



CMP v8.1.2 - Product Release Note

10th April 2020

Version: 1.0

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1.0 Introduction

1.1 Scope

This document provides an overview of the CMP 8.1.2 release with specific focus on the additional functional and non-functional enhancements with respect to CMP 8.1.1.

1.2 Audience

This document is intended for both internal and external use for readers familiar with CMP to explain the key features of the release including any changes in how existing functions or processes are working.

2.0 Release Scope

2.1 Core CMP Modules

The following modules form the basis of the CMP 8.1.2 release:

Module	Version
agent-view	8.3.95
agent-view-interfaces-layer	8.3.172
agent-view-servlet	8.2.13
cmp-database-pkg	8.3.96
cmp-documentation-pkg	8.3.4
cmp-pentaho-reports-pkg	1.0.1
configuration-centre	8.3.27
dataModel	2.2.131
login-component	8.2.3
published-interfaces-layer	8.3.7
rest-ws	2.2.108
role-extender	8.2.4
setup-utility	1.0.36
shared-services	1.3.83
soap-ws	8.3.3
sso-client	1.6.3
validation	8.3.26
wso2is-login	1.3.27
sabre-action-monitor	2.2.23
sabre-advance-notification	1.0.15
sabre-batch-error-management	2.1.15
sabre-bill-print	2.2.8
sabre-comms	2.2.21
sabre-credit-control	2.2.2
sabre-credit-reference	2.2.4
sabre-dal	2.2.194
sabre-data-warehouse	2.2.17
sabre-debt-recovery-agency	2.2.5
sabre-device-enrolment	1.0.70
sabre-edit-subscription	1.5.26
sabre-external-configuration	2.2.6
sabre-external-reference-upload	1.6.3
sabre-gdpr-purge	2.2.8
sabre-generic-activity-adapter-daemon	2.1.13
sabre-generic-postingout-daemon	2.1.41
sabre-interface-purge	1.0.10
sabre-invoice-posting	2.1.94

sabre-invoice-production	2.2.6
sabre-ledger-monitor	2.2.7
sabre-managed-number-monitor	2.2.1
sabre-managed-numbers	2.1.72
sabre-mandate-registrations	2.1.75
sabre-mandate-revisions	2.1.91
sabre-mdsledger-adapter	2.1.36
sabre-non-recurring-payments	2.2.3
sabre-provisioning	2.2.12
sabre-rated-charge	2.2.3
sabre-rated-usage	2.2.8
sabre-receipt-pdf-collection-adapter	2.1.2
sabre-receipt-print	2.2.15
sabre-recurring-payments	2.2.7
sabre-recurring-pre-payments	1.1.21
sabre-sales-order	1.0.68
sabre-server	1.7.127
sabre-sim-profile	2.2.7
sabre-statement-production	2.1.108
sabre-usage-archiving	2.2.1
sabre-workflow-monitor	2.2.18

In addition, the following third-party components are included:

Module	Version
wso2is	5.0.7-17
jboss-postgres-jdbc-driver-eap7	1.0.33
webswing	2.5.5-44

The third-party components above are dependent on the following configuration modules:

Module	Version
jboss-aviewiface-address-lookup-interface-eap7	8.3.174
jboss-aviewiface-common-eap7	8.1.687
jboss-aviewiface-configuration-eap7	1.0-33
jboss-ccentre-configuration-eap7	1.0-33
jboss-pil-configuration-eap7	1.0-33
jboss-soapws-configuration-eap7	1.0-33

2.2 Optional CMP Modules

The following modules are not part of the core CMP 8.1.2 release but are considered optional modules that can be installed if required based on the specific installation requirements:

Module	Version
sabre-analyser-extract	2.1.62
sabre-bottomline-pdf-collection-adapter	2.1.6
sabre-bulk-action-framework	1.6.1
bulk-action-console	1.2.3

If any of these modules are required for the installation, then they should be added to the 'additional_modules' section of the inventory file.

2.3 UK-specific Adaptors

The following modules are provided specifically for the UK market to support BACS direct debit payments and credit reference extracts to Equifax:

Module	Version
sabre-addacs-transformation-adapter	2.2.1
sabre-arucs-transformation-adapter	2.2.1
sabre-auddis-transformation-adapter	2.1.22
sabre-auddis-transformation-inbound-adapter	2.2.1
sabre-awacs-transformation-adapter	2.2.1
sabre-bacs-transformation-adapter	2.2.1
sabre-recurring-bank-payments-bacs-adapter	2.1.2
sabre-equifax-insight2001	2.1.3
sabre-experian-transformation-adapter	2.2.1

Note that these modules are not installed by default and if required should be added to the 'additional_modules' section of the inventory file.

2.4 OCS-specific Adapters

The following modules are provided specifically for a Real Time Charging environment to support use of Openet as the external Online Charging System (OCS) integrated into CMP:

Module	Version
sabre-openet-provisioning-adapter	2.2.17
sabre-openet-recurring-prepayment-adapter	1.0.26
sabre-openet-usage-adapter	2.2.2

Note that these modules are not installed by default and if required should be added to the 'additional_modules' section of the inventory file.

3.0 New and Changed Functionality

3.1 Introduction

CMP 8.1.2 introduces a number of functional and non-functional changes with respect to CMP 8.1.1. This includes new functionality as well as changes to existing functionality and non-functional improvements. These changes can be summarised as follows:

3.2 New functionality

3.2.1 Hardware Orders

The CMP Orders capability enables agents to place orders for hardware products through the CMP Customer Management GUI, AgentView, and register devices with the corresponding provider's Device Enrolment Program (DEP).

CMP 8.1.2 supports hardware orders only to a single warehouse. It will not be possible to automatically create subscriptions off the back of ordering SIM cards for example. Each order can have multiple products associated with it and each product may have a number of product items. These are the individual parts which make up an order.

The order process consists of five main steps:

- Raise Order
- Add Products
- Generate Order
- Dispatch Order
- Optionally Enrol Device.

3.2.1.1 Raising an Order

All orders are raised against an account in CMP which may be either normal 'account-level' accounts, or the accounts linked to corporates or groups. There are certain accounts against which orders cannot be placed, and these are termed 'subscription only' accounts. Similarly, there are accounts which can have no associated subscriptions and these accounts are used only for orders ('Sales Order only' accounts).

The Order process commences with the definition of the order including the delivery method required for the order, such as recorded delivery or next day delivery, and the delivery address. CMP allows for the agent to select a delivery address that may be different from the default delivery address i.e. the goods that are ordered can be invoiced to one address and the goods dispatched to another. The method of payment for the order is also captured. For CMP 8.1.2, only a payment method of 'On Account' is supported meaning the order amount can be added to the outstanding account balance and invoiced immediately or at the next periodic invoice. At this point it is also possible to specify whether device enrolment into the corresponding provider's DEP is required after the order has been dispatched from the warehouse.

Once the basic order information is confirmed then a new order is created in CMP from where products can be added.

3.2.1.2 Add Products

Once the basic order has been created, products can be added to the order. Each order can have multiple products associated with it and each product may have a number of product items. These product items may be stock items, or non-stock items. Whether a stock item has product availability in the warehouse can be checked (provided that an external warehouse integration implementation has been developed and deployed with CMP) for each product prior to adding it to the order. This stock check may also be done outside of the order itself using the 'Check Stock' menu item available for the Account.

Products can be selected by code or description, or products are grouped together into categories to enable related products to be selected easily from the list of related products without having to search for products individually. Once a product has been selected for inclusion on the order, the quantity can be set and the activation type specified. The activation type is related to subscription orders and not used within CMP 8.1.2. Where there are multiple items associated with a product, the agent can select which items are to be included as part of the order. Agents with the appropriate privilege can modify the unit price of the product items within the maximum and minimum unit price defined for the product item. Products can be added, updated or removed from the order until the order is generated and sent to the warehouse. The agent can also cancel the order at any time until the order is confirmed and dispatched by the warehouse. All cancelled orders are available to view through the order history information in AgentView.

3.2.1.3 Generate Order

Once products have been added to the order, the order can either be saved for later processing or can be processed immediately. When the order is complete and ready to be sent to the warehouse for processing, the order can be confirmed. If device enrolment is required then a check is made that the device enrolment customer identifier is defined on the account and if not the order cannot be completed. This is used as part of the device enrolment to identify the customer being enrolled.

Once the order is confirmed within CMP, the order details are sent to the warehouse for processing and dispatch. The order status is updated to 'Awaiting Order Dispatch'.

3.2.1.4 Dispatch Order

Once the order has been received by the warehouse it is processed. Once processed and dispatched, CMP receives specific information about the order such as the warehouse order number and any hardware serial numbers that need to be registered against the account to which the order relates. If the order is not in error then invoice detail records are created for each line in the order for subsequent invoicing. The status of the order is then updated to 'Complete' or 'Partially Complete' depending on whether all the order items have been dispatched or not.

If the order was marked as requiring device enrolment then the devices need to be registered in the corresponding provider's Device Enrolment Program (DEP) to support remote enrolment (provided that a DEP integration implementation has been developed and deployed with CMP) and configuration of the device into the end organisations mobile device management system. In this case the order device enrolment status is marked as 'Ready to Send'.

3.2.1.5 Enrol Device

Device enrolment is triggered when an order is marked as requiring device enrolment and the order has been dispatched. It can also be triggered from AgentView for a completed order where device enrolment was not initially required.

Device enrolments supports both single and bulk enrolment across one or more orders. Enrolment requests are produced for each DEP provider supported by the deployment and integrated to. Once sent, the order device enrolment status is set to 'In progress'.

When a response is received from the device enrolment provider, if the whole request is not in error then the enrolment status of individual devices is checked. If there are no errors at the device level then the order device enrolment status and the enrolment status of the individual devices is updated to 'Complete'.

3.2.2 Account Bonds

A bond is a one-time upfront payment that is held against the account in case of non-payment of outstanding credit. It acts like a security deposit for the operator. A bond payment can be taken at the point of registration and sent through to CMP as part of the overall registration process.

A bond payment is made through the Payments RESTful web service and can optionally be linked to a specific subscription on the account. Details of the bond payment are visible through the new Account Bond Information panel in AgentView and also available through web services. CMP does not limit the number of separate bond payments that can be taken and each individual bond is visible as a separate record in the Bond Information panel.

An individual bond can be partially or fully redeemed back to the account balance to act as a payment against the account balance. The bond redemption will pay off any outstanding debt using the existing debt matching rules. If a redemption results in a credit balance on the account, it will be possible to raise a refund for the credit balance amount and return this to the registered financial details against the account. In the case of manual payers, a cheque refund will be generated.

It should be noted that in CMP 8.1.2 it will not be possible to refund a bond directly back to the end customer. The bond will be refunded to the account balance and any credit balance can then be refunded using the standard CMP refund capability. In addition, it is not currently possible to take a bond payment through AgentView.

3.2.3 Shared Allowances

The Shared Allowances feature supports the ability to purchase a shared bolt-on package containing one or more inclusive allowances that can be consumed by multiple subscriptions under the same account.

In Business Configuration a bolt-on package can be defined as shared and linked to one or more shared allowances. Shareable bolt-on packages can be one-time or recurring and can be purchased by either postpaid or prepaid subscribers.

A shared bolt-on package can be purchased by any subscriber under an account structure but only the parent subscriber can purchase a shared offer 'on account'. When a shared package is purchased all subscriptions under the agreement automatically become part of

the shared group. The purchaser of the shared package becomes the owner of the group and, as the owner, is able to set limits on each of the members of the group through new RESTful services. The initially allocated limits are set based on the definition on the OCS. Setting a member's limit to zero means they have no access to the shared allowance.

Each subscriber of the share group is able to view the remaining shared allowance balance with respect to their limit. Subscribers that do not own the group are only able to see their own entitlement and usage, not entitlement and usage of other subscribers in the same group. When a subscriber reaches a predefined consumption threshold, a notification is sent to the owner of the group.

For recurring shared packages, renewal is made against the method used to purchase the package. If the renewal fails (for card or balance payments) then the shared allowance will be ended. As with other recurring allowances, the consumption will be reset at the end of the package cycle.

If a subscriber is added to an account with a shared allowance, the subscriber is automatically added to the group. If a subscriber is part of a shared group, but not the owner, and disconnects then they will be removed from the share group. If a subscriber is the owner of the share group and disconnects then the share group subscriptions will no longer have access to the shared allowance(s).

3.2.4 One-off card payments

CMP 8.1.2 supports the ability for an agent to take a one-off card payment through AgentView against an outstanding account balance.

