



PacketController Block Subscriber

Version: 7.2.2

Updated: March 2021

PacketController Network

Disclaimer

THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY EXPRESS OR IMPLIED WARRANTY OF ANY KIND, INCLUDING WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OF INTELLECTUAL PROPERTY, OR FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT SHALL PACKETCONTROLLER NETWORKS OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION, OR LOSS OF INFORMATION) ARISING OUT OF THE USE OF OR INABILITY TO USE THIS DOCUMENT, OR THE PRODUCTS DESCRIBED HEREIN, EVEN IF PACKETCONTROLLER NETWORKS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME JURISDICTIONS PROHIBIT THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. PacketController Networks and its suppliers further do not warrant the accuracy or completeness of the information, text, graphics, links or other items contained within this document, or assume liability for any incidental, indirect, special or consequential damages in connection with the furnishing, performance, or use of this document. PacketController Networks may make changes to this document, or to the products described herein, at any time without notice. PacketController Networks makes no commitment to update this document.

Table of Contents

Overview.....	4
<i>How it works</i>	4
<i>Implementation Options</i>	4
Block/unBlock Subscriber one by one	4
<i>Block Subscriber</i>	4
<i>unBlock Subscriber</i>	5
Block/unBlock Subscribers in bulk	5
<i>CVS file</i>	5
<i>Block/unBlock subscribers</i>	6
Custom Integration for automation.....	6
Report	7

Overview

For ISP, its common practice to cut off the internet session of the subscribers who fail to pay at the end of month. Subscriber block/unblock feature is for this purpose.

How it works

- When one subscriber is blocked, technically, the service plan Block-SP is applied to this subscriber automatically. The Block-SP is built-in service plan to block all the traffic.
- The subscriber block feature is self-contained and will NOT interfere with other subscribers.
- When one subscriber is blocked, and the plan of this subscriber will be ignored no matter it is service plan, time plan, application plan or quota plan.
- When one subscriber is unblocked, the plan of this subscriber is restored.

Implementation Options


There are 3 implementation options of block/unblock subscribers:

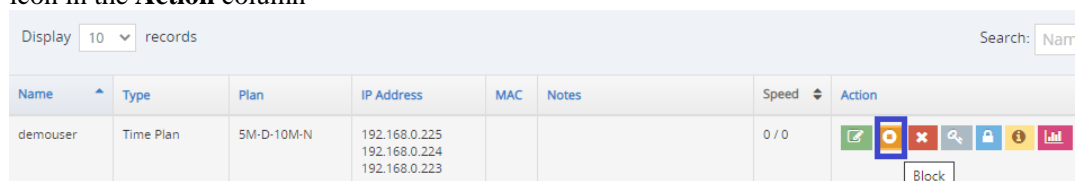
Option	Description
Block/unBlock Subscriber one by one	Manually block/unblock one subscriber via WEBUI
Block/unBlock Subscribers in bulk	Upload the cvs file containing subscriber names to block/unblock subscribers in bulk
Custom Integration for automation	Either write the custom script or calling API to automatically block/unblock subscribers, typically it is for integration with 3 rd application like billing system







Block/unBlock Subscriber one by one

Block Subscriber

To block one subscriber:

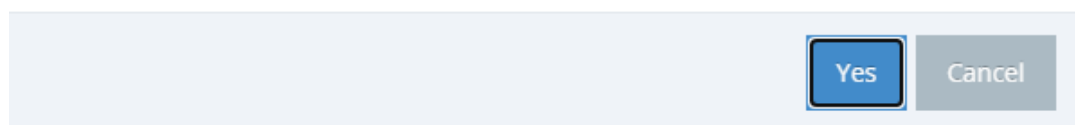
- In **Subscriber ->Subscriber** and select one subscriber to be blocked, then click  icon in the **Action** column



Name	Type	Plan	IP Address	MAC	Notes	Speed	Action
demouser	Time Plan	5M-D-10M-N	192.168.0.225 192.168.0.224 192.168.0.223			0 / 0	     

- In the popup window, click **Yes** button

Are you sure you want to block the selected user?



- In QoS->QoS Policy, the policies for this subscriber are set to Block-SP automatically
-

ID	Name	IP	Group	App	Service Plan	Drops	Speed	Action
40850	demouser				Block-SP	0	0 / 0	
40851		192.168.0.225	demouser		Block-SP	0	0 / 0	
40852		192.168.0.224	demouser		Block-SP	0	0 / 0	
40853		192.168.0.223	demouser		Block-SP	0	0 / 0	

- The internet session of this subscriber is cut off immediately.

unBlock Subscriber

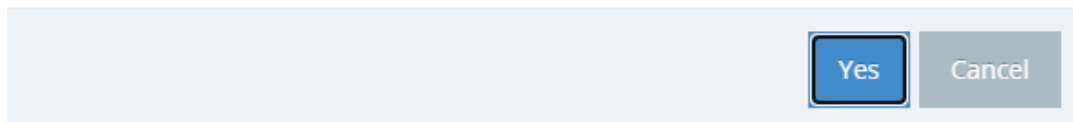
To unblock one subscriber:

- In **Subscriber ->Subscriber** and select one subscriber to be blocked, then click icon in the **Action** column

Name	Type	Plan	IP Address	MAC	Notes	Speed	Action
demouser	Time Plan	5M-D-10M-N	192.168.0.225 192.168.0.224 192.168.0.223			0 / 0	 Unblock

- In the popup window, click **Yes** button

Are you sure you want to unblock the selected user?



