

SOAP Notifications, Discarded Notifications

Ericsson Centralized User Database

OPERATING INSTRUCTION

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1 Introduction

This instruction concerns alarm handling for the SOAP Notifications, Discarded Notifications alarm.

1.1 Alarm Description

The alarm is issued when the Notification process abandons some processed database events before being sent to the destination endpoints. The main reason is that the number of events pending to be sent exceeds the process capacity for delivering Simple Object Access Protocol (SOAP) messages to the destination endpoints, and a portion of the pending messages are discarded. The alarm informs that application FEs are not receiving the totality of the events triggered by database changes done through the traffic interface because the Notification process does not have enough resources to send SOAP messages for all the processed events.

The possible alarm causes and the corresponding fault reasons, fault locations, and impacts are described in Table 1.

Table 1 Alarm Causes

| Alarm Cause | Description | Fault Reason | Fault Location | Impact |
|---|--|--|---|---|
| A portion of Database events have been discarded before notifying the application FE due to not having enough capacity for sending SOAP messages. | A portion of the pending events are discarded. Not all the generated events are notified to endpoints due to lack of resources. Database events are processed and kept in Notifications process memory until they are delivered in SOAP messages. To avoid huge memory consumption, the Notification process protects itself by dropping a small percentage (by default 10%) of pending events if there is not enough capacity for notifying endpoints at the same pace as database changes are generated. | The number of triggered events exceeds the capacity for sending SOAP messages to the endpoint. Network disturbances (slow or impaired network between CUDB and endpoints). | Payload hosting active notifications process or notifications endpoint. | Application FE not receiving all the changes committed in the database by traffic operations which they were subscribed to. |

The alarm attributes are listed and explained in Table 2.

**Table 2 Alarm Attributes**

| Attribute Name | Attribute Value |
|------------------------------|---|
| Auto Cease | No |
| Module | SOAP NOTIFICATIONS |
| Error Code | 2 |
| Timestamp First | Date and time when the alarm was raised for the first time. |
| Repeated Counter | Number which indicates how many times the alarm was raised. |
| Timestamp Last | Date and time of the most recent alarm raised. |
| Resource ID | 1.3.6.1.4.1.193.169.15.2.<eventId> |
| Alarm Model Description | Discarded Notifications, SOAP Notifications |
| Alarm Active Description | SOAP Notifications: Some notifications were discarded for eventID <eventId> |
| ITU Alarm Event Type | qualityOfServiceAlarm (3) |
| ITU Alarm Probable Cause | congestion (202) |
| ITU Alarm Perceived Severity | (5) - Minor |
| Originating Source IP | Node IP where the alarm was raised. |
| Sequence Number | Number which indicates the order in which alarms were raised. |

In Table 2, the indicated variables are as follows:

- *<eventId>*: the name of the event for which notifications were discarded. In the Resource ID field it is printed in dotted notation where the first number after *resourceId* represents the number of characters in the *eventId* name and each character after that number is coded in American Standard Code for Information Interchange (ASCII) decimal representation.

1.2 Prerequisites

This section provides information on the documents, tools and conditions that apply to the procedure.

1.2.1 Documents

Before starting this procedure, ensure that you have read the following documents:

- *CUDB Node Fault Management Configuration Guide*, Reference [1].
- *CUDB Notifications*, Reference [2].
- *SOAP Notifications, Endpoint Unreachable*, Reference [3]
- *System Safety Information*, Reference [6].



- *Personal Health and Safety Information*, Reference [7].

1.2.2**Tools**

Not applicable.

1.2.3**Conditions**

Not applicable.





2 Procedure

If the alarm is raised, do the following:

1. Check if the *SOAP Notifications, Endpoint Unreachable* alarm is raised. If the alarm is raised, try resolving that issue first. For more information about this alarm and how to resolve it, refer to *SOAP Notifications, Endpoint Unreachable, Reference [3]*.
2. If the *SOAP Notifications, Endpoint Unreachable* alarm was raised and handled in Step 1, cease the alarm manually. Otherwise, consult the next level of maintenance support.





Glossary

For the terms, definitions, acronyms and abbreviations used in this document, refer to *CUDB Glossary of Terms and Acronyms*, Reference [5].





Reference List

CUDB Documents

- [1] *CUDB Node Fault Management Configuration Guide*
- [2] *CUDB Notifications*
- [3] *SOAP Notifications, Endpoint Unreachable*
- [4] *CUDB Troubleshooting Guide*
- [5] *CUDB Glossary of Terms and Acronyms*

Other Ericsson Documents

- [6] *System Safety Information*
- [7] *Personal Health and Safety Information*