PolicyGuru™ Meta-Policy Controller v2.0. Release Notes, Rev B

Knowledge Base Article #PG991

Synopsis

This document contains important information about Release v2.0 of PolicyGuru™ Meta-Policy Controller.

What's New in v2.0

- **Metadata Probe**—The Metadata Probe provides the PolicyGuru Solution with SIP data derived from a passive tap. This enables CEP Policies and Analytics to be based on post-connect call data, such as header information, duration, call state, codec, and call disposition.

- **High Availability/Redundancy**—All applications can be deployed in a highly available, redundant configuration with automatic failover to help ensure continual uptime.

    o **Mediation Server**—Active-warm standby configuration with failover governed by a monitoring process.

    o **Database Server**—Active-active configuration with continual data synchronization. Synchronization is governed by a monitoring process on the Mediation Server.

    o **ENUM Server**—Active-active configuration that brings down the ENUM listener port to force failover.

    o **Metadata Probe**—Active-active configuration that brings down the tap link to force failover.

- **Enhanced Analytics Views**—The Analytics application provides real-time graphical views of call traffic and calling patterns, with drill-down access to call details. Views can now be based on either ENUM call processing data or SIP call data extracted by the Metadata Probe. In addition to the Call Detail views in which you can drill down to individual call records, a new Analytics view provides a Phone Number view that enables forensic analysis of a specific phone number and its associated calling activity, using Metadata Probe data only.

- **Ability to Export Analytics View Data**—You can now export the data from Analytics views by clicking an icon, for offline analysis of that data set.

- **Intrusion Prevention System (IPS)/Complex-Event Processing (CEP) Policy Rules Based on Additional Call Metadata Patterns**—CEP Rules can now track and alert on call metadata patterns such as SIP messages, specific values in SIP messages, call duration, and call disposition.

- **Ability to Execute Firewall/Simple Event Processing (SEP) Policy Rules on Invalid Phone Numbers**—The phone number normalization script can now be customized to allow flagging of invalid numbers, which may indicate spoofing, for Policy processing.

- **System Monitoring Enhancements**—The solution includes enhanced logging and process monitoring.

- **LDAP Authentication and Application Permissions**—LDAP login authentication using Active

Directory or OpenLDAP is now supported. Additionally, LDAP groups are used to govern PolicyGuru application-level permissions when external LDAP is used.

- **Single Logon**—Logging in to the Management Application now also logs you into the BRMS Policy Application.

Software Version

RC-2.0-294

Issues Resolved in v2.0

- **NGP-95**—Attempting to delete a List used in SEP Policy produced exceptions and the Listings were deleted from the List, while the List itself remained. The List on the Mediation and Database Servers was then in a mismatched state with the List in the installed policy on the ENUM Server.

- **NGP-113**—SEP Policy: List add/deletes from PolicyGuru Database were not propagated to the BRMS application.

- **NGP-145**—Error when loading the BRMS GUI on Chrome or IE. Cosmetic.

- **NGP-160**—CEP Policy: Java heap space exceeded with high call loads (>250 CPS) or after a certain numbers of calls processed (~5M). Only affected the Mediation Server. The ENUM Server continued to process calls as usual.

- **NGP-162**—SEP Policy Commit failed with total Listing counts in excess of 2 million. When the total Listing count on the system reached a high enough level in the database, SEP Policy commits failed. This problem occurred at some level in excess of 2 million Listings.

- **NGP-165**—Exception produced during login or logout with multiple PolicyGuru Application sessions on the same browser. Non-service-affecting.

- **NGP-169**—SEP Policy reset/resync sometimes failed due to large policy database. The ENUM Server continually attempted to reset/resync but failed to and the commit failed. The problem was most likely to occur when having large numbers of Listings (particularly beyond 2 million) and more likely to occur as the number of ENUM Servers increased.

- **NGP-172**—Database Partitioning failed under load. During Performance Testing, when partitioning frequency was increased from Bidaily to Hourly, numerous errors related to partitioning were observed, and partitions were not always created for all tables at each partition interval. Also, most records were being left in the active partition rather than being migrated into the appropriate partition.

- **NGP-173**—Business Rules Management System (BRMS) User remained signed in over Management Interface sign out.

- **NGP-175**—Following rename or copy of a rule, the BRMS reported duplicate Rule name errors. When a Rule was copied or renamed in the BRMS, the Rule name value stored in the Rule did not get changed (only the external file name was changed). This led to "Problem Reports" in the BRMS that a duplicate Rule name existed. For SEP Rules, this was a cosmetic issue because the PolicyGuru System does not use the internal rule name value. However, for CEP Rules, this prevented successful deployment of those Rules.

- **NGP-181**—Exception handling of the Phone Number Normalizer and Direction Finder functions..

- **NGP-188**—Analytics data was not appearing in **Average CPS**, **Total Calls**, and **Call Dispositions** views. Data was present in all **Source** and **Destination** views.

- **NGP-203**—**applicationpolicydata_aud** and **revinfo** tables grew in size over time, causing negative behavior when they got too large.

- **NGP-204** –As the number of listings grew and/or general load on the system increased, a set of exceptions appeared in the server.log file related to the SEP Policy Publisher.

- **NGP-183** – A **PhoneNumberNormalizer** exception caused "1-" to be prepended to the phone number.

- **NGP-180** – Same Source Fast rules sometimes improperly fired when same source calls were received beyond the defined time threshold.

- **NGP-179** – SNMP **sysUpTime** field was not in the proper format.

Known Issues in This Release

- **NGP-207**—SIP Analytics limitation. Queries to gather SIP Analytics CDR data are limited to hour boundaries. In other words, if a call starts in one hour, but is connected or ended in a different hour, that connect and/or end information will not be available in the CDR information in SIP Analytics. This issue affects only the Total Calls and Average CPS views when you drill down to hourly CDR information, and calls are present which connect or end in a later hour. This is due to the fact that those views create the CDR display based on the given hour that you drilled into. Connect and/or end information that occurs in other hours will not be pulled in by the query over that hour.

  To work around this issue and gather full CDR info, use the Phone Number Analytics view or other Call Detail views (Call Disposition, Top 10 Source/Dest, Source/Dest by Country, Concurrent Calls) because these queries do not use a predefined query time range. These views base their query on the user-specified date/time range. When using these views, ensure that your specified query date/time range encompasses the duration of the call to retrieve all parts of the call. For instance, if a particular call lasted two hours, the user-specified query range must include that entire two-hour range to include the End Time information.

- **NGP-206**—ENUM/ Analytics data mismatches at hour boundaries. Mismatches sometimes occur between the ENUM Analytics view counts and the associated CDR record counts, and a query for one specific hour may also show some graphed results for the next hour.

- **NGP-205Analytics**—Source/Dest country selection filter limitation. Country filters for CDR data may return data for more than just the selected country if the search term is present in more than one country name.

- **NGP-174**—Rules with matching names except for case not displayed in Project View. In the Policy Rules editor, if there are multiple rules with matching names except for case, only one of the rules will be displayed. All rules can be viewed by using Repository View.

- **NGP-164**—List creation with initial listings creates duplicates in SEP policy on the ENUM Server. If listings are added to a list during the initial creation of that list, a duplicate value will be created

in SEP policy on the ENUM server. The presence of the extra value in policy is non-service affecting.

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