- In QoS->QoS Policy, the policies for this subscriber are restored automatically

ID	Name	IP	Group	App	Service Plan	Drops	Speed	Action
40850	demouser				5M-B-100M	0	0 / 0	
40851		192.168.0.225	demouser			0	0 / 0	
40852		192.168.0.224	demouser			0	0 / 0	
40853		192.168.0.223	demouser			0	0 / 0	

- The internet session of this subscriber is restored immediately.

Block/unBlock Subscribers in bulk

CVS file

To block/unblock subscriber in bulk, one cvs file should be prepared before proceeding. The file extension must be cvs, for instance, batchusers.cvs.

In this file, it should contain subscriber names, and one name per line. Please note that subscriber name must exist in PacketController otherwise it will be ignored.

The following is one example of cvs file.

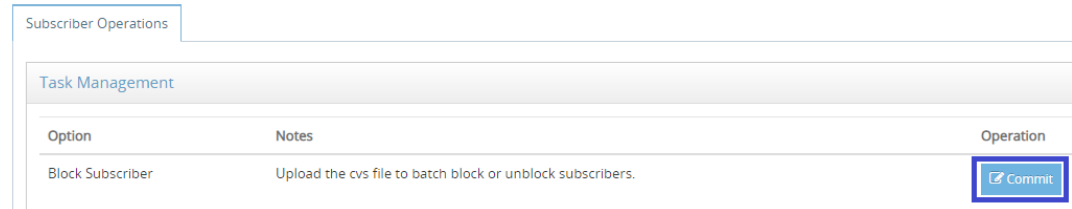
```
batch.cvs - Notepad
File Edit Format View Help
demouser
ivantest
```

There is no limit on the quantities of subscriber names in cvs file.

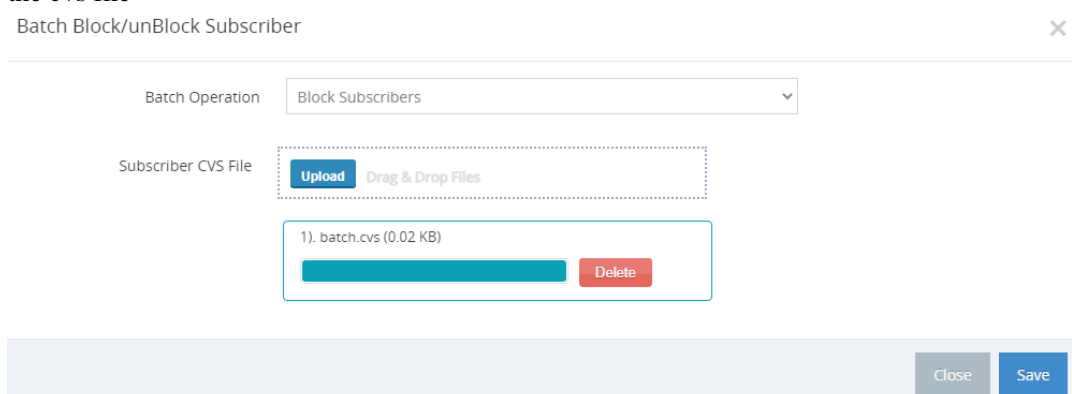
Block/unBlock subscribers

To upload cvs file and block/unblock subscribers:

- In **Subscriber** ->**Subscriber Ops** and click **Commit** button besides **Block Subscriber** task

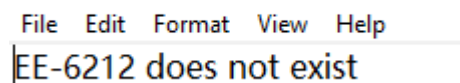
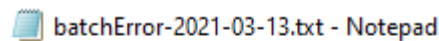


- In **Batch Block/unBlock Subscriber** window, select either **Block Subscribers** or **unBlock Subscribers** in Batch Operation dropdown, and click **Upload** button to upload the cvs file



- Click **Save** button
- The operation log will be generated and downloaded automatically and you could see the batch operation status in this log.

Please note that name of operation log is batchError-[Year]-[Month]-[Day].txt, for instance, batchError-2021-03-13.txt



Custom Integration for automation

The block/unblock subscriber function can be automated by integration with 3rd applications like billing system.

Generally, there are 2 options for integration:

Integration Option	Description
3 rd application calling PacketController API	<p>One typical use case is:</p> <ul style="list-style-type: none"> ● At the end of month, billing system generates the subscribers who fail to pay, the internet session of those subscribers needs to be cut off. ● Billing system calls PacketController API to block those subscribers
Custom script in PacketController	<ul style="list-style-type: none"> ● PacketController grabs the names of subscribers to be blocked from billing

	system at the end of month
●	PacketController blocks those subscribers

The custom integration implementation depends on 3rd applications and specific requirements, please contact PacketController Support on custom integration.

Report

To view blocked/unblocked subscriber:

- In **Log & Report** ->**Subscriber** and select Blocked or unBlocked in **Blocked Type** dropdown

The screenshot shows the 'Subscriber Report' form. The 'Blocked Type' dropdown menu is open, showing 'Blocked' and 'unBlocked' options. The 'Search' button is highlighted in green.

- Click **Submit** button

The screenshot shows the 'Subscriber Report' table with search results for 'Blocked' subscribers. The 'Search' button is highlighted in green. The table displays one entry for 'demouser'.

Name	Plan	IP Address	PPS (In/Out)	Packets	Drops	Speed (In/Out)	Action
demouser	5M-D-10M-N	192.168.0.225 192.168.0.224 192.168.0.223	0 / 0	0	0	0 / 0	Reports

Showing 1 to 1 of 1 entries