
HP Customer Care Dashboard

Version 1.0



Release Notes

**For the Operating Systems:
Linux (Suse SLES 11 SP1)**

Edition: 1.1

May 2014

© Copyright 2014 Hewlett-Packard Development Company, L.P.

Legal Notices

Warranty

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

License Requirement and U.S. Government Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notices

© Copyright 2014 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe®, Acrobat® and PostScript® are trademarks of Adobe Systems Incorporated.

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Java™ is a trademark of Oracle and/or its affiliates.

Microsoft®, Internet Explorer, Windows®, Windows Server 2007®, Windows XP®, and Windows 7® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Firefox® is a registered trademark of the Mozilla Foundation.

Google Chrome® is a trademark of Google Inc.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of The Open Group.

X/Open® is a registered trademark, and the X device is a trademark of X/Open Company Ltd. in the UK and other countries.

Red Hat® is a registered trademark of the Red Hat Company.

Linux® is a registered trademark of Linus Torvalds in the U.S. and other countries.

Contents

Preface	5
Chapter 1.....	7
Introduction	7
1.1 Goals.....	7
1.2 Software capabilities	7
1.3 Non Goals	8
Chapter 2.....	10
Installation, Configuration and Administration	10
Chapter 3.....	11
Known Problems	11
Chapter 4.....	12
Known Limitations	12

Tables

Table 1 - Software versions5

Preface

These Release Notes describe critical information related to the HP Customer Care Dashboard product.

Product Name: HP Customer Care Dashboard (HP CCD)

Product Version: V1.0

Kit Version: V1.0-01E

Please read this document before installing or using this Software.

Intended Audience

This guide is intended for Solution Architects, Administrators and Users of the HP CCD product.

Software Versions

The term UNIX is used as a generic reference to the operating system, unless otherwise specified.

The software versions referred to in this document are as follows:

Software	Version	OS	Databases
HP CCD	1.0	Suse SLES 11 SP1 for x86 machines	SQLite 3.7.2 for management of users
HP CEA	4.5	Suse SLES 11 SP1 for x86 machines	HP CEA Zstore

Table 1 - Software versions

Typographical Conventions

Courier Font:

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames
- Keyboard key names

Italic Text:

- Filenames, programs and parameters.
- The names of other documents referenced in this manual.

Bold Text:

- To introduce new terms and to emphasize important words.

Associated Documents

The following documents contain useful reference information:

- HP CCD V1.0 - Installation, Configuration and Administration Guide
- HP CCD V1.0 - MBBQoE Customization - User Guide
- HP CCD V1.0 - MBBQoE Customization – Configuration Guide

References

[R1] *HP CCD V1.0 – Installation, Configuration and Administration Guide*

Support

Please visit our HP Software Support Online Web site at www.hp.com/go/hpsupport for contact information, and details about HP Software products, services, and support.

The Software support area of the Software Web site includes the following:

- Downloadable documentation.
- Troubleshooting information.
- Patches and updates.
- Problem reporting.
- Training information.
- Support program information.

Introduction

1.1 Goals

HP Customer Care Dashboard (HP CCD) is a software product, designed to be used by first level customer care technicians. It provides synthetic and clear information concerning the selected customer's quality of experience for a selected time range.

The Customer Care Dashboard runs on top of a deployed HP CEA product Solution. For more information about HP CEA, please consult the HP CEA 4.5 documentation set.

The HP Customer Care Dashboard reads data primarily from the HP CEA's database, named the Zstore, but is also capable of reading other databases and files should it content be augmented with additional information (for example, the subscription of the Subscriber) . The data collected by the HP Customer Care Dashboard data are processed through a series of calculations in order to obtain synthetic indicators of the quality of experience provided to the customer, called the QoE scores.

These calculations and aggregations are defined in dedicated configuration files, and can be adapted and customized in a flexible and extensible way to meet the specific customer environment.

The HP Customer care Dashboard product also supports mechanisms to configure its layout and look-and-feel, thanks to the definition of nodes in a static XML configuration file. This layout can also be modified to meet the layout as asked by the customer.