When taking a card payment, the agent is redirected to a payment page provided by the integrated financial institution whereby the agent can enter card details such as card number, card expiry date and CVV number. Card details are not entered directly into AgentView screens nor stored in CMP. The redirect page is a dummy implementation and is not a reference implementation to a specific online payment system.

When the card payment is authorised, the payment is applied to the account balance.

Note that only a payment against an outstanding balance is supported in CMP 8.1.2. Bond payments, payments as part of an order and payments for purchases will be supported in a future release of CMP.

3.2.5 Advance Notifications

CMP 8.1.2 introduces the ability to advise subscribers in advance of a particular action taking place. For example, CMP would need to advise an account holder that their card details, used as their preferred payment method, is about to expire so they have chance to update their details before payments against the card are denied.

A new batch job called Advanced Notifications is provided that allows notifications to be sent in advance of an event. The job will support the ability to send a notification:

- x months prior to the expiry of a credit or debit card
- x months prior to contract expiry
- x days prior to a payment being taken from a bank account or credit/debit card
- x days prior to a recurring pre-payment being taken from a card or balance.

3.2.6 PDF Invoice Retrieval from External System

In CMP 8.1.2 it is now possible to retrieve a PDF invoice stored on an external system from either AgentView or via the Invoice RESTful web service. CMP provides a framework for integration to a third-party system through an exposed API.

3.2.7 Prepaid Usage Data Warehouse Extract

CMP 8.1.1 provides a Data Warehouse extract, Unbilled Usage, that only supports an extract for unbilled postpaid usage. It does not provide a mechanism to extract prepaid usage from CMP to be made available to an external system. CMP 8.1.2 provides a new job to extract data from the prepaidUsage table and export it into CSV format for consumption by a third-party data warehouse.

3.2.8 Forgotten Password.

The CMP end user is now able to reset their password using the 'Forgot password' link on the login screen. Clicking the link will prompt for the username and will send an email to the user's email address configured in WSO2. The email will contain a link to reset their password. When the link is clicked the user will be redirected to a screen to enter a new password. If the new password matches any security policy in place, then the new password will be stored in WSO2.

3.3 Changed Functionality

3.3.1 Price Plan Change

Price Plan change is existing functionality but has been enhanced to work with the integrated OCS.

A Price Plan change is only be available for Postpaid subscribers and can be scheduled for tomorrow or any date in the future. A Price Plan change will take place shortly after midnight on the scheduled day. The delay beyond midnight will be configurable so as to allow any reserved allowance/balance on the OCS for ongoing calls/sessions to be applied before the Price Plan change takes effect. If a Price Plan change is effected before the end of the current period then it will be dependent on the proration rules as to whether the customer receives any credit for the unused portion of the period. Any remaining allowances will be lost.

In the case where a subscriber has an existing one-time bolt-on that is active at the time that the Price Plan change takes effect then the bolt-on will continue to be in effect until it expires even if that bolt-on is not a valid bolt-on for selection on the new Price Plan. For recurring bolt-ons, the recurring bolt-on will be expired on the Price Plan change date. If the subscriber wishes to continue with the recurring bolt-on the Agent will need to find an equivalent bolt-on on the new Price Plan. Global services on the subscription will be unaffected by the Price Plan change.

Price Plan change can be performed through AgentView by clicking on the subscriber status or through SOAP Web Services.

3.3.2 Bill Cycle Change

When registering a subscriber through AgentView, if no agreement current exists then the agent is prompted with a default bill cycle day that is set to the next bill cycle based on what bill cycles are configured. The agent will have the possibility to change the bill cycle to better align with the customers payment date preferences. This overridden bill cycle will now be reflected on the OCS.

3.3.3 View SIM Details

The Serial Numbers bottom panel on the Subscriber Summary screen now provides a right click option on the SIM Serial Number record to view SIM details. In selecting this option, the agent is presented with a popup showing the SIM profile attributes including the type/profile of the SIM card.

The existing ability to search for a SIM profile by SIM serial number has been disabled from the search capability.

3.3.4 External Payments & Refunds

In CMP 8.1.1 the existing Payments RESTful web service only handled refunds. This RESTful web service has been enhanced to record successful online debit/credit card payments as well as bond payments. Card payments can be one-off payments against an outstanding balance or a payment against an online purchase.

3.3.5 Increased Length of Name and Address Entries

The existing name and address fields in CMP 8.1.1 were not sufficient to be able to support name and addresses outside of the UK. In order to be able to support more complex names and address like those in Mexico for example, the length of the fields in the database, in AgentView and JSON schemas have been increased in size. The increase in the field lengths has been performed on personal address fields only for this release.

3.3.6 Usage Cap Balance Enquiry

CMP 8.1.1 did not provide an agent with the ability to see a subscriber's consumption against their usage cap. The remaining usage against the cap amount has now been added to the Usage Caps summary screen.

3.3.7 Additional invoice parameters for Businesses

The company name and address and also the company VAT registration number are not present in the Bill Print output INCMP 8.1.1, so these parameters have been added to the JSON schema and output in the bill print file.

4.0 CMP Impact

4.1 Introduction

The functional and non-functional changes highlighted in section 3.0 above have had an impact CMP in the following areas:

- New and changed AgentView screens
- Admin Console changes
- New and changed Business Configuration screens
- SOAP web services changes
- RESTful web services changes
- Openet-specific adapter changes
- Non-functional changes.

4.2 AgentView Changes

4.2.1 New Screens

4.2.1.1 Orders

As described in section 3.2.1 above, CMP 8.1.2 introduces hardware orders functionality. This is supported in AgentView through the introduction of a new Account swish, “Orders”. The swish has three sub-menu items called “Order History”, “Order Items” and “Check Stock”.

Order History

The Order History bottom panel shows a list of all open hardware orders and their current status:

Order	Status	Gross Price	Created	Promised	Customer Ref
00000046	Awaiting Dispatch	2,050.00	03/03/2020	04/03/2020	
00000034	New	0.00	28/02/2020	29/02/2020	
00000020	Awaiting Dispatch	59.50	21/02/2020	22/02/2020	
00000016	Awaiting Dispatch	109.00	21/02/2020	22/02/2020	
00000015	Awaiting Dispatch	4,061.50	21/02/2020	22/02/2020	
00000009	Awaiting Dispatch	211.00	20/02/2020	21/02/2020	
00000005	New	0.00	18/02/2020	19/02/2020	

Figure 1: Order History Screen

The displayed orders can be filtered by date range and the display filter can be changed to additionally show completed and cancelled orders.

From here the user can right click on an existing row to see summary details for the order and can click anywhere within the bottom panel to add a new order.

Add Order

Adding a new hardware order is a two-stage process. The first part requires specifying the high-level order details such as the shipping address and whether any devices on the order require enrolment to the corresponding Device Enrolment Program (DEP) for example.

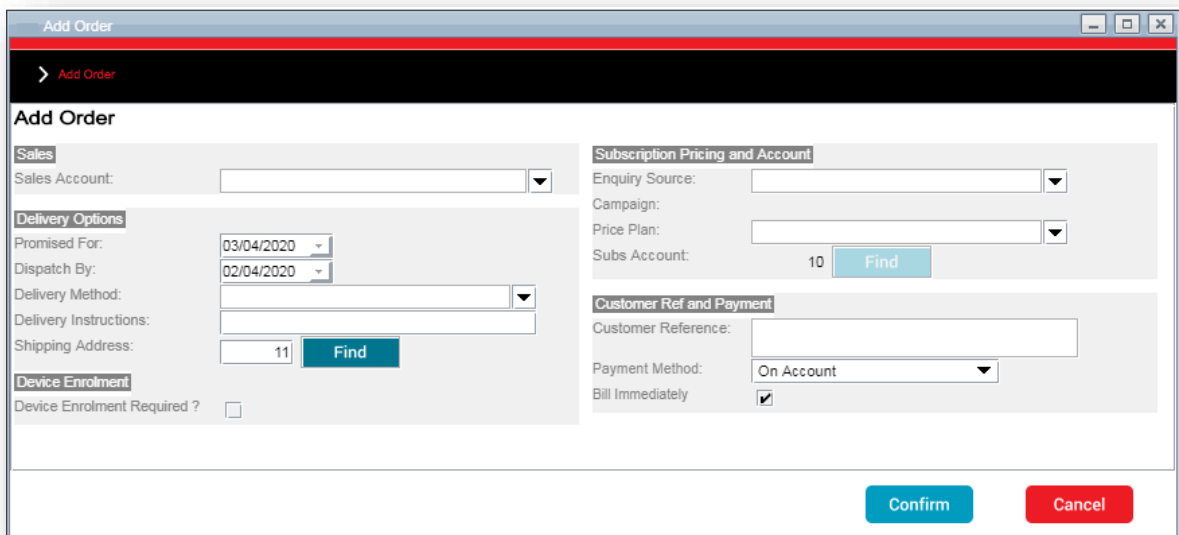


Figure 2: Add Order Screen

Once the order has been created, products and associated product items can be added to the order. This is done through the Order Summary screen.

Order Summary

The Order Summary screen is automatically displayed once the order details are confirmed within the Add Order screen above but can also be accessed by right clicking on an existing order from the Order History bottom panel. The Order Summary screen shows details for the order including any products that have already been added to the order and any comments added. The subscriptions mini-panel is not used within this release.

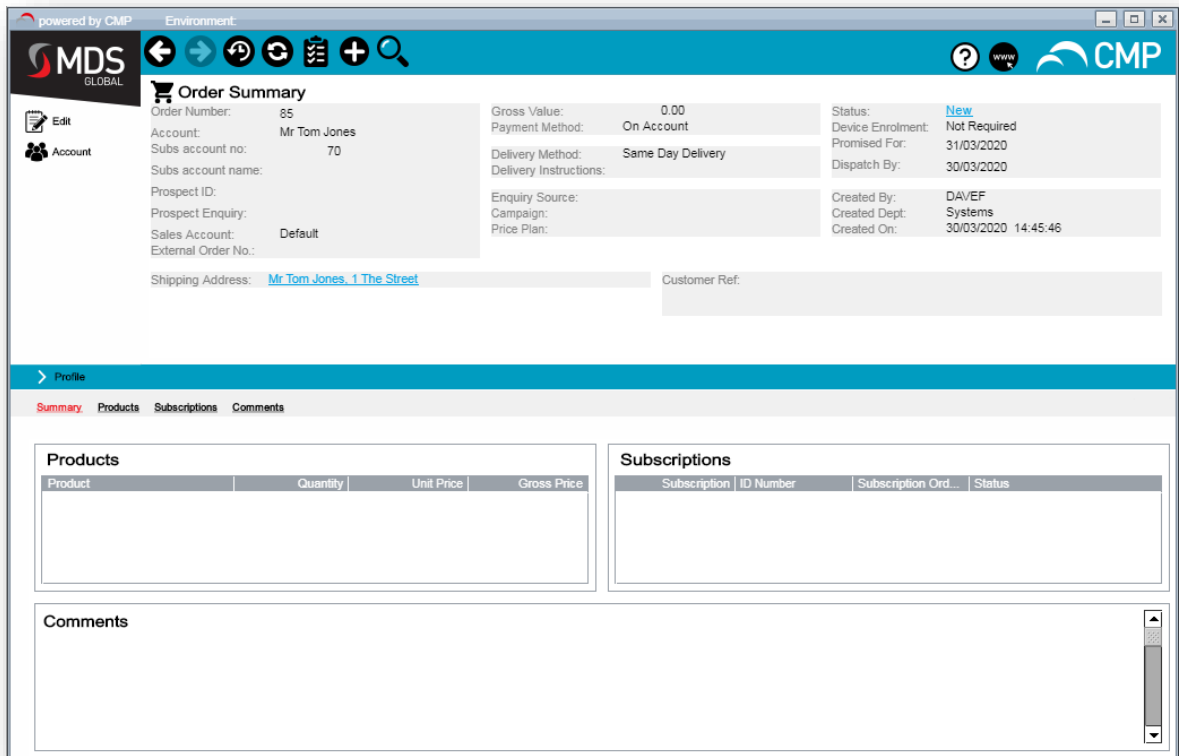


Figure 3: Order Summary Screen

From the Order Summary screen, the order summary details can be changed by clicking the “Edit” button.

