

MRF Announcement File Missing

Virtual Multimedia Resource Function

Operating Instructions

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MRF Announcement File Missing



1 Overview

This instruction concerns alarm handling.



2 MRF Announcement File Missing Alarm Description

The alarm is issued when the vMRF notices that any of the following configured file types is missing:

- basic announcement audio file
- variable announcement audio file
- variable announcement logic file

The alarm is ceased when vMRF notices that no announcement file is missing in the announcement storage. The presence of announcement files is monitored every 15 minutes. The severity of the alarm is Minor.

If the announcement storage is unavailable for the active SC VM, that is, the *MRF Announcement Storage Unavailable* alarm is issued, the MRF Announcement File Missing alarm status is not updated.

The possible alarm causes and alarm locations are explained in the table below.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
The audio file for the basic announcement is missing.	The basic announcement audio file is not present in the announcement storage server, or is stored with a different file name or in a directory other than configured in the corresponding <i>BasicAnnouncement</i> MO.	The audio file for the basic announcement is not stored in the announcement storage. The audio file for the basic announcement is stored in a different directory or has a different name than in the configured <code>filePath</code> and	Announcement storage server or <i>BasicAnnouncement</i> MO	The announcement play request is rejected, if any part of the announcement has a missing announcement file.



Alarm Cause	Description	Fault Reason	Fault Location	Impact
		fileName attributes of the <i>BasicAnnouncement</i> MO.		
The audio file for the variable announcement is missing.	The variable announcement audio file is not present in the announcement storage server, or is stored with a different file name or in a directory other than configured in the corresponding logic file.	<p>The audio file for the variable announcement is not stored in the announcement storage.</p> <p>The audio file for the variable announcement is stored in a different directory or has a different name than the audio file configured in the variable announcement logic file.</p>	Announcement storage server or Variable announcement logic file	
The logic file for the variable announcement is missing.	The announcement logic file is not present in the announcement storage server, or is stored with a different file name or in a directory other than configured in the corresponding <i>VariableAnnouncement</i> MO.	<p>The logic file for the variable announcement is not stored in the announcement storage.</p> <p>The logic file for the variable announcement is stored in a different directory or has a different name than in the configured</p>	Announcement storage server or <i>VariableAnnouncement</i> MO	



Alarm Cause	Description	Fault Reason	Fault Location	Impact
		logicFilePath and logicFileName attributes of the <i>VariableAnnouncement</i> MO.		

The alarm attributes are listed and explained in [Table 2](#).

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	5308430
Managed Object Class	<i>Announcements</i>
Managed Object Instance	ManagedElement=1,MediaResourceFunction=1,Announcements=1
Specific Problem	MRF Announcement File Missing
Event Type	ProcessingErrorAlarm (4)
Probable Cause	configurationOrCustomisationError (159)
Additional Text	<p>If not more than five announcement files are missing, the following text is printed: Following announcement files are missing in the announcement storage: <i><list of missing announcement files></i></p> <p>If more than five announcement files are missing, the following text is printed: Following announcement files are missing in the announcement storage: <i><list of first 5 missing announcement files></i> There are more announcement files missing than the ones listed above.</p> <p>Note:</p>



Attribute Name	Attribute Value
	An announcement file is listed for each MO or logic file that has reference to it.
Perceived Severity	Minor (5)
isStateful	true



3 Cease the MRF Announcement File Missing Alarm

The following procedure describes how to cease an MRF Announcement File Missing alarm.

Steps

1. See details for the alarm MRF Announcement File Missing alarm. Check the `Additional Text` field of the alarm, to see which file type is missing.
 - If the audio file for a basic announcement is missing, continue to [Step 2](#).
 - If the audio file for a variable announcement is missing, continue to [Step 3](#).
 - If the logic file for a variable announcement is missing, continue to [Step 4](#).
2. Check if the basic announcement audio file is stored in the announcement storage.
 - If the audio file is not stored in the announcement storage, add it to the directory with the name configured in the `filePath` and `fileName` attributes in the *BasicAnnouncement* MO.
 - If the audio file is stored in the announcement storage, correct the faulty attributes `filePath` and `fileName` in the *BasicAnnouncement* MO.
3. Check if the variable announcement audio file is stored in the announcement storage.
 - If the audio file is not stored in the announcement storage, add it to the directory with the name configured in the variable announcement logic file.
 - If the audio file is stored in the announcement storage, correct the variable announcement logic file.
4. Check if the variable announcement logic file is stored in the announcement storage.
 - If the logic file is not stored in the announcement storage, add it to the directory with the name configured in the `logicFilePath` and `logicFileName` attributes in the *VariableAnnouncement* MO.



- If the logic file is stored in the announcement storage, correct the faulty attributes `logicFilePath` and `logicFileName` in the *VariableAnnouncement* MO.

3.1 Perform Concluding Routines

Steps

1. Make a report.
2. The job is completed.