1.2 Software capabilities

HP CCD provides the following capabilities:

- The HP CCD server is installed on a Suse Linux system. The prerequisite is that HP CEA GUI rpm package needs to be installed on the system. The HP CCD server is deployed in tomcat6.
- The HP CCD GUI runs in a browser. Internet Explorer 9, 10 and 11, Google Chrome and Firefox are the supported web browsers. .
- HP CCD computes and displays KPIs & QoE scores depending on the customer and the time period selected. The customer identifier can be IMSI (International Mobile Subscriber Identity), MSISDN (Mobile Subscriber ISDN) or other information depending on the customization.
- The HP CCD pages are very easy to read. They are based on icons, threshold indicators, gauges, bar charts...Note that no internet access is needed to display these widgets.
- The time period can be selected manually or using buttons that define default time periods. The maximum is last two weeks.
- The HP CCD supports the possibility to configure the tool bar to perform a contextual launch to an external application. The contextual launch

supports the ability to use different parameters such as the customer identifier, the time period, the KPIs displayed in the dashboard and additional keywords that can be defined by customization. It allows the operator to launch a test in real time or to launch an application.

- A customization is made of configurations files to define the layout of the dashboard (xml file) and how to compute the KPIs. It can contain also static files such as icons and catalog files containing the localized labels used in the dashboard. A customization can contains also a jar file to define keywords used in the launch menu.
- The configuration of the calculation of the KPIs is based on a DSL (Domain Specific Language) built on top of groovy. The groovy configuration files must respect this DSL. Advanced configuration is possible in an extension file.
- HP CCD supports the installation and deployment of several customizations at the same time. If only one customization is deployed, it is the default one and there is no need to specify the customization to load when accessing the GUI. If several customizations are deployed, the user can select the customization to display by providing the customization name in the URL.
- HP CCD provides user authentication and authorization. Users need to login to access the HP CCD page. Users are managed using a `ccd_admin` command line that can be run by a specific administration user on linux system. Users are associated with a list of roles. Each role can give access to a list of customizations. Once logged, the user can display a customization only if he has the corresponding permission. The role is also used to display or not some information in the dashboard (for instance more information can be displayed for the admin user). The role can be used also during calculation of the KPIs. These last two points allow managing security aspect.
- During HP CCD installation, an “admin” user is created and allows accessing all customizations. Installing a customization, a specific user is created and can display this customization.
- The HP CCD integration to a portal is supported. A dedicated CCD portlet can be deployed in a portal such as Liferay. HP CCD portlet is compliant to JSR86. It is then possible to add in the portal a window to access the HP CCD application and to define some preferences that are used to launch the HP CCD application with specific values (the user and password to login, a predefined customer identifier, a time period...)
- Localization mechanism is setup. Default language is English. French is supported for demonstration purpose. The language can be chosen by providing the locale in the URL.
- Logs based on log4j mechanism are setup to help troubleshooting.
- MBBQoE customization is provided with the product. It defines calculations and thresholds for the MBB QoE metrics, for HP CEA Analysis & correlation Package for MBB QoE from PS core probes from Zhilabs.
- HP CCD product delivers a CCD Core, a CCD portal and a MBBQoE customization rpm packages

1.3 Non Goals

HP Customer Care Dashboard Version 1.0:

- Supports English language only in HP CCD V1.0. Only root user can install HP CCD V1.0
- Does not provide a GUI for the management of the users
- Supports user management within its internal database, in other words, HP CCD V1.0 does not support LDAP or SSO.

Installation, Configuration and Administration

HP CCD provides a dedicated Installation, Configuration and Administration Guide, please refer to [R1] to know how to install, uninstall, configure and administrate the HP CCD product.

Chapter 3

Known Problems

N/A

Chapter 4

Known Limitations

Reference	Severity	Description	Product	Suggested Solution
CR#530	High	Latency observed on the HP CCD Dashboard when supporting HP CEA is deployed in a master/slave configuration and there is a high volume of user connections (> 100 users)	HP CEA	Decrease the number of authorized users connection per CEA server
CR#523	Medium	If HP CEA processes have been restarted without restarting tomcat6, the JNDI data source to access the Zstore will not work. You will get server errors and will not be able to access the HP CCD Dashboard.	HP CCD	You have to restart also tomcat.