up User Accounts and User Groups

Access to ECE files is controlled by creating user accounts and granting specific permissions in the Elastic Charging Controller (ECC). After you have created user groups and set permissions, users can log in through ECC and manage ECE files.

Create the following user accounts to manage ECE files:

- Linux accounts:
  - An administrator to run and manage ECE processes
  - If needed, users to manage the rated event files
  - If needed, users to manage ECE file systems
- Non-Linux accounts:
  - Users created to secure ECE processes from unauthorized access

You must also create a Linux user group that includes all users, including the administrator.

For information about the permissions you should grant these users and groups, see "Managing ECE Permissions".

Creating Linux User Accounts and Groups

Create Linux accounts and groups using Linux commands in ECC. To create user accounts, use the **useradd** command. To create groups, use the **groupadd** command.

Managing ECE Permissions

This section describes the permissions that you should restrict for a secure ECE installation. Strict governance of file permissions prevents accidental overwriting and misuse of the system.

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About Permission Types

Access to ECE files is controlled by creating user accounts and granting specific permissions in ECC. For information about which user accounts to create, see "Setting Up User Accounts and User Groups". After you have created user groups and set permissions, users can log in through ECC and manage ECE files.

ECE uses the traditional Linux read, write, and execute permission types. In ECC, use the **chmod** command to set file permissions and the **chown** command to change file owners.

The **chmod** command can change the permissions of files and directories that have been created. You use the **setfacl** command to set permissions for files that have not been created at the time of installation, such as log files in the *ECE_home***/logs** directory.

Restrict permissions as much as possible. You may choose to:

- Create a single administrative user with all permissions who runs ECE core processes and manages the rated event files and other directories.
- Create multiple users with specific permissions to carry out these tasks.

Configuring Specific File Permissions

To ensure the system's integrity, tightly regulate access to specific files.

Restrict access to the following files:

- **jmxremote.password**: Ensure this file has read permission for the user and no permission to either the group or the world (Linux 400).
- **server.jks**: Ensure only you have read permission.
- **charging-cache-config.xml**: Ensure this file has only read permission for the user.
- **charging-coherence-override-***mode***.xml**: Ensure this file has only read permission for the user.

To restrict access to these files:

1. Log in to ECC.
2. Go to the *ECE_home***/config** directory.
3. Enter the following commands:

```
chmod 400 jmxremote.password
chmod 400 server.jks
chmod 400 charging-cache-config.xml
chmod 400 charging-coherence-override-mode.xml
```

Granting ECE User Permissions

Follow these guidelines when granting user permissions:

- Grant the administrator user all permissions.
- Grant execute permissions to only the user assigned to start processes.

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> **Note**
>
> On Linux, all directories must have an execute permission to the user.

- If you created users to manage the rated event files, grant them read and write permissions for the rated event directory.
- If you created users to manage file systems, grant them read and write permissions to the directories that they will manage.

To grant permissions to users, use the **chmod** command in ECC. To change file owners, use the **chown** command in ECC. To change the permissions for files, use the **setfacl** command.

The Linux group containing all of the users should have the following directory permissions:

- Read and write permission to *ECE_home***/config** and *ECE_home***/logs**
- Read permission to *ECE_home***/lib**
- Read and execute permission to *ECE_home***/bin**

About the Default umask for ECE Users

You control permissions for new files by adjusting the default **umask**. You check your current **umask** by entering the **umask** command with no additional parameters. Users can also change their **umask** if they wish.

The default **umask** is set to **007** to exclude all users that are not in the same group.

If no default **umask** is set, any new files will be created with read-write-execute permissions granted to all users. Instead of having a **umask** that changes the default permissions globally, run the **setfacl** command to set permissions for files. For example, to set all logs in the logs directory to **600** for the logs that are created and logs that will be created in the future:

```
setfacl -m user::rw-,group::---,other::--- ECE_HOME/logs/*.log
```

About External Permissions

Permissions for non-Linux accounts are defined within the **permissions.xml** file. When you install ECE, you create a principal administrator alias and password for Oracle Coherence cluster security, which is granted all permissions. The following example shows the content of **permissions.xml** after installation:

```
<permissions>
  <grant>
    <principal>
      <class>javax.security.auth.x500.X500Principal</class>
      <name>CN=Administrator,OU=DN</name>
    </principal>
    <permission>
      <target>*</target>
      <action>all</action>
    </permission>
  </grant>
</permissions>
```

where *Administrator* and *DN* are the DName credentials that were entered in the KeyStore Credentials screen at installation.

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Managing Passwords in ECE

Access to ECE files is controlled by creating user accounts and granting specific permissions in ECC. For information about which user accounts to create, see "Setting Up User Accounts and User Groups". For information about granting permissions, see "Managing ECE Permissions".

Each Linux-based user account is password-protected and can be managed through ECC. These passwords do not expire by default. You can choose to set up password expiration using the **chage** command.

In addition to Linux-based user accounts, you can also create a non-Linux account for access to external applications. ECE connects to Oracle Communications Billing and Revenue Management (BRM) and Pricing Design Center (PDC) to load and store the pricing and customer data required to charge for network events. For secure communication between these applications, credentials are stored in the Oracle wallet. See "About Managing External Application Passwords".

The passwords from ECE used to integrate with external systems do not expire by default. Change the secret keys used to encrypt them regularly.

About Managing External Application Passwords

When installing ECE, the passwords you enter for Oracle Coherence security are automatically encrypted. The encryption keys are stored in the **server.jks** file and the password to the keys are stored in the **jmxremote.password** file. The **server.jks** file is created in *ECE_home*/**config** when you install ECE. You can check the validity of the KeyStore. See "Checking Keystore Validity" for more information.

The passwords you enter for the boundary systems (such as BRM and PDC) are stored in the Oracle wallet when you install ECE. If the password used to connect to BRM or PDC is changed or if a new BRM or PDC instance is added, you can add or modify the password in the ECE wallet by using ECE MBeans. See "Storing or Modifying Passwords in ECE Wallet" for more information.

Storing or Modifying Passwords in ECE Wallet

To store or modify a password in the ECE Oracle wallet:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand the node of the component and instance for which you want to set or modify the password.

   For example, if you want to modify the BRM password, expand **charging.connectionConfigurations.brmConnection**.
4. Expand **Operations**.
5. Click **SetPassword**.
6. Specify the following values:
   - **password.** Enter the password you want to add or modify.
   - **walletPassword.** Enter the password of the ECE Oracle wallet.

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7. Click the **SetPassword** button.

Checking Keystore Validity

To check keystore validity:

1. Log in to ECC.
2. Enter the following commands:

   ```
   keytool -list -v -keystore server.jks
   password: storepassword
   ```

   where *storepassword* is the password to the keystore.

   ECC returns the contents of **server.jks**, indicating that the KeyStore is valid.

If ECC denies permission, ensure that you have set the permissions to **server.jks** as described in "Configuring Specific File Permissions".

If ECC does not return the contents of the JKS file, it could be because the user forgot the password. Access will be denied until the ECE user goes through the company-approved process for recreating the KeyStore with appropriate accounts.

The ECE installer creates a self-signed certificate. Your company's authorized personnel can create a certificate and get it signed by a signing authority or self-sign it. Deployment of all KeyStore must be validated for authenticity.

Setting Up Cluster Security

This section explains how to perform tasks related to ECE cluster security. To restrict access to the ECE cluster (an Oracle Coherence cluster), you must set up an authorized hosts list. You can optionally enable SSL for intra-cluster communication, in which case you must also enable Well Known Addresses (WKA).

Adding Trusted Hosts

The trusted host list is set up at installation in the Coherence Grid Security screen of the Installer. This list allows only specified hosts to connect to the cluster. You can add more hosts to the list in the charging override file.

The override file contains a section **<authorized-hosts-list>** that contains the host address of each physical machine participating in the cluster. The address could be a server host name or an IP address. An IP address is preferred if the hosts are multi-homed. Only the IP address that the network is binding to should be given. Using IP addresses also allows you to set a range of IP addresses, which is not possible when using host names.

To add trusted hosts:

1. Open the *ECE_home***/config/charging-coherence-override-secure-prod.xml** file in a text editor.
2. In the trusted hosts list, add new trusted hosts below those specified at installation by adding the following text:

   ```
   <cluster-config>
     <authorized-hosts>
       <host-address>host_ip1</host-address>
       <host-address>new_host_ip</host-address>
       <host-range>
   ```


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```
      <from-address>ip_range_start1</from-address>
      <to-address>ip_range_end1</to-address>
    </host-range>
    <host-range>
      <from-address>new_ip_range_start</from-address>
      <to-address>new_ip_range_end</to-address>
    </host-range>
  </authorized-hosts>
</cluster-config>
```

where:

- *host_ip1* is the pre-existing IP address of a host specified at installation.
- *new_host_ip* is a specific host that you are adding.
- *ip_range_start1* is the beginning of a pre-existing range of IP addresses specified at installation.
- *ip_range_end1* is the end of the pre-existing range of IP addresses specified at installation.
- *new_ip_range_start* is the beginning of the new range of IP addresses.
- *new_ip_range_end* is the end of the new range of IP addresses.

You can choose to enter *new_host_ip*, both *new_ip_range_start* and *new_ip_range_end*, or all three.

3. Save and close the file.

Securing Intra-Cluster Communication

Intra-cluster communication can be strengthened by enabling SSL. ECE supports SSL versions 2 and 3 and TLS version 1. For an overview of common SSL concepts, see *Oracle Coherence Security Guide*.

You should expect enabling SSL to have a negative impact on ECE performance. As such, SSL should only be enabled if required. Consider the implications of the performance degradation before enabling intra-cluster SSL.

By default, SSL is not enabled. You can select to enable it when you run the ECE installer. You can also enable SSL after installing ECE. See "Performing a Secure ECE Installation" in *BRM Security Guide*.

Enabling SSL Within the ECE Cluster

To enable SSL:

1. Enable WKA. See "Enabling Well Known Addresses".
2. Open the *ECE_home***/config/ece.properties** file.
3. Search for the following system property:

   ```
   tangosol.coherence.override=
   ```

4. Add **charging-coherence-override-secure-prod.xml** as follows:

   ```
   tangosol.coherence.override=charging-coherence-override-secure-prod.xml
   ```

5. Open the *ECE_home***/config/defaultTuningProfile.properties** file.
6. Search for the following system properties:

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```
tangosol.coherence.ssl.storepassword=
tangosol.coherence.ssl.keypassword=
```

7. Set the properties as follows so that two-way SSL can use **server.jks** for encrypted data:

   ```
   tangosol.coherence.ssl.storepassword=keystorepassword
   tangosol.coherence.ssl.keypassword=coherencepassword
   ```

   where:

   - *keystorepassword* is the password to **server.jks**
   - *coherencepassword* is the password for Oracle Coherence grid security alias that was entered in the KeyStore Credentials screen at installation

8. Save and close the files.

To generate an SSL self-signed certificate:

1. Log in to the ECC.
2. Run the following command:

   keytool -genkeypair -dname "cn=*Administrator***, ou=***DN***" -alias admin -keypass** *password* **-keystore** *ECE_home***/config -storepass** *storepassword*

   where:

   - *Administrator* and *DN* are the DName credentials that were entered in the KeyStore Credentials screen at installation
   - *password* is the key password for the admin alias
   - *storepassword* is the password for the KeyStore

   You can choose to set certificate expiry using the **-validity** option.

You can optionally have the certificate signed by a signing authority, but for ECE functionality a self-signed certificate is sufficient.

Enabling Well Known Addresses

The Well Known Addresses (WKA) mechanism allows cluster members to discover and join a cluster using unicast instead of multicast. You may need to enable WKA if your data center policy prohibits multicast. If you enable SSL for intra-cluster communication, you must enable WKA.

To enable WKA:

1. Open the *ECE_home***/config/charging-coherence-override-secure-prod.xml** file.
2. Specify cluster members by adding text as follows:

   ```
   <cluster-config>
     <unicast-listener>
       <well-known-addresses>
         <socket-address id="id">
           <address>ip_address</address>
           <port>port</port>
         </socket-address>
         ...
       </well-known-addresses>
     </unicast-listener>
   </cluster-config>
   ```

   where:

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- *id* is the ID for a particular cluster member
- *ip_address* is the IP address of the cluster member
- *port* is the value specified in the member's unicast listener port

Ensure that the list of WKA members is the same on every cluster member so that no cluster member operates independently from the rest of the cluster.

For more information about setting up a WKA host list, see the discussion of Well Known Addresses in *Oracle Coherence Developer's Guide*.

Securing Inter-Cluster Communication

Inter-cluster communication between the ECE cluster and the BRM system can be strengthened by enabling SSL.

BRM Gateway can connect to the Connection Manager (CM) by using SSL. See "Enabling SSL Communication between BRM Gateway and the CM" for information.

Enabling SSL Communication between BRM Gateway and the CM

If you use SSL to secure connections between Java PCM clients and the CM, you must enable SSL communication between BRM Gateway and the CM.

For information about enabling SSL for Java PCM clients in BRM, see "Enabling SSL/TLS for Java PCM Clients".

To enable SSL communication between BRM Gateway and the CM:

1. Do one of the following, where *BRM_home* is the directory in which you installed BRM:
   - If you enabled one-way SSL server and client authentication in the CM, verify that the *BRM_home***/wallet/client/cwallet.sso** file was copied into your ECE installation (in the directory of your choice).
   - If you enabled two-way SSL server and client authentication between the CM and its PCM clients, verify that the *BRM_home***/wallet/server/cwallet.sso** file was copied into your ECE installation (in the directory of your choice).

     For information about enabling two-way SSL server and client authentication between the CM and its PCM clients, see "Enabling SSL/TLS in Connection Managers".
2. If the file listed in the previous step is not in your ECE installation, copy it from BRM to the ECE directory of your choice.
3. Copy the following JAR files to the *ECE_home***/lib** directory:
   - *BRM_home***/jars/osdt_cert.jar**
   - *BRM_home***/jars/osdt_core.jar**
   - *BRM_home***/jars/oraclepki.jar**
4. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
5. Expand the **ECE Configuration** node.
6. Expand **charging.connectionConfigurations.brmConnection**.
7. Expand **Attributes**.
8. Specify values for the following attributes:
   - **sslEnabled**: Change the value from **0** to **1**.

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- **wallet**: Enter the path to the directory on your ECE installation where you copied your Oracle wallet from your BRM environment (**cwallet.sso**).

9. Stop and restart BRM Gateway.

   See "Starting and Stopping the BRM System" for information.

SSL communication between BRM Gateway and the CM is now enabled.

Setting Up Password-less SSH Between the Driver and Servers

You must set up bi-directional password-less Secure Shell (SSH) logins between the driver machine and each server machine for ECC to work. Password-less SSH allows servers to connect to the driver and synchronize ECE files.

To set up password-less SSH:

1. Log in to the ECC.
2. Run the following commands:

   ```
   ssh-keygen -t dsa
   ssh-copy-id -i ~/.ssh/id_dsa.pub user@host
   ```

   where:

   - *user* is the user name set for all host machines at installation in the ECE Cluster Details screen.
   - *host* is the name of the server for which the password-less SSH is being established.

To test passwordless SSH:

1. Log in to ECC.
2. Run the following command:

   ```
   ssh user@host
   ```

   where:

   - *user* is the user name set for all host machines at installation in the ECE Cluster Details screen.
   - *host* is the name of the server for which the password-less SSH is being established

   If a password is requested, password-less SSH setup has failed. Ensure that you have followed the steps for setting up password-less SSH correctly and run the test again.

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Starting and Stopping ECE

Learn how to start, stop, and restore Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE).

Topics in this document:

- About Starting and Stopping ECE
- Starting ECE
- Stopping ECE
- Restoring the ECE System
- Troubleshooting Starting ECE

> ⚠ **Caution**
>
> Stopping the ECE system is not expected. Stopping all charging server nodes results in data loss. Do not stop all charging server nodes unless you want all data to be removed from the ECE caches. If you stop all charging server nodes, you cannot restore the cached data.

About Starting and Stopping ECE

You start and stop ECE by using Elastic Charging Controller (ECC) **start** and **stop** commands on ECE nodes. The syntax is:

```
start [role | node_name]

stop [role | node_name]
```

where:

- *role* is the node that you want to start.
- *node_name* is the name of the node as you defined it in the node-name column of the *ECE_home*/**config/eceTopology.conf** file.

For example:

- This command starts all nodes that have the **server** role; that is, all charging server nodes:

  ```
  start server
  ```

- This command starts all Diameter Gateway instances:

  ```
  start diameterGateway
  ```

- This command starts the specific Diameter Gateway instance:

  ```
  start diameterGateway1
  ```

- This command starts a node running Pricing Updater:

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```
start pricingUpdater
```

- This command starts the charging server node named **ecs1**:

  ```
  start ecs1
  ```

- The command with no role or node name specified starts or stops all charging server nodes:

  ```
  start
  ```

Roles and node names can be seen by using a JMX editor to display MBeans.

Starting ECE

Before starting ECE, verify that the NoSQL database is running. The NoSQL database must be running before you start Rated Event Formatter. See the NoSQL database documentation.

To start all of the ECE nodes:

1. On the driver machine, go to the **/bin** directory.
2. Start Elastic Charging Controller (ECC).

   ```
   ./ecc
   ```

3. Run the following commands in this order:

   ```
   start
   start configLoader
   start pricingUpdater
   start customerUpdater
   ```

4. Verify that the ECE nodes are in a usage processing state:
   a. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
   b. Expand the **ECE State Machine** node.
   c. Expand **StateManager**.
   d. Expand **Attributes**.
   e. Make sure the **stateName** attribute is set to **UsageProcessing**.
5. Run this command to start EM Gateway:

   ```
   start emGateway
   ```

6. Run this command to start BRM Gateway:

   ```
   start brmGateway
   ```

7. Run this command to start Rated Event Formatter:

   ```
   start ratedEventFormatter
   ```

8. Run this command to start Diameter Gateway:

   ```
   start diameterGateway
   ```

9. Run this command to start RADIUS Gateway:

   ```
   start radiusGateway
   ```


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Stopping ECE

> **Note**
>
> Stopping charging server nodes removes all data from memory. For example, if you run **stop server**, you will lose all cached data.

Non-charging server nodes can be stopped and restarted with no loss of cache data. For example, stopping the following ECE nodes temporarily disrupts real-time data updates coming from other applications, but the updates are processed upon restart of the ECE system:

- Customer Updater

  ```
  stop customerUpdater
  ```

- Pricing Updater

  ```
  stop PricingUpdater
  ```

- BRM Gateway

  ```
  stop brmGateway
  ```

- External Manager (EM) Gateway

  ```
  stop emGateway
  ```

Restoring the ECE System

Restarts of the ECE system are not expected because ECE is built to always be running. ECE has built-in high availability and fault tolerance when server redundancy is employed. Server redundancy is a minimum requirement of ECE installations.

If you stop all charging server nodes on a standalone system, you will lose data in Coherence caches.

Patching ECE to upgrade it to a new version does not require restarting the system when you perform a rolling upgrade. See "Upgrading an Existing ECE Installation" in *ECE Installation Guide* for more information about rolling upgrades.

If a restart is required after all ECE nodes are stopped, restore the ECE system by doing the following:

1. In PDC, publish all the PDC pricing data (the metadata, setup, pricing, and profile data) from the PDC database to ECE by running the following command:

   ```
   ImportExportPricing -publish -metadata -config -pricing -profile -target [ece]
   ```

2. In ECE do the following:
   a. On the driver machine, change to the *ECE_home*/**bin** directory.
   b. Start ECC.

      ```
      ./ecc
      ```

   c. Start ECE processes and gateways in the following order:

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> **Note**
>
> Depending on your installation, you can start Diameter Gateway, RADIUS Gateway, both Diameter Gateway and RADIUS Gateway, or none.

```
start server
start configLoader
start pricingUpdater
start customerUpdater
start emGateway
start brmGateway
start ratedEventFormatter
start diameterGateway
start radiusGateway
```

All data is now back in the ECE data grid.

Real-time data updates (coming from BRM) that had been temporarily disrupted due to the shutdown are processed upon restart.

Diameter Gateway processing that had been temporarily disrupted due to the shutdown is resumed upon restart. For example, the translation of Diameter requests into ECE Java API requests and the processing of push notifications from Elastic Charging Server (the processing of ECE JMS notifications) is resumed.

Troubleshooting Starting ECE

If the **start** command fails when starting ECE in a large cluster, the problem may be due to the limitation on how many simultaneous SSH connections the machines in your environment can make from another machine or to another machine. The **start** command, by default, attempts to start ten nodes simultaneously using ten different threads. The **start** command might file in the following cases:

- If the maximum number of open sessions permitted per network connection is less than ten on the driver machine.
- If the maximum number of simultaneous connections to the SSH daemon on the server machine is less than the number of threads attempting to make connections on the server machine.

To resolve the issue, change the number of nodes the **start** command will start simultaneously, or (if your runtime environment allows), change the limit of simultaneous SSH connections your environment can make from or to a machine.

To set the limit for how many simultaneous SSH connections can be made from the driver machine in your environment:

1. On the driver machine, stop the SSH daemon.
2. Open the **/etc/ssh/sshd_config** file.
3. Set the **MaxSessions** property.

   MaxSessions specifies the maximum number of open sessions permitted per network connection. The default is **10**.
4. Save and exit the file.
5. Start the SSH daemon.

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To set the limit for how many simultaneous SSH connections can be made to the server machine in your environment:

1. On the server machine, stop the SSH daemon.
2. Open the **/etc/ssh/sshd_config** file.
3. Set the **MaxStartups** property to be equal or more than the number of nodes the start command starts at one time.

   MaxStartups specifies the maximum number of concurrent unauthenticated connections to the SSH daemon on the server machine. Additional connections are dropped until authentication succeeds or the LoginGraceTime expires for a connection. The default is **10**.
4. Save and exit the file.
5. Start the SSH daemon.

To set the number of nodes the start command will start simultaneously:

1. On the driver machine, open the *ECE_home***/config/ece.properties** file.
2. Add the following line to the file:

   numberOfStartCommandsExecutorThreads=*number_of_threads*

   where *number_of_threads* is the number of threads the start command uses to start the (same) number of nodes simultaneously. It must be equal to or less than the value of the **MaxSessions** property set for the given environment.
3. Save and close the file.

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Monitoring ECE Using ECE Monitoring Agent

Learn how to monitor and manage Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) using the ECE Monitoring Agent.

Topics in this document:

- About Monitoring ECE Using Monitoring Agent
- Reading Log Files
- Configuring Log Location
- Setting Log Levels
- Configuring the Charging-Server Health Threshold
- Checking If Nodes are Started or Stopped
- Checking the Health Status of Charging Server Nodes
- Configuring KeepAlive for EM Gateway

About Monitoring ECE Using Monitoring Agent

You can use the ECE Monitoring Agent to monitor:

- **ECE cluster.** Monitors the state of each ECE node configured with JMX port in the ECE topology and generates alerts in case of node failures, shutdowns, or network failures. For ECE charging server nodes, the Monitoring Agent generates alerts when there are unbalanced partitions across ECE server nodes and when the number of running storage-enabled nodes falls below the threshold configured.
- **ECE caches.** Monitors the ECE cache based on the estimated size of the cache and the threshold configured and generates alerts when the threshold breach occurs. You can define the threshold for generating alerts; for example, you can configure the threshold percentage to generate an alert when the threshold is approaching or when the threshold breach occurs.

  You can configure to monitor the following caches:

  – Subscriber-based caches, such as Customer and Balance caches, based on the estimated size and the number of nodes available.

  – Session-based caches, such as ActiveSession and RatedEvent caches, based on the number of nodes configured and the size of each node.
- **WebLogic Server and Oracle NoSQL database connections.** Monitors the connections to WebLogic Server and the Oracle NoSQL database storage nodes and reports connection failures encountered while publishing notifications or storing rated events into the database.
- **ECE server response time.** Monitors the ECE server response time for the different types of ECE requests received during the monitoring cycle; for example, IUT requests. You can define the response time and configure the Monitoring Agent to generate alerts in case of threshold breaches. The information about the requests are included in the

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DiameterGatewayStatistics and **EMGatewayStatistics** sections in the summary report logs.

- **Rated event throughput.** Monitors the number of rated events stored or retrieved from the cache or from the Oracle NoSQL database and generates alerts on threshold breaches.
- **Charging sessions.** Monitors the status of all charging sessions and logs the total number of sessions that are opened or closed after the last monitoring check and the sessions that are currently active at the time of current monitoring check. This summary includes the overall status of the charging sessions.
- **Network sessions.** Monitors the status of all network sessions and logs the total number of sessions that are opened or closed after the last monitoring check and the sessions that are currently active at the time of the current monitoring check. This summary includes the overall status of the network sessions.
- **Diameter Peers.** Monitors all the Diameter peers connected to the Diameter Gateway instances at regular intervals and logs the details of the peers (including the transport protocol). You can also view the details of the diameter peers that are connected to specific Diameter Gateway instances by using ECE MBeans. See "Viewing Active Diameter Peers" in *ECE Implementing Charging*.
- **Diameter Responses.** Monitors all the Gy and Sy responses and their result codes and logs the total number of success and failure responses. This summary includes the overall status of the responses and the details of the failed responses for each result code and product type. The product type is a combination of Service-Context-Id, Service-Identifier, and Rating-Group and it is shown in the summary only for the Initiate, Update, Terminate (IUT) requests. For other requests, such as TopUp, Debit, and Refund, the product type is not applicable and it is shown as **Unknown**.

In addition to generating periodical reports and alerts on threshold breaches, the Monitoring Agent reports any unusual scenarios that prevents ECE from continuing the processes. By default, the Monitoring Agent generates the following types of alerts: Warning, Critical, and Fatal. You can also define the conditions for generating the alerts; for example, you can define to generate alerts only five times in an hour.

To configure monitoring of ECE, a sample file named **monitor-configuration.xml**, is included in the *ECE_home***/config** directory. You can use this file to configure the settings for monitoring ECE. See "Configuring Monitoring of ECE" for more information.

The Monitoring Agent runs periodically based on the configured intervals. It also runs when certain event-based scenarios occur; for example, node failures.

Types of Log Files

The Monitoring Agent generates the following types of log files:

- monitorAgentX.log
- monitorAgentX_ECE_SUMMARY_REPORT.log
- monitorAgentX_ECE_ALERT_REPORT.log

These log files are stored in the *ECE_home***/logs** directory by default. Review these log files regularly to monitor your system and detect and diagnose system problems.

monitorAgentX.log

This log file contains general information about various activities of the Monitoring Agent. This log provides information about the issues encountered by the Monitoring Agent.

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monitorAgentX_ECE_SUMMARY_REPORT.log

This log file contains the summary report generated at regular monitoring intervals in the JSON format. The last section in the log file contains the details and the format of the information provided in the summary logs. By default, the Monitoring Agent creates 24 summary log files in a day (one summary log file for each hour of the day). After 24 hours, it starts deleting the summary log files one by one every hour and adds the summary log files for the current day. You can view a maximum of 24 summary log files at any time of a day.

monitorAgentX_ECE_ALERT_REPORT.log

This log file contains the alerts logged at regular monitoring intervals in the JSON format. The Alert Format section in this file specifies the formats and the types of alerts logged. The Monitoring Agent publishes the alerts as notifications to a JMS queue. By default, the Monitoring Agent creates 24 alert log files in a day (one alert log file for each hour of the day). After 24 hours, it starts deleting the alert log files one by one every hour and adds the alert log files for the current day. You can view a maximum of 24 alert log files at any time of a day.

You can also view these notifications and subscribe to receive the notifications by accessing the **ECE Monitoring.Notifier** node. See "Subscribing Notifications" for more information.

Configuring Monitoring of ECE

To configure monitoring of ECE:

1. Open the *ECE_home***/config/monitor-configuration.xml** file.
2. Specify or update the value for the entries listed in Table 74-1 as appropriate.

Table 74-1 Entries in the Monitoring Configuration XML File

Command	Description
nodeHealthCheckInterval	The regular interval (in seconds) in which the Monitoring Agent is run. **Note:** The maximum and the default interval is 30 seconds.
alertCountResetInterval	The interval (in seconds) for resetting the alert count.
fatalAlertCount	The number of fatal alerts generated after which the alerts are suppressed for the time defined by **alertCountResetInterval**.
criticalAlertCount	The number of critical alerts generated after which the alerts are suppressed for the time defined by **alertCountResetInterval**.
warningAlertCount	The number of warnings generated after which they are suppressed for the time defined by **alertCountResetInterval**.

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Table 74-1 (Cont.) Entries in the Monitoring Configuration XML File

Command	Description
iutThresholdLatency	The latency (in milliseconds) for the Initiate, Update, and Terminate requests from Diameter Gateway to the ECE server. **Note:** Ensure that you enter the appropriate latency for generating this report; for example, a 99.99% or 100% latency. When **iutThresholdLatency** is set, the Monitoring Agent tracks the percentage of requests that are below the **iutThresholdLatency** value and generate the alerts based on **alertType** and **alertValue**. For example, if **iutThresholdLatency** is set to 10 and out of 100 calls made, 95 calls are less than or equal to 10 milliseconds, the latency percentile is considered as 95. If **alertType** is set to Warning and **alertValue** for Warning is set to 95, the Monitoring Agent checks if the latency percentile is less than **alertValue**, which is 95. In this case, the latency percentile is not less than **alertValue** for Warning, therefore the Monitoring Agent does not generate a Warning alert. In case if the latency percentile is 94, the Monitoring Agent generates a Warning alert.
thresholdLatency	The latency (in milliseconds) for all the traced requests from EM Gateway to the ECE server. When **thresholdLatency** is set, the Monitoring Agent tracks the percentage of requests that are below the **thresholdLatency** value and generates alert based on the **alertType** and **alertValue**. For example, if **thresholdLatency** is set to 10 and out of 100 requests received, 89 requests took less than or equal to 10 milliseconds, the latency percentile is considered as 89. If **alertType** is set to Critical and **alertValue** for Critical is set to 90, the Monitoring Agent checks if the latency percentile is less than **alertValue**, which is 90. In this case, the latency percentile is less than **alertValue** for Critical, therefore the Monitoring Agent generates a Critical alert. If the latency percentile is equal to or more than **alertValue**, the Monitoring Agent does not generate a Critical alert. However, if the latency percentile is less than the **alertValue** for Warning, the Monitoring Agent generates a Warning alert.
alertType	The type of alert generated. The following are the valid alert types: Warning, Critical, and Fatal.

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Table 74-1 (Cont.) Entries in the Monitoring Configuration XML File

Command	Description
alertValue	The value at which the alert is generated. You specify the value for this entry as follows: • In the **diameterGatewayLatency** and **emGatewayLatency** sections, you specify the percentages for tracking requests from Diameter Gateway and EM Gateway. For example, you can configure 95% latency for Warnings, 90% latency for Critical alerts, and 80% latency for Fatal alerts. • In the **ratedEventThroughput** section, you specify the ratio for tracking rated events throughput. This is the ratio of the number of rated events stored or retrieved from the cache or from the Oracle NoSQL database. For example, you can configure 0.95 for Warnings, 0.90 for Critical alerts, and 0.80 for Fatal alerts. • In the **partitionsUnbalanced** section, you specify the number of occurrences for tracking unbalanced partitions across ECE server nodes. For example, you can configure 3 occurrences for Warnings, 10 occurrences for Critical alerts, and 20 occurrences for Fatal alerts. • In the **runningServers** section, you specify the number of server nodes that are currently running for tracking the server nodes availability. For example, you can configure 2 nodes for Warnings, 1 node for Critical alerts, and 0 node for Fatal alerts. • In the **noSQLCommitFailure** and **webLogicPublishFailure** sections, you specify the number of connection failures at which the alerts are generated. For example, you can configure 1 failure for Warnings, 3 failures for Critical alerts, and 5 failures for Fatal alerts. • In the **subscriberCacheUtilization** section, you specify the percentage for tracking the total subscriber cache size (in bytes) across all the ECE server nodes; for example, reaching 60% of cache size for Warnings, reaching 80% of cache size for Critical alerts, and reaching 100% of cache size for Fatal alerts. • In the **sessionCacheUtilization** section, you specify the percentage for tracking the total session cache size (in bytes) for a ECE server node; for example, reaching 60% of cache size for Warnings, reaching 80% of cache size for Critical alerts, and reaching 100% of cache size for Fatal alerts.
subscriberCacheCapacity name	The name of the subscriber-related caches, such as Customer and Balance caches.
projectedClusterCapacity	The projected capacity of all ECE server nodes to hold a configured subscriber-based cache, such as Customer and Balance caches.
sessionCacheCapacity name	The name of the session-related caches, such as ActiveSession, RatedEvent, ServiceContext, and RecurringBundleIdHistory.
projectedNodeCapacity	The projected capacity of a ECE server node to hold a configured session-based cache, such as the ActiveSession cache.

3. Save and close the file.
4. On the machine where you have Elastic Charging Controller (ECC) installed, go to *ECE_home*/**bin**.
5. Start ECC:

   ```
   ./ecc
   ```

6. Run the following command, which deploys the ECE installation onto the server machines:

   ```
   sync
   ```

   The **sync** command copies the relevant files of the ECE installation onto the server machines in the ECE cluster.

7. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".

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8. Expand the **ECE Monitoring** node.
9. Expand a **MonitorConfiguration** node; for example, **MonitorConfiguration.diameterGatewayLatency**.
10. Expand **Attributes**.
11. Verify that the values that you specified in step 2 appears.

> **Note**
>
> The attributes displayed here are *read-only*. You can update these attributes by editing the *ECE_home***/config/monitor-configuration.xml** file.

Subscribing Notifications

To subscribe for receiving monitoring notifications:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Monitoring** node.
3. Expand the **Notifier** node.
4. Expand **Attributes**.
5. Click **Notifications**.

   The monitoring notifications published to the JMX notification queue appears.
6. Click **Subscribe**.

Reading Log Files

By default, ECE stores log files in the *ECE_home***/logs** directory, but you can configure a new log location. See "Configuring Log Location".

Log file names use the format *node_name***.log**. ECE error messages use this syntax:

```
date_and_time log_level -
error_code - request_ID - customer_ID - message_1 message_2
```

For example:

```
2012-09-11 22:27:09.565 PDT DEBUG -
324984520132531235 - 49de072b-33ae-4f6c-816d-35c25b9ade78 - Cust#6500000587 -
 Successfully retrieved tariffPolicy from customer; candidate balance ids ::
 [Bal#6500000587\]
```

Configuring Log Location

To configure a log location:

1. On the driver machine, open the *ECE_home***/config/ece.properties** file.
2. Search for and uncomment the following system property:

   ```
   #logDir =
   ```
3. Specify the path to the new log location:

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```
logDir = ECE_log_path
```

where *ECE_log_path* is the absolute path to the directory that you want to use as your log location.

For example:

```
logDir = ECE_home/ece/logs
```

4. Save and close the file.

Setting Log Levels

To set log levels:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **ECE Logging**.
4. Expand **Operations**.
5. Set the log level of the appropriate ECE modules. You can set log levels for a module by name or for a set of modules by function (for example, modules used for rerating).
   - To set the log level by ECE module name:
     a. Click the **getLoggerLevels** operation button.
     b. From the list, identify the ECE module relevant to your debugging scenario.
     c. In the input argument of the **setLogLevel** operation, for each parameter (for example, **p1**), replace **String** with the name of the ECE module.

        For example, if you are debugging a problem with using the simulator testing tool, you might set a log level of DEBUG for these ECE modules:

        ```
        oracle.communication.brm.charging.appconfiguration
        oracle.communication.brm.charging.brs
        oracle.communication.brm.charging.tools.simulator
        ```

   - To set the log level by ECE functional domain:
     a. Click the **getFunctionalDomains** operation button.
     b. From the list, identify the ECE functional domain relevant to your debugging scenario.
     c. In the input argument of the **setLogLevelForFunctionalDomain** operation for the first parameter (**p1**), replace **String** with the name of the ECE functional domain by pasting the name you copied in the previous step.

        Enter the name of the functional domain exactly as it appears in the list of the **getFunctionalDomains** operation.

     d. In the input argument of the **setLogLevelForFunctionalDomain** operation for the second parameter (**p2**), replace String with the log level you want to set for the ECE modules associated with the ECE functional domain.

Configuring the Charging-Server Health Threshold

You can configure a charging-server health threshold so that you are alerted when charging server node failures threaten the ability of a cluster to handle usage requests. A charging-

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server health threshold is the minimum number of charging server nodes in a cluster needed for your customer base. If the number of charging server nodes running in a cluster goes below the threshold, the ECS cluster stops processing usage requests and issues a **SystemHealthException**. However, the ECS cluster continues to process update, management, query, top-up, debit, and refund requests.

When setting a charging-server health threshold, note the following points:

- If a threshold is *N*, you need to run at least *N+1* nodes to have uninterrupted usage processing during a rolling upgrade.
- Configure a minimum of two charging server nodes per cluster.

To configure a charging-server health threshold:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **chargingServer**.
4. Expand **Attributes**
5. Set the **degradedModeThreshold** attribute to the minimum number of charging server nodes needed for your customer base (the number that can handle the normal expected throughput for your system). The default is **0**.
6. Save your changes.

> **Note**
>
> When the number of healthy ECE nodes in a cluster falls below the minimum configured threshold, the Elastic Charging Server (ECS) cluster functions in degraded mode. For more information, see "Supporting External Module Gateways in Degraded Mode".

Checking If Nodes are Started or Stopped

You can use Elastic Charging Controller (ECC) to find out which nodes are started and stopped.

1. On the driver machine, path to the **/oceceserver/bin** directory.
2. Start ECC

   ```
   ./ecc
   ```

3. Run the **status** command.

   ```
   status
   ```

Checking the Health Status of Charging Server Nodes

To check the ongoing health of ECE charging-server nodes:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.

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3. Expand **ChargingClient**.
4. Expand **BatchRequestService**.
5. Expand **Attributes**.
6. Check the value of the **SystemHealth** attribute:
   - **HEALTHY**: Charging server nodes are functioning.
   - **DEGRADED**: Charging server nodes are not available.

Configuring KeepAlive for EM Gateway

BRM Connection Manager (CM) and External Manager (EM Gateway) use a pool of connections to send/receive requests. When there were no requests exchanged between CM and EM Gateway for a defined period of time, the idle connections are closed by the firewall. To prevent this, the KeepAlive option is now enabled on the listening sockets. This allows EM Gateway to use the operating system's KeepAlive settings.

> **Note**
>
> Before starting EM Gateway, ensure that the KeepAlive interval (**tcp_keepalive_interval**) configured for the operating system does not exceed the idle connection timeout configured in the firewall.
>
> By default, the KeepAlive interval for the operating system is set to 7200 seconds. You must reduce this interval so that it does not exceed the idle connection timeout. See your operating system documentation for information on reducing the KeepAlive interval.

By default, EM Gateway is enabled to use the operating system's KeepAlive settings. You can prevent EM Gateway from using the operating system's KeepAlive settings by setting the **socketKeepAlive** entry in the **emGatewayConfigurations.***Instance_Name* (where *Instance_Name* is the name of the EM Gateway instance; for example, emGateway1) section of the *ECE_home***/config/management/charging-settings.xml** file to **0**.

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Monitoring ECE Components

Learn how to monitor system processes, such as memory and thread usage, of your Oracle Communications Elastic Charging Engine (ECE) components.

Topics in this document:

- About Monitoring ECE Components
- Scraping and Exposing Metrics for ECE
- About Monitoring Kafka Servers
- ECE Metrics

> **Note**
>
> This document describes how to monitor ECE in an on-premises environment only. For information about monitoring ECE in a cloud native environment, see "Monitoring ECE in a Cloud Native Environment" in *BRM Cloud Native System Administrator's Guide*.

About Monitoring ECE Components

You can set up your system to monitor ECE on-premises components. When configured to do so, each ECE component provides a REST endpoint that exposes a Java Virtual Machine (JVM), Coherence, and application metrics from a single endpoint in OpenMetrics exposition format. You can then use an external centralized metrics service, such as Prometheus, to scrape and store the ECE metrics for analysis and monitoring.

Setting up monitoring for ECE components involves the following high-level tasks:

1. Configure ECE to scrape JVM, Coherence, and application metrics and expose them through a Micrometer Prometheus endpoint. See "Scraping and Exposing Metrics for ECE".
2. Set up a centralized metrics service, such as Prometheus, to scrape metrics from the Micrometer Prometheus endpoint.
3. Set up a visualization tool, such as Grafana, to display your ECE metric data in a graphical format.

Scraping and Exposing Metrics for ECE

To configure ECE to scrape and expose JVM, Coherence, and application metrics for each ECE node in your system:

1. Open the *ECE_home***/config/eceTopology.conf** file in a text editor.
2. Add the following information for each ECE node in your system:

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- **metricsPort**: Set this to a non-null port where the metrics will be exposed. The port number must be unique for each ECE JVM on a given host.
- **isMetricsEnabled**: Set this to **true** to enable monitoring of this node.

3. Save and close the file.
4. Perform a rolling upgrade of the ECE components.

Example 75-1 Exposing Metrics for All ECE Components

This shows sample **eceTopology.conf** entries for exposing the metrics of ECE nodes:

```
#node-name              |role                    |host name (no spaces!)  |
host ip|JMX port  |start CohMgt  |JVM Tuning File       |metricsPort  |
isMetricsEnabled
ecs1                    |server                  |localhost
|       |9999      |true          |defaultTuningProfile  |22000        |
true
customerUpdater1        |customerUpdater         |localhost
|       |9996      |false         |defaultTuningProfile  |22004        |true
pricingUpdater          |pricingUpdater          |localhost
|       |9995      |false         |defaultTuningProfile  |22005        |true
brmGateway              |brmGateway              |localhost
|       |9994      |false         |defaultTuningProfile  |22006        |true
emGateway1              |emGateway               |localhost
|       |9993      |false         |defaultTuningProfile  |22007        |true
ratedEventFormatter1    |ratedEventFormatter     |localhost
|       |9992      |false         |defaultTuningProfile  |22008        |true
diameterGateway1        |diameterGateway         |localhost
|       |9991      |false         |defaultTuningProfile  |22009        |true
radiusGateway1          |radiusGateway           |localhost
|       |9990      |false         |defaultTuningProfile  |22010        |true
```

About Monitoring Kafka Servers

It is strongly recommended that you also monitor Kafka metrics. Kafka exposes metrics about the state, usage, and performance of your Kafka brokers and Java clients via the Java Management Extensions (JMX) technology.

You can use the following tools to expose and monitor Kafka metrics:

- The Prometheus JMX Exporter can expose metrics as a Prometheus endpoint. See "JMX Exporter" on the GitHub website.
- The Kafka Exporter tool can expose additional useful metrics, such as consumer lag. See "Kafka Exporter" on the GitHub website.

You can also use these tools to helm manage your Kafka clusters:

- The Strimzi Kafka Operator, which helps you to deploy and manage Kafka. It supports both Prometheus JMX Exporter and Kafka Exporter. See "Strimzi Custom Resource API Reference" on the Strimzi website.
- The Cruise Control application, which helps run large Apache Kafka clusters. See "Cruise Control for Apache Kafka" on the GitHub website.

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ECE Metrics

ECE collects metrics in the following groups to produce data for monitoring your ECE components:

- BRS Metrics
- BRS Queue Metrics
- Coherence Metrics
- Diameter Gateway Metrics
- EM Gateway Metrics
- JVM Metrics
- Kafka Client Metrics
- Kafka JMX Metrics
- Micrometer Executor Metrics
- RADIUS Gateway Metrics
- Rated Event Formatter (REF) Metrics
- Rated Events Metrics
- Session Metrics

> **Note**
>
> Additional labels in the metrics indicate the name of the executor.

BRS Metrics

The BRS Metrics group contains the metrics for tracking the throughput and latency of the charging clients that use batch request service (BRS). Table 75-1 lists the metrics in this group.

Table 75-1 BRS Metrics

Metric Name	Type	Description
ece.brs.message.receive	Counter	Tracks how many messages have been received.
ece.brs.message.send	Counter	Tracks how many messages have sent.
ece.brs.task.processed	Counter	Tracks the total number of requests accepted, processed, timed out, or rejected by the ECE component. You can use this to track the approximate processing rate over time, aggregated across all client applications, and so on.
ece.brs.task.pending.count	Gauge	Contains the number of requests that are pending for each ECE component.

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Table 75-1 (Cont.) BRS Metrics

Metric Name	Type	Description
ece.brs.current.latency.by.type	Gauge	Tracks the latency of a charging client for each service type in the current query interval. These metrics are segregated and exposed from the BRS layer per service type and include **event_type**, **product_type**, and **op_type** tags. This metric provides the latency information for the following operation types: **Initiate**, **Update**, **Terminate**, **Cancel**, **Price_Enquiry**, **Balance_Query**, **Debit_Amount**, **Debit_Unit**, **Refund_Amount**, and **Refund_Unit**.
ece.brs.current.latency	Gauge	Tracks the current operation latency for a charging client in the current scrape interval. This metric contains the BRS statistics tracked using the **charging.brsConfigurations** MBean attributes. This configuration tracks the maximum and average latency for an operation type since the last query. The maximum window size for collecting this data is 30 seconds, so the query has to be run every 30 seconds. This metric provides the latency information for the following operation types: **Initiate**, **Update**, **Terminate**, **Cancel**, **Price_Enquiry**, **Balance_Query**, **Debit_Amount**, **Debit_Unit**, **Refund_Amount**, **Refund_Unit**, and **Spending_Limit_Report**.
ece.brs.retry.queue.phase.count	Counter	Tracks the count of operations performed on the retry queue. **Additional Label: phase**
ece.brs.task.resubmit	Counter	Tracks the number of tasks that were scheduled for retry. **Additional Label: resubmitReason**
ece.brs.task.retry.count	Counter	Tracks the distributions of the number of retries performed for a retried request. **Additional Label: source, retries**
ece.brs.task.retry.distribution	Distribution Summary	Tracks the distributions of the number of retries performed for a retried request. **Additional Label: source**
ece.brs.queue.health.monitor.threshold.enabled	Gauge	(Requires Interim Patch 37951934) Tracks the status of the threshold monitor: **0**: Stopped **1**: Started **Available Labels**: **applicationRole**, **configName**, **name**, **type**
ece.brs.queue.health.monitor.threshold.level	Gauge	(Requires Interim Patch 37951934) Tracks the threshold-level index representing the monitor's severity stage as an integer: **0**: None **1**: LEVEL_ONE **2**: LEVEL_TWO **3**: LEVEL_THREE **Available Labels**: **applicationRole**, **configName**, **name**, **type**

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Table 75-1 (Cont.) BRS Metrics

Metric Name	Type	Description
ece.brs.queue.health.monitor.threshold.reading	Gauge	(Requires Interim Patch 37951934) Tracks the monitored value against which the threshold values are evaluated. **Available Labels**: **applicationRole**, **configName**, **name**, **type**
ece.brs.queue.health.monitor.threshold.setpoint	Gauge	(Requires Interim Patch 37951934) Specifies the threshold setpoint above which it enters a particular overload control level. **Available Labels**: **applicationRole**, **configName**, **level**, **name**, **thresholdType**, **type**
ece.brs.queue.health.monitor.threshold.state.transitions.total	Counter	(Requires Interim Patch 37951934) Tracks the total number of transitions between the threshold states. **Available Labels**: **applicationRole**, **configName**, **name**, **type**

Reactor Netty ConnectionProvider Metrics

The Reactor Netty ConnectionProvider Metrics group contains standard metrics that provide insights into the pooled ConnectionProvider, which supports built-in integration with Micrometer. Table 75-2 lists the metrics in this group.

For additional information about Reactor Netty ConnectionProvider Metrics, see "Reactor Netty Reference Guide" in the Project Reactor documentation for more information: https://projectreactor.io/docs/netty/1.1.17/reference/index.html.

Table 75-2 Reactor Netty ConnectionProvider Metrics

Metric Name	Type	Description
reactor.netty.connection.provider.total.connections	Gauge	Tracks the number of active or idle connections.
reactor.netty.connection.provider.active.connections	Gauge	Tracks the number of connections that have been successfully acquired and are in active use.
reactor.netty.connection.provider.max.connections	Gauge	Tracks the maximum number of active connections that are allowed.
reactor.netty.connection.provider.idle.connections	Gauge	Tracks the number of idle connections.
reactor.netty.connection.provider.pending.connections	Gauge	Tracks the number of requests that are waiting for a connection.
reactor.netty.connection.provider.pending.connections.time	Timer	Tracks the time spent waiting to acquire a connection from the connection pool.
reactor.netty.connection.provider.max.pending.connections	Gauge	Tracks the maximum number of requests that are queued while waiting for a ready connection.

Reactor Netty HTTP Client Metrics

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The Reactor Netty HTTP Client Metrics group contains standard metrics that provide insights into the HTTP client which supports built-in integration with Micrometer. Table 75-3 lists the metrics in this group.

For additional information about Reactor Netty ConnectionProvider Metrics, see "Reactor Netty Reference Guide" in the Project Reactor documentation for more information: https://projectreactor.io/docs/netty/1.1.17/reference/index.html.

Table 75-3 Reactor Netty HTTP Client Metrics

Metric Name	Type	Description
reactor.netty.http.client.data.received	DistributionSummary	Tracks the amount of data received, in bytes.
reactor.netty.http.client.data.sent	DistributionSummary	Tracks the amount of data sent, in bytes.
reactor.netty.http.client.errors	Counter	Tracks the number of errors that occurred.
reactor.netty.http.client.tls.handshake.time	Timer	Tracks the amount of time spent for TLS handshakes.
reactor.netty.http.client.connect.time	Timer	Tracks the amount of time spent connecting to the remote address.
reactor.netty.http.client.address.resolver	Timer	Tracks the amount of time spent resolving the remote address.
reactor.netty.http.client.data.received.time	Timer	Tracks the amount of time spent consuming incoming data.
reactor.netty.http.client.data.sent.time	Timer	Tracks the amount of time spent in sending outgoing data.
reactor.netty.http.client.response.time	Timer	Tracks the total time for the request or response.

BRS Queue Metrics

The BRS Queue Metrics group contains the metrics for tracking the throughput and latency of the BRS queue. Table 75-4 lists the metrics in this group.

Table 75-4 BRS Queue Metrics

Metric	Type	Description
ece.eviction.queue.size	Gauge	Tracks the number of items in the queue.
ece.eviction.queue.eviction.batch.size	Gauge	Tracks the number of queue items the eviction cycle processes in each iteration.
ece.eviction.queue.time	Timer	Tracks the amount of time items spend in the queue.
ece.eviction.queue.operation.duration	Timer	Tracks the time it takes to perform an operation on the queue.
ece.eviction.queue.scheduled.operation.duration	Timer	Tracks the time it takes to perform a scheduled operation on the queue.
ece.eviction.queue.operation.failed	Counter	Counts the number of failures for a queue operation.

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Coherence Metrics

All Coherence metrics that are available through the Coherence metrics endpoint are also accessible through the ECE metrics endpoint.

- For details of the Coherence metrics, see "Oracle Coherence MBeans Reference" in *Oracle Fusion Middleware Managing Oracle Coherence*
- For information about querying Coherence metrics, see "Querying for Coherence Metrics" in *Oracle Fusion Middleware Managing Oracle Coherence*

Diameter Gateway Metrics

The Diameter Gateway Metrics group contains metrics for events processed by the Diameter Gateway. Table 75-5 lists the metrics in this group.

Table 75-5 Diameter Gateway Metrics

Metric Name	Type	Description
ece.requests.by.result.code	Counter	Tracks the total number of requests processed for each result code.
ece.diameter.current.latency.by.type	Gauge	Tracks the latency of an Sy request for each operation type in the current query interval. The **SLR_INITIAL_REQUEST**, **SLR_INTERMEDIATE_REQUEST**, and **STR** operations are tracked.
ece.diameter.session.count	Gauge	Tracks the count of the currently cached diameter sessions. **Additional label: Identity**
ece.diameter.session.cache.capacity	Gauge	Tracks the maximum number of diameter session cache entries. **Additional label: Identity**
ece.diameter.session.sub.count	Gauge	Tracks the count of currently cached active ECE sessions. This is the count of sessions in the right side of the session map (Map*String,MapString,DiameterSession*).
ece.diameter.notification.requests.sent	Timer	Tracks the amount of time taken to send a diameter notification. **Additional labels: protocol, notificationType, result**

EM Gateway Metrics

The EM Gateway Metrics group contains standard metrics that provide insights into the current status of your EM Gateway activity and tasks. Table 75-6 lists the metrics in this group.

Table 75-6 EM Gateway Metrics

Metric Name	Type	Description
ece.emgw.processing.latency	Timer	Tracks the overall time taken in the EM Gateway. **Additional label: handler**

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Table 75-6 (Cont.) EM Gateway Metrics

Metric Name	Type	Description
ece.emgw.handler.processing.latency	Timer	Tracks the total processing time taken for each request processed by a handler. **Additional label: handler**
ece.emgw.handler.processing.latency.by.phase	Timer	Tracks the time it takes to send a request to the dispatcher or BRS. **Additional label: phase,handler**
ece.emgw.handler.error.count	Counter	Tracks the number of failed requests. **Additional label: handler, failureReason**
ece.emgw.opcode.formatter.error	Counter	Tracks the number of opcode formatter errors. **Additional label: phase**

JVM Metrics

The JVM Metrics group contains standard metrics about the central processing unit (CPU) and memory utilization of JVMs which are members of the ECE grid. Table 75-7 lists the metrics in this group.

Table 75-7 JVM Metrics

Metric Name	Type	Description
coherence.os.free.swap.space.size	Gauge	Contains system swap usage information (by default in megabytes) for each system in the cluster. These statistics are based on the average data collected from all the ECE grid members running on a server.
coherence.os.system.cpu.load	Gauge	Contains the CPU load information percentage for each system in the cluster. These statistics are based on the average data collected from all the ECE grid members running on a server.
jvm.buffer.count.buffers	Gauge	Contains the estimated number of mapped and direct buffers in the JVM memory pool.
jvm.buffer.total.capacity.bytes	Gauge	Contains the estimated total capacity, in bytes, of the mapped and direct buffers in the JVM memory pool.
jvm.memory.bytes.init	Gauge	Contains the initial size, in bytes, for the Java heap and non-heap memory.
jvm.memory.bytes.committed	Gauge	Contains the committed size, in bytes, for the Java heap and non-heap memory.
jvm.memory.bytes.used	Gauge	Contains the amount , in bytes of Java heap and non-heap memory that are in use.
jvm.memory.bytes.max	Gauge	Contains the maximum size, in bytes, for the Java heap and non-heap memory.
jvm.memory.pool.bytes.init	Gauge	Contains the initial size, in bytes, of the following JVM memory pools: **G1 Survivor Space**, **G1 Old Gen**, and **G1 Survivor Space**.
jvm.memory.pool.bytes.committed	Gauge	Contains the committed size, in bytes, of the following JVM memory pools: **G1 Survivor Space**, **G1 Old Gen**, and **G1 Survivor Space**.

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Table 75-7 (Cont.) JVM Metrics

Metric Name	Type	Description
jvm.memory.pool.bytes.used	Gauge	Contains the amount in bytes, of Java memory space in use by the following JVM memory pools: **G1 Survivor Space**, **G1 Old Gen**, and **G1 Survivor Space**.
process.cpu.usage	Gauge	Contains the CPU percentage for each ECE component on the server. This data is collected from the corresponding MBean attributes by JVMs.
process.files.open.files	Gauge	Contains the total number of file descriptors currently available for an ECE component and the descriptors in use for that ECE component.
system.load.average.1m	Gauge	Contains the system load average (the number of items waiting in the CPU run queue) for each machine in the cluster. These statistics are based on the average data collected from all the ECE grid members running on a server.

Kafka Client Metrics

The Kafka Client Metrics group contains metrics for tracking the throughput, latency, and performance of Kafka producer and consumer clients.

> **Note**
>
> All Kafka producer metrics apply to the ECS and BRM Gateway. All Kafka consumer metrics apply to the BRM Gateway, HTTP Gateway, and Diameter Gateway.

For more information about the available metrics, refer to the following Apache Kafka documentation:

- Producer Metrics: https://kafka.apache.org/36/generated/producer_metrics.html
- Consumer Metrics: https://kafka.apache.org/36/generated/consumer_metrics.html

Kafka JMX Metrics

The Kafka JMX Metrics group contains metrics for tracking the throughput and latency of the Kafka server and topics. Table 75-8 lists the metrics in this group.

Table 75-8 Kafka JMX Metrics

Metric Name	Type	Description
kafka.app.info.start.time.ms	Gauge	Indicates the start time in milliseconds.
kafka.producer.connection.close.rate	Gauge	Contains the number of connections closed per second.
kafka.producer.io.ratio	Gauge	Contains the fraction of time the I/O thread spent doing I/O.

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Table 75-8 (Cont.) Kafka JMX Metrics

Metric Name	Type	Description
kafka.producer.io.wait.time.ns.total	Counter	Contains the total time the I/O thread spent waiting.
kafka.producer.iotime.total	Counter	Contains the total time the I/O thread spent doing I/O.
kafka.producer.metadata.wait.time.ns.total	Counter	Contains the total time, in nanoseconds the producer has spent waiting on topic metadata.
kafka.producer.node.request.latency.max	Gauge	Contains the maximum latency, in milliseconds of producer node requests.
kafka.producer.record.error.total	Counter	Contains the total number of record sends that resulted in errors.
kafka.producer.txn.begin.time.ns.total	Counter	Contains the total time, in nanoseconds the producer has spent in beginTransaction.
kafka.producer.txn.commit.time.ns.total	Counter	Contains the total time, in nanoseconds the producer has spent in commitTransaction.

Micrometer Executor Metrics

The Micrometer Executor Metrics group contains standard metrics that provide insights into the activity of your thread pool and the status of tasks. Table 75-9 lists the metrics in this group.

> **Note**
>
> The Micrometer API optionally allows a prefix to the name. In the table below, replace *prefix* with **ece.brs** for BRS metrics or **ece.emgw** for EM Gateway metrics.

