

Policy Control, Connection to External Repository Failed

Ericsson Service-Aware Policy Controller

OPERATING INSTRUCTION

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Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	2
2	Procedure	3



Policy Control, Connection to External Repository Failed



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The SAPC raises this alarm when the connection to an external repository fails.

The SAPC clears the alarm when the connection to an external repository is re-established.

The possible causes of this alarm are:

- The SAPC cannot establish a connection to an external repository.
- A previously established connection to an external repository has gone down.

As a result of the fault, no data are retrieved from the external repository for which the connection is down.

1.1.1 Alarm Attributes

The main attributes of the alarm are the following:

Table 1 Alarm Attributes

Attribute Name	Attribute Value
Alarm Type Id	ExternalRepositoryConnectionFailure
Major Type	193
Minor Type	7077897
Specific Problem	Policy Control, Connection to External Repository Failed.
Severity	Major
Source	ManagedElement=1, PolicyControlFunction=1, EntityData=
Probable Cause	100505
Event Type	Communications
Additional Text	URL used to connect to external repository failed: <protocol>://<ip>:<port>/
Last Event Time	YYYY-MM-DDTHH:mm:ss<time zone>



1.2 Prerequisites

This section provides information on the documents, tools, and conditions needed before performing steps to cease the alarm.

1.2.1 Documents

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

- Database Access
- For information about Fault Management, refer to [Fault Management](#).

1.2.2 Tools

No specific tools are required.

1.2.3 Conditions

No conditions.



2 Procedure

Do the following:

1. Check that the external repository (Additional Text field in Table 1) is up and running and is accepting connections.
2. Check that there is IP connectivity between the SAPC and the external repository.
3. Check that the entities data source configured in the SAPC objects contains correct values in:
 - dataSource field (host, port, user) in definition attribute.
 - dbPassword attribute.

Refer to [Database Access](#) for details on how to configure these objects properly. It is possible to obtain further details about the probable cause in the logged event related to external database.

4. If the external repository is a CUDB node, check that it is defined as CUDB-FE VIP address. Refer to [Integration in User Data Consolidation](#) for details.
5. If the alarm does not cease, consult next level of maintenance support. Further actions are outside the scope of this procedure.