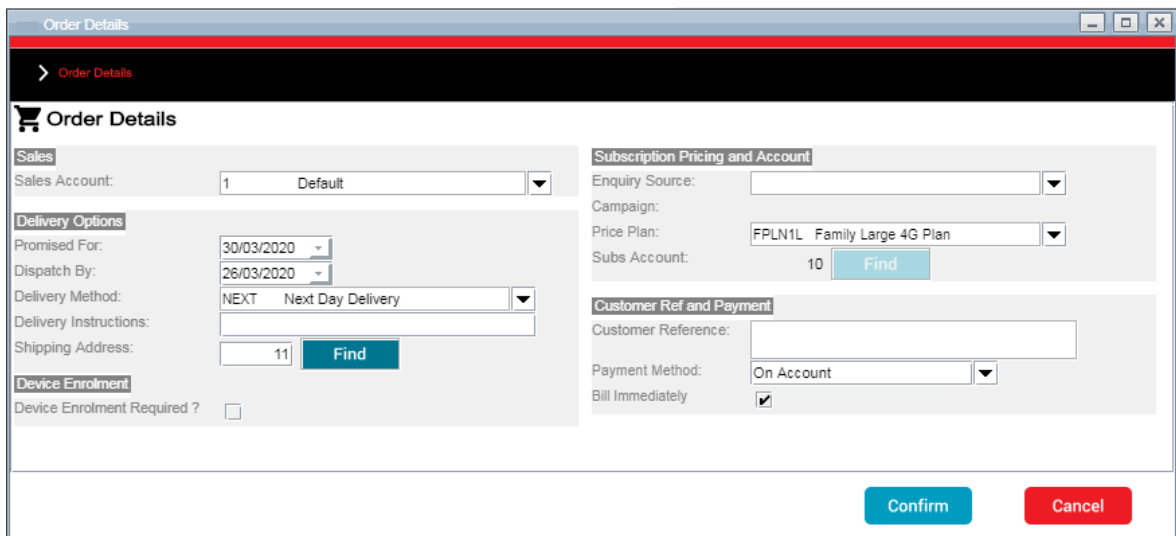


Figure 4: Edit Order Details Popup Screen

Clicking on the Shipping Address hyperlink on the Order Summary screen allows a different delivery address to be entered using the existing address entry screen. Clicking

on the order status hyperlink of orders that are not in a cancelled or complete state, provides a popup screen to either generate the order or cancel the order depending on the current order status. Generation of the order is only possible for 'New' orders that have associated products added. An order with any status other than 'Cancelled' or 'Complete' can be cancelled

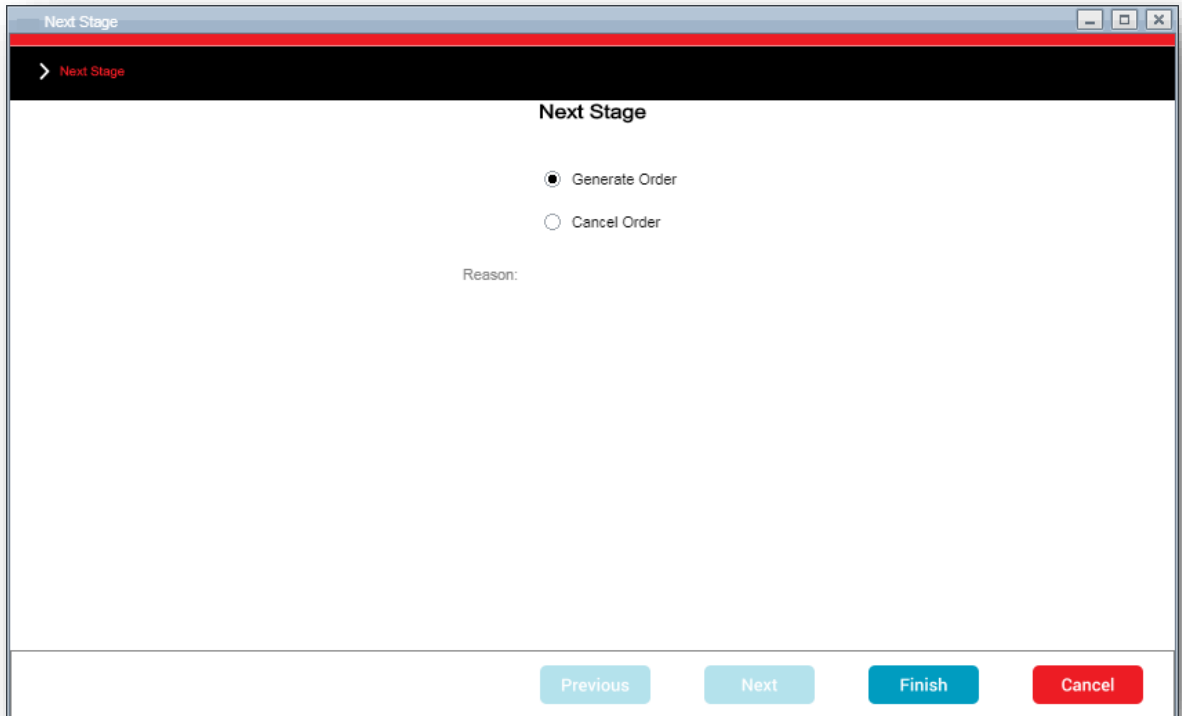


Figure 5: Order Processing Popup Screen

The Order Summary screen provides three additional sub-menu items to show the Products on the order, associated subscriptions (which is not relevant in this release) and order comments.

The Products sub-menu item bottom panel shows additional information to that shown within the Products mini panel on the Order Summary screen:

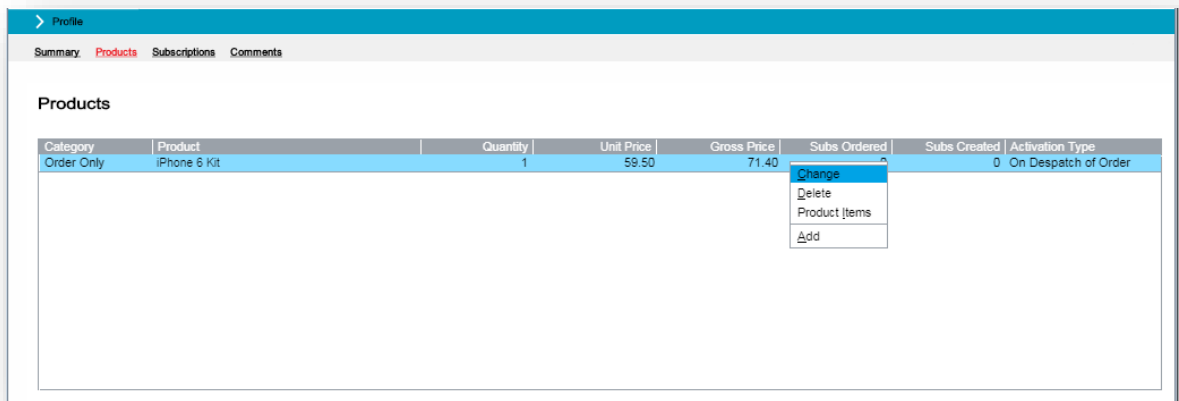


Figure 6: Products Bottom Panel

From here the user can right click anywhere in the panel to add additional products or can right click on a specific product line item to change the details, delete the product from the order or view the product items related to the product.

Add Product

Once a new order has been created, products and product items can be added to the order. This is achieved by right clicking in the Product mini panel on the Order Summary screen or by clicking on the Products sub-menu item and right clicking in the Products bottom panel. In both cases the Add Product popup is displayed:

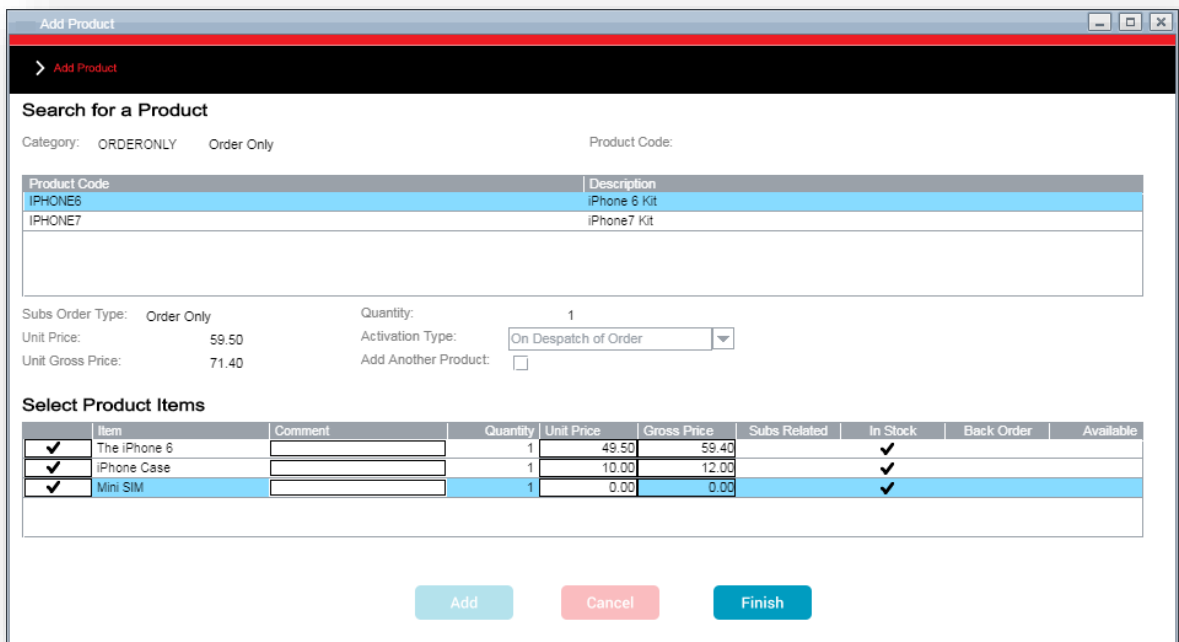


Figure 7: Order Processing Screen

Products can be added to the order and product items associated with the product can be selected for inclusion on the order. For operators with the appropriate privilege, the individual unit price of items can also be modified.

Change Product

The Change Product popup screen is accessed by right clicking in the Product mini panel on the Order Summary screen or by clicking on the Products sub-menu item and right clicking in the Products bottom panel and selecting “Change”. In both cases the Change Product popup is displayed:



Figure 8: Change Product Popup Screen

The only items of the product that can be changed are the quantity and the activation type.

Product Items

The Product Items popup screen can be used to view and amend the details of an individual order product. The screen is accessed by right clicking in the Product mini panel on the Order Summary screen or by clicking on the Products sub-menu item and right clicking in the Products bottom panel and selecting “Product Items”:

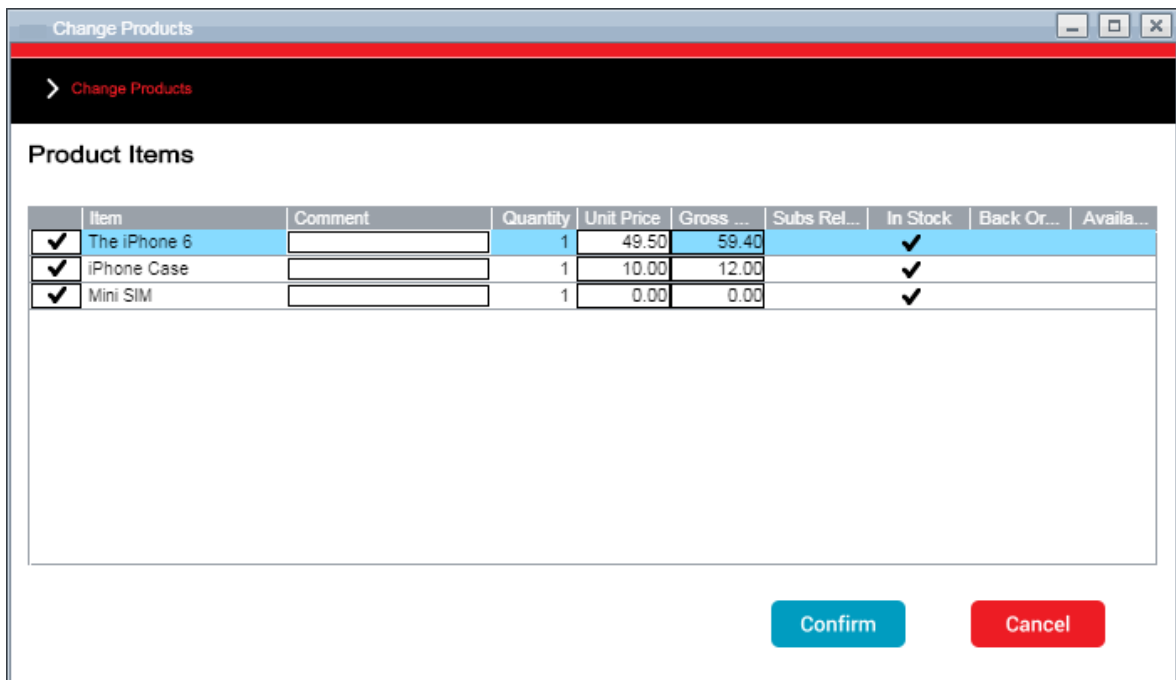


Figure 9: Product Items Popup Screen

Individual product items can be added or removed from the order and agents with appropriate privilege can amend the unit price.