Table 75-9 Micrometer Executor Metrics

Metric Name	Type	Description
prefix.executor.completed.tasks	FunctionCounter	Tracks the approximate total number of tasks that have completed. **Additional label: Identity**
prefix.executor.active.threads	Gauge	Tracks the approximate number of threads that are actively running tasks. **Additional label: Identity**
prefix.executor.queued.tasks	Gauge	Tracks the approximate number of tasks that are queued. **Additional label: Identity**
prefix.executor.queue.remaining.tasks	Gauge	Tracks the number of additional elements that this queue can accept without blocking. **Additional label: Identity**
prefix.executor.pool.size.threads	Gauge	Tracks the current number of threads in the pool. **Additional label: Identity**
prefix.executor.pool.core.threads	Gauge	Tracks the number of threads in the pool for the micrometer-core module. **Additional label: Identity**

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Table 75-9 (Cont.) Micrometer Executor Metrics

Metric Name	Type	Description
prefix.executor.pool.max.threads	Gauge	Tracks the maximum allowed number of threads in the pool. **Additional label: Identity**

RADIUS Gateway Metrics

The RADIUS Gateway Metrics group contains standard metrics that track the customer usage of services. Table 75-10 lists the metrics in this group.

Table 75-10 RADIUS Gateway Metrics

Metric Name	Type	Description
ece.radius.sent.disconnect.message.counter.total	Counter	Tracks the number of unique disconnect messages sent to the Network Access Server (NAS), excluding the retried ones.
ece.radius.retried.disconnect.message.counter.total	Counter	Tracks the number of retried disconnect messages, excluding the total number of retries.
ece.radius.successful.disconnect.message.counter.total	Counter	Tracks the number of successful disconnect messages.
ece.radius.failed.disconnect.message.counter.total	Counter	Tracks the number of failed disconnect messages.
ece.radius.auth.extension.user.data.latency	Timer	Tracks the following: • The latency of converting a customer into an extension customer. • The latency of converting a balance into an extension balance map. • The latency of how long it takes to get a user data response from the user data.

Rated Event Formatter (REF) Metrics

The REF Metrics group contains standard metrics that provide insights into the current status of your REF activity and tasks. Table 75-11 lists the REF metrics in this group.

Table 75-11 REF Metrics

Metric Name	Type	Description
ece.rated.events.checkpoint.interval	Gauge	Tracks the time, in seconds, used by the REF instance to read a set of rated events at a specific time interval.
ece.rated.events.ripe.duration	Gauge	Tracks the duration, in seconds, that rated events have existed before they can be processed.
ece.rated.events.worker.count	Gauge	Contains the number of worker threads used to process rated events.
ece.rated.events.phase.latency	Timer	Tracks the amount of time taken to complete a rated event phase. This only measures successful phases. **Additional labels: phase, siteName**

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Table 75-11 (Cont.) REF Metrics

Metric Name	Type	Description
ece.rated.events.phase.failed	Counter	Tracks the number of rated event phase operations that have failed. **Additional labels: phase, siteName**
ece.rated.events.checkpoint.age	Gauge	Tracks the difference in time between the retrieved data and the current time stamp. **Additional labels: phase, siteName**
ece.rated.events.batch.size	Gauge	Tracks the number of rated events retrieved on each iteration. **Additional labels: phase, siteName**

Rated Events Metrics

The Rated Events Metrics group contains metrics on rated events processed by ECE server sessions. Table 75-12 lists the metrics in this group.

Table 75-12 Rated Events Metrics

Metric Name	Type	Description
ece.rated.events.formatted	Counter	Contains the number of successful or failed formatted rated events per RatedEventFormatter worker thread upon each formatting job operation.
ece.rated.events.cached	Counter	Contains the total number of rated events cached by each ECE node.
ece.rated.events.inserted	Counter	Contains the total number of rated events that were successfully inserted into the database.
ece.rated.events.insert.failed	Counter	Contains the total number of rated events that failed to be inserted into the database.
ece.rated.events.purged	Counter	Contains the total number of rated events that are purged.
ece.requests.by.result.code	Counter	Tracks the total number of requests processed for each result code.

Session Metrics

The Session Metrics group contains metrics on ECE server sessions. Table 75-13 lists the metrics in this group.

Table 75-13 Session Metrics

Metric Name	Type	Description
ece.session.metrics	Counter	Contains the total number of sessions opened or closed by rating group, node, or cluster.

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Configuring Subscriber-Based Tracing and Logging

Learn how to configure subscriber-based tracing and logging in Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE).

Topics in this document:

- About Subscriber-Based Tracing and Logging
- Enabling or Updating Subscriber-Based Tracing and Logging
- Disabling Subscriber-Based Tracing and Logging
- Enabling or Updating Subscriber-Based Tracing and Logging for Selective Functions
- Collecting Subscriber-Based Log Files

See also "Reading Log Files" and "Collecting Log Files for Sending to Oracle Technical Support".

About Subscriber-Based Tracing and Logging

You can selectively trace a particular subscriber's session based on the subscriber ID. You can specify a list of subscriber IDs to be traced. ECE then generates log files for the listed subscribers for each session. If a particular subscriber has multiple sessions, separate log files are generated for each session.

The trace file names are unique and are in the format of *node_name*.*subscriber_ID*.*session_ID*.**log** file. For example, **ecs1.SUBSCRIBER1.SESSION1.log**.

> **Note**
>
> By default, ECE can trace and log a maximum of 100 subscriber IDs and 24 session IDs per subscriber at a time. However, if required, you can configure these parameters.
>
> ECE does not archive or remove the log files that are generated. Make sure that you remove or archive the log files, periodically, to avoid running out of disk space.

To enable subscriber-based tracing, a new file named **subscriber-trace.xml**, is included in the *ECE_home*/**config** directory. You can update this file to add a list of subscriber IDs whose sessions need to be traced. See "Enabling or Updating Subscriber-Based Tracing and Logging" for more information.

You can also specify if you want to trace and log selective functions, such as alterations (discounts), charges, and distributions (charge sharing), for each subscriber specified in the list. To enable subscriber-based tracing and logging for selective functions, see "Enabling or Updating Subscriber-Based Tracing and Logging for Selective Functions".

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By default, the session trace log files are stored in the *ECE_home*/**logs** directory. However, you can modify the location of the session trace files by updating the **subscriberTraceLogDir** parameter in the *ECE_home*/**config/ece.properties** file.

> **Note**
>
> By default, the log level is set to **DEBUG** (recommended log level) to generate logs with detailed information. However, you can change the log levels by updating the **logLevel** parameter in the *ECE_home*/**config/subscriber-trace.xml** file.

Enabling or Updating Subscriber-Based Tracing and Logging

To enable or update subscriber-based tracing and logging:

1. Open the *ECE_home*/**config/subscriber-trace.xml** file.
2. Search for the **subscriberTraceConfig** section.
3. Update the values for the following attributes if required:
   - **logMaxSubscribers**: Specify the maximum number of subscribers for whom you want to enable tracing. The default value is **100**.
   - **logMaxSubscribersessions**: Specify the maximum number of sessions for which the logs need to be generated per subscriber. The default value is **24**.
   - **logExpiryWaitTime**: Specify how long to wait, in seconds, before the logging session expires. The default value is **1**.
   - **logCleanupInterval**: Specify the interval time, in seconds, for log cleanup. The default value is **2**.
   - **logLevel**: Specify the log level you want to use for generating logs; for example, DEBUG or ERROR. The default value is **DEBUG**.
4. In the **subscriberList** section, provide the list of subscriber IDs.

   The following is an example of the XML file that includes the **subscriberList** section:

```
<?xml version="1.0" encoding="ISO-8859-1" standalone="no"?>
<config>
 <!--
    <subscriberTraceConfig
        logMaxSubscribers = "100"
        logMaxSubscriberSessions = "24"
        logExpiryWaitTime  = "1"
        logCleanupInterval = "2"
        logLevel = "DEBUG"
config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.Subsc
riberTraceConfig">
        <subscriberList config-class="java.util.ArrayList">
            <subscriber id="6500000000" config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.Subsc
riberImpl"/>
            <subscriber id="6500000001"
config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.Subsc
riberImpl"/>
        </subscriberList>
```


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```
</subscriberTraceConfig>
</config>
```

5. Save and close the file.
6. On the machine where you have ECC installed, go to *ECE_home*/**bin**.
7. Start ECC:

   ```
   ./ecc
   ```

8. Run the following command, which deploys the ECE installation onto the server machines:

   ```
   sync
   ```

   The relevant ECE installation files are copied to the server machines in your ECE cluster.
9. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
10. Expand the **ECE Logging** node.
11. Expand **Configuration**.
12. Expand **Operations**.
13. Select **updateSubscriberTraceConfiguration**.
14. Click the **updateSubscriberTraceConfiguration** button.
15. In the editor's MBean hierarchy, expand the **ECE Subscriber Tracing** node.
16. Expand **SubscriberTraceManager**.
17. Expand **Attributes**.
18. Verify that the values that you specified in step 3 appears.

> **Note**
>
> The attributes displayed here are *read-only*. You can update these attributes by editing the *ECE_home*/**config/subscriber-trace.xml** file.

Disabling Subscriber-Based Tracing and Logging

To disable subscriber-based tracing and logging:

1. Open the *ECE_home*/**config/subscriber-trace.xml** file.
2. Search for the **subscriberTraceConfig** section.
3. Remove all the subscriber IDs from the **subscriberList** section. For example:

   ```
   <subscriber id="6500000001" config-
   class="oracle.communication.brm.charging.subscribertrace.configuration.internal.Subsc
   riberImpl"/>
   ```

4. Save and close the file.
5. On the machine on which you have ECC installed, go to *ECE_home*/**bin**.
6. Start ECC:

   ```
   ./ecc
   ```

7. Run the following command, which deploys the ECE installation onto the server machines:

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sync

The relevant ECE installation files are copied to the server machines in your ECE cluster.

8. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
9. Expand the **ECE Logging** node.
10. Expand **Configuration**.
11. Expand **Operations**.
12. Select **updateSubscriberTraceConfiguration**.
13. Click the **updateSubscriberTraceConfiguration** button.

Enabling or Updating Subscriber-Based Tracing and Logging for Selective Functions

> **Note**
>
> You can enable subscriber-based tracing and logging only for the following selective functions: alterations, charges, and distributions.

To enable or update subscriber-based tracing and logging for selective functions:

1. Open the *ECE_home*/**config/subscriber-trace.xml** file.
2. Go to the **subscriberTraceConfig** section.
3. Update the values for the following attributes, if required:
   - **logMaxSubscribers.** Specify the maximum number of subscribers for whom you want to enable tracing. The default value is 100.
   - **logMaxSubscribersessions.** Specify the maximum number of sessions for which the logs to be generated per subscriber. The default value is 24.
   - **logLevel.** Specify the log level you want to use for generating logs; for example, DEBUG or ERROR. The default value is DEBUG.
4. In the **subscriberList** section, provide the list of subscriber IDs:

   The following is an example of the XML file that includes the subscriberList section:

```
<?xml version="1.0" encoding="ISO-8859-1" standalone="no"?>
<config>
 <!--
    <subscriberTraceConfig
        logMaxSubscribers = "100"
        logMaxSubscriberSessions = "24"
        logExpiryWaitTime  = "1"
        logCleanupInterval = "2"
        logLevel = "DEBUG"
config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.Subsc
riberTraceConfig">
        <subscriberList config-class="java.util.ArrayList">
            <subscriber id="811000000000" config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.Subsc
```


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```
riberImpl"/>
        </subscriberList>
</subscriberTraceConfig>
</config>
```

5. Search for the **ComponentLoggerList** section.
6. Do the following:
   a. To enable subscriber-based tracing and logging for the alteration function, uncomment the following **componentLogger** blocks in the **componentLoggerList** section:

```
<componentLoggerList config-class="java.util.ArrayList">
            <!-- Add specific logger name and log level to overwrite the out of
the box default logger level
                 For example, the following configuration overwrite the logger
named "oracle.communication.brm.charging.subscribertrace.configuration"
                 to have log level "ALL" and the logger named
"oracle.communication.brm.charging.ratedevent.publisher to have"
                 log level "OFF".
                 The logger level can only be "ALL", "DEBUG", "ERROR", "FATAL",
"INFO", "OFF", "TRACE", "WARN"
                 -->
            <componentLogger
                    loggerName="ALL"
                    loggerLevel="ERROR"
                     config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.C
omponentLoggerImpl"/>
           <componentLogger
                   loggerName="oracle.communication.brm.charging.rating.alteratio
n"
                   loggerLevel="DEBUG"

                   config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.C
omponentLoggerImpl"/>
</componentLoggerList>
```

   b. To enable subscriber-based tracing and logging for the charging function, uncomment the following **componentLogger** blocks in the **componentLoggerList** section:

```
<componentLoggerList config-class="java.util.ArrayList">
            <!-- Add specific logger name and log level to overwrite the out of
the box default logger level
                 For example, the following configuration overwrite the logger
named "oracle.communication.brm.charging.subscribertrace.configuration"
                 to have log level "ALL" and the logger named
"oracle.communication.brm.charging.ratedevent.publisher to have"
                 log level "OFF".
                 The logger level can only be "ALL", "DEBUG", "ERROR", "FATAL",
"INFO", "OFF", "TRACE", "WARN"
                 -->
            <componentLogger
                    loggerName="ALL"
                    loggerLevel="ERROR"
                     config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.C
omponentLoggerImpl"/>
            <componentLogger
                     loggerName="oracle.communication.brm.charging.rating.charge"
                     loggerLevel="DEBUG"
                     config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.C
```


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```
omponentLoggerImpl"/>
</componentLoggerList>
```

c. To enable subscriber-based tracing and logging for the distribution (charge sharing) function, uncomment the following **componentLogger** blocks in the **componentLoggerList** section:

```
<componentLoggerList config-class="java.util.ArrayList">
            <!-- Add specific logger name and log level to overwrite the out of
the box default logger level
                 For example, the following configuration overwrite the logger
named "oracle.communication.brm.charging.subscribertrace.configuration"
                 to have log level "ALL" and the logger named
"oracle.communication.brm.charging.ratedevent.publisher to have"
                 log level "OFF".
                 The logger level can only be "ALL", "DEBUG", "ERROR", "FATAL",
"INFO", "OFF", "TRACE", "WARN"
                 -->
            <componentLogger
                    loggerName="ALL"
                    loggerLevel="ERROR"
                     config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.C
omponentLoggerImpl"/>
            <componentLogger
                    loggerName="oracle.communication.brm.charging.rating.distribu
tion"
                    loggerLevel="DEBUG"
                    config-
class="oracle.communication.brm.charging.subscribertrace.configuration.internal.C
omponentLoggerImpl"/>
</componentLoggerList>
```

7. Save and close the file.
8. On the machine where you have ECC installed, go to *ECE_home*/**bin**.
9. Start ECC:

   ```
   ./ecc
   ```

10. Run the following command, which deploys the ECE installation onto the server machines:

    ```
    sync
    ```

    The **sync** command copies the relevant files of the ECE installation onto the server machines in the ECE cluster.

11. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
12. Expand the **ECE Logging** node.
13. Expand **Configuration**.
14. Expand **Operations**.
15. Select **updateSubscriberTraceConfiguration**.
16. Click the **updateSubscriberTraceConfiguration** button.
17. In the editor's MBean hierarchy, expand the **ECE Subscriber Tracing** node.
18. Expand **SubscriberTraceManager**.
19. Expand **Attributes**.
20. Verify that the values that you specified in step 3 appears.

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> **Note**
>
> The attributes displayed here are READ ONLY. You can update these attributes by editing the *ECE_home*/**config/subscriber-trace.xml** file.

Collecting Subscriber-Based Log Files

You can use the **infoCollector** command to collect subscriber-based tracing log files from your ECE system.

To collect subscriber-based log files, run the **infocollector** command with the following parameters:

```
infoCollector [-td dir] [-t "SUBSCRIPTION|SUBSCRIPTION.SESSION IDENTIFIER", "..."]
```

where:

- **-td** *dir* collects all trace files from the provided directory or location. For example:

  ```
  infoCollector -td ECE_home/trace01
  ```

- **-t** *"SUBSCRIPTION|SUBSCRIPTION.SESSION IDENTIFIER", "..."* adds all trace files to the collection that match the subscription session identifiers. For example:

  ```
  infoCollector -t "0048100700.Session01", "0048100702"
  ```

The **infoCollector** command does not collect files from systems on which ECC is running. For example, it does not collect files from the network mediation system.

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77

Managing Nodes and Clusters in ECE

Learn how to manage nodes and clusters in Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE).

Topics in this document:

- Adding Nodes
- Removing Nodes
- Configuring Cluster Quorum Policy
- Adding Diameter Gateway Nodes for Online Charging
- Configuring Diameter Gateway Nodes
- Adding RADIUS Gateway Nodes
- Configuring RADIUS Gateway Nodes

Adding Nodes

Use the Elastic Charging Controller (ECC) **addNode** command to add nodes. The **addNode** command adds an entry for the node in the topology file.

1. On the driver machine, go to the *ECE_home***/bin** directory.
2. Start Elastic Charging Controller (ECC).

   ```
   ./ecc
   ```

3. Run the ECC **addNode** command.

   ```
   addNode node_name role host_name host_ip JMX_port start_CohMgt JVM_tuning_file
   ```

   where:

   - *start_CohMgt* specifies if the node is a JMX-management-enabled node, which runs a driver machine. Enter **true** or **false**.
   - *JVM_tuning_file* is the JVM tuning file that contains the tuning profile for the node. This file specifies the number of threads, memory, and heap size. Create this file in the *ECE_home***/config** directory by copying, renaming, and editing the **defaultTuningProfile.properties** file. See "Configuring JVM Tuning Parameters".
4. Run the ECC **start** command to start the new node.

Removing Nodes

Use Elastic Charging Controller (ECC) **removeNode** command to remove nodes. The **removeNode** command removes the entry for the node from the topology file.

1. On the driver machine, path to the **/oceceserver/bin** directory.
2. Start Elastic Charging Controller (ECC).

   ```
   ./ecc
   ```


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3. Run the ECC **stop** command to stop the node.
4. Run the ECC **removeNode** command.

Configuring Cluster Quorum Policy

The cluster quorum policy specifies the minimum number of cluster members that must remain in the cluster, without causing data loss, when the cluster service is terminating suspect members. This ensures that a cluster always contains a sufficient number of cluster members to operate successfully.

A member is considered suspect if it does not respond to network communications and is in imminent danger of being disconnected from the cluster.

You specify the required minimum by setting the **timeout-survivor-quorum** value, which can be calculated using this formula:

timeout-survivor-quorum = (*NumberofHosts* **– 1**) ***** *NumberECSperHost*

where:

- *NumberofHosts* is the number of ECE hosts in your Coherence cluster.
- *NumberECSperHost* is the number of ECE Charging Servers (ECSs) per host.

For example, if your ECE system contains 8 ECE VM hosts with 4 ECSs per VM host, you would set **timeout-survivor-quorum** to 28 [that is, (8 – 1) * 4)].

To configure the cluster quorum policy for ECE:

1. Open the *ECE_home***/config/charging-coherence-override-***environment***.xml** file in a text editor, where *environment* is **dev** for your test or development servers, or **prod** for your production servers.
2. Set the **<timeout-survivor-quorum>** element to the minimum number of cluster members in a cluster when the cluster service is terminating suspect members:

```
<cluster-quorum-policy>
   <timeout-survivor-quorum>value</timeout-survivor-quorum>
</cluster-quorum-policy>
```

3. Save and close the file.

Adding Diameter Gateway Nodes for Online Charging

The ECE installer adds a single instance of a Diameter Gateway node (**diameterGateway1**) to your topology. By default, this single node listens to all network interfaces for Diameter messages.

When adding Diameter Gateway nodes:

- In an ECE production environment, use two Diameter Gateway node instances per machine to allow for failover and additional nodes as needed to handle the expected throughput for your system.
- For a development installation on a single machine, the minimum configuration is three charging server nodes and two Diameter Gateway node instances to allow for failover. Server redundancy is a minimum requirement of ECE installations.

To add Diameter Gateway nodes:

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1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.diameterGatewayConfigurations**.
4. Expand **Operations**.
5. Select **addDiameterGatewayConfiguration**.
6. In the **name** field, enter a name for the Diameter Gateway node.
7. Click the **addDiameterGatewayConfiguration** button.

   You have created a Diameter Gateway node.

   (Optional) To fully configure the Diameter Gateway node now, specify values for all Diameter Gateway node configuration properties. See "Configuring Diameter Gateway Nodes". Alternatively, first create multiple nodes, and later configure them.
8. Open the *ECE_home***/config/eceTopology.conf** file.
9. Add a row for the Diameter Gateway node instance.
10. For that row, enter the following information:
    - Name of the JVM process for the node instance.

      Enter the name used when the node instance was created in the JMX editor.
    - Role of the JVM process for the node instance.

      Enter the role **diameterGateway**.
    - Host name of the physical server machine on which the node resides.
    - JVM tuning file that contains the tuning profile for the node.
11. Save the file.

Configuring Diameter Gateway Nodes

For each Diameter Gateway node, you must configure connection and performance options.

To configure Diameter Gateway nodes:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.diameterGatewayConfigurations.***Instance_Name*, where *Instance_Name* is the name of the instance to configure.
4. Expand **Attributes**.
5. Specify values for all the attributes required to configure the instance.

   See Table 77-1 for attribute descriptions and default values.
6. Go to the *ECE_home***/bin** directory.
7. Start the Elastic Charging Controller:

   ```
   ./ecc
   ```
8. Do one of the following:
    - If the Diameter Gateway instance is *not* running, start it.

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The instance reads its configuration information by name at startup.

- If the Diameter Gateway instance is running, stop and restart it.

Table 77-1 Diameter Gateway Node Configuration Attributes and Values

Attribute Name	Default Value	Description
name	"diameterGateway1"	The name of the Diameter Gateway instance. Name Diameter Gateway node instances consistently and uniquely (for example, **diameterGateway1**, **diameterGateway2**, and so on). If you change the name of an existing instance, you must update the name in the *ECE_home***/config/eceTopology.conf** file.
clusterName	""	The cluster name of the Diameter Gateway instance. ECE uses both **name** and **clusterName** to identify a Diameter Gateway instance. You must specify a different cluster name if you are configuring Diameter Gateway nodes with the same name. **Note**: Ensure that this cluster name matches the cluster name in the *ECE_home***/config/charging-coherence-override-secure-prod.xml** file.
diameterTrafficPort	"3868"	The port (on the physical host computer running the Diameter Gateway node instance) the Diameter Gateway instance listens on to handle Diameter messages. When adding new Diameter Gateway instances, choose a port number that is not used by another application. When multiple Diameter Gateway instances run on the same physical host computer, each instance must use a different port number.
ioThreadPoolSize	"10"	The number of threads used by the network I/O thread pool. The valid values are greater than zero and up to any number the system resources allow.
responseTimeout	"10"	The maximum duration, in seconds, the Diameter Gateway instance waits for a response from the Diameter client. If the Diameter Gateway instance does not receive a response from the Diameter client within the specified duration, the Diameter Gateway instance stops waiting for a response and removes the notification from the JMS queue. The valid values are greater than zero and up to any number the system resources allow.
watchDogInterval	"30"	The duration in seconds that the Diameter Gateway instance waits before it issues a Device-Watchdog-Request message (DWR).
originHost	No default value Setting a value for this field is mandatory.	The Origin-Host attribute-value pair (AVP) to be sent in the Diameter request. You assign this unique identifier to your Diameter Gateway server on its host. It can be any string value.
originRealm	No default value Setting a value for this field is mandatory.	The Origin-Realm AVP to be sent by the Diameter Gateway in outgoing Diameter requests. You assign this signaling realm (domain) to your Diameter Gateway server. You must set the same origin realm value for all Diameter Gateway instances in the same ECE topology.

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Table 77-1 (Cont.) Diameter Gateway Node Configuration Attributes and Values

Attribute Name	Default Value	Description
diameterTrafficHost	""	The network interface (on the physical or virtual host computer running the Diameter Gateway node instance) that the Diameter Gateway node binds to and listens on for Diameter messages. The value can be an IP address or a host name. The value can also be an empty string (the default). In that case, the Diameter Gateway instance listens for Diameter messages on all network interfaces available on the server.
diameterTrafficHostSctp	""	When SCTP is used, the network interface (on the physical or virtual host computer running the Diameter Gateway node instance) that the Diameter Gateway node binds to and listens on for Diameter messages (sent from Diameter clients). The value can be: • One or more SCTP IP addresses. For multihoming systems, separate multiple IP addresses with a comma (,). For example: `10.240.179.147,10.240.182.149` • One or more host names. • An empty string, which disables the SCTP transport. Your operating system must support SCTP to use this configuration. If not, install the SCTP system package for your operating system version.
loopback	"false"	Specifies the loopback setting for performance testing. The valid values are: • **True** specifies that the Diameter Gateway instance does not send the credit-control request to ECE. Instead, the Diameter Gateway instance returns the success result code to the network element. • **False** specifies that the Diameter Gateway instance sends the credit-control request to ECE.
requestProcessorThreadPool Size	"10"	The number of threads used by the request-processor thread pool. The request-processor thread pool is a Diameter Gateway thread pool dedicated to processing Diameter requests handed off to it from the I/O thread pool. The valid values are greater than zero and up to any number the system resources allow.
requestProcessorBatchSize	"10"	The batch size of the Diameter requests handed off by the network I/O thread pool to the request-processor thread pool. The valid values are greater than zero and up to any number the system resources allow.
notificationThreadPoolSize	"10"	The number of threads used by the Diameter Gateway instance to process notification messages. The valid values are greater than zero and up to any number the system resources allow. Tune this value to the expected workload in the deployed environment.

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Table 77-1 (Cont.) Diameter Gateway Node Configuration Attributes and Values

Attribute Name	Default Value	Description
maxNotificationCommitSize	"100"	The maximum number of dequeued notification messages from the JMS topic that can remain uncommitted. If the number of dequeued notification messages from the JMS topic exceeds this number, the Diameter Gateway instance stops reading messages until the read messages are committed.
maxWaitTimeNotificationCommit	"3600000"	The maximum wait time for which the uncommitted messages can remain in the notification JMS topic. **Note:** This only applies for deployments using WebLogic Server for Notifications (not Kafka).
ccFailover	"FAILOVER_SUPPORTED"	Indicates if the Diameter Gateway instance operates in a cluster that supports failover. The valid values are: • **FAILOVER_SUPPORTED** • **FAILOVER_NOT_SUPPORTED** The value set here is the value the Diameter Gateway instance sends for the CC-Session-Failover AVP in all credit-control answers (CCAs) it produces. For more information, see the Diameter Credit-Control Application standard at: https://tools.ietf.org/html/rfc4006#section-8.4
creditControlFailureHandling	"RETRY_AND_TERMINATE"	Indicates how the Diameter client should proceed if a CCA is not received before the Tx timeout. The valid values are: • **TERMINATE** • **CONTINUE** • **RETRY_AND_TERMINATE** The value set here is the value the Diameter Gateway instance sends for the Credit-Control-Failure-Handling AVP in all CCAs it produces. For more information, see the Diameter Credit-Control Application standard at: https://tools.ietf.org/html/rfc4006#section-8.14
directDebitingFailureHandling	"TERMINATE_OR_BUFFER"	Indicates how the Diameter client should proceed if a Direct Debit CCA is not received before the transaction timeout. The valid values are: • **TERMINATE_OR_BUFFER** • **CONTINUE** The value set here is the value the Diameter Gateway instance sends for the Direct-Debiting-Failure-Handling AVP in all credit-control answers (CCAs) it produces. For more information, see the Diameter Credit-Control Application standard at: https://tools.ietf.org/html/rfc4006#section-8.15
allowMultipleConnectionsPerPeer	"false"	Allows a Diameter Gateway to accept multiple connections from the same diameter peer identity for high availability. Any outgoing diameter requests for the peer will be load balanced across the multiple connections.

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Table 77-1 (Cont.) Diameter Gateway Node Configuration Attributes and Values

Attribute Name	Default Value	Description
sctpMaxInStream	"0"	The maximum number of incoming streams allowed per association. The valid range is **0** to **65535**.
sctpMaxOutStream	"0"	The maximum number of outgoing streams allowed per association. The valid range is **0** to **65535**.
sctpSendBufferSize	"0"	The buffer size for sending data (in bytes). The valid range is **0** to **2147483647**. This attribute determines the maximum amount of data that can be sent in a single transaction. You can increase or decrease the size based on your requirements.
sctpReceiveBufferSize	"0"	The buffer size for receiving data (in bytes). The valid range is **0** to **2147483647**. This attribute determines the SCTP receiver window size. You can increase or decrease the size based on your requirements. For example, you can increase the size for high-volume connections or decrease the size if you want to limit the incoming data backlog.
notificationListenerConnectionPoolSize	"10"	The connection pool size for notification listeners.
kafkaPartition	"4"	When **kafkaCustomPartitionAssignorEnabled** is set to **false**, this is the ID of the Kafka partition that the notification listener should consume messages from. **Note**: This attribute is ignored for ECE systems with a topic-based Kafka architecture. (That is, when **kafkaCustomPartitionAssignorEnabled** is set to **true**.)
dgwNotifNetworkResponseTimeoutAdder	"200"	The interval, in milliseconds, the Diameter Gateway instance waits for a response from the notification topic.
ingressRequestTimeoutMs	"3000"	The interval, in milliseconds, the Diameter Gateway instance waits to receive an ingress request.
enableNetworkExpiration	"true"	Whether to calculate the timeout using the timestamp contained in the payload (**true**) or using the time the message arrived (**false**).
rarNotificationAgeLimitInSec	“300”	(Requires ECE Interim Patch 15.1.0.0.1 (37951934)) The time limit, in seconds, after which any Gy notification consumed by the Diameter Gateway is considered expired and delivery attempts for the Gy notification to the Gy client are halted.
snrNotificationAgeLimitInSec	“300”	(Requires ECE Interim Patch 15.1.0.0.1 (37951934)) The time limit, in seconds, after which any Sy notification consumed by the Diameter Gateway is considered expired and delivery attempts for the Sy notification to the Sy client are halted.

Adding RADIUS Gateway Nodes

During ECE installation, if you specify that RADIUS Gateway must be started when ECE is started, the ECE installer adds a single RADIUS Gateway node (**radiusGateway1**) to your topology file).

When adding RADIUS Gateway nodes:

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- In a production system, use two RADIUS Gateway nodes to allow for failover and additional nodes as needed to handle the expected throughput for your system.
- For a development system, the minimum configuration is two RADIUS Gateway nodes to allow for failover.

To add RADIUS Gateway nodes:

1. Log on to the driver machine.
2. Go to the *ECE_home*/**bin** directory.
3. Start the Elastic Charging Controller:

   ```
   ./ecc
   ```

4. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
5. Expand the **ECE Configuration** node.
6. Expand **charging.radiusGatewayConfigurations**.
7. Expand **Operations**.
8. Select **addRadiusGatewayConfiguration**.
9. In the method's **name** field, enter a name for the RADIUS Gateway node.
10. Click the **addRadiusGatewayConfiguration** button.

    You have created a RADIUS Gateway node.
11. Open the *ECE_home*/**config/eceTopology.conf** file.
12. Add a row for the RADIUS Gateway node instance.
13. For that row, enter the following information:
    - Name of the JVM process for the node instance.

      Enter the name used when the node instance was created in the JMX editor.
    - Role of the JVM process for the node instance.

      Enter the role **radiusGateway**.
    - Host name of the physical server machine on which the node resides.
    - JVM tuning file that contains the tuning profile for the node.
14. Save the file.

Configuring RADIUS Gateway Nodes

You must configure each RADIUS Gateway node to communicate with your network and to perform optimally.

To configure RADIUS Gateway nodes:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.radiusGatewayConfigurations.***Instance_Name*, where *Instance_Name* is the name of the instance to configure.
4. Expand **Attributes**.

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5. Specify values for all the attributes required to configure the instance.

   See Table 77-2 for attribute descriptions and default values.

6. Change directory to the *ECE_home*/**bin** directory.

7. Start the Elastic Charging Controller:

   ```
   ./ecc
   ```

8. Do one of the following:

   - If the RADIUS Gateway instance is *not* running, start it.

     The instance reads its configuration information by name at startup.

   - If the RADIUS Gateway instance is running, stop and restart it.

Table 77-2 RADIUS Gateway Node Configuration Attributes and Values

Attribute Name	Default Value	Description
name	"radiusGateway1"	The name of the RADIUS Gateway instance. Name RADIUS Gateway node instances consistently and uniquely (for example, **radiusGateway1**, **radiusGateway2**, and so on). If you change the name of an existing instance, you must update the name in the *ECE_home*/**config/eceTopology.conf** file.
wallet	"opt/wallet"	The path to the Oracle wallet file containing the SSL trusted certificates and the BRM root key for RADIUS Gateway. When RADIUS Gateway is started, the BRM root key in the Oracle wallet file is stored in memory.
queueSize	"8"	The number of incoming requests that can be simultaneously processed by the RADIUS server.
avpName	"Service-Type"	The name of the attribute value pair (AVP) that is used to determine the service type during authentication. This is used in conjunction with **vendorId**.
vendorId	"0"	The vendor ID of the AVP that you configured to determine the service type. This is used in conjunction with **avpName**.
enableRetransmissionChecks	"true"	Enables or disables duplicate packet detection (enabled by default). RADIUS Gateway uses this feature to identify duplicate requests from RADIUS clients by validating them against the requests stored in the ECE cache. **Note:** You must restart RADIUS Gateway after enabling or disabling the duplicate packet detection feature.
timeToLive	"30000"	The expiration time (in milliseconds) for the RADIUS requests stored in the ECE cache.
radiusTrafficPort	authorization port= "1812" accounting port= "1813"	The number assigned to the port on which RADIUS Gateway listens. Add one **radiusTrafficPort** entry for each port on which you want RADIUS Gateway to listen.

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Table 77-2 (Cont.) RADIUS Gateway Node Configuration Attributes and Values

Attribute Name	Default Value	Description
ioThreadPoolSize	"16"	The number of threads that determines the maximum number of simultaneous processes that RADIUS Gateway can handle. You can increase the number of threads to increase the server performance. Many factors impact the number of threads required, such as the cache size of each CPU, memory size, and swap size. Systems can handle as many as eight threads per CPU. On production systems, set these values higher.
sharedSecret	"e59VPnxr1o5+FGW97w/aMA=="	The common password shared between RADIUS Gateway and Network Access Server (NAS). It is used by the RADIUS protocol for security. Each RADIUS Gateway instance must have a unique password in encrypted format.
noOfChallenges	"1"	The maximum number of challenges that can be sent to RADIUS clients when Challenge-Handshake Authentication Protocol (CHAP) is used for authentication. A random number within this value is chosen during authentication to carry out the number of challenges for a given authentication session. If the password is authenticated successfully, the challenge process begins. If any of the challenge responses fail in authentication, an Access-Reject is sent. Upon all successful authentication, an Access-Accept message is sent.
id	"21", "4", and "5"	The unique identifier of the Extensible Authentication Protocol (EAP) type used for authentication.
name	"TTLS" and "MD5"	The EAP type used for authentication. The following types are supported: TTLS and MD5.
priority	"1", "2", and "3"	The priority set for the EAP type. 1 is the highest priority.

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Configuring ECE Data-Loading Utilities and Data Updaters

Learn how to change the initial configuration of the Oracle Communications Elastic Charging Engine (ECE) data-loading utilities and data updaters after you install ECE.

Topics in this document:

- Configuring the configLoader Utility
- Loading Customer Data Incrementally with customerLoader
- Loading Product Cross-Reference Data with customerLoader
- Configuring Customer Updater
- Configuring Pricing Updater

Configuring the configLoader Utility

Use the **configLoader** utility to load mediation specification data required for Diameter Gateway and RADIUS Gateway into ECE.

To configure the **configLoader** utility:

1. Open the *ECE_home***/config/management/migration-configuration.xml** file.
2. Set the **configObjectsDataDirectory** parameter to the path to the mediation specification file that is supplied (as ready-to-use configuration) when you install ECE. The default path is *ECE_home***/sample_data/config_data** directory.

Loading Configuration Data with configLoader

To load configuration data with **configLoader**:

1. Go to the *ECE_home***/bin** directory.
2. Start ECC:

   ```
   ./ecc
   ```

3. If your charging servers are not running, start them:

   ```
   start server
   ```

4. Run the following command:

   ```
   start configLoader
   ```


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Loading Customer Data Incrementally with customerLoader

> **Note**
>
> Do *not* run the **customerLoader** utility without the **-incremental** parameter in a production environment.

After loading the initial customer data from BRM, you can load customer data incrementally, in batches or in bulk, into ECE by using the **customerLoader** utility. On a system with multiple schemas, run the **customerLoader** utility for each schema.

To load customer data incrementally into ECE:

1. Start ECC:

   ```
   ./ecc
   ```

2. If your charging server nodes are not running, start them and load configuration data and pricing data:

   ```
   start server
   start configLoader
   start CustomerUpdater
   ```

3. Create prepopulated tables to load only preselected customer data. For more information, see "Loading a Subset of Customer Data".

4. Run the following command, which loads the customer data incrementally:

   ```
   start customerLoader -incremental customer_updater_schema_name
   ```

   where *customer_updater_schema_name* is the schema name specified for Customer Updater in the **connectionconfiguration** section of the *ECE_home***/config/management/charging-settings.xml** file.

   For Example:

   ```
   start customerLoader -incremental customerUpdater1
   ```

Loading Product Cross-Reference Data with customerLoader

Running the **Customer Loader** utility with the **-loadCrossRefData** parameter loads the new or modified set of product cross-reference data from BRM into ECE for the schema that you specify. The **Customer Loader** utility loads the product cross-reference data only for the product offerings that are stored in the ECE cache when the utility is run with the **-loadCrossRefData** parameter.

To load product cross-reference data with the **customerLoader** utility:

1. Start ECC:

   ```
   ./ecc
   ```

2. If your charging server nodes are not running, start them and load configuration data and pricing data:

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```
start server
start configLoader
start CustomerUpdater
```

3. Run the following command, which loads the cross-reference data from the specified customer updater schema:

   ```
   start customerLoader -loadCrossRefData customer_updater_schema_name
   ```

   where *customer_updater_schema_name* is the schema name specified for Customer Updater in the **connectionconfiguration** section of the *ECE_home***/config/management/charging-settings.xml** file.

   For example:

   ```
   start customerLoader -loadCrossRefData customerUpdater1
   ```

   For loading cross-reference data from multiple schemas, run the **customerLoader** utility for each schema; for example, customerUpdater1, customerUpdater2, and so on.

Configuring Customer Updater

Customer Updater receives customer data from the BRM server. For more information, see:

- Specifying Retry Count for Customer Updater
- Loading a Subset of Customer Data
- Loading Customer Data Selectively from BRM into ECE
- Configuring the Customer Updater Suspense Queue

To configure Customer Updater:

> **Note**
>
> For Customer Updater to receive update requests from BRM, the BRM Payload Generator External Module (EM) configuration file must point to the ECE payload configuration file (**payloadconfig_ecc_sync.xml**).

1. To enable Customer Updater to work with prepopulated distribution tables, set **-DpreDistributedWorkItems** to **true** in the JVM tuning file.

   The prepopulated distribution tables specify which customer data to load. Only data for the customers listed in the prepopulated distribution tables is loaded. Customer Updater loads all BRM customer data by default.

2. To enable Customer Updater to continue data extraction even if validation fails, set **-DcontinueCustomerLoaderOnError** to **true** in the JVM tuning file.

3. Open the *ECE_home***/config/management/migration-configuration.xml** file.

4. Set the **remoteWmThreads** parameter to the number of parallel work manager threads to be used for Customer Updater.

   By default, this parameter is set to **1**.

5. Set the **batchSize** parameter to the number of customers to put into the repository in one put operation.

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Use **batchSize** to optimize performance of put operations into the repository. The more customers you insert into the repository in one put operation (rather than inserting each one individually), the better the performance.

By default, this parameter is set to **5000**.

6. Set the **dbConnections** parameter to the number of parallel database connections to use for initial extraction and load of customer data.

   By default, this parameter is set to **1**.

7. Set the **dbFetchSize** parameter to the number of records that Customer Updater should extract from the BRM database at one time.

   By default this parameter is set to **5000**.

8. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
9. Expand the **ECE Configuration** node.
10. Expand **charging.connectionConfigurations.oracleQueueConnection1**.
11. Expand **Attributes**.
12. Specify values for the following attributes:
    - **jdbcUrl**: Enter the Oracle JDBC URL to use to connect to the BRM database.

      `jdbcUrl="jdbc:oracle:thin@//`*`hostname`*`:`*`port`*`:`*`sid`*`"`

      where *hostname* and *port* are the host name and port number for the computer on which the database queue resides, and *sid* is the name of the BRM database service.
    - **Password**: Enter the encrypted password for logging on to the computer on which the database queue resides.

      When you install ECE, the password you enter is encrypted and stored in the KeyStore.
    - **QueueName**: Enter the name of the database queue that holds the published business events from BRM.

Specifying Retry Count for Customer Updater

You can configure Customer Updater to automatically retry the BRM database connection and restart the process by specifying the number of retries allowed after it fails. This ensures that Customer Updater is started automatically without any manual intervention.

To specify the retry count for Customer Updater:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.connectionConfigurations.customerUpdater***n*, where *n* is the number that represents the instance; for example, CustomerUpdater2.
4. Expand **Attributes**.
5. Set the **retryCount** attribute to the number of times the database connection can be retried after Customer Updater fails.

   This attribute is applicable only for the Customer Updater startup, restart, or failover.

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Loading a Subset of Customer Data

By default, Customer Updater loads all customer data from the BRM database into ECE. However, you can configure Customer Updater to load only a subset of customer data instead.

To configure Customer Updater to load only a subset of customer data:

1. Open the **ssh** terminal on the server on which ECE is running.
2. In the *ECE_home***/bin/preselect_customers.groovy** file, modify the **filterCondition** variable and all relevant SQL queries to include only the desired customer POIDs.
3. Use the **truncate** command on the relevant tables to clear previous load data. For example:

   ```
   truncate table ECE_WORK_ITEM_DETAIL_T;
   truncate table ECE_WORK_ITEM_SUMMARY_T;
   ```

4. From the *ECE_home***/bin** repository, run the **preselect_customers.sh** script. For example, if you are not using SSL, run the following command:

   ```
   ./preselect_customers.sh -s dbHost -o oracleSID -c dbPort -n noOfDBConnections -f
   dbFetchSize -d aaDisRec -e false
   ```

   where:

   - *dbHost* is the host name or IP address of the BRM database.
   - *oracleSID* is the Oracle database alias.
   - *dbPort* specifies the number for the Oracle database port.
   - *noOfDBConnections* specifies the number of connections to use when retrieving BRM customer data from the database. You must set *noOfDBConnections* and the Customer Updater **dbConnections** parameter to the same value.
   - *dbFetchSize* specifies the number of records to fetch from the database at one time. You must set *dbFetchSize* and the Customer Updater **dbFetchSize** parameter to the same value.
   - *aaDisRec* specifies whether ECE is deployed in an active-active disaster recovery system. The possible values are **true** and **false**.
   - *-e false* specifies that SSL is not enabled.

   For more information about the utility's syntax and parameters, see "preselect_customers.sh".

   If the command is successful, you will see something like this:

   ```
   Customer loader: Number of customers in BRM DB - 1
   ECE_WORK_ITEM_SUMMARY_T table already exists
   ECE_WORK_ITEM_DETAIL_T table already exists
   ECE_WORK_ITEM_SUMMARY_T, ECE_WORK_ITEM_DETAIL_T tables truncated
   Distribution query is insert /*+ parallel */ into ECE_WORK_ITEM_DETAIL_T
   (CUSTOMER_ID, WORK_ID, FETCH_INDEX) select /*+ parallel */ POID_ID0, (mod(ROWNUM,
   1)), mod(ceil(ROWNUM/1),0) + 1 from ACCOUNT_T where POID_ID0 in ('2194747') ORDER BY
   POID_ID0
   Customers distributed for loading in 438 milli seconds
   ```

5. Check the content of the tables you changed and ensure that there is only one row in each.
6. Make a copy of the **defaultTuningProfile.properties** in the *ECE_home***/config** directory using the following command:

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```
cp defaultTuningProfile.properties defaultTuningProfile_CL.properties
```

7. In the **defaultTuningProfile_CL.properties** file, add the following option:

   ```
   -DpreDistributedWorkItems=true
   ```

8. Edit the *ECE_home*/**config/eceTopology.conf** file to reference the new tuning profile. For example:

   ```
   customerLoader |customerLoader |hostname |||false |defaultTuningProfile_CL
   ```

9. Change to the *ECE_home*/**bin** directory.

10. Start Elastic Charging Controller (ECC) and stop **customerLoader**:

    ```
    ./ecc
    stop customerLoader
    ```

11. At the ECC prompt, run the following command to start **customerLoader** in incremental load mode:

    ```
    start customerLoader -incremental customerudaterfilename username=username
    password=password
    ```

Loading Customer Data Selectively from BRM into ECE

The initial data load includes the customer data only for the product offerings (services and the corresponding pricing data) that are already stored in the ECE cache. If you are migrating pricing data selectively from BRM into PDC, you must load the customer data also selectively from BRM into ECE.

To load customer data selectively from BRM into ECE:

1. Configure **Customer Updater** to run in the **selectiveMigrationMode** mode by setting the **selectiveMigrationMode** attribute in the *ECE_home*/**config/management/migration-configuration.xml** file to **true**.

   See "Configuring Customer Updater to Load Data Selectively".

2. Load the selectively migrated pricing data (including services) from PDC into ECE by running Pricing Updater. See "Starting and Stopping ECE".

3. Load the corresponding customer data and product cross-reference data from BRM into ECE by running Customer Updater. See "Starting and Stopping ECE".

Configuring Customer Updater to Load Data Selectively

To configure Customer Updater to load data selectively:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".

2. Expand the **ECE Configuration** node.

3. Expand **migration.loader**.

4. Expand **Attributes**.

5. Set the **selectiveMigrationMode** attribute to **true**.

Configuring the Customer Updater Suspense Queue

ECE moves failed data updates from Customer Updater to the suspense queue.

To configure the Customer Updater suspense queue:

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1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.connectionConfigurations.oracleQueueConnection1**.
4. Expand **Attributes**.
5. Set the **suspenseQueueName** attribute to the name of the queue on the BRM system that holds failed updates from BRM.

Configuring Pricing Updater

To configure the Pricing Updater:

1. Open the *ECE_home***/config/JMSConfiguration.xml** file.
2. Edit the **PdcEceQueue** section to specify the JMS queue details from which Pricing Updater retrieves the pricing data from PDC.
3. Edit the **PDCResultQueue** section to specify the JMS result queue details to which Pricing Updater publishes the results back to PDC.
4. Save the file.

If you need to change the password values in this file (for example, if ECE must interact with new BRM or PDC machines or if the password used to connect to existing BRM and PDC machines has changed), you must first run the encrypt password utility.

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Configuring JVM Tuning Parameters

Learn how to tune the JVM parameters in your Oracle Communications Elastic Charging Engine (ECE) system.

Topics in this document:

- Configuring JVM Tuning Parameters
- Configuring Client-Side ECE Request Queues

Configuring JVM Tuning Parameters

Configure JVM tuning parameters for garbage collection and heap size tuning.

Each row in the topology file represents an ECE component that is a running JVM in the cluster. In the topology file, you can specify a JVM tuning profile file for each node defined. This allows you to provide specific tuning settings for each node in the cluster. Multiple nodes can point to the same tuning profile.

To configure JVM tuning parameters:

1. Open the *ECE_home***/config/defaultTuningProfile.properties** file.

   You can create your own JVM tuning file and save it in this directory. You can name the file what you want.
2. Set the parameters as needed.
3. Save the file.
4. In the topology file, ensure your JVM tuning file is associated with the node to which you want the parameters to apply.

   The JVM tuning file is referenced by name in the *ECE_home***/config/eceTopology.conf** file.

Configuring Client-Side ECE Request Queues

You can configure the request queues that your charging clients use to submit requests to ECE.

To configure client-side ECE request queues:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **ChargingClient**.
4. Expand **BatchRequestService**.
5. Set the thread pool size, batch time out, and batch size attributes for the request queues.

   For descriptions of each attribute, see the documentation for the BRSStatMXBean for **oracle.communication.brm.charging.brs** in *ECE Java API Reference*.

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Configuring System Overload Protection

Learn how to implement system overload protection in Oracle Communications Billing and Revenue Management (BRM) Elastic Charging Engine (ECE).

System overload can cause charging nodes to become stuck or unresponsive. The following scenarios might lead to an overloaded system:

- An undersized ECE deployment
- Large batches of offline records
- Bulk customer updates that trigger numerous update requests

When the usage request throughput from ECE exceeds the system's capacity, ECE reduces its throughput until it reaches a sustainable error-free level. ECE also notifies the client of any submitted requests that it could not process.

> **Note**
>
> Management requests are always accepted, even when the system is overloaded.

Overload protection uses thread pools to accept and process requests submitted to the system. Thread pools enhance performance during large update operations by reducing the overhead associated with each update. They also provide a means of bounding and managing the resources, including the handling of requests.

In an overload situation, ECE begins to reject incoming requests. You can configure overload protection in one of the following ways, depending on how you want the system to handle requests:

- Reject all incoming requests during overload conditions. See "Configuring Overload Protection to Reject All Requests".
- Reject requests based on priority. See "Configuring Overload Protection to Reject Requests Based on Priority".

Configuring Overload Protection to Reject All Requests

When you configure an ECE gateway for overload protection, it continuously monitors the number of pending requests in the queue to determine if it exceeds the threshold. If the number of pending requests exceeds this threshold, the gateway starts to reject all new incoming requests with a BRS overload exception. This rejection policy applies to all types of requests.

Upon rejecting the requests, the ECE gateway sends the client an error message indicating that the server is busy. The client can then redirect these requests to an alternative gateway. When the number of pending requests falls back below the configured threshold, the gateway resumes processing new incoming requests.

To configure system overload protection during runtime:

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1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **BatchRequestService**.
4. Expand **Attributes**.
5. Specify values for the overload protection attributes described in Table 80-1.

Alternatively, you can set the attributes in Table 80-1 in your *ECE_home***/config/management/charging-settings.xml** file and then restart your ECE system. See "Starting and Stopping ECE".

> **Note**
>
> When the following MBean attributes are set, they are not persisted. If the ECE Gateway is restarted, attributes are reset to their default values.

Table 80-1 MBean Attributes to Configure Overload Protection to Reject All Requests

MBean Attribute	Description
AcceptablePendingCount	The maximum number of requests that can be accepted and queued for processing. If the number of pending requests in the queue equals or exceeds this threshold, ECE starts rejecting incoming requests. The pending count should match the number of threads. Select this value carefully, based on the expected throughput of the ECE instance and the expected latency of each request as indicated by your performance testing results. The default is **10**.
OverloadProtection	The flag that enables overload protection for rejecting all incoming requests. The default value is disabled (**false**).

Configuring Overload Protection to Reject Requests Based on Priority

> **Note**
>
> - Priority-based overload protection is applicable only to HTTP Gateway and Diameter Gateway.
> - This functionality requires ECE Interim Patch 15.1.0.0.1 (37951934).

You can configure overload protection in ECE to actively manage incoming requests based on a priority system. The priority levels are determined by the overload condition, which is calculated based on the following factors:

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- The number of requests in the queue
- The average latency

A Threshold Overload Monitor independently monitors the queue depth and latency using an exponentially weighted moving average (EWMA) combined with hysteresis (historical system data). EWMA allows the monitor to adjust thresholds automatically based on data trends, while hysteresis ensures smooth transitions in and out of overload protection levels, even when there are short-lived threshold crossings. This mechanism ensures that the system exits an overload level only after the underlying conditions are fully resolved.

When overload conditions exceed the configured threshold for a specific level (one, two, or three), the Threshold Overload Monitor activates the corresponding overload protection level. For example, by default, if the average latency surpasses 1000 milliseconds, the monitor triggers level one overload protection.

Each operation is assigned a default priority (LOW, MEDIUM, or HIGH), which you can modify. You can also update the list of operations. The following describes the behavior of the Threshold Overload Monitor when it activates a level:

- **Level One**: It rejects requests for operations with a LOW priority, such as create requests, preventing the creation of new objects and conserving memory.
- **Level Two**: It starts rejecting requests for operations with a MEDIUM priority, such as update requests.

  At this level, the system rejects both LOW and MEDIUM priority operations.
- **Level Three**: It starts rejecting requests for operations with a HIGH priority, such as terminate requests.

  At this level, the system rejects all LOW, MEDIUM, and HIGH priority operations.

To configure overload protection so that requests are rejected based on priority, follow these steps:

1. Specify the values for entering and exiting overload levels and adjust the EWMA and hysteresis controls. See "Configuring the Threshold Overload Monitor".
2. Assign a LOW, MEDIUM, or HIGH priority to each operation. See "Assigning Priorities to Operations".

> **Note**
>
> To reject requests based on priority, set:
>
> - **OverloadProtection** to **true**.
> - **AcceptablePendingCount** to **0**.

Configuring the Threshold Overload Monitor

You can enable the priority-based overload protection and configure the Threshold Overload Monitor in ECE by configuring the **overloadConfigurations** attributes during installation or when you are ready to restart ECE. You can do this by editing the *ECE_home***/config/management/charging-settings.xml file**. To do so:

1. Open your **charging-settings.xml** file.

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2. In the **overloadConfigurations** section, set the attributes as described in "overloadConfigurations Attribute Entries".

   For example:

```
<overloadConfigurations
    config-
class="oracle.communication.brm.charging.appconfiguration.beans.overload.Ov
erloadConfigurations">
    <overloadConfigurationList config-class="java.util.ArrayList">
        <overloadConfiguration
            config-
class="oracle.communication.brm.charging.appconfiguration.beans.overload.Ov
erloadConfiguration"
            name="default"
            enabled="true"
            compositionType="OR">
            <thresholdOverloadMonitorList config-
class="java.util.ArrayList">
                <thresholdOverloadMonitor
                    config-
class="oracle.communication.brm.charging.appconfiguration.beans.overload.Th
resholdOverloadMonitorConfiguration"
                    name="BRS Monitor">
                    <thresholdMonitors config-class="java.util.ArrayList">
                        <thresholdMonitor
                            config-
class="oracle.communication.brm.charging.appconfiguration.beans.overload.Th
resholdMonitorConfiguration"
                            name="BRS Latency"
                            type="BRS_LATENCY"
                            updateIntervalMs="100"
                            initialDelayMs="10000">
                            <defaults
                                config-
class="oracle.communication.brm.charging.appconfiguration.beans.overload.Th
resholdMonitorLevelConfiguration"
                                entryDelayMs="1000"
                                exitDelayMs="500"
                                alpha="0.1"
                                adaptivityFactor="0.5"/>
                            <levelOne
                                config-
class="oracle.communication.brm.charging.appconfiguration.beans.overload.Th
resholdMonitorLevelConfiguration"
                                entryThreshold="2000"
                                exitThreshold="1250"
                                entryDelayMs="1000"
                                exitDelayMs="500"
                                alpha="0.1"
                                adaptivityFactor="0.5"/>
                            <levelTwo
                                config-
class="oracle.communication.brm.charging.appconfiguration.beans.overload.Th
resholdMonitorLevelConfiguration"
                                entryThreshold="2500"
```


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```
                                    exitThreshold="2250"
                                    entryDelayMs="1000"
                                    exitDelayMs="500"
                                    alpha="0.1"
                                    adaptivityFactor="0.5"/>
                                <levelThree
                                    config-
class="oracle.communication.brm.charging.appconfiguration.beans.overload.Th
resholdMonitorLevelConfiguration"
                                    entryThreshold="3000"
                                    exitThreshold="2700"
                                    entryDelayMs="1000"
                                    exitDelayMs="500"
                                    alpha="0.1"
                                    adaptivityFactor="0.5"/>
                            </thresholdMonitor>
                        </thresholdMonitors>
                    </thresholdOverloadMonitor>
                </thresholdOverloadMonitorList>
            </overloadConfiguration>
        </overloadConfigurationList>
</overloadConfigurations>
```

3. Restart ECE. See "Starting and Stopping ECE".

overloadConfigurations Attribute Entries

Table 80-2 lists the attributes to enable the overload protection based on priority of the requests.

Table 80-2 Attributes for Enabling Overload Protection Based On Priority

Parameter	Description
name	The name of the overload configuration. The default value is **default**.
enabled	The flag that enables overload protection based on priority level. The default value is disabled (**false**).
compositionType	Whether the overload conditions are evaluated using an **OR** or **AND**. The default is **OR**.

Table 80-3 lists the attributes to set up and configure the threshold overload monitor.

Table 80-3 Attributes for Configuring the Threshold Overload Monitor

Parameter	Description
name	The name of the Threshold Overload Monitor. The default value is **BRS Latency**.
type	The type of overload metric being monitored. The default value is **BRS_LATENCY**.
updateIntervalMs	The update interval, in milliseconds, that specifies how often to calculate threshold. The default is **100**.

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Table 80-3 (Cont.) Attributes for Configuring the Threshold Overload Monitor

Parameter	Description
initialDelayMs	The initial delay, in milliseconds, before the monitor begins to track the overload. The default is **10000**.

Table 80-4 lists the attributes that define the behavior of the default overload level, including delays and smoothing factors.

Table 80-4 Attributes for Configuring the Default Level

Parameter	Description
entryDelayMs	The delay, in milliseconds, before the entry threshold is reached. The default value for each level is **1000**.
exitDelayMs	The delay, in milliseconds, after the system gets out of the exit threshold. The default value for each level is **500**.
alpha	The control for how quickly the system adapts to a new condition. • Low alpha values (0.01 – 0.05): Use these settings for noisy signals with frequent spikes. • Medium alpha values (0.05 – 0.2): Use for medium responsiveness. • High alpha values (0.2 – 0.5): Use when quick response to changes is critical. The default value is **0.1**.
adaptivityFactor	The control for how much the system adjusts its threshold in response to the changing conditions. • Low adaptivity values (0.1 – 0.3): Minimal threshold expansion. Use these settings for predictable signals. • Medium adaptivity values (0.3 – 0.7): A balanced approach for most cases. • High adaptivity values (0.7 – 1.5): Significant expansion during volatility. Use this setting for signals with regular, valid spikes. The default value is **0.5**.

Table 80-5 lists the attributes to set the behavior of specific overload levels, allowing users to set entry and exit thresholds, delays, and adaptive parameters for each level. You must set all these parameters individually for level one, level two, and level three.

Table 80-5 Attributes for Configuring Level One, Level Two, and Level Three

Parameter	Description
entryThreshold	The threshold for the number of requests at which the system enters the overload state.
exitThreshold	The threshold for the number of requests at which the system exits the overload state.

