



Release Notes for Cisco Service Control Management Suite Subscriber Manager (SCMS SM) 2.0.3

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Supports: SCMS SM 2.0.3, SCMS SM 2.0.2

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These release notes for the Cisco Management describe the enhancements provided in Cisco Release SCMS SM 2.0.3. This release notes document also covers SCMS SM release 2.0.2.

For a list of the caveats that apply to Cisco Release Management 2.0.3 see “Open Caveats – Cisco Release SCMS SM 2.0.3,” page 5.



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Introduction

Cisco is proud to release version 2.0.3 of its SM infrastructure.

This version presents an important step forward in the management infrastructure at the subscriber management level.

This document outlines the new features and enhancements to the Management Infrastructure, and assumes the reader already has a good working knowledge of Cisco's solution. For additional information, please refer to Cisco's User Guides.

New Functionality in Cisco Release SCMS SM 2.0.3

The following new functionalities are supported by Cisco for Cisco Release SCMS SM 2.0.3

Managing the CM as the "Subscriber" Entity

In a cable environment a broadband subscriber usually can purchase a service with multiple global-IP addresses that are dynamically assigned to multiple machines (termed CPEs) in a home-network. The growing popularity of residential gateways and NAT devices is driving subscribers to opt for a single global-IP service, however, most operators still provide multi-IP services as an optional subscription plan.

Providers can use Cisco's solution to control traffic for all CPE devices behind a single CM as a single entity, even if each one uses a different IP address. This capability is now supported in the SM's infrastructure.

The implementation of this new functionality also involved some changes in the context of the expiration time variable in the login method of the SM API; currently, the specified expiration time relates to all the IP addresses of the subscriber.

SmartSUB Manager Upgrade

SCMS SM 2.0.3 introduces the capability to have an upgrade process in the SM which allows avoiding loss of user data during the upgrade.

Specifically, two types of information are backed-up and preserved:

- The content of the SM's database
- The content of the SM configuration file

New Functionality in Cisco Release SCMS SM 2.0.2

The following new functionalities are supported by Cisco for Cisco Release SCMS SM 2.0.2

Replacing RMI with RPC

In SCMS SM 2.0.2, Cisco stopped using the RMI protocol as a transport mechanism for events flowing from SM to SCE.

RMI was replaced with Cisco's RPC protocol, which is a lightweight, protocol that provides the right solution for the specific equipments if the communications between the SCE and the SM, include requirements for high performance. The RPC protocol is performance and firewall friendly.

The transition to RPC increases the availability and throughput connection between the SEs and the SM, and subsequently increases the overall availability of Cisco's solutions.

Caveats

Open Caveats – Cisco Release SCMS SM 2.0.3

Restarting the SM after Changing the Time

- Cisco number 7426

After changing the time on the machine running the SmartSUB Manager SUN machine (SM), you must restart the SM. Not restarting the machine may result in the inability to log into the SM any of Cisco's SM clients.

There are no known workarounds.

Configuring Subscribers Directly to an SCE

- Cisco number 9134

If an SCE is part of an SM domain, and is also configured directly with the subscriber through CLI, the SM will perform a synchronization of the SCE's subscriber database and will erase the subscribers that were manually configured.

Workaround: design and configure the system accordingly.

Clearing the Subscriber Database in the SM

- Cisco number 9570

When the SM - LEG Failure Handling parameter in the SM's configuration file is configured to `clear_all_mappings= true`, the subscriber information that was manually entered using CLU commands is also erased.

Workaround: design and configure the system accordingly.

Non-Clearing of SM Subscriber Database

- Cisco number 10731

When the SM is installed with the `-o` option, and as a result, it erases the entire SM directory on the SUN machine, the subscriber database is not erased.

Workaround: clear the database using CLU before re-installing.

The RPC Server is Active on SM start

- Cisco number 10777

The SM always starts with the RPC server active, as a result of the RPC server configuration not saving after reboot or restart.

Workaround: You should disable the RPC server.

To disable the RPC server:

-
- Step 1.** Verify that the <sm-root>/prpc/14374/prpc.pro file exists. If it does not exist, you should create it as an empty file.
- Step 2.** Add the following line to the file:
- ```
prpc.server.startonstartup=false.
```
- Step 3.** Reload the PRPC configuration file using CLU.
- 


## Restarting the SM if the “Auto Resync” Parameter Changes

When changing the parameter *Push\_mode\_auto\_resync* in *p3sm.cfg*, the SM is required to restart in order for this change to take effect. Since this parameter is not supposed to change during SM’s lifetime, it is recommended changing the parameter in the configuration file right after installation and prior to starting the SM the first time.

Workaround: change this parameter immediately after installing the SM.

## JRE version


The smartSUB Manager requires installing Sun JRE 1.4.2\_02 for correct and stable operation. The SM CD includes a JRE installation script.

|                                                                                     |                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                                                                                                                                                               |
| Note                                                                                | If the server hosts other Java applications, which use a different JRE version, the JRE installation script may cause these applications to stop functioning correctly. Please contact Cisco customer support if this occurs. |

There are no known workarounds.

## Solaris Time Zone and Locale Prerequisites

The time zone and locale is set by editing the */etc/TIMEZONE* configuration file.

|                                                                                     |                                                                                   |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
|  |                                                                                   |
| Note                                                                                | You are required to reboot, in order for the changes in this file to take effect. |

### **Time zone**

Setting the OS time zone as offset from GMT in POSIX format is not supported and may lead to corrupted log files.

Workaround: It is recommended to set the time zone by country name, for example:

```
TZ=Israel
```

In case GMT offset must be used, use the "zoneinfo" format by attaching a ':*Etc*/' prefix, for example:

```
TZ=:Etc/GMT+5
```

### **Locale**

Setting the locale may result in incorrect time stamps on the logs and reports.

Workaround: For correct SM operation, English locale must be used. The easiest way to set it is by adding the following line:

```
LANG=en_US
```

To the */etc/TIMEZONE* configuration file.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

### Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

### Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>



## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

**Severity 3 (S3)**—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

**Severity 4 (S4)**—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:  
<http://cisco.com/univercd/cc/td/doc/pcat/>
- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:  
<http://www.ciscopress.com>
- Packet magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>

- iQ Magazine is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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