Subscriptions Bottom Panel

The Subscriptions sub-menu item bottom panel is not used within this release.

Comments Bottom Panel

The Comments sub-menu item bottom panel allows an agent to enter and amend comments relating to the order. The comments are added directly into the on-screen comments text box:

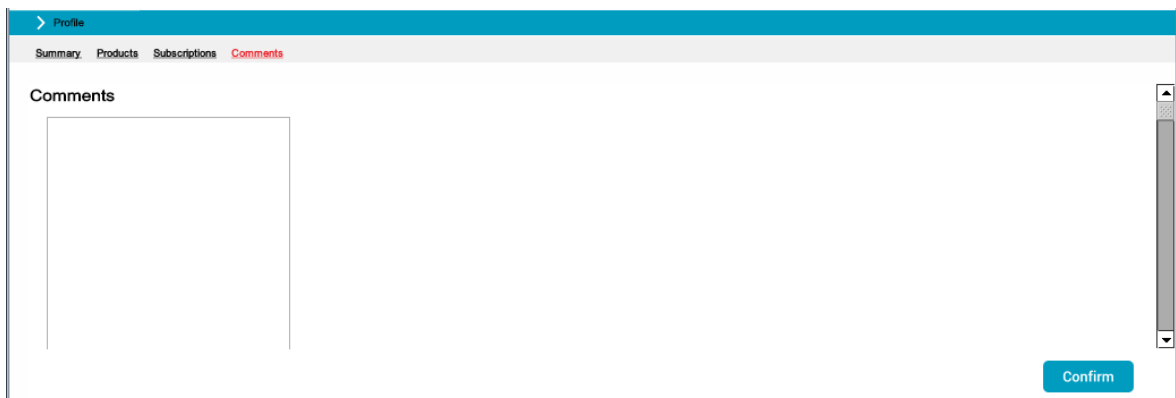


Figure 10: Comments Bottom Panel

Once confirmed, the comments are stored against the order.

Order Items

The Order Items bottom panel is available as a menu option from the main orders swish and shows a list of all the hardware items that have been included in an order:

Order No	Item Code	Item Description	Category Code	Category Description	Quantity	Unit Price	Gross Price
86	IPHONECASE	iPhone Case	ORDERONLY	Order Only	1	10.0	12.0
86	MINISIM	Mini SIM	ORDERONLY	Order Only	1	0.0	0.0
86	IPHONES	The iPhone 6	ORDERONLY	Order Only	1	49.5	59.4
85	MSOFFICELICENSE	Microsoft Office Li	SWLICENSE	Software License	5	10.0	60.0

Figure 11: Order Items Bottom Panel

Check Stock

The Check Stock bottom panel is available as a menu option from the main orders swish and enables an agent to enquire on the stock level for a particular product:

By Product:

Product Code	Product Description	Warehouse	Stock Availability

Figure 12: Stock Check Bottom Panel

The integration to the warehouse to check the stock levels is bespoke project development and is dependent on the specific warehouse being integrated to.

4.2.1.2 Account Bonds

As described in section 3.2.2 above, CMP 8.1.2 introduces bonds functionality. Bond payments are created outside of CMP using the Payments RESTful web service and then are visible in AgentView via the Bond Amount hyperlink on the Account Summary screen:

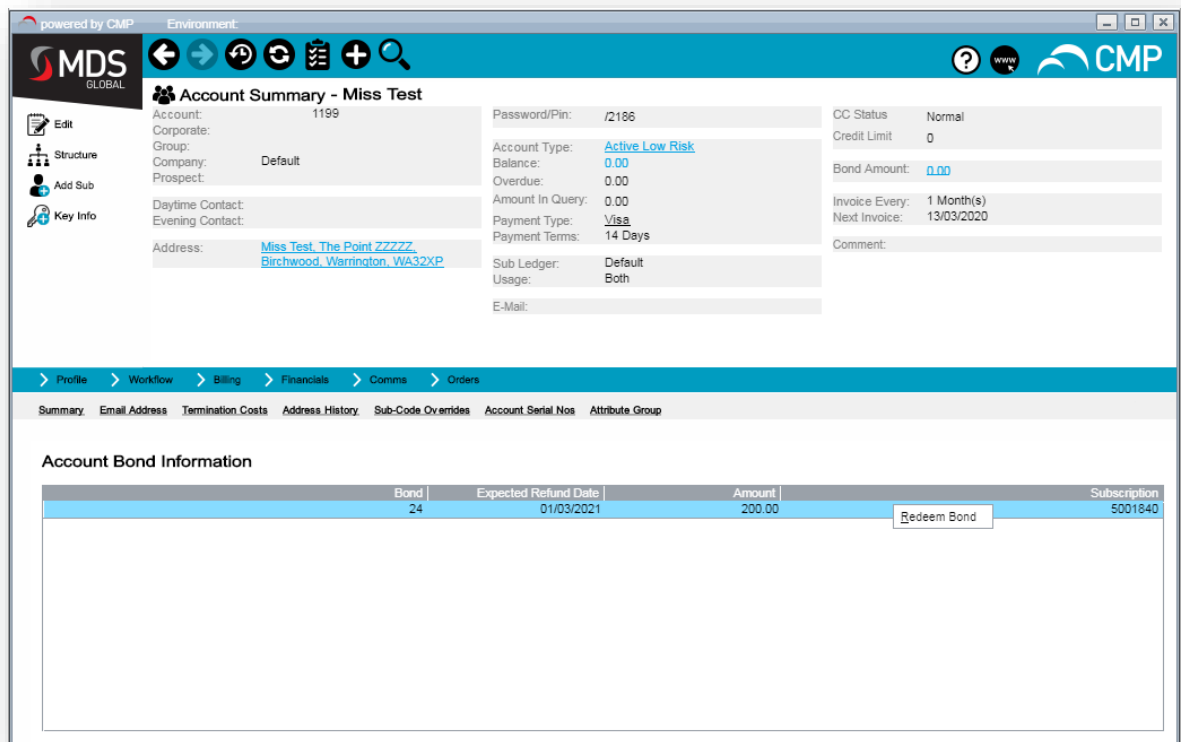


Figure 13: Account Bond Information Bottom Panel

The Account Bond Information bottom panel shows any bond payments that have been made against the account and optionally whether these are related to a specific subscription.

Note: The Account Bond Information records do not currently show the remaining bond amount only the initial bond payment amount (see section 5.2.1).

Redeem Account Bond

Right clicking on an individual bond allows the bond to be fully or partly redeemed through the Redeem Bond popup:

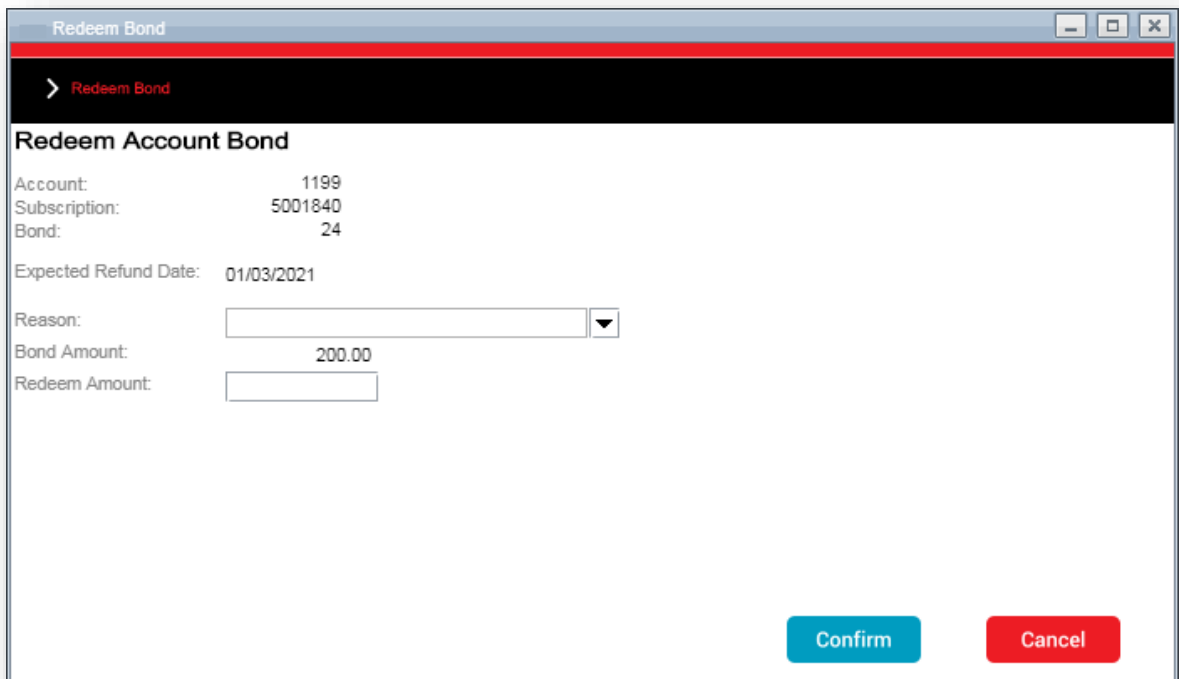


Figure 14: Redeem Account Bond Popup Screen

From here a bond can be partially or fully redeemed back to the account balance. The ability to redeem a bond payment will be unavailable for selection if the bond has already been fully redeemed.

Note: the Bond Amount shown is the initial bond payment amount rather than the remaining bond amount (see section 5.2.2).

4.2.1.3 Payments and Refunds

CMP 8.1.2 introduces two new payment capabilities: adding an online payment and adding a refund. Both options are available by right clicking within the Account Payment History screen as follows:

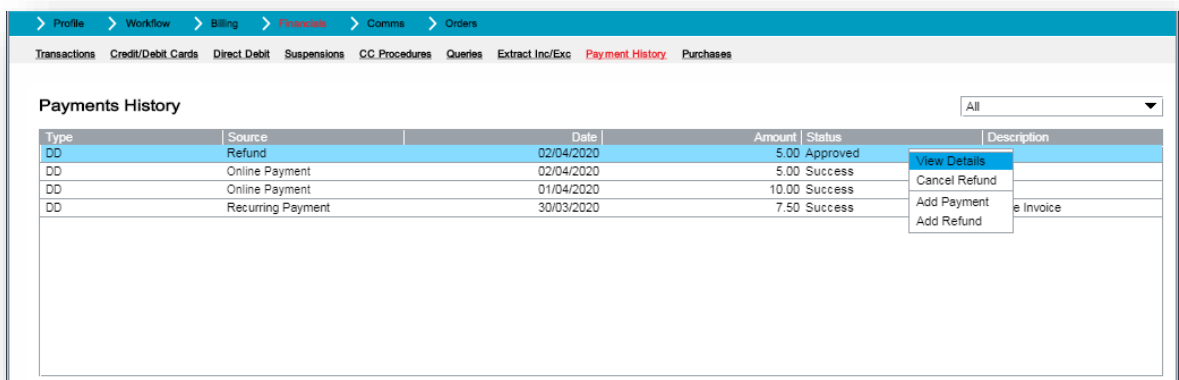


Figure 15: Payment History Bottom Panel

Add Payment

Clicking on the “Add Payment” option brings up a new Add Payment popup screen enabling an online payment to be taken:

