



Service Portal release notes – 23.1

Purpose of the document

This document describes new functions which will be available in the Service Portal the 6th of February 2023. It also includes information regarding the coming migration of the *Label* function in the service portal and functions that will be deprecated.

Revision history

Date:	Document version	Comment
2023-01-30	Service-Portal-release-notes-23_1-v1.pdf	First version



Triggers

Short Term Data Trigger

New data usage trigger for subscriptions that consumes more data (overrun) or less data (underrun) than the specified amount.

The conditions are set for a defined term (in 1 hour or in 24 hours).

The source of the data can be probe events or Charging Data Record (CDR) events.

Data usage + IF

IF data source is probe events

and data per subscription in all networks

is more than 1 MB in one week

THEN send notification

SUBJECT Trigger notification - Data usage [action + details] - [FREE TEXT]

Information about actions will show up in the email subject.
Click edit to define the free text.
Final email subject is show in the summary page.

TO john.doe@johndoe.com, jane.doe@janedoe.com

0/400

+ AND



Long Term Data Trigger

Existing long term data usage trigger has been enhanced with better accuracy and is now also supporting probe events.

The conditions are set for a defined term (in one week, from the beginning of month, in an unlimited period, or in subscription package since last subscription package change)

The source of the data can be probe events or Charging Data Record (CDR) events.

Data usage + IF

IF data source is

and data per subscription in all networks

is more than in

- in 1 hour
- in 24 hours
- in one week
- from beginning of month
- in an unlimited period
- in SP since last SP change

THEN send notification

SUBJECT
Trigger notification - Data usage
[action + details] - [FREE TEXT]

Information about actions will show up in the email subject.
Click edit to define the free text.
Final email subject is show in the summary page.

TO
john.doe@johndoe.com, jane.doe@janedoe.com

0/400

+ AND



Trigger notifications – email subject customization

For enterprise customers with large fleets and/or with a lot of subsidiaries, the amount of trigger email notifications can be overwhelming. To make it easier to distinguish notifications from different triggers, it is now possible to customize the email notification with:

- Name of Organization can be added in the email subject.
- Notifications from different triggers look different to easily recognize the trigger tag of the notification (e.g.WARNING: INFORMATION: ALERT:)

Trigger notification - Data usage limit exceeded - IMSI: 100973000042538 - organization: entopfuz11

From No-reply Date Today 14:03

You are receiving this email because a data usage overrun trigger condition has occurred in the IOT portal. The reason for this is detailed below:
Data usage limit of 1 MB for 24 hours has been exceeded.

Trigger notification - Data usage limit exceeded - IMSI: 100973000000005 - Warning - overrun 100M in 24 hours, enterprise: entopfuz11

From No-reply
To acc3trigger@tcp.com
Date Today 14:03

You are receiving this email because a data usage overrun trigger condition has occurred in the IOT portal. The reason for this is detailed below:
Data usage limit of 100 MB for 24 hours has been exceeded.

Support

If you need support with reconfiguration of your legacy triggers, please contact your Technical Solution Manager (TSM).



Custom Fields

General

In the release 22B1 (Q3 2022) the function Custom fields was introduced. This will also have some effect on the old function Label. The following chapters explain what Custom fields and Label is and how Label will be affected. If you use Label it is important to read this document to know what actions needs be taken and when.

The document also describes how the new *Subscriptions* page in the Service Portal, will replace the old *Subscription Inventory* page.

What is Custom Fields?

In the Service portal there is a field named *Label* where the customer can add optional information per subscription. This to easier find, sort or manage the subscriptions.

The new function *Custom fields* is an evolution of this concept adding more flexibility.

Custom fields in summary:

- Create up to 10 individual fields (keys) per organization, with customizable field names
- User can assign a value to each field
- The key value pair is tied to a subscription
- Custom field supports a maximum of 60 characters. Please note allowed characters are limited due to security risk mitigations
- Custom Field value is available through API and Service Portal
- At creation of Custom Field key, either at Service Portal or alternatively through API call, creator must select a format. Two formats are supported:
 - "Free text" format
 - or a pre-defined set of values.
Value of such field could only be set to one of these predefined values.
- Custom Fields value could be set one-by-one per subscription or many at a time via batch function at portal *Subscriptions* page. Same possibilities are available through API calls
- All service portal and API user roles that have access to the old *Label* function will be able to have access to the new *Custom field's* function.

