

Policy Control, Connection to Notification Server Failed

Ericsson Service-Aware Policy Controller

OPERATING INSTRUCTION

Copyright

© Ericsson España, S.A. 2016. All rights reserved. No part of this document may be reproduced in any form without the written permission of the copyright owner.

Disclaimer

The contents of this document are subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson shall have no liability for any error or damage of any kind resulting from the use of this document.



Contents

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



Policy Control, Connection to Notification Server Failed



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The SAPC raises this alarm when there is no connectivity to the:

- SMS center destination.
- web service end point destination.

The SAPC clears the alarm when it successfully:

- Sends a bind request to the SMS center destination.
- Delivers a SOAP Notification to the web service end point destination.

The possible causes of this alarm are:

- The SAPC does not have connectivity to the SMS center destination.
- The web service end point destination does not answer a SOAP request.

As a result of the fault, the SAPC can not send:

- SMS notifications messages to the SMS center destination
- SOAP requests to the web service end point destination.

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	ConnectionNotificationServerFailed
Major Type	193
Minor Type	7077893
Specific Problem	Policy Control, Connection to Notification Server Failed.
Severity	Minor



Attribute Name	Attribute Value
Source	ManagedElement=1,PolicyControlFunction=1,Network=1,Sms ManagedElement=1,PolicyControlFunction=1,Network=1,Web Example: ManagedElement=1,PolicyControlFunction=1,Network=1,Sms
Probable Cause	100505
Event Type	Communications
Additional Text	Connection to Notification Server Failed
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:

- For information about the notifications configuration, refer to [Configuration Guide for End User Notifications](#).
- 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 notification server (source field in Table 1) is up and running and is accepting connections.
2. Check the TCP/IP connectivity between the SAPC and the notification server.
3. Check the configuration objects related to the notification server (source field in Table 1) in the SAPC:

For SMS: SmsCenter, SmsDestination.

For SOAP: WebServiceEndPoint, WsDestination.

For more information on how to configure, refer to [Configuration Guide for End User Notifications](#).

4. If the alarm does not cease, consult next level of maintenance support. Further actions are outside the scope of this procedure.