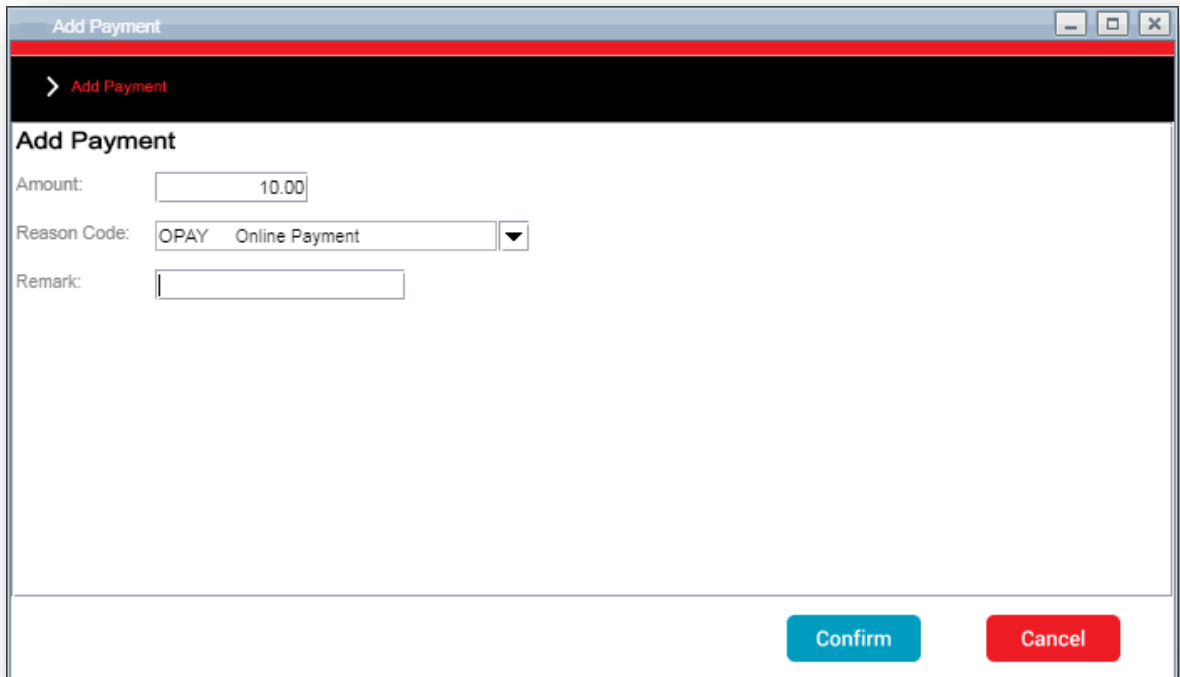


Figure 16: Add Payment Popup Screen

Clicking Confirm redirects the agent to the card details screen of an integrated payment vendor.

Note: no pre-integration to an existing payment vendor is provided within this release

Add Refund

Clicking on the “Add Refund” option brings up a new Add Refund popup screen enabling a refund to be made:

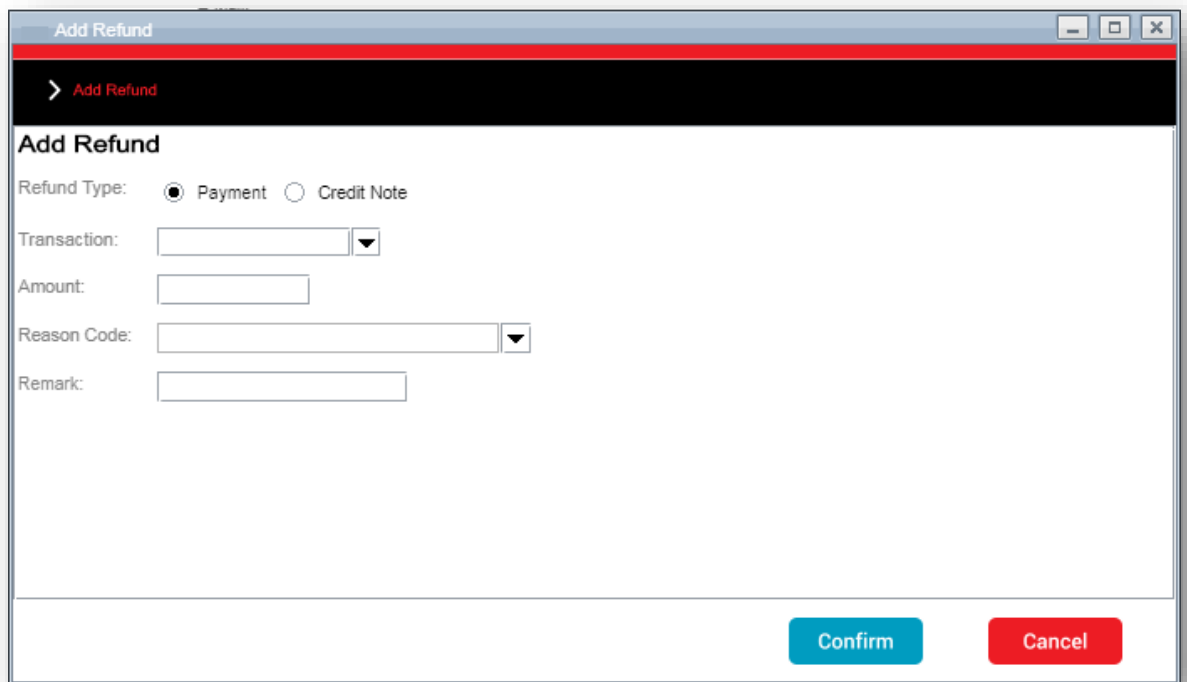


Figure 17: Add Refund Popup Screen

From here an agent can select to make a refund against an online payment or can raise a credit note against an invoice. A full refund or partial refund can be made by entering an amount up to the amount of the selected transaction. For refunds against payments, the refund will be returned based on the payment type on the account.

An approved refund can be cancelled at any point before it has been processed by the recurring payments job.

4.2.1.4 View SIM Details

The Serial Numbers mini panel on the subscription summary screen shows, as a minimum for an active mobile subscriber, the assigned MSISDN and SIM Serial Number. Right clicking on the SIM serial number row now provides an additional option to view the SIM profile showing the SIM card type and PIN and PUK values:

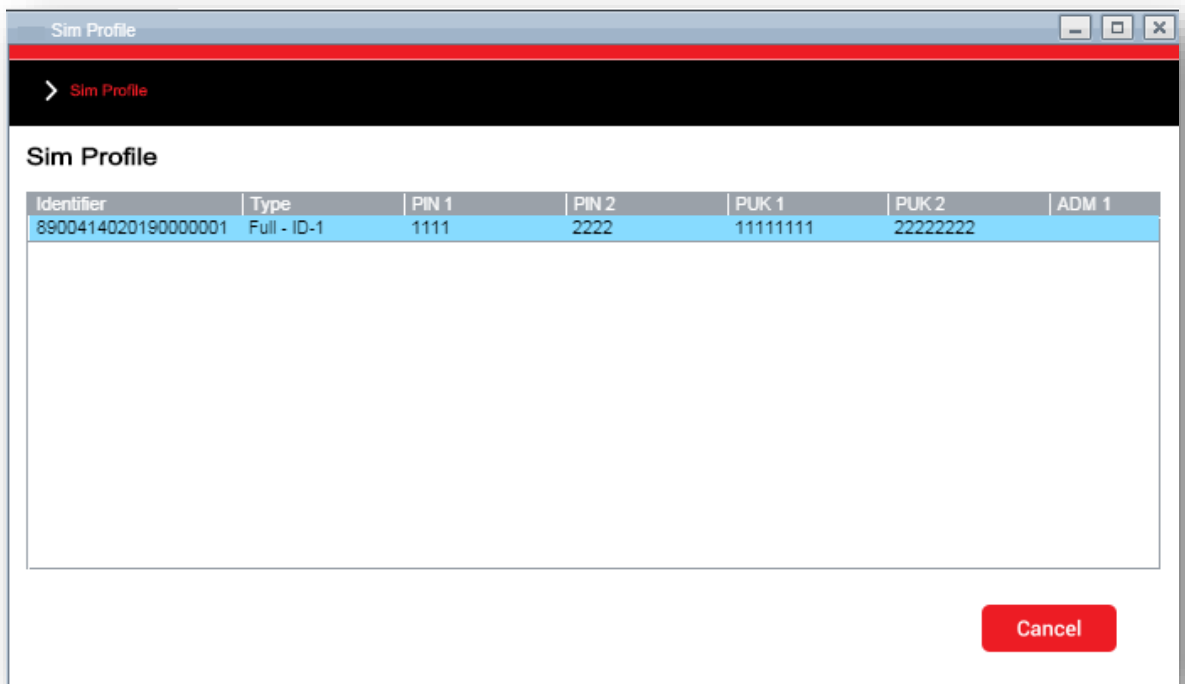


Figure 18: View SIM Profile Popup Screen

4.2.1.5 Forgotten Password

The forgotten password capability was not fully implemented in CMP 8.1.1 and recorded an error when password recovery was requested. In CMP 8.1.2 the password recovery now uses the email address registered against the username in WSO2 to send a reset password link for the username entered on the Recover Password screen.



Figure 19: Password Recovery Confirmation Screen

4.2.2 Changed Screens

4.2.2.1 Search Panel

The ability to search for a SIM profile by SIM serial number has been disabled from the search capability. SIM Profile information is now available in the new SIM Details screen described in section 3.3.3 above.

It is now possible to search for an order from the search panel using the order number.

4.2.2.2 Personal Address

The address in the header sections of the Subscription Summary, Account Summary and Agreement screens have been adjusted to enable as much of the address to be seen as possible without having to click on the hyperlink and go to the address popup.

In addition, the Personal Address entry panel within both the create account wizard and the personal address edit screens as well as the confirmation screen in the create account wizard have been updated to increase the length of the first name, middle name, surname and the five address lines to accommodate longer names and addresses (see section 3.3.5 above).

4.2.2.3 Account Services

When an Account Service is added to an account through the services bottom panel in AgentView, there was a check made to prevent the same account service from being added if it overlaps with an existing record. In CMP 8.1.2 this restriction of overlapping services has been removed and therefore the check is no longer relevant and therefore removed.

4.2.2.4 Price Plan Change

When performing a Price Plan change on a subscription through the status hyperlink on the Subscription Summary screen, the date can now only be set to a future date and it is no longer possible to enter a time portion. All Price Plan changes will take effect at midnight on the specified date.

4.2.2.5 Usage Caps

In this release the Usage Caps bottom panel accessed through the subscription billing swish has been changed to introduce a new column to the table to show the remaining usage amount against the corresponding usage cap amount held on the OCS.

4.2.2.6 Allowance Adjustments

In AgentView, the Allowance Adjustment panel has been modified to allow for the completion of incomplete transactions e.g. a partially complete transfer. For adjustments in a new status of 'Partial', right clicking on the adjustment record will provide a 'Complete' option to allow the allowance adjustment to be retried.

4.3 Admin Console Changes

4.3.1 New Jobs

4.3.1.1 Sales Order Request

After an order has been created in CMP and products added to it, the next step is usually to generate the order. The Sales Order Request job is responsible for generating the order, at the correct level of granularity required by the warehouse, and sending it to the warehouse for processing and dispatch.

The Job prepares the order for sending to different warehouses by creating batches on a per warehouse basis. The order is written to the outbound order message queue by the corresponding job daemon and is then processed by the relevant warehouse adapter based on the warehouse code in the message header. The status of the order is then updated to “Awaiting Dispatch”. The format of the request is defined by the order request JSON schema (order-request.schema.json).

The job can be triggered to run as soon as an order is in a status of “Awaiting Generation” or can be scheduled to run as required.

4.3.1.2 Sales Order Dispatch

The Sales Order Dispatch job is responsible for updating CMP with information from the warehouse once the order has been dispatched, and to bill for those order items where appropriate. The information from the warehouse includes details of what was dispatched and possibly associated attributes of the items that were dispatched such as serial numbers etc.

The job is triggered when an order is received on the inbound order message queue from the warehouse adapter and uploaded into CMP by the corresponding job daemon. The format of the dispatch notification is defined by the order dispatch JSON schema (order-dispatch.schema.json).

The job is responsible for updating any hardware attributes that were supplied within the dispatch notification for each hardware item and setting the dispatch date if supplied. It then creates the appropriate invoice records for subsequent billing. The order status is updated to “Dispatched” and if device enrolment has been requested then the device enrolment status is updated to “Ready to Send”.

4.3.1.3 Device Enrolment Request

Device Enrolment is requested for an order by way of a check box on the Add Order Screen in AgentView. This results in the Device Enrolment Status being set to “Requested” and displayed on the Order Summary Screen.

Once the Sales Order Dispatch Job has successfully processed an order it will update the Device Enrolment Status to “Awaiting DEP”. This is a trigger to the Device Enrolment Request Job to process device enrolment.

The Device Enrolment Request job identifies and prepares batches for sending to the device manufacturers to enrol the device on the Device Enrolment Program (DEP) and pre-provision the device with business security policies. The enrolment request is written to the outbound device enrolment message queue by the corresponding job daemon and

is then processed by the relevant DEP adapter. The status of the device enrolment is then updated to “In Progress”. The format of the device enrolment request is defined by the device enrolment JSON schema (device-enrolment-request.schema.json).