Custom field name, up to 60 characters. The following characters are accepted:

- Alphanumeric characters
- -(hyphen)
- _(underscore)
- Empty character in the middle of character sequence

Custom field value, up to 60 characters. The following characters are accepted:

- Alphanumeric characters
- :(colon)
- ?(question mark)
- ((opening parenthesis)
-)(closing parenthesis)
- -(hyphen)
- _(underscore)
- Empty character in the middle of character sequence



Custom Fields – Service Portal

In the service portal the Custom fields are managed in the *Subscriptions* page.

In the menu EDIT CUSTOM FIELDS you can add or remove a Custom field.

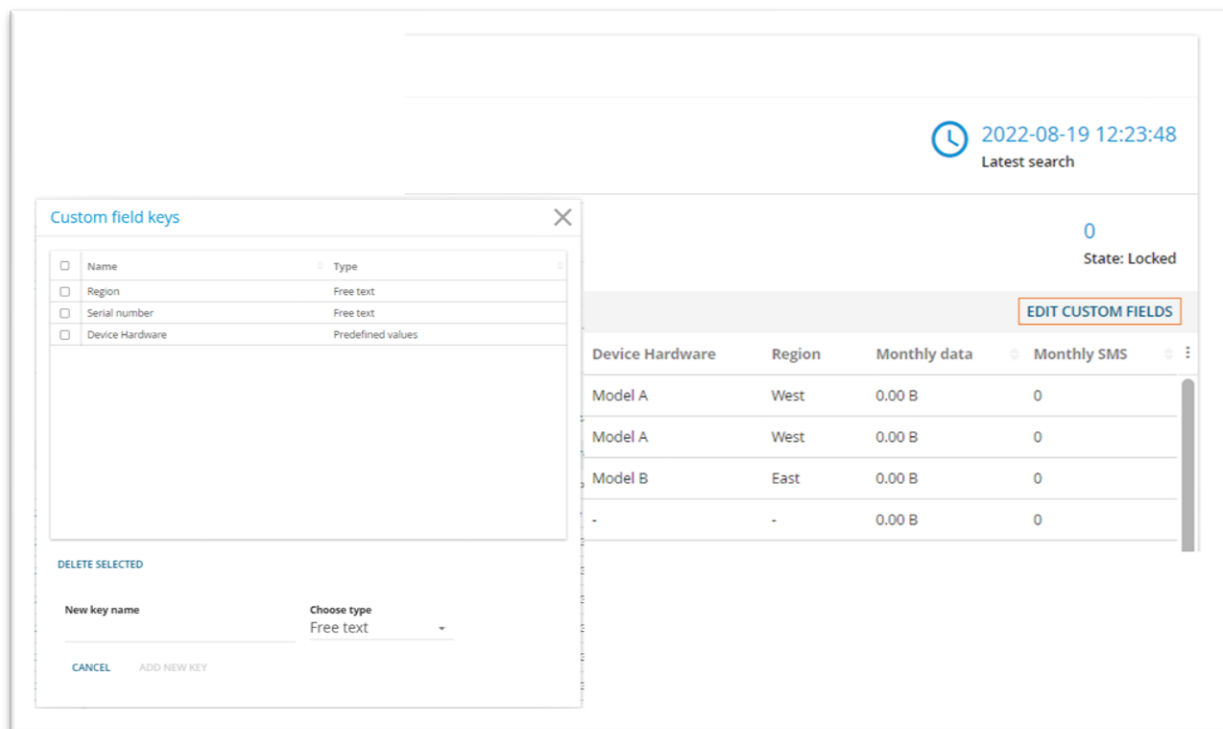


Figure 1, Edit Custom Fields in the Subscription Inventory

Different to all other columns of your list view, please note that created Custom Fields are hidden as a default setting. User can enable Custom Field through the three-dot menu in the upper right-hand side.

