

Policy Control, Connection to Notification Server Failed

Ericsson Service-Aware Policy Controller

OPERATING INSTRUCTION

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Contents

1	Alarm Description	1
2	Procedure	3
2.1	Handle Alarm Policy Control, Connection to Notification Server Failed	3



Policy Control, Connection to Notification Server Failed



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.

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
Source	ManagedElement=1,PolicyControlFunction=1,Network=1,S ManagedElement=1,PolicyControlFunction=1,Network=1,W Example: ManagedElement=1,PolicyControlFunction=1,Network=1,S
Probable Cause	100505
Event Type	Communications



Attribute Name	Attribute Value
Additional Text	Connection to Notification Server Failed
Last Event Time	YYYY-MM-DDTHH:mm:ss<time zone>



2 Procedure

2.1 Handle Alarm Policy Control, Connection to Notification Server Failed

Prerequisites

- 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](#).
- No specific tools are required.
- No conditions are required.

Steps

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.