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Table 80-5 (Cont.) Attributes for Configuring Level One, Level Two, and Level Three

Parameter	Description
entryDelayMs	The delay, in milliseconds, before the entry threshold is reached. The default value for each level is **1000**.
exitDelayMs	The delay, in milliseconds, after the system gets out of the exit threshold. The value is in milliseconds. The default value for each level is **500**.
alpha	The control for how quickly the system adapts to a new condition. • Low alpha values (0.01 – 0.05): Use these settings for noisy signals with frequent spikes. • Medium alpha values (0.05 – 0.2): Use for medium responsiveness. • High alpha values (0.2 – 0.5): Use when quick response to changes is critical. The default value is **0.1**.
adaptivityFactor	The control for how much the system adjusts its threshold in response to the changing conditions. • Low adaptivity values (0.1 – 0.3): Minimal threshold expansion. Use these settings for predictable signals. • Medium adaptivity values (0.3 – 0.7): A balanced approach for most cases. • High adaptivity values (0.7 – 1.5): Significant expansion during volatility. Use this setting for signals with regular, valid spikes. The default value is **0.5**.

Note

- You need to apply all the attributes in Table 80-5 separately for each level.
- Oracle highly recommends going with the default values for the parameters in Table 80-4 and Table 80-5. If your system requires different values, it is a good idea to contact Oracle Support before proceeding with the changes. For more information, see "Common Pitfalls While Configuring Overload Protection Parameters".

Common Pitfalls While Configuring Overload Protection Parameters

When configuring overload protection, there are a few common issues that can come up based on the values assigned to the parameters. For example:

- **Low or high value for alpha**: If the value for alpha is too low, it may smooth out the short-term changes to the point that overlooks genuine issues. Similarly, if the value for alpha is too high, it can cause significant reactions even to brief anomalies.
- **Close threshold values**: If the entry and exit threshold values are too close together, it can result in frequent state changes.

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- **Short delay values**: If the delay for entry or exit is too low, it can result in a false alarm for transient spikes.
- **High adaptivity values**: If the adaptivity is too high, the thresholds continuously adjust, potentially missing issues that require attention.

Assigning Priorities to Operations

All BRS requests contain messages and each of these messages has one or multiple operations. These operations are each mapped to a priority level. The priority level assigned to an operation, and therefore to the request associated with it, determines the overload level at which a particular request will be rejected. For example, a request with LOW priority is rejected during overload Level One.

You can find the default operations and their priorities in the **charging-settings.xml** file. You can modify these in either of the following ways:

- During installation. See "Configuring Operation Priority with Restart".
- During runtime. See "Configuring Operation Priority Without Restart".

Configuring Operation Priority with Restart

You can configure the **messagePriorityConfigurations** attributes during installation or when you are ready to restart ECE. You can do this by editing the *ECE_home*/**config/management/charging-settings.xml** file. To do so:

1. Open your **charging-settings.xml** file.
2. In the **messagePriorityConfigurations** section, assign one of the following *values* to each operation:
   - **LOW** for the operations that are of least priority and can be rejected first.
   - **MEDIUM** for the operations that are of moderate priority and can be rejected next after the LOW_PRIORITY operations.
   - **HIGH** for the operations that are of highest priority and are open for rejection only when there is an extreme overload.

   For example:

```
<messagePriorityConfigurations
            config-
class="oracle.communication.brm.charging.appconfiguration.beans.messages.Me
ssagePriorityConfigurations">
            <messagePriorityConfigurationList config-
class="java.util.ArrayList">
                <messagePriorityConfiguration
                    config-
class="oracle.communication.brm.charging.appconfiguration.beans.messages.Me
ssagePriorityConfiguration"
                    name="default"
                    operationName1="value"
                    operationName2="value"
                </messagePriorityConfigurationList>
        </messagePriorityConfigurations>
```


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where *operationName1* and *operationName2* are the names of the operations. The operations and their deafult values are prepopulated into the existing file.

3. Restart ECE. See "Starting and Stopping ECE".

Configuring Operation Priority Without Restart

You can use a JMX editor to configure **messagePriorityConfigurations** attributes without restarting ECE.

To configure the **messagePriorityConfigurations** attributes:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.messagePriorityConfigurations**.
4. Expand **Attributes** and select the attribute you want to configure.
5. Set the value of the attribute.

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Configuring System Currency

Learn how to configure Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) to use a default system currency.

Topics in this document:

- Configuring Default System Currency

Configuring Default System Currency

You can configure ECE to use a default system currency for charging subscribers. During rating, ECE uses the subscriber's primary currency or the secondary currency to charge subscribers. If the currency used in the rate plans does not match the subscriber's primary or secondary currency, ECE uses the default system currency, US dollars.

To configure a default system currency:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.server**.
4. Expand **Attributes** and select **systemCurrencyNumericCode**.
5. Set the numeric code of the currency for the system.

   For descriptions of each attribute, see the documentation for the BRSStatMXBean for **oracle.communication.brm.charging.brs** in *ECE Java API Reference*.

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Managing Persisted Data in the Oracle Database

Learn about data persistence and the tasks for managing Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) data stored in an Oracle database.

Topics in this document:

- About Persisting Data in the Oracle Database
- Accessing ECE Configuration MBeans
- Enabling Multischema Support in the Persistence Database
- About Persisting Rated Events and Customer Data
- About Persisting POIDs
- Enabling ECE Cache Override from Original Source
- Enabling Partition Recovery
- Enabling Partial Loading of Data
- Querying Persistence Database

About Persisting Data in the Oracle Database

ECE persists ECE cache data in the Oracle database (referred to as ECE persistence database) to create a permanent backup of the cache data (in-memory data). ECE recovers data automatically from the persistence database in case of a node failure or partition loss.

You enable data persistence and create the schema and tablespaces for storing the ECE data during the ECE installation or upgrade process.

> **Note**
>
> If you are enabling data persistence, Oracle NoSQL Database is not required. Rated events are directly persisted in the ECE persistence database.

When data persistence is enabled, the parameters for connecting to the persistence database are set by default in the **OraclePersistenceConnectionConfiguration** section of the *ECE_home***/config/management/charging-settings.xml** file (where *ECE_home* is the directory in which ECE is installed). You can reset these parameters based on your business requirements by editing the **charging.connectionConfigurations.***Connection_Name* MBean attributes using a JMX editor, where *Connection_Name* is the name of the persistence database connection such as oraclePersistence1.

When you start the ECE core components, such as Customer Updater, Pricing Updater, and configLoader, the data published from BRM, PDC, and the mediation specification data loaded into the ECE cache are stored in the persistence database by default.

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Data that is synchronized from BRM is stored in the persistence database. Other data, such as balance, topup history, recurring bundle history, rated events, and Portal object IDs (POIDs), are also stored in the persistence database.

Active sessions in ECE are not persisted. If ECE restarts or partition loss occurs, active session cache data is lost. The corresponding expired balance reservations are cleaned up so that reserved balances can be used for future usage requests.

> **Note**
>
> If **pricingLoadFromPersistence** is set to **FALSE** and the state is not **USAGE_PROCESSING**, the Pricing Updater will, upon startup, clean up the existing ECE schema and expect the pricing to be republished. This behavior aligns with the expected persistence process. Similarly, if the state is not **USAGE_PROCESSING** and **customerLoadFromPersistence** is set to **FALSE**, the Customer Updater will, upon startup, attempt to clean the ECE schema before reloading all data from BRM.

Accessing ECE Configuration MBeans

For all configurations, start by accessing the ECE configuration MBeans:

1. Log on to the driver machine.
2. Start the ECE charging servers (if they are not started).
3. Connect to the ECE charging server node enabled for JMX management.
   This is the charging server node set to **start CohMgt = true** in the *ECE_home***/config/eceTopology.conf** file, where *ECE_home* is the directory in which ECE is installed.
4. Start a JMX editor that enables you to edit MBean attributes, such as JConsole.
5. In the editor's MBean hierarchy, find the ECE configuration MBeans.

Enabling Multischema Support in the Persistence Database

By default, the ECE persistence database supports only one schema, but you can configure it to support multiple schemas to distribute the database load. When deploying ECE in a multischema system, the number of schemas in BRM and ECE must be the same.

> **Note**
>
> ECE migration from a single-schema persistence database to a multischema persistence database is not supported through a rolling upgrade. To migrate data from a single schema persistence database to a multischema persistence database, you must clear all data from the ECE schema, do a cold restart, and then reload the data from BRM and PDC.

To enable multischema support in the persistence database:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.

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3. Do the following for each secondary schema in your database:
   a. Expand **charging.connectionConfigurations**.
   b. Expand **Operations**.
   c. Click **addOraclePersistenceConnection**.
   d. Set the **name** attribute to **oraclePersistence***N*, where *N* is the number that represents the instance number. For example, oraclePersistence2.
4. Do the following for each schema in your database:
   a. Expand **charging.connectionConfigurations.oraclePersistence***N*, where *N* is the number that represents the instance number. For example, oraclePersistence1 or oraclePersistence2.
   b. Expand **Attributes**.
   c. Set **schemaNumber** to the schema number, such as 1 for the primary schema, 2 for the second schema, and so on.
5. Expand **charging.cachePersistenceConfigurations.***Cluster_Name*, where *ClusterName* is the name of the ECE cluster you want to update.
6. Expand **Attributes**.
7. Set **persistenceConnectionName** to include the name of each persistence connection, delimited by colons and arranged in ascending schema number order. For example, if your database contains three schemas, you would set it to **oraclePersistence1:oraclePersistence2:oraclePersistence3**.
8. To load customer data from the persistence database into your multischema system:
   a. Expand the **ECE Configuration** node.
   b. Expand **charging.cachePersistenceConfigurations.***Cluster_Name*, where *Cluster_Name* is the name of the ECE cluster you want to update, such as BRM.
   c. Expand **Attributes**.
   d. Set the **configLoadFromPersistence** attribute to **true**.
   e. In your *ECE_home***/oceceserver/config/defaultTuningProfile.properties** file, add the following line to the **options** parameter:

      ```
      -DcontinueCustomerLoaderOnError=true
      ```

      For example:

      ```
      options=-Xms2048m -Xmx2048m -Xmn150m -XX:+UseG1GC -
      XX:MaxGCPauseMillis=50 -XX:GCPauseIntervalMillis=200 -
      DcontinueCustomerLoaderOnError=true
      ```

      This configures the customer updater to continue loading data even when some batches fail. If **-DcontinueCustomerLoaderOnError** is set to **false**, the customer updater fails and stops processing batches when it detects a failure in one batch.

About Persisting Rated Events and Customer Data

Rated events are loaded directly into the persistence database and initial customer data is loaded into the ECE cache and persisted in the persistence database.

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To extract rated events and customer data updates, configure your Rated Event Formatter and Customer Updater instances to connect to the persistence database.

Configuring Rated Event Formatter and Customer Updater to Connect to the Database

You must configure each Rated Event Formatter (RE Formatter) and Customer Updater instance to connect to the persistence database for storing rated events and customer data. For more information about configuring the RE Formatter, see "Configuring RE Formatter" in *Loading Rated Events*.

To connect a Rated Event Formatter instance to the persistence database:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.ratedEventFormatters.***Instance_Name*, where *Instance_Name* is the name of the instance you want to configure, for example, **ratedEventFormatter2**.
4. Expand **Attributes**.
5. Set the **connectionName** attribute to the persistence database connection name, for example, **oraclePersistence1**.
6. Under the ECE Configuration node, expand **charging.connectionConfigurations.***Instance_Name*, where *Instance_Name* is the name of the instance you want to configure, for example, **customerUpdater2**.
7. Expand **Attributes**.
8. Set the **connectionName** attribute to the persistence database connection name, for example, **oraclePersistence1**.
9. Go to the *ECE_home***/bin** directory.
10. Start ECC:

    ```
    ./ecc
    ```

11. Restart any Rated Event Formatter and Customer Updater instances that you configured. See "Starting ECE".

About Persisting POIDs

For tracking the bill items created in ECE, ECE persists the POID pool received from BRM in the persistence database. Even after ECE restarts, the reserved POID pool is retained in ECE and the POID allocation is continued without interruption.

You configure the frequency at which ECE persists POIDs in the persistence database and the count after which the POIDs are persisted by using the **poidPersistenceSafecount** attribute. By default, this attribute is set to 12000, but you can reset it to meet your business requirements.

To update the count for persisting POIDs:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.

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3. Expand **charging.itemAssignmentConfig**.
4. Expand **Attributes**.
5. Set the **poidPersistenceSafecount** attribute as needed.

Enabling ECE Cache Override from Original Source

When you restart the core components after the initial data loading, the data in the persistence database is reloaded into the ECE cache by default. If you want the data to be reloaded directly from BRM, PDC, or any files into the ECE cache, you must configure ECE to override the cache data from the original source before restarting the core components.

You can also reload the customer data incrementally from BRM into ECE if required. For more information, see "Loading Customer Data Incrementally with customerLoader".

To enable ECE cache override from the source:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.cachePersistenceConfigurations.***Cluster_Name*, where *Cluster_Name* is the name of the ECE cluster you want to update, such as BRM.
4. Expand **Attributes**.
5. Set the following attributes as appropriate:
   - **configLoadFromPersistence**: Set this attribute to **false** to load data from files, BRM, and PDC at the time of restart.

     Setting this attribute to **false** sets the **pricingLoadFromPersistence** and **customerLoadFromPersistence** attributes to **false**.
   - **pricingLoadFromPersistence**: Set this attribute to **false** to load data from PDC at restart time.
   - **customerLoadFromPersistence**: Set this attribute to **false** to load data from BRM at restart time.

Enabling Partition Recovery

In case of partition loss or a node failure, you can recover the data from lost partitions by enabling partition recovery. However, ECE cannot recover data from persistence if:

- The number of nodes in the ECE system is less than the number of nodes specified in the **DegradedModeThreshold** parameter in the *ECE_home***/config/management/charging-settings.xml** file.
- The status of the ECE system is none of the following:
  - USAGE_PROCESSING
  - INCREMENTAL_CONFIG_DATA_LOADING_IN_PROGRESS
  - INCREMENTAL_PRICING_DATA_LOADING_IN_PROGRESS
  - INCREMENTAL_PRODUCT_OFFERING_CROSS_REF_DATA_LOADING_IN_PROGRESS
  - DEGRADED_MODE

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- All of the server nodes or all of the nodes in ECE are shutdown by running the **stop server** or **stop** command.

To enable partition recovery:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.cachePersistenceConfigurations.***Cluster_Name*, where *Cluster_Name* is the name of the ECE cluster you want to update; for example, BRM.
4. Expand **Attributes**.
5. Set the **partitionLossRecoverFromPersistence** to **true** to recover the data from lost partitions.

Enabling Partial Loading of Data

You can enable partial loading of data, such as customer data, into the ECE cache by setting the following for each charging server node in your server:

- The maximum limit, such as **HighUnits**, for loading the data into ECE cache.
- The minimum limit, such as **LowUnits**, for loading or reloading data into ECE cache from the persistence database.

When partial loading is enabled, the initial data load includes only specific data units. When processing usage requests for a customer, if the required data is not available in ECE cache, ECE loads that data into ECE cache from the persistence database and evicts some other data from ECE cache. This ensures that the maximum limit is not exceeded. Later, when you restart the ECE system, ECE loads the specified number of most recently used data into the ECE cache. In case of a node failure, ECE ensures high availability by distributing the data in the failed node to other nodes that are up and running.

For example, consider the following scenario:

- There are 1000 customers, and you want to load only 60 percent of your customers' data into ECE cache (that is, data from 600 customers).
- There are three ECE server machines and each machine has two charging server nodes up and running. In total, there are 6 charging server nodes that are available to load data.

In this case, you can set the **HighUnits** to 150 and **LowUnits** to 100. When the charging server nodes are started, each node loads data for only 100 customers into ECE cache, which is in total 600 customers data, the minimum limit. The remaining quota (which is 50 per node) is reserved for the data migrated from other nodes in case of machine or node failures. If one of the machines fails, the data from the two charging server nodes in that machine, which is for 200 customers, is distributed evenly to the nodes in the other two machines. This increases the load of each node to 150 units, which is the maximum limit for loading data into ECE cache. In case of ECE restart, each node loads only 100 of the most recently used customer data into ECE cache.

To enable partial loading of data:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **BRMFederatedCache**.

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4. Expand the cache for which you want to enable partial loading such as Customer.
5. Expand **back**.
6. Expand **Attributes**.
7. Specify the following values:
   - **HighUnits**: Specify the maximum units (for each node) of data that can be stored in ECE cache.

     To enable partial loading, specify a positive numerical value. Setting this zero (**0**) specifies to store all data in the cache.
   - **LowUnits**: Specify the minimum number of records (for each node) to be loaded into the cache at the time of initial loading or ECE restart. This value must be less than the **HighUnits** value.

     If this entry is set to zero (**0**) and **HighUnits** is set to a non-zero value, 80 percent of the **HighUnits** value is considered for reloading the data.

Querying Persistence Database

To query the persistence database, run the following command:

```
./query.sh -p
```

For example, you can use this utility to verify if the data is loaded from persistence or the original source.

See "query" in *BRM Implementing Charging* for more information.

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Managing Failed Customer Data Updates

Learn how to configure and manage failed customer data updates in Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE).

Topics in this document:

- Managing Failed Customer Data Updates
- Loading Events Into the Database

Managing Failed Customer Data Updates

The following are examples of when customer data updates from BRM might fail:

- A delay in receiving PDC pricing data

  A PDC delay where ECE has not received a charge offer or discount offer from PDC but did receive the offer external ID from BRM. Since the offer is not loaded into ECE because of the PDC delay, the external ID update does not find the offer in the cache. Consequently, the offer update fails.

- Configuration errors in customer data
- Errors in management requests associated with the rerating process

  Management-type requests for the rerating process, such as PrepareToRerate and RerateCompleted, may fail.

Customer data updates are placed in a suspense queue. As part of the post-installation tasks in an ECE installation, you create the suspense queue for BRM Gateway to collect the failed customer data updates and you create a queue table called **ifw_sync_sus**.

Once you have collected the failed updates, you view them in the BRM Gateway suspense queue and manually reprocess. When failed updates are moved to the suspense queue, error messages are displayed in the **customerUpdater.log** files in the *ECE_home***/logs** directory.

To view the failed updates in the suspense queue:

1. Map the suspense queue to the **ifw_sync_sus** table.
2. Run the **select user_data from ifw_sync_sus** query to view the failed events after connecting to the SQL database.

Once you view the events in the suspense queue and you identify the cause of failure, you propagate the events from the suspense queue to the BRM Oracle DM database queue with the **events_propagate_utility** script. The Customer Updater reprocesses the events. For more information, see "events_propagate_utility.pl".

Moving Failed Data Updates From the Suspense Queue

ECE automatically moves the failed updates from the suspense queue at regular intervals to BRM Gateway. You can change the interval at which the requests are moved from the suspense queue and the maximum number of requests that can be moved at a time.

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Typically, ECE moves the update failed due to network failure or other exceptions in BRM; for example, credit limit breach. However, if the update failed due to incorrect message format, you must manually fix the format and then move the failed update. You can perform this by using WebLogic Remote Console.

Before fixing the message format, you can increase the interval for moving the failed updates to BRM Gateway, as required, so that the requests are moved to BRM Gateway only after you fix the message format. See "Modifying the Interval and Batch Size for Moving Failed Data Updates".

To fix the message format and move the failed update manually, do the following in WebLogic Remote Console:

1. Export the update request into an XML file.

   For instructions, see "Manage JMS Messages" in *Oracle WebLogic Server Remote Console Help*.
2. Fix the message format by editing the XML file.
3. Import the fixed update request in the XML format.

   For instructions, see "Manage JMS Messages" in *Oracle WebLogic Server Remote Console Help*.
4. Move the failed updates from the suspense queue by doing the following:
   a. Log on to the WebLogic server on which the BRM Gateway suspense queue resides.
   b. Log in to WebLogic Remote Console.
   c. Click **Monitoring Tree**, then **Services**, and then **Messaging / JMS Runtime**.
   d. Click **JMS Servers** in the tree in the left pane.
   e. Click **NotificationServer** in the tree in the left pane.
   f. Click **Destinations** in the tree in the left pane.
   g. Click **ECE!SuspenseQueue** in the tree in the left pane.

      A page with monitoring information for a JMS destination appears.
   h. In the table, click **ECE!SuspenseQueue**.
   i. Click the **Messages** tab.
   j. In the JMS Messages table, select a message.
   k. Click **Move**.
   l. In the **NotificationServer** field, select **JMS Server**.
   m. In the **DestinationServer** field, select **Suspense Queue**.
   n. Click **Finish**.

      The failed update is sent to the BRM Gateway suspense queue for reprocessing.

Modifying the Interval and Batch Size for Moving Failed Data Updates

To modify the interval and batch size for moving the failed data updates from the suspense queue to BRM Gateway:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.

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3. Expand **charging.brmGatewayConfiguration**.
4. Expand **Attributes**.
5. Specify the values for the following attributes:
   - **brmSuspenseQueuePeriod.** Specify the interval (in milliseconds) for moving the failed update requests from the BRM Gateway suspense queue to BRM Gateway.
   - **jmsBatchSize.** Specify the maximum number of failed update requests to be moved from BRM Gateway suspense queue to BRM Gateway in a batch.

Purging Failed Data Updates From the Suspense Queue

To manually delete a failed update:

1. Log on to the WebLogic server on which the suspense queue resides.
2. Log in to WebLogic Remote Console.
3. Click **Monitoring Tree**, then **Services**, and then **Messaging / JMS Runtime**.
4. Click **JMS Servers** in the tree in the left pane.
5. Click **NotificationServer** in the tree in the left pane.
6. Click **Destinations** in the tree in the left pane.
7. Click **ECE!SuspenseQueue** in the tree in the left pane.

   A page with monitoring information for a JMS destination appears.
8. In the table, click **ECE!SuspenseQueue**.
9. Click the **Messages** tab.
10. In the JMS Messages table, select a message.
11. Click **Delete**.

The failed update is deleted from the suspense queue.

Loading Events Into the Database

After you view the events in the suspense queue and identify the cause of failure, you propagate the events from the suspense queue to the Account Synchronization Data Manager (DM) database queue with the **events_propagate_utility** script. Customer Updater reprocesses the events. You can also move events or purge data from the suspense queue by using the **events_propagate_utility** script. For more information, see "events_propagate_utility.pl".

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Removing Data from the ECE System

Learn how to remove data from Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE).

Topics in this document:

- Removing Expired Data from ECE Cache
- Setting Eviction Policies for Cache
- Purging Rated Events from the Oracle NoSQL Database
- About Purging Accounts from the ECE Cache
- Setting Retention Policies for ECE Tables with SecureFiles LOBs

Removing Expired Data from ECE Cache

ECE can remove expired historical data that is no longer needed for processing customer updates and usage information. This includes expired objects for audit data, purchased charge offers, and so on. The clean-up occurs during the update and usage request processes.

> **Note**
>
> You can configure the retention time of expired objects in update requests, but not in usage requests.

To configure the retention time of an expired object in an update request:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.expirationConfiguration**.
4. Expand **Attributes**.
5. Specify values for the expiration configuration attributes listed in Table 84-1.

   The maximum allowed retention time for any attribute is 180 days.

Table 84-1 MBean Attributes to Configure Expired Object Retention Time

MBean Attribute	Default Retention Time	Description
expiredAuditRetentionIntervalInDays	45	Specifies how long, in days, to retain audit objects in the ECE cache before deleting them.

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Table 84-1 (Cont.) MBean Attributes to Configure Expired Object Retention Time

MBean Attribute	Default Retention Time	Description
expiredPurchasedChargesRetentionIntervalInDays	20	Specifies how long, in days, to retain expired charge objects in the ECE cache before deleting them.
expiredPurchasedAlterationRetentionIntervalInDays	30	Specifies how long, in days, to retain expired discount/alteration objects in the ECE cache before deleting them.
expiredRatingProfileRetentionIntervalInDays	40	Specifies how long, in days, to retain expired rating profile objects in the ECE cache before deleting them.
defaultExpirationRetentionIntervalInDays	50	Specifies the default interval, in days, to retain any expired object (purchased offerings, rating profiles, audits, and so on). This value can be overridden by setting a corresponding expiration interval for individual objects.
defaultExpiredBalanceItemRetentionIntervalInDays	60	Specifies how long, in days, to retain expired balance item objects in the ECE cache before deleting them.
defaultExpiredRBundleHistoryRetentionIntervalInDays	30	Specifies how long, in days, to retain expired recurring bundle identifier history objects in the ECE cache before deleting them.
expiredAsoRetentionIntervalInDays	-1	Specifies how long, in days, to retain expired active sessions in the ECE cache before deleting them and releasing the corresponding reservation from the balance. An active session object is considered expired after its reservation expires. The supported values are: • **Integer greater than 0**: Specifies the number of days to retain expired active sessions in ECE cache. The value will be considered valid only if it is between 1 and 180. • **-1**: Expired active sessions are not removed from ECE cache.

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Table 84-1 (Cont.) MBean Attributes to Configure Expired Object Retention Time

MBean Attribute	Default Retention Time	Description
expiredAsoRetentionIntervalInMinutes	-1	Specifies how long, in minutes, to retain expired active sessions in the ECE cache before deleting them and releasing the corresponding reservation from the balance. An active session object is considered expired after its reservation expires. The supported values are: • **Integer greater than 0**: Specifies the number of minutes to retain expired active sessions in ECE cache. The value will be considered valid only if it is between 1 and 259200 minutes (180 days). • **-1**: Expired active sessions are not removed from ECE cache. **Note:** • If you do not provide a valid value (an integer greater than 0) for the parameter, the system defaults to using the **expiredAsoRetentionIntervalInDays** parameter. • The **expiredAsoRetentionIntervalInMinutes** parameter takes precedence over **expiredAsoRetentionIntervalInDays** if both are set.
debitRefundSessionCleanUpIntervalInDays	-1	Specifies how long, in days, to retain expired debit refund sessions in the ECE cache before deleting them. • **Integer greater than 0**: Specifies the number of days to retain expired debit refund sessions in ECE cache. • **-1**: Expired debit refund sessions are not removed from ECE cache.

Expired audit objects share a single common retention time. Other expired objects have individual retention times.

Expired balance items are configured at the balance element level. If there is no configuration for a given balance element, ECE uses **defaultExpiredBalanceItemRetentionIntervalInDays**. Table 84-2 lists the expired balance elements and example retention times.

Table 84-2 Expired Balance Element Retention Times

Expired Balance Element	Retention Time (in Days)
FREE_MIN	80
BONUS_POINTS	70

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Setting Eviction Policies for Cache

The identity cache stores customer public user identity information. The pricing cache stores pricing information, and the configuration cache stores configuration information. You can set eviction policies for these caches to remove entries from them when a maximum number of entries is reached. The default settings are:

- Eviction policy = **HYBRID**
- High-units = **20,500,000**

By default, the entries in the pricing-and-configuration near caches that have not been used for more than 10 days are evicted. You can reset the size limit for the front cache by changing the **front-size-limit** parameter for the pricing or configuration caches in the *ECE_home***/config/charging-cache-config.xml** file. Ensure that this parameter is set to a non-zero value.

For more information, see the Oracle Coherence documentation.

Purging Rated Events from the Oracle NoSQL Database

Rated Event Formatter purges rated events from the NoSQL database immediately after sending them to Rated Event Loader. You can retain events for a period of time before purging them. For example, you can retain them for an hour if legal requirements mandate that, or to give another program time to get data from the rated events.

To configure how rated events are purged from Oracle NoSQL database:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.ratedEventFormatters.***Instance_Name*, where *Instance_Name* is the name of the instance you want to configure.
4. Expand **Attributes**.
5. Set the **retainDuration** attribute to the number of seconds to wait before purging rated events.
6. Use Elastic Charging Controller to stop and restart the Rated Event Formatter instances that you configured.

The Rated Event Formatter instance purges the rated events and writes log information to the Rated Event Formatter log file.

About Purging Accounts from the ECE Cache

To optimize and efficiently manage memory, ECE allows you to purge inactive and dormant accounts from the ECE cache. You can purge the accounts synchronously from both BRM and ECE in real time using EM Gateway.

When you delete an account from the BRM database using the PCM_OP_CUST_DELETE_ACCT opcode, BRM sends the update request to ECE through EM Gateway. ECE processes the update request and purges the account from the ECE cache if there are no active sessions associated with that account. The BRM database and the ECE cache are updated within the same transaction in real time, ensuring that the BRM and ECE data remain synchronized.

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When purging the account from the ECE cache, ECE purges the customer data associated with the account, which includes:

- Customer information
- Customer balance history
- Recurring bundle history
- Account top-up history
- Sharing customer state history
- Billing trigger cycle information
- Public user identity (PUID), if it is not associated with any other active account

To purge the accounts synchronously in BRM and ECE, you must enable synchronous updates in BRM and ECE. For more information, see "Enabling Real-Time Synchronization of BRM and ECE Customer Data Updates" in *ECE Implementing Charging*.

Setting Retention Policies for ECE Tables with SecureFiles LOBs

By default, ECE stores data in the following tables as SecureFiles LOBs:

- BALANCE
- CUSTOMER
- CUSTOMERGROUP
- RATEDEVENT
- RECURRINGBUNDLEIDHISTORY
- TOPUPHISTORY

The data in these tables grow continuously and cannot be purged. To prevent these tables from growing too large, configure ECE to reuse space in these tables by setting their data retention policy to **NONE**.

To set retention policies for tables with SecureFiles LOBs:

1. Connect to the BRM database with SQL*Plus:

   ```
   sqlplus userName@databaseAlias
   Enter password: password
   ```

   where:

   - *userName* and *password* are the login name and password for connecting to the BRM database.
   - databaseAlias is the BRM database alias.

2. Set the retention policy to **NONE**:

   ```
   SQL> alter table tableName modify lob (c_lob) (retention NONE);
   Table altered.
   ```

   where *tableName* is the name of one of the tables that store data in SecureFiles LOBs.

   For example, you would enter this for the RECURRINGBUNDLEIDHISTORY table:

   ```
   SQL> alter table RECURRINGBUNDLEIDHISTORY modify lob (c_lob) (retention NONE);
   Table altered.
   ```

3. Type **exit** to quit SQL*Plus.

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For more information about setting the retention of SecureFiles LOBs, see the "How to change retention of securefile Lob segment (Doc ID 2175438.1)" knowledge article on My Oracle Support.

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Configuring ECE for a Multischema BRM Environment

Learn how to configure Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) in a multischema environment.

Topics in this document:

- Configuring ECE for a Multischema BRM Environment

See also "Running Utilities in Multischema Systems" and "Managing a Multischema System".

Configuring ECE for a Multischema BRM Environment

To configure ECE for a multischema BRM environment:

- Configure a Rated Event Formatter instance to process rated events belonging to each BRM schema. See "Configuring RE Formatter" in *BRM Loading Rated Events*.
- Configure a Customer Updater instance for each schema. To configure multiple Customer Updater instances, do the following:
  - Use the ECC **AddNode** command to add a Customer Updater process for each BRM schema. For example, to configure three Customer Updater processes, add three nodes named **customerUpdater**, **customerUpdaterSchema2**, and **customerUpdaterSchema3**. See "Adding Nodes".
  - Use a JMX editor to configure the Customer Updater instance MBeans. Use a different value in the **schemaNumber** attribute for each Customer Updater process. See "Configuring Customer Updater".

> **Note**
>
> To support account migration, the configuration for each Customer Updater instance must specify the name of the Account Migration Manager (AMM) acknowledgment queue in the **amtAckQueueName** attribute. (All BRM database schema use the same AMM acknowledgment queue).
>
> For more information, see *BRM Moving Accounts between Database Schemas.*

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Backing Up and Restoring ECE

Learn about the tasks that you perform to back up and restore Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE).

Topics in this document:

- About Backing Up and Restoring ECE
- Backing Up Standard Configuration
- Backing Up the Oracle NoSQL Database Installation
- Restoring a Standard System Configuration
- Restoring a Complete System Backup

About Backing Up and Restoring ECE

After installing or upgrading an ECE system, perform one of the following backups as a safety measure:

- Standard configuration backup. See "About Standard Configuration Backup".
- Complete system backup. See "About Complete System Backup".

Repeat the backup process whenever you make any changes in the data or configuration files. If you do not back up the ECE system regularly, you need to reinstall and reconfigure ECE if the system is corrupted due to operational or system errors. Reinstalling and reconfiguring eliminates any chance of recovering and reprocessing data processed by the ECE system at the time of the error.

About Standard Configuration Backup

The standard configuration backup is a backup of the ECE configuration files and ECE installation area (the ECE installation directory and its content: *ECE_home*). You can perform this backup as soon as you install and configure ECE. In particular, make sure you back up all customized files. For example, you need to perform this procedure if you customized any settings in the *ECE_home***/config/management/charging-settings.xml** file.

Repeat the backup process whenever you customize or update ECE configuration files. For instructions on backing up the standard configuration, see "Backing Up Standard Configuration".

When you complete a standard configuration backup, you can use the backup configuration directory and installation area to restore your system when needed. For instructions on restoring the standard configuration, see "Restoring a Standard System Configuration".

> **Note**
>
> Store this backup in a safe location. The data in these files are necessary if you encounter any operational or system issues.

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If you require ECE technical support, email a copy of your backup configuration directory to your Oracle Global Support representative. If you want to send a copy of your configuration directory, use the **tar** command to create an archived version of that directory.

About Complete System Backup

The complete system backup is a backup of the complete ECE system. You can perform the complete system backup by creating a complete offline backup of the following:

- ECE configuration files and ECE installation area. See "Backing Up Standard Configuration".
- Oracle NoSQL database configuration and Oracle NoSQL database installation area. See "About Backing Up Oracle NoSQL Installation and Configuration".

> **Note**
>
> If you have multiple ECE charging server nodes configured in your system, perform the backup on the driver machine. Make sure that you repeat the backup process regularly.
>
> Store this backup in a safe location. The data in these files are necessary if you encounter any operational or system issues.

Typically, ECE files generated at run time (such as Rated Event (RE) Loader files (rated event data), RE loader control files, log files, and Coherence-related files) are automatically recovered when you restore your ECE system. For example, if the RE loader control files are not available in your restored ECE system, Rated Event Formatter automatically generates the RE loader control files based on the event specification data loaded into ECE from PDC. Therefore, you need not create an offline backup of the ECE files generated at run time.

However, if you want to avoid the risk of losing any data, you can create a backup of RE loader files. See the discussion about backing up RE Loader files in *BRM Configuring Pipeline Rating and Discounting*.

For instructions on restoring your complete ECE system backup, see "Restoring a Complete System Backup".

About Backing Up Oracle NoSQL Installation and Configuration

When data persistence is disabled, ECE uses Oracle NoSQL Database to temporarily store rated event information. Specifically, ECE uses the multiple-node Oracle NoSQL data store configuration in production environment for storing the ECE data. Make sure you create a backup of Oracle NoSQL installation area (the Oracle NoSQL installation directory and its content) and the multiple-node Oracle NoSQL data store configuration. You can perform this backup as soon as you install and configure the Oracle NoSQL database. Repeat the backup process whenever you customize or update the Oracle NoSQL data store configuration.

For instructions on backing up the Oracle NoSQL Database installation, see "Backing Up the Oracle NoSQL Database Installation".

You can also make a complete offline backup of Oracle NoSQL Database using the appropriate backup tools for your database version and ensure that the backup is completely valid and usable. The backup must contain both the database definition and all the database contents. See the Oracle NoSQL Database documentation for more information on performing full database backups.

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You can make a complete offline backup of the multiple-node Oracle NoSQL data store configuration by taking snapshots of the nodes. See the discussion about backing up the Oracle NoSQL data store in the Oracle NoSQL database documentation for instructions on backing up an Oracle NoSQL Database data store.

Backing Up Standard Configuration

To back up standard configuration:

1. On the driver machine, go to the *ECE_home* directory.
2. Copy the content of the *ECE_home* directory to a new directory:

   ```
   cp -R ECE_home NewName
   ```

   where *NewName* is the name for the new directory.

   > **Note**
   >
   > You can remove the ECE log files and Coherence-related files from the backup directory.

3. Create an archive of the entire directory:

   ```
   tar cvf NewName.tar.gz NewName
   ```

4. Store the backup copy in a location outside of the ECE system:

   ```
   mv NewName.tar.gz New_Directory
   ```

   where *New_Directory* is the new location that is outside of the ECE system.

   A compressed TAR file, of all copied files, is created with the extension **.tar** in the new location specified (for example, ece_backup/ece_home.tar.gz).

Backing Up the Oracle NoSQL Database Installation

To back up a Oracle NoSQL database installation:

1. On the machine in which the Oracle NoSQL database is installed, go to the *Oracle_NoSQL_DB_Home* directory.
2. Copy the content of the *Oracle_NoSQL_DB_Home* directory to a new directory:

   ```
   cp -R Oracle_NoSQL_DB_Home NewName
   ```

   where *NewName* is the name for the new directory.

3. Create an archive of the entire directory:

   ```
   tar cvf NewName.tar.gz NewName
   ```

4. Store the backup copy in a location outside of the ECE system:

   ```
   mv NewName.tar.gz New_Directory
   ```

   where *New_Directory* is the new location that is outside of the ECE system.

   A compressed TAR file, of all copied files, is created with the extension **.tar** in the new location specified (for example, Oracle_noSQL_db_backup/noSQL_db_bkp.tar.gz).

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Restoring a Standard System Configuration

To restore an ECE system backup:

1. In PDC, publish all the PDC pricing data (the metadata, setup, pricing, and profile data) from the PDC database to ECE by running the following command:

   ```
   ImportExportPricing -publish -metadata -config -pricing -profile -target [ece]
   ```

2. Delete or rename the damaged *ECE_home* directory:

   - To delete, run the following command:

     ```
     rm -R ECE_home
     ```

   - To rename, run the following command:

     ```
     mv ECE_home New_Name
     ```

3. Retrieve the backup TAR file of the *ECE_home* directory.
4. Extract from the TAR file the backup copy of the directory:

   ```
   tar xvf ECE_home.tar.gz
   ```

   The command recreates the copy of the *ECE_home* directory.

5. On the driver machine, go to the *ECE_home***/bin** directory.
6. Start ECC:

   ```
   ./ecc
   ```

7. Enable real-time synchronization of BRM and ECE customer data updates. See the discussion about configuring ECE for synchronizing BRM and ECE customer data in real time in *ECE Implementing Charging* for more information.
8. Start ECE processes and gateways in the following order:

   > **Note**
   >
   > Depending on your installation, you can start Diameter Gateway, RADIUS Gateway, both Diameter Gateway and RADIUS Gateway, or none.

   ```
   start server
   start configLoader
   start pricingUpdater
   start customerUpdater
   start emGateway
   start brmGateway
   start ratedEventFormatter
   start diameterGateway
   start radiusGateway
   ```

   All data is now back in the ECE data grid.

   Real-time-data updates, which had been temporarily disrupted due to the shutdown, are processed upon restart.

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Restoring a Complete System Backup

To restore a complete ECE system backup:

1. In PDC, publish all the PDC pricing data (the metadata, setup, pricing, and profile data) from the PDC database to ECE by running the following command:

   ```
   ImportExportPricing -publish -metadata -config -pricing -profile -target [ece]
   ```

2. Delete or rename all the damaged directories; for example, *ECE_home* and *Oracle_NoSQL_DB_Home*:

   - To delete, run the following command:

     ```
     rm -R Directory_Name
     ```

   - To rename, run the following command:

     ```
     mv Directory_Name New_Name
     ```

3. Retrieve all the backup TAR files. For example, ece_home.tar.gz and noSQL_db_bkp.tar.gz.

4. Extract from the TAR files the backup copy of the directories:

   ```
   tar xvf Directory_Name.tar.gz
   ```

   The command recreates the directories in your restored installation directory.

5. Repeat steps 2 to 4 to restore all the damaged directories.

6. On the driver machine, go to the *ECE_home***/bin** directory.

7. Start ECC:

   ```
   ./ecc
   ```

8. Enable real-time synchronization of BRM and ECE customer data updates. See the discussion about configuring ECE for synchronizing BRM and ECE customer data in real time in *ECE Implementing Charging* for more information.

9. Start ECE processes and gateways in the following order:

   > **Note**
   >
   > Depending on your installation, you can start Diameter Gateway, RADIUS Gateway, both Diameter Gateway and RADIUS Gateway, or none.

   ```
   start server
   start configLoader
   start pricingUpdater
   start customerUpdater
   start emGateway
   start brmGateway
   start ratedEventFormatter
   start diameterGateway
   start radiusGateway
   ```

   All data is now back in the ECE data grid.

   Real-time-data updates, which had been temporarily disrupted due to the shutdown, are processed upon restart.

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Configuring ECE for High Availability

Learn how to configure Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) for high availability.

Topics in this document:

- Configuring Backup Driver Machine for High Availability
- About Configuring Data Updaters for High Availability
- Configuring Customer Updater for High Availability
- Configuring Pricing Updater for High Availability
- Configuring BRM Gateway for High Availability
- Configuring External Modules (EM)
- Configuring Rated Event Formatter for High Availability
- Viewing ECE High Availability Status
- Configuring Additional Data Storage Node Connections for High Availability

Configuring Backup Driver Machine for High Availability

You can configure a backup driver machine that takes over when the primary machine goes down or fails. You can configure the backup driver machine by setting the **backupDriverIP** entry in the *ECE_home***/config/ece.properties** file. When the backup driver machine is configured:

- The ECE configuration in both the driver machine and the backup driver machine is updated each time an ECE MBean is set.
- If the primary or backup driver machine goes down or if it is not reachable, the ECE configuration in the driver machines is not updated when an ECE MBean is set.

If you have a driver machine and multiple server machines in your system, you can configure one of the existing server machines to be the new driver machine or the backup driver machine. Before you configure the driver machine:

- Ensure that the selected machine has a JMX-management-enabled server node running.
- Ensure that the two-way password-less SSH connection is established between the selected machine and all the other machines in your topology.
- Ensure that the primary driver machine is added to the ECE topology. This ensures that the primary driver machine is also considered for synchronization when the **sync** command is run.

1. On the selected machine, do one of the following:
   - To configure the selected machine as the new driver machine, run the following command:

     ```
     setDriverMachine -name driverIP -ip Driver_IP_Address
     ```


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where *Driver_IP_Address* is the IP address of the machine selected to be the new driver machine.

Running this command without the **-name driverIP** parameter configures the selected machine as the primary driver machine.

- To configure the selected machine as the backup driver machine, run the following command:

  ```
  setDriverMachine -name backupDriverIP -ip IP_Address
  ```

  where *Backup_IP_Address* is the IP address of the machine selected to be the backup driver machine.

The selected machine is assigned as the new or backup driver machine, and a success message appears.

2. Verify that the new or backup driver machine is performing the relevant operations.

About Configuring Data Updaters for High Availability

You can configure and start multiple additional instances of the following components in the same system or different ECE systems (such as backup machines) to ensure high availability:

- Rated Event Formatter
- BRM Gateway
- EM Gateway
- Customer Updater
- Pricing Updater

All the instances of the component configured for high availability can run at the same time, with one instance always in the active mode and other instances in the standby mode. When the active instance of the component goes down due to system failure, one of the instances in the standby mode automatically becomes active, and the instance that failed becomes standby. All the other instances continue to remain in the standby mode. You can configure additional instances of these components by using ECE MBeans and ECE topology settings.

You can monitor the status of each component and server configured for high availability by using ECE MBeans. For more information, see "Viewing ECE High Availability Status".

Configuring Customer Updater for High Availability

To configure a Customer Updater instance for high availability:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.connectionConfigurations**.
4. Expand **Operations**.
5. Click **addoracleQueueConnectionConfiguration**.
6. Set the **name** attribute to the name of the additional Customer Updater instance; for example, CustomerUpdater2.
7. Open the *ECE_home***/config/eceTopology.conf** file.

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8. Add a row to the file for the Customer Updater instance.

   Use a unique name for each instance so that Elastic Charging Controller (ECC) can distinguish between them. (All Customer Updater instances use the same role).

   For example, to configure three Customer Updater instances, add three rows in which the **name** value is **customerUpdater**, **customerUpdater2**, and **customerUpdater3**, respectively, and the **role** value for all three rows is **customerUpdater**.

9. Save and close the file.
10. Repeat step 1.
11. Expand **charging.connectionConfigurations.customerUpdater***n*, where *n* is the number that represents the additional instance; for example, CustomerUpdater2.
12. Expand **Attributes**.
13. Specify the attributes for the additional Customer Updater instance.

> **Note**
>
> You can configure multiple Customer Updater instances to connect to the same BRM schema.

For information on the attributes, see "Configuring Customer Updater".

Configuring Pricing Updater for High Availability

To configure a Pricing Updater instance for high availability:

1. Open the *ECE_home***/config/eceTopology.conf** file.
2. Add a row to the file for the Pricing Updater instance.

   Use a unique name for each instance so that Elastic Charging Controller (ECC) can distinguish between them. (All Pricing Updater instances use the same role).

   For example, to configure three Pricing Updater instances, add three rows in which the **name** value is **pricingUpdater**, **pricingUpdater2**, and **pricingUpdater3** respectively, and the **role** value for all three rows is **pricingUpdater**.

3. Save and close the file.

Configuring BRM Gateway for High Availability

To configure a BRM Gateway instance for high availability:

1. Open the *ECE_home***/config/eceTopology.conf** file.
2. Add a row to the file for the BRM Gateway instance.

   Use a unique name for each instance so that Elastic Charging Controller (ECC) can distinguish between them. (All BRM Gateway instances use the same role).

   For example, to configure three BRM Gateway instances, add three rows in which the **name** value is **brmGateway**, **brmGateway2**, and **brmGateway3**, respectively, and the **role** value for all three rows is **brmGateway**.

3. Save and close the file.

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4. Specify the attributes for the additional BRM Gateway instance by using ECE MBeans.

   For instructions, see "Configuring Multiple BRM Gateway Instances" in *ECE Implementing Charging*.

Configuring External Modules (EM)

BRM Connection Manager (CM) connects with EMs that implement a set of one or more opcodes. The EMs can be reached via the **em_pointer** configuration, which defines the location (host and port) where those components are running. EM Gateway implements PCM_OP_BAL_GET_ECE_BALANCES, PCM_OP_RATE_ECE_EVENT, PCM_OP_ECE_POST_COMMIT, and PCM_OP_ECE_PUBLISH_EVENT opcodes, which requires that the CM **pin.conf** be configured with one or more **em_pointer** entries.

You can configure the EM in two ways:

- Load Balancing Configuration
- High Availability Configuration

Configuring EM Gateways for Load Balancing

In the load balancing configuration, the CM will randomly select the first EM Gateway from the list of configured **em_pointer** entries. If the EM Gateway is unavailable, all other EM Gateways will be considered until a connection is established. This results in an even distribution of connections to each EM Gateway.

To configure EM Gateway for load balancing:

1. Open the *BRM_home***/sys/cm/pin.conf** file in a text editor.
2. Add additional EM Gateway pointers to the file to use for failover. For example:

   ```
   -cm ece_real_time_sync_db_no 0.0.9.8
   -cm em_group ece PCM_OP_ECE_PUBLISH_EVENT
   -cm em_pointer ece ip emGateway_host1 emGateway_port1
   -cm em_pointer ece ip emGateway_host1 emGateway_port2
   -cm em_pointer ece ip emGateway_host2 emGateway_port3
   -cm em_pointer ece ip emGateway_host2 emGateway_port4
   ```

   where:

   - *emGateway_host1* is the name or IP address of the server on which one instance of EM Gateway is running.
   - *emGateway_port1* is one of the port numbers for EM Gateway on host 1.
   - *emGateway_port2* is another port number for EM Gateway on host 1.
   - *emGateway_host2* is the name or IP address of the server on which another instance of EM Gateway is running. (EM Gateway can run on multiple hosts.)
   - *emGateway_port3* is one of the port numbers for EM Gateway on host 2.
   - *emGateway_port4* is another backup port number for EM Gateway on host 2.
3. Save and close the file.
4. Restart the CM.

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> **Note**
>
> You can configure the **cm_op_max_retries pin.conf** parameter to permit calls to stateless EM operations to be retried automatically. Stateful EM operations (such as EAI event publication) cannot be retried within a transaction.

Configuring EM Gateways for High Availability

In the HA configuration, the CM processes connections in the order in which they are defined in the connection string, giving active-passive failover semantics.

For example, if there are two EM Gateways (*emGatewaySite1* and *emGatewaySite2*) in your configuration:

1. Initially, the CM attempts connections with *emGatewaySite1* only.
2. If the CM is unable to connect to *emGatewaySite1* due to a planned or unplanned failure, it attempts to connect to *emGatewaySite2*.
3. The CM will remain connected with *emGatewaySite2* until a connection is refreshed (if the **refresh_interval pin.conf** parameter is set) or until the connection is lost (for example, the *emGatewaySite2* fails for some reason).

To configure EM Gateway in the high availability configuration:

1. Open the *BRM_home***/sys/cm/pin.conf** file in a text editor.
2. Add additional EM Gateway host and port pairs to the file to permit one or more failover components in the event that the first component is unavailable. The format for CM **pin.conf** should be as follows to enable HA configuration in CM for EM:

   ```
   - cm em_pointer lp_number ip active_em_host active_em_port ip standby_em_host standby_em_port
   ```

   where:

   - *lp_number* is the value for the setting.
   - *active_em_host* is the name or IP address of the active EM Gateway host.
   - *active_em_port* is the name or IP address of the active EM Gateway port.
   - *standby_em_host* is the name or IP address of the EM Gateway host on standby in case of failover.
   - *standby_em_port* is the name or IP address of the EM Gateway port on standby in case of failover.
3. Set the following entry to **2**:

   ```
   -cm cm_op_max_retries 2
   ```
4. Save and close the file.
5. Restart the CM.

Configuring Rated Event Formatter for High Availability

To configure a Rated Event Formatter instance for high availability:

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1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.ratedEventFormatters.***Instance_Name*, where *Instance_Name* is the name of the instance you want to configure.
4. Expand **Attributes**.
5. Specify values for **name** and **partition** and for any remaining attributes you need to set for the instance. See
6. Change to the *ECE_home***/bin** directory.
7. Start ECC:

   ```
   ./ecc
   ```

8. Start Rated Event Formatter instances that you configured. See "Starting ECE".

Viewing ECE High Availability Status

To view the ECE high availability status:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Monitoring** node.
3. Expand **HighAvailability**.
4. Expand **Attributes**.

   The **ActiveInstances** attribute displays the active instance of each component configured for high availability.

   The **IsActive** attribute displays **true** or **false** to indicate whether the connected instance is an active instance or a passive instance. The **IsActive** value is displayed only for the components or servers configured for high availability.

   The **PassiveInstances** attribute displays all the passive instances of each component configured for high availability.

Configuring Additional Data Storage Node Connections for High Availability

If you are using Oracle NoSQL Database to store rated events, you can configure additional data storage node connections to allow failover. When ECE processes are restarted, if one of the configured data storage nodes goes down, ECE processes can connect to any other configured data storage node that is currently running.

To configure additional data storage node connections:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.connectionConfigurations.***noSQLConnectioninstance*, where *noSQLConnectioninstance* is the name of the Oracle NoSQL database instance; for example, **noSQLConnection1**.

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4. Expand **Attributes**.
5. Specify the value for the **dataStoreConnection** attribute. Enter the *hostname*:*port* for connecting to the Oracle NoSQL database instance. The default is "localhost:5000" for connecting to a standalone Oracle NoSQL database instance. You can add additional data store connections separated by a comma. For example:

   ```
   server1:5000,server2:6000,server3:7000
   ```


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Configuring ECE for Disaster Recovery

Learn how to configure Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) for disaster recovery.

Topics in this document:

- Introduction
- Business Continuity with ECE Disaster Recovery
- About Deployment Modes with Geo-Redundancy
- About Load Balancing in an Active-Active System
- About Rated Event Formatter in a Persistence-Enabled Active-Active System
- About Conflict Resolution During the Journal Federation Process
- Configuring an Active-Active System
- Processing Usage Requests in the Site Received
- Replicating ECE Cache Data
- Migrating ECE Notifications
- Active-Active Sy/Gy Session Re-Anchoring
- Supporting External Module Gateways in Degraded Mode
- Managing Degraded Performance of ECS Nodes

Introduction

BRM offers a disaster recovery (DR) architecture ensuring business continuity in the event of an unexpected site deployment failure. BRM disaster recovery capabilities provide continuity in service usage for your end customers and minimize data loss if a system failure occurs. BRM supports deployment models intended to meet disaster recovery and business continuity needs.

Oracle Communications Charging, Billing and Revenue Management deployment includes functional components that manage business functionality end to end from subscription acquisition to usage charging, billing, and revenue management. The functional components include:

1. Billing and Revenue Management (BRM) server
2. Pricing Design Center (PDC)
3. Elastic Charging Engine (ECE)
4. Offline Mediation Controller

Business Continuity with ECE Disaster Recovery

Customers deploying BRM products also look for measures should a disaster strike. The disaster can be a power outage, hardware burn-out, or site not being available due to natural

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calamities such as floods or earthquakes. For hardware burn-out or even localized power outages, a local redundancy measure could be taken by deploying the products in high available mode, wherever possible.

Due to its distributed architecture, BRM components can be deployed with local redundancy for high availability.

For deploying with geo-redundancy, Table 88-1 shows the available deployment modes, along with recommended options for each of the functional components.

Table 88-1 Available and Recommended Deployment Modes

Components	Deployment Mode
Billing and Revenue Management (BRM) Server	Active-Hot Standby
Pricing Design Center (PDC)	Active-Hot Standby
Elastic Charging Engine (ECE)	Active-Active
Offline Mediation Controller (OCOMC)	Active-Standby

It is essential to continue to process transactions and, in case of a site failure, it is advised to choose an adequate mode of deployment based on recovery objectives set by your business. BRM components allow you to choose a deployment mode (component wise) that fits your business needs.

About Deployment Modes with Geo-Redundancy

You can deploy the BRM Server, PDC, and ECE components with geo-redundancy to improve business continuity.

- Deploying BRM Server and PDC with Geo-Redundancy
- Deploying ECE with Geo-Redundancy

Deploying BRM Server and PDC with Geo-Redundancy

BRM Server and PDC are required to be deployed for charging with ECE and these use Oracle Database to store data. The database replication using Data Guard is recommended to replicate the data across sites.

Figure 88-1 shows the disaster recovery deployment modes for BRM and PDC.

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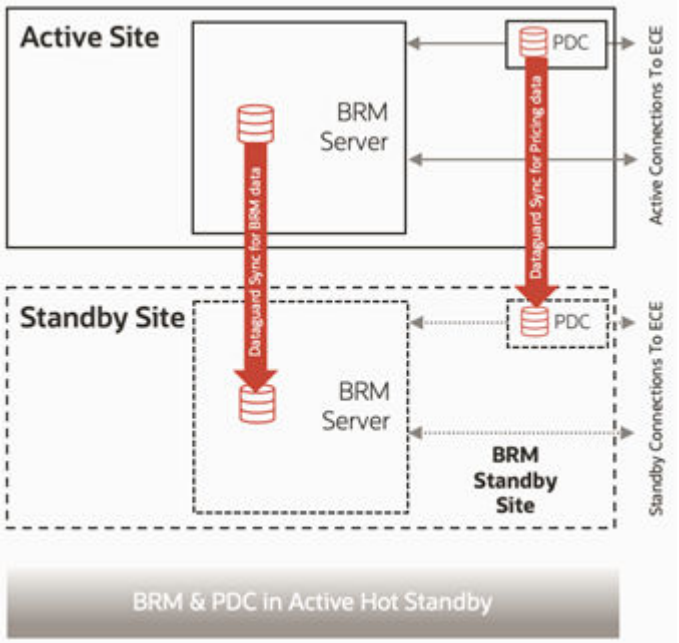
Figure 88-1 Deployment Modes for BRM and PDC



In the above deployment of BRM and PDC, that are running in Active-Hot Standby mode, the database is continuously replicated in real-time using Data Guard/Active Data Guard from the active site to the standby site, ensuring minimal data loss. This requires monitoring of the sites and manual intervention when a site failure occurs.

Within a given site, local redundancy for BRM Server ensures continued availability of the system. BRM supports multi-instance configuration of Connection Managers and Data Managers for high availability, so that transactions are processed through available BRM processes connected to the same database instance.

Deploying ECE with Geo-Redundancy

Elastic Charging Engine is deployed in Active-Active mode. Active-Active mode uses Coherence federation-based data replication across sites and requires Coherence Grid Edition. This mode is more beneficial as you are processing data on both sites rather than keeping one site in standby mode while its processes run.

Figure 88-2 shows the Active-Active deployment mode for disaster recovery for ECE.

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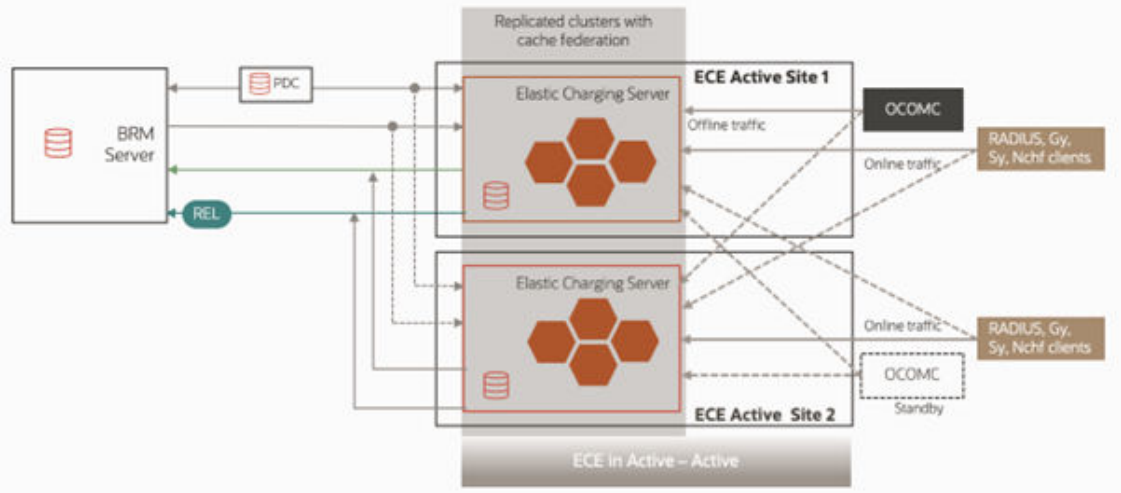
Figure 88-2 Active-Active Deployment Mode for ECE



Active-Active mode consists of two ECE sites, where all ECE sites can actively process charging requests simultaneously. Each ECE site's cache holds all subscriber data and pricing configuration data, and ECE cache data is asynchronously replicated among all of the ECE sites using Coherence cache federation so that the cache data in all of the ECE sites remains synchronized.

