

Policy Control, EBM Buffer Overflow

Ericsson Service-Aware Policy Controller

OPERATING INSTRUCTION

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1 EBM Buffer Overflow Alarm Description

The SAPC raises this alarm when the Event-Based Monitoring (EBM) component queue size is exceeded.

The SAPC clears this alarm in the following cases:

- When it is possible to insert an EBM event in the EBM component queue without discarding an old event.
- When the EBM function is disabled. For detailed information on how to disable the EBM function, see [Configuration Guide for Event-Based Monitoring](#).

The possible causes of this alarm:

- There is no connection to the EBM server so the EBM component queue is filled.
- There are network congestion conditions and the event throughput is under the expected rate. As a result, the SAPC inserts events in the EBM component queue at a higher rate than they are sent to the EBM server, so the EBM component queue is filled.

The main attributes of this alarm are the following:

Table 1 EBM Buffer Overflow Alarm Attributes

Attribute Name	Attribute Value
Alarm Type Id	EbmBufferOverflow
Major Type	193
Minor Type	7077902
Specific Problem	Policy Control, EBM Buffer Overflow
Severity	Major
Source	ManagedElement=1,PolicyControlFunction=1,Network=1,EbmServers=1,EbmServer=<ip>:<port>
Probable Cause	100537
Event Type	Quality of Service
Additional Text	EBM component queue size exceeded, start to drop events which exist longer than 10 seconds.
Last Event Time	YYYY-MM-DDTHH:mm:ss<time zone>





2 EBM Buffer Overflow Procedure

2.1 Handle Alarm Policy Control, EBM Buffer Overflow

Prerequisites

- Before starting this procedure, make sure that you have read the following documents:
 - For information about EBM configuration, refer to [Configuration Guide for Event-Based Monitoring](#).
 - For information about fault management, refer to [Fault Management](#).
- No specific tools are required
- No conditions are required

Steps

1. Check that the connection between the SAPC and the EBM server is functioning properly.
2. Check that the communication between the SAPC and the EBM server is functioning properly and not congested.
3. Minimize the events configured towards the EBM server. For further details, refer to [Configuration Guide for Event-Based Monitoring](#).
4. If the alarm does not cease, consult the next level of maintenance support. Further actions are outside the scope of this procedure.