The value of a specific *Custom field* can be set per subscription by open the details for that subscription by clicking on the IMSI.

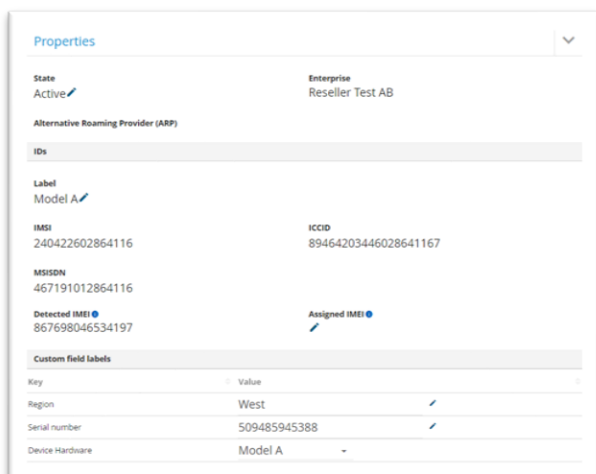




Figure 2, Edit Custom Field value in Subscription Details view

The Import custom fields action uses a batch file to allow setting the same value to the same custom field key on multiple subscriptions with one action. One value can be assigned to up to 100k subscriptions. Within one batch import several Custom Fields can be address.

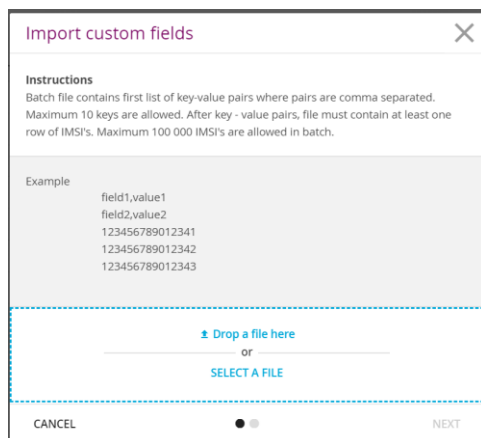


Figure 3, Custom Fields batch operation view (actions)

The batch file is a plain text file (needs to be UTF-8 encoded) in the following, required format:

Batch file format:	Batch file format (example)
Field-Key-a, Value1]	Color, yellow
Field-Key-b, Value2	Region, Europe
...	Release, 22B1
Field-Key-x, Value3	123456789012340
IMSI numbers of selected subscriptions (up to 100k IMSI numbers are supported)	123456789012344
	123456789012345
	123456789012355
	123456789010001

Figure 4, Custom Fields batch file format

After the migration of Label to Label# the same batch function will also be used to update Label# values. Note that this will be possible first after the *Label Migration* date see chapter Timeline.

The format will then be:

Batch file format:
<u>Label#, Value</u>
Field-Key-a, Value1
Field-Key-b, Value2
...
Field-Key-x, Value3
IMSI numbers of selected subscriptions (up to 100k IMSI numbers are supported)



Custom Fields – API

Custom fields can also be managed via API. For API specification contact your Account Manager.

How the old Label function will be affected

There will be some changes to the existing function *Label* when *Custom fields* are introduced. In general *Label* will continue to work as today but the technical solution, behind the scenes, for how *Label* is stored will change. The old value will be moved to a new variable called *Label#* ("*Label migration*" please refer to chapter Timeline) to reuse the new *Custom field* implementation. Most interfaces will still show this as *Label* and not as *Label#*.

Migrated label values

Custom Field supports a smaller range of special characters due to security and risk protection. Therefore, any non-supporter Customer Label value character will be translated to “_” (underscore) when copying the value from Customer Label to *Label#* as described above.

This change might have impact on your automation and need to be considered in your preparation work to be ready for "*Label migration*" date.

During the migration of the Label values to the new *Label#* this field will be set to read only. Due to the massive amount of data to be copied the read only period might span over three days. Please be referred to chapter Timeline.