In Active-Active mode, all subscribers belonging to a sharing group are processed in the same ECE site to ensure there is no revenue exposure due to concurrent processing on different ECE sites impacting the same shared balance. For subscribers that *do not* belong to a sharing group, the operator can configure ECE to process charging traffic in one of the following ways:

1. Local processing mode: Process requests for all subscribers in the ECE site that they arrive in from the network. In this mode, only the requests for the sharing group members may get forwarded to another site where the shared balance is managed. This is the recommended mode for better processing rates.
2. Preferred site processing mode: Process all requests for a given subscriber in the same ECE site, controlled by an ordered list of preferred ECE sites for each subscriber grouping. In this mode, a charging request arriving at a non-preferred ECE site will get forwarded to the preferred ECE site for processing. For example, all sharing group members are processed in a preferred site where the shared balance is managed.

All active ECE sites interface with one active BRM and PDC instance. Any updates from BRM will be processed by one of the active ECE sites and will be synchronized to all other active ECE sites via Coherence federation. Rated events created in each active ECE site will be processed on that site and loaded into the BRM database via the configured method.

In Figure 88-2, if ECE site 2 fails, ECE site 1 will automatically be able to handle the entire network's charging traffic. The operator should manually mark ECE site 2 as failed as soon as this condition is observed to ensure no traffic processing is attempted by ECE site 2 until the problem is corrected.

In Figure 88-2, if ECE site 1 fails, ECE site 2 will automatically be able to handle the entire network's charging traffic. However, in this case, manual steps are required to update the configuration to ensure that updates from Active BRM and PDC are processed in ECE site 2 without reliance on ECE site 1. The operator should manually mark ECE site 1 as failed as soon as this condition is observed to ensure no traffic processing is attempted by ECE site 1 until the problem is corrected.

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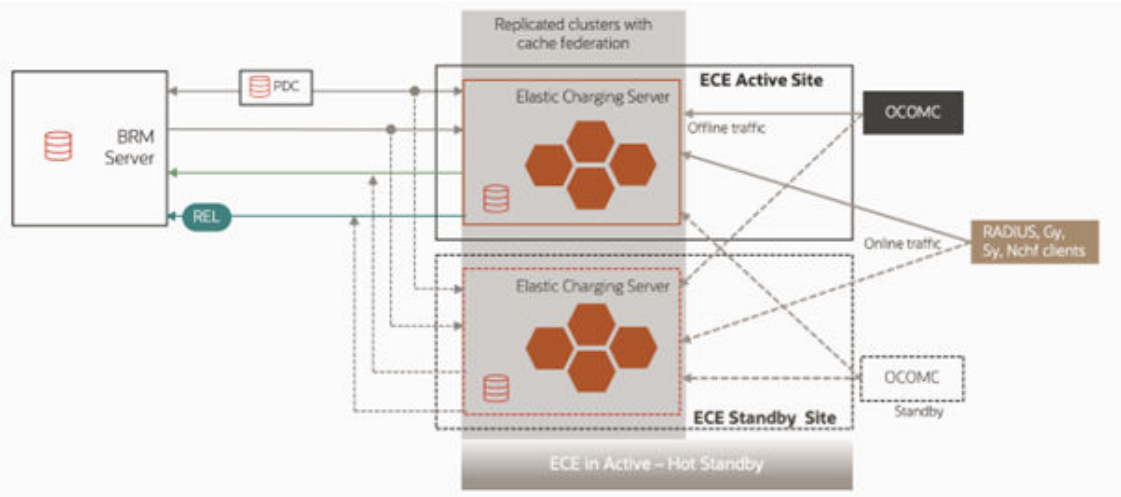
For all Active-Active deployments, the operator should ensure that each ECE site is properly sized to handle the expected load in the worst-case failure scenario.

If you would like to process the data on only one site, then the other site will stay in Hot Standby mode. This deployment mode is called Active-Hot Standby, as shown in Figure 88-3. When you have both sites configured for processing, it may not be preferred to keep one site idle, rather process in both the sites. Oracle recommends deploying in Active-Active mode because it provides the best RTO and RPO of all deployment modes.

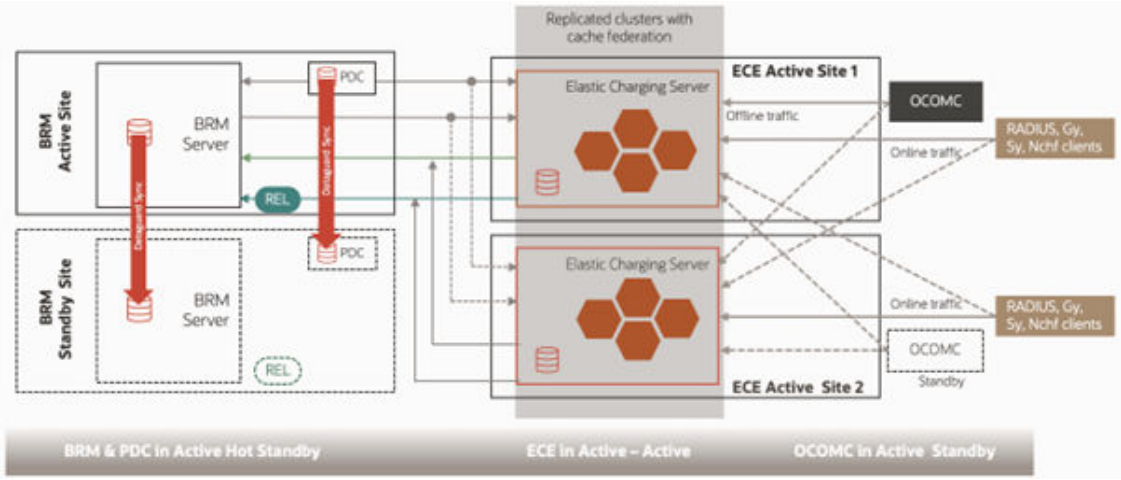
Figure 88-3 Active-Hot Standby Deployment Mode for ECE



The configurations for Active-Hot Standby mode are the same as for an Active-Active system.

If an operator deploys all components, the deployment will be as shown in Figure 88-4.

Figure 88-4 Site Deployment with Recommended Options



BRM and PDC will always be in Active-Hot Standby mode. The DB from the BRM and PDC active site is replicated to one or more standby sites. If there is a failure of active deployment, manual intervention is needed for making one of the BRM/PDC standby sites active and

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reconfiguring the new active BRM/PDC instance to communicate with the existing primary ECE or ECE instance in the same site.

ECE is in Active-Active mode. Pricing updates from PDC and customer updates from BRM will be processed by one of the active ECE sites and will be synchronized to the other active ECE site via Coherence federation. Rated events created in an active ECE site will be processed in that site and loaded into the Active BRM database via the configured method.

If there is a failure of an ECE site, then:

- The remaining active ECE site can automatically handle the load redistributed from the core network.
- The operator should manually mark the ECE site as failed as soon as this condition is observed to ensure the failed ECE site attempts no traffic processing until the problem is corrected.
- If the failed ECE site was the primary ECE site being used by the active BRM and PDC, manual steps are required to update the configuration to ensure that updates from the active BRM and PDC are processed in the other active ECE site.
- If the network gateways remain in service at the failed ECE site (that is, a partial ECE site failure), the network gateways may need to be manually turned down to force the network clients to redistribute charging traffic to the remaining active ECE site.

Offline Mediation Controller is in Active-Standby mode. Offline Mediation Controller processes offline rating requests and generally are processed on one site to keep it simple and easily manageable.

> **Note**
>
> You must define the customer group in the **override-values.yaml** file, irrespective of whether ECE is in Active/Active or Active/Hot-Standby deployment modes. The customer group configuration is mandatory for both modes. Both groups must have the same cluster preference in Active/Hot-Standby modes.

Restoring the System After Journal Growth

You may experience constant journal growth after encountering **flash journal full** errors in the Elastic Charging Server (ECS) logs. To stop the journal growth and restore the system to normal operation:

1. Isolate incoming traffic on the affected site.
   - If you use a cloud native environment, scale down the corresponding pods of any Diameter Gateways, HTTP Gateways, RADIUS Gateways, or EM Gateways that receive active traffic (regardless of how low the volume may be).
   - If you use an on-premises system, stop the corresponding application.
2. Disable the federation from the affected site for all caches: **BRMFederatedCache**, **XRefFederatedCache**, **ReplicatedFederatedCache**, and **OfferProfileFederatedCache**. If there is more than one ECE site being federated to, disable the federation towards all sites for all cache services.
3. After the federation has been disabled, no journal records should remain in the Coherence caches. Check if a count of **BRMFederatedCache$JournalRecord** returns anything other than 0 by running the following command in CohQL (**query.sh**):

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```
CohQL> select count() from BRMFederatedCache$JournalRecord;
```

If the number of entries is greater than 0, run following command to truncate the **BRMFederatedCache$JournalRecord** cache entries:

```
CohQL> truncate BRMFederatedCache$JournalRecord;
```

Then, verify that the count of **BRMFederatedCache$JournalRecord** cache entries is 0:

```
CohQL> select count() from BRMFederatedCache$JournalRecord;
```

> **Note**
>
> The above commands are an example of the cache service, **BRMFederatedCache**. This procedure should be repeated for all cache services.

4. To flush out any remaining journal files in the Flash Journal:
   - If you use a cloud native environment, perform a rolling restart of all ECS pods.

     > **Note**
     >
     > A rolling restart is not mandatory if only a few ECS pods were affected by the flash journal growth. In that case, restart any ECS pods where the Flash Journal Metrics dashboard in Grafana indicates that the flash journal is still high. A high flash journal usage count might mean a value greater than 1 GB, but this depends on what is considered normal for the deployment. You can use historic flash journal values when the system was running normally to determine what might be considered a high value.

   - If you use an on-premises system, do a manual restart of each instance of the ECS applications.
5. Re-enable the federation for all caches for the affected site.
6. Restore the traffic flow to the affected site (Diameter Gateway, HTP Gateway, RADIUS Gateway, and EM Gateway pods scale up or application start).

> **Note**
>
> If more than one site was affected by the flash journal growth and the **flash journal full** errors, the steps above may need to be repeated on the other affected sites.

About Load Balancing in an Active-Active System

In an active-active system, External Module (EM) Gateway routes BRM update requests across sites based on the app and site configurations to ensure load balancing.

EM Gateway routes connection requests to Diameter Gateway, RADIUS Gateway, and HTTP Gateway nodes in one of the active sites. The request is rerouted to the backup production site if the site does not respond.

You can set up load-balancing configurations based on your requirements.

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About Rated Event Formatter in a Persistence-Enabled Active-Active System

When data persistence is enabled, each site in an active-active system has a primary Rated Event Formatter instance for each schema, and at least one secondary instance for each schema.

As rated events are created, the following happens on each site:

1. ECE creates rated events and commits them to the Coherence cache. Each rated event created by ECE includes the Coherence cluster name of the site where it was created.
2. The Coherence federation service replicates the events to the remote sites, as it does for other federated objects.
3. Coherence caching persists the events to the database in batches. Each schema at each site has its own rated event database table.
4. The primary Rated Event Formatter instance processes all rated events from the corresponding site-specific database table.
5. The primary Rated Event Formatter instance commits the formatted events to the cache as a checkpoint. The site name is included in the checkpoint data, along with the schema number, timestamp, and plugin type.
6. The Coherence federation service replicates the checkpoint to the remote sites, as it does for other federated objects. The remote site ECE servers then purge the events persisted in the checkpoint from the database in batches by schema and by site.
7. Coherence caching persists the checkpoint to the database to be consumed by Rated Event Loader. Checkpoints are grouped by schema and by site.
8. The ECE server purges the events related to the persisted checkpoint. Events are purged from the database in batches by schema and by site.

Remote sites that receive federated events and checkpoints similarly persist them to and purge them from the database, in site and schema-specific database tables. In this way, all sites contain the same rated events and checkpoints, no matter where they were generated, and each rated event and checkpoint retains information about the site that generated it. If the Rated Event Formatter instance at any one site is down, a secondary instance at a remote site can immediately begin processing the rated events, preserving the site-specific information as though it were the original site. See "Resolving Rated Event Formatter Instance Outages".

Resolving Rated Event Formatter Instance Outages

If a primary Rated Event Formatter instance is down, take one of the following approaches, depending on whether the outage is planned or unplanned, and considering your operational needs:

- **Planned outage: Primary instance finishes processing**: Choose this option for planned outages, when rating stops but the primary Rated Event Formatter instance can keep processing.
    1. After no new rated events are being generated by the site, wait until the local Rated Event Formatter has finished processing all rated events from the site.
    2. In the remote sites, drop or truncate the rated event database table for the rated events federated from the site with the outage. Dropping the table means you must recreate it and its indexes after resolving the outage.

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3. Stop the Rated Event Formatter at the site with the outage.
4. When the outage is resolved, you can start Rated Event Formatter again to resume processing events.

- **Unplanned outage: Secondary instance takes over processing**: Choose this option for unplanned outages, when the primary Rated Event Formatter is also down. After failing over to the backup site as described in "Failing Over to a Backup Site (Active-Active)", perform the following tasks:

  1. Confirm that the last successful Rated Event Formatter checkpoint for the local site matches the one federated to the remote site. You can use the JMX queryRatedEventCheckPoint operation in the ECE configuration MBeans. See "Getting Rated Event Formatter Checkpoint Information".
  2. If needed, start the secondary Rated Event Formatter instance on the remote site.
  3. Activate the secondary Rated Event Formatter instance on the remote site using the JMX activateSecondaryInstance operation in the ECE monitoring MBeans. See "Activating a Secondary Rated Event Formatter Instance".
     The secondary instance takes over processing the federated rated events as though it were the primary instance at the site with the outage. The events and checkpoints are persisted in the database tables for the original site, not the remote site.
  4. Wait until the secondary instance has finished processing all rated events federated from the site with the outage.
  5. At the site with the outage, drop or truncate the rated event database table for local events. Dropping the table means you must recreate it and its indexes after resolving the outage.
  6. Stop the secondary Rated Event Formatter instance.
  7. When the outage is resolved and the site has been recovered as described in "Switching Back to the Original Production Site (Active-Active)", restart the primary Rated Event Formatter again to resume processing events at the local site. If you had the secondary Rated Event Formatter instance running at the remote site before the outage, restart it too.

Getting Rated Event Formatter Checkpoint Information

You can retrieve information about the last Rated Event Formatter checkpoint committed to the database.

To retrieve information about the last Rated Event Formatter checkpoint:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand the database connection you want checkpoint information from.
4. Expand **Operations**.
5. Run the **queryRatedEventCheckPoint** operation.
   Checkpoint information appears for all Rated Event Formatter instances using the database connection. Information includes site, schema, and plugin names as well as the time of the most recent checkpoint.

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Activating a Secondary Rated Event Formatter Instance

If a primary Rated Event Formatter instance is down, you can activate a secondary instance to take over rated event processing.

> **Note**
>
> For a multi-site deployment with over two sites, activate only one secondary REF instance. Verify that the checkpoint time is up-to-date on the secondary site before activating a secondary REF to process the pending rated events as part of the data recovery process.

To activate a secondary Rated Event Formatter instance:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Monitoring** node.
3. Expand **RatedEventFormatterMatrices**.
4. Expand **Operations**.
5. Run the **activateSecondaryInstance** operation.
   The secondary Rated Event Formatter instance begins processing rated events.

About CDR Generator in an Active-Active System

When CDR generation is enabled, each site in an active-active system contains a CDR Generator, and each site can generate unrated CDRs for external systems. When a production site goes down, the CDR Store retains all in-progress CDR sessions, and subsequent 5G usage events are diverted to the CDR Gateway on the other production site.

In an active-active system, you can configure CDR Generator to do the following:

- Mark partially processed CDRs in the CDR Store as incomplete to prevent downstream mediation systems from processing them. To do so, use the CDR Formatter's and CDR Gateway's **enableIncompleteCdrDetection** attribute.
- Mark when CDRs contain duplicate usage updates. To do so, use the CDR Gateway's **retransmissionDuplicateDetectionEnabled** attribute.
- Indicate that CDRs were closed for a custom value (in the CDR's **causeForRecordClosing** field). To enable CDR Generator to add a custom reason why a CDR was closed, use the CDR Formatter's **enableStaleSessionCleanupCustomField** attribute. To specify the custom value to add, use the CDR Formatter's **staleSessionCauseForRecordClosingString** attribute.

For information about configuring these attributes, see "Setting Up ECE to Generate CDRs" in *ECE Implementing Charging*.

About Conflict Resolution During the Journal Federation Process

In active-active disaster recovery systems, any changes to the ECE cache on one site are automatically federated to the ECE cache on other sites. Sometimes, an entity, such as a customer's balance, can change simultaneously at both sites. For example, Site 1 processes

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Joe's purchase of 500 prepaid minutes, while Site 2 processes Joe's usage of 20 prepaid minutes. ECE uses custom conflict resolution logic to merge these changes on both sites.

However, ECE may occasionally be unable to resolve these conflicts. This can happen when the **skipActiveActivePreferredSiteRouting** entry in the **charging-settings.xml** file is enabled or when the federation process stops for a short time.

When unresolved conflicts happen, ECE:

- Does not make the updates to the ECE cache on each site.
- Appends the log details to the ecs logs, which can be found in the *ECE_home***/logs** directory.
- Tracks information about the conflict resolution in the ECE metric shown in Table 88-2.

  Coherence also provides other federation-related metrics that you can refer to.

Table 88-2 Coherence Federated Service Metric

Metric Name	Type	Description
ece.federated.service.change.records	Counter	Tracks the number of change records and tags them by conflict classification type: – notModified – error – alreadyConflictResolved – internallyModified – externallyModified – sameBinary – sameRevisionNumber – deleted – conflictDetected

Configuring an Active-Active System

To configure an active-active system:

1. In the primary production site, do the following:
   a. Configure the ECE components (Customer Updater, EM Gateway, and so on).
   b. Add all details about participant sites to the **federation-config** section of the ECE Coherence override file (for example, *ECE_home***/config/charging-coherence-override-prod.xml**).

      To confirm which ECE Coherence override file is used, see the **tangosol.coherence.override** value in the *ECE_home***/config/ece.properties** file.

      To define federation configuration parameters:

```
<!-- Defining federation-config for A-A setup with coherence 14.1.2.0.2+ -->
    <!-- <initial-action> to be defined just after cluster name -->
    <federation-config>
        <participants>
            <participant>
                <name>@CLUSTER_NAME1@</name>
                <initial-action>stop</initial-action>
                <remote-addresses>
                    <socket-address>
                        <address>@IP_ADDRESS@</address>
```


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```
                    <port>15000</port>
                </socket-address>
            </remote-addresses>
        </participant>
        <participant>
            <name>@CLUSTER_NAME2@</name>
            <initial-action>stop</initial-action>
            <remote-addresses>
                <socket-address>
                    <address>@IP_ADDRESS@</address>
                    <port>15000</port>
                </socket-address>
            </remote-addresses>
        </participant>
    </participants>
</federation-config>
```

See Table 88-3 for more information about providing the federation configuration parameter descriptions and default values.

Table 88-3 Federation Configuration Parameters

Name	Description
name	The name of the participant site. **Note:** The name of the participant site must match the name of the cluster in the participant site.
initial-action	Specifies whether the federation service should be started for replicating data to the participant sites. Valid values are: • **start**: Specifies that the federation service has to be started and the data must be automatically replicated to the participant sites. • **stop**: Specifies that the federation service has to be stopped, and the data must not be automatically replicated to the participant sites. **Note:** Ensure that this parameter is set to **stop** for all participant sites except for the current site. For example, if you are adding the backup or remote production sites details in the primary production site, this parameter must be set to **stop** for all backup or remote production sites.
address	The IP address of the participant site.
port	The port number assigned to the Coherence cluster port of the participant site.

c. Go to the *ECE_home*/**config/management** directory, where *ECE_home* is the directory in which ECE is installed.

d. Configure HTTP Gateway. See "Connecting ECE to a 5G Client" in *ECE Implementing Charging* for more information.

e. Open the **charging-settings.xml** file.

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f. In the **CustomerGroupConfiguration** section, set the app configuration parameters as shown in the following sample file:

```
<customerGroupConfigurations config-
class="oracle.communication.brm.charging.appconfiguration.beans.customer
group.CustomerGroupConfigurations">
               <customerGroupConfigurationList>
                    <customerGroupConfiguration
                         config-
class="oracle.communication.brm.charging.appconfiguration.beans.customer
group.CustomerGroupConfiguration" name="customerGroup5">
                         <clusterPreferenceList.name config-
class="java.util.ArrayList">

                     <clusterPreferenceConfiguration
                         config-
class="oracle.communication.brm.charging.appconfiguration.beans.customer
group.ClusterPreferenceConfiguration"
                         name="BRM-S2"
                         priority="1" routingGatewayList="host1:port1"/>
                         </clusterPreferenceList>
                    </customerGroupConfiguration>
                    <customerGroupConfiguration
                         config-
class="oracle.communication.brm.charging.appconfiguration.beans.customer
group.CustomerGroupConfiguration" name="customerGroup2">
                         <clusterPreferenceList config-
class="java.util.ArrayList">

                         <clusterPreferenceConfiguration
                         config-
class="oracle.communication.brm.charging.appconfiguration.beans.customer
group.ClusterPreferenceConfiguration"
                         name="BRM-S2"
                         priority="1"
routingGatewayList="host1:port1,host1:port1"/>


                         <clusterPreferenceConfiguration
                         config-
class="oracle.communication.brm.charging.appconfiguration.beans.customer
group.ClusterPreferenceConfiguration"
                         name="BRM-S1"
                         priority="2"
routingGatewayList="host2:port2,host2:port2"/>
                         </clusterPreferenceList>
                    </customerGroupConfiguration>
               </customerGroupConfigurationList>
          </customerGroupConfigurations>
```

Table 88-4 provides the configuration parameters of the **CustomerGroupConfiguration** section.

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Table 88-4 CustomerGroupConfiguration Parameters

Configuration	Parameter and Description
CustomerGroupConfiguration	• `name=` Customers are processed and distributed in active-active system sites based on **customerGroup**. The customer names configured in **customerGroup** are updated to the PublicUserIdentity (PUI) cache when you load the customer information to ECE through **customerUpdater** or when you create or update information of customers in BRM using EM Gateway. • `clusterPreferenceList=` Includes a list of cluster names and priority for each cluster name for routing the requests during a site failure.
clusterPreferenceConfiguration	• `name=` Name of the cluster. • `clusterPreferenceConfiguration .priority=` The priority of the preferred cluster that is assigned in the customerGroup list to process the rating request. The priority to process the request is in the incremental order of numbers and assigned to the lowest number. For example, if you set the value to 1 for priority, the cluster associated with this number processes the request first. • `routingGatewayList=` A comma-separated list of the host name and port number of chargingServer values used for httpGateway.

g. Configure a primary and secondary Rated Event Formatter instance for each site in the **ratedEventFormatter** section, as shown in the following sample file:

```
<ratedEventFormatterConfigurationList config-
class="java.util.ArrayList">
    <ratedEventFormatterConfiguration
            config-
class="oracle.communication.brm.charging.appconfiguration.beans.ratedeve
ntformatter.RatedEventFormatterConfiguration"
            name="ref_site1_primary"
            partition="1"
```


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```
            connectionName="oracle1"
            siteName="site1"
            threadPoolSize="2"
            retainDuration="0"
            ripeDuration="30"
            checkPointInterval="20"
            maxPersistenceCatchupTime="0"
            pluginPath="ece-ratedeventformatter.jar"

pluginType="oracle.communication.brm.charging.ratedevent.formatterplugin
.internal.SampleFormatterPlugInImpl"
            pluginName="brmCdrPluginDC1Primary" …
            … />
    <ratedEventFormatterConfiguration
            config-
class="oracle.communication.brm.charging.appconfiguration.beans.ratedeve
ntformatter.RatedEventFormatterConfiguration"
            name="ref_site1_secondary"
            partition="1"
            connectionName="oracle2"
            siteName="site1"
            primaryInstanceName="ref_site1_primary"
            threadPoolSize="2"
            retainDuration="0"
            ripeDuration="30"
            checkPointInterval="20"
            maxPersistenceCatchupTime="0"
            pluginPath="ece-ratedeventformatter.jar"

pluginType="oracle.communication.brm.charging.ratedevent.formatterplugin
.internal.SampleFormatterPlugInImpl"
            pluginName="brmCdrPluginDC1Secondary"
            … />
    <ratedEventFormatterConfiguration
            config-
class="oracle.communication.brm.charging.appconfiguration.beans.ratedeve
ntformatter.RatedEventFormatterConfiguration"
            name="ref_site2_primary"
            partition="1"
            connectionName="oracle2"
            siteName="site2"
            threadPoolSize="2"
            retainDuration="0"
            ripeDuration="30"
            checkPointInterval="20"
            maxPersistenceCatchupTime="0"
            pluginPath="ece-ratedeventformatter.jar"

pluginType="oracle.communication.brm.charging.ratedevent.formatterplugin
.internal.SampleFormatterPlugInImpl"
            pluginName="brmCdrPluginDC2Primary"
            …  />
    <ratedEventFormatterConfiguration
            config-
class="oracle.communication.brm.charging.appconfiguration.beans.ratedeve
ntformatter.RatedEventFormatterConfiguration"
```


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```
                name="ref_site2_secondary"
                partition="1"
                connectionName="oracle1"
                siteName="site2"
                primaryInstanceName="ref_site2_primary"
                threadPoolSize="2"
                retainDuration="0"
                ripeDuration="30"
                checkPointInterval="20"
                maxPersistenceCatchupTime="0"
                pluginPath="ece-ratedeventformatter.jar"

pluginType="oracle.communication.brm.charging.ratedevent.formatterplugin
.internal.SampleFormatterPlugInImpl"
                pluginName="brmCdrPluginDC2Secondary"
                …  />
</ratedEventFormatterConfigurationList>
```

The **siteName** property determines the site that the instance processes rated events for. This lets you configure secondary instances as backups for remote sites. The sample specifies that the **ref_site1_secondary** instance running is running at site 2, but processes rated events federated from site 1 in case of an outage.

h. Configure the production sites to process the routing requests.

i. Open the **site-configuration.xml** file. Configure all **monitorAgent** instances from all sites. Each Monitor Agent instance includes the Coherence cluster name, host name or IP address, and JMX port.

Table 88-5 provides the configuration parameters of Monitoring Agent.

Table 88-5 Monitor Agent Configuration Parameters

Name	Description
name	The name of the production or remote site where the request should be processed. These should correspond to site names defined for the Rated Event Formatter instances.
host	The IP address of the participant site.
jmxPort	**jmxPort** of the production or remote site.
disableMonitor	This configuration allows a **monitorAgent** instance to disable collecting monitoring results from multiple **monitorAgent** instances running within a site. It prevents generating redundant monitoring results for a site. **Note**: Default value is set to **false**. If you set this value to **true**, **monitorAgent** instance disallows collecting redundant monitoring results.

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> **Note**
>
> The **monitorAgent** properties should match with the properties in the **eceTopology.conf** file where a **monitorAgent** instance is configured to start from a specific production site.

j. Copy the **JMSConfiguration.xml** file content of all sites to a single file and enter the following details:

- Add this tag for the queue types:

```
<Cluster>clusterName</Cluster>
```

- Import the wallet for all clusters and specify the wallet path in the following locations:

```
<KeyStoreLocation> and <ECEWalletLocation>
```

k. In the **eceTopology.conf** file, enable the JMX port for all ECS server nodes and clients, such as Diameter Gateway, HTTP Gateway, RADIUS Gateway, and EM Gateway. Also, enable the JMX port for each Monitor Agent instance.

l. Start ECE. See "Starting ECE" for more information.

2. On the backup or remote site, do the following:

a. Configure the ECE components (Customer Updater, EM Gateway, and so on).

Ensure the following:

- The names of Diameter Gateway, RADIUS Gateway, HTTP Gateway, Rated Event Formatter, and Rated Event Publisher for each site are unique.
- At least two instances of Rated Event Formatter are configured to allow for failover. The data persistence-enabled system requires configuring at least one primary and one secondary instance for each site.

b. Set the following parameter in the *ECE_home***/config/ece.properties** file to **false**:

```
loadConfigSettings = false
```

When you start the charging server nodes, the application-configuration data is not loaded into memory.

c. Add all the details of participant sites in the federation-config section of the ECE Coherence override file (for example, *ECE_home***/config/charging-coherence-override-prod.xml**).

To confirm which ECE Coherence override file is used, see the **tangosol.coherence.override** value in the *ECE_ home***/config/ece.properties** file. Table 88-3 provides the federation configuration parameter descriptions and default values.

d. Start the Elastic Charging Controller (ECC):

```
./ecc
```


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e. Start the charging server nodes:

```
start server
```

3. Start the federation process from the primary site to the backup site by doing the following:
   a. On the backup site, turn off ECE journal conflict resolution. In your ECE configuration MBeans, set the **disableFederationInterceptor** attribute to **true**.
   b. On the primary site, start the federation service and replicate data by running this command:

      ```
      gridSync start
      gridSync replicate
      ```

      The federation service is started, and all the existing data is replicated to the backup or remote production sites.
   c. After replication completes, turn on journal conflict resolution again in your backup site. In your ECE configuration MBeans, set the **disableFederationInterceptor** attribute to **false**.
4. On the backup sites, do the following:
   a. Verify that the same number of entries as in the primary production site are available in the customer, balance, configuration, and pricing caches in the backup or remote production sites using the **query.sh** utility.
   b. Verify that the charging server nodes in the backup or remote production sites are in the same state as those in the primary production site.
   c. Configure the following ECE components and the Oracle persistence database connection details by using a JMX editor:
      - Rated Event Formatter
      - Rated Event Publisher
      - Diameter Gateway
      - RADIUS Gateway
      - HTTP Gateway

      Ensure the following:
      - The names of Diameter Gateway, RADIUS Gateway, HTTP Gateway, Rated Event Formatter, and Rated Event Publisher for each site are unique.
      - At least two instances of Rated Event Formatter are configured to allow for failover. A data persistence-enabled system requires configuring at least one primary and one secondary instance for each site.
   d. Start the following ECE processes and gateways:

      ```
      start brmGateway
      start ratedEventFormatter
      start diameterGateway
      start radiusGateway
      start httpGateway
      ```

      The remote production sites are up and running with all required data.

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e. Run the following command:

```
gridSync start
```

The federation service is started to replicate the data from the backup or remote production sites to the preferred production site.

5. After starting Rated Event Formatter in the remote production sites, copy the CDR files generated by Rated Event Formatter from the remote production sites to the primary production site using the SFTP utility.

> **Note**
>
> When configuring the active-hot standby system, the preferred site for each customer group should be the same. That is, the preferred site should be given as the current active site. For example:

```
customerGroupConfigurations:
      - name: "customergroup1"
        clusterPreference:
          - priority: "1"
            routingGatewayList: ""
            name: "BRM"
          - priority: "2"
            routingGatewayList: ""
            name: "BRM2"
      - name: "customergroup2"
        clusterPreference:
          - priority: "1"
            routingGatewayList: ""
            name: "BRM"
          - priority: "2"
            routingGatewayList: ""
            name: "BRM2"
```

Including Custom Clients in Your Active-Active Configuration

If your system includes a custom client application that calls the ECE API, add the custom client to your active-active disaster recovery configuration. This enables the active-active system architecture to automatically route requests from your custom client to a backup site when a site failover occurs. To do so, you configure the custom client as an ECE Monitor Framework-compliant node in the ECE cluster.

To add a custom client to an active-active configuration:

1. Modify your custom client to use the ECE Monitor Framework:
   a. Add this import statement:

```
import
oracle.communication.brm.charging.monitor.framework.internal.MonitorFram
ework;
```


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b. Add these lines to the program:

```
if (MonitorFramework.isJMXEnabledApp) {
   MonitorFramework monitorFramework = (MonitorFramework)
context.getBean(MonitorFramework.MONITOR_BEAN_NAME);
   try {
      monitorFramework.initializeMonitor(null); // null parameter for
any non-ECE Monitor Agent node
   }
   catch (Exception ex) {
      // Failed to initialize Monitor Framework, check log file
      System.exit(-1);
   }
}
...  // continue as before
```

2. When you start your custom client, include these Java system properties:

   a. **-Dcom.sun.management.jmxremote.port** set to the port number for enabling JMX RMI connections. Ensure that you specify an unused port number.

   b. **-Dcom.sun.management.jmxremote.rmi.port** set to the port number to which the RMI connector will be bound.

   c. **-Dtangosol.coherence.member** set to the name of the custom client application instance running within the ECE cluster.

   For example:

```
java -Dcom.sun.management.jmxremote.port=6666 \
-Dcom.sun.management.jmxremote.rmi.port=6666 \
-Dtangosol.coherence.member=customApp1 \
-jar customApp1.jar
```

3. Edit the *ECE_home*/**config/eceTopology.conf** file to include a row for each custom client application instance. For each row, enter the following information:

   - **node-name**: The name of the JVM process for that node.
   - **role**: The role of the JVM process for that node.
   - **host name**: The host name of the physical server machine on which the node resides. For a standalone system, enter **localhost**.
   - **host ip**: If your host contains multiple IP addresses, enter the IP address so Coherence can be pointed to a port.
   - **JMX port**: The JMX port of the JVM process for that node. By specifying a JMX port number for one node, you expose MBeans for setting performance-related properties and collecting statistics for all node processes. Enter any free port, such as 9999, for the charging server node to be the JMX-management enabled node.
   - **start CohMgt**: Specify whether you want the node to be JMX-management enabled.

   For example:

```
#node-name     |role       |host name  (no spaces!) |host ip   |JMX port   |
start CohMgt  |JVM Tuning File
customApp1     |customApp  |localhost               |          |6666       |
false         |
```


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Including Offline Mediation Controller in Your Active-Active Configuration

If your system includes Oracle Communications Offline Mediation Controller, add it to your active-active disaster recovery configuration. This enables the active-active system architecture to automatically route requests from Offline Mediation Controller to a backup site when a site fail over occurs.

To include Offline Mediation Controller in your active-active configuration:

1. On each active production site, do the following:
   a. Log in to your ECE driver machine as the **rms** user.
   b. In your **ocecesdk/config/client-charging-context.xml** file, add the following line to the **beans** element:

      ```
      <importresource="classpath:/META-INF/spring/monitor.framework-
      context.xml"/>
      ```

2. On each Offline Mediation Controller machine, do the following:
   a. Log in to your Offline Mediation Controller machine as the **rms** user.
   b. Add the following lines to your *OCOMC_home***/bin/nodemgr** file:

      ```
      -Dcom.sun.management.jmxremote
      -Dcom.sun.management.jmxremote.ssl=false
      -Dcom.sun.management.jmxremote.rmi.port=rmi_port
      -Dcom.sun.management.jmxremote.port=port
      ```

      where:

      - *rmi_port* is set to the port number to which the RMI connector will be bound.
      - *port* is set to the port number for enabling JMX RMI connections. Ensure that you specify an unused port number.

   c. In the *OCOMC_home***/bin/UDCEnvironment** file, set **JMX_ENABLED_STATUS** to **true** and set **JMX_PORT** to the desired JMX port number:

      ```
      #For enabling jmx in an active-active setup
      JMX_ENABLED_STATUS=true
      JMX_PORT=9992
      ```

3. On each Offline Mediation Controller machine, restart Node Manager by going to the *OCOMC_home***/bin** directory and running this command:

   ```
   ./nodemgr
   ```

Failing Over to a Backup Site (Active-Active)

To fail over to a backup site in an active-active configuration:

1. Open a JMX editor such as a JConsole.
2. Expand the **ECE Monitoring** node.
3. Expand **Agent**.

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4. Expand **Operations**.
5. Set the **failoverSite()** operation to the name of the failed site.
6. On the backup site, stop replicating the ECE cache data to the primary production site by running the following command:

   ```
   gridSync stop PrimaryProductionClusterName
   ```

   where *PrimaryProductionClusterName* is the name of the cluster in the primary production site.
7. On the backup site, do the following:
   a. Change the BRM, PDC, and Customer Updater connection details to connect to BRM and PDC on the backup site by using a JMX editor.

      > **Note**
      >
      > If only ECE in the primary production site failed and BRM and PDC in the primary production site are still running, you need not change the BRM and PDC connection details on the backup site.

   b. Start BRM and PDC.
8. Recover the data in the Oracle NoSQL database data store of the primary production site by performing the following:
   a. Convert the secondary Oracle NoSQL database data store node of the primary production site to the primary Oracle NoSQL database data store node by performing a failover operation in the Oracle NoSQL database data store. For more information, see "Performing a Failover" in *Oracle NoSQL Database Administrator's Guide*.
   The secondary Oracle NoSQL database data store node of the primary production site is now the primary Oracle NoSQL database data store node of the primary production site.
   b. On the backup site, convert the rated events from the Oracle NoSQL database data store node that you just converted into the primary node into CDR files by starting Rated Event Formatter.
   c. In a backup or remote production site, load the CDR files that you just converted into BRM by using Rated Event (RE) Loader.
   d. Shut down the Oracle NoSQL database data store node that you just converted into the primary node.
   See the "stop" utility in *Oracle NoSQL Database Administrator's Guide* for more information.
   e. Stop the Rated Event Formatter that you just started.
9. In a backup or remote production site, start Pricing Updater, Customer Updater, and EM Gateway by running the following commands:

   ```
   start pricingUpdater
   start customerUpdater
   start emGateway
   ```

   All pricing and customer data is now back in the ECE grid in the backup or remote production site.
10. Stop and restart BRM Gateway.

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11. Migrate internal BRM notifications from the primary production site to a backup or remote production site. See "Migrating ECE Notifications" for more information.

> **Note**
>
> - If the expiry duration is configured for these notifications, ensure that you migrate the notifications before they expire. For the expiry duration, see the **expiry-delay** entry for the ServiceContext module in the *ECE_home***/config/charging-cache-config.xml** file.
> - All external notifications from a production site are published to the respective JMS queue. Diameter Gateway retrieves the notifications from the JMS queue and replicates to other sites based on the configuration.

12. Ensure that the network clients route all requests to the backup or remote production site.

The former backup site or one of the remote production sites is now the new preferred production site. When the preferred site starts functioning, you mark the recoverSite and the site traffic routes back to the preferred site. For more information, see "Switching Back to the Original Production Site (Active-Active)".

Switching Back to the Original Production Site (Active-Active)

To switch back to the original production site in an active-active system:

1. Install ECE and other required components in the original primary production site. For more information, see "Installing Elastic Charging Engine" in *ECE Installation Guide*.

> **Note**
>
> If only ECE in the original primary production site failed and BRM and PDC in the original primary production site are still running, install only ECE and provide the connection details about BRM and PDC in the original primary production site during ECE installation.

2. On the machine on which the Oracle WebLogic server is installed, verify that the JMS queues have been created for loading pricing data and for sending event notification, and that JMS credentials have been configured correctly.
3. Set the following parameter in the *ECE_home***/config/ece.properties** file to **false**:

   ```
   loadConfigSettings = false
   ```

   The configuration data is not loaded in memory.
4. Add all details about participant sites in the federation-config section of the ECE Coherence override file (for example, *ECE_home***/config/charging- coherence-override-prod.xml**).

   To confirm which ECE Coherence override file is used, see the **tangosol.coherence.override** value in the *ECE_home***/config/ece.properties** file. Table 88-3 provides the federation configuration parameter descriptions and default values.
5. Go to the *ECE_home***/bin** directory.
6. Start ECC:

   ```
   ./ecc
   ```


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7. Start the charging server nodes:

   ```
   start server
   ```

8. Replicate the ECE cache data to the original production site by using the **gridSync** utility. For more information, see "Replicating ECE Cache Data".

9. Start the following ECE processes and gateways:

   ```
   start brmGateway
   start ratedEventFormatter
   start diameterGateway
   start radiusGateway
   start httpGateway
   ```

10. Verify that the same number of entries as in the new production site are available in the customer, balance, configuration, and pricing caches in the original production site by using the **query.sh** utility.

11. Stop Pricing Updater, Customer Updater, and EM Gateway in the new primary production site and then start them in the original primary production site.

12. Migrate internal BRM notifications from the new primary production site to the original primary production site. For more information, see "Migrating ECE Notifications".

13. Change the BRM Gateway, Customer Updater, and Pricing Updater connection details to connect to BRM and PDC in the original primary production site by using a JMX editor.

14. Stop RE Loader in the new primary production site and then start it in the original primary production site.

15. Stop and restart BRM Gateway in both the new primary production site and the original primary production site.

    The roles of the sites are now reversed to the original roles.

16. Open a JMX editor such as a JConsole.

17. Expand the **ECE Monitoring** node.

18. Expand **Agent**.

19. Expand **Operations**.

20. Set the **recoverSite()** operation to the name of the recovered site.

21. If data persistence is enabled and you failed over your Rated Event Formatter instance at the original site to a secondary instance at a remote site, restart any primary and secondary Rated Event Formatter instances at the original site.

> **Note**
>
> EM Gateway routes connection requests to either local Elastic Charging Server (ECS) or to the HTTP Gateway nodes on the remote sites. If the site does not respond, the request is processed locally on the same site. When a production site goes down, the CDR database retains all in-progress (or incomplete) CDR sessions, and all unrated 5G usage events should be diverted to the remote HTTP Gateway.
>
> When a site is marked DOWN in an Active-Active setup, the gateways need to be brought down or they will continue to service requests which is not expected.

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Processing Usage Requests in the Site Received

To configure the ECE active-active mode to process usage requests in the site that receives the request irrespective of the subscriber's preferred site, perform the following steps:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.brsConfigurations.default**.
4. Expand **Attributes**.
5. Set the **skipActiveActivePreferredSiteRouting** attribute to **true**.

> **Note**
>
> By default, the **skipActiveActivePreferredSiteRouting** attribute is set to **false**.

Replicating ECE Cache Data

In an active-hot standby system, a segmented active-active system, or an active-active system, when you configure or perform disaster recovery, you replicate the ECE cache data to the participant sites by using the **gridSync** utility.

To replicate the ECE cache data:

1. Go to the *ECE_home***/bin** directory.
2. Start ECC:

   ```
   ./ecc
   ```

3. Do one of the following:
   - To start replicating data to a specific participant site asynchronously and also replicate all the existing ECE cache data to a specific participant site, run the following commands:

     ```
     gridSync start [remoteClusterName]
     gridSync replicate [remoteClusterName]
     ```

     where *remoteClusterName* is the name of the cluster in a participant site.
   - To start replicating data to all the participant sites asynchronously and also replicate all the existing ECE cache data to all the participant sites, run the following commands:

     ```
     gridSync start
     gridSync replicate
     ```

See "gridSync" for more information on the **gridSync** utility.

Migrating ECE Notifications

When you failover to a backup site or switching back to the primary site, you must migrate the notifications to the destination site.

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> **Note**
>
> If you are using Apache Kafka for notification handling, notifications are not migrated to the destination site. Apache Kafka retains the notifications and these notifications appear in the original site or components when they are active.

To migrate ECE notifications:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **systemAdmin**.
4. Expand **Operations**.
5. Select **triggerFailedClusterServiceContextEventMigration**.
6. In the method's **failedClusterName** field, enter the name of the failed site's cluster.
7. Click the **triggerFailedClusterServiceContextEventMigration** button.

All the internal BRM notifications are migrated to the destination site. In an active-active system, the external notifications are also migrated to the destination site. If you cannot establish the WebLogic cluster subscription due to a site failover, you should restart Diameter Gateway on the destination site. If a site recovers from a failover, you should restart all the Diameter Gateway instances in the cluster.

Active-Active Sy/Gy Session Re-Anchoring

> **Note**
>
> This is applicable to ECE systems using the partition-based Kafka architecture only.
>
> In ECE systems using the topic-based Kafka architecture, (for ECE Interim Patch 15.1.0.0.1 (37951934)) the sessions are re-anchored to a gateway that has a connection to the originating client automatically. For information about the Kafka architectures, see "Creating Kafka Topics for ECE Integration" in the *ECE Implementing Charging* guide.

During prolonged outages of Diameter Gateways in active-active disaster recovery systems, Sy sessions may fail to re-anchor to another available Diameter Gateway if the Policy and Charging Rules Function (PCRF) does not initiate Spending Limit Request (SLR) intermediates. Notifications such as the Status Notification Request (SNR) are not processed from the partition ID of the unavailable Diameter Gateway. Consequently, notifications remain trapped on the partition id that was being handled by the Diameter Gateway where the SLR initiation occurred unless the Sy sessions are terminated and restarted on a different Diameter Gateway.

For Gy sessions, the receipt of a Credit Control Request Update (CCR-U) will result in a Gy Session being re-anchored at a different Diameter Gateway where the CCR Initial was received. However, prior to this re-anchoring any notifications for Gy sessions using a partition ID consumed by the failed Diameter Gateway will remain trapped on that partition ID.

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When a Diameter Gateway is out of service, you can use the JMX console to issue the command for another Diameter Gateway to start consuming from the partition ID for the failed Diameter Gateway. This gateway can be on the same site or, if there is full-site outage for Diameter Gateways, at an alternate site.

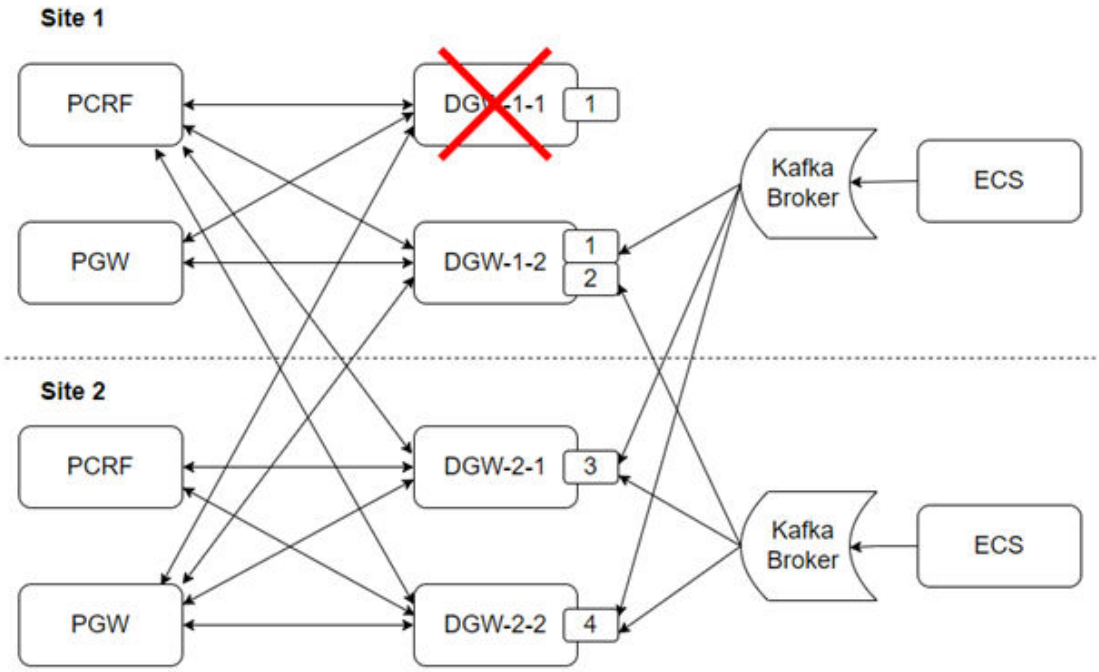
The only criterion for the new Diameter Gateway is that it is connected to the remote peers that the out-of-service Diameter Gateway sends the Sy Status Notification Request (SNR) and Gy Re-Authorization Requests (RAR) to.

The issue arises when a Diameter Gateway is down. This prevents the SNRs and RARs from being retrieved and forwarded from the Kafka partition. To fix this, do the following:

1. Configure another Diameter Gateway instance to start consuming from the Kafka partition. For more information, see "Consuming SNRs/RARs from a Specified Kafka Partition".
2. Configure the Diameter Gateway instance that went down to stop consuming from the Kafka partition. This should be done after the Diameter Gateway that was down has recovered, and should be performed on the same Diameter Gateway that the previous step was performed on. For more information, see "Stopping the Consumption of SNRs/RARs from a Specified Kafka Partition".

Figure 88-5 depicts the prolonged outage of a Diameter Gateway (DGW-1-1 in the figure) in an active-active disaster recovery system.

Figure 88-5 Single Diameter Gateway Outage



In the figure, PGW represents a packet gateway for sending charging requests to ECE and DGW represents a Diameter Gateway.

Since DGW-1-1 is down, the SNR/ RAR cannot be retrieved from Kafka partition 1 (on the gateway that is down) unless the JMX Console is used to issue the command to connect them to another Diameter Gateway. In this case, it is changed to connect to DGW-1-2 at the same site.

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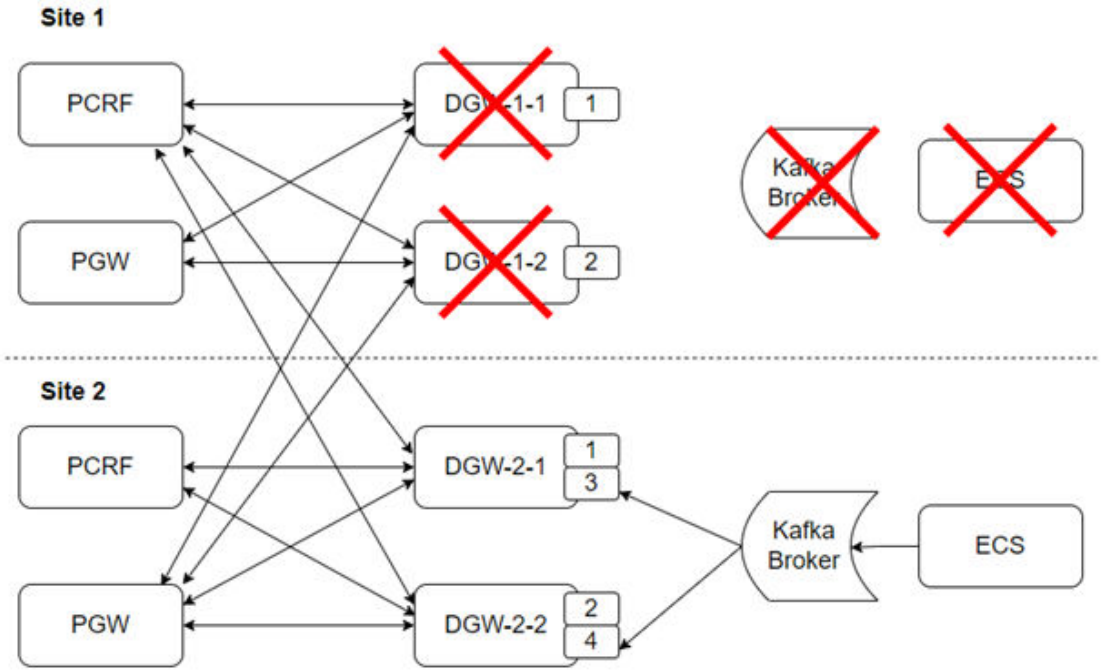
Figure 88-6 depicts the prolonged outage of multiple Diameter Gateways (DGW-1-1 and DGW-1-2 in the figure) in an active-active disaster recovery system.

Figure 88-6 Multiple Diameter Gateway Outages



Since both DGW-1-1 and DGW-1-2 are down, the SNR/ RAR cannot be retrieved from Kafka partitions 1 and 2 at Site 1 unless the JMX Console is used to issue the commands to connect them to another Diameter Gateway. In this case partition 1 is moved to DGW-2-1 and partition 2 is moved to DGW-2-2, both at the second site.

Consuming SNRs/RARs from a Specified Kafka Partition

Learn how to configure the Diameter Gateway to start consuming SNRs/ RARs from a specified Kafka partition, during prolonged Diameter Gateway outages.

This allows for the Sy/Gy sessions to be re-anchored to another Diameter Gateway that is connected to the remote peers that the Diameter Gateway will then send to the Sy SNR/Gy RARs. You can use JMX commands to configure ECE to make another Diameter Gateway start consuming from a specific partition ID. The only parameter you need to pass to the command is the new partition ID that the Kafka consumer will use.

To configure ECE to make another Diameter Gateway start consuming from a specific partition ID:

1. Connect ECE Cloud Native to JConsole following the instructions in "JMX Connection to ECE Using JConsole" in *BRM Cloud Native System Administrator's Guide*.
2. For ECE on-prem, access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans" for more information.
3. JConsole should be open on the **DiameterGateway** process (and not the ECS process).
4. Expand the **DiameterGateway** node.

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5. Expand **DiameterGatewayKafkaResiliencyTracker**.
6. Expand **Operations**.
7. Enter the partition ID in the **partition** field for the **startKafkaListener** method, and click the method.
8. The **Operation return value** dialog box appears, with the value set to **True**. Click **OK**.

Stopping the Consumption of SNRs/RARs from a Specified Kafka Partition

Learn how to configure the Diameter Gateway to stop consuming SNRs/ RARs from a specified Kafka partition, after prolonged Diameter Gateway outages.

You can use a second command in the JMX Console to configure the Diameter Gateway to stop consuming from a specific Kafka partition. This command should be performed when the Diameter Gateway that was down has been restored.

To configure ECE to make another Diameter Gateway stop consuming from a specific partition ID:

1. Connect ECE Cloud Native to JConsole following the instructions in "JMX Connection to ECE Using JConsole" in *BRM Cloud Native System Administrator's Guide*.
2. For ECE on-prem, access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans" for more information.
3. JConsole should be open on the **DiameterGateway** process (and not the ECS process).
4. Expand the **DiameterGateway** node.
5. Expand **DiameterGatewayKafkaResiliencyTracker**.
6. Expand **Operations**.
7. Enter the partition ID in the **partition** field for the **stopKafkaListener** method, and click the method.
8. The **Operation return value** dialog box appears, with the value set to **True**. Click **OK**.

Supporting External Module Gateways in Degraded Mode

When the number of healthy Elastic Charging Server (ECS) nodes in a cluster falls below the minimum configured threshold, the cluster runs in degraded mode. The External Module (EM) Gateway, on receiving incoming requests from the BRM server, verifies whether the ECS cluster is healthy or not before it forwards the requests.

If the EM Gateway identifies the cluster to be unhealthy, it returns a **PIN_ERR_NOT_ACTIVE (107)** error to the BRM server and does not forward the requests to the ECS cluster. The BRM server, on receiving this error, adds this EM Gateway site into the block list, and forwards the requests to another EM Gateway site.

For more information on how to configure the minimum health threshold, see "Configuring the Charging-Server Health Threshold".

Managing Degraded Performance of ECS Nodes

ECE is sometimes unable to process real-time traffic from the Diameter Gateway instances and return the charging response within the expected service latency.

The degradations are primarily caused by:

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- Multiple ECS nodes reaching 100% **BRMFederatedCache** thread utilization, causing a backlog in the Diameter Gateway nodes.
- A single ECS node, with minimal thread utilization, accumulating a large backlog during an ECE service outage. This backlog affects all Diameter Gateway nodes, leading to 100% Invocation Service thread utilization.

You can resolve these outage issues by doing one of the following:

- Waiting for some time for ECE to recover by itself when the charging response resumes from degradation.
- Manually restarting the affected ECS nodes to restore the service. See "Starting and Stopping ECE".
- Configuring the ECE ServiceMonitor to detect issues before they cause a backlog in the Diameter Gateway nodes. You can also configure it to automatically restart the **BRMFederatedCache** service when a problem occurs. See "About Detecting BRMFederatedCache Service Degradation Early".

About Detecting BRMFederatedCache Service Degradation Early

You can use the ECE ServiceMonitor to regularly check the performance of the **BRMFederatedCache** service, so it can catch problems before degradation issues cause ECE system outages. The ServiceMonitor continuously tracks the service's thread utilization, backlog size, and time to process pending requests. When it detects that the service is starting to degrade, the ServiceMonitor does one of the following:

- Logs details about the degraded event.
- Logs details about the degraded event and generates a thread dump. This is the default.
- Logs details, generates a thread dump, and restarts the Coherence **BRMFederatedCache** service.

Log file names use the format *node_name***.log** and are stored in the *ECE_home***/logs** directory by default. To configure a new log location, see "Configuring Log Location".

By default, the ECE ServiceMonitor is enabled, but you can disable it at any time.

How ServiceMonitor Detects Service Degradation

ECE ServiceMonitor runs with a dedicated thread count that monitors the health of the **BRMFederatedCache** service for some **BRMFederatedCache** caches that have the Coherence cache parameter **back-size-limit** set to the maximum number of allowed cache entries. It consists of two layers of checks to detect service degradation:

- **First Layer**: A normal check process runs every 5 seconds by default and detects the initial signs of degradation in the **BRMFederatedCache** service.
- **Second Layer**: An alert check process is activated when the normal check process detects degradation. By default, it monitors the **BRMFederatedCache** service's performance every 500 milliseconds for up to 3 seconds to ensure requests are completed within that timeframe.
  - If the service shows improvement, the ServiceMonitor ends the alert check process and returns to the normal check process.
  - If the service does not improve, the ServiceMonitor logs details about the degradation and optionally restarts the Coherence **BRMFederatedCache** service. **BRMFederatedCacheServiceRestartService** enables recovery after a restart. The LockKey records the ECS node name that initiated the restart and the corresponding

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restart timestamp. To prevent simultaneous and frequent restarts, only one node can initiate the restart process at a time by locking the ServiceMonitorCache and adding its name and timestamp to the key.

About Scenarios When the BRMFederatedCache Service Is Not Restarted

There are certain scenarios in which the **BRMFederatedCache** service is not restarted even if degradation is detected. The ServiceMonitor does not restart the **BRMFederatedCache** service in the following situations:

- If the **BRMFederatedCache** service's HA status is **Endanger** to avoid data loss.
- If the **BRMFederatedCache** service experiences unbalanced partitions due to active rebalancing, and partition transfers between ECS nodes are ongoing.
- If Coherence pruning activities are in progress for **BRMFederatedCache** and with the **back-size-limit** attribute greater than 0. The caches involved in this process include **AggregateObjectUsage**, **AggregateObjectUpdate**, **RatedEvent**, **TerminatedSessionHistory**, and **ServiceContext**.
- If one ECS node attempts to restart the service while another node is already in the process of restarting.
- If a recent restart has occurred, so the system has time to stabilize between each restart event.

