

# Policy Control, Number of Unknown Subscribers Reached

Ericsson Service-Aware Policy Controller

## OPERATING INSTRUCTION

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# 1 Introduction

This instruction concerns alarm handling.

## 1.1 Alarm Description

This alarm is raised when the average rate of Gx requests received from unknown subscribers in a specific given granularity period exceeds the configured threshold value.

The alarm is associated to the `unknownSubscribers` measure and the Subscription Management function.

### 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	NumberOfUnknownSubscribersReached
Major Type	193
Minor Type	7077892
Specific Problem	Policy Control, Number of Unknown subscribers Reached.
Severity	Minor
Source	ManagedElement=1, SystemFunctions=1, Pm=1, PmJob=policy
Probable Cause	100549
Event Type	Quality of Service
Additional Text	The number of requests received from unknown subscribers in a specific given granularity period exceeds the configured threshold value
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 Fault Management, refer to [Fault Management](#).

### **1.2.2 Tools**

Before starting this procedure, ensure that the following tool is available:

- Ericsson Command Line Interface (ECLI).

### **1.2.3 Conditions**

No conditions.



## 2 Procedure

Do the following:

1. Check that the threshold (`thresholdHigh` and `thresholdLow` attributes of the object indicated by source alarm field before ":" character) is configured according to the needs. More information in [Measurements](#).
2. Check that all subscribers have been provisioned correctly in the SAPC internal database, refer to [Configuration Guide for Subscription and Policies](#).
3. If the alarm does not cease, consult the next level of maintenance support. Further actions are outside the scope of this procedure.