

Policy Control, EBM Communication Failure

Ericsson Service-Aware Policy Controller

OPERATING INSTRUCTION

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1 EBM Communication Failure Alarm Description

The SAPC raises this alarm in the following cases:

- When the SAPC fails to establish a connection with the Event-Based Monitoring (EBM) server after three attempts and there are no more TCP connections established.
- When the EBM Virtual IP (VIP) address is not configured in the SAPC.
- When the EBM server is not configured.

The SAPC clears this alarm in the following cases:

- When the SAPC can establish at least one TCP connection to the EBM server.
- When the EBM function is disabled. For detailed information on how to disable the EBM function, see [Configuration Guide for Event-Based Monitoring](#).

The main attributes of this alarm are the following:

Table 1 EBM Communication Failure Alarm Attributes

Attribute Name	Attribute Value
Alarm Type Id	EbmCommunicationFailure
Major Type	193
Minor Type	7077903
Specific Problem	Policy Control, EBM Communication Failure
Severity	Major
Source	ManagedElement=1,PolicyControlFunction=1,Network=1,EbmServers=1,EbmServer=<ip>:<port> or ManagedElement=1,PolicyControlFunction=1,Network=1,EbmServers=1 ⁽¹⁾
Probable Cause	100505
Event Type	Communications



Attribute Name	Attribute Value
Additional Text	Failed to establish communication with the EBM Server. <No communication after three attempts No EBM_VIP configured No EBM Server configured>.
Last Event Time	YYYY-MM-DDTHH:mm:ss<time zone>

(1) If no EBM server or EBM VIP address is configured.



2 EBM Communication Failure Procedure

2.1 Handle Alarm Policy Control, EBM Communication Failure

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 EBM server is functioning properly and is accepting connections.
2. Check that the EBM server related data are properly configured in the SAPC. For further details, refer to [Configuration Guide for Event-Based Monitoring](#).
3. Check that the EBM VIP is configured properly. For further details, refer to [Adapt Cluster Tool](#).
4. If the alarm does not cease, consult the next level of maintenance support. Further actions are outside the scope of this procedure.