Configuring ServiceMonitor to Detect BRMFederatedCache Service Degradation

You can configure ServiceMonitor to detect **BRMFederatedCache** service degradation in two ways:

- At installation. See "Configuring ServiceMonitor Attributes At Installation".
- During runtime. See "Configuring ServiceMonitor Attributes During Runtime".

For information on ServiceMonitor attribute entries, see "About the ServiceMonitor Attribute Entries".

Configuring ServiceMonitor Attributes At Installation

You can configure the ServiceMonitor attributes during installation by editing the *ECE_home***/config/management/charging-settings.xml** file. To do so:

1. Open your **charging-settings.xml** file.
2. In the **server** section, set the attributes in Table 88-6. For example:

```
<server config-
class="oracle.communication.brm.charging.appconfiguration.beans.BizParamCon
fig"
...
serviceMonitorLevel="THREAD_DUMP"
serviceMonitorNormalCheckInterval="5000"
serviceMonitorAlertCheckPeriod="3000"
serviceMonitorAlertCheckInterval="500"
serviceMonitorRestartWaitPeriod="180000"
```


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3. Restart ECE. See "Starting and Stopping ECE".

Configuring ServiceMonitor Attributes During Runtime

You can use a JMX editor to configure ServiceMonitor attributes when ECE is running.

To configure the ServiceMonitor attributes:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the ECE **Configuration** node.
3. Expand **charging.server**.
4. Expand **Attributes** and select the attribute you want to configure.
5. Set the value of the attribute.

For descriptions of each attribute, see "About the ServiceMonitor Attribute Entries".

About the ServiceMonitor Attribute Entries

Table 88-6 lists the **ServiceMonitor** attributes. You can use these attributes to configure the outage recovery settings.

Table 88-6 ServiceMonitor Attribute Entries

Name	Description
ServiceMonitorLevel	Specifies whether to enable the ServiceMonitor feature and the actions to perform when degradations are detected. The possible values are: • **DISABLED**: Specifies that the ServiceMonitor feature is disabled. • **LOG**: Enables the ServiceMonitor and specifies to log degraded events. • **THREAD_DUMP**: Enables the ServiceMonitor and specifies to generate a log and thread dump for degraded events. • **RECOVERY**: Enables the ServiceMonitor and specifies to log details, generate a thread dump, and restart the Coherence **BRMFederatedCache** service when degradation is detected. The default value is **THREAD_DUMP**.
serviceMonitorNormalCheckInterval	Specifies the time interval, in milliseconds, for node degradation monitoring for the normal check process. The default is **5000** (5 seconds). This means that the normal check process checks for degradation of the nodes every 5 seconds.
serviceMonitorAlertCheckPeriod	Specifies how long, in milliseconds, the alert check process remains active. The default is **3000** (3 seconds).
serviceMonitorAlertCheckInterval	Specifies the time interval, in milliseconds, for node degradation monitoring when the alert check process is active. The default is **500**. This means that degradation checks are run every 500 milliseconds until the time specified in **serviceMonitorAlertCheckPeriod**.

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Table 88-6 (Cont.) ServiceMonitor Attribute Entries

Name	Description
serviceMonitorRestartWaitPeriod	Specifies the wait period since the most recent restart, in milliseconds, before restarting the **BRMFederatedCache** service. The default value is **180000** (180 seconds). This means that a node can restart the **BRMFederatedCache** service after 180 seconds have elapsed from the previous restart.

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Troubleshooting ECE

Learn how to troubleshoot Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE).

Topics in this document:

- ECE Troubleshooting Checklist
- Collecting Diagnostic Information
- Collecting Log Files for Sending to Oracle Technical Support
- Troubleshooting Performance Issues by Using Coherence JMX Metrics
- Troubleshooting Failed Usage Requests
- Troubleshooting Problems with Rating
- Troubleshooting Problems with Rerating
- Troubleshooting a Corrupted ECE Configuration File
- Troubleshooting JVM and Coherence
- Troubleshooting Failed Diameter-Message Processing in Diameter Gateway
- Troubleshooting Failed RADIUS-Message Processing in RADIUS Gateway
- Troubleshooting Failed Return of GSUs in the HTTP Gateway chargingdata Response
- Troubleshooting Missing GSU in CCA For Voice Usage
- Troubleshooting Real-Time Publication Errors (Error PIN_ERR_STREAM_IO)

ECE Troubleshooting Checklist

Check the following to determine the state of the ECE system:

- Verify nodes are running by using a JMX editor such as JConsole.
- Verify the state machine state of nodes.

  To start processing requests, ECE goes through different states, such as startup, configuration, update, processing and so on. A node that is in a state other than USAGE_PROCESSING will not process usage requests.
- Verify the charging-server health threshold.

  The number of running nodes may have gone below the threshold. See "Configuring the Charging-Server Health Threshold" for information.

Collecting Diagnostic Information

For collecting diagnostic information, turn on the ECC feedback mode which produces extra information when running commands. For example:

```
ecc:000>set feedback true
```


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The feedback mode setting is saved in your local profile so you do not need to set it every time you start ECC.

Collecting Log Files for Sending to Oracle Technical Support

Use the **infoCollector** ECC command to collect log files from your ECE system. The command copies log files from all server machines and the driver machine and stores them in a TAR file, which you can send to Oracle technical support.

The **infoCollector** command does not collect files from clients such as Offline Mediation Controller.

To collect log files:

1. (Optional) Create a directory to put the collected log files.

   If you do not specify a directory, the command puts the collected log files in *ECE_home*.
2. Log on to the driver machine.
3. Go to *ECE_home***/bin** directory.
4. Run the following command:

   ```
   ./ecc
   ```
5. From the command prompt, run the **infoCollector** command.

   ```
   infoCollector
   ```

   See "infoCollector Syntax" for information about syntax and arguments for running the command.

   If you run the **infoCollector** command with no arguments, the following occurs:

   - From each server machine in your topology, the following file and directories are copied to the following location on the driver machine (where *user_home* is the user home directory of the driver machine and *server_host* is the IP address or host name of the server machine as it is defined in the *ECE_home***/config/eceTopology.conf** file):
     - *user_home***/***server_host***/VERSION**
     - *user_home***/***server_host***/logs**
     - *user_home***/***server_host***/config**
     - *user_home***/***server_host***/brm_config**
     - *user_home***/***server_host***/odi_transformation**
   - From the driver machine, the following file and directories are copied to the following location on the driver machine (where *user_home* is the user home directory of the driver machine and *driver_host* is the IP address or host name of the driver machine as it is defined in the *ECE_home***/config/eceTopology.conf** file):
     - *user_home***/***driver_host***/VERSION**
     - *user_home***/***driver_host***/config**
     - *user_home***/***driver_host***/brm_config**
   - A compressed TAR file is created with the extension **tar.gz** in the user home directory of the driver machine (for example, *user_home***/info_collector.tar.gz**).

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For ECE processes started by running the **ecc** command, the GC debug logs are enabled by default. The GC debug log files are stored in the ECE logs directory (*ECE_home***/logs**).

If you suspect a problem with these processes, you can look in the *ECE_home***/logs/***Instance_Name*_**GC.log** files for errors, where *Instance_Name* is the name of the ECE process-node instance (the name of the process you defined in the ECE topology file) that you need to troubleshoot. For example, look in **emGateway1_GC.log**. By default, four GC log files are made available in the directory, you can change the number of GC log files available by setting the **numberOfGCLogFiles** in the *ECE_home***/config/ece.properties** file.

You can also disable the generation of GC log files by setting the **enableGCLogs** entry in the *ECE_home***/config/ece.properties** file.

infoCollector Syntax

The infoCollector command syntax is:

```
infoCollector [-v] [-nc] [-l] [-gc][-d dir] [-t]["SUBSCRIPTION|SUBSCRIPTION.SESSION
IDENTIFIER", "..."] [-td][-s] [-e "file_filter", "file_filter2", "..."]
```

where:

- **-v** outputs information pertaining to the collected files.
- **-nc** does *not* compress the resulting directory into a TAR file.
- **-l** includes all log files into the collection. If **-l** is not used, the command only collects those log files that match the node-name with the **.log** suffix that you specify.
- **-gc** collects all the GC log files.
- **-d** *dir* specifies the directory to hold the data.
- **-t** adds all the trace files matching the subscription session identifiers to the collection.
- **-t** *"SUBSCRIPTION|SUBSCRIPTION.SESSION IDENTIFIER", "..."* adds all the trace files matching the subscription session identifiers to the collection.
- **-td** *dir* collects all the trace files from the provided directory or location.
- **-s** includes all files from the *ECE_home***/sample_data** directory.
- **-e "***file_filter***"** is the path name or its pattern of custom directories or files you want to collect and include in the compressed TAR file.

  Separate multiple filters with a comma.

  For example, assume in your *ECE_home* directory you have the files **notes.txt**, **comments_1.txt**, **comments_2.txt**, and **comments_3.txt**, and you also have a directory named **observations** that contains the files **observation1.txt**, **observation2.txt**, and **observation3.txt**.

  The path name pattern can be either an explicit file name such as **notes.txt**, an entire directory tree such as **observations**, or a wildcard ***** such as shown for the files that begin with **comments** in the following example:

  ```
  infoCollector -e "/home/example/ECE_11.2.0.2/notes.txt",
  "/home/example/ECE_11.2.0.2/observations", "/home/example/ECE_11.2.0.2/comments*"
  ```

  The preceding **infoCollector** command would put all custom files and directories into a directory named **extra_files** and the resulting collection of files would have the following directory structure:

  ```
  infoCollector_2014-05-07T11:02:10
    localhost-DRIVER
  ```


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```
extra_files
  observations
    observation3.txt
    observation2.txt
    observation1.txt
  notes.txt
  comments_3.txt
  comments_2.txt
  comments_1.txt
config
brm_config
VERSION
```

Troubleshooting Performance Issues by Using Coherence JMX Metrics

ECE provides Coherence metrics that can help you troubleshoot performance problems and performance tuning, and isolate hardware issues.

To troubleshoot performance issues by using Coherence JMX metrics:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **Coherence** node.
3. Expand **Service**.
4. View the Coherence JMX metrics that apply to your troubleshooting scenario:
   - Expand **InvocationService**, select the appropriate node, and expand **Attributes**.

     The **TaskCount** attribute specifies the number of request batches received by the node.

     The **TaskAverageDuration** attribute specifies the average request batch latency for the node.
   - Expand **BRMDistributedCache**, select the appropriate node, and expand **Attributes**.

     The **RequestTotalCount** attribute specifies the following, depending on the request type:
     - For Initiate, Update, Terminate, and Cancel requests, it specifies the number of entry processor invocations.
     - For Auth Query requests, it specifies the number of get() operations.
   - The **RequestAverageDuration** attribute specifies the following, depending on the request type:
     - For Initiate, Update, and Terminate requests, it specifies entry processor latency.
     - For Auth Query requests, it specifies get latency.

To reset the attribute values, expand **Operations**, select the **resetStatistics** operation, and then click the **resetStatistics** button.

Troubleshooting Failed Usage Requests

ECE may occasionally fail to process usage requests. For example, a usage request could fail because the customer does not own a relevant charge offer. To help you troubleshoot the

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reason for a failure, ECE, HTTP Gateway, and Diameter Gateway use log4j to collect information about failed usage requests, such as:

- Reason for the failure
- Customer identifier
- Session identifier

For example, log4j could log the following information about a failed usage request in Diameter Gateway:

```
ERROR -  -  -  - Failing Usage Request for subscriber ID : <<PUID>>, session
ID :<<Session ID>,
reasons : [NO_QUALIFIED_CHARGE_OFFERS, ZERO_RUM_QUANTITY]
```

You can use these log files to determine the reason for a failure, so you can fix any issues before reprocessing the usage request.

> **Note**
>
> Log4j logs usage request errors for ECE, HTTP Gateway, and Diameter Gateway even when debug mode is not enabled.

Troubleshooting Problems with Rating

ECE returns a failure message with a new reason code, NO_RATING_GRAPH_CONFIGURED, if the graph for the Rateable Usage Metric (RUM) configured for rating could not be found in the path specified. However, in multiple RUMs scenario, if the graph could not be found for any of the RUMs configured for rating, ECE uses the NO_RATED_QUANTITY reason code to indicate the rating failure.

By default, if the graph is missing, ECE considers it as an error and returns a failure message with the NO_RATING_GRAPH_CONFIGURED reason code. However, you can configure ECE to not consider this as an error by setting the **treatNoRatingGraphAsError** attribute in the *ECE_home*/**config/management/charging-settings.xml** file to **false**. When set to **false**, ECE reports the NO_RATING_GRAPH_CONFIGURED reason code in its response and continues rating.

To skip missing graph and continue rating:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **charging.server**.
4. Expand **Attributes**.
5. Set the **treatNoRatingGraphAsError** attribute to **false**.

Troubleshooting Problems with Rerating

Rerating errors are handled as follows for each rerating stage:

- **In the prepare to rerate stage**

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Errors are logged in the **CustomerUpdater.log** file. No acknowledgement is sent so the acknowledgement queue is empty.

- **During rerating**

  Errors are logged in the **emGateway.log**.

- **In the rerate complete stage**

  Errors are logged in the **CustomerUpdater.log** file. ECE sends a notification to the BRM server using BRM Gateway to create a new rerate job.

Troubleshooting a Corrupted ECE Configuration File

When you configure ECE charging, subscriber preferences, and so on, ECE stores the information in the *ECE_home***/config/management/charging-settings.xml** file. This file is loaded into cache when ECE is started, and run-time changes can be made using a JMX editor, such as JConsole.

If the **charging-settings.xml** file is either accidentally deleted or corrupted while the ECE system is up and running, you can rebuild the file from the data available in cache. The rebuilt file will contain the original configuration with any run-time configuration changes.

To rebuild the **charging-settings.xml** file from the data available in ECE cache:

1. Access the ECE configuration MBeans in a JMX editor, such as JConsole. See "Accessing ECE Configuration MBeans".
2. Expand the **ECE Configuration** node.
3. Expand **systemAdmin**.
4. Expand **Operations**.
5. Click **rebuildChargingSettingsFile**.

The operation rebuilds the **charging-settings.xml** file and saves it to the path *ECE_home***/config/management/**.

Troubleshooting JVM and Coherence

When troubleshooting ECE, you may need to troubleshoot JVM and Coherence. For troubleshooting JVM issues, note the following:

- See the Java Help Center website:

  https://www.java.com/en/download/help/index.html

- Java VM arguments and properties are defined in the *ECE_home***/config/ece.properties** file.
- Java tuning profiles for nodes are defined in the *ECE_home***/config/defaultTuningProfile.properties** file.
- When ECE is running, you can use JConsole to access JMX information provided by the JVM. See "Using JConsole" in *Java Platform, Standard Edition Monitoring and Management Guide* for more information.

For troubleshooting Coherence issues, note the following:

- You can access runtime information about Coherence through JMX, specifically through the Coherence MBeans (which are used to manage and monitor different parts of Coherence).

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See "Oracle Coherence MBeans Reference" in *Oracle Fusion Middleware Managing Oracle Coherence* for more information.

- See the Oracle Coherence Knowledge Base website:

  https://coherence.java.net/

Troubleshooting Failed Diameter-Message Processing in Diameter Gateway

If you suspect a problem with how Diameter Gateway nodes are processing Diameter messages, look in the *ECE_home*/**logs**/*instance_name*.**log** files for errors, where *instance_name* is the name of the Diameter Gateway-node instance (a name you defined in the ECE topology file) that you need to troubleshoot. For example, look in **diameterGateway1.log**.

To set log levels for Diameter Gateway nodes, obtain the Diameter Gateway module names in the *ECE_home*/**config/log4j2.xml** file, and then set the log levels by module as described in "Reading Log Files".

Diameter Gateway returns all Diameter result codes (Result-Codes) as part of the Credit Control Answer (CCA) message. When an error occurs, the error ID and name are returned in the result code. For example, if the credit control request (CCR) was missing an Event-Timestamp attribute-value pair (AVP), the error would be:

```
DiameterTalk Answers =[
Diameter Message: CCA
Version: 1
Msg Length: 144
Cmd Flags: PXY
Cmd Code: 272
App-Id: 4
Hop-By-Hop-Id: 1497412149
End-To-End-Id: 734750287
  Session-Id (263,M,l=11) = 111
  Result-Code (268,M,l=12) = DIAMETER_MISSING_AVP (5005)
  Origin-Host (264,M,l=24) = dgw1.example.com
  Origin-Realm (296,M,l=19) = example.com
  Auth-Application-Id (258,M,l=12) = 4
  CC-Request-Type (416,M,l=12) = INITIAL_REQUEST (1)
  CC-Request-Number (415,M,l=12) = 0
  Failed-AVP (279,M,l=20) =
    Event-Timestamp (55,M,l=12) = 3627391363 (Fri Dec 12 08:42:43 PST 2014)
```

For the error, an error message is written to the **diametergateway***Instance_Name*.**log** file that indicates the nature and stack trace for the error.

For information about Diameter Gateway result codes, see "Diameter Gateway Error Codes".

Diameter Gateway nodes must be started after the customer data is loaded into the ECE grid; otherwise, they cannot process Diameter requests.

Troubleshooting Failed RADIUS-Message Processing in RADIUS Gateway

If you suspect a problem with how RADIUS Gateway nodes are processing RADIUS messages, see the following files for errors that you need to troubleshoot:

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- *ECE_home*/**logs/***Instance_Name*.**log** files, where *Instance_Name* is the name of the RADIUS Gateway-node instance (a name you defined in the ECE topology file); for example, *ECE_home*/**logs/radiusGateway1.log**.
- Charging-server node log files; for example, *ECE_home*/**logs/ecs1.log**.

To set log levels for RADIUS Gateway nodes, obtain the RADIUS Gateway module names in the *ECE_home*/**config/log4j2.xml** file, and then set the log levels by module as described in "Reading Log Files".

RADIUS Gateway returns all the results as part of the reply-message AVP in the RADIUS response. For example, if the user password in the authentication request is incorrect, the following error message is returned in the RADIUS response:

```
Session_Timeout AVP after Deletion : null2016-03-07 23:37:58.896 PST DEBUG -  -  -  -
ECE Radius server - Sending the response to client
 Code: Access-Reject(3)
 Identifier: 0
 Length: 20
 Authenticator: 0x00000000000000000000000000000000
 Reply-Message: RadiusGatewayMessagesBundle-31015: Incorrect password from User
 User-Name: 0049100033
```

Troubleshooting Failed Return of GSUs in the HTTP Gateway chargingdata Response

During 5G interface testing, after successfully registering, the Session Management Function (SMF) sends usage requests to the HTTP gateway. If you suspect that the HTTP Gateway is not sending the Granted Service Units (GSUs) to the SMF, republish the metadata from PDC into ECE. Also, ensure that the complete **RequestSpecification** payload loads successfully into the ECE cache.

To republish the metadata from PDC into ECE:

```
ImportExportPricing -publish metadata -target ece
```

Troubleshooting Missing GSU in CCA For Voice Usage

When your Diameter Client sends a CCR request for voice usage to ECE, ECE omits the Granted Service Units (GSU) in the CCA response. This problem can occur because the reservation configuration in ECE contains an incorrect RUM, such as an Occurrence RUM for voice services.

To resolve this issue, modify ECE to use the correct RUM type for voice reservations:

1. Open your **charging-settings.xml** file.
2. Under the **<reservationConfig>** section, remove the errant **<rumConfiguration>** section from your Voice product's configuration. For example, remove the Occurrence RUM configuration shown in bold below:

```
<reservationConfig
     config-
class="oracle.communication.brm.charging.appconfiguration.beans.reservation.ReservationConfig"
     previousPayloadCopyEnabled="true"
     validityTime="3600"
     reservationDuration="3600">
  <productConfigurationGroup config-class="java.util.ArrayList">
```


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```
     <productConfiguration
          config-
class="oracle.communication.brm.charging.appconfiguration.beans.reservation.ProductCo
nfiguration"
          type="Voice" connectionTimeEnabled="false">
        <rumConfigurationGroup config-class="java.util.ArrayList">
          <rumConfiguration
             config-
class="oracle.communication.brm.charging.appconfiguration.beans.reservation.RumConfig
uration"
             rum="Occurrence" minAuthorizedQuota="1.0" initialQuota="100.0"
incrementalQuota="1.0"
             unit="events"/>
        </rumConfigurationGroup>
     </productConfiguration>
  </productConfigurationGroup>
</reservationConfig>
```

3. Configure a Duration RUM for your voice product, ensuring you have correct values for the **initialQuota** and **incrementalQuota** attributes. For example:

```
    <reservationConfig
         config-
class="oracle.communication.brm.charging.appconfiguration.beans.reservation.Reservati
onConfig"
         previousPayloadCopyEnabled="true"
         validityTime="3600"
         reservationDuration="3600">
      <productConfigurationGroup config-class="java.util.ArrayList">
         <productConfiguration
              config-
class="oracle.communication.brm.charging.appconfiguration.beans.reservation.ProductCo
nfiguration"
              type="Voice" connectionTimeEnabled="false">
            <rumConfigurationGroup config-class="java.util.ArrayList">
              <rumConfiguration
                 config-
class="oracle.communication.brm.charging.appconfiguration.beans.reservation.RumConfig
uration"
                 rum="Duration" minAuthorizedQuota="1.0" initialQuota="20.0"
incrementalQuota="10.0"
                 unit="minutes"/>
            </rumConfigurationGroup>
         </productConfiguration>
      </productConfigurationGroup>
    </reservationConfig
```

4. Restart ECE.

Troubleshooting Real-Time Publication Errors (Error PIN_ERR_STREAM_IO)

When you try to publish real-time data from BRM to Elastic Charging Engine (ECE) through the EM Gateway, you may encounter the error **PIN_ERR_STREAM_IO**. You might also see OutOfMemoryError errors in the logs caused by insufficient Java heap space for the emGateway process.

For example, you might see error messages like the following in the **cm.pinlog**:

```
E Wed Jan 31 00:17:00 2024 :34507 pcp_xdrst.c(62):3202
2::UnknownProgramName:0:<HTTP_URL>-8086-exec-12:14:1706627815:0:root.0.0.0.1:::
```


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```
received PIN_ERR_STREAM_IO, closing socket
E Wed Jan 31 00:17:00 2024 :34507 pcp_xdrst.c(62):3216
2::UnknownProgramName:0:<HTTP_URL>-8086-exec-12:14:1706627815:0:root.0.0.0.1:::
pcpxdr_op_decode: bad xdr: PinErr=49 - PIN_ERR_STREAM_IO
E Wed Jan 31 00:17:00 2024 :34507 cm_em.c(28):516
2::UnknownProgramName:0:<HTTP_URL>-8086-exec-12:14:1706627815:0:root.0.0.0.1:::
Op (1282) receive failed (49) in fwd_op_to_em
E Wed Jan 31 00:17:00 2024 :34507 cm_utils.c(155):6362
2::UnknownProgramName:0:<HTTP_URL>-8086-exec-12:14:1706627815:0:root.0.0.0.1:::
CM CM->FM input flist: opcode=PCM_OP_ECE_PUBLISH_EVENT, flags=0x0,
errno=PIN_ERR_STREAM_IO:49
```

You might see error messages like the following in the **emGateway** log file:

```
2024-01-31 00:18:52.245 JST ERROR - - - - Oracle Coherence 12.2.1.4.8
(thread=InvocationServiceWorker:0, member=2): Terminating InvocationService due to
unhandled exception: java.lang.OutOfMemoryError
2024-01-31 00:18:52.245 JST ERROR - - - - Oracle Coherence 12.2.1.4.8
(thread=FlashJournalRM-Collector, member=2): An error has occurred managing the journal:
2024-01-31 00:18:52.245 JST ERROR - - - - Oracle Coherence 12.2.1.4.8
(thread=FlashJournalRM-Collector, member=2): java.lang.OutOfMemoryError: Java heap space
2024-01-31 00:18:52.245 JST ERROR - - - - Oracle Coherence 12.2.1.4.8
(thread=FlashJournalRM-Collector, member=2): The Journal Resource Manager will stop.
2024-01-31 00:18:52.245 JST ERROR - - - - Oracle Coherence 12.2.1.4.8 (thread=Cluster,
member=2): StopRunning ClusterService{Name=Cluster, State=(SERVICE_STARTED,
STATE_JOINED), Id=0, OldestMemberId=65} due to unhandled exception:
2024-01-31 00:19:00.526 JST ERROR - - - - EMGatewayBundle-18201: Error in client
thread : com.tangosol.net.RequestTimeoutException: Timeout while waiting for cluster to
stop.
2024-01-31 00:18:52.245 JST ERROR - - - - Oracle Coherence 12.2.1.4.8 (thread=Cluster,
member=2):
java.lang.OutOfMemoryError: Java heap space
.............................
.............................
```

This issue may occur because the Java heap size for the EM Gateway process is too small. When the heap space is not large enough to handle processing needs, it can result in an **OutOfMemoryError**. This, in turn, can cause communication failures between components, leading to errors such as **PIN_ERR_STREAM_IO** during API execution.

To fix this:

1. Update the tuning parameters for the emGateway process to increase the -Xms and -Xmx values. See "Configuring JVM Tuning Parameters" for more information.
2. Save the changes and restart the **emGateway** processes.

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ECE Utilities

Learn about the syntax and parameters for the Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) utilities.

Topics in this document:

- configLoader
- customerLoader
- encrypt.sh
- events_propagate_utility.pl
- gridSync
- preselect_customers.sh
- reloadChargingConfiguration.sh

configLoader

Use the **configLoader** utility to load mediation specification files into ECE. These files are used by Diameter Gateway and RADIUS Gateway. See *ECE Implementing Charging* and "Configuring the configLoader Utility".

Location

*ECE_home***/bin**

Syntax

```
{start|stop} configLoader {-help}
```

Parameters

-help
Displays the syntax for this utility.

Results

Results are written to the *ECE_home***/logs/configLoader.log** file.

customerLoader

Use the **customerLoader** utility to load customer data incrementally into ECE, in batches or in bulk. See *ECE Implementing Charging*.

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> **⚠ Caution**
>
> Do *not* run the **customerLoader** utility without the **-incremental** parameter in a production environment.

Location

ECE_home/**bin**

Syntax

```
{start|stop} customerLoader [-incremental customerupdaterfilename] [username=username
password=password] [-help]
```

Parameters

start
Starts **customerLoader**.

stop
Stops **customerLoader**.

-incremental *customerupdaterfilename*
Incrementally loads customer data. Use this parameter to selectively synchronize the BRM database and the ECE cache. This is typically done to manage data migration errors.

username=*username*
Specifies the BRM database username.

password=*password*
Specifies the BRM database password.

-help
Displays the syntax for **customerLoader**.

Results

Results are written to the *ECE_home*/**logs/customerLoader.log** file

To verify that the customer objects were loaded in the ECE cluster distributed cache, use the query tool to form CohQL queries on the cache name that stores the respective object. For example, you would look in the Customer cache.

encrypt.sh

Use the **encrypt.sh** utility to encrypt passwords that ECE uses for connecting to BRM and Pricing Design Center (PDC).

For more information, see "About Managing External Application Passwords".

Location

ECE_home/**bin**

Syntax

```
encrypt.sh string storepassword [-help]
```


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Parameters

string
Specifies the new password to encrypt.

storepassword
Specifies the password to the keystore.

-help
Displays the syntax for this utility.

Results

The utility returns a message containing the encrypted value for the new password.

Results are written to the *ECE_home***/logs/encrypt.log** file.

events_propagate_utility.pl

Use the **events_propagate_utility.pl** utility to propagate failed customer data updates from the suspense queue to the BRM Oracle DM database queue.

For more information, see "Managing Failed Customer Data Updates".

Location

*ECE_home***/brm_utils/**

Copy **events_propagate.sql** and **events_propagate_utility.pl** from the ECE installation directory (*ECE_home***/brm_utils/**) to your BRM machine (for example, *BRM_home***/sys/test/**).

Syntax Overview

The following actions are supported for **events_propagate_utility**:

- Syntax for Moving Events from Suspense Queue
- Syntax for Listing All Queues
- Syntax for Loading Data into Database
- Syntax for Purging Data from the Queue
- Syntax for Getting Help

Syntax for Moving Events from Suspense Queue

Moves events from the suspense queue to the BRM Oracle DM database queue.

```
perl events_propagate_utility.pl move -s queue_name -d queue_name [-l
user_id@connection]
                                      -n number_of_events
```

Parameters for Moving Events from the Suspense Queue

The following parameters are used to move events from the suspense queue to the BRM Oracle DM database queue:

-s *queue_name*
Specifies the suspense queue name.

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-d *queue_name*
Specifies the BRM Oracle DM database queue name.

-l *user_id@connection*
Provides the user ID and connection for connecting to the database. If not provided, the script prompts for them. The script always prompts for the password.

-n *number_of_events*
Specifies the number of events that are being moved from the suspense queue.

Syntax for Listing All Queues

Lists all queues on a BRM machine.

```
perl events_propagate_utility.pl list [-l user_id@connection]
```

Parameters for Listing All Queues

The following parameters are used to list all queues on a BRM machine:

-l *user_id@connection*
Provides the user ID and connection for connecting to the database. If not provided, the script prompts for them. The script always prompts for the password.

Syntax for Loading Data into Database

Loads data from the queue into the database.

```
perl events_propagate_utility.pl load [-l user_id@connection]
```

Parameters for Loading Data into Database

The following parameters are used to load data into the database:

-l *user_id@connection*
Provides the user ID and connection for connecting to the database. If not provided, the script prompts for them. The script always prompts for the password.

Syntax for Purging Data from the Queue

Purges data from the suspense queue or BRM Oracle DM database queue.

```
perl events_propagate_utility.pl purge [-l user_id@connection] -q queue_name
```

Parameters for Purging Data from Queues Events

The following parameters are used to purge data from the suspense queue and the BRM Oracle DM database queue:

-l *user_id@connection*
Provides the user ID and connection for connecting to the database. If not provided, the script prompts for them. The script always prompts for the password.

-q *queue_name*
Specifies the queue name on which data is purged.

Syntax for Getting Help

Displays the syntax for the **events_propagate_utility** script.

```
perl events_propagate_utility.pl help
```


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Results

The **events_propagate_utility** script notifies you when it runs successfully. Otherwise, look in the logs.

gridSync

Use the **gridSync** utility in a disaster-recovery system. You use the **gridSync** utility to start the federation service to replicate data to the participant sites asynchronously and to also replicate all existing ECE cache data to the participant sites. See "Configuring ECE for Disaster Recovery".

Location

ECE_home/**bin**

Syntax

```
[-help] gridSync {start|stop|pause|replicate} [remoteClusterName]
```

Parameters

-help
Displays the syntax.

start
Starts the federation service to replicate the ECE cache data to the backup or remote production sites.

stop
Stops replicating ECE cache data to the backup or remote production sites.

pause
Pauses replication of ECE cache data to the backup or remote production sites.

replicate
Replicates all the existing ECE cache data to the backup or remote production sites.

remoteClusterName
Specify the name of the Coherence cluster in the backup site.

Results

Results are written to the *ECE_home*/**logs/encrypt.log** file.

preselect_customers.sh

Use the **preselect_customers.sh** utility to load a subset of customer data into ECE cache.

For more information, see "Loading a Subset of Customer Data".

Location

ECE_home/**bin**

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Syntax

The following actions are supported for **preselect_customers.sh**:

- If SSL is enabled:

```
preselect_customers.sh -s dbHost -o oracleSID -c dbPort -n noOfDBConnections -f
dbFetchSize -d false -e true
                      -v sslType -l walletPath -y walletType -x sslServerCertDN -t
oraFilesLocation -m tlsVersion
```

- If SSL is not enabled:

```
preselect_customers.sh -s dbHost -o oracleSID -c dbPort -n noOfDBConnections -f
dbFetchSize -d aaDisRec -e false
```

Parameters

The following parameters are used:

-s *dbHost*
Specifies the host name or IP address of the BRM database user.

-o *oracleSID*
Specifies the Oracle database alias.

-c *dbPort*
Specifies the number for the Oracle database port.

-n *noOfdbConnections*
Specifies the number of connections to use when retrieving BRM customer data from the database.
You must set *noOfdbConnections* and the Customer Updater **dbConnections** parameter to the same value.

-f *dbFetchSize*
Specifies the number of records to fetch from the database at one time.
You must set *dbFetchSize* and the Customer Updater **dbFetchSize** parameter to the same value.

-d *aaDisRec*
Specifies whether ECE is deployed in an active-active disaster recovery system. The possible values are **true** and **false**.

-e *SSL*
Set to true if SSL is enabled, and false if SSL is not enabled.

-v *sslType*
Specifies the type of SSL connection required for connecting to the database. The possible values are **oneway** and **twoway**.

-l *walletPath*
Specifies the location of the SSL database wallets.

-y *walletType*
Specifies the type of wallet. The possible values are **SSO** and **PKCS12**.

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-x *sslServerCertDN*
Specifies the SSL server certificate distinguished name (DN). The default value is **DC=local,DC=oracle,CN=pindb**.

-t *oraFilesLocation*
Specifies the location of the client's **tnsnames.ora** and **sqlnet.ora** files.

-m *tlsVersion*
Specifies the TLS version that is supported. The possible values are **1.2** and **1.3**.

Results

If the utility does not notify you that it was successful, look in the **default.pinlog** file to find any errors. This file is in the directory from which the utility was run.

reloadChargingConfiguration.sh

Use the **reloadChargingConfiguration.sh** script to load all ECE configuration MBeans or a specific MBean from the **charging-settings.xml** file into the ECE cache to be restarted.

For more information, see "Modifying Custom Service Life Cycles in ECE" in *ECE Implementing Charging*.

Location

ECE_home/**bin**

Syntax

The following actions are supported for **reloadChargingConfiguration.sh**:

- To reload all application configuration MBeans:

  ```
  reloadChargingConfiguration.sh
  ```

- To reload a subset of application configuration MBeans:

  ```
  reloadChargingConfiguration.sh mbean
  ```

- To display the syntax for the utility:

  ```
  reloadChargingConfiguration.sh -h
  ```

Parameters

The following parameters are used:

mbean
Specifies the name and path of the ECE configuration MBean that you want to reload from the **charging-settings.xml** file. For example, set it to **charging.server.currencyRoundingMode** to reload the following ECE configuration MBean from your **charging-settings.xml** file:

```
<server
configclass="oracle.communication.brm.charging.appconfiguration.beans.BizParamConfig"
  ...
  currencyRoundingMode="HALF_UP"
  ...
>
</server>
```


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-h
Displays the syntax for this utility.

Results

Results are written to the *ECE_home*/**logs/chargingConfigurationLoader.out** file.

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Part XIII

Migrating Pricing Data from the BRM Database to PDC

This part includes information about migrating pricing data from the Oracle Communications Billing and Revenue Management (BRM) database to Pricing Design Center (PDC).

This part contains the following chapters:

- Migrating Pricing Data to PDC With ECE
- Migrating Pricing Data to PDC With RRE and BRE
- Migration Reports
- BRM Pricing Migration Utility

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Migrating Pricing Data to PDC With ECE

Learn how to set up your environments and run the Oracle Communications Pricing Design Center (PDC) migration utility to migrate Oracle Communications Billing and Revenue Management (BRM) pricing data or PDC pricing data to a PDC system that supports BRM Elastic Charging Engine (ECE).

> **Note**
>
> Migrating pricing data to a PDC system with ECE is supported in on-premises systems only. It is not supported in BRM cloud native systems.

Topics in this document:

- About Migrating BRM Pricing Data to PDC With ECE
- Performing Migration of BRM Pricing Data to PDC With ECE
- Creating a BackUp of Your BRM Database
- Setting Up the BRM Development System
- Migrating the BRM Pricing Data to PDC With RRE and BRE
- Fixing Errors Found in the Analysis Phase
- Changes Required After Migration
- Handling Migration Process Errors
- Restarting the Systems
- Testing the Migrated Data
- Importing the Migrated Data to the Production Systems
- About Working with the Pricing Data after Migration

If you are migrating BRM pricing data to PDC with ECE, see "About Migrating BRM Pricing Data to PDC With ECE".

If you are migrating PDC pricing data to PDC with ECE, see "About Migrating PDC Pricing Data to PDC With ECE".

Only experienced pricing administrators should migrate pricing data. They should also have a basic understanding of creating product offerings and configuring setup components. See *PDC Creating Product Offerings* for more information.

To use the migration utility, you must also understand the following:

- Database administration tasks
- Extensible Markup Language (XML) programming
- XML schema definition (XSD)

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To minimize impact and risks to your production systems, Oracle recommends performing the initial migration on a development test system and then importing the migrated data to your production systems.

About Migrating BRM Pricing Data to PDC With ECE

If you are using Pricing Center to create and manage your price lists and using the real-time engine (RRE) and the batch rating engine (BRE) for usage rating, the pricing data is stored in the BRM database. If you want to use ECE for usage rating, you must first install PDC with the ECE option and then migrate the pricing data from the BRM database into the PDC database.

You use the command-line utility, **MigrateBRMPricing**, to migrate the BRM pricing data into the PDC database.

> **Note**
>
> The migration of branded data is not supported.

The migration utility migrates both real-time and batch pricing data. The BRM pricing data consists of configuration objects and pricing objects. Because the pricing objects reference configuration objects, you must migrate the configuration objects prior to migrating the pricing objects. To do this, you run the migration twice: first to migrate the configuration objects and then to migrate the pricing objects.

The configuration objects include data such as event objects, service objects, impact categories, and zone models.

The pricing objects consist of the following:

- Products and all objects referenced by a product, including rateplans, price model selectors, Access Point Name (APN) selectors, price models, time models, usage scenario (USC) groups.
- Discounts and all objects referenced by discounts, including discount models, discount model selectors, discount rules, triggers, and filters.
- Chargeshares and all objects referenced by a chargeshare.
- Subscriptions objects, including deals, plans, and plan lists.

If the pricing analysis reports contain a large number of messages, you can consider migrating pricing objects by category. If you decide to migrate the pricing objects by category, you must migrate them in the following order:

1. Products and all objects referenced in the products
2. Discounts and all the objects referenced in the discounts
3. Chargeshares
4. Subscription objects

If you migrate pricing objects by category, each migration process must be completed first before starting the next. For example, the products migration process must be completed, that means all products and related objects are analyzed, transformed, and available in the PDC database, before you start the discounts migration process and so on.

See "MigrateBRMPricing" for the utility's syntax and parameters.

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> **Note**
>
> The BRM term for an object sometimes differs from the PDC term for the same object. See the mapping BRM to PDC terminology table in *PDC Creating Product Offerings* for more information.

Migration of the BRM pricing data is performed in two phases:

1. **Data analysis**: In this phase, the migration utility extracts and analyzes the BRM pricing data for PDC compatibility. The analysis shows errors that need to be fixed before the data can be migrated.
2. **Data migration**: In this phase, the migration utility adjusts, transforms, checks for ECE compatibility, adjusts (if needed), and migrates the BRM pricing data to the PDC database.

You must perform the migration process twice. First you analyze and migrate configuration objects, such as event objects, service objects, impact categories, and zone models. Then, you analyze and migrate pricing objects, such as products and discounts.

About the BRM Data Analysis Phase for Migrating BRM Pricing Data to PDC With ECE

The data analysis phase is the first phase of the migration of the BRM pricing data.

The following procedure describes how the BRM pricing data is processed in this phase:

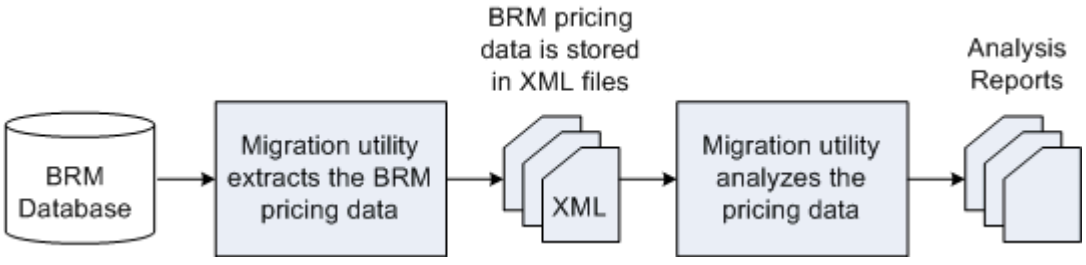
1. The migration utility extracts the BRM pricing data from the BRM database and saves the data in XML files.
2. The migration utility analyzes the data to determine if the configurations are supported in PDC and whether any configurations need to be adjusted prior to the migration.
3. The migration utility generates analysis reports that provide a list of the data configurations that need to be adjusted by the utility during the migration process and any configurations that you would need to adjust manually.

   You need to review the analysis reports and resolve any pricing data configuration errors in the BRM database. If you make updates to the pricing data in the BRM database, you must restart the migration process to extract the latest objects from the BRM database and perform the data analysis again.

   When you restart the migration process, the analysis reports are also re-generated for the latest data.

Figure 91-1 shows the data analysis phase for migrating BRM pricing data to PDC with ECE:

Figure 91-1 Data Analysis Phase for Migrating BRM Pricing Data to PDC With ECE



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The migration utility can adjust most BRM pricing configurations. Adjustments to the BRM pricing data configurations may result in existing BRM objects being updated or new BRM objects being created. In some cases, the migration utility may require additional information from you before it can adjust the data. But, there are some configurations that it cannot adjust and for those cases, you may need to change the configurations manually before continuing with the migration.

The data analysis phase is complete when there are no data configuration errors in the analysis reports.

About the Data Migration Phase for Migrating BRM Pricing Data to PDC With ECE

The data migration phase is the second phase of the migration process. You must *resume* the migration process after the analysis phase is complete to start the data migration.

The following procedure describes how the data is processed in the data migration phase:

1. The migration utility adjusts the BRM pricing data in the XML files, if necessary, to enable transformation to the PDC data model.
2. The migration utility transforms the BRM pricing data to PDC components and saves them in XML files.
3. The migration utility checks the data to determine if the configurations are supported in ECE and whether any configurations need to be adjusted prior to the migration.
4. The migration utility generates compatibility reports that provide a list of the data configurations that need to be adjusted by the utility during the migration process and any configurations that you would need to adjust manually.

   You need to review the compatibility reports, resolve any pricing data compatibility errors in the BRM database, and restart the data migration process.

   When you restart the migration process, the compatibility reports are also re-generated for the latest data.
5. The migration utility loads the PDC components into the PDC database.
6. The migration utility loads any new and updated BRM objects (resulting from the data adjustments) into the BRM database.
7. The migration utility generates the migration report with information about the BRM objects that were successfully migrated to the PDC database.
8. The migration utility generates the process report with information about the BRM objects that were created or updated in the BRM database.

For more information about the migration utility reports, see "About Migration Reports".

Figure 91-2 shows the data migration phase for migrating BRM data to PDC with ECE:

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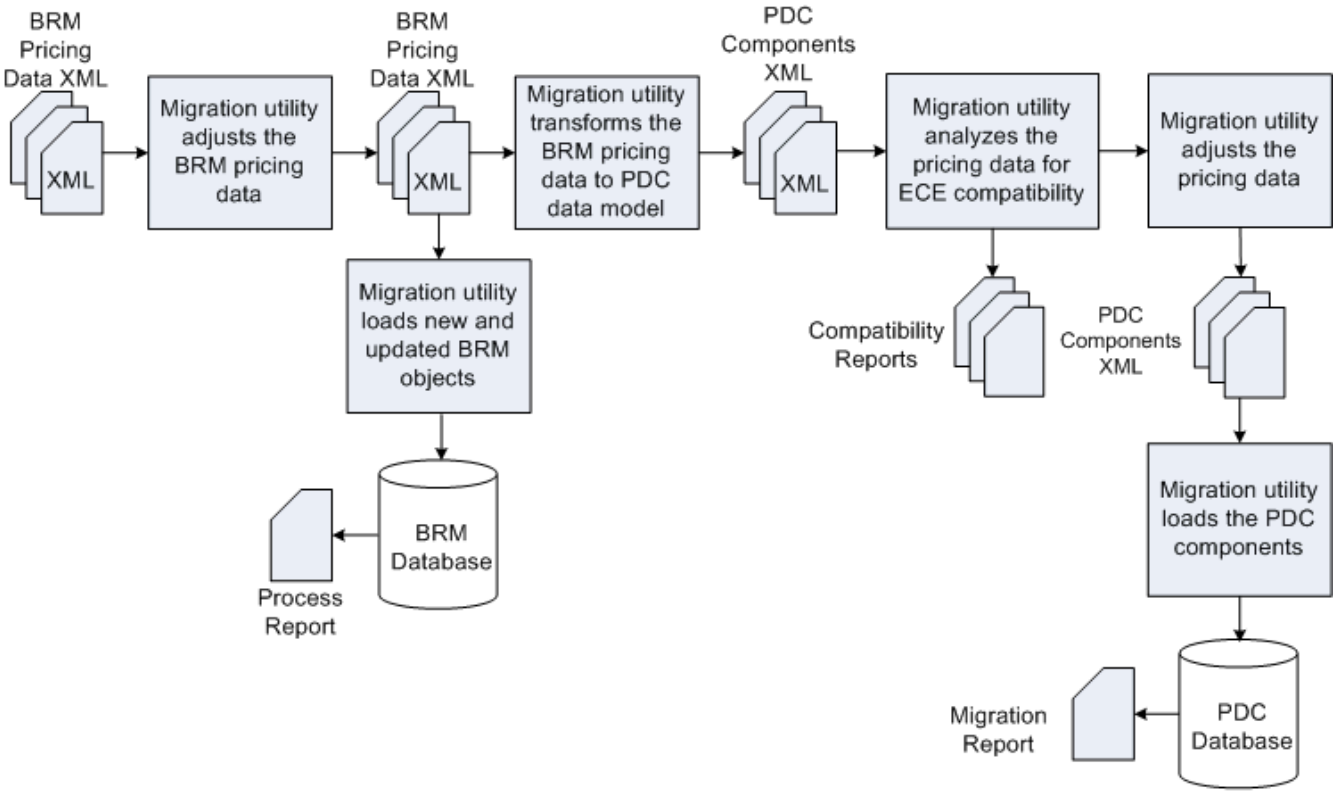
Figure 91-2 Data Migration Phase for Migrating BRM Data to PDC With ECE



For more information on setting up and migrating the BRM pricing data to PDC with ECE, see "Performing Migration of BRM Pricing Data to PDC With ECE".

Performing Migration of BRM Pricing Data to PDC With ECE

To set up and migrate the BRM pricing data to PDC with ECE:

1. Create a backup of the BRM production database.

   See "Creating a BackUp of Your BRM Database".
2. Setup the development system to run the initial migration of the BRM pricing data.

   See "Setting Up the BRM Development System" for more information.
3. Migrate the BRM configuration and pricing objects.

   See "Migrating the BRM Pricing Data to PDC With ECE" for more information.
4. Restart the PDC and ECE systems.

   See "Restarting the Systems".
5. Test the migrated data.

   See "Testing the Migrated Data".
6. Import the migrated data to the production systems.

   See "Importing the Migrated Data to the Production Systems".

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Creating a BackUp of Your BRM Database

If you are migrating data from the BRM database, Oracle recommends that you perform a full backup of your BRM production database prior to running the migration.

If you are migrating data from the PDC database, Oracle recommends that you perform a full backup of your PDC production database prior to running the migration.

Performing a full backup allows you to restore your production database to its original state in the event of any data corruption or data loss. Back up both the database definition and all the database contents.

Use the backup to restore the database on a test system to ensure the backup is valid.

See your database software documentation for more information on performing full database backups.

Setting Up the BRM Development System

Setting up the BRM development system includes setting up a BRM system with BRM pricing data and installing a PDC system.

Perform the following tasks to setup your development system:

1. Review the system requirements for installing the PDC and BRM systems.

   See "Pricing Design Center System Requirements" in *PDC Installation Guide*.
2. Perform the following pre-installation tasks for PDC:
   - Installing and configuring the Oracle Database
   - Installing and configuring Oracle WebLogic Server
   - Installing and configuring BRM

   See "Pricing Design Center Pre-Installation Tasks" in *PDC Installation Guide*.
3. Install the complete PDC software.

   > **Note**
   >
   > Before you install PDC, ensure that the PDC database does not have any existing pricing data.
   >
   > When you install BRM Integration Pack, ensure that you select the **Migrate RRE and BRE pricing data to PDC with ECE** option.

   See "Installing Pricing Design Center Software" in *PDC Installation Guide*.
4. Copy the BRM pricing data from the production database to the development system.

   You can copy the BRM pricing data in one of two ways:
   - Use the BRM load utilities, **loadpricelist** and **LoadIfwConfig**, to export the pricing data from your BRM production database and load it into the BRM development database.

     See the discussion about pricing utilities in *PDC Creating Product Offerings* for information about running these utilities.

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> **Note**
>
> Keep a record of the following information as you create the BRM database. This information is used later to configure the **MigrateBRMPricing** utility.
>
> – User login and password for the BRM database
> – Name of the machine on which BRM database is created
> – IP address of the machine on which BRM database is created
> – Port number assigned to the BRM database
> – Service Name or SID for the BRM database

- Restore the database from the BRM database backup.

  See your database software documentation for more information about database restore.

5. Ensure *BRM_Integration_Pack_Home***/apps/bin** is in your PATH environment variable, where *BRM_Integration_Pack_Home* is the directory in which you installed BRM Integration Pack.
6. (Optional) Configure the **MigrateBRMPricing** utility. See "Configuring the Migration Utility for PDC with ECE" for more information.
7. Ensure all users of the migration utility are added to the **Migration Admin** group.

   The users of the migration utility must belong to the **Migration Admin** group, which is created during the PDC installation. You can add additional users to this group by using the WebLogic Administration Console.
8. Ensure that the BRM **loadpricelist** and **LoadIfwConfig** utilities are configured correctly and can connect to the BRM database.

   The migration utility uses the BRM load utilities to extract the pricing data from the BRM database to XML files.

   See the discussion about pricing utilities in *PDC Creating Product Offerings* for more information.
9. (Optional) If your BRM data consists of pipeline services that are mapped to multiple events in the Pipeline Manager IFW_REF_MAP database table, then you must add **REF_PARAM** combination key to the **IFW_REF_MAP** entry in *IFW_Home***/tools/XmlLoader/LoadIfwConfig.xsd** file.

   ```
   <xs:element name="IFW_REF_MAP" type="TableType_IFW_REF_MAP" minOccurs="0"
   maxOccurs="unbounded">
      <xs:key name="IFW_REF_MAP_PrimaryKey_1">
         <xs:selector xpath="IFW_REF_MAP"/>
         <xs:field xpath="@ID"/>
         <xs:field xpath="@REF_OBJ"/>
         <xs:field xpath="@REF_PARAM"/>
      </xs:key>
   </xs:element>
   ```
10. Obtain the Java Keystore password.

Configuring the Migration Utility for PDC with ECE

The migration configuration file contains the information that you provided during PDC installation. You can edit this file if you want to change the information that you provided.

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To configure the migration utility:

1. Make a copy of the *BRM_Integration_Pack_Home*/**apps/migration/MigrateConfiguration.xml** file, where *BRM_Integration_Pack_Home* is the directory in which you installed BRM Integration Pack.
2. Open the copy in a text editor.
3. Edit the file based on your requirements.

   Table 91-1 lists the elements in **MigrateConfiguration.xml** and the syntax and description for each element.

Table 91-1 Elements in the MigrateConfiguration.xml File

Element	Syntax	Description

walletConfiguration	`<walletConfiguration>`
	`  <pdcWalletLocation>`*`BRMIntegratioPackWallet`*`</pdcWalletLocation>`
	`</walletConfiguration>`
		Specifies the Oracle wallet that stores the sensitive information, such as database passwords, where *BRMIntegratioPackWallet* is the complete path to the BRM Integration Pack wallet.

xrefDatabase	`<xrefDatabase>`
	`  <connectionInfo>`
	`  <login>`*`CrossRefUserName`*`</login>`
	`  <hostName>`*`CrossRefHostName`*`</hostName>`
	`  <port>`*`CrossRefPort`*`</port>`
	`  <serviceName>`*`CrossRefServiceName`*`</serviceName>`
	`  </connectionInfo>`
	`</xrefDatabase>`
		Contains the details about the transformation cross-reference database, where:
		• *CrossRefUserName* specifies the cross-reference database user name
		• *CrossRefHostName* specifies the IP address or the host name of the machine on which the cross-reference database is configured
		• *CrossRefPort* specifies the port number assigned to the cross-reference database
		• *CrossRefServiceName* specifies the name of the cross-reference database service

migrationDatabase	`<migrationDatabase>`
	`  <connectionInfo>`
	`  <login>`*`MigrationUserName`*`</login>`
	`  <hostName>`*`MigrationHostName`*`</hostName>`
	`  <port>`*`MigrationPort`*`</port>`
	`  <serviceName>`*`MigrationServiceName`*`</serviceName>`
	`  </connectionInfo>`
	`</MigrationDatabase>`
		Contains the details about the migration cross-reference database, where:
		• *MigrationUserName* specifies the cross-reference database user name
		• *MigrationHostName* specifies the IP address or the host name of the machine on which the cross-reference database is configured
		• *MigrationPort* specifies the port number assigned to the cross-reference database
		• *MigrationServiceName* specifies the name of the cross-reference database service
		By default, the connection information in the **<migrateDatabase>** elements is same as the connection information in the **<xrefDatabase>** elements. However, during BRM Integration Pack installation, the Installer allows you to specify a migration cross-reference database that is different from the transformation cross-reference database. In that case, the connection information in the **<migrateDatabase>** elements and the **<xrefDatabase>** elements may differ.

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Table 91-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description

migrationSource	`<migrationSource>`
	`  <deploymentType>`*`MigrationSourcetype`*`</deploymentType>`
	`  <pricingServer>`
	`SourcePDCPricingServer`
	`</pricingServer>`
	`  <brmConfiguration>`
	`SourceBRMConfiguration`
	`  </brmConfiguration>`
	`</migrationSource>`
		Contains the details about the migration source system.
		• **<deploymentType>** element specifies the migration source, where *MigrationSourcetype* is:
		LEGACY_BRM. to specify that the source is a BRM system that uses real-time and batch rating engines and BRM Pricing Center.
		PDC_WITH_ONLINE_BATCH_USAGE. to specify that the source is a BRM system that uses real-time and batch rating engines and PDC.
		• **<pricingServer>** element contains the source PDC server information if the migration source is **PDC_WITH_ONLINE_BATCH_USAGE**.
		• *brmConfiguration* contains the source BRM system configuration details.

pricingServer	`<migrationSource>`
	`  <pricingServer>`
	`  <connectionInfo>`
	`  <hostName>`*`SourcePricingServerHostName`*`</hostName>`
	`  <port>`*`SourcePricingServerPort`*`</port>`
	`  <adminUser>`*`SourceAdminUserName`*`</adminUser>`
	`  <pdcUser>`*`SourcePDCUser`*`</pdcUser>`
	`  <pdcSSL>`*`SourceSSLOption`*`</pdcSSL>`
	`  </connectionInfo>`
	`  </pricingServer>`
	`</migrationSource>`
		Contains the source PDC server information, where:
		• *SourcePricingServerHostName* specifies the IP address or the host name of the machine on which the source PDC server is deployed
		• *SourcePricingServerPort* specifies the port number of the domain on which the source PDC server is deployed
		• *SourceAdminUserName* specifies the user name of the source PDC server administrator
		• *SourcePDCUser* specifies the user name of the source PDC system user
		• *SourceSSLOption* specifies whether the source PDC server supports SSL.
		enabled. Specifies that PDC supports SSL. If SSL is enabled, **MigrateBRMPricing** uses the **t3s://***Host***:***Port* URL to access PDC
		disabled. Specifies that PDC does not support SSL. If SSL is disabled, **MigrateBRMPricing** uses the **t3://***Host***:***Port* URL to access PDC

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Table 91-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description
brmConfiguration	<migrationSource> <brmConfiguration> <brand>*BrandOption*</brand> <fieldSelection>*EventFieldInfo*</fieldSelection> <breConfig> <containerDesc> <param> <paramname>*EDRField*</paramname> <paramvalue>*EDRFieldValue*</paramvalue> </param> </containerDesc> <eventExtension> <param> <paramname>*BREEvent*</paramname> <paramvalue>*ExtensionBlockName*</paramvalue> </param> </eventExtension> <serviceExtension> <param> <paramname>*BREService*</paramname> <paramvalue>*ExtensionBlockName*</paramvalue> </param> </serviceExtension> <defaultValue> <param> <paramname>SERVICE_CLASS</paramname> <paramvalue>*DefaultServiceClass*</paramvalue> </param> </defaultValue> </breConfig> </brmConfiguration> /<migrationSource>	Contain the details about the source BRM system configuration. • **<brand>** element specifies whether the source BRM system supports branding, where *BrandOption* is **enabled** or **disabled**. • **<fieldSelection>** element contains the information about the target rating engine and the BRM event fields provided as input to the target rating engine for usage rating. • **<breConfig>** element contains the batch rating engine configurations. • **<containerDesc>** element specifies the EDRC fields that are migrated for events. In the following example, all the EDRC_FIELDS mapped to ALL_RATE are migrated for the events. <containerDesc> <param> <paramname>EDRC_DESC</paramname> <paramvalue>ALL_RATE</paramvalue> </param> </containerDesc> • **<eventExtension>** element specifies to migrate the fields of the specified extension block for the batch rating engine event. Example: <eventExtension> <param> <paramname>/event/delayed/session/telco/gsm</paramname> <paramvalue>ASS_GSMW_EXT</paramvalue> </param> </eventExtension> • **<serviceExtension>** element specifies to migrate the fields of the specified extension block for the batch rating engine service. Example: <serviceExtension> <param> <paramname>/service/telco/gprs</paramname> <paramvalue>ASS_GPRS_SERV_EXT</paramvalue> </param> </serviceExtension> • **<defaultValue>** element specifies the default service class, where *DefaultServiceClass* is the default service class name.

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Table 91-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description

fieldSelection	`<fieldSelection>`
	`<targetEngine>`*`TargetRatingEngine`*`</targetEngine>`
	`<eventFields>`
	`<eventName>`*`EventName`*`</eventName>`
	`<fullyQualifiedName>`*`EventFieldName`*`</fullyQualifiedName>`
	`</eventFields>`
	`</fieldSelection>`
		Contains the information about the target rating engine and the BRM event fields provided as input to the target rating engine for usage rating.
		<targetEngine> element specifies the target rating engine used for usage rating, where: *TargetRatingEngine* is one of the following:
		• **Convergent Charging** specifies that ECE is used for usage rating.
		• **Realtime Charging** specifies that the real-time rating engine is used for usage rating.
		• **Batch Charging** specifies that the batch rating engine is used for usage rating.
		<eventFields> element specifies the fields that are provided as input to *TargetRatingEngine*, where:
		• *EventName* specifies the class name of the BRM event; for example, /event.
		• *EventFieldName* specifies the fully qualified name of the BRM event field that is provided as input to *TargetRatingEngine*; for example, PIN_FLD_NAME.
		Note: Each **<fieldSelection>** element can have multiple **<eventFields>** elements but only one **<targetEngine>** element. To support multiple target rating engines, add the **<fieldSelection>** element for each target rating engine.
		Similarly, each **<eventFields>** element can have multiple **<fullyQualifiedName>** elements but only one **<eventName>** element. To rate multiple events, add the **<eventFields>** element for each event.

migrationTarget	`<migrationTarget>`
	`<deploymentType>`*`MigrationTargettype`*`</deploymentType>`
	`<pricingServer>`
	`TargetPDCPricingServer`
	`</pricingServer>`
	`<brmConfiguration>`
	`TargetBRMConfiguration`
	`</brmConfiguration>`
	`</migrationTarget>`
		Contains the details about the migration target system.
		• **<deploymentType>** element specifies the migration target, where *MigrationTargettype* is:
		PDC_WITH_ONLINE_BATCH_USAGE to specify that the target is a BRM system that uses real-time and batch rating engines and PDC.
		PDC_WITH_CONVERGENT_USAGE to specify that the target is a BRM system that uses ECE and PDC.
		• **<pricingServer>** element contains the target PDC server information
		• **<brmConfiguration>** element contains the target BRM system configuration details

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Table 91-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description

pricingServer	`<migrationTarget>`
	`  <pricingServer>`
	`  <connectionInfo>`
	`  <hostName>`*`TargetPricingServerHostName`*`</hostName>`
	`  <port>`*`TargetPricingServerPort`*`</port>`
	`  <adminUser>`*`TargetAdminUserName`*`</adminUser>`
	`  <pdcUser>`*`TargetPDCUser`*`</pdcUser>`
	`  <pdcSSL>`*`TargetSSLOption`*`</pdcSSL>`
	`  </connectionInfo>`
	`  </pricingServer>`
	`</migrationTarget>`
		Contains the target PDC server information, where:
		• *TargetPricingServerHostName* specifies the IP address or the host name of the machine on which the target PDC server is deployed.
		• *TargetPricingServerPort* specifies the port number of the domain on which the target PDC server is deployed.
		• *TargetAdminUserName* specifies the user name of the target PDC server administrator.
		• *TargetPDCUser* specifies the user name of the target PDC system user.
		• *TargetSSLOption* specifies whether the target PDC server supports SSL.
		enabled specifies that PDC supports SSL. If SSL is enabled, **MigrateBRMPricing** uses the **t3s://***Host***:***Port* URL to access PDC
		disabled specifies that PDC does not support SSL. If SSL is disabled, **MigrateBRMPricing** uses the **t3://***Host***:***Port* URL to access PDC

brmConfiguration	`<migrationTarget>`
	`  <brmConfiguration>`
	`  <loadConfigDir>`*`LoadConfigPath`*`</loadConfigDir>`
	`  <loadPriceListDir>`*`LoadPriceListPath`*`</loadPriceListDir>`
	`  <loadIfwConfigDir>`*`LoadPipelineConfigPath`*`<loadIfwConfigDir>`
	`  </brmConfiguration`
	`</migrationTarget>`
		Contain the details about the target BRM system configuration, where:
		• *LoadConfigPath* specifies the path to the directory from where the **load_config** utility is run.
		• *LoadPriceListPath* specifies the path to the directory from where the **load_price_list** utility is run.
		• *LoadPipelineConfigPath* specifies the path to the directory from where the **LoadIfwConfig** utility is run.

logFile	`<logFile>`*`MigrationLogFileLocation`*`</logFile>`	Specifies the directory that stores **MigrateBRMPricing** log files, where *MigrationLogFileLocation* is the complete path and the name of the log file.
reportFile	`<reportFile>`*`ReportFileLocation`*`</reportFile>`	Specifies the directory where **MigrateBRMPricing** stores the reports generated during the migration process, where *ReportFileLocation* is the complete path to the directory.
brmExtractedXML	`<brmExtractedXML>`*`BRMExtractedXML`*`</brmExtractedXML>`	Specifies the directory where **MigrateBRMPricing** stores the XML files containing the pricing data extracted from the BRM database, where *BRMExtractedXML* is the complete path to the directory.
pdcExtractedXML	`<pdcExtractedXML>`*`PDCExtractedXML`*`</pdcExtractedXML>`	Specifies the directory where **MigrateBRMPricing** stores the XML files containing the pricing data extracted from the PDC database, where *PDCExtractedXML* is the complete path to the directory.

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Table 91-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description
brmXML	`<brmXML>BRMDataFile</brmXML>`	Specifies the directory where **MigrateBRMPricing** creates the XML files containing the BRM data that needs to be updated or created in the BRM database, where *BRMDataFile* is the complete path to the directory.
pdcXML	`<pdcXML>PDCDataFile</pdcXML>`	Specifies the directory where **MigrateBRMPricing** creates the XML files containing the extracted BRM data in PDC format, where *PDCDataFile* is the complete path to the directory.
userInputXML	`<userInputXML>UserInputXML</userInputXML>`	Specifies the directory that contains the XML user input files that you provide for data adjustments, where *UserInputXML* is the complete path to the directory.
xrefSQL	`<xrefSQL>XrefData</xrefSQL>`	Specifies the directory where **MigrateBRMPricing** creates the files containing the migration and transformation cross-reference data in sql format, where *XrefData* is the complete path to the directory.

selectiveMigration	`<selectiveMigration>`
	`<useBatch>MigrationOption</useBatch>`
	`<batchName>BatchFileName</batchName></selectiveMigration>`
		Contain the details for selective migration, where:
		• *MigrationOption* is:
		true to specify that selective migration of data must be enabled.
		false to specify that selective migration of data must be disabled.
		• *BatchFileName* is the name of the XML file that contains the pricing objects to be migrated.

4. Save and close the file.

Migrating the BRM Pricing Data to PDC With ECE

When you migrate pricing data from the BRM database to the PDC database, you must migrate the configuration objects and then migrate the pricing objects.

To migrate the pricing data from the BRM database to the PDC database:

1. Migrate the configuration objects. See "Migrating BRM Configuration Objects".
2. Migrate the pricing objects. See "Migrating BRM Pricing Objects".

Migrating BRM Configuration Objects

To migrate the configuration objects:

1. Ensure that the BRM and PDC databases are running.
2. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
3. Run the following command, which starts the data analysis phase:

   ```
   MigrateBRMPricing -config -analyze
   ```

4. Enter the BRM Integration Pack wallet password when prompted.

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5. Review the configuration analysis report and fix any data configuration errors that are reported (see "Fixing Errors Found in the Analysis Phase").
6. In step 5, if you made changes to the data in the BRM database, run the following command, which restarts the data analysis phase:

   ```
   MigrateBRMPricing -config -analyze -restart
   ```

7. Restart the ECE server. See "Starting and Stopping ECE" in *BRM System Administrator's Guide*.
8. Repeat steps 5 to 7 until there are no errors in the configuration analysis report.
9. Run the following command, which starts the data migration phase:

   ```
   MigrateBRMPricing -resume
   ```

   > **Note**
   >
   > **MigrateBRMPricing** does not proceed with the transformation and migration of the configuration objects to the PDC database if there are any critical or user input errors in the configuration analysis report.

10. Review the configuration compatibility report and fix any data configuration errors that are reported (see "Fixing Errors Found in the Migration Phase").
11. In step 10, if you made changes to the data in the BRM database, run the following command, which restarts the data analysis phase:

    ```
    MigrateBRMPricing -restart
    ```

12. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.
13. Repeat steps 10 to 12 until there are no errors in the configuration compatibility report.
14. Review the migration report and verify that all the configuration objects were migrated to the PDC database successfully.

Migrating BRM Pricing Objects

To migrate BRM pricing objects, do one of the following:

- (Recommended) Migrate all pricing objects in one migration process. See "Migrating All BRM Pricing Objects".
- Migrate pricing objects by category. See "Migrating BRM Pricing Objects by Category".
- Migrate pricing objects selectively. See "Migrate Pricing Data Selectively".

Migrating All BRM Pricing Objects

To migrate all pricing objects:

1. In the PDC application, ensure that the configuration objects are available.
2. Ensure that the BRM and PDC databases are running.
3. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
4. Run the following command, which starts the data analysis phase for all pricing objects:

   ```
   MigrateBRMPricing -pricing -analyze
   ```


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5. Enter the BRM Integration Pack wallet password when prompted.
6. Review the pricing analysis reports (product, discount, sponsorship and subscription analysis reports) and fix any data configuration errors that are reported (see "Fixing Errors Found in the Analysis Phase").
7. Do one of the following:
   - If you fixed any configuration objects errors reported in the pricing analysis reports, restart the complete migration process. See "Migrating BRM Configuration Objects".
   - If you fixed only pricing objects errors reported in the pricing analysis report, restart the pricing data analysis phase by running the following command:

     ```
     MigrateBRMPricing -pricing -analyze -restart
     ```
8. Restart the ECE server.

   See "Starting and Stopping ECE" for more information.
9. Repeat steps 6 to 8 until there are no errors in the pricing analysis reports.
10. Run the following command, which starts the data migration phase:

    ```
    MigrateBRMPricing -resume
    ```

    > **Note**
    >
    > **MigrateBRMPricing** does not proceed with the transformation and migration of the pricing objects to the PDC database if there are any critical or user input errors in the pricing analysis reports.

11. Review the pricing compatibility reports (product, discount, sponsorship and subscription compatibility reports) and fix any ECE compatibility errors that are reported (see "Fixing Errors Found in the Migration Phase").
12. Do one of the following:
    - If you fixed any configuration object errors reported in the pricing compatibility reports, restart the complete migration process. See "Migrating BRM Configuration Objects".
    - If you fixed only pricing objects errors reported in the pricing compatibility report, restart the pricing data analysis phase by running the following command:

      ```
      MigrateBRMPricing -restart -pricing
      ```
13. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.
14. Repeat steps 11 to 13 until there are no errors in the pricing compatibility reports.
15. Review the migration report and verify that all pricing objects were migrated to PDC successfully.
16. Make corrections to PDC data, if needed. See "Changes Required After Migration".

Migrating BRM Pricing Objects by Category

When you migrate pricing objects by category, the migration of all the objects in each category must be completed before starting the next.

To migrate pricing objects by category:

1. In the PDC application, ensure that the configuration objects are available.

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2. Ensure that the BRM and PDC databases are running.
3. Go to the *BRM_Integration_Pack_Home*/**apps/migration** directory.
4. Run the following command, which starts the data analysis phase for products and all objects referenced by a product:

   ```
   MigrateBRMPricing -product -analyze
   ```

5. Enter the BRM Integration Pack Wallet password when prompted.
6. Review the product analysis report and fix any data configuration errors that are reported (see "Fixing Errors Found in the Analysis Phase").
7. Do one of the following:
   - If you fixed any configuration object errors reported in the product analysis report, restart the complete migration process. See "Migrating BRM Configuration Objects".
   - If you fixed only pricing objects errors reported in the product analysis report, restart the data analysis phase for products by running the following command:

     ```
     MigrateBRMPricing -product -analyze -restart
     ```

8. Restart the ECE server.

   See "Starting and Stopping ECE" for more information.
9. Repeat steps 6 to 8 until there are no errors in the product analysis report.
10. Run the following command, which starts the data migration phase for products:

    ```
    MigrateBRMPricing -resume
    ```

    > **Note**
    >
    > **MigrateBRMPricing** does not proceed with the transformation and migration of the pricing objects to the PDC database if there are any critical or user input errors in the analysis reports.

11. Review the product compatibility report and fix any data configuration errors that are reported (see "Fixing Errors Found in the Migration Phase").
12. Do one of the following:
    - If you fixed any configuration object errors reported in the product compatibility report, restart the complete migration process. See "Migrating BRM Configuration Objects".
    - If you fixed only pricing objects errors reported in the product compatibility report, restart the data analysis phase for products by running the following command:

      ```
      MigrateBRMPricing -restart -product
      ```

13. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.
14. Repeat steps 11 to 13 until there are no errors in the product compatibility report.
15. Review the migration report and verify that the products and objects referenced by a product were migrated to PDC successfully.
16. Make corrections to PDC data, if needed. See "Changes Required After Migration".
17. Run the following command, which starts the data analysis phase for discounts and all objects referenced by a discount:

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```
MigrateBRMPricing -discount -analyze
```

