

Policy Control, Number of Unknown Subscribers Reached

Ericsson Service-Aware Policy Controller

OPERATING INSTRUCTION

Copyright

© Ericsson España, S.A. 2017. 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	Alarm Description	1
2	Procedure	3
2.1	Handle Alarm Policy Control, Number of Unknown Subscribers Reached	3



Policy Control, Number of Unknown Subscribers Reached



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.

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>





2 Procedure

2.1 Handle Alarm Policy Control, Number of Unknown Subscribers Reached

Prerequisites

- Before starting this procedure, ensure that you have read the following documents:
 - For information about Fault Management, refer to [Fault Management](#).
- Before starting this procedure, ensure that the following tool is available:
 - Ericsson Command Line Interface (ECLI).
- No conditions are required.

Steps

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.