4.3.1.4 Device Enrolment Response

The Device Enrolment Response job is responsible for processing responses from the device manufacturers to device enrolment requests.

The job is triggered when a device enrolment response is received on the inbound device enrolment message queue from the device manufacturer and uploaded into CMP by the corresponding job daemon. The format of the enrolment response is defined by the device enrolment response JSON schema (device-enrolment-response.schema.json).

The order device enrolment status is updated depending on the overall status of the request i.e. complete (all devices in the request were successfully enrolled), complete with errors (some devices in the request were successfully enrolled, some failed), error (all devices in the request failed to be enrolled).

4.3.1.5 Advance Notification

The new Advanced Notifications job is responsible for issuing communications to subscriptions relating to certain events that are due to happen which are of interest to a subscription. In CMP 8.1.2 the job supports the issue of comms relating to upcoming expiry of credit/debit cards and contracts as well as advance notification of when a recurring payment will be taken from a bank account, credit/debit card or prepaid balance.

The Advance Notification module properties allow the in-advance period to be configured for each notification type i.e. card expiry, contract expiry and payment due. Card and contract expiry are configured as a number of months prior to the event taking place and payment due notifications are configured as a number of days. The workflow event used to drive each of the notifications is also configurable through the module properties.

The Advance Notification job is typically scheduled to run once a day. There are no daemons associated with this job. The job is run to generate notifications for all configured notification types.

4.3.1.6 Data Warehouse Extract - Prepaid Usage Analytics

The Prepaid Usage Analytics extract job extracts all prepaid usage from the last time the job was run up to and including the date entered when submitting the job. If no date is supplied, then all prepaid usage since the last time the job was run will be extracted.

The file format generated is CSV by default although the actual separator used can be configured differently.

4.3.1.7 Interface Purge

The new Interface Purge job is run to remove partitions from the Interface Batch Detail, Usage Batch Detail and Usage Allowance Batch Detail tables. The job accepts a single parameter, number of days, which represents the number of days worth of data to retain. This value is subtracted from the job date to calculate a purge date. Partitions are created daily and any partitions with a creation date prior to the calculated purge date are dropped.

4.3.2 Changed Jobs

4.3.2.1 Rated Usage

All usage that is stored in CMP must be assigned a usage classification code. The network can supply this value in the inbound JSON or it can now be derived on the CMP side by using some of the attributes of the usage record (rating group, service id and zone) as a key to look up the corresponding usage class code from the usageEventClassification table.

Whether rated usage was stored in the Rated Usage table or Prepaid Rated Usage table was dependent on how the associated allowance was purchased. The decision has been simplified to make it dependent on the subscriber's tariff and whether the tariff is defined as a prepaid tariff or a postpaid one. Postpaid usage is now written to the Rated Usage table and prepaid usage is written to the Prepaid Rated Usage table.

4.3.2.2 Recurring Payments

The Recurring Payments job has been enhanced to support a new mode for the job to run in, Cheque mode. When the job is run in Cheque mode, it only processes approved refunds that are associated with Cheque/Manual pay accounts and writes these to a new recurring payments cheque JSON file (recurring-cheque-outbound.schema.json). Once the records have been processed, their status is updated to 'Success'.

4.3.2.3 Other Changes

The following additional minor changes have been included in the release:

- The Debt Recovery Agency and Credit Reference extract jobs and the Invoice Print job JSON schemas have been modified to increase the length of the name and address fields in line with the increase in the name and address field lengths in the database.
- The Receipt Print job JSON schema (receiptprint-extract.schema.json) has been modified as follows:
 - increase the length of the name and address fields in line with the increase in the name and address field lengths in the database
 - a new receiptType object has been added which includes a bond identifier to support the requirement for a receipt for a bond payment.
- In the Recurring Payments Rejection JSON schema the description for the external reference was incorrect and has been updated.
- The Manage Numbers Monitor job has been enhanced to introduce a new parameter, managed.number.monitor.job.resetInterval, the specifies a minute value which will be used in conjunction with Management Status date time field to determine the point at which selecting numbers can be recycled.
- The Provisioning job outbound JSON schema has been updated to include support for shared allowances. This has resulted in a modification to the allowances array and a new sharedGroups array both of which are in the subscription element.

- The following system properties have been introduced in CMP 8.1.2 that are configured through the External Configuration module properties:
 - STOCKCHECK-URL, STOCKCHECK-USERNAME and STOCKCHECK-PASSWORD - Used within the stock check implementation to query warehouse stock levels for particular product items
 - REDIRECT_PAYMENT_SERVLET_BASEURL - Used within the redirect payment implementation to define the redirect URL of the third-party payment system
 - SIM_SERIAL_NUMBER_ID – used to specify the managed serial number identifier that is used for SIM Serial numbers. This enables the SIM Profile pop-up described in section 3.3.3 above.

4.3.3 Autorun Jobs

The jobs that are visible through the Daily Operations tab of the Administration Console are either run manually (or scheduled to run) or autorun based on a system event. CMP 8.1.2 now distinguishes between these two types of jobs by introducing an autorun icon in the “Enabled?” column of the jobs list. An additional button has been added to enable or disable autorun jobs.

In addition, functionality has been added to prevent autorun jobs from continually running when the job has an issue. Two new properties control the number of errors that can be thrown within a specific timeframe before the autorun trigger is disabled. By default, if an autorun Job fails 10 times within a 1 minute window, it's trigger will be automatically disabled.

4.4 Business Configuration Changes

4.4.1 New Screens

There are no new Business Configuration screens within this release.

4.4.2 Changed Screens

4.4.2.1 Tariffs

The following changes have been made to the Tariff screens:

- On the Add and Edit Tariff screens, the OCS Rating Plan is now a mandatory parameter. This defines the OCS rate plan to be used to rate out-of-allowance usage.
- On the Edit Tariff screen, the usage cap associated with the tariff is now displayed whereas it wasn't in CMP 8.1.1.

4.4.2.2 Services

A new service category, SOP (Sales Order Processing) has been introduced for use with orders. This type of charge is only ever one-time and cannot be proratable.

4.4.2.3 Allowances

A restriction has been introduced into the Add Allowances screen to ensure that OCS offers are linked to only one allowance in CMP. If the user attempts to link an OCS offer to a new CMP allowance that is already linked to an existing CMP allowance then they will be prevented from creating the record.

4.5 SOAP Web Service Changes

4.5.1 Record Payment Web Service

The RecordPayment SOAP web service has been replaced by the updated Payments RESTful web service and has therefore been deprecated.

4.5.2 Other Web Services Changes

The PersonalAddress containers have been updated in the following web services to accommodate the increase in the name and address fields highlighted in section 3.3.5 above:

- Account Services - CreateAccount request and QueryAccount response
- Address Services – CreateAddress request and UpdateAddress request
- Agreement Service - QueryAgreement response
- Corporate Service – QueryCorporate response
- Group Service - CreateGroup request
- Subscription Service – CreateSubscription request and QuerySubscription response
- Workflow Service – QueryWorkflow response.

4.6 RESTful Web Services Changes

4.6.1 New RESTful Web Services

4.6.1.1 POST Allowance Web Service

Shared allowances are initially provisioned with each subscriber in the group having the same usage limit i.e. each subscriber can consume up to and including the total amount of the allowance on a first-come-first-served basis. A new POST Allowance web service has been added for CMP 8.1.2 to enable a consumption limit to be set on a shared allowance for each subscriber in the shared allowance group.

4.6.2 Changed RESTful Web Services

4.6.2.1 Payments Web Service

The existing Payment web service to create a payment record only supported refunds within CMP 8.1.1. This web service has been enhanced to support both online payments and bond payments.

This web service now caters for recording successful debit/credit card payments by using a Payment Source of “ONLINE”. This can be used to record a debit/credit card payment

regardless of the payment type of the account. The expectation is that this RESTful service is only used to record valid (pre-authorised) payments and these will be updated into the sales ledger.

CMP 8.1.2 also adds the capability to also record bond payments. The bond is stored against a bond 'bucket' account' as opposed to the customers own account. A bond payment is identified by a new Payment Source of "BOND".

4.6.2.2 Purchases Web Service

For pre-paid card purchases of recurring bolt-ons, the card token must now be supplied as part of the Create Purchase web service. The card token must already exist on the and the account and must not be cancelled.

In addition, a restriction has been added to prevent a shared package being purchased for a non-connected subscriber.

The Get Purchases web service has been enhanced to return a hateoas link to end a package. The end package uses a POST method rather than a PATCH method and no longer requires a request body.

4.6.2.3 Subscription Usage Caps Web Service

The Create Subscription Usage Caps web service has been enhanced to provide an error if a full usage cap is attempted to be added to a prepaid subscriber. Full usage caps are only applicable to postpaid subscriptions as the prepaid balance is effectively already the full usage cap on the subscription and are automatically added on postpaid installation based on the full usage cap associated with the tariff of the associated Price Plan.

The Update Subscription Usage Caps web service has been enhanced to prevent the full usage cap from being removed from a postpaid subscriber. A full cap represents the money overage cap in the OCS and has to be present.

The Change Subscription Usage Caps web service has been enhanced as follows:

- If the subscription has only a full cap or only a partial cap, then a check is made that the changed amount cannot exceed the upper cap amount
- If the subscription has a mixture of full and partial caps and are changing a full cap amount then the new cap amount cannot be lower than the highest available partial cap amount
- If the subscription has a mixture of full and partial caps and are changing a partial cap, the cap amount cannot exceed the value of the full cap.

The Get Subscription Usage Caps response web service has been enhanced to provide the remaining usage cap amount as an additional response attribute.

4.6.2.4 Invoice Web Service

In CMP 8.1.1, the Invoice web service used to retrieve the bill PDF assumed that the PDF was stored locally on the CMP file system. The web service has been enhanced to be able to retrieve the PDF from a remote system. The remote properties are configured through the external configuration module and stored as system properties.

4.7 Openet-specific Adapters

The Openet-specific adapters are optional components of the CMP deployment that are based on the licence agreement with MDS Global.

4.7.1 Openet Provisioning Adapter

The Openet Provisioning Adapter has been updated and verified against ECS 7.0.5. CMP 8.1.2 will not function correctly with earlier versions of the Openet ECS and does not work fully with ECS 7.0.6. CMP 8.1.2 to ECS 7.0.6 provisioning works as expected but the Offer Catalogue integration does not work meaning OCS Offers cannot be linked to CMP allowances, features and usage caps.

In addition, the Openet Provisioning Adapter has been enhanced to support the following subscriber lifecycle events towards the OCS:

- Creating a shared group on the OCS and adding subscribers to it when a shared allowance is purchased through AgentView or via REST
- Update of a subscriber's usage limit on a shared allowance
- Adding a newly created subscriber to an existing shared allowance
- Disconnecting a subscriber from a shared allowance when the subscriber is a member of the group and also when the subscriber is the owner of a group
- Expiring a shared allowance
- Enquiry on the remaining usage cap amounts for a subscriber on the OCS
- Support for addition and removal of allowances as a result of a Price Plan change
- Ending of shared allowances on a Price Plan change.

4.7.2 Openet Rated Usage Adapter

The Openet Rated Usage Adaptor has been modified to extend the length of the externalReference attribute in the associated JSON schema. This was previously 50 characters but was insufficient to store the full reference received from the Openet OCS.

4.8 Non-functional Changes

4.8.1 Password Recovery and Password Policies

With the introduction of the password recovery capability from the login screen some additional configuration is required as part of the installation process and password policies have been enabled in WSO2. The password recovery and password policy functionality in CMP 8.1.2 can be enabled and configured through the WSO2 Management Console.

