Chapter 29
Configuring Subscribers and Subscriptions with the C-Web Interface

This chapter describes how to use the C-Web interface to configure subscribers and managers and to configure subscriptions to services.

You can also use the following to configure subscribers and subscriptions:

- To use the SRC CLI on a C-series Controller, see *SRC-PE Subscribers and Subscriptions Guide, Chapter 12, Configuring Subscribers and Subscriptions with the SRC CLI*.

- To use the SDX Admin on a Solaris platform, see *SRC-PE Subscribers and Subscriptions Guide, Chapter 13, Configuring Subscribers and Subscriptions with SDX Admin*.

Topics in this chapter include:

- Overview of Configuring Subscribers and Subscriptions on page 322

- Enabling the Subscriber and Subscription Configuration on the C-Web Interface on page 322

- Adding Subscribers with the C-Web Interface on page 323

- Adding Retailers with the C-Web Interface on page 323

- Adding Subscriber Folders with the C-Web Interface on page 324

- Adding Residential Subscribers with the C-Web Interface on page 325

- Adding Enterprises with the C-Web Interface on page 325

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- Configuring Accesses with the C-Web Interface on page 329

Overview of Configuring Subscribers and Subscriptions

This section gives an overview of configuring subscribers and subscriptions for the SRC software.

Specifying the Activation Order for Subscriptions

You can specify the order in which the SAE activates subscriptions that are set up to activate on login for a particular subscriber. To specify the order, you define a precedence for the activation of each subscription. The SAE activates services in ascending order of precedence; if multiple services have the same precedence, the SAE activates them in an unspecified order.

You can configure the activation order by setting that option when you configure a subscription to a service. See *Configuring Subscriptions with the C-Web Interface* on page 328. The enterprise manager portal automatically sets the activation order of some subscriptions to ensure that they are activated before other subscriptions that depend on them.

Inheritance of Properties and Subscriptions

Subordinate subscribers inherit properties and SAE subscriptions from their parent subscribers, unless you specify a different value for the subordinate. Properties that a subscriber can inherit include the maximum number of concurrent logins and the session timeout. For example, if you configure a subscription to a video service for an enterprise and configure a different subscription to the same video service for a site within that enterprise, the site uses its own subscription rather than the inherited subscription.

Enabling the Subscriber and Subscription Configuration on the C-Web Interface

Before you can configure subscribers and subscriptions with the C-Web interface, you must enable the policy, service, and subscriber editor on the C-Web interface. To do so :

1. Click **Manage > Enable**.

   The Enable pane appears.

2. From the Component list, select **Editor**, and click **OK**.

If you are using multiple C-series Controllers, we recommend that you enable the policy, service, and subscriber editor on only one C-series Controller on your network.

⚠️ **CAUTION:** If you enable the editor on multiple platforms, there is a risk that configuration changes will conflict. In this case, the second edit that is committed to the platform is lost.

Adding Subscribers with the C-Web Interface

This section describes how to add and configure subscribers with the C-Web interface.

The tasks to configure subscribers are:

■ Add retailers.

See *Adding Retailers with the C-Web Interface* on page 323.

■ Add subscriber folders.

See *Adding Subscriber Folders with the C-Web Interface* on page 324.

The subscriber hierarchy requires that the objects immediately subordinate to retailers be subscriber folders. You can, however, use subscriber folders subordinate to other subscriber objects to organize groups of subscribers.

■ Add residential subscribers.

See *Adding Residential Subscribers with the C-Web Interface* on page 325.

■ Add enterprises.

See *Adding Enterprises with the C-Web Interface* on page 325.

■ Add sites.

See *Adding Sites with the C-Web Interface* on page 326.

■ Add devices as subscribers.

See *Adding Devices as Subscribers with the C-Web Interface* on page 327.

Related Topics

■ *Adding Managers with the C-Web Interface* on page 327

■ *Configuring Subscriptions with the C-Web Interface* on page 328.

Adding Retailers with the C-Web Interface

If you customize the SRC software for only one Internet service provider (ISP), use the retailer called *default* that is provided in the sample data. If the SRC software will manage multiple ISPs, add a retailer for each ISP.

To add a retailer:

1. Click **Configure > Subscribers**.

The Subscribers pane appears.

2. From the Create new list, select **Retailer**.

3. In the dialog box, type a name for the new Retailer (for example, retailer-one), and click **OK**.

   The Retailer: < *name* > pane appears.

4. Enter information as described in the Help text in the main pane, and click **Apply**.

Configuring Administrative Information for Retailers with the C-Web Interface

To add administrative information about retailers:

1. Click **Configure**, and expand **Subscribers**.

2. Expand the specified retailer, and click **Info**.

   The Info pane appears.

3. Click the **Create** button.

   The Info pane reappears.

4. Enter information as described in the Help text in the main pane, and click **Apply**.

Adding Subscriber Folders with the C-Web Interface

You can create subscriber folders for retailers, existing subscriber folders, enterprises, and sites. You must create a subscriber folder in a retailer object before you can add other types of subscribers.

To create a subscriber folder:

1. Click **Configure**, and expand **Subscribers**.

2. Click the specified retailer.

3. From the Create new list, select **Subscriber Folder**.

4. In the dialog box, enter a name for the new Subscriber Folder, and click **OK**.

   The Subscriber Folder: < *name* > pane appears.

5. Enter information as described in the Help text in the main pane, and click **Apply**.

Adding Residential Subscribers with the C-Web Interface

To add a residential subscriber:

1. Click **Configure**, and expand **Subscribers**.

2. Expand the specified retailer, and the specified subscriber folder.

3. Click the specified subscriber.

   The Subscriber: <*name*> pane appears.