Service Portal impact

Label will still be presented and managed in the Service portal as today.

Reports and Triggers that uses *Label* will continue to work as before and it will still be named *Label*.

API impact

Below API operations will be impacted from the *Label migration* date.

Recommendation: Keep API number 1 operational until the *Label migration* date. Prepare the REST API listed for your use cases.

Please note that API listed as 2 and 3 is included into the *Label#* supported API. This means there is no need from *Label migration* point of view to move to any other RESTful API beside number 1. listed below.

No	API Operation	Interface	Query Label	Response Label	Way forward
1	requestCustomerLabelChange	SOAP	yes	no	Will be deprecated at the <i>Label migration</i> date. After this date please use " <i>Label#</i> " REST API endpoint POST /custom-fields/requests

Table 1



Below listed API operations will not require any adaptations. At the mentioned *Label migration* date, the existing values from *Label* variable will be copied to *Label#*. The *Label#* value will from this date onwards be available as previously the *Label* value.

No	API Operation	Interface	Query Label	Response Label	Way forward
2	querySimResource	SOAP	no	yes	No change in format and response; after Label migration date shows value from Label#.
3	querySimResources	SOAP	yes	yes	No change in format and response; after Label migration date shows value from Label#.
4	GET /sims	REST	yes	yes	No change in format and response; after Label migration date shows value from Label#.
5	GET /details	REST	yes	yes	No change in format and response; after Label migration date shows value from Label#. Custom Field will include Label#
6	POST /details	REST	yes	yes	Label# value will replace Custom Label value, Custom Field will include Label#
7	POST /subscriptions /{imsi}:reassignMsisdn	REST	no	no	Label# value will replace Custom Label value
8	GET /requests/{request-id}	REST	no	yes	Label# value will replace Custom Label value

Table 2



Reports impact

The existing reports including Label will continue to work as of today. If *Custom fields* are not used the *Label* column will be unchanged. If Custom Fields are used, they will appear as new arguments in the *Label* column placed after the Label value. The report will use “|” as the separator. The format will be as follows:

Traffic Report

Customer: TEST_ENT1 - TEST_ENT1-
Month:AUGUST

Country	Operator	MSISDN	MSISDN Province	IMSI	ICCID	Label
Sweden	Ope_test_4	44690096155		555807800054095	50577891500027824520	RT00096
Sweden	Ope_test_4	44690096156		555807800054096	50577891500027824600	RT00096
Sweden	Ope_test_4	44690096157		555807800054097	50577891500027824780	RT00096
Sweden	Ope_test_4	44690096158		555807800054098	50577891500027824860	RT00096
Sweden	Ope_test_4	44690096159		555807800054099	50577891500027824940	RT00096
Sweden	Ope_test_4	44690096195		555807800053955	50577891500027810580	RT00520
Sweden	Ope_test_4	44690096199		555807800053959	50577891500027810900	RT00520
Sweden	Ope_test_4	44690096201		555807800053961	50577891500027811160	RT00520
Sweden	Ope_test_4	44690290034		555807800254718	50577892100045986840	RT00208
Sweden	Ope_test_4	44690290035		555807800254719	50577892100045986920	
Sweden	Ope_test_4	44690290037		555807800254734	50577892100045988410	TEST_a TEST_b
Sweden	Ope_test_4	44690290038		555807800254735	50577892100045988580	RT00096
SUMMARY						