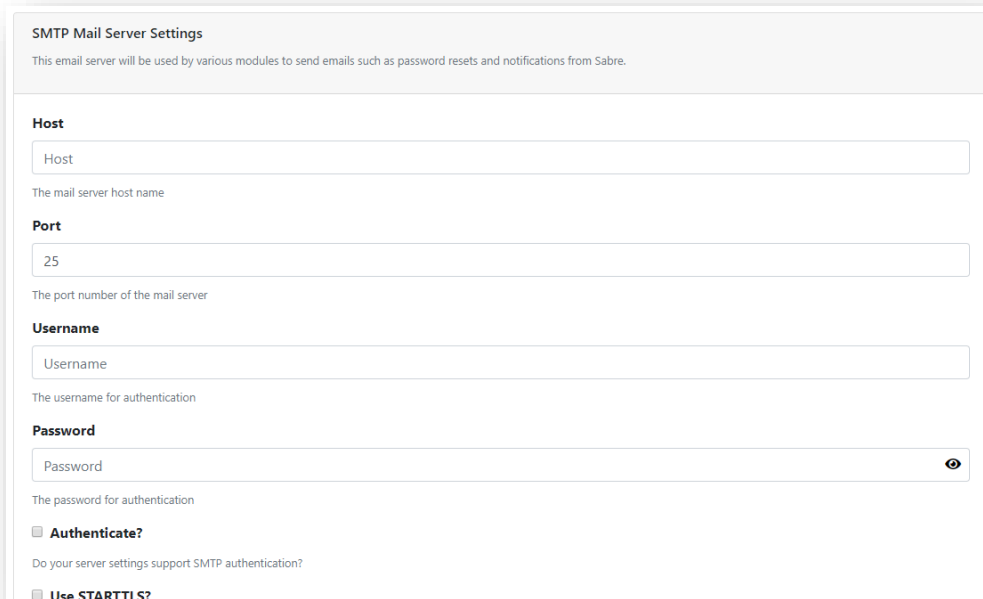
Note: As of CMP 8.1.2, all new installations will have these password recovery and password policy options enabled by default. If you are upgrading from an earlier version of CMP to CMP 8.1.2 or above, the following sections explain how these can be enabled and configured.

4.8.1.1 Password Recovery

Pre-requisites

To enable password recovery the following pre-requisites need to have been performed:

[1] A valid SMTP mail server has been configured in your installation configuration prior to deployment. This can be done using the Installation Configuration tool as below:



The screenshot shows a configuration window titled "SMTP Mail Server Settings". Below the title is a descriptive sentence: "This email server will be used by various modules to send emails such as password resets and notifications from Sabre." The form contains several fields and checkboxes:

- Host:** A text input field containing "Host". Below it is the label "The mail server host name".
- Port:** A text input field containing "25". Below it is the label "The port number of the mail server".
- Username:** A text input field containing "Username". Below it is the label "The username for authentication".
- Password:** A text input field containing "Password" with a toggle icon on the right. Below it is the label "The password for authentication".
- Authenticate?:** A checkbox that is currently unchecked. Below it is the label "Do your server settings support SMTP authentication?".
- Use STARTTLS?:** A checkbox that is currently unchecked.

Figure 20: Email Server Installation Configuration

[2] Every user must have an email address defined against their profile in WSO2. To define an email address for each user

- Navigate to **Users and Roles** → **List** → **Users**
- Select **User Profile** → **default** against each user
- Fill out the mandatory fields

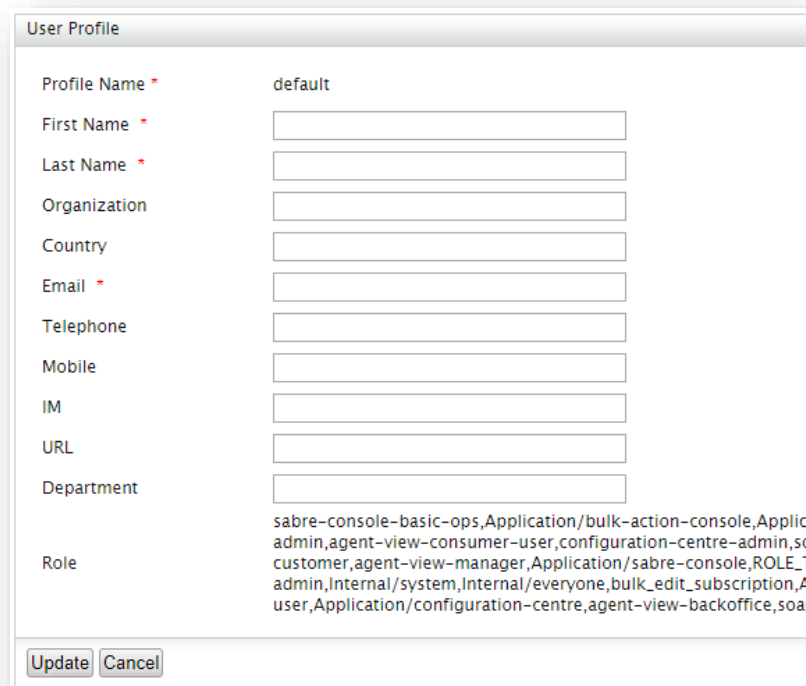


Figure 21: WSO2 User Profile Configuration

[3] The email password notification templates used for the password reset change are deployed to the directory “/etc/mdsglobal/wso2is-login/templates” on the JBoss Web Server host.

There are 4 templates:

- password-reset-subject.vm – Subject for the password reset email
- password-reset-body.vm – Body for the password reset email
- password-changed-subject.vm – Subject for the password changed confirmation email
- password-changed-body.vm – Body for the password changed confirmation email

The email templates are standard HTML. They can contain a number of parameter placeholders which will be populated at runtime:

- `${givenName}` – First name of user
- `${lastName}` – Last name of user
- `${username}` – username of user
- `${wso2LoginUrl}` - Base url of the wso2-login application which initiated the password change.
- `${recoveryUrl}` – Url of link to change password (reset email only).

Enabling Password Recovery

To enable password recovery in WSO2:

- Navigate to **Identity Providers** → **Resident** → **Account Management Policies**
- Ensure the Enable Notification Based Password Recovery option is checked and the Enable Internal Notification Management is unchecked as below.

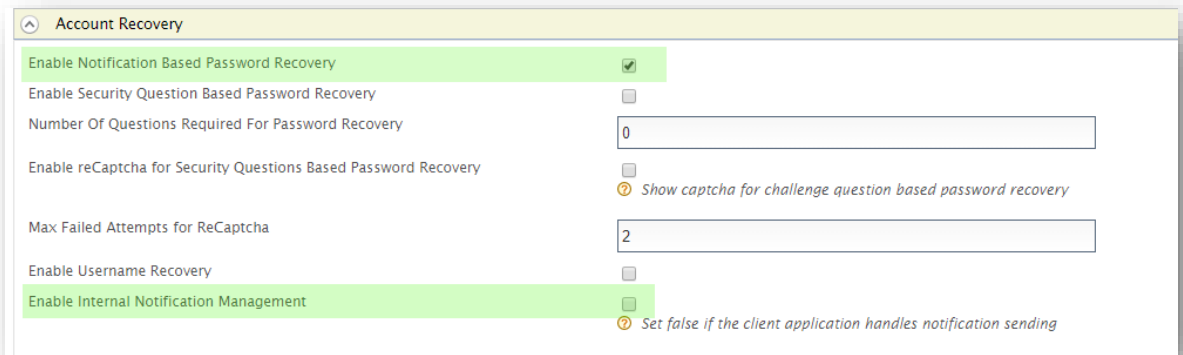


Figure 22: WSO2 Password Recovery Configuration

4.8.1.2 Password Policies

CMP 8 supports restricting reuse of previous passwords and defining password pattern policies. These can be enabled and configured through the WSO2 Management console.

For Password History navigate to **Identity Providers** → **Resident** → **Password Policies** → **Password History**

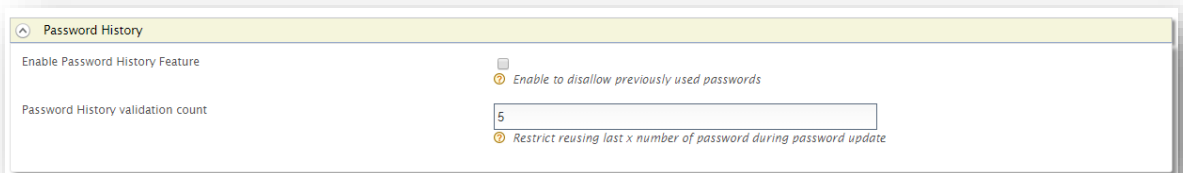


Figure 23: WSO2 Password Policy Configuration

For Password Patterns navigate to **Identity Providers** → **Resident** → **Password Policies** → **Password Patterns**

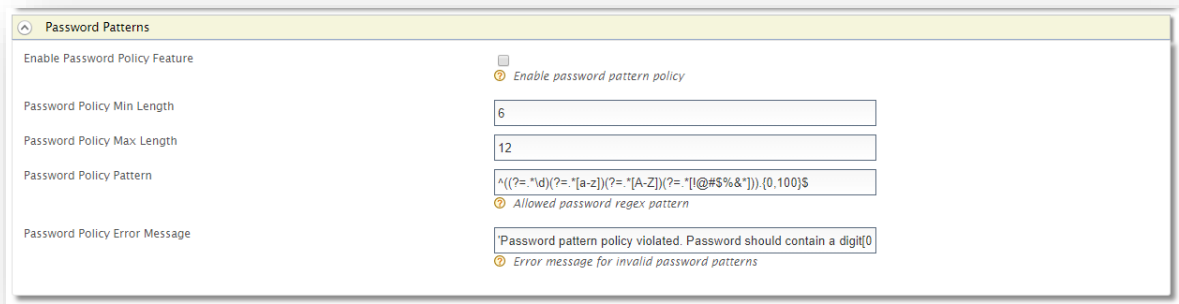


Figure 24: WSO2 Password Pattern Configuration

5.0 Product Support Issues

5.1 Solved Issues

The following issues have been addressed within this release:

Reference	Area	Description
CMPIS-303	Services	End Discount shared service - ending discount on same date as effective date
CMPIS-308	AgentView	Error during add service – duplicate service
CMPIS-310	Receipt Print	Receipt Print JSON file name is inconsistent with others
CMPIS-313	AgentView	Cancel Recurring Credit/Debit Card Payment Type gives internal system error
CMPIS-329	Usage Archiving	Usage Archiving Job - Error running job
CMPIS-332	Workflow	Workflow event status updated with actions still pending
CMPIS-341	AgentView	Account Agreement presented incorrectly under Customer Structure
CMPIS-343	Provisioning	CMP non-network actions not being processed.
CMPIS-345	AgentView	Make Primary tick box not working for email addresses
CMPIS-346	Sabre Server	Adapter probes are not loaded since 8.0.3
CMPIS-348	Purge	Address Purge mismatch of records purged
CMPIS-350	Purge	Refund Purge fails with null column issue
CMPIS-351	AgentView	Removal of menu 'Reloads' swish under workflow on 'Account Event Summary' screen
CMPIS-353	Comms	Comms Templates location has changed
CMPIS-354	AgentView	Receipt Print not generating any records
CMPIS-357	Purge	Account Purge fails due to null pointer
CMPIS-358	Purge	Payment Card Purge fails with foreign key constraint
CMPIS-359	AgentView	Purchased Products - confirm button enabled but does nothing
CMPIS-367	External Reference Upload	Metadata around error scenarios needs refactoring
CMPIS-370	Receipt Print	Metadata around error scenarios needs refactoring
CMPIS-371	Invoice Production	Bill Print and Non Subs Invoice Production incorrectly pulling Service Description from Service Code
CMPIS-372	Invoice Production	Metadata around error scenarios needs refactoring
CMPIS-373	Data Warehouse	Subscription Analytics - Metadata around error scenarios needs refactoring
CMPIS-374	Purge	Interface Purge - Metadata around error scenarios needs refactoring
CMPIS-376	Data Warehouse	Agreement Analytics - Metadata around error scenarios needs refactoring
CMPIS-379	Hardware Orders	Sales Order Despatch - Metadata around error scenarios needs refactoring
CMPIS-380	Comms	Notification Monitor - Metadata around error scenarios needs refactoring
CMPIS-381	Credit Reference Extract	Metadata around error scenarios needs refactoring