18. Enter the BRM Integration Pack wallet password when prompted.
19. Review the discount analysis report and fix any data configuration errors that are reported.
20. Do one of the following:
    - If you fixed any configuration object errors reported in the discount analysis report, restart the complete migration process. See "Migrating BRM Configuration Objects".
    - If you fixed only pricing objects errors reported in the discount analysis report, restart the data analysis phase for discounts by running the following command:

      ```
      MigrateBRMPricing -discount -analyze -restart
      ```
21. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.
22. Repeat steps 19 to 21 until there are no errors in the discount analysis report.
23. Run the following command, which starts the data migration phase for discounts:

    ```
    MigrateBRMPricing -resume
    ```
24. Review the discount compatibility report and fix any data configuration errors that are reported.
25. Do one of the following:
    - If you fixed any configuration object errors reported in the discount compatibility report, restart the complete migration process. See "Migrating BRM Configuration Objects".
    - If you fixed only pricing objects errors reported in the discount compatibility report, restart the data analysis phase for discounts by running the following command:

      ```
      MigrateBRMPricing -restart -discount
      ```
26. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.
27. Repeat steps 24 to 26 until there are no errors in the discount compatibility report.
28. Review the migration report and verify that the discounts and all objects referenced by a discount were migrated to PDC successfully.
29. Make corrections to PDC data, if needed. See "Changes Required After Migration".
30. Run the following command, which starts the data analysis phase for chargeshares and all objects referenced by a chargeshare:

    ```
    MigrateBRMPricing -sponsorship -analyze
    ```
31. Enter the BRM Integration Pack wallet password when prompted.
32. Review the sponsorship analysis report and fix any data configuration errors that are reported.
33. Do one of the following:
    - If you fixed any configuration object errors reported in the sponsorship analysis report, restart the complete migration process. See "Migrating BRM Configuration Objects".
    - If you fixed only pricing objects errors reported in the sponsorship analysis report, restart the data analysis phase for chargeshares by running the following command:

      ```
      MigrateBRMPricing -sponsorship -analyze -restart
      ```
34. Restart the ECE server.

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See "Starting and Stopping ECE" for more information.

35. Repeat steps 32 to 34 until there are no errors in the sponsorship analysis report.
36. Run the following command, which starts the data migration phase for chargeshares:

    ```
    MigrateBRMPricing -resume
    ```

37. Review the sponsorship compatibility report and fix any data configuration errors that are reported.
38. Do one of the following:
    - If you fixed any configuration object errors reported in the sponsorship compatibility report, restart the complete migration process. See "Migrating BRM Configuration Objects".
    - If you fixed only pricing objects errors reported in the sponsorship compatibility report, restart the data analysis phase for chargeshares by running the following command:

      ```
      MigrateBRMPricing -restart -sponsorship
      ```

39. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.
40. Repeat steps 37 to 39 until there are no errors in the sponsorship analysis report.
41. Review the migration report and verify that the chargeshares and all objects referenced by a chargeshare were migrated to PDC successfully.
42. Make corrections to PDC data, if needed. See "Changes Required After Migration".
43. Run the following command, which starts the data analysis phase for subscription objects:

    ```
    MigrateBRMPricing -subscription -analyze
    ```

44. Enter the BRM Integration Pack wallet password when prompted.
45. Review the subscription analysis report and fix any data configuration errors that are reported.
46. Do one of the following:
    - If you fixed any configuration object errors reported in the subscription analysis report, restart the complete migration process. See "Migrating BRM Configuration Objects".
    - If you fixed only pricing objects errors reported in the subscription analysis report, restart the data analysis phase for subscription objects by running the following command:

      ```
      MigrateBRMPricing -subscription -analyze -restart
      ```

47. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.
48. Repeat steps 45 to 47 until there are no errors in the subscription analysis report.
49. Run the following command, which starts the data migration phase for subscription objects:

    ```
    MigrateBRMPricing -resume
    ```

50. Review the sponsorship compatibility report and fix any data configuration errors that are reported.
51. Do one of the following:
    - If you fixed any configuration object errors reported in the subscription compatibility report, restart the complete migration process. See "Migrating BRM Configuration Objects".

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- If you fixed only pricing objects errors reported in the subscription compatibility report, restart the data analysis phase for subscription by running the following command:

  ```
  MigrateBRMPricing -restart -subscription
  ```

52. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.

53. Repeat steps 50 to 52 until there are no errors in the sponsorship compatibility report.
54. Review the migration report and verify that all subscription objects were migrated to PDC successfully.
55. Make corrections to PDC data, if needed. See "Changes Required After Migration".
56. Using the target PDC application, verify that you are able to create and modify subscription objects without any errors.

Migrate Pricing Data Selectively

You can migrate the following pricing objects selectively to PDC: products, discounts, and sponsorships.

> **Note**
>
> You cannot migrate subscriptions (bundles or packages) selectively.
>
> You cannot migrate data incrementally. After migrating a set of pricing objects, restart the migration process with new set of pricing objects.

To migrate the pricing objects selectively:

1. In the PDC application, ensure that the configuration objects are available.
2. Ensure that the BRM and PDC databases are running.
3. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
4. Create an XML file with the required pricing objects to be migrated; for example, **pricingbatch.xml**.

   This XML file can include either the services for which the pricing objects have to be migrated (for example, **/service/telco/gsm/gprs**) or the categories of pricing objects (for example, product) that need to be migrated. Multiple pricing objects can be separated by a comma.

   Pricing objects for both the specific service and the specific category cannot be migrated together. You can migrate pricing objects either by services associated with these objects or by the category of pricing objects, selectively, at a time. If both service types and offering codes are specified in the same XML file, offering codes takes precedence.

   The following example shows the sample XML file created for migrating pricing objects by services:

   ```
   <!--Example for selectively migrating services. Note that services are listed under
   the name tag. -->
   <filterBy>
   <service>
   <name>/service/telco/gsm/roaming</name>
   <name>/service/telco/gsm/gprs</name>
   <name>/service/subscription</name>
   ```


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```
</service>
</filterBy>
```

The following example shows the sample XML file created for migrating pricing objects by category:

```
<!--Example for selectively migrating Pricing objects. Note that pricing Objects are
comma separated. -->
<filterBy>
<product>
<codes>Product1,Product2</codes>
</product>

<discount>
<codes>Discount1,Discount2</codes>
</discount>

<sponsorship>
<codes>Sponsorship1,Sponsorship2</codes>
</sponsorship>
</filterBy>
```

5. Continue the pricing objects migration process. See "Migrating BRM Pricing Objects by Category".

About Migrating PDC Pricing Data to PDC With ECE

If you are using PDC to create and manage your price lists and using the real-time and batch rating engines for usage rating, and you want to use ECE for usage rating, you must first install PDC with ECE and then migrate the pricing data from the source PDC database into the target PDC database.

You use the command-line utility, **MigrateBRMPricing**, to migrate the PDC pricing data into the target PDC database.

Migration of the PDC pricing data is performed in a single phase, the data migration phase. In the data migration phase, the migration utility extracts the existing PDC data, checks for ECE compatibility, adjusts the pricing data, and migrates the adjusted data to the target PDC database.

You must perform the migration process twice. First you migrate configuration objects. Then, you migrate pricing objects.

The migration utility can adjust most pricing configurations. Adjustments to the PDC pricing data configurations may result in existing objects being updated or new objects being created. In some cases, the migration utility may require additional information from you before it can adjust the data. But, there are some configurations that it cannot adjust and for those cases, you may need to change the configurations manually before continuing with the migration.

You run the **MigrateBRMPricing** or **MigrateBRMPricing -resume** command to start the data migration phase.

About the Data Migration Phase for Migrating PDC Pricing Data to PDC With ECE

The following procedure describes how the PDC pricing data is processed in the migration phase:

1. The migration utility extracts the PDC pricing data and saves the data in XML files.

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2. The migration utility checks the data to determine if the configurations are supported in ECE and whether any configurations need to be adjusted prior to the migration.
3. The migration utility generates compatibility reports that provide a list of the data configurations that need to be adjusted by the utility during the migration process and any configurations that you would need to adjust manually.

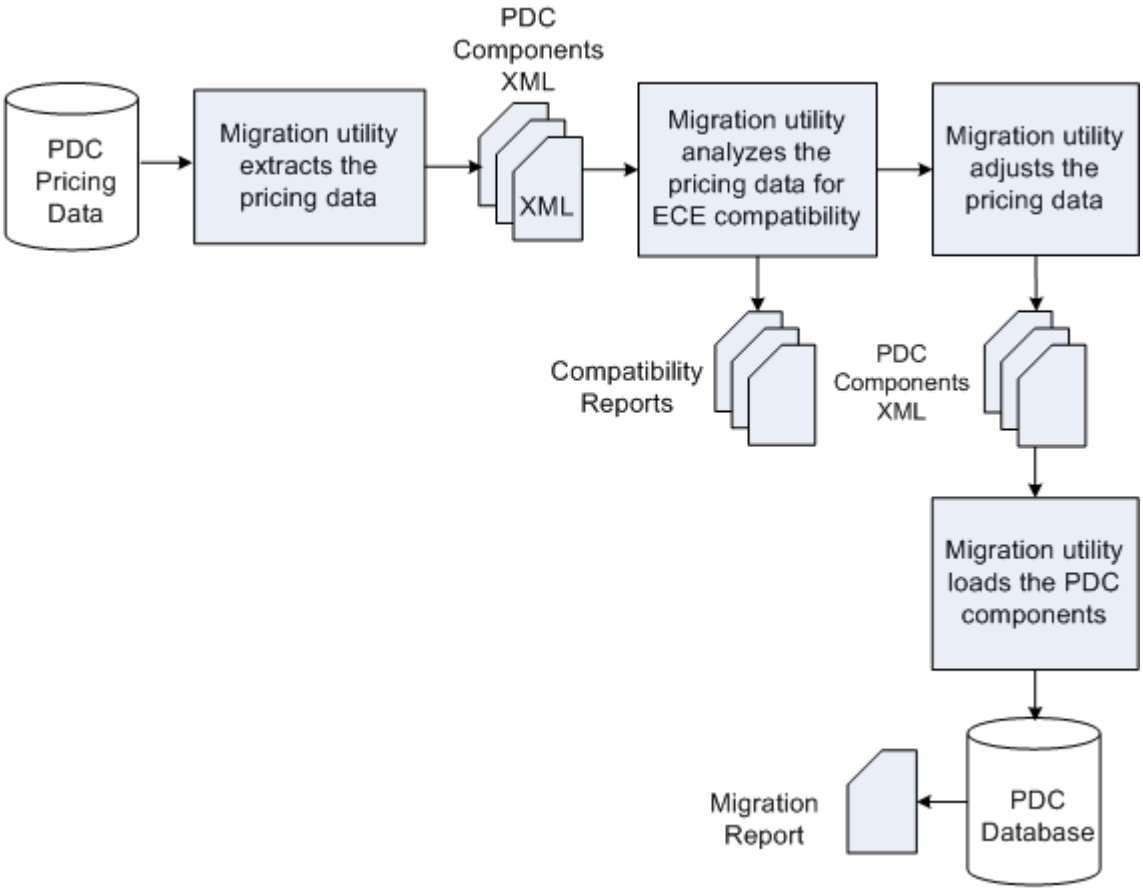
   You need to review the compatibility reports, resolve any pricing data compatibility errors in the PDC database, and restart the migration process.

   When you restart the migration process, the compatibility reports are also re-generated for the latest data.
4. The migration utility loads the PDC components into the target PDC database.
5. The migration utility generates the migration report with information about the PDC objects that were successfully migrated to the PDC database.

For more information about the migration utility reports, see "About Migration Reports".

Figure 91-3 shows the data migration phase for migrating PDC data to PDC with ECE:

Figure 91-3 Data Migration Phase for Migrating PDC Data to PDC With ECE



For more information on setting up and migrating the PDC pricing data to PDC with ECE, see "Performing Migration of PDC Pricing Data to PDC With ECE".

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Performing Migration of PDC Pricing Data to PDC With ECE

To set up and migrate the PDC pricing data to PDC with ECE:

1. Create a backup of the PDC production database.

   See "Creating a BackUp of Your BRM Database".
2. Setup the PDC development system to run the initial migration of the pricing data.

   See "Setting Up the BRM Development System" for more information.
3. Migrate the PDC configuration and pricing objects.

   See "Migrating the PDC Pricing Data to PDC With ECE" for more information.
4. Restart the PDC and ECE systems.

   See "Restarting the Systems".
5. Test the migrated PDC data.

   See "Testing the Migrated Data".
6. Import the migrated data to the PDC production systems.

   See "Importing the Migrated Data to the Production Systems".

Creating a BackUp of Your PDC Database

Oracle recommends that you perform a full backup of your PDC production database prior to running the migration.

Performing a full backup allows you to restore your production database to its original state in the event of any data corruption or data loss. Back up both the database definition and all the database contents.

Use the backup to restore the database on a test system to ensure the backup is valid.

See your database software documentation for more information on performing full database backups.

Setting Up the PDC Development System

Setting up the PDC development system includes installing a PDC system.

Perform the following tasks to set up the PDC development system:

1. Review the system requirements for installing the PDC system.

   See "Pricing Design Center System Requirements" in *PDC Installation Guide*.
2. Perform the following pre-installation tasks for PDC:
   - Installing and configuring the Oracle Database
   - Installing and configuring Oracle WebLogic Server
   - Installing and configuring BRM

   See "Pricing Design Center Pre-Installation Tasks" in *PDC Installation Guide*.
3. Install the complete PDC software.

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> **Note**
>
> Before you install PDC, ensure that the PDC database does not have any existing pricing data.
>
> When you install BRM Integration Pack, ensure that you select the **Migrate PDC Pricing Data to PDC with ECE** option.

See "Installing Pricing Design Center Software" in *PDC Installation Guide*.

4. Copy the configuration objects from the BRM database to the development system by using BRM load utilities. See the discussion about the type of configuration objects (setup components in PDC) that are managed in BRM and their corresponding load utilities in *PDC Creating Product Offerings*.
5. Copy the PDC pricing data from the production database to the development system.

   You can copy the PDC pricing data in one of two ways:

   - Use the **ImportExportPricing** utility to export the pricing data from your PDC production database and load it into the PDC development database.

     See the discussion about the **ImportExportPricing** utility in *PDC Creating Product Offerings* for more information.
   - Restore the database from the BRM database backup.

     See your database software documentation for more information about database restore.
6. Ensure *BRM_Integration_Pack_Home***/apps/bin** is in your PATH environment variable, where *BRM_Integration_Pack_Home* is the directory in which you installed BRM Integration Pack.
7. (Optional) Configure the **MigrateBRMPricing** utility. See "Configuring the Migration Utility for PDC with ECE" for more information.
8. Ensure all users of the migration utility are added to the **Migration Admin** group.

   The users of the migration utility must belong to the **Migration Admin** group, which is created during the PDC installation. You can add additional users to this group by using the WebLogic Administration Console.
9. Obtain the Java Keystore password.

Migrating the PDC Pricing Data to PDC With ECE

When you migrate pricing data from the source PDC database to the target PDC database, you must migrate the configuration objects and then migrate the pricing objects.

To migrate the pricing data from the source PDC database to the target PDC database:

1. Migrate the configuration objects. See "Migrating BRM Configuration Objects".
2. Migrate the pricing objects. See "Migrating BRM Pricing Objects".

Migrating PDC Configuration Objects

To migrate the configuration objects:

1. Ensure that the BRM and PDC databases are running.

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2. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
3. Run the following command, which starts the data migration phase:

   ```
   MigrateBRMPricing -config
   ```

4. Enter the BRM Integration Pack wallet password when prompted.
5. Review the configuration compatibility report and fix any data configuration errors that are reported (see "Fixing Errors Found in the Migration Phase").
6. In step 5, if you made changes to the data in the BRM database, run the following command, which restarts the data migration phase:

   ```
   MigrateBRMPricing -resume
   ```

7. Repeat steps 5 and 6 until there are no errors in the configuration compatibility report.
8. Review the migration report and verify that all the configuration objects were migrated to the target PDC system successfully.
9. Using the target PDC application, verify that you are able to view, create, and modify configuration objects without any errors.

Migrating PDC Pricing Objects

To migrate PDC pricing objects, do one of the following:

- (Recommended) Migrate all pricing objects in one migration process. See "Migrating All PDC Pricing Objects".
- Migrate pricing objects by category. See "Migrating PDC Pricing Objects by Category".

Migrating All PDC Pricing Objects

To migrate all pricing objects:

1. In the target PDC application, ensure that the configuration objects are available.
2. Ensure that the BRM and PDC databases are running.
3. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
4. Run the following command, which starts the data migration phase for all pricing objects:

   ```
   MigrateBRMPricing -pricing
   ```

5. Enter the BRM Integration Pack wallet password when prompted.
6. Review the pricing compatibility reports (product, discount, sponsorship and subscription analysis reports) and fix any data configuration errors that are reported. If you encounter any critical errors while migrating pricing objects from BRM to PDC, run the **MigrateBRMPricing** utility with **-skip** parameter to skip critical errors and continue the migration process (see "Fixing Errors Found in the Migration Phase").

> **Note**
>
> You can use the **-skip** parameter only if you are migrating BRM pricing objects to PDC with ECE.
>
> Critical errors encountered due to configuration objects cannot be skipped by using the **-skip** parameter. You need to manually fix the errors and then restart the migration process.

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7. Do one of the following:
   - If you fixed any configuration object errors reported in the pricing compatibility reports, restart the complete migration process. See "Migrating Pricing Data to PDC With ECE".
   - If you fixed only pricing objects errors reported in the pricing compatibility reports, restart the pricing data migration phase by running the following command:

     ```
     MigrateBRMPricing -restart -pricing
     ```
8. Restart the ECE server.

   See "Starting and Stopping ECE" for more information.
9. Repeat steps 6 to 8 until there are no errors in the pricing compatibility reports.

> **Note**
>
> **MigrateBRMPricing** does not proceed with the migration of the pricing objects to the target PDC database if there are any critical or user input errors in the pricing compatibility reports.

10. Review the migration report and verify that all pricing objects were migrated to the target PDC system successfully.
11. Make corrections to data in the target PDC system, if needed. See "Changes Required After Migration".
12. Using the target PDC application, verify that you are able to create and modify pricing objects without any errors.

Migrating PDC Pricing Objects by Category

When you migrate pricing objects by category, the migration of all the objects in each category must be completed before starting the next.

To migrate pricing objects by category:

1. In the target PDC application, ensure that the configuration objects are available.
2. Ensure that the BRM and PDC databases are running.
3. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
4. Run the following command, which starts the data analysis phase for products and all objects referenced by a product:

   ```
   MigrateBRMPricing -product
   ```
5. Enter the BRM Integration Pack wallet password when prompted.
6. Review the product compatibility report and fix any data configuration errors that are reported (see "Fixing Errors Found in the Migration Phase").
7. Do one of the following:
   - If you fixed any configuration object errors reported in the product compatibility report, restart the complete migration process. See "Migrating Pricing Data to PDC With ECE".
   - If you fixed only pricing objects errors reported in the product compatibility report, restart the data migration phase for products by running the following command:

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```
MigrateBRMPricing -restart -product
```

- If you encounter any critical errors while migrating pricing objects from BRM to PDC, run the **MigrateBRMPricing** utility with **-skip** parameter to skip critical errors and continue the migration process. See "Skipping Errors and Continue Pricing Objects Migration".

8. Restart the ECE server.

   See "Starting and Stopping ECE" for more information.

9. Repeat steps 6 to 8 until there are no errors in the product compatibility report.

> **Note**
>
> **MigrateBRMPricing** does not proceed with the migration of the pricing objects to the target PDC database if there are any critical or user input errors in the compatibility reports.

10. Review the migration report and verify that the products and objects referenced by a product were migrated to the target PDC system successfully.
11. Make corrections to the target PDC data, if needed. See "Changes Required After Migration".
12. Using the target PDC application, verify that you are able to create and modify products without any errors.
13. Run the following command, which starts the data migration phase for discounts and all objects referenced by a discount:

    ```
    MigrateBRMPricing -discount
    ```

14. Enter the BRM Integration Pack wallet password when prompted.
15. Review the discount compatibility report and fix any data configuration errors that are reported.
16. Do one of the following:
    - If you fixed any configuration object errors reported in the discount compatibility report, restart the complete migration process. See "Migrating Pricing Data to PDC With ECE".
    - If you fixed only pricing objects errors reported in the discount compatibility report, restart the data migration phase for discounts by running the following command:

      ```
      MigrateBRMPricing -restart -discount
      ```

17. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.

18. Repeat steps 15 to 17 until there are no errors in the discount compatibility report.
19. Review the migration report and verify that the discounts and all objects referenced by a discount were migrated to the target PDC system successfully.
20. Make corrections to data in the target PDC system, if needed. See "Changes Required After Migration".
21. Using the target PDC application, verify that you are able to create and modify discounts without any errors.

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22. Run the following command, which starts the data migration phase for chargeshares and all objects referenced by a chargeshare:

    ```
    MigrateBRMPricing -sponsorship
    ```

23. Enter the BRM Integration Pack wallet password when prompted.
24. Review the sponsorship analysis report and fix any data configuration errors that are reported.
25. Do one of the following:
    - If you fixed any configuration object errors reported in the sponsorship compatibility report, restart the complete migration process. See "Migrating Pricing Data to PDC With ECE".
    - If you fixed only pricing objects errors reported in the sponsorship compatibility report, restart the data migration phase for chargeshares by running the following command:

      ```
      MigrateBRMPricing -restart -sponsorship
      ```

26. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.

27. Repeat steps 24 to 26 until there are no errors in the sponsorship analysis report.
28. Review the migration report and verify that the chargeshares and all objects referenced by a chargeshare were migrated to the target PDC system successfully.
29. Make corrections to data in the target PDC system, if needed. See "Changes Required After Migration".
30. Run the following command, which starts the data migration phase for subscription objects:

    ```
    MigrateBRMPricing -subscription
    ```

31. Enter the BRM Integration Pack wallet password when prompted.
32. Review the subscription compatibility report and fix any data configuration errors that are reported.
33. Do one of the following:
    - If you fixed any configuration object errors reported in the subscription compatibility report, restart the complete migration process. See "Migrating Pricing Data to PDC With ECE".
    - If you fixed only pricing objects errors reported in the subscription compatibility report, restart the data migration phase for subscriptions by running the following command:

      ```
      MigrateBRMPricing -restart -subscription
      ```

34. Restart the ECE server.

    See "Starting and Stopping ECE" for more information.

35. Repeat steps 32 to 34 until there are no errors in the subscription analysis report.
36. Review the migration report and verify that all subscription objects were migrated to the target PDC system successfully.
37. Make corrections to data in the target PDC system, if needed. See "Changes Required After Migration".
38. Using the target PDC application, verify that you are able to create and modify subscription objects without any errors.

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Fixing Errors Found in the Analysis Phase

The following sections describe how to provide required input data and how to fix some of the common critical errors reported in the migration analysis reports. The migration analysis report lists the data configurations that are not supported in PDC.

Fixing Analysis "User Input Required" Errors

The migration utility may require you to provide additional information prior to migrating resources and discount and chargeshare configurations from the BRM database to the PDC database. The analysis reports list these objects marked as *User Input Required* with a description of the information that is required. You provide the input in an XML file.

To provide the input:

1. Make a copy of the predefined XML templates in the *BRM_Integration_Pack_Home***/apps/xml** directory in the *BRM_Integration_Pack_Home***/apps/xml/userinput** directory, where *BRM_Integration_Pack_Home* is the directory in which the PDC software is installed.
2. Update the XML file content with the required information.
3. Ensure that the XML input file conforms to the XML schema definition in the *BRM_Integration_Pack_Home***/apps/xsd** directory.

See the following topics for more information:

- Identifying Resource ID for Noncurrency Resources Used in Batch Rating
- Providing Values List for Expressions in Discount and Chargeshare Configurations

Identifying Resource ID for Noncurrency Resources Used in Batch Rating

If you have a noncurrency resource that is used in batch rating, you need to map the resource name to the resource ID defined in the BRM server so that the resource can be mapped to the BEID definition.

The following example shows the XML that you would provide to map the resource LOYALTY to resource ID 1000019:

```
<?xml version="1.0" encoding="UTF-8" ?>
<Resource>
<BalanceElement type="0">
      <BREResourceName>LOYALTY</BREResourceName>
      <BEIDCode>LOY</BEIDCode>
      <ResId>1000019</ResId>
</BalanceElement>
</Resource>
```

Providing Values List for Expressions in Discount and Chargeshare Configurations

If you use an expression as a filter criteria in the discount and chargeshare detail, you need to list the values in the expression individually.

Example 1

If you use the expression Peak* with Peak1, Peak2, and Peak3 for time model and 21* with 2155557 and 2155558 for resource Id in the discount detail, you need to provide these values individually. Following is an example of the XML file that you would provide:

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```
<Filters xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="\oracle\communications\brm\pdc\migration\pricing\impl\bre\
userinputxml\BreFilter_UserInput.xsd">
<Filter master="M1" rank="1">
<TimeModel>
      <name>Peak1</name>
      <name>Peak2</name>
      <name>Peak3</name>
</TimeModel>
<ResID>
      <id>2155557</id>
      <id>2155558</id>
</ResID>
</Filter>
</Filters>
```

Alternatively, you can correct the expression in the discount detail itself. If you change the discount detail configuration, you need to restart the migration utility.

Example 2

If you specify an expression in the rate plan field, such as !(Rate1|Rate2|Rate3), you need to provide the XML that specifies the rate plans that should apply rather than those that should be excluded. This is because the NOT operator is not supported in PDC.

Analysis Errors Requiring Pricing Data Changes

The following are some common BRM configurations that require manual changes prior to migrating the data to the PDC data model. These configurations are listed in the migration analysis reports and the report also specifies exactly where the issues reside in your data. They are listed here for your reference and to provide more details on how to resolve them.

The following changes are required prior to migration:

- Multiple Impact Categories in a Rate Plan
- Derived Impact Category Used in Zone Model
- Zone Items Differentiated Only by Service Code
- Extended Service Class Event Mapping
- Service Contains Deal Mapped to Parent Service
- Using Overlapping Date Ranges to Sequentially Impact Multiple Resources
- Quantity Brackets in a Fold
- BRM Object Names Containing Special Characters
- Custom Fields

Multiple Impact Categories in a Rate Plan

In PDC, the balance impact in charge does not contain impact categories. If you migrate a BRM rate plan selector with multiple rules which result in the same rate plan but with different impact categories, the migration utility reports an error. If you migrate a rate plan selector with multiple rules that result in the same rate plan with the same impact category, this rate plan selector is migrated as long as the impact category is specified in the rateplan.

Recommended Action

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For the rate plan selector which has multiple rules that result in the same rate plan with different impact categories, create a separate rate plan for each impact category. In each newly created rate plan, inspect the rate objects and remove any balance impacts that specify impact categories not applicable to that rate plan.

Example 1

Table 91-2 shows a rate plan selector with multiple rules that result in the same rate plan (rate plan A) with different impact categories:

Table 91-2 Rate Plan Selector

Rule	Rule Expression	Rate Plan	Impact Category Used in Rate Plan Selector
Rule 1	Attribute values	Rate plan A	IC1
Rule 2	Attribute values	Rate plan A	IC2
Rule 3	Attribute values	Rate plan A	*
Rule 4	Attribute values	Rate plan A	default

Table 91-3 shows the rate objects in rate plan A.

Table 91-3 Rate Plan A

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	IC1	$1.00
Rate Object 1	IC2	$2.00
Rate Object 1	*	$5.00
Rate Object 1	default	$0.50
Rate Object 2	IC1	$1.50
Rate Object 2	*	$6.00
Rate Object 3	IC1	$1.75
Rate Object 3	default	$0.50
Rate Object 4	default	$0.50

Solution

Make the changes shown in Table 91-4 to the rate objects:

Table 91-4 Rate Plan Selector

Rule	Rule Expression	Rate Plan	Impact Category Used in Rate Plan Selector
Rule 1	Attribute values	Rateplan A_IC1	IC1
Rule 2	Attribute values	Rateplan A_IC2	IC2
Rule 3	Attribute values	Rateplan A_*	*
Rule 4	Attribute values	Rateplan A_default	default

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Table 91-5 shows the rate objects in rate plan A_IC1.

Table 91-5 Rate Plan A_IC1

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	IC1	$1.00
Rate Object 1	IC1 (previously *)	$5.00
Rate Object 2	IC1	$1.50
Rate Object 2	IC1 (previously *)	$5.00
Rate Object 3	IC1	$0.50
Rate Object 4	IC1 (previously default)	$1.00

Table 91-6 shows the rate objects in rate plan A_IC2.

Table 91-6 Rate Plan A_IC2

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	IC2	$2.00
Rate Object 1	IC2 (previously *)	$5.00
Rate Object 2	IC2 (previously *)	$6.00
Rate Object 3	IC2 (previously default)	$0.50
Rate Object 4	IC2 (previously default)	$1.00

Table 91-7 shows the rate objects in rate plan A_IC3.

Table 91-7 Rate Plan A_IC3

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	*	$5.00
Rate Object 2	*	$6.00
Rate Object 3	* (previously default)	$0.50
Rate Object 4	* (previously default)	$0.50

Table 91-8 shows the rate objects in rate plan A_default.

Table 91-8 Rate Plan A_Default

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	default	$0.50
Rate Object 1	default (previously *)	$5.00
Rate Object 2	default (previously *)	$6.00
Rate Object 3	default	$0.50

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Table 91-8 (Cont.) Rate Plan A_Default

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 4	default	$0.50

Derived Impact Category Used in Zone Model

Impact categories defined for zoning can be flagged as *derived*, which means that they can only be used in USC and APN selectors. BRM allows derived impact categories to be used in a zone model, but PDC does not. If you migrate a BRM zone model with an impact category of type derived, the migration utility reports an error.

Recommended Action

If a derived impact category is used in a zone model, change the type from 1 (derived) to 0.

Example

The impact category, Brazil, which is associated with the zone item, San Jose to Brazil, is defined as derived and is used in a zone model.

Solution

Update the IFW_IMPACT_CAT table using the following SQL statement:

```
UPDATE IFW_IMPACT_CAT SET TYPE=0 WHERE Impact_Category LIKE 'Brazil';
```

Zone Items Differentiated Only by Service Code

In PDC, a zone item in a zone model does not specify a service code. In BRM, if two zone items in a zone model differ by only the service code, then the migrated zone items gives a unique constraint error in PDC because they will be identical.

Recommended Action

Modify the zone items that differ only by service code to make them unique or remove the duplicate item.

Example

Origin	Destination	Valid From	Service	Zone Impact Category
123	456	1999-01-01	SMS1	IC1
123	456	1999-01-01	SMS2	IC2

Solution

Modify the **ValidFrom** field in the IFW_STANDARD_ZONE table to a unique value (for example, 02-JAN-99 in the above example), to make the combination unique without using the service code.

Extended Service Class Event Mapping

In PDC, an extended service class does not inherit the event mapping of the parent class, and all events to be used with the extended service class must be explicitly mapped. In BRM, an

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extended service class inherits the event mapping of the parent class. If you migrate a BRM pricing object with a service-event combination that is not available in the service-event mapping, the migration utility reports an error.

Recommended Action

Ensure that all extended service classes have mappings for all the events used in pricing objects that reference them.

Example

The service-event map (**pin_event_map** file) contains these mappings:

```
/service/ip       :/event/session   ...
                  :/event/session/dialup ...
/service/ip/gprs  :/event/session/gprs/master
                  :/event/session/gprs/subsession ...
```

A product exists that applies to **/service/ip/gprs** and **/event/session**. The migration utility reports an error because **/event/session** is not mapped to **/service/ip/gprs**.

Solution

Map **/service/ip/gprs** to **/event/session**.

```
/service/ip       :/event/session   ...
                  :/event/session/dialup ...
/service/ip/gprs  :/event/session/gprs/master
                  :/event/session/gprs/subsession ...
                  :/event/session
```

Service Contains Deal Mapped to Parent Service

In BRM, Pricing Center allows to add a service to a plan and to add a deal to that service which applies to a parent class of the service. PDC does not allow this configuration, and the migration utility reports an error if such a plan is migrated.

Recommended Action

Change the service in the plan to match the service referenced in the deal.

Example

Plan A applies to **/service/telco/gsm/voice** and contains:

- Deal 1, which applies to **/service/telco**.
- Deal 2, which applies to **/service/telco/gsm**.

Solution

The plan should be changed to have the following service/deal combination:

- /service/telco
  - Deal 1
- /service/telco/gsm
  - Deal 2

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Using Overlapping Date Ranges to Sequentially Impact Multiple Resources

PDC does not support BRM rate plans with more than one date tier with overlapping date ranges. This type of configuration is typically used to first consume an included balance, such as Anytime Minutes and after the balance is exhausted, to charge for the remaining usage.

Recommended Action

Re-configure the product to contain only a usage charge and configure a discount to credit the charge and debit the available balance.

Example

A rate plan for voice calls has two date tiers:

- Consume Minutes, with a validity period that starts immediately and never ends.
- Charges for call, with a validity period that starts immediately and never ends.

Solution

Re-configure the product by doing the following:

1. Create a discount based on the user scenario for consumption.
2. Remove the consumption tier from the product.
3. Do one of the following:
   - Create a new deal and add the discount created in step 1.
   - Add the discount created in step 1 to the existing deal and cancel the existing deal for the subscriber.
4. Purchase the new or modified deal in BRM.

Quantity Brackets in a Fold

PDC requires the basis for quantity brackets in a fold to be specified as *Resource Balance* and the resource to be a noncurrency resource. If you migrate a BRM fold which has basis for quantity bracket configured with anything other than *Resource Balance* or the resource is a currency resource, the migration utility reports an error.

Recommended Action

Correct the fold configuration to use *Resource Balance* as the basis for quantity brackets and specify a noncurrency resource.

Examples

- The basis for quantity discount bracket is *Continuous* or *Rate Dependent*.
- The basis is *Resource Balance* but the resource is a currency resource.

Solution

Review the business scenario and ensure that your fold configuration is implemented correctly. You can only fold a noncurrency resource and the basis for quantity brackets in a fold must be *Resource Balance*.

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BRM Object Names Containing Special Characters

PDC does not support the character "=" in a pricing object name. The migration utility reports an error if such objects are migrated.

Recommended Action

Change the pricing object name to not contain the "=" character.

Custom Fields

The migration utility is not aware of any custom fields that you may have created in the BRM database.

For example, the migration utility reports the following error while converting the event storable class to XML if the event storable class has custom fields:

```
SEVERE: Error while run migration!
oracle.communications.brm.pdc.migration.MigrationException: Got a non zero exit status
from the command:
/home/pin/7.5/bin/storableclasstoxml -r /home/pin/opt/oracle/11.2.0.3/apps/migration/xml/
extract/Event.xml -o /event/*. Check if the BRM is up and running.
```

Recommended Action

Make custom fields available to applications. Refer to the discussion about making custom fields available to your applications for Java application in *BRM Developer's Guide*.

> **Note**
>
> After creating the JAR file, restart the Connection Manager (CM) before running the migration utility.

Fixing Errors Found in the Migration Phase

During the data migration phase, the PDC data is validated against pricing features supported in ECE. The compatibility reports contain lists of errors that need to be fixed prior to completing the migration. The following sections describe how to provide user input and how to fix the most common critical errors in the compatibility reports.

Skipping Errors and Continue Pricing Objects Migration

When you encounter any critical errors while migrating pricing objects from BRM to PDC, run the **MigrateBRMPricing** utility with -skip parameter to skip critical errors and continue the migration process

Typically, the migration process stops if critical errors are encountered. For pricing objects, you can run the **MigrateBRMPricing** utility with the **-skip** parameter to skip the critical errors encountered and continue the migration process. You can use the **-skip** parameter with **-pricing**, **-product, -discount,** and **-sponsorship** parameters. For example:

```
MigrateBRMPricing -product -skip
```


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When you run the **MigrateBRMPricing** utility with **-skip** parameter, you are warned to ensure that you would want to skip objects and continue migration with errors. If you enter **Y** (yes), you are prompted to enter the encrypted password for the migration cross-reference database and the migration process is started after you provide the password. If you enter **N** (no), the migration process stops.

Running the **MigrateBRMPricing** utility with the **-skip** parameter:

1. Skips the following objects if there are critical errors encountered for these objects during the migration analysis phase: price selectors, Access Point Name (APN) selectors, price models, time models, usage scenario (USC) selectors, discount selectors, discount filters, and discount triggers.
2. Creates dummy objects for the following pricing objects while migrating the data: charges, discounts, discount selectors, charge selectors, and chargeshares.

You can find the dummy objects in the XML files in the *BRM_Integration_Pack_Home***/apps/migration/xml/pdc** directory. After you complete the migration, you can search for the dummy objects in the PDC UI and fix the values.

> **Note**
>
> Dummy objects for charges and discounts are created with the pricing as 0 (zero) and the description as MIGRATION_DUMMY_OBJ.

For more information, see "MigrateBRMPricing".

Fixing Compatibility "User Input Required" Errors

The migration utility may require you to provide additional information prior to migrating configurations to the PDC database. The analysis reports list these objects marked as *User Input Required* with a description of the information that is required. You provide the input in an XML file.

To provide the input:

1. Make a copy of the predefined XML templates in the *BRM_Integration_Pack_Home***/apps/xml** directory in the *BRM_Integration_Pack_Home***/apps/xml/userinput** directory, where *BRM_Integration_Pack_Home* is the directory in which the PDC software is installed.
2. Update the XML file content with the required information.
3. Ensure that the XML input file conforms to the XML schema definition in the *BRM_Integration_Pack_Home***/apps/xsd** directory.

See the following topics for more information:

- Identifying Taxcode for the General Ledger ID Used in Offline Charging
- Mapping Batch Rating Engine Fields Used in Selectors to Corresponding ECE Fields
- Mapping Custom Rules To Usage Types in Selectors
- Identifying ECE Fields for RUM Fields in BRM

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Identifying Taxcode for the General Ledger ID Used in Offline Charging

In PDC, general ledger IDs are mandatory in charge offers and charge selectors with the **Offline Usage** pricing profile. Each general ledger ID must be mapped to a tax code. ECE uses this mapping for offline charging. If you are migrating a charge offer or charge selector with the **Offline Usage** pricing profile, provide the XML file with the general ledger ID and tax code mapping as user input for migration.

Sample General Ledger ID and Taxcode Mapping XML File

If the general ledger IDs are 1031 and 1045 and the tax codes are NORM and TAX, the following is the XML that you would provide to map 1031 to NORM and 1045 to TAX:

```
<?xml version="1.0" encoding="UTF-8" ?>
<glidtaxcodemap>
  <glid value=1031>
    <taxcode>NORM</taxcode>
  </glid>
  <glid value=1045>
    <taxcode>TAX</taxcode>
  </glid>
</glidtaxcodemap>
```

Mapping Batch Rating Engine Fields Used in Selectors to Corresponding ECE Fields

If you are migrating the batch rating engine pricing data to the PDC system that supports ECE, do the following:

1. Verify the source fields in the *BRM_Integration_Pack_Home***/apps/xml/userinput/***selectors field mapping XML* file (for example, **SelectorsFieldMappingUI.xml**).
2. Add or modify entries to map the fields from the batch rating engine container to the corresponding ECE fields.

Sample Selectors Field Mapping XML File

The following is an example of the XML file that you would provide to map batch rating engine fields to corresponding ECE fields:

```
<?xml version="1.0" encoding="UTF-8" ?>
<FieldNameMappings>
   <FieldNameMap>
      <SourceField>AnyEvent.ACCESS_POINT_NAME</SourceField>
      <TargetField>AnyEvent.ACCESS_POINT_NAME</TargetField>
      <FieldType>EventAttributeSpec</FieldType>
    </FieldNameMap>
   <FieldNameMap>
      <SourceField>EventDelayedSessionTelcoGsm.A_NUMBER</SourceField>
      <TargetField>EventDelayedSessionTelcoGsm.USER_IDENTITY</TargetField>
      <FieldType>EventAttributeSpec</FieldType>
   </FieldNameMap>
   <FieldNameMap>
      <SourceField>AnyEvent.SERVICE_CLASS</SourceField>
      <TargetField>AnyEvent.SERVICE_CLASS</TargetField>
      <FieldType>EventAttributeSpec</FieldType>
   </FieldNameMap>
   <FieldNameMap>
      <SourceField>AnyEvent.USAGE_CLASS</SourceField>
      <TargetField>AnyEvent.USAGE_CLASS</TargetField>
```


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```
      <FieldType>EventAttributeSpec</FieldType>
   </FieldNameMap>
   <FieldNameMap>
      <SourceField>AnyEvent.RETAIL_ZONE</SourceField>
      <TargetField>AnyEvent.RETAIL_ZONE</TargetField>
       <FieldType>EventAttributeSpec</FieldType>
   </FieldNameMap>
   <FieldNameMap>
      <SourceField>AnyEvent.SERVICE_CODE</SourceField>
      <TargetField>AnyEvent.SERVICE_CODE</TargetField>
      <FieldType>EventAttributeSpec</FieldType>
   </FieldNameMap>
   <FieldNameMap>
      <SourceField>EventDelayedSessionTelcoGsm.B_NUMBER</SourceField>
      <TargetField>EventDelayedSessionTelcoGsm.CALLED_ID</TargetField>
      <FieldType>EventAttributeSpec</FieldType>
</FieldNameMappings>
```

Mapping Custom Rules To Usage Types in Selectors

You need to map a custom rule to each usage type used in selectors.

To map the custom rule, specify the custom rule as the target field in the selectors field mapping XML file. You can map the ready-to-use custom rules in the *PDC_home***/apps/Samples/Examples/OOB_CRs.xml** file (where *PDC_home* is the directory in which the PDC software is installed) to the ready-to-use extended rating attributes (ERAs). If the custom rule uses a profile attribute specification, provide the profile attribute specification in the profile attribute specifications XML file (for example, **ProfileAttrSpec.xml**) as user input.

Sample Selectors Field Mapping XML File

The following is an example of the XML file that you would provide to map the **Usage Type** fields with the **Custom Rule** fields:

```
<?xml version="1.0" encoding="UTF-8" ?>
<FieldNameMappings>
   <FieldNameMap>
      <SourceField>AnyEvent.USAGE_TYPE</SourceField>
      <TargetField>Closed User Group Rule</TargetField>
      <FieldType>UsageTypeField.CUG</FieldType>
   </FieldNameMap>
   <FieldNameMap>
      <SourceField>AnyEvent.USAGE_TYPE</SourceField>
      <TargetField>Family Rule</TargetField>
      <FieldType>UsageTypeField.FF</FieldType>
   </FieldNameMap>
</FieldNameMappings>
```

Identifying ECE Fields for RUM Fields in BRM

If you are migrating the batch rating engine pricing data to the PDC system that supports ECE, do the following:

1. Verify the **fieldname** values in the *BRM_Integration_Pack_Home***/apps/xml/userinput/***service-event mapping XML* file (for example, **BccServiceEventMapUserInput.xml**).
2. Specify the corresponding ECE field name for the RUM fields from the batch rating engine container.

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Sample Service-Event Mapping XML File

The following is an example of the service-event mapping XML file that you would provide to use for the **TelcoGsmTelephony** service and **EventDelayedSessionTelcoGsm** event combination in ECE:

```
<?xml version="1.0" encoding="UTF-8" ?>
<attributeSpecMaps>
  <name>TelcoGsmData_ASM</name>
  <internalId>b8358331-f2ba-45c0-9d52-2efff62ca056</internalId>
  <priceListName>Default</priceListName>
  <eventRUMSpec>
    <name>EventDelayedSessionTelcoGsm_ERS</name>
    <priceListName>Default</priceListName>
    <eventSpecName>EventDelayedSessionTelcoGsm</eventSpecName>
    <rumSpec>
      <rumExpression>
         <eventFieldExpression>
             <fieldName>EventDelayedSessionTelcoGsm.DURATION</fieldName>
         </eventFieldExpression>
      </rumExpression>
      <rumName>Duration_batch</rumName>
    </rumSpec>
    <rumSpec>
      <rumExpression>
        <eventFieldExpression>
          <fieldName>EventDelayedSessionTelcoGsm.WHOLESALE_AMOUNT</fieldName>
        </eventFieldExpression>
      </rumExpression>
      <rumName>Passthrough</rumName>
    </rumSpec>
  </eventRUMSpec>
  <productSpecName>TelcoGsmData</productSpecName>
</attributeSpecMaps>
```

Compatibility Errors Requiring Pricing Data Changes

The following are some common PDC configurations that require manual changes prior to migrating the data to the PDC system that supports ECE. These configurations are listed in the migration compatibility reports and the report also specifies exactly where the issues reside in your data. They are listed here for your reference and to provide more details on how to resolve them.

The following changes are required prior to migration:

- Events Split across Time Periods
- Quantity Ranges With Negative Values

Events Split across Time Periods

ECE supports only the **Continuous** splitting option for rating events that crosses multiple time periods. If you migrate a rate plan or charge with any other splitting option, the migration utility reports an error.

Recommended Action

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When you migrate a PDC charge, ensure that the **Quantity used to select steps** field in the Advance section is set to **Dependent On** in the PDC UI or the Applicable Quantity Treatment element is set to **Continuous** in the XML file generated by the migration utility.

Quantity Ranges With Negative Values

ECE does not support quantity ranges with negative values. The migration utility reports an error if such values are migrated.

Recommended Action

When you migrate a PDC charge, or a discount, ensure that quantity ranges contain positive numbers.

Changes Required After Migration

The following changes are required after migration:

- Rate Plan Selector with Multiple RUMs
- Rate Plan Selector with Zone Models
- Noncurrency Resources Used as Counters
- BRM Rate Plans with Multiple Currencies

Rate Plan Selector with Multiple RUMs

In PDC, pricing using multiple RUMs is implemented with a single charge that contains separate charge trees for each RUM. In BRM, pricing using multiple RUMs is implemented with separate rate plans or rate plan selectors for each RUM.

