

Policy Control, Number of Unknown Subscribers Reached

Ericsson Service-Aware Policy Controller

Operating Instructions

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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=policyControlFunctionThresholdsJob, MeasurementReader=unknownSubscribers_mr:PolicyControlFunction=1, Network=1, DiameterNodes=1, DiameterNode=<diameterNodeId>
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 Handling Alarms, refer to [Handling Alarms](#).
- Before starting this procedure, ensure that the following tool is available:
 - Ericsson Command Line Interface (ECLI).
- No conditions are required.

Steps

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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.