

SOAP Notifications, Endpoint Unreachable

Ericsson Centralized User Database

OPERATING INSTRUCTION

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1 Introduction

This instruction concerns alarm handling for the SOAP Notifications, Endpoint Unreachable alarm.

1.1 Alarm Description

This alarm is raised when a configured Notifications endpoint is unavailable or unresponsive, that is, the endpoint is not answering with an HTTP/Simple Object Access Protocol (SOAP) response even after several attempts.

Due to the synchronous nature of SOAP messages and to avoid having blocked resources waiting for unresponsive target destinations, the Notifications process will detect unresponsive endpoints and will put a cap on the resources allocated to sending notifications to such endpoints, until they start responding again. The alarm will be cleared automatically when the endpoint starts responding again.

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
Detected unresponsive Notifications endpoint.	Sending rate towards the faulty endpoint is reduced by assigning less resources to communicating with the unresponsive destination.	Unreachable endpoint due to: <ul style="list-style-type: none"> networking problems, or misconfigured endpoint Uniform Resource Identifiers (URIs), or improper routing to reach the destination endpoint. 	Notification endpoint, network, or Notifications event configuration.	Notifications rate is lowered toward the unresponsive endpoint by assigning less resources to minimize impacts for sending messages to the rest of available destinations.

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Auto Cease	Yes
Module	SOAP NOTIFICATIONS
Error Code	1
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.



Attribute Name	Attribute Value
Resource ID	1.3.6.1.4.1.193.169.15.1.<EndpointURI>
Alarm Model Description	Endpoint Unreachable, SOAP Notifications
Alarm Active Description	SOAP Notifications: Endpoint unreachable at URI <Endpoint URI>
ITU Alarm Event Type	communicationsAlarm (2)
ITU Alarm Probable Cause	connectionEstablishmentError (22)
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:

- <EndpointURI>: the configured URI of the Notifications endpoint that is unreachable. In the Resource ID field, it is printed in dotted notation, where the first number after the `resourceId` represents the number of characters in the endpoint URI, and each number after that is a character 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], regarding alarm configuration.
- CUDB Notifications, Reference [2]
- System Safety Information, Reference [5].
- Personal Health and Safety Information, Reference [6].

1.2.2 Tools

Not applicable.

1.2.3 Conditions

Not applicable.



2 Procedure

If the alarm is raised, do the following:

1. If the alarm is not cleared automatically in a short period of time, check if the endpoint URI is configured correctly in the Notifications configuration. Refer to the Class CudbNotificationEndPoint section of *CUDB Node Configuration Data Model Description*, Reference [3].
2. If the endpoint URI configuration was correct or it has been corrected in Step 1 but the alarm is still raised, consult the next level of maintenance support.



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Glossary

For the terms, definitions, acronyms and abbreviations used in this document, refer to [CUDB Glossary of Terms and Acronyms](#), Reference [4].



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Reference List

CUDB Documents

- [1] CUDB Node Fault Management Configuration Guide
- [2] CUDB Notifications
- [3] CUDB Node Configuration Data Model Description
- [4] CUDB Glossary of Terms and Acronyms

Other Ericsson Documents

- [5] System Safety Information
- [6] Personal Health and Safety Information