For BRM rate plan selectors with multiple RUMs, the migration utility does not do a complete migration of the rate plan selectors. The rate plan selector is migrated to one charge selector with one rule mapped to a single charge and the charge will contain multiple charge trees, one for each RUM.

Recommended Action

After migration, re-configure the charge selector in PDC by defining rules where each rule results in a charge that contains a charge tree for each RUM.

Rate Plan Selector with Zone Models

In BRM, you can create rate plan selectors with zone models. But, ECE supports rate plan selectors only with value maps. Therefore, the migration utility does not migrate the zone model values in the rate plan selectors.

Recommended Action

After migration, add the zone model values for each charge and re-configure the charge selector in PDC by updating the rules.

Noncurrency Resources Used as Counters

When configuring a credit balance impact in PDC, only positive values are accepted in the PDC UI and the value is stored as a negative value, which is the convention for credits.

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Therefore, the value in the PDC UI has a different sign from the corresponding value in the database.

In Pricing Center, when a noncurrency balance element is impacted with a positive value, as in a counter, it is migrated as follows:

- If the **Grantable** flag is not checked in the balance impact, it is migrated to a debit in PDC.
- If the **Grantable** flag is checked, it is migrated to a credit with a positive value in PDC. Because PDC reverses the sign of a credit amount, the migrated credit is initially displayed as a negative value, but when **Save** is clicked, the negative sign is removed, because negative values are not accepted in the UI. Consequently, the value in the database becomes a negative value. This changes the initial configuration and would likely result in pricing errors.

Recommended Action After migration, change the balance element to a counter. If the balance element is tagged as a counter, the database value is not changed and PDC displays this balance impact as an increase of the counter using the actual amount stored in the database.

Example

Given the following balance impact in Pricing Center:

```
Impact: "Dollars Spent"
Impact: "Dollars Spent"
Id: 1500001
Amount: 0.40 per minute
Grantable: Yes
```

After migration, the balance impact in PDC is:

```
Credit: "Dollars Spent"
Id: 1500001
Amount: 0.40 per minute
```

Without changing the balance element to a counter, if this balance impact is displayed in PDC and saved, it is stored as:

```
Credit: "Dollars Spent"
Amount: -0.40 per minute
Id: 1500001
```

After changing the balance element to be a counter, if this balance impact is displayed in PDC, it is displayed and saved as:

```
Increase: "Dollars Spent"
Id: 1500001
Amount: 0.40 per minute
```

Solution:

Update the BalanceElement table using the following SQL statement.

```
UPDATE BalanceElement
SET Counter=1
WHERE NumericCode=1500001;
```


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BRM Rate Plans with Multiple Currencies

In BRM, a product can have multiple real-time rate plans, one rate plan per currency or one pipeline rate plan with multiple currencies. These product configurations are migrated in different ways.

BRM Real-Time Rate Plans

If you migrate a BRM product with multiple real-time rate plans per currency, it is migrated as one charge offer with one charge that has multiple branches, one for each currency charge. This is not displayed in the PDC application.

Recommended Action

After migration, if you want to change a price in the migrated charge offer, you can edit the XML for the charge offer, change prices for the appropriate currencies, and then import the charge offer without viewing it in a changeset in the PDC application. The changeset is stored in PDC and published to BRM.

BRM Pipeline Rate Plans

If you migrate a BRM product with a pipeline rate plan with multiple currencies, it is migrated as one charge offer with one charge that has multiple currencies. The currencies that are not specified for the rate plan are displayed as read-only in the PDC application.

Recommended Action

After migration, if you want, you can edit the charge and remove the currencies which are read-only and create duplicate charge offers with one charge per currency. For more information about configuring pricing for a charge, see the discussion about specifying charge details and configuring pricing in charges in *PDC Creating Product Offerings*.

Handling Migration Process Errors

Errors during the data migration can occur for various reasons, such as:

- Database connection problems
- Permission to write files
- The XML data does not comply with the XSD

If you encounter these types of errors, look in the migration utility's log file, which is located in the log file directory specified in the *BRM_Integration_Pack_Home***/apps/migration/MigrateConfiguration.xml** configuration file, for the specific details.

Resolving Java Heap Space Error

The migration utility is a Java process that runs on the Java Virtual Machine (JVM). While running the utility, you may receive "java.lang.OutOfMemoryError: Java heap space" error message on the WebLogic Managed Server. This occurs when the JVM runs out of heap space that it uses to run the utility.

The Java heap space size for the migration utility is set to 512 megabytes initial heap space and 4096 megabytes maximum heap space. In most cases, these default settings are sufficient. However, if you receive the Java heap space error, you may want to adjust the heap space sizes by adjusting the JVM parameters **-Xms<size>** and **Xms<size>**, where **-**

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Xms<size> specifies the initial heap space and **-Xmx<size>** specifies the maximum heap space.

To set the Java heap space size:

1. Open the *BRM_Integration_Pack_Home***/apps/migration/MigrateBRMPricing** shell script in a text editor.
2. Search for the following line:

```
${JAVA_HOME}/bin/java -Xms512m -Xmx4096m -XX:CompileThreshold=8000 -XX:PermSize=128m
-XX:MaxPermSize=1024m  -cp ${clp} ${jvmopts}
oracle.communications.brm.pdc.migration.Migrator $*
```

3. Change **512m** and **4096m** to appropriate heap sizes.

   For example:

```
${JAVA_HOME}/bin/java -Xms768m -Xmx4352m -XX:CompileThreshold=8000 -XX:PermSize=128m
-XX:MaxPermSize=1024m -cp ${clp} ${jvmopts}
oracle.communications.brm.pdc.migration.Migrator $*
```

4. Update the Java heap space settings on the WebLogic Server. See the Oracle WebLogic Server documentation for more information.

For more information about Java heap space sizing guidelines, refer to the JVM documentation.

Restarting the Systems

After the migration is complete, restart all the PDC and ECE system components.

Restarting the systems clears the data that is cached in the system memory during the migration.

Testing the Migrated Data

After migration is complete, test the migrated data before moving the data to the production systems.

For example:

- Using the PDC application, verify that you are able to create and modify pricing and configuration objects without any errors.
- Generate some usage events in ECE, then perform rating and billing of the events using the pricing data from before the migration and after.
- Compare the rating and billing results and verify that the results are the same.

Importing the Migrated Data to the Production Systems

After you have successfully completed the migration of the configuration and pricing objects on the development system, you can import the changes to your production system.

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> **Note**
>
> To import changes from the development system to the production system, it is required that the BRM or PDC database on the production system must have exactly the same pricing data configurations as in the BRM or PDC database on the development system prior to the original migration.

To import the data to the production system:

1. Ensure that the PDC production system is a new installation of PDC. The PDC database cannot have *any* existing data.
2. Ensure that the PDC production database contains exactly the same configuration and pricing objects as in the PDC database on the development system *prior* to the original migration.
3. Propagate any updates that you made to the PDC data in the development system *during* the original migration to the PDC production system.
4. Copy the **client.jks** from the target PDC production system into the source PDC system.
5. Update the *BRM_Integration_Pack_Home***/apps/bin/MigrateBRMPricing** file with the keystore information for the target PDC production system where you want to import the changes:
   a. On the PDC development system, copy the *BRM_Integration_Pack_Home***/apps/bin/MigrateBRMPricing** file and rename it *Hostname*_**MigrateBRMPricing**, where *Hostname* identifies the target PDC system.
   b. Edit the *Hostname*_**MigrateBRMPricing** file to reference the target production systems:
      i. Search for the **jvmopts** entry.
      ii. Set the **-Djavax.net.ssl.trustStore** entry to the location of the **client.jks** file copied from Target server.
      iii. Save and close the file.
6. Copy the BRM Integration Pack wallet from the target PDC production system into the source PDC system.
7. Update the migration utility's configuration file with the BRM Integration Pack wallet and connection information for the source and target PDC production systems where you want to import the changes:
   a. On the PDC development system,copy the *BRM_Integration_Pack_Home***/apps/migration/MigrationConfiguration.xml** file and rename it *Hostname*_**MigrationConfiguration.xml**, where *Hostname* identifies the target PDC system.
   b. Edit *Hostname*_**MigrateConfiguration.xml** to reference the target production systems. See "Configuring the Migration Utility for PDC with ECE" for more information:
      i. Search for **walletConfiguration**.
      ii. Set the **pdcWalletLocation** entry to the location of the BRM Integration Pack wallet copied from the target PDC production system.
      iii. Search for **pricingServer**.

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iv. Edit the **connectionInfo** entry within the **pricingServer** element to reference the PDC production system.

v. Search for the **xrefDatabase** element.

```
<xrefDatabase>
  <connectionInfo>
    <login>CrossRefUserName</login>
    <hostName>CrossRefHostName</hostName>
    <port>CrossRefPort</port>
    <serviceName>CrossRefServiceName</serviceName>
  </connectionInfo>
</xrefDatabase>
```

vi. Edit the **connectionInfo** within the **xrefDatabase** element to reference the PDC transformation database.

vii. Save and close the file.

8. Run the following command, which starts the import of the changes to the target PDC production system:

```
MigrateBRMPricing -retarget -properties Hostname_MigrateConfiguration.xml
```

If the retarget migration process stops, run the following command, which restarts the process:

```
MigrateBRMPricing -retarget -restart -properties Hostname_MigrateConfiguration.xml
```

When the retarget migration process is complete, a status report is generated in the report directory location specified in the *BRM_Integration_Pack_Home***/apps/migration/MigrateConfiguration.xml** configuration file. The status report file name includes the target PDC system host name and port number. For example, **StatusReport_Retarget**_*hostname_portnumber*.**html**.

9. Remove the XML files generated during migration (Optionally, you can store them in a secure location if you need them for future use).

a. On the development system, open the *BRM_Integration_Pack_Home***/apps/migration/MigrateConfiguration.xml** file.

b. Search for the **brmExtractedXML** element:

```
<brmExtractedXML>BRMExtractedXML</brmExtractedXML>
```

c. Remove the XML files in the directory location specified by *BRMExtractedXML*.

d. Search for the **brmXML** element:

```
<brmXML>BRMDataFile</brmXML>
```

e. Remove the XML files in the directory location specified by *BRMDataFile*.

f. Search for the **pdcXML** element:

```
<pdcXML>PDCDataFile</pdcXML>
```

g. Remove the XML files in the directory location specified by *PDCDataFile*.

About Working with the PDC Pricing Data After Migration

After the BRM pricing data has been successfully migrated to PDC, you use the PDC application to modify the pricing data or create new pricing configurations. PDC transforms the data into the BRM pricing data model and then loads the data into the BRM database.

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Modifications to the configuration objects which are managed in BRM must be done in BRM and then synchronized with PDC by using **SyncPDC** utility.

> **Note**
>
> Ensure that **/event/realtimeDiscount** does not exist in BRM during migration.

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Migrating Pricing Data to PDC With RRE and BRE

Learn how to set up your environment and run the migration utility to migrate the Oracle Communications Billing and Revenue Management (BRM) pricing data to a Oracle Communications Pricing Design Center (PDC) system that supports the real-time rating engine (RRE) and the batch rating engine (BRE).

> **Note**
>
> Migrating BRM pricing data to a PDC system with RRE or BRE is supported in on-premises systems only. It is not supported in BRM cloud native systems.

Topics in this document:

- About Migrating BRM Pricing Data to PDC With RRE and BRE
- Performing Migration of BRM Pricing Data to PDC With RRE and BRE
- Creating a BackUp of Your BRM Database
- Setting Up the BRM Development System
- Migrating the BRM Pricing Data to PDC With RRE and BRE
- Fixing Errors Found in the Analysis Phase
- Changes Required After Migration
- Handling Migration Process Errors
- Restarting the Systems
- Testing the Migrated Data
- Importing the Migrated Data to the Production Systems
- About Working with the Pricing Data after Migration

Pricing data migration should be performed by experienced pricing administrators. You should have a basic understanding of how to create product offerings and configure setup components in PDC. See *PDC Creating Product Offerings* for more information.

To use the migration utility, you must also understand the following:

- Database administration tasks
- Extensible Markup Language (XML) programming
- XML schema definition (XSD)

To minimize impact and risks to your production systems, Oracle recommends to perform the initial migration on a development test system and then import the migrated data to your production systems.

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About Migrating BRM Pricing Data to PDC With RRE and BRE

If you are using Pricing Center to create and manage your price lists and using the real-time rating engine and the batch rating engine for usage rating, the pricing data is stored in the BRM database. If you want to use the PDC application to create and manage the price lists, you must first install PDC with RRE and BRE and migrate the pricing data from the BRM database into the PDC database. After you migrate the data, the pricing data is stored in the PDC database and used by the real-time and batch rating engines for usage rating.

You use the command-line utility, **MigrateBRMPricing**, to migrate the BRM pricing data into the PDC database.

> **Note**
>
> The migration of branded data is not supported.

The migration utility migrates both real-time and batch pricing data. The BRM pricing data consists of configuration objects and pricing objects. Because the pricing objects reference configuration objects, you must migrate the configuration objects prior to migrating the pricing objects. To do this, you run the migration twice: first to migrate the configuration objects and then to migrate the pricing objects.

The configuration objects include data such as event objects, service objects, impact categories, and zone models.

The pricing objects consist of the following:

- Products and all objects referenced by a product, including rateplans, price model selectors, Access Point Name (APN) selectors, price models, time models, usage scenario (USC) groups.
- Discounts and all objects referenced by discounts, including discount models, discount model selectors, discount rules, triggers, and filters.
- Chargeshares and all objects referenced by a chargeshare.
- Subscriptions objects, including deals, plans, and plan lists.

If the pricing analysis reports contain a large number of messages, you can consider migrating pricing objects by category. If you decide to migrate the pricing objects by category, you must migrate them in the following order:

1. Products and all objects referenced in the products
2. Discounts and all the objects referenced in the discounts
3. Chargeshares
4. Subscription objects

If you migrate pricing objects by category, each migration process must be completed first before starting the next. For example, the products migration process must be completed, that means all products and related objects are analyzed, transformed, and available in the PDC database, before you start the discounts migration process and so on.

See "MigrateBRMPricing" for the utility's syntax and parameters.

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> **Note**
>
> The BRM term for an object sometimes differs from the PDC term for the same object. See the mapping BRM to PDC terminology table in *PDC Creating Product Offerings* for more information.

Migration of the BRM pricing data is performed in two phases:

1. **Data analysis**: In this phase, the migration utility extracts and analyzes the BRM pricing data. The analysis shows errors that need to be fixed before the data can be migrated.
2. **Data migration**: In this phase, the migration utility adjusts, transforms and migrates the BRM pricing data to the PDC database.

You must perform the migration process twice. First you analyze and migrate configuration objects, such as event objects, service objects, impact categories, and zone models. Then, you analyze and migrate pricing objects, such as products and discounts.

About the Data Analysis Phase for Migrating BRM Pricing Data to PDC With RRE and BRE

The data analysis phase is the first phase of the migration of the BRM pricing data.

The following procedure describes how the BRM pricing data is processed in this phase:

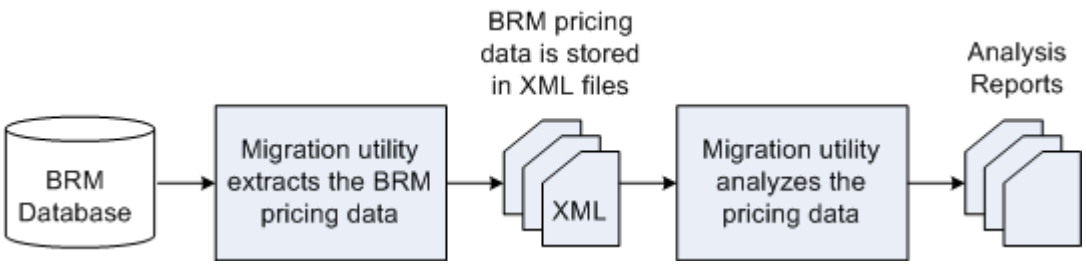
1. The migration utility extracts the BRM pricing data from the BRM database and saves the data in XML files.
2. The migration utility analyzes the data to determine if the configurations are supported in PDC and whether any configurations need to be adjusted prior to the migration.
3. The migration utility generates analysis reports that provide a list of the data configurations that need to be adjusted by the utility during the migration process and any configurations that you would need to adjust manually.

   You need to review the analysis reports and resolve any pricing data configuration errors in the BRM database. If you make updates to the pricing data in the BRM database, you must restart the migration process to extract the latest objects from the BRM database and perform the data analysis again.

   When you restart the migration process, the analysis reports are also re-generated for the latest data.

Figure 92-1 shows the data analysis phase:

Figure 92-1 Data Analysis Phase for Migrating BRM Pricing Data to PDC With RRE and BRE



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The migration utility can adjust most BRM pricing configurations. Adjustments to the BRM pricing data configurations may result in existing BRM objects being updated or new BRM objects being created. In some cases, the migration utility may require additional information from you before it can adjust the data. But, there are some configurations that it cannot adjust and for those cases, you may need to change the configurations manually before continuing with the migration.

The data analysis phase is complete when there are no data configuration errors in the analysis reports.

About the Data Migration Phase for Migrating BRM Pricing Data to PDC With RRE and BRE

The data migration phase is the second phase of the migration process. You must *resume* the migration process after the analysis phase is complete to start the data migration.

The following procedure describes how the data is processed in the data migration phase:

1. The migration utility adjusts the BRM pricing data in the XML files, if necessary, to enable transformation to the PDC data model.
2. The migration utility transforms the BRM pricing data to PDC components and saves them in XML files.
3. The migration utility loads the PDC components into the PDC database.
4. The migration utility loads any new and updated BRM objects (resulting from the data adjustments) into the BRM database.
5. The migration utility generates the migration report with information about the BRM objects that were successfully migrated to the PDC database.
6. The migration utility generates the process report with information about the BRM objects that were created or updated in the BRM database.

For more information about the migration utility reports, see "About Migration Reports".

Figure 92-2 shows the data migration phase:

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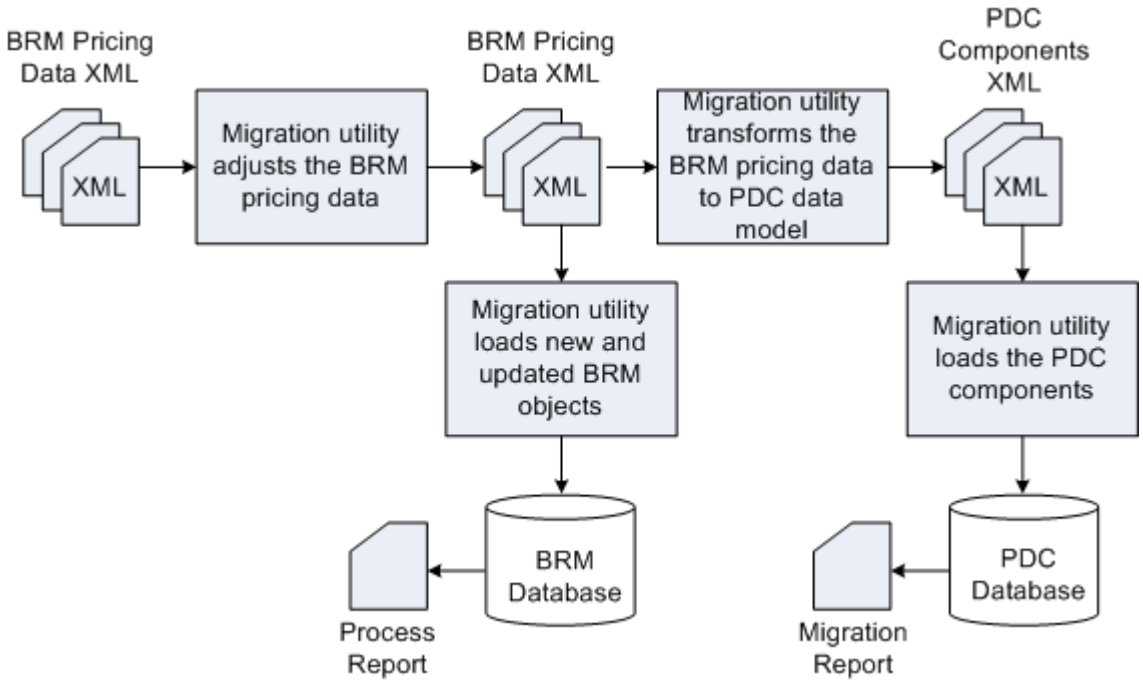
Figure 92-2 Data Migration Phase for Migrating BRM Pricing Data to PDC With RRE and BRE



For more information on setting up and migrating the BRM pricing data to PDC with the real-time rating engine and the batch rating engine, see "Performing Migration of BRM Pricing Data to PDC With RRE and BRE".

Performing Migration of BRM Pricing Data to PDC With RRE and BRE

The following steps guide you to set up and run migration on the development system and then import the changes to the production databases:

1. Create a backup of the BRM production database.

   See "Creating a BackUp of Your BRM Database".
2. Setup the development system to run the initial migration of the pricing data.

   See "Setting Up the BRM Development System" for more information.
3. Migrate the BRM configuration and pricing objects.

   See "Migrating the BRM Pricing Data to PDC With RRE and BRE".
4. Restart the BRM and PDC systems.

   See "Restarting the Systems".
5. Test the migrated data.

   See "Testing the Migrated Data".
6. Import the migrated data to the production systems.

   See "Importing the Migrated Data to the Production Systems".

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Creating a BackUp of Your BRM Database

Oracle recommends that you perform a full backup of your BRM production database prior to running the migration.

Performing a full backup allows you to restore your production database to its original state in the event of any data corruption or data loss. Back up both the database definition and all the database contents.

Use the backup to restore the database on a test system to ensure the backup is valid.

See your database software documentation for more information on performing full database backups.

Setting Up the BRM Development System

Setting up the BRM development system includes setting up a BRM system with BRM pricing data and installing a PDC system.

Perform the following tasks to setup your development system:

1. Review the system requirements for installing the PDC and BRM systems.

   See the discussion about Pricing Design Center system requirements in *PDC Installation Guide*.

2. Perform the following pre-installation tasks for PDC:

   - Installing and configuring the Oracle Database
   - Installing and configuring Oracle WebLogic Server
   - Installing and configuring BRM

   See the discussion about Pricing Design Center pre-Installation tasks in *PDC Installation Guide*.

3. Install the complete PDC software.

   > **Note**
   >
   > Before you install PDC, ensure that the PDC database does not have any existing pricing data.
   >
   > When you install BRM Integration Pack, ensure that you select one of the following migration options:
   >
   > - **Migrate RRE and BRE pricing data to PDC**

   See the discussion about installing Pricing Design Center complete software in *PDC Installation Guide* for more information.

4. Copy the BRM pricing data from the production database to the development system.

   You can copy the BRM pricing data in one of two ways:

   - Use the BRM load utilities, **loadpricelist** and **LoadIfwConfig**, to export the pricing data from your BRM production database and load it into the BRM development database.

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See the discussion about pricing utilities in *PDC Creating Product Offerings* for information about running these utilities.

> **Note**
>
> Keep a record of the following information as you create the BRM database. This information is used later to configure the **MigrateBRMPricing** utility.
>
> – User login and password for the BRM database
> – Name of the machine on which BRM database is created
> – IP address of the machine on which BRM database is created
> – Port number assigned to the BRM database
> – Service Name or SID for the BRM database

- Restore the database from the BRM database backup.

  See your database software documentation for more information about database restore.

5. Ensure *BRM_Integration_Pack_Home***/apps/bin** is in your PATH environment variable, where *BRM_Integration_Pack_Home* is the directory in which you installed BRM Integration Pack.
6. (Optional) Configure the **MigrateBRMPricing** utility. See "Configuring the Migration Utility for PDC with RRE and BRE" for more information.
7. Ensure all users of the migration utility are added to the **Migration Admin** group.

   The users of the migration utility must belong to the **Migration Admin** group, which is created during the PDC installation. You can add additional users to this group by using the WebLogic Administration Console.
8. Ensure that the BRM **loadpricelist** and **LoadIfwConfig** utilities are configured correctly and can connect to the BRM database.

   The migration utility uses the BRM load utilities to extract the pricing data from the BRM database to XML files.

   See the discussion about pricing utilities in *PDC Creating Product Offerings* for more information.
9. (Optional) If your BRM data consists of pipeline services that are mapped to multiple events in the Pipeline Manager IFW_REF_MAP database table, then you must add **REF_PARAM** combination key to the **IFW_REF_MAP** entry in *IFW_Home***/tools/XmlLoader/LoadIfwConfig.xsd** file.

   ```
   <xs:element name="IFW_REF_MAP" type="TableType_IFW_REF_MAP" minOccurs="0"
   maxOccurs="unbounded">
      <xs:key name="IFW_REF_MAP_PrimaryKey_1">
         <xs:selector xpath="IFW_REF_MAP"/>
         <xs:field xpath="@ID"/>
         <xs:field xpath="@REF_OBJ"/>
         <xs:field xpath="@REF_PARAM"/>
      </xs:key>
   </xs:element>
   ```
10. Obtain the Java Keystore password.

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Configuring the Migration Utility for PDC with RRE and BRE

The migration configuration file contains the information that you provided during PDC installation. You can edit this file if you want to change the information that you provided.

To configure the migration utility:

1. Make a copy of the *BRM_Integration_Pack_Home***/apps/migration/MigrateConfiguration.xml** file, where *BRM_Integration_Pack_Home* is the directory in which you installed BRM Integration Pack.
2. Open the copy in a text editor.
3. Edit the file based on your requirements.

   Table 92-1 lists the elements in **MigrateConfiguration.xml** and the syntax and description for each element.

Table 92-1 Elements in the MigrateConfiguration.xml File

Element	Syntax	Description

walletConfiguration	`<walletConfiguration>`
	`  <pdcWalletLocation>`*`BRMIntegratioPackWallet`*`</pdcWalletLocation>`
	`</walletConfiguration>`
		Specifies the Oracle wallet that stores the sensitive information, such as database passwords, where *BRMIntegratioPackWallet* is the complete path to the BRM Integration Pack wallet.

xrefDatabase	`<xrefDatabase>`
	`  <connectionInfo>`
	`  <login>`*`CrossRefUserName`*`</login>`
	`  <hostName>`*`CrossRefHostName`*`</hostName>`
	`  <port>`*`CrossRefPort`*`</port>`
	`  <serviceName>`*`CrossRefServiceName`*`</serviceName>`
	`  </connectionInfo>`
	`</xrefDatabase>`
		Contains the details about the transformation cross-reference database, where:
		• *CrossRefUserName* specifies the cross-reference database user name
		• *CrossRefHostName* specifies the IP address or the host name of the machine on which the cross-reference database is configured
		• *CrossRefPort* specifies the port number assigned to the cross-reference database
		• *CrossRefServiceName* specifies the name of the cross-reference database service

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Table 92-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description

migrationDatabase	`<migrationDatabase>`
	`  <connectionInfo>`
	`  <login>`*`MigrationUserName`*`</login>`
	`  <hostName>`*`MigrationHostName`*`</hostName>`
	`  <port>`*`MigrationPort`*`</port>`
	`  <serviceName>`*`MigrationServiceName`*`</serviceName>`
	`  </connectionInfo>`
	`</MigrationDatabase>`
		Contains the details about the migration cross-reference database, where:
		• *MigrationUserName* specifies the cross-reference database user name
		• *MigrationHostName* specifies the IP address or the host name of the machine on which the cross-reference database is configured
		• *MigrationPort* specifies the port number assigned to the cross-reference database
		• *MigrationServiceName* specifies the name of the cross-reference database service
		By default, the connection information in the **<migrateDatabase>** elements is same as the connection information in the **<xrefDatabase>** elements. However, during BRM Integration Pack installation, the Installer allows you to specify a migration cross-reference database that is different from the transformation cross-reference database. In that case, the connection information in the **<migrateDatabase>** elements and the **<xrefDatabase>** elements may differ.

migrationSource	`<migrationSource>`
	`  <deploymentType>`*`MigrationSourcetype`*`</deploymentType>`
	`  <pricingServer>`
	`SourcePDCPricingServer`
	`</pricingServer>`
	`  <brmConfiguration>`
	`SourceBRMConfiguration`
	`  </brmConfiguration>`
	`</migrationSource>`
		Contains the details about the migration source system.
		• **<deploymentType>** element specifies the migration source, where *MigrationSourcetype* is **LEGACY_BRM** to specify that the source is a BRM system that uses real-time and batch rating engines and BRM Pricing Center.
		• **<pricingServer>** element is not applicable for **LEGACY_BRM**.
		• **<brmConfiguration>** element contains the source BRM system configuration details.

pricingServer	`<migrationSource>`
	`  <pricingServer>`
	`  <connectionInfo>`
	`  <hostName>`*`SourcePricingServerHostName`*`</hostName>`
	`  <port>`*`SourcePricingServerPort`*`</port>`
	`  <adminUser>`*`SourceAdminUserName`*`</adminUser>`
	`  <pdcUser>`*`SourcePDCUser`*`</pdcUser>`
	`  <pdcSSL>`*`SourceSSLOption`*`</pdcSSL>`
	`  </connectionInfo>`
	`  </pricingServer>`
	`</migrationSource>`
		Contains the source PDC server information, where:
		• *SourcePricingServerHostName* specifies the IP address or the host name of the machine on which the source PDC server is deployed
		• *SourcePricingServerPort* specifies the port number of the domain on which the source PDC server is deployed
		• *SourceAdminUserName* specifies the user name of the source PDC server administrator
		• *SourcePDCUser* specifies the user name of the source PDC system user
		• *SourceSSLOption* specifies whether the source PDC server supports SSL.
		enabled specifies that PDC supports SSL. If SSL is enabled, **MigrateBRMPricing** uses the **t3s://***Host***:***Port* URL to access PDC
		disabled specifies that PDC does not support SSL. If SSL is disabled, **MigrateBRMPricing** uses the **t3://***Host***:***Port* URL to access PDC

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Table 92-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description
brmConfiguration	<migrationSource> <brmConfiguration> <brand>*BrandOption*</brand> <skipBREMigration>*SkipOption*</skipBREMigration> <fieldSelection>*EventFieldInfo*</fieldSelection> <breConfig> <containerDesc> <param> <paramname>*EDRField*</paramname> <paramvalue>*EDRFieldValue*</paramvalue> </param> </containerDesc> <eventExtension> <param> <paramname>*BREEvent*</paramname> <paramvalue>*ExtensionBlockName*</paramvalue> </param> </eventExtension> <serviceExtension> <param> <paramname>*BREService*</paramname> <paramvalue>*ExtensionBlockName*</paramvalue> </param> </serviceExtension> <defaultValue> <param> <paramname>SERVICE_CLASS</paramname> <paramvalue>*DefaultServiceClass*</paramvalue> </param> </defaultValue> </breConfig> </brmConfiguration> /<migrationSource>	Contain the details about the source BRM system configuration. • **<brand>** element specifies whether the source BRM system supports branding, where *BrandOption* is: **enabled** to specify that the source BRM system supports branding **disabled** to specify that the source BRM system does not support branding • **<skipBREMigration>** element specifies whether to skip migration of pipeline configuration data, where *SkipOption* is either **true** or **false**. The default is **false** for PDC with BRE and RRE. • **<fieldSelection>** element contains the information about the target rating engine and the BRM event fields provided as input to the target rating engine for usage rating. • **<breConfig>** element contains the batch rating engine configurations. • **<containerDesc>** element specifies the EDRC fields that are migrated for events. In the following example, all the EDRC_FIELDS mapped to ALL_RATE are migrated for the events. <containerDesc> <param> <paramname>EDRC_DESC</paramname> <paramvalue>ALL_RATE</paramvalue> </param> </containerDesc> • **<eventExtension>** element specifies to migrate the fields of the specified extension block for the batch rating engine event. Example: <eventExtension> <param> <paramname>/event/delayed/session/telco/gsm</paramname> <paramvalue>ASS_GSMW_EXT</paramvalue> </param> </eventExtension> • **<serviceExtension>** element specifies to migrate the fields of the specified extension block for the batch rating engine service. Example: <serviceExtension> <param> <paramname>/service/telco/gprs</paramname> <paramvalue>ASS_GPRS_SERV_EXT</paramvalue>

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Table 92-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description

		`</param>`
		`</serviceExtension>`
		• **<defaultValue>** element specifies the default service class, where *DefaultServiceClass* is the default service class name.

fieldSelection	`<fieldSelection>`
	`<targetEngine>`*`TargetRatingEngine`*`</targetEngine>`
	`<eventFields>`
	`<eventName>`*`EventName`*`</eventName>`
	`<fullyQualifiedName>`*`EventFieldName`*`</fullyQualifiedName>`
	`</eventFields>`
	`</fieldSelection>`
		Contains the information about the target rating engine and the BRM event fields provided as input to the target rating engine for usage rating.
		<targetEngine> element specifies the target rating engine used for usage rating, where: *TargetRatingEngine* is one of the following:
		• **Convergent Charging** specifies that ECE is used for usage rating.
		• **Realtime Charging** specifies that the real-time rating engine is used for usage rating.
		• **Batch Charging** specifies that the batch rating engine is used for usage rating.
		<eventFields> element specifies the fields that are provided as input to *TargetRatingEngine*, where:
		• *EventName* specifies the class name of the BRM event; for example,/event.
		• *EventFieldName* specifies the fully qualified name of the BRM event field that is provided as input to *TargetRatingEngine*; for example, PIN_FLD_NAME.
		Note: Each **<fieldSelection>** element can have multiple **<eventFields>** elements but only one **<targetEngine>** element. To support multiple target rating engines, add the **<fieldSelection>** element for each target rating engine.
		Similarly, each **<eventFields>** element can have multiple **<fullyQualifiedName>** elements but only one **<eventName>** element. To rate multiple events, add the **<eventFields>** element for each event.

migrationTarget	`<migrationTarget>`
	`<deploymentType>`*`MigrationTargettype`*`</deploymentType>`
	`<pricingServer>`
	`TargetPDCPricingServer`
	`</pricingServer>`
	`<brmConfiguration>`
	`TargetBRMConfiguration`
	`</brmConfiguration>`
	`</migrationTarget>`
		Contains the details about the migration target system.
		• **<deploymentType>** element specifies the migration target, where *MigrationTargettype* is **PDC_WITH_ONLINE_BATCH_USAGE** to specify that the target is a BRM system that uses real-time and batch rating engines and PDC.
		• **<pricingServer>** element contains the target PDC server information
		• **<brmConfiguration>** element contains the target BRM system configuration details.

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Table 92-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description

pricingServer	`<migrationTarget>`
	`  <pricingServer>`
	`  <connectionInfo>`
	`  <hostName>`*`TargetPricingServerHostName`*`</hostName>`
	`  <port>`*`TargetPricingServerPort`*`</port>`
	`  <adminUser>`*`TargetAdminUserName`*`</adminUser>`
	`  <pdcUser>`*`TargetPDCUser`*`</pdcUser>`
	`  <pdcSSL>`*`TargetSSLOption`*`</pdcSSL>`
	`  </connectionInfo>`
	`  </pricingServer>`
	`</migrationTarget>`
		Contains the target PDC server information, where:
		• *TargetPricingServerHostName* specifies the IP address or the host name of the machine on which the target PDC server is deployed
		• *TargetPricingServerPort* specifies the port number of the domain on which the target PDC server is deployed
		• *TargetAdminUserName* specifies the user name of the target PDC server administrator
		• *TargetPDCUser* specifies the user name of the target PDC system user
		• *TargetSSLOption* specifies whether the target PDC server supports SSL.
		enabled specifies that PDC supports SSL. If SSL is enabled, **MigrateBRMPricing** uses the **t3s://***Host***:***Port* URL to access PDC
		disabled specifies that PDC does not support SSL. If SSL is disabled, **MigrateBRMPricing** uses the **t3://***Host***:***Port* URL to access PDC

brmConfiguration	`<migrationTarget>`
	`  <brmConfiguration>`
	`  <loadConfigDir>`*`LoadConfigData`*`</loadConfigDir>`
	`  <loadPriceListDir>`*`LoadPriceData`*`</loadPriceListDir>`
	`  <loadIfwConfigDir>`*`LoadPipelineConfigData`*`<loadIfwConfigDir>`
	`  </brmConfiguration`
	`</migrationTarget>`
		Contain the details about the target BRM system configuration, where:
		• *LoadConfigPath* specifies the path to the directory from where the **load_config** utility is run.
		• *LoadPriceListPath* specifies the path to the directory from where the **load_price_list** utility is run.
		• *LoadPipelineConfigPath* specifies the path to the directory from where the **LoadIfwConfig** utility is run.

logFile	`<logFile>`*`MigrationLogFileLocation`*`</logFile>`	Specifies the directory that stores **MigrateBRMPricing** log files, where *MigrationLogFileLocation* is the complete path and the name of the log file.
reportFile	`<reportFile>`*`ReportFileLocation`*`</reportFile>`	Specifies the directory where **MigrateBRMPricing** stores the reports generated during the migration process, where *ReportFileLocation* is the complete path to the directory.
brmExtractedXML	`<brmExtractedXML>`*`BRMExtractedXML`*`</brmExtractedXML>`	Specifies the directory where **MigrateBRMPricing** stores the XML files containing the pricing data extracted from the BRM database, where *BRMExtractedXML* is the complete path to the directory.
pdcExtractedXML	`<pdcExtractedXML>`*`PDCExtractedXML`*`</pdcExtractedXML>`	Specifies the directory where **MigrateBRMPricing** stores the XML files containing the pricing data extracted from the PDC database, where *PDCExtractedXML* is the complete path to the directory.

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Table 92-1 (Cont.) Elements in the MigrateConfiguration.xml File

Element	Syntax	Description
brmXML	`<brmXML>BRMDataFile</brmXML>`	Specifies the directory where **MigrateBRMPricing** creates the XML files containing the BRM data that needs to be updated or created in the BRM database, where *BRMDataFile* is the complete path to the directory.
pdcXML	`<pdcXML>PDCDataFile</pdcXML>`	Specifies the directory where **MigrateBRMPricing** creates the XML files containing the extracted BRM data in PDC format, where *PDCDataFile* is the complete path to the directory.
userInputXML	`<userInputXML>UserInputXML</userInputXML>`	Specifies the directory that contains the XML user input files that you provide for data adjustments, where *UserInputXML* is the complete path to the directory.
xrefSQL	`<xrefSQL>XrefData</xrefSQL>`	Specifies the directory where **MigrateBRMPricing** creates the files containing the migration and transformation cross-reference data in sql format, where *XrefData* is the complete path to the directory.

4. Save and close the file.

Migrating the BRM Pricing Data to PDC With RRE and BRE

When you migrate pricing data from the BRM database to the PDC database, you must migrate the configuration objects and then migrate the pricing objects.

To migrate the pricing data from the BRM database to the PDC database:

1. Migrate the configuration objects. See "Migrating Configuration Objects".
2. Migrate the pricing objects. See "Migrating Pricing Objects".

Migrating Configuration Objects

To migrate the configuration objects:

1. Ensure that the BRM and PDC databases are running.
2. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
3. Run the following command, which starts the data analysis phase:

   ```
   MigrateBRMPricing -config -analyze
   ```

4. Enter the BRM Integration Pack wallet password when prompted.
5. Review the configuration analysis report and fix any data configuration errors that are reported (see "Fixing Errors Found in the Analysis Phase").
6. In step 5, if you made changes to the data in the BRM database, run the following command, which restarts the data analysis phase:

   ```
   MigrateBRMPricing -config -analyze -restart
   ```

7. Repeat steps 5 and 6 until there are no errors in the configuration analysis report.
8. Run the following command, which starts the data migration phase:

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```
MigrateBRMPricing -resume
```

> **Note**
>
> **MigrateBRMPricing** does not proceed with the transformation and migration of the configuration objects to the PDC database if there are any critical or user input errors in the configuration analysis report.

9. Review the migration report and verify that all the configuration objects were migrated to the PDC database successfully.
10. Using the target PDC application, verify that you are able to view, create, and modify configuration objects without any errors.

Migrating Pricing Objects

To migrate pricing objects, do one of the following:

- (Recommended) Migrate all pricing objects in one migration process. See "Migrating All Pricing Objects".
- Migrate pricing objects by category. See "Migrating Pricing Objects by Category".

Migrating All Pricing Objects

To migrate all pricing objects:

1. In the PDC application, ensure that the configuration objects are available.
2. Ensure that the BRM and PDC databases are running.
3. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
4. Run the following command, which starts the data analysis phase for all pricing objects:

   ```
   MigrateBRMPricing -pricing -analyze
   ```

5. Enter the BRM Integration Pack wallet password when prompted.
6. Review the pricing analysis reports (product, discount, sponsorship and subscription analysis reports) and fix any data configuration errors that are reported (see "Fixing Errors Found in the Analysis Phase").
7. Do one of the following:
   - If you fixed any *configuration object* errors reported in the pricing analysis reports, restart the migration by running the configuration migration process and then rerunning the pricing migration process. See "Migrating the BRM Pricing Data to PDC With RRE and BRE".
   - If you fixed pricing objects errors (only pricing objects errors reported in the pricing analysis report), restart the pricing data analysis phase by running the following command:

     ```
     MigrateBRMPricing -pricing -analyze -restart
     ```

8. Repeat steps 6 and 7 until there are no errors in the pricing analysis reports.
9. Run the following command, which starts the data migration phase:

   ```
   MigrateBRMPricing -resume
   ```


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> **Note**
>
> **MigrateBRMPricing** does not proceed with the transformation and migration of the pricing objects to the PDC database if there are any critical or user input errors in the pricing analysis reports.

10. Review the migration report and verify that all pricing objects were migrated to PDC successfully.
11. Make corrections to PDC data, if needed. See "Changes Required After Migration".

Migrating Pricing Objects by Category

When you migrate pricing objects by category, the migration of all the objects in each category must be completed before starting the next.

To migrate pricing objects by category:

1. In the PDC application, ensure that the configuration objects are available.
2. Ensure that the BRM and PDC databases are running.
3. Go to the *BRM_Integration_Pack_Home***/apps/migration** directory.
4. Run the following command, which starts the data analysis phase for products and all objects referenced by a product:

   ```
   MigrateBRMPricing -product -analyze
   ```

5. Enter the BRM Integration Pack wallet password when prompted.
6. Review the product analysis report and fix any data configuration errors that are reported (see "Fixing Errors Found in the Analysis Phase").
7. Do one of the following:
   - If you fixed any *configuration object* errors reported in the product analysis report, restart the migration by running the configuration migration process and then rerunning the pricing migration process. See "Migrating the BRM Pricing Data to PDC With RRE and BRE".
   - If you fixed pricing objects errors (only pricing objects errors reported in the product analysis report), restart the data analysis phase for products by running the following command:

     ```
     MigrateBRMPricing -product -analyze -restart
     ```

8. Repeat steps 6 and 7 until there are no errors in the product analysis report.
9. Run the following command, which starts the data migration phase for products:

   ```
   MigrateBRMPricing -resume
   ```

> **Note**
>
> **MigrateBRMPricing** does not proceed with the transformation and migration of the pricing objects to the PDC database if there are any critical or user input errors in the analysis reports.

10. Review the migration report and verify that the products and objects referenced by a product were migrated to PDC successfully.

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11. Make corrections to PDC data, if needed. See "Changes Required After Migration".
12. Run the following command, which starts the data analysis phase for discounts and all objects referenced by a discount:

    ```
    MigrateBRMPricing -discount -analyze
    ```

13. Enter the BRM Integration Pack wallet password when prompted.
14. Review the discount analysis report and fix any data configuration errors that are reported.
15. Do one of the following:
    - If you fixed any configuration object errors reported in the discount analysis report, restart the migration by running the configuration migration process and then rerunning the pricing migration process. See "Migrating the BRM Pricing Data to PDC With RRE and BRE".
    - If you fixed pricing objects errors (only pricing objects errors reported in the discount analysis report), restart the data analysis phase for discounts by running the following command:

      ```
      MigrateBRMPricing -discount -analyze -restart
      ```

16. Repeat steps 14 and 15 until there are no errors in the discount analysis report.
17. Run the following command, which starts the data migration phase for discounts:

    ```
    MigrateBRMPricing -resume
    ```

18. Review the migration report and verify that the discounts and all objects referenced by a discount were migrated to PDC successfully.
19. Make corrections to PDC data, if needed. See "Changes Required After Migration".
20. Run the following command, which starts the data analysis phase for chargeshares and all objects referenced by a chargeshare:

    ```
    MigrateBRMPricing -sponsorship -analyze
    ```

21. Enter the BRM Integration Pack wallet password when prompted.
22. Review the sponsorship analysis report and fix any data configuration errors that are reported.
23. Do one of the following:
    - If you fixed any configuration object errors reported in the sponsorship analysis report, restart the migration by running the configuration migration process and then rerunning the pricing migration process. See "Migrating the BRM Pricing Data to PDC With RRE and BRE".
    - If you fixed pricing objects errors (only pricing objects errors reported in the sponsorship analysis report), restart the data analysis phase for chargeshares by running the following command:

      ```
      MigrateBRMPricing -sponsorship -analyze -restart
      ```

24. Repeat steps 22 and 23 until there are no errors in the sponsorship analysis report.
25. Run the following command, which starts the data migration phase for chargeshares:

    ```
    MigrateBRMPricing -resume
    ```

26. Review the migration report and verify that the chargeshares and all objects referenced by a chargeshare were migrated to PDC successfully.
27. Make corrections to PDC data, if needed. See "Changes Required After Migration".
28. Run the following command, which starts the data analysis phase for subscription objects:

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```
MigrateBRMPricing -subscription -analyze
```

29. Enter the BRM Integration Pack wallet password when prompted.
30. Review the subscription analysis report and fix any data configuration errors that are reported.
31. Do one of the following:
    - If you fixed any configuration object errors reported in the subscription analysis report, restart the migration by running the configuration migration process and then rerunning the pricing migration process. See "Migrating the BRM Pricing Data to PDC With RRE and BRE".
    - If you fixed pricing objects errors (only pricing objects errors reported in the subscription analysis report), restart the data analysis phase for subscription objects by running the following command:

      ```
      MigrateBRMPricing -subscription -analyze -restart
      ```
32. Repeat steps 30 and 31 until there are no errors in the subscription analysis report.
33. Run the following command, which starts the data migration phase for subscription objects:

    ```
    MigrateBRMPricing -resume
    ```
34. Review the migration report and verify that all subscription objects were migrated to PDC successfully.
35. Make corrections to PDC data, if needed. See "Changes Required After Migration".

Fixing Errors Found in the Analysis Phase

The following sections describe how to provide required user input and how to fix some of the common critical errors reported in the migration analysis reports.

Fixing Analysis "User Input Required" Errors

The migration utility may require you to provide additional information prior to migrating resources and discount and chargeshare configurations. The analysis reports list these objects marked as *User Input Required* with a description of the information that is required. You provide the input in an XML file.

To provide the input:

1. Make a copy of the predefined XML templates in the *BRM_Integration_Pack_Home***/apps/xml** directory in the *BRM_Integration_Pack_Home***/apps/xml/userinput** directory, where *BRM_Integration_Pack_Home* is the directory in which the PDC software is installed.
2. Update the XML file content with the required information.
3. Ensure that the XML input file conforms to the XML schema definition in the *BRM_Integration_Pack_Home***/apps/xsd** directory.

Identifying Resource ID for Noncurrency Resources Used in Batch Rating

If you have a noncurrency resource that is used in batch rating, you need to map the resource name to the resource Id defined in the BRM server so that the resource can be mapped to the BEID definition.

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The following example shows the XML that you would provide to map the resource LOYALTY to resource ID 1000019.

```
<?xml version="1.0" encoding="UTF-8" ?>
<Resource>
<BalanceElement type="0">
      <BREResourceName>LOYALTY</BREResourceName>
      <BEIDCode>LOY</BEIDCode>
      <ResId>1000019</ResId>
</BalanceElement>
</Resource>
```

Providing Values List for Expressions in Discount and Chargeshare Configurations

If you use an expression as a filter criteria in the discount and chargeshare detail, you need to list the values in the expression individually.

Example 1

If you use the expression Peak* with Peak1, Peak2, and Peak3 for time model and 21* with 2155557 and 2155558 for resource Id in the discount detail, you need to provide these values individually. Following is an example of the XML file that you would provide:

```
<Filters xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="\oracle\communications\brm\pdc\migration\pricing\impl\bre\
userinputxml\BreFilter_UserInput.xsd">
<Filter master="M1" rank="1">
<TimeModel>
      <name>Peak1</name>
      <name>Peak2</name>
      <name>Peak3</name>
</TimeModel>
<ResID>
      <id>2155557</id>
      <id>2155558</id>
</ResID>
</Filter>
</Filters>
```

Alternatively, you can correct the expression in the discount detail itself. If you change the discount detail configuration, you need to restart the migration utility.

Example 2

If you specify an expression in the rate plan field, such as !(Rate1|Rate2|Rate3), you need to provide the XML that specifies the rate plans that should apply rather than those that should be excluded. This is because the NOT operator is not supported in PDC.

Analysis Errors Requiring Pricing Data Changes

The following are some common BRM configurations that require manual changes prior to migrating the data to the PDC data model. These configurations are listed in the migration analysis reports and the report also specifies exactly where the issues reside in your data. They are listed here for your reference and to provide more details on how to resolve them.

The following changes are required prior to migration:

- Multiple Impact Categories in a Rate Plan
- Derived Impact Category Used in Zone Model

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- Zone Items Differentiated Only by Service Code
- Extended Service Class Event Mapping
- Service Contains Deal Mapped to Parent Service
- Using Overlapping Date Ranges to Sequentially Impact Multiple Resources
- Quantity Brackets in a Fold
- BRM Object Names Containing Special Characters
- Custom Fields

Multiple Impact Categories in a Rate Plan

In PDC, the balance impact in charge does not contain impact categories. If you migrate a BRM rate plan selector with multiple rules which result in the same rate plan but with different impact categories, the migration utility reports an error. If you migrate a rate plan selector with multiple rules that result in the same rate plan with the same impact category, this rate plan selector is migrated as long as the impact category is specified in the rateplan.

Recommended Action

For the rate plan selector which has multiple rules that result in the same rate plan with different impact categories, create a separate rate plan for each impact category. In each newly created rate plan, inspect the rate objects and remove any balance impacts that specify impact categories not applicable to that rate plan.

Example 1

Table 92-2 shows a rate plan selector with multiple rules that result in the same rate plan (rate plan A) with different impact categories:

Table 92-2 Rate Plan Selector

Rule	Rule Expression	Rate Plan	Impact Category Used in Rate Plan Selector
Rule 1	Attribute values	Rate plan A	IC1
Rule 2	Attribute values	Rate plan A	IC2
Rule 3	Attribute values	Rate plan A	*
Rule 4	Attribute values	Rate plan A	default

Table 92-3 shows the rate objects in rate plan A.

Table 92-3 Rate Plan A

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	IC1	$1.00
Rate Object 1	IC2	$2.00
Rate Object 1	*	$5.00
Rate Object 1	default	$0.50
Rate Object 2	IC1	$1.50

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Table 92-3 (Cont.) Rate Plan A

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 2	*	$6.00
Rate Object 3	IC1	$1.75
Rate Object 3	default	$0.50
Rate Object 4	default	$0.50

Solution

Make the changes shown in Table 92-4 to the rate objects:

Table 92-4 Rate Plan Selector

Rule	Rule Expression	Rate Plan	Impact Category Used in Rate Plan Selector
Rule 1	Attribute values	Rateplan A_IC1	IC1
Rule 2	Attribute values	Rateplan A_IC2	IC2
Rule 3	Attribute values	Rateplan A_*	*
Rule 4	Attribute values	Rateplan A_default	default

Table 92-5 shows the rate objects in rate plan A_IC1.

Table 92-5 Rate Plan A_IC1

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	IC1	$1.00
Rate Object 1	IC1 (previously *)	$5.00
Rate Object 2	IC1	$1.50
Rate Object 2	IC1 (previously *)	$5.00
Rate Object 3	IC1	$0.50
Rate Object 4	IC1 (previously default)	$1.00

Table 92-6 shows the rate objects in rate plan A_IC2.

Table 92-6 Rate Plan A_IC2

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	IC2	$2.00
Rate Object 1	IC2 (previously *)	$5.00
Rate Object 2	IC2 (previously *)	$6.00
Rate Object 3	IC2 (previously default)	$0.50

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Table 92-6 (Cont.) Rate Plan A_IC2

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 4	IC2 (previously default)	$1.00

Table 92-7 shows the rate objects in rate plan A_IC3.

Table 92-7 Rate Plan A_IC3

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	*	$5.00
Rate Object 2	*	$6.00
Rate Object 3	* (previously default)	$0.50
Rate Object 4	* (previously default)	$0.50

Table 92-8 shows the rate objects in rate plan A_default.

Table 92-8 Rate Plan A_Default

Rate Object	Impact Category Used in Rate Object	Balance Impact
Rate Object 1	default	$0.50
Rate Object 1	default (previously *)	$5.00
Rate Object 2	default (previously *)	$6.00
Rate Object 3	default	$0.50
Rate Object 4	default	$0.50

Derived Impact Category Used in Zone Model

Impact categories defined for zoning can be flagged as *derived*, which means that they can only be used in USC and APN selectors. BRM allows derived impact categories to be used in a zone model, but PDC does not. If you migrate a BRM zone model with an impact category of type derived, the migration utility reports an error.

Recommended Action

If a derived impact category is used in a zone model, change the type from 1 (derived) to 0.

Example

The impact category, Brazil, which is associated with the zone item, San Jose to Brazil, is defined as derived and is used in a zone model.

Solution

Update the IFW_IMPACT_CAT table using the following SQL statement:

```
UPDATE IFW_IMPACT_CAT SET TYPE=0 WHERE Impact_Category LIKE 'Brazil';
```


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Zone Items Differentiated Only by Service Code

In PDC, a zone item in a zone model does not specify a service code. In BRM, if two zone items in a zone model differ by only the service code, then the migrated zone items gives a unique constraint error in PDC because they will be identical.

Recommended Action

Modify the zone items that differ only by service code to make them unique or remove the duplicate item.

Example

Origin	Destination	Valid From	Service	Zone Impact Category
123	456	1999-01-01	SMS1	IC1
123	456	1999-01-01	SMS2	IC2

Solution

Modify the **ValidFrom** field in the IFW_STANDARD_ZONE table to a unique value (for example, 02-JAN-99 in the above example), to make the combination unique without using the service code.

Extended Service Class Event Mapping

In PDC, an extended service class does not inherit the event mapping of the parent class, and all events to be used with the extended service class must be explicitly mapped. In BRM, an extended service class inherits the event mapping of the parent class. If you migrate a BRM pricing object with a service-event combination that is not available in the service-event mapping, the migration utility reports an error.

Recommended Action

Ensure that all extended service classes have mappings for all the events used in pricing objects that reference them.

Example

The service-event map (**pin_event_map** file) contains these mappings:

```
/service/ip       :/event/session   ...
                  :/event/session/dialup ...
/service/ip/gprs  :/event/session/gprs/master
                  :/event/session/gprs/subsession ...
```

A product exists that applies to **/service/ip/gprs** and **/event/session**. The migration utility reports an error because **/event/session** is not mapped to **/service/ip/gprs**.

Solution

Map **/service/ip/gprs** to **/event/session**.

```
/service/ip       :/event/session   ...
                  :/event/session/dialup ...
/service/ip/gprs  :/event/session/gprs/master
                  :/event/session/gprs/subsession ...
                  :/event/session
```


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Service Contains Deal Mapped to Parent Service

In BRM, Pricing Center allows to add a service to a plan and to add a deal to that service which applies to a parent class of the service. PDC does not allow this configuration, and the migration utility reports an error if such a plan is migrated.

Recommended Action

Change the service in the plan to match the service referenced in the deal.

Example

Plan A applies to **/service/telco/gsm/voice** and contains:

- Deal 1, which applies to **/service/telco**.
- Deal 2, which applies to **/service/telco/gsm**.

Solution

The plan should be changed to have the following service/deal combination:

- /service/telco
  - Deal 1
- /service/telco/gsm
  - Deal 2

Using Overlapping Date Ranges to Sequentially Impact Multiple Resources

PDC does not support BRM rate plans with more than one date tier with overlapping date ranges. This type of configuration is typically used to first consume an included balance, such as Anytime Minutes and after the balance is exhausted, to charge for the remaining usage.

Recommended Action

Re-configure the product to contain only a usage charge and configure a discount to credit the charge and debit the available balance.

Example

A rate plan for voice calls has two date tiers:

- Consume Minutes, with a validity period that starts immediately and never ends.
- Charges for call, with a validity period that starts immediately and never ends.

Solution

Re-configure the product by doing the following:

1. Create a discount based on the user scenario for consumption.
2. Remove the consumption tier from the product.
3. Do one of the following:
   - Create a new deal and add the discount created in step 1.
   - Add the discount created in step 1 to the existing deal and cancel the existing deal for the subscriber.
4. Purchase the new or modified deal in BRM.

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Quantity Brackets in a Fold

PDC requires the basis for quantity brackets in a fold to be specified as *Resource Balance* and the resource to be a noncurrency resource. If you migrate a BRM fold which has basis for quantity bracket configured with anything other than *Resource Balance* or the resource is a currency resource, the migration utility reports an error.

Recommended Action

Correct the fold configuration to use *Resource Balance* as the basis for quantity brackets and specify a noncurrency resource.

Examples

- The basis for quantity discount bracket is *Continuous* or *Rate Dependent*.
- The basis is *Resource Balance* but the resource is a currency resource.

Solution

Review the business scenario and ensure that your fold configuration is implemented correctly. You can only fold a noncurrency resource and the basis for quantity brackets in a fold must be *Resource Balance*.

BRM Object Names Containing Special Characters

PDC does not support the character "=" in a pricing object name. The migration utility reports an error if such objects are migrated.

Recommended Action

Change the pricing object name to not contain the "=" character.

Custom Fields

The migration utility is not aware of any custom fields that you may have created in the BRM database.

For example, the migration utility reports the following error while converting the event storable class to XML if the event storable class has custom fields:

```
SEVERE: Error while run migration!
oracle.communications.brm.pdc.migration.MigrationException: Got a non zero exit status
from the command:
/home/pin/7.5/bin/storableclasstoxml -r /home/pin/opt/oracle/11.2.0.3/apps/migration/xml/
extract/Event.xml -o /event/*. Check if the BRM is up and running.
```

Recommended Action

Make custom fields available to applications. Refer to the discussion about making custom fields available to your applications for Java application in *BRM Developer's Guide*.

> **Note**
>
> After creating the JAR file, restart the Connection Manager (CM) before running the migration utility.