4. From the Create new list, select **Subscriber**.

5. In the dialog box enter a name for the new Subscriber, and click **OK**.

   The Subscriber: <*name*> pane appears.

6. Enter information as described in the Help text in the main pane, and click **Apply**.

Configuring Administrative Information for Residential Subscribers with the C-Web Interface

To add administrative information about residential subscribers:

1. Click **Configure**, and expand **Subscribers**.

2. Expand the specified retailer and the specified subscriber folder.

3. Expand the specified subscriber, and click **Info**.

   The Info pane appears.

4. Click the **Create** button.

5. Enter information as described in the Help text in the main pane, and click **Apply**.

Adding Enterprises with the C-Web Interface

To add an enterprise subscriber:

1. Click **Configure**, and expand **Subscribers**.

2. Expand the specified retailer, and then click the specified subscriber folder.

   The Subscriber Folder: <name> pane appears.

3. From the Create new list, select **Enterprise**.

4. In the dialog box, enter a name for the new Enterprise, and click **OK**.

   The Enterprise: <*name*> pane appears.

5. Enter information as described in the Help text in the main pane, and click **Apply**.

6. Configure an access subscription for the enterprise. (See *Configuring Accesses with the C-Web Interface* on page 329.)

Configuring Administrative Information for Enterprise Subscribers with the C-Web Interface

To add administrative information about enterprise subscribers:

1. Click **Configure,** and expand **Subscribers**.

2. Expand the specified retailer and subscriber folder.

3. Expand the specified enterprise, and click **Info**.

   The Info pane appears.

4. Click the **Create** button.

   The Info pane reappears.

5. Enter information as described in the Help text in the main pane, and then click **Apply**.

Adding Sites with the C-Web Interface

To add a site:

1. Click **Configure**, and expand **Subscribers**.

2. Expand the specified retailer and the subscriber folder.

3. Click the specified enterprise.

   The Enterprise: <name> pane appears.

4. From the Create new list, select **Site.**

5. In the dialog box, enter a name for the new Site, and click **OK**.

   The Site: <*name*> pane appears.

6. Enter information as described in the Help text in the main pane, and click **Apply**.

7. Configure an access for the site. (See *Configuring Accesses with the C-Web Interface* on page 329.)

Adding Devices as Subscribers with the C-Web Interface

You can configure a device subscriber for subscriber sessions that manage the forwarding interface on JUNOS routing platforms and the router pseudo-subscriber on JUNOSe routers.

You can add devices as subscribers to subscriber folders, enterprises, and sites.

To add a device as a subscriber:

1. Click **Configure**, and expand **Subscribers** and the specified retailer.

2. Click the specified subscriber folder.

   The Subscriber Folder: <*name*> pane appears.

3. From the Create new list, select **Device**.

4. In the dialog box, enter a name for the new Device, and click **OK**.

   The Device: <*name*> pane appears.

5. Enter information as described in the Help text in the main pane, and click **Apply**.

Adding Managers with the C-Web Interface

To add a manager:

1. Click **Configure,** and expand **Subscribers**.

2. Expand the specified retailer and subscriber folder.

3. Click the specified enterprise.

   The Enterprise: <name> pane appears.

4. From the Create new List, select **Manager**.

5. In the dialog box, enter a name for the new Manager, and click **OK**.

   The Manager: <*name*> pane appears.

6. Enter information as described in the Help text in the main pane, and click **Apply**.

Configuring Subscriptions with the C-Web Interface

After you add subscribers, you configure subscriptions for the subscribers. Residential or enterprise subscribers may also be able to configure subscriptions through the portal, and managers assigned to a subscriber object may be able to configure subscriptions for that object.

You must add a service to the directory before you can specify that service for subscribers.

After you configure a subscription to a service, the service is available to the subscriber through the portal. Depending on the configuration, the subscriber may need to activate the service. You can configure schedules to define when services are available to subscribers.

To configure a subscription to a service:

1. Click **Configure,** and expand **Subscribers** and the specified retailer.

2. Click the specified subscriber folder.

   The Subscriber Folder: < *name* > pane appears.

3. From the Create new list, select the type of subscription that you want to configure.

   The Subscription: < name > pane appears.

4. Enter information as described in the Help text in the main pane, and click **Apply**.

Allowing Multiple Subscriptions to the Same Service per Subscriber

To allow a subscriber to have multiple subscriptions to the same service, each subscription:

■ Must have its own parameter substitutions.

■ Can be activated or deactivated independently.

An object for each subscription is created in the directory. The name of the object has the following format:

<ServiceName>%<SubscriptionId>

■ < ServiceName > —Name of the service

■ < SubscriptionId > —Name of the subscription

Other than the naming convention, multiple subscriptions are identical to regular subscriptions.

Configuring Accesses with the C-Web Interface

You must configure an access for an enterprise or a site. An access determines the way that the enterprise or site accesses Internet services, and specifies a set of services that are available to the particular access.

Subscriber classification scripts can use access subscription properties to match the interface in the network with an access in the directory. Typically, the interface alias, interface description, interface name, unique ID, NAS port ID, and router name are used to match an interface to an access.

You can specify multiple accesses; for example, you might want to specify primary and backup services for Internet access.

To configure a subscription to an access service:

1. Click **Configure**, and expand **Subscribers**.

2. Expand the specified retailer and the subscriber folder.

3. Click the specified enterprise.

    The Enterprise: < *name* > pane appears.

4. From the Create new list, select **Access**.

5. In the dialog box, enter a name for the new Access, and click **OK**.

    The Access: < *name* > pane appears.

6. Enter information as described in the Help text in the main pane, and click **Apply**.