Figure 5, Traffic report before 18th of September

Traffic Report

Customer: TEST_ENT1 - TEST_ENT1-
Month:AUGUST

Country	Operator	MSISDN	MSISDN Province	IMSI	ICCID	Label
Sweden	Ope_test_4	44690096155		555807800054095	50577891500027824520	RT00096 Test1 ~ abcde Test2 ~ edcba
Sweden	Ope_test_4	44690096156		555807800054096	50577891500027824600	RT00096 Test1 ~ abcde Test2 ~ edcba
Sweden	Ope_test_4	44690096157		555807800054097	50577891500027824780	RT00096 Test1 ~ abcde Test2 ~ edcba
Sweden	Ope_test_4	44690096158		555807800054098	50577891500027824860	RT00096 test1 ~ value 1 test2 ~ value 2 test3 ~ value 3
Sweden	Ope_test_4	44690096159		555807800054099	50577891500027824940	RT00096 WM test ~ state1
Sweden	Ope_test_4	44690096195		555807800053955	50577891500027810580	RT00520 WM test ~ state2
Sweden	Ope_test_4	44690096199		555807800053959	50577891500027810900	RT00520 WM test ~ state3
Sweden	Ope_test_4	44690096201		555807800053961	50577891500027811160	RT00520
Sweden	Ope_test_4	44690290034		555807800254718	50577892100045986840	RT00208 key_1 ~ value_1 key_2 ~ value_2 key_3 ~ value_3 key_4 ~ value_4
Sweden	Ope_test_4	44690290035		555807800254719	50577892100045986920	key_1 ~ value_1 key_2 ~ value_2 key_3 ~ value_3 key_4 ~ value_4
Sweden	Ope_test_4	44690290037		555807800254734	50577892100045988410	TEST_a ^ TEST_b key_1 ~ value_1 key_2 ~ value_2 key_3 ~ value_3 key_4 ~ value_4
Sweden	Ope_test_4	44690290038		555807800254735	50577892100045988580	RT00096
SUMMARY						

Figure 6, Traffic report after 18th of September

If the *Label* or the *Custom field's* value include the special character “|” it will be replaced with the special character “^” in the report. This because the “|” is used as the separator.



Timeline

Changes regarding *Custom Fields* and *Label* will be done in the following steps.

Milestone	Description	Date
Release September (22B1)	Enhancement of the <i>Subscriptions</i> view to handle batch setting of Custom Fields	19 th Sep. 2022
Label read only (start)	Turn on switch for Label read only	10 th March 2023
Label migration – Copy Value	Existing <i>Label</i> value will be copied to new variable <i>Label#</i> .	10 th to 13 th March 2023
Request will be delayed	Following operations will be delayed during above mentioned migration period, includes Custom Field value update, SIM order operations and updates to bundle packages.	10 th to 13 th March 2023
Label migration – Relevant Data Source Change	Deprecation of API “requestCustomerLabelChange”. SOAP API that uses Label (please be referred to Table 1) will not be lifted to the new <i>Label#</i> and show outdate value.	10 th March 2023
Label editable (read only end)	Turn off switch for Label read only	13 th March 2023
Deprecation of <i>Subscription Inventory</i> page	<i>Subscription Inventory</i> page will be removed. Use the page <i>Subscriptions</i>	13 th March 2023



Deprecated features

Legacy trigger engine

In 22B1 (Q3-2022) the final triggers from the Legacy Trigger Engine have been implemented also in the new Trigger Engine.

Deprecation of the Legacy triggers will be done in two phases:

1. By 23.2 (April 2023) the portal pages to Legacy Triggers will be read only.
2. By 23.3 (June 2023), the Legacy Trigger feature will be fully deprecated.

Subscriptions view replacing old Subscription Inventory view

As a step to modernize the Service Portal the Subscriptions page was introduced in February 2022.

Subscriptions page is already the recommended portal page for your subscription lists with a higher performance and more robust back end. Old *Subscription Inventory* page will be removed after the *Label migration*, 13th March 2023.

Removal of weak Ciphers - TLS 1.2

The following TLS1.2 ciphers are considered weak and will be deprecated:

- TLS_DHE_RSA_WITH_AES_256_GCM_SHA384
- TLS_RSA_WITH_AES_256_GCM_SHA384
- TLS_DHE_RSA_WITH_AES_128_GCM_SHA256
- TLS_RSA_WITH_AES_128_GCM_SHA256

The Service Portal and the API's will not be accessible using these ciphers as of the deprecation date

- Modern updated browsers will not be affected by this deprecation
- Client programs using API services must be checked for these ciphers and if used, the programs must be updated with the recommended ciphers