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Changes Required After Migration

The following changes are required after migration:

- Selector with Multiple RUMs
- Noncurrency Resources Used as Counters
- BRM Rate Plans with Multiple Currencies

Selector with Multiple RUMs

In PDC, pricing using multiple RUMs is implemented with a single charge that contains separate charge trees for each RUM. In BRM, pricing using multiple RUMs is implemented with separate rate plans or rate plan selectors for each RUM.

For BRM rate plan selectors with multiple RUMs, the migration utility does not do a complete migration of the rate plan selectors. The rate plan selector is migrated to one charge selector with one rule mapped to a single charge and the charge will contain multiple charge trees, one for each RUM.

Recommended Action

After migration, re-configure the charge selector in PDC by defining rules where each rule results in a charge that contains a charge tree for each RUM.

Noncurrency Resources Used as Counters

When configuring a credit balance impact in PDC, only positive values are accepted in the PDC UI and the value is stored as a negative value, which is the convention for credits. Therefore, the value in the PDC UI has a different sign from the corresponding value in the database.

In Pricing Center, when a noncurrency balance element is impacted with a positive value, as in a counter, it is migrated as follows:

- If the **Grantable** flag is not checked in the balance impact, it is migrated to a debit in PDC.
- If the **Grantable** flag is checked, it is migrated to a credit with a positive value in PDC. Because PDC reverses the sign of a credit amount, the migrated credit is initially displayed as a negative value, but when **Save** is clicked, the negative sign is removed, because negative values are not accepted in the UI. Consequently, the value in the database becomes a negative value. This changes the initial configuration and would likely result in pricing errors.

Recommended Action After migration, change the balance element to a counter. If the balance element is tagged as a counter, the database value is not changed and PDC displays this balance impact as an increase of the counter using the actual amount stored in the database.

Example

Given the following balance impact in Pricing Center:

```
Impact: "Dollars Spent"
Impact: "Dollars Spent"
Id: 1500001
Amount: 0.40 per minute
Grantable: Yes
```


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After migration, the balance impact in PDC is:

```
Credit: "Dollars Spent"
Id: 1500001
Amount: 0.40 per minute
```

Without changing the balance element to a counter, if this balance impact is displayed in PDC and saved, it is stored as:

```
Credit: "Dollars Spent"
Amount: -0.40 per minute
Id: 1500001
```

After changing the balance element to be a counter, if this balance impact is displayed in PDC, it is displayed and saved as:

```
Increase: "Dollars Spent"
Id: 1500001
Amount: 0.40 per minute
```

Solution:

Update the BalanceElement table using the following SQL statement.

```
UPDATE BalanceElement
SET Counter=1
WHERE NumericCode=1500001;
```

BRM Rate Plans with Multiple Currencies

In BRM, a product can have multiple real-time rate plans, one rate plan per currency or one pipeline rate plan with multiple currencies. These product configurations are migrated in different ways.

BRM Real-Time Rate Plans

If you migrate a BRM product with multiple real-time rate plans per currency, it is migrated as one charge offer with one charge that has multiple branches, one for each currency charge. This is not displayed in the PDC application.

Recommended Action

After migration, if you want to change a price in the migrated charge offer, you can edit the XML for the charge offer, change prices for the appropriate currencies, and then import the charge offer without viewing it in a changeset in the PDC application. The changeset is stored in PDC and published to BRM.

BRM Pipeline Rate Plans

If you migrate a BRM product with a pipeline rate plan with multiple currencies, it is migrated as one charge offer with one charge that has multiple currencies. The currencies that are not specified for the rate plan are displayed as read-only in the PDC application.

Recommended Action

After migration, if you want, you can edit the charge and remove the currencies which are read-only and create duplicate charge offers with one charge per currency. For more information about configuring pricing for a charge, see the discussion about specifying charge details and configuring pricing in charges in *PDC Creating Product Offerings*.

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Handling Migration Process Errors

Errors during the data migration can occur for various reasons, such as:

- Database connection problems
- Permission to write files
- The XML data does not comply with the XSD

If you encounter these types of errors, look in the migration utility's log file, which is located in the log file directory specified in the *BRM_Integration_Pack_Home***/apps/migration/MigrateConfiguration.xml** configuration file, for the specific details.

Resolving Java Heap Space Error

The migration utility is a Java process that runs on the Java Virtual Machine (JVM). While running the utility, you may receive "java.lang.OutOfMemoryError: Java heap space" error message on the WebLogic Managed Server. This occurs when the JVM runs out of heap space that it uses to run the utility.

The Java heap space size for the migration utility is set to 512 megabytes initial heap space and 4096 megabytes maximum heap space. In most cases, these default settings are sufficient. However, if you receive the Java heap space error, you may want to adjust the heap space sizes by adjusting the JVM parameters **-Xms<size>** and **Xms<size>**, where **-Xms<size>** specifies the initial heap space and **-Xmx<size>** specifies the maximum heap space.

To set the Java heap space size:

1. Open the *BRM_Integration_Pack_Home***/apps/migration/MigrateBRMPricing** shell script in a text editor.
2. Search for the following line:

   ```
   ${JAVA_HOME}/bin/java -Xms512m -Xmx4096m -XX:CompileThreshold=8000 -XX:PermSize=128m
   -XX:MaxPermSize=1024m  -cp ${clp} ${jvmopts}
   oracle.communications.brm.pdc.migration.Migrator $*
   ```

3. Change **512m** and **4096m** to appropriate heap sizes.

   For example:

   ```
   ${JAVA_HOME}/bin/java -Xms768m -Xmx4352m -XX:CompileThreshold=8000 -XX:PermSize=128m
   -XX:MaxPermSize=1024m -cp ${clp} ${jvmopts}
   oracle.communications.brm.pdc.migration.Migrator $*
   ```

4. Update the Java heap space settings on the WebLogic Server. See the Oracle WebLogic Server documentation for more information.

For more information about Java heap space sizing guidelines, refer to the JVM documentation.

Restarting the Systems

After the migration is complete, restart all the BRM and PDC system components, including Pipeline Manager, WebLogic server, and the batch rating engine and real-time rating engine transformation engines.

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Restarting the systems clears the data that is cached in the system memory during the migration.

Testing the Migrated Data

After migration is complete, test the migrated data before moving the data to the production systems.

For example:

- Using the PDC application, verify that you are able to create and modify pricing and configuration objects without any errors.
- Generate some usage events in BRM, then perform rating and billing of the events using the pricing data from before the migration and after.
- Compare the rating and billing results and verify that the results are the same.

Importing the Migrated Data to the Production Systems

After you have successfully completed the migration of the configuration and pricing objects on the development system, you can import the changes to your production system.

> **Note**
>
> To import changes from the development system to the production system, it is required that the BRM database on the production system must have exactly the same pricing data configurations as in the BRM database on the development system prior to the original migration.

To import the data to the production system:

1. Ensure that the PDC production system is a new installation of PDC. The PDC database cannot have *any* existing data.
2. Do one of the following:

   If you are migrating the BRM pricing data to PDC, do the following:

   a. Ensure that the BRM production database contains exactly the same configuration and pricing objects as in the BRM database on the development system *prior* to the original migration.

   b. Propagate any updates that you made to the BRM data in the development system *during* the original migration to the BRM production system.

   c. Propagate any updates that you made to the BRM data in the development system *during* the original migration to the BRM production system.

   - If you are migrating the BRM pricing data to PDC, ensure that the BRM production database contains exactly the same configuration and pricing objects as in the BRM database on the development system *prior* to the original migration.
   - If you are migrating the PDC pricing data to PDC, ensure that the PDC production database contains exactly the same configuration and pricing objects as in the PDC database on the development system *prior* to the original migration.

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3. Propagate any updates that you made to the BRM data in the development system *during* the original migration to the BRM production system.
4. Setup and configure the **loadpricelist** and **LoadIfwConfig** utilities to connect to the BRM and Pipeline Manager production databases:
   a. On the development system, create a directory for the **loadpricelist** utility for each BRM production database.

      For example, **load_price_list**_*hostname*, where *hostname* is the name of the BRM production database server.
   b. Copy the contents from the **loadpricelist** directory installed on the production system.
   c. Ensure that the **loadpricelist** utility can connect to the BRM production database.
   d. Create a directory for the **LoadIfwConfig** utility for each Pipeline Manager production database.

      For example, **LoadIfwConfig**_*hostname*, where *hostname* is the name of the Pipeline Manager production database server.
   e. Copy the contents from the **LoadIfwConfig** directory installed on the production system (the default directory is **XmlLoader**).
   f. Ensure that the **LoadIfwConfig** utility can connect to the Pipeline Manager production database.
5. Copy the **client.jks** from the target PDC production system into the source PDC system.
6. Update the *BRM_Integration_Pack_Home***/apps/bin/MigrateBRMPricing** file with the keystore information for the target PDC production system where you want to import the changes:
   a. On the PDC development system, copy the *BRM_Integration_Pack_Home***/apps/bin/MigrateBRMPricing** file and rename it *Hostname*_**MigrateBRMPricing**, where *Hostname* identifies the target PDC system.
   b. Edit the *Hostname*_**MigrateBRMPricing** file to reference the target production systems:
      i. Search for the **jvmopts** entry.
      ii. Set the **-Djavax.net.ssl.trustStore** entry to the location of the **client.jks** file copied from Target server.
      iii. Save and close the file.
7. Copy the BRM Integration Pack wallet from the target PDC production system into the source PDC system.
8. Update the migration utility's configuration file with the connection information for the PDC and BRM production systems where you want to import the changes:
   a. On the development system, copy the *BRM_Integration_Pack_Home***/apps/migration/MigrationConfiguration.xml** file and rename it *Hostname*_**MigrationConfiguration.xml**, where *Hostname* identifies the target PDC system.
   b. Edit *Hostname*_**MigrateConfiguration.xml** to reference the target production systems.
      i. Search for **walletConfiguration**.
      ii. Set the **pdcWalletLocation** entry to the location of the BRM Integration Pack wallet copied from the target PDC production system.
      iii. Search for **pricingServer**:

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```
<pricingServer>
  <connectionInfo>
    <hostName>PricingServerHostName</hostName>
    <port>PricingServerPort</port>
    <adminUser>AdminUserName</adminUser>
    <pdcUser>PDCUser</pdcUser>
  </connectionInfo>
</pricingServer>
```

iv. Edit the **connectionInfo** entry within the **pricingServer** element to reference the PDC production system.

v. Search for the **xrefDatabase** element.

```
<xrefDatabase>
  <connectionInfo>
    <login>CrossRefUserName</login>
    <hostName>CrossRefHostName</hostName>
    <port>CrossRefPort</port>
    <serviceName>CrossRefServiceName</serviceName>
  </connectionInfo>
</xrefDatabase>
```

vi. Edit the **connectionInfo** within the **xrefDatabase** element to reference the PDC transformation database.

vii. Search for the **targetBRM** element.

viii. Edit the **loadPriceListDir** within the **targetBRM** element to reference the directory where **loadpricelist** utility is run to update the BRM system.

ix. (Only if Pipeline data was migrated by the original migration) Edit the **loadIfwConfigDir** within the **targetBRM** element to reference the directory where **LoadIfwConfig** utility is run to update the Pipeline database.

9. Run the following command, which starts the import of the changes to PDC and BRM production systems:

```
MigrateBRMPricing -retarget -properties Hostname_MigrateConfiguration.xml
```

If the retarget migration process stops, run the following command, which restarts the process:

```
MigrateBRMPricing -retarget -restart -properties Hostname_MigrateConfiguration.xml
```

When the retarget migration process is complete, a status report is generated in the report directory location specified in the *BRM_Integration_Pack_Home***/apps/migration/MigrateConfiguration.xml** configuration file. The status report file name includes the target PDC system host name and port number. For example, **StatusReport_Retarget**_*hostname_portnumber*.**html**.

10. Remove the XML files generated during migration (Optionally, you can store them in a secure location if you need them for future use).

a. On the development system, open the *BRM_Integration_Pack_Home***/apps/migration/MigrateConfiguration.xml** file.

b. Search for the **brmExtractedXML** element:

```
<brmExtractedXML>BRMExtractedXML</brmExtractedXML>
```

c. Remove the XML files in the directory location specified by *BRMExtractedXML*.

d. Search for the **brmXML** element:

```
<brmXML>BRMDataFile</brmXML>
```


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e. Remove the XML files in the directory location specified by *BRMDataFile*.

f. Search for the **pdcXML** element:

```
<pdcXML>PDCDataFile</pdcXML>
```

g. Remove the XML files in the directory location specified by *PDCDataFile*.

About Working with the Pricing Data after Migration

After the BRM pricing data has been successfully migrated to PDC, you use the PDC application to modify the pricing data or create new pricing configurations. PDC transforms the data into the BRM pricing data model and then loads the data into the BRM database.

Modifications to the configuration objects which are managed in BRM must be done in BRM and then synchronized with PDC by using **SyncPDC** utility. See the discussion about synchronizing setup components in *PDC Creating Product Offerings* for more information.

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Migration Reports

Learn about the Oracle Communications Pricing Design Center (PDC) Migration Reports.

Topics in this document:

- About Migration Reports

For information about pricing data migration, see "Migrating Pricing Data to PDC With ECE" and "Migrating Pricing Data to PDC With RRE and BRE".

About Migration Reports

For every migration process, PDC migration utility generates the following reports at different stages:

- Analysis Reports
- Compatibility Reports
- Migration Report
- Process Report
- Reconciliation Reports
- Status Report

The migration reports are stored in the report directory location specified in the *BRM_Integration_Pack_Home***/apps/migration/MigrateConfiguration.xml** configuration file.

Analysis Reports

The analysis reports are generated during the data analysis phase of the migration. The reports list the data configurations that are not supported in PDC and that will be modified by the migration utility during the migration process and any data configurations that you need to change manually. Each object in the report is associated with an error message that describes the reason for the error and how to fix it and one of the following severity types:

- **Critical**: Indicates that the object configuration is invalid or not supported in PDC. You must manually fix these object configurations in the BRM database.
- **User input**: Indicates that the migration utility requires more information about the object configuration to make adjustments. You must provide the required information in XML format.
- **Warning**: Indicates that the object will be skipped and not migrated to PDC or the data will be migrated to PDC with changes to some attributes.
- **Info**: Indicates that the object will be modified by the migration utility during the migration process.

For the configuration migration process, only one analysis report is generated.

For the pricing migration process, separate analysis reports are generated for the product, discount, sponsorship, and subscription objects. You need to review all four analysis reports to

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fix any critical or user input errors. The reports include links to detailed reports that contain the list of the BRM objects with errors.

Figure 93-1 shows a sample product analysis output for the rate plan object.

Figure 93-1 Sample Product Analysis Output for Rate Plan Object

Analysis Report for MIGRATE_RATEPLAN, Batch 1. Generated on 20131204_072317_405

Warning - Migration will skip the entities marked as warning
Critical - Migration will not proceed without the errors being resolved
UserInput - User has to provide input to resolve the conflicts

BRM Code	BRM Name	Analysis Message	Severity Type
RADJSDLMS	Rate adjust and special day link for multiple services	The charge rate plan, "RADJSDLMS", has configurations for the service codes, "SMS", which are not used in any product. These configurations will not be migrated.	Warning
-	-	The rate plan has versions which have Rate Adjusts and/or Special Day Links defined. PDC does not support these configurations. You can use Discounting and Holiday Calendar to achieve similar functionality. Delete the Rate Adjust and/or Special Day Link configurations in the rate plan versions from BRM and restart the pricing job.	Critical

BRM BRE RatePlans Analyzed: 1

BRM BRE RatePlans Can Be Migrated: 0

BRM BRE RatePlans Will Be Skipped: 0

BRM BRE RatePlans With Critical Errors: 1

Compatibility Reports

The compatibility reports are generated during the data migration phase of the migration. The reports list the data configurations that are not supported in ECE and that will be modified by the migration utility during the migration process and any data configurations that you need to change manually. Each object in the report is associated with an error message that describes the reason for the error and how to fix it and one of the following severity types:

- **Critical**: Indicates that the object configuration is invalid or not supported in ECE. You must manually fix these object configurations in the BRM or PDC database.
- **User input**: Indicates that the migration utility requires more information about the object configuration to make adjustments. You must provide the required information in XML format.
- **Warning**: Indicates that the object will be skipped and not migrated to PDC or the data will be migrated to PDC with changes to some attributes.
- **Info**: Indicates that the object will be modified by the migration utility during the migration process.

For the configuration migration process, only one compatibility report is generated.

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For the pricing migration process, separate compatibility reports are generated for the product, discount, sponsorship, and subscription objects. You need to review all four compatibility reports to fix any critical or user input errors. The reports include links to detailed reports that contain the list of the BRM or PDC objects with errors.

Migration Report

A migration report is generated at the end of a migration process.

For each object type in the migration process, the report lists the BRM object name, PDC object name, PDC internal ID, transformation message, and severity.

In addition, the report provides the following information:

- The total number of BRM or PDC objects
- The total number of objects migrated
- The total number of objects skipped

Only one migration report is generated for the configuration migration process and separate reports for the product, discount, sponsorship, and subscription objects are generated for the pricing migration process.

Process Report

A process report is generated after the migration utility completes the BRM pricing object modifications for transformation to the PDC data model.

The report lists all the pricing objects that were modified, created, or duplicated by the migration utility.

> **Note**
>
> A process report is not generated for the subscription objects.

Reconciliation Reports

The reconciliation reports are generated at the end of the pricing migration process.

Separate reconciliation reports for product, discount, sponsorship, and subscription objects are generated.

The report provides the following information:

- The number of BRM or PDC objects before migration
- The number of BRM objects created in the source database
- The number of BRM objects modified in the source database
- The total number of BRM objects migrated

Status Report

A status report is generated after you run the migration utility to import data to the production systems.

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BRM Pricing Migration Utility

Learn about the syntax and parameters for the Oracle Communications Billing and Revenue Management (BRM) pricing migration utility.

Topics in this document:

- MigrateBRMPricing

MigrateBRMPricing

Use the **MigrateBRMPricing** utility to migrate existing pricing and configuration objects from the BRM database to the PDC database.

MigrateBRMPricing uses the *PDC_home***/apps/migration/MigrationConfiguration.xml** file (where *PDC_home* is the directory in which PDC is installed) that contains login information for the databases and other configuration settings.

See "Migrating Pricing Data to PDC With ECE" and "Migrating Pricing Data to PDC With RRE and BRE" for more information.

Location

*PDC_home***/apps/bin**

Syntax

Start migration process:

```
MigrateBRMPricing -object -analyze
```

Resume migration process:

```
MigrateBRMPricing -resume
```

Restart migration process:

```
MigrateBRMPricing -object -analyze -restart
```

Retarget migration:

```
MigrateBRMPricing -retarget -properties MigrateConfigurtion_FileName
```

Generate an analysis report:

```
MigrateBRMPricing -object -analyze -report
```

Generate a status report:

```
MigrateBRMPricing -status
```

Skip critical errors encountered during migration:

```
MigrateBRMPricing -pricingObject-skip
```


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Parameters

-object
Specifies the BRM objects to migrate. The *object* must be one of the following:

- config
- pricing
- product
- discount
- sponsorship
- subscription

-pricingObject
Specifies the BRM pricing objects to migrate. The *pricingObject* must be one of the following:

- pricing
- product
- discount
- sponsorship

-analyze
Extracts BRM objects from the BRM database and performs analysis of the data.
For example, the following command extracts and analyzes the configuration objects:

```
MigrateBRMPricing -config -analyze
```

-resume
Resumes the migration process that is currently in progress.

-restart
Restarts the migration process.
For example, the following command restarts the configuration objects migration:

```
MigrateBRMPricing -config -analyze -restart
```

-retarget
Retargets the migration data to another PDC and BRM system.

> **Note**
>
> Before running the migration utility with the **-retarget** parameter, update the **MigrateConfiguration.xml** file to the PDC and BRM systems where you want to retarget the migration data.

-properties *MigarateConfiguration_FileName*
Specifies the name and location of the migration configuration file that is used with the **-retarget** parameter.

-report
Generates an analysis report.
For example, the following command generates the configuration analysis report:

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```
MigrateBRMPricing -config -analyze -report
```

-status
Generates a status report.

> **Note**
>
> You cannot use the **-status** parameter with **-analyze**, **-report**, or **-restart** parameter.

-skip
Skips the critical errors encountered for the pricing objects and continues the migration process.

> **Note**
>
> You can use the **-skip** parameter only if you are migrating pricing objects to PDC with ECE. You cannot use it with the **-config** parameter.
> Critical errors encountered due to configuration objects cannot be skipped by using the **-skip** parameter. You need to manually fix the errors and then restart the migration process.

For example, the following command skips the discount objects if there are critical errors encountered for these objects during the migration analysis phase and continues the migration:

```
MigrateBRMPricing -discount -skip
```

Results

If the utility displays an error message, look in the **MigrateBRMPricing** log file to determine the cause of the error. The log file is located in the log file directory specified in the migration configuration file.

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A

ECE Directory Structure and Contents

This appendix describes the Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) directory structure and directory contents.

Topics in this document:

- ECE Server Software
- ECE SDK

ECE Server Software

Table A-1 shows the ECE server software directory structure where *ECE_home* is the directory in which ECE is installed.

Table A-1 Elastic Charging Engine Directory Structure and Contents

Directory	Description
ECE_home/**bin**	Contains scripts. Path to this directory to run Elastic Charging Controller (ECC).
ECE_home/**config**	Contains security-related configuration files.
ECE_home/**config/management**	Configuration files. **Important:** All the configurations defined in these files should be viewed and changed through JMX.
ECE_home/**lib**	Libraries such as JAR files and binaries.
ECE_home/**logs**	Log files.
ECE_home/**sample_data**	Sample data used by ECE for a development system.
ECE_home/**sample_data/config_data**	Sample data used by ECE for a development system.
ECE_home/**sample_data/config_data/specifications/ece_end2end**	Sample ECE event definition data for a development system.
ECE_home/**sample_data/crossref_data**	Sample data used by ECE for a development system.
ECE_home/**sample_data/customer_data**	Sample data used by ECE for a development system.
ECE_home/**sample_data/policy_data**	Sample data that can be used for testing the integration of policy clients with ECE.
ECE_home/**sample_data/pricing_data**	Sample data used by ECE for a development system.

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ECE SDK

Table A-2 shows the ECE SDK software directory structure where *ECE_home* is the directory in which the ECE Server software is installed.

Table A-2 Elastic Charging Engine SDK Directory Structure and Contents

Directory	Description
ECE_home/**ocecesdk/bin**	Directories that contain shell scripts for compiling and running various types of sample programs.
ECE_home/**ocecesdk/bin/extensions**	Shell scripts for extension-implementation sample programs.
ECE_home/**ocecesdk/bin/notification**	Shell scripts for notification sample programs.
ECE_home/**ocecesdk/bin/policy**	Shell scripts for policy sample programs.
ECE_home/**ocecesdk/bin/query**	Shell scripts for query sample programs.
ECE_home/**ocecesdk/bin/update**	Shell scripts for update sample programs.
ECE_home/**ocecesdk/bin/usage**	Shell scripts for usage sample programs.
ECE_home/**ocecesdk/config**	Configuration files common to all sample programs.
ECE_home/**ocecesdk/config/extensions**	Configuration files for extension-implementation sample programs.
ECE_home/**ocecesdk/source** **Note:** The full path showing the Java project directory structure to the sample programs is: *ECE_home*/**ocecesdk/source/oracle/communication/brm/charging/sdk**	Java sample programs.
ECE_home/**ocecesdk/source/.../sdk/extensions**	Source files for extensions sample programs. Includes the data loader used for extensions.
ECE_home/**ocecesdk/source/.../sdk/notification**	Source files for notification sample programs.
ECE_home/**ocecesdk/source/.../sdk/policy**	Source files for policy sample programs.
ECE_home/**ocecesdk/source/.../sdk/query**	Source files for query sample programs.
ECE_home/**ocecesdk/source/.../sdk/update**	Source files for update sample programs.
ECE_home/**ocecesdk/source/.../sdk/usage**	Source files for usage sample programs.

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B
ECC Commands

This appendix describes the Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) Elastic Charging Controller (ECC) commands.

Topics in this document:

- ECC Commands

See also "ECE System Administration Overview".

ECC Commands

Table B-1 shows the ECC commands and their descriptions.

Table B-1 Elastic Charging Controller (ECC) Commands

Command	Description
addNode	Add an ECE node. addNode does not start the node. You must use the start command to start the node. See "Adding Nodes".
cat	Concatenate and print files. This is a standard shell command.
encrypt	Encrypt the given string. See "About Managing External Application Passwords".
:exit	Exit the shell. This is a standard shell command.
:help	Get help for commands. This is a standard shell command.
:history	Get history. This is a standard shell command.
infoCollector	Collect log files. See "Collecting Log Files for Sending to Oracle Technical Support".
kill	Same as bash kill. This is a standard shell command.
ls	Same as bash ls. This is a standard shell command.
removeNode	Remove an ECE node. You must stop the node before running removeNode. See "Removing Nodes".
rollingUpgrade	Perform a rolling upgrade of ECE. See *BRM Installation Guide*.

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Table B-1 (Cont.) Elastic Charging Controller (ECC) Commands

Command	Description
status	Displays if nodes are started or stopped. See "Checking If Nodes are Started or Stopped".
start	Start nodes by name or by role. See "Starting and Stopping ECE".
stop	Stop nodes by name or by role. See "Starting and Stopping ECE".
sync	Install ECE on all remote hosts as specified in the topology file. See *BRM Installation Guide*.
tail	Display the last part of a file. This is a standard shell command.

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C

ECE Configuration File Reference

This appendix describes Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) configuration files.

Topics in this document:

- System Configuration Files
- Business Configuration Files

System Configuration Files

Table C-1 summarizes configuration files relevant to tuning the ECE system, such as tuning Oracle Coherence and JVM parameters. All system configuration files are in *ECE_home*/**config**.

Table C-1 ECE System Configuration File Reference

File Name	Description
charging-cache-config.xml	Used for configuring Coherence.
charging-coherence-override-dev.xml	Used for configuring Coherence. Used for development.
charging-coherence-override-prod.xml	Used for configuring Coherence. Used for production.
charging-coherence-override-secure-prod.xml	Used for configuring Coherence. Used for production. When you enable SSL, the key and store passwords must be set in this file.
charging-context.xml	System configuration file. Do not modify.
charging-pof-config.xml	System configuration file. Do not modify.
coherence-jaas.config	Used for Java security. Do not modify.
defaultTuningProfile.properties	Used for setting JVM tuning parameters, such as those for garbage collection and heap size. Typically, the default values do not need to be modified. See "Configuring JVM Tuning Parameters".
ece.properties	System configuration file.
eceTopology.conf	Used for specifying the physical server machines for each Coherence node in the cluster.
groovysh.profile	System configuration file. Do not modify.

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Table C-1 (Cont.) ECE System Configuration File Reference

File Name	Description
JMSConfiguration.xml	Used for configuring the JMS credentials for the JMS server on which the notification queue (JMS topic) resides. See "Modifying JMS Credentials for Publishing External Notifications" in *ECE Implementing Charging*.
jmxremote.password	Used for JXM security. See "Performing a Secure ECE Installation" in *BRM Security Guide*.
jrds.groovy	System configuration file. Do not modify.
log4j2.xml	Used for configuring logging for each node in the cluster. This file is used only initially before the ECE system is running. After ECE is running, you use JConsole to set logging.
Notification.xsd	XSD schema file for XML notification messages generated by ECE.
permissions.xml	Used for authorization of nodes in the Coherence cluster. See "Performing a Secure ECE Installation" in *BRM Security Guide*.
sdkTuningProfile.properties	Used for configuring tuning parameters for the sample programs included in the ECE SDK. Typically, the default values do not need to be modified.
server.jks	Used for authentication of nodes in the Coherence cluster (Coherence cluster security). Do not modify. See "Setting Up and Managing Elastic Charging Engine Security".

Business Configuration Files

Table C-2 summarizes configuration files relevant to setting ECE charging business parameters and runtime configurations. All business configuration files are in *ECE_home*/**config/management**.

For information about configuring usage-charging parameters, see "Managing Online Charging Sessions" in *ECE Implementing Charging*.

Table C-2 ECE Business Configuration File Reference

File Name	Description
charging-settings.xml	Used for configuring charging business rules and runtime configurations. See "Managing Online Charging Sessions" in *ECE Implementing Charging*.
migration-configuration.xml	Used for specifying the directories from which you want the data-loading utilities (configuration loader, pricing loader, and customer loader) to load data.
test-tools.xml	Used for specifying developer tool settings.

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D

WebLogic-Based Application Metrics

This appendix describes how WebLogic Monitoring Exporter collects metrics in the following groups to produce data for monitoring PDC, Business Operations Center, Billing Care, and Billing Care REST API in Prometheus and Grafana:

- WLS Server Metrics Group
- Application Runtime Metric Group
- Servlets Metric Group
- JVM Runtime Metric Group
- Execute Queue Runtime Metric Group
- Work Manager Runtime Metric Group
- Thread Pool Runtime Metric Group
- JDBC Service Runtime Metric Group
- JTA Runtime Metric Group
- WLS Scrape MBean Metric Group
- Persistent Store Runtime MBean Metric Group

WLS Server Metrics Group

Use the WLS server metrics group to retrieve runtime information about a server instance and to transition a server from one state to another. Table D-1 lists the metrics in this group.

Table D-1 WLS Server Metrics

Metric Name	Label	Metric Type	Description
wls_server_activation_time	location	long	Returns the time when the server was started.
wls_server_admin_server_listen_port	location	int	Returns the port on which this server is listening for requests.
wls_server_open_sockets_current_count	location	int	Returns the current number of sockets registered for socket muxing on this server.
wls_server_state_val	location	int	Returns the current state of the server as an integer: • **0**: Shutdown • **1**: Starting • **2**: Running

Application Runtime Metric Group

Use the application runtime metric group to collect runtime information about a deployed enterprise application. Table D-2 describes the metrics in the group.

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Table D-2 Application Runtime Metrics

Metric Name	Label	Metric Type	Description
wls_webapp_config_deployment_state	location app name	int	Returns the current state of the deployment as an integer.
wls_webapp_config_open_sessions_current_count	location app name	int	Returns the current number of open sessions in this module.
wls_webapp_config_open_sessions_high_count	location app name	int	Returns the highest number of open sessions on this server at any one time.
wls_webapp_config_sessions_opened_total_count	location app name	int	Returns the total number of sessions that were opened.

Servlets Metric Group

Each WAR file can contain multiple servlets, and each WAR file can be integrated into an enterprise archive (EAR). Use the servlets metric group to obtain runtime information about a web application and each servlet. Table D-3 describes the metrics in this group.

Table D-3 Servlets Metrics

Metric Name	Label	Metric Type	Description
wls_servlet_execution_time_average	location app name servletName	long	Displays the average amount of time, in milliseconds, it took to run all invocations of the servlet since it was most recently deployed.
wls_servlet_execution_time_high	location app name servletName	long	Displays the average amount of time, in milliseconds, that the single longest invocation of the servlet has run since it was most recently deployed.
wls_servlet_execution_time_low	location app name servletName	long	Displays the average amount of time, in milliseconds, that the single shortest invocation of the servlet has run since it was most recently deployed.
wls_servlet_execution_time_total	location app name servletName	long	Displays the average amount of time, in milliseconds, that all invocations of the servlet have run since it was most recently deployed.
wls_servlet_invocation_total_count	location app name servletName	int	Displays the total number of times the servlet has been invoked since WebLogic Server started.

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Table D-3 (Cont.) Servlets Metrics

Metric Name	Label	Metric Type	Description
wls_servlet_pool_max_capacity	location app name servletName	int	Displays the maximum capacity of this servlet for single-thread model servlets.
wls_servlet_reload_total_count	location app name servletName	int	Displays the number of times the WebLogic Server has reloaded the servlet since it was last deployed. WebLogic Server typically reloads a servlet if it has been modified.

JVM Runtime Metric Group

Use the JVM runtime metric group to retrieve information about the Java Virtual Machine (JVM) that the current server instance is running. Table D-4 describes the metrics in this group.

Table D-4 JVM Runtime Metrics

Metric Name	Labels	Metric Type	Description
wls_jvm_heap_free_current	name	long	Returns the current amount of memory, in bytes, that is available in the JVM heap.
wls_jvm_heap_free_percent	name	int	Returns the percentage of the JVM heap that is free.
wls_jvm_heap_size_current	name	long	Returns the current size, in bytes, of the JVM heap.
wls_jvm_heap_size_max	name	long	Returns the maximum size, in bytes, of the JVM heap.
wls_jvm_process_cpu_load	name	time	Returns the amount of CPU time the Java virtual machine runs in nanoseconds.
wls_jvm_uptime	name	long	Returns the number of milliseconds the virtual machine has been running.

Execute Queue Runtime Metric Group

Use the execute queue runtime metric group to return information about the queue. Table D-5 describes the metrics in this group.

Table D-5 Execute Queue Runtimes Metrics

Metric Name	Labels	Metric Type	Description
wls_socketmuxer_pending_request_current_count	name	int	Returns the number of waiting requests in the queue.

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Work Manager Runtime Metric Group

Use the work manager runtime metric group to retrieve information about requests from the work manager. Table D-6 describes the metrics in this group.

Table D-6 Work Manager Runtime Metrics

Metric Name	Label	Metric Type	Description
wls_workmanager_completed_requests	name	int	Returns the number of requests that have been processed.
wls_workmanager_pending_requests	name	int	Returns the number of waiting requests in the queue.
wls_workmanager_stuck_thread_count	name	int	Returns the number of stuck threads in the thread pool.

Thread Pool Runtime Metric Group

Use the thread pool runtime metric group to monitor the self-tuning queue. Table D-7 describes the metrics in this group.

Table D-7 Thread Pool Runtime Metrics

Metric Name	Label	Metric Type	Description
wls_threadpool_execute_thread_total_count	name	int	Returns the total number of threads in the pool.
wls_threadpool_hogging_thread_count	name	int	Returns the threads that are currently being held by a request. These threads will either be declared as stuck after the configured timeout period or be returned to the pool.
wls_threadpool_queue_length	name	int	Returns the number of pending requests in the priority queue.
wls_threadpool_stuck_thread_count	name	int	Returns the number of stuck threads in the thread pool.

JDBC Service Runtime Metric Group

Use the JDBC service runtime metric group to retrieve runtime information about a server instance and to transition a server from one state to another. Table D-8 describes the metrics in this group.

Table D-8 JDBC Service Runtime Metrics

Metric Name	Label	Metric Type	Description
wls_datasource_active_connections_average_count	name	int	Returns the average number of active connections in this data source instance.

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Table D-8 (Cont.) JDBC Service Runtime Metrics

Metric Name	Label	Metric Type	Description
wls_datasource_active_connections_current_count	name	int	Returns the number of connections currently in use by applications.
wls_datasource_active_connections_high_count	name	int	Returns the highest number of active database connections in this data source instance since the data source was instantiated.
wls_datasource_commit_outcome_retry_total_count	name	int	Returns the cumulative total number of commit outcome query retries conducted before resolving the outcome or exceeding the retry seconds in this data source since the data source was deployed.
wls_datasource_connection_delay_time	name	int	Returns the average amount of time, in milliseconds, that it takes to create a physical connection to the database.
wls_datasource_connections_total_count	name	int	Returns the cumulative total number of database connections created in this data source since the data source was deployed.
wls_datasource_curr_capacity_high_count	name	int	Returns the highest number of database connections available or in use (current capacity) in this data source instance since the data source was deployed.
wls_datasource_curr_capacity	name	int	Returns the current count of JDBC connections in the data source's connection pool.
wls_datasource_deployment_state	name	int	Returns the module's current deployment state.
wls_datasource_failed_repurpose_count	name	int	Returns the number of repurpose errors that have occurred since the data source was deployed.
wls_datasource_failed_reserve_request_count	name	int	Returns the cumulative running count of connection requests from this data source that could not be fulfilled.
wls_datasource_failures_to_reconnect_count	name	int	Returns the number of times that the data source attempted to refresh a database connection and failed.
wls_datasource_highest_num_available	name	int	Returns the highest number of database connections that were idle and available to be used by an application at any time in this data source instance since the data source was deployed.
wls_datasource_highest_num_unavailable	name	int	Returns the highest number of database connections that were in use by applications or being tested by the system in this data source instance since the data source was deployed.
wls_datasource_leaked_connection_count	name	int	Returns the number of leaked connections.
wls_datasource_num_available	name	int	Returns the number of database connections that are currently idle and available to be used by applications in this data source instance.
wls_datasource_num_unavailable	name	int	Returns the number of connections currently in use by applications or being tested in this data source instance.
wls_datasource_prep_stmt_cache_access_count	name	long	Returns the cumulative running count of the number of times that the statement cache was accessed.
wls_datasource_prep_stmt_cache_add_count	name	long	Returns the cumulative running count of the number of statements added to the statement cache.

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Table D-8 (Cont.) JDBC Service Runtime Metrics

Metric Name	Label	Metric Type	Description
wls_datasource_prep_stmt_cache_current_size	name	int	Returns the number of prepared and callable statements currently cached in the statement cache.
wls_datasource_prep_stmt_cache_delete_count	name	long	Returns the cumulative running count of statements discarded from the cache.
wls_datasource_prep_stmt_cache_hit_count	name	long	Returns the cumulative running count of the number of times that statements from the cache were used.
wls_datasource_prep_stmt_cache_miss_count	name	long	Returns the number of times that a statement request could not be satisfied with a statement from the cache.
wls_datasource_reserve_request_count	name	long	Returns the cumulative running count of connection requests from this data source.
wls_datasource_waiting_for_connection_current_count	name	int	Returns the number of connection requests waiting for a database connection.
wls_datasource_waiting_for_connection_failure_total	name	long	Returns the cumulative running count of connection requests from this data source that had to wait before getting a connection and eventually failed to get a connection.
wls_datasource_waiting_for_connection_high_count	name	int	Returns the highest number of application requests concurrently waiting for a connection from this data source instance.
wls_datasource_waiting_for_connection_success_total	name	long	Returns the cumulative running count of connection requests from this data source that had to wait before getting a successful connection.
wls_datasource_waiting_for_connection_total	name	long	Returns the cumulative running count of connection requests from this data source that had to wait before getting a connection. This includes requests that eventually got a connection and those that did not get a connection.

JTA Runtime Metric Group

Use the JTA runtime metric group to access transaction runtime characteristics within WebLogic Server. Table D-9 describes the metrics in this group.

Table D-9 JTA Runtime Metrics

Metric Name	Label	Metric Type	Description
wls_jta_active_transactions_total_count	name	long	Returns the number of active transactions on the server.
wls_jta_seconds_active_total_count	name	int	Returns the total number of seconds that transactions were active for all committed transactions.
wls_jta_transaction_abandoned_total_count	name	long	Returns the total number of transactions that were abandoned since the server was started.
wls_jta_transaction_committed_total_count	name	long	Returns the total number of transactions committed since the server was started.
wls_jta_transaction_heuristics_total_count	name	long	Returns the number of completed transactions with a heuristic status since the server was started.

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Table D-9 (Cont.) JTA Runtime Metrics

Metric Name	Label	Metric Type	Description
wls_jta_transaction_llrcommitted_total_count	name	long	Returns the total number of LLR transactions that were committed since the server was started.
wls_jta_transaction_no_resources_committed_total_count	name	long	Returns the total number of transactions with no enlisted resources that were committed since the server was started.
wls_jta_transaction_one_resource_one_phase_committed_total_count	name	long	Returns the total number of transactions with more than one enlisted resource that were one-phase committed due to read-only optimization since the server was started.
wls_jta_transaction_total_count	name	long	Returns the total number of transactions processed. This total includes all committed, rolled back, and heuristic transaction completions since the server was started.

WLS Scrape MBean Metric Group

Use the WLS scrape metric group to monitor the performance of the WebLogic Server. Table D-10 describes the metrics in this group.

Table D-10 WLS Scrape MBean Metrics

Metric Name	Label	Metric Type	Description
wls_scrape_mbeans_count_total	instance	long	Returns the number of metrics scraped.
wls_scrape_duration_seconds	instance	long	Returns the time required to do the scrape.
wls_scrape_cpu_seconds	instance	long	Returns the amount of time the CPU used during the scrape.

Persistent Store Runtime MBean Metric Group

Use the persistent store runtime MBean metric group to monitor a persistent store. Table D-11 describes the metrics in this group.

Table D-11 Persistent Store Runtime MBean Metrics

Metric Name	Label	Metric Type	Description
wls_persistentstore_allocated_io_buffer_bytes	name	long	Returns the amount of off-heap (native) memory, in bytes, reserved for file store use. When applicable, this is a multiple of the file store configurable attribute IOBufferSize. This applies to synchronous write, direct-write, and cache-flush policies.
wls_persistentstore_allocated_window_buffer_bytes	name	long	Returns the amount of off-heap (native) memory, in bytes, reserved for file store window buffer use. Applies to synchronous write policies Direct-Write-With-Cache and Disabled, but only when the native **wlfileio** library is loaded.
wls_persistentstore_create_count	name	long	Returns the number of create requests issued by this store.
wls_persistentstore_delete_count	name	long	Returns the number of delete requests issued by this store.

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Table D-11 (Cont.) Persistent Store Runtime MBean Metrics

Metric Name	Label	Metric Type	Description
wls_persistentstore_object_count	name	int	Returns the number of objects contained in the connection.
wls_persistentstore_physical_write_count	name	long	Returns the number of times the store flushed its data to durable storage.
wls_persistentstore_read_count	name	long	Returns the number of read requests issued by this store, including requests that occur during store initialization.
wls_persistentstore_update_count	name	long	Returns the number of update requests issued by this store.

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E

Diameter Gateway Error Codes

This appendix describes Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) Diameter Gateway error codes.

Topics in this document:

- Success Result Codes
- Protocol-Error Result Codes
- Transient-Failure Result Codes
- Permanent-Failure Result Codes

See also "Adding Diameter Gateway Nodes for Online Charging" and "Configuring Diameter Gateway Nodes".

For more information, see the Result-Code AVP section in the IETF website at: https://tools.ietf.org/html/rfc3588#section-7.1.

Success Result Codes

Success result codes inform the peer that a request has been successfully completed.

Table E-1 lists the success result codes.

Table E-1 Success Result Codes

Result Code	Code	Notes
DIAMETER_SUCCESS	2001	The requests was successfully completed.
DIAMETER_LIMITED_SUCCESS	2002	The request was successfully completed, but additional processing is required by the application to provide service to the user.

Protocol-Error Result Codes

Protocol-error result codes are returned at the base protocol level. The diameter proxy agents may attempt to correct these errors.

Table E-2 lists the protocol-error result codes.

Table E-2 Protocol-Error Result Codes

Result Code	Code	Notes
DIAMETER_COMMAND_UNSUPPORTED	3001	The command-code in the diameter request is not recognized or supported by the diameter node. Verify that the command-code sent by the peer conforms to Gy, Sh, or Sy protocol specifications.

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Table E-2 (Cont.) Protocol-Error Result Codes

Result Code	Code	Notes
DIAMETER_UNABLE_TO_DELIVER	3002	The origin and destination information in the diameter message header is incorrect. Verify that the targeted diameter peer node is run with the correct realm and Origin-Host names.
DIAMETER_REALM_NOT_SERVED	3003	The destination realm in the diameter message header is not recognized. Verify that the message realm name matches the realm configuration in Diameter Gateway.
DIAMETER_TOO_BUSY	3004	The request cannot be processed within the time-out period of Elastic Charging Server. The charging server nodes may be overloaded. Check the CPU usage on the charging server nodes.
DIAMETER_LOOP_DETECTED	3005	An agent detected a loop while trying to get the message to the intended recipient. The message may be sent to an alternate peer, if one is available, but the peer reporting the error has identified a configuration problem.
DIAMETER_REDIRECT_INDICATION	3006	A redirect agent has determined that the request could not be satisfied locally and the initiator of the request should direct the request directly to the server, whose contact information has been added to the response. When set, the Redirect-Host AVP MUST be present.
DIAMETER_APPLICATION_UNSUPPORTED	3007	The Diameter Gateway server received the diameter request with the Auth-Application-Id other than Gy, Sy, or Sh. Verify that the Auth-Application-Id in the diameter request is either Gy (4), Sy (16777302), or Sh attribute-value pair (16777217).
DIAMETER_INVALID_HDR_BITS	3008	The diameter message header contains bits of unexpected byte size, or it is corrupted. Verify the diameter message header.
DIAMETER_INVALID_AVP_BITS	3009	The diameter message contains the attribute-value pair (AVP) bits of unexpected byte size, or it is corrupted. Verify the diameter message AVP stream.
DIAMETER_UNKNOWN_PEER	3010	A CER message was received from an unknown peer.

Transient-Failure Result Codes

Transient-failure result codes are returned to indicate that the request could not be processed at the time it was received. These requests may be processed in the future.

Table E-3 lists the transient-failure result codes.

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Table E-3 Transient-Failure Result Codes

Result Code	Code	Notes
DIAMETER_AUTHENTICATION_REJECTED	4001	The authentication process for the user failed, most likely due to an invalid password used by the user. Further attempts MUST only be tried after prompting the user for a new password.
DIAMETER_OUT_OF_SPACE	4002	A Diameter node received the accounting request but was unable to commit it to stable storage due to a temporary lack of space.
ELECTION_LOST	4003	The peer lost the election process and has therefore disconnected the transport connection.
DIAMETER_END_USER_SERVICE_DENIED	4010	The rating function failed with one of the following errors: • MISSING_SYSTEM_ALTERATION_FOR_DEBIT • INCORRECT_IMPACTS_FOR_DEBIT & LIFECYCLE_VALIDATION_FAILED Check the **ecs.log** file for the rating function failure details.
DIAMETER_CREDIT_LIMIT_REACHED	4012	The subscriber's credit floor or ceiling limit is breached. Update the subscriber's credit.
SPLIT_BRAIN_SUSPECTED	4999	This is a Camiant-specific result code which should be returned server when a primary connection already exists and secondary connection is being attempted.

Permanent-Failure Result Codes

Permanent-failure result codes are returned to indicate that the requests will not be processed and that further requests from the diameter client will not be accepted for processing.

Table E-4 lists the permanent-failure result codes.

Table E-4 Permanent-Failure Result Codes

Result Code	Code	Notes
DIAMETER_AVP_UNSUPPORTED	5001	The Diameter Gateway server received a message with an unknown AVP. Verify that the AVP is present in the **dictionary_main.xml** file.
DIAMETER_UNKNOWN_SESSION_ID	5002	The Sy request contains an unknown Session-Id. Verify that the Session-Id is the same as in the initial request.
DIAMETER_AUTHORIZATION_REJECTED	5003	The Diameter Gateway authorization failed with the data in the request message AVP. Check the log files for more information about the authorization failure.
DIAMETER_INVALID_AVP_VALUE	5004	The request AVP data cannot be converted to an expected PayloadItem type. Verify that the AVP type in the request is compatible with the PayloadItem type in ECE.

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Table E-4 (Cont.) Permanent-Failure Result Codes

Result Code	Code	Notes
DIAMETER_MISSING_AVP	5005	The Diameter Gateway server received a request without the Gy, Sy, or Sh AVP. Verify that the request contains the required AVPs as per the 3GPP specifications.
DIAMETER_RESOURCES_EXCEEDED	5006	The request cannot be authorized because the user has expended all allowed resources. For example, a user restricted to one dial-up PPP port attempted to establish a second PPP connection.
DIAMETER_CONTRADICTING_AVPS	5007	The Home Diameter server detected AVPs in the request that contradicted each other, and is not willing to provide service to the user. One or more Failed-AVP AVPs MUST be present, containing the AVPs that contradicted each other.
DIAMETER_AVP_NOT_ALLOWED	5008	A diameter message was received with an AVP that is not allowed as per the **dictionary_main.xml** file. Check for any AVP cardinality rules violations as defined in the **dictionary_main.xml** file.
DIAMETER_AVP_OCCURS_TOO_MANY_TIMES	5009	The AVP-to-ECE PayloadItem mapping violated the cardinality mapping rules per the event definition. Check for cardinality rule violations in the AVP-to-PayloadItem mapping.
DIAMETER_NO_COMMON_APPLICATION	5010	The Diameter Gateway server received a Capabilities-Exchange-Request (CER) message requesting applications other than Gy, Sy, or Sh. Check the Diameter Gateway server connection.
DIAMETER_UNSUPPORTED_VERSION	5011	The Diameter Gateway server received a request message with a version number that is not supported. Verify that the Diameter client version is compatible with the Diameter Gateway server version.
DIAMETER_UNABLE_TO_COMPLY	5012	An unexpected system error occurred on the Online Charging System (OCS). Check the ECE and Diameter Gateway log files for details about the error.
DIAMETER_INVALID_BIT_IN_HEADER	5013	This error is returned when an unrecognized bit in the Diameter header is set to one (1).
DIAMETER_INVALID_AVP_LENGTH	5014	The AVP in the request message contains more or fewer bytes than expected by the Diameter Gateway server. Verify that the AVP data types are configured with the correct byte size.
DIAMETER_INVALID_MESSAGE_LENGTH	5015	This error is returned when a request is received with an invalid message length.
DIAMETER_INVALID_AVP_BIT_COMBO	5016	The request contained an AVP, which is not allowed to have the given value in the AVP Flags field. A Diameter message indicating this error MUST include the offending AVPs within a Failed-AVP AVP.
DIAMETER_NO_COMMON_SECURITY	5017	A CER message was processed without security mechanism. Verify that security is enabled in Diameter Gateway Communications Layer.

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Table E-4 (Cont.) Permanent-Failure Result Codes

Result Code	Code	Notes
DIAMETER_USER_UNKNOWN	5030	ECE was not able to locate the subscriber ID in the diameter request. Verify that the subscriber exists in ECE.
DIAMETER_RATING_FAILED	5031	The rating function failed because it received one of the following messages: • INSUFFICIENT_RATED_QUANTITY • NO_QUALIFIED_CHARGE_OFFERS • NO_RATED_QUANTITY • ZERO_RUM_QUANTITY Check the **esc.log** file for the rating function failure.
DIAMETER_ERROR_UNKNOWN_POLICY_COUNTERS	5570	ECE does not recognize one or more policy counters specified in the diameter request. Verify that the ECE server is configured for tracking the policy counters requested by the diameter message.
DIAMETER_ERROR_SUBS_DATA_ABSENT	5106	ECE received a request for some profile data that is unknown. Verify that ECE is configured to return the corresponding profile data for the Diameter request.

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HTTP Gateway Error Codes

This appendix describes Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) HTTP Gateway error codes.

Topics in this document:

- HTTP Gateway Success Result Codes
- HTTP Gateway Failure Result Codes

HTTP Gateway Success Result Codes

Success result codes inform the peer that a request has been successfully completed.

Table F-1 lists the HTTP Gateway success result codes.

Table F-1 HTTP Gateway Success Result Codes

Result Code	Code	Notes
INITIATE	201	Includes a response body.
UPDATE	200	Includes a response body.
TERMINATE	204	There is no response body.

HTTP Gateway Failure Result Codes

Failure result codes are returned to indicate that the request will not be processed further.

Table F-2 lists the HTTP Gateway failure result codes.

Table F-2 HTTP Gateway Failure Result Codes

Result Code	Code	Notes
The result code can be one of these: • **UNKNOWN_POLICY_COUNTERS** • **NO_AVAILABLE_POLICY_COUNTERS** • **USER_UNKNOWN** • **INVALID_REQUEST_TYPE** • **CHARGING_FAILED,NULL_SUPI** • **INVALID_NOTIF_URI**	400	Bad Request
The result code can be one of these: • **END_USER_REQUEST_DENIED** • **END_USER_REQUEST_REJECTED** • **QUOTA_LIMIT_REACHED** • **CHARGING_FAILED**	403	Forbidden

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Table F-2 (Cont.) HTTP Gateway Failure Result Codes

Result Code	Code	Notes
USER_UNKNOWN	404	Not Found
SYSTEM_ERROR	500	Internal Server Error
SERVICE_UNAVAILABLE	503	Service Unavailable

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RADIUS Gateway Error Codes

This appendix describes Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) RADIUS Gateway error codes.

Topics in this document:

- RADIUS Gateway Result Codes

RADIUS Gateway Result Codes

Table G-1 lists the RADIUS Gateway result codes.

Table G-1 RADIUS Gateway Result Codes

Result Code	Code	Notes
ACCESS_REJECT	3	The ACCESS_REJECT message is sent by RADIUS server to deny access to a user.
UNKNOWN	0	Any other unknown error thrown by the RADIUS Gateway.
ACCESS_CHALLENGE	11	The ACCESS_CHALLENGE message is used by the RADIUS server to request additional information from the user during the authentication process.

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ECE - Offline Mediation Controller Error Codes

This appendix describes the error codes that Oracle Communications Billing and Revenue Management Elastic Charging Engine (ECE) passes to Oracle Communications Offline Mediation Controller.

Topics in this document:

- ECE-Offline Mediation Controller Result Codes

ECE-Offline Mediation Controller Result Codes

Table H-1 lists the ECE-Offline Mediation Controller result codes.

Table H-1 ECE-Offline Mediation Controller Result Codes

Result Code	Code	Notes
CANCEL_NOT_ALLOWED	6001	A call cannot be canceled.
CREDIT_CEILING_BREACH	6002	The balance impact has caused the credit floor to be breached.
CREDIT_FLOOR_BREACH	6003	The balance impact has caused the credit floor to be breached.
CUSTOM_EXTENSION_ERROR	6004	An exception is thrown in the custom extension.
CUSTOMER_IN_TRANSACTION	6005	The subscriber is already in a transaction with a BRM operation.
DUPLICATE_REQUEST	6006	A duplicate CDR is detected in the same batch by an ECE DC node.
FINAL_UNIT_INDICATOR	6007	There are no further grants possible
INCORRECT_IMPACTS_FOR_DEBIT	6008	The system-level alteration for a debit operation is not configured.
INSUFFICIENT_RATED_QUANTITY	6009	There is not a sufficient quantity rated from the request.
LIFECYCLE_VALIDATION_FAILED	60010	The call is rejected based on the configured lifecycle rules.
MISSING_SYSTEM_ALTERATION_FOR_DEBIT	60011	A system-level alteration for a debit operation is not configured.
NO_QUALIFIED_CHARGE_OFFERS	60012	No charge graph is applicable for an incoming request.
NO_RATED_QUANTITY	60013	Nothing has been granted.
REFUND_NOT_ALLOWED	60014	Either the debit is too old or there is no debit with this correlation.
SYSTEM_ERR	60015	An internal error has occurred.

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Table H-1 (Cont.) ECE-Offline Mediation Controller Result Codes

Result Code	Code	Notes
TX_FAILED	60016	An HTTP Gateway 5G request fails with the reason **END_USER_REQUEST_DENIED TX_FAILED**.
ZERO_RUM_QUANTITY	60017	The quantity rated is zero.
MESSAGE_EXCEPTION	60018	Unable to build the message.
CDR_SERVICE	60019	Either the **cdr_service** field is not found in the incoming CDR or the field does not match one defined in an NPL rule file.
EVENT_TYPE	60020	Either the **eventType** field is not found in the incoming CDR or the field does not match one defined in an NPL rule file.
VERSION	60021	Either the **version** field is not found in the incoming CDR or the field does not match one defined in an NPL rule file.
PRODUCT_TYPE	60022	No matching product type is found. It failed to create a usage request.
USAGE_BUILDER	60023	No matching usage builder is found for this product, event, and version. The combination failed to create a usage request.
USAGE_REQUEST	60024	It failed to create a usage request due to any reason, such as an incorrect payload block name.
OPERATION_TYPE	60025	The **operationType** field is not found in the incoming CDR.
INVALID_OPERATION_TYPE	60026	The operation type is invalid.
BILLING_DUE	60027	The subscriber's bill is due.
SUBSCRIBER_UNAVAILABLE	60028	The BRS is overloaded and responds too busy.
SUBSCRIBER_NON_EXISTENT	60029	The subscriber is not present in the charging cache.
SUBSCRIBER_IN_RERATING_COMPLETE_PHASE	60030	The subscriber is currently in the rerating phase.
TRANSPORT_FAILURE	60031	The message is not delivered downstream.
BRS_OVERLOAD	60032	An overload of requests are pending to be processed by ECE.
SYSTEM_DEGRADED	60033	A loss of multiple charging grid nodes has occurred.
NO_RATED_EVENT_PERSISTED	60034	A rated event has not been generated for this request.
NO_RATING_GRAPH_CONFIGURED	60035	For a given selector, none of the graphs within the selector is applicable for the request.

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Table H-1 (Cont.) ECE-Offline Mediation Controller Result Codes

Result Code	Code	Notes
CUSTOM_REJECT_RESPONSE	60036	A custom error has occurred.
PRODUCT_NOT_FOUND	60037	The product has not been provisioned in the charging system, is expired, or is not yet valid.
SUSPEND_REQUEST	60038	The request is suspended for future recycling.

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C-Based Applications and Utilities that Support Log Rotation

This appendix describes the C-based applications and utilities.

Topics in this document:

- C-Based Applications and Utilities that Support Log Rotation

C-Based Applications and Utilities that Support Log Rotation

Table I-1 lists the C-based applications and utilities that support log rotation.

Table I-1 C-Based Applications and Utilities

Utility Name	Pin.conf Program Name
BRM_home/bin/cm	cm
BRM_home/lib/libmta.a /All MTA applications	All MTA OOB and custom applications
BRM_home/bin/testnap	testnap
BRM_home/bin/dm_oracle	dm
BRM_home/bin/dm_prov_telco	dm
BRM_home/bin/answer_s *BRM_home*/bin/answer_b	answer_s answer_b
BRM_home/sys/dm_eai/libdm_eai.so	dm
BRM_home/sys/dm_eai/plugin_http.so	dm
BRM_home/bin/pin_config_distribution *BRM_home*/bin/pin_clean *BRM_home*/bin/pin_get_results *BRM_home*/bin/pin_ledger_report *BRM_home*/bin/pin_mass_refund *BRM_home*/bin/pin_recover	default: pin_billd pin_clean pin_config_distribution pin_get_results pin_ledger_report pin_mass_refund pin_recover
BRM_home/bin/pin_rate_change	pin_rate_change
BRM_home/source/apps/sample/	sample_act sample_app sample_del sample_search sample_who
BRM_home/bin/pin_remittance	pin_remit
BRM_home/bin/pin_ra_check_thresholds	pin_ra_check_thresholds
BRM_home/bin/pin_recycle	pin_recycle

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