CMPIS-383	Debt Recovery Agency	Metadata around error scenarios needs refactoring
CMPIS-386	Business Config	Tariff Usage Cap amount needs to be stored as base units e.g. pence
CMPIS-388	Bulk Change	Cross Structure Monitor - Metadata around error scenarios needs refactoring
CMPIS-389	Debt Recovery Agency	Metadata around error scenarios needs refactoring
CMPIS-390	Process Event	Workflow Monitor - Metadata around error scenarios needs refactoring
CMPIS-392	Payments	Non Recurring Payments - Metadata around error scenarios needs refactoring
CMPIS-394	Payments	Recurring Prepayment Rejections - Metadata around error scenarios needs refactoring
CMPIS-395	Usage Archiving	Metadata around error scenarios needs refactoring
CMPIS-397	Credit Control	Metadata around error scenarios needs refactoring
CMPIS-398	Payments	Recurring Payment Rejections - Metadata around error scenarios needs refactoring
CMPIS-399	Data Warehouse	Payment Detail Analytics - Metadata around error scenarios needs refactoring
CMPIS-401	Invoice Print	Metadata around error scenarios needs refactoring
CMPIS-403	SIM Management	SIM Profiles - record error handling
CMPIS-404	Data Warehouse	Transaction Detail Analytics - Metadata around error scenarios needs refactoring
CMPIS-409	AgentView	Error when trying to complete the partial adjustment in AgentView
CMPIS-410	AgentView	Allowance amount getting increase with the times that user tries to complete the partial adjustment
CMPIS-411	AgentView	CMP GUI does not list down all shared allowances of group member under effective allowances panel.
CMPIS-414	AgentView	Account notes displayed in reverse order
CMPIS-416	AgentView	Internal system error displayed when there is no primary email address configured.
CMPIS-417	AgentView	Available effective allowances are not displayed under 'All' option when user has only shared allowances.
CMPIS-418	AgentView	Re-adding a previously disabled cap fails
CMPIS-419	Receipt Print	Receipt Print Extract Daemon does handle multiple envelopes correctly for multiple receipt requests
CMPIS-426	Documentation	Schema documentation doesn't reconcile with schema
CMPIS-433	Business Config	View Usage Caps: Reset Interval is displayed incorrectly based on stored value
CMPIS-495	AgentView SOAP web services	AgentView and SOAP returning 'DIARY_EVENT_NOT_FOUND' in multiple places
CMPIS-552	SOAP Web Services	Workflow Webservices - notes not being stored correctly in database
CMPIS-569	Rated Charges	Pending invoice records not created as expected
CMPIS-579	Comms	commscodecommsfieldcommsdeliverymethod not populated
CMPIS-595	Data Warehouse	Unbilled Usage Analytics job - not producing an extract
CMPIS-601	Invoice Print	Invoice Print - Company Details missing from JSON file
CMPIS-617	AgentView	View customer structure contains errors on corporate and group structures
CMPIS-631	Admin Console	Unable to add a new schedule

CMPIS-634	Business Config	Add Service - isRefreshService set to NULL during add service
CMPIS-641	Business Config	Ignore Network Error flag issues in Event Codes Default Actions
CMPIS-651	Business Config	Add External Comms level to be raised at inconsistencies
CMPIS-710	AgentView SOAP Web Services	Address Change - audit not created
CMPIS-713	Business Config	Account Type - Mandatory parameters on Add not showing on Edit
CMPIS-733	Invoice Print	Bill Print Extract Daemon - BST Date Issues
CMPIS-738	AgentView	Cannot view a non-subscription invoice
CMPIS-743	Business Config	Overlapping Rolling Package Services created
CMPIS-753	Business Config	Create Usage Cap Code allows invalid code
CMPIS-774	Business Config	Network Command Groups – Help URLs not implemented
CMPIS-781	AgentView	My Worklist gives Internal System Error when filtering using different status
CMPIS-785	Business Config	No 'Push Notification' Alias available to configure in Aliases screen
CMPIS-787	Business Config	Allowances – Help URLs not implemented
CMPIS-799	AgentView	Logging out of AgentView logs user out of Admin Console also.
CMPIS-806	AgentView	Used Prepaid allowance is not loading in AgentView and returning "Record Not Found" Error
CMPIS-813	Business Config	Parent Subscription Target option available for SMS at Account level
CMPIS-818	Business Config	Online Comms not writing into commsField table
CMPIS-819	Admin Console	Daily Operations - Last execution date and time not updating consistently for daemons.
CMPIS-822	Business Config	Recurring Payment Rejections Codes - Help URLs not implemented
CMPIS-830	Business Config	DRA - Help URLs not implemented
CMPIS-838	Business Config	No Comms Alias available to select for Push
CMPIS-848	Business Config	No 'Corporate' or 'Group' option available for Online Comms delivery method
CMPIS-856	Comms	Email Daemon not retrying Comms requests with distribution status of 'R'
CMPIS-865	Admin Console	Probes History not displaying results
CMPIS-867	Business Config	Network Commands - Help URLs not implemented
CMPIS-880	Business Config	Add Trigger Actions - 'Other' dropdown shows everything in descriptiveTitle table
CMPIS-918	AgentView	Right Click on Action item gives error message as "Could not Retrieve String"
CMPIS-939	Business Config	Edit Action Code – request for additional information on save
CMPIS-960	Admin Console	Schedule - cannot add job that requires run mode parameter
CMPIS-963	Data Warehouse	Generic transmission daemon used by all data warehouse extracts is not encrypting correctly
CMPIS-965	SABRE Server.	Too much info logging in Config Centre
CMPIS-967	AgentView	Error in Create Subscription Wizard – internal system error

CMPIS-977	Rated Usage	Rated Usage JSON should be populated with OCS Allowance Instance Id field, not the OCS Allowance Id field
CMPIS-979	Rated Usage	Rated Usage - Storage of Generic Attributes
CMPIS-980	Receipt Print	Changes to selection criteria & how records are updated when processed
CMPIS-982	Receipt Print	Receipt Print Extract Daemon is ignoring accounts that have a company address
CMPIS-984	Receipt Print	Bond Identifier field missing in JSON
CMPIS-991	REST Web Services	Payment REST Documentation Corrections
CMPIS-993	Sales Ledger	Issue with invoice number matching algorithm preventing spreads from being handled correctly
CMPIS-1001	Sales Ledger	Ledger Monitor - payment not being matched against any o/s invoices
CMPIS-1002	External Reference Upload	Load Daemon failing to load file
CMPIS-1010	AgentView	Shared allowances disappear from allowances panel of all group members after disconnecting shared group owner
CMPIS-1014	AgentView	Number Change Wizard - Serial Management Status not updated correctly
CMPIS-1015	Workflow	Enable/Disable of Feature that has associated charge is being applied incorrectly
CMPIS-1018	Invoice Print	Bill Print JSON – Issue with allowance values for large volume usage
CMPIS-1033	REST APIs	Add payment REST Request and receipt print minor refactoring
CMPIS-1034	Purge	Interface Purge Job - Incorrect partitions being dropped
CMPIS-1067	Payments	Non-Recurring Payment job failing due to DB Constraint
CMPIS-1068	AgentView	Subscription service is added with isinvoicethisservice set to true (1) for Prepaid subscribers

5.2 Known Issues

The following section highlights issues that have been identified within some of the new functionality that has been introduced within CMP 8.1.2. These issues were identified late in the release process and will be addressed in CMP 8.1.3.

5.2.1 Bond Amount

The new Bond Amount shown on the Account Summary screen is always shown as zero even when there is a non-zero bond payment registered against the account.

5.2.2 Remaining Bond Amount

The Account Bond Information bottom panel shows any bond payments against the account but does not show the remaining bond payment amount if a partial redemption has been made against the bond. When redeeming a bond, the actual remaining bond amount to redeem is not reflected in the bond amount within the Redeem Bond Account Bond popup although validation exists to prevent an agent being able to redeem more than the remaining bond amount.

5.2.3 Failed Device Enrolment Requests

If the complete enrolment order errors or one or more devices within the order fail DEP provisioning then it is currently not possible to retry DEP provisioning through AgentView. In this scenario for CMP 8.1.2, the deviceEnrolmentStatus will need to be set to 'S' (Ready to Send) on the Orders table and the manufacturerDeviceEnrolment status will need to be manually set to 'R' (Resend) on the orderDeviceEnrolment table for each failed enrolment.

6.0 Documentation

6.1 Product Documentation

The product documentation is available online at <https://cmp-docs.com/Content/Home.htm>. This online portal requires authorised access, which can be obtained by contacting MDS Global support. The documentation is also available as downloadable PDFs as follows:

Document	Version	Status
CMP 8.1.2 Release Notes	1.0	New
CMP 8.1 CMP Overview	1.1	Updated
CMP 8.1 Installation Guide	1.3	Updated
CMP 8.1 Business Configuration Overview	1.3	Updated
CMP 8.1 Payments Functionality Guide	1.2	Updated
CMP 8.1 Billing Functionality Guide	1.2	Updated
CMP 8.1 Extracts Guide	1.3	Updated
CMP 8.1 Technical Architecture Overview	1.3	Updated
CMP 8.1 SOAP Web Services Semantics Guide	1.4	Updated
CMP 8.1 RESTful Web Services API Guide	1.2	Updated
CMP 8.1 Operational Overview	1.2	Updated
CMP 8.1 Security Guide	1.2	Updated
CMP 8.1 System Administration Guide	1.1	Updated

6.1.1 Updated Documents

6.1.1.1 CMP Overview

The CMP Overview has been restructured and updated for CMP 8.1.2 and better align with the CMP Pricing Catalogue. In addition, a section on external interfaces has been added.

6.1.1.2 Installation Guide

The installation guide has been updated to include details of prerequisites for the installation of a high availability system, load balancer information, the removal of the use of the GIT repository and new properties added to the inventory file.

6.1.1.3 Business Configuration Overview

The Business Configuration Overview document has been updated to align with the changes described in section 4.3.3.

6.1.1.4 Payments Functionality Guide

The Payments Functionality Guide has been updated for the new cheque mode supported by the Recurring Payments Job. In addition, content has been added for Card Payments made through AgentView and support for refunds as described in section 4.2.1.3 above.

6.1.1.5 Billing Functionality Guide

The Billing Functionality Guide has been updated to remove references to the General Ledger that is no longer part of CMP.

6.1.1.6 Extracts Guide

The Extracts Guide has been updated to add the Prepaid Usage extract as described in section 4.3.1.6 above.

6.1.1.7 Technical Architecture Overview

The high availability (HA) diagrams have been updated along with support versions of third-party software.

6.1.1.8 SOAP Web Services Semantics Guide

The SOAP Web Services Guide has been updated to reflect the changes highlighted in section 4.5 above.

6.1.1.9 RESTful Web Services API Guide

The RESTful Web Services Guide has been updated in line with the changes specified in section 4.6 as follows:

- New POST Allowance web service to enable a consumption limit to be set on a shared allowance for each subscriber in the shared allowance group.
- Updated Payments web service for online and bond payments
- Updated Purchases web service to enforce a card token within the create request and provide a link to end packages as part of a get purchase request
- Updated Subscription Usage Caps web service to provide an error if a full usage cap is attempted to be added to a prepaid subscriber and removed from a postpaid subscriber. The Get Subscription Usage Caps response web service has been enhanced to provide the remaining usage cap amount as an additional response attribute.
- Updated Invoice web service to be able to retrieve the PDF from a remote system.

6.1.1.10 Operational Overview

The Operation Overview has been updated for the Advance Notification Job described in section 4.3.1.5, the Sales Order Jobs and Device Enrolment jobs defined in sections 4.3.1.1, 4.3.1.2, 4.3.1.3 and 4.3.1.4, the Interface Purge Jobs described in section 4.3.1.7, the Prepaid Usage Analytics Job described in section 4.3.1.6 and the Recurring Payments Job described in section 4.3.2.2.

6.1.1.11 Security Guide

The Security Guide has been updated to cover the forgotten password capability and password policy configuration described in section 4.8.1 above.

6.1.1.12 System Administration Guide

The System Administration Guide has been updated with minor cosmetic changes.

6.1.1.13 Batch Jobs and JSON Schemas Guide (Online Guide Only)

The Batch Jobs and JSON Schemas Guide has been updated for the Advance Notification Job described in section 4.3.1.5, the Sales Order and Device Enrolment jobs and schemas defined in sections 4.3.1.1, 4.3.1.2, 4.3.1.3 and 4.3.1.4, the Interface Purge Jobs described in section 4.3.1.7, the Prepaid Usage Analytics Job described in section 4.3.1.6 and the Recurring Payments Job described in section 4.3.2.2.

6.2 Online Help

The following changes have been made to the online help:

- Administration Console Help - updated to document the recovery flow for jobs and setting the log retention period
- AgentView Help: Updated to add new functionality introduced for CMP 8.1.2 namely Allowances, Bill cycle change, bonds and bond redemption, one-off card payments, orders, price plan change, usage cap consumption, add a refund, forgotten password link and reset password, view Allowance Caps and view SIM Profile.

Note: The online help is best viewed in a browser other than Internet Explorer.

7.0 Release Upgrade Path

The CMP 8.1.2 installer includes the capability to upgrade a CMP 8.1.1 installation without the loss of configuration or customer data provided that the software, file system and database structure of the installation in question are at no point manually modified.

The CMP 8.1 Installation Guide should be read before attempting the upgrade to CMP 8.1.2.

Note that prior to starting the upgrade the sabre-server and sabre-console modules should be stopped.