

# MtasCharging, ACR Disk Storage Started

MTAS

OPERATING INSTRUCTIONS

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# 1 Alarm Description

The alarm is raised when the first Accounting Request (ACR) has been stored on a file server for the ACR storage function. The alarm is cleared when there are no longer any ACR files stored on the file server.

Table 1 MtasCharging, ACR Disk Storage Started Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Disk storage of charging information started on the local file server.	A charging request transmission has failed and charging information is sent for local storage.	Charging Server does not work properly, might not be operational.	Charging Server.	Local storage has limited capacity compared to the Charging Server, which can induce loss of charging information if the Charging Server cannot be reached / used for a longer time and the local storage gets full.
		Connection to the Charging Server does not work properly.	Connection to the Charging Server.	

**Note:** The alarm can appear as a result of the maintenance activity.

Table 2 MtasCharging, ACR Disk Storage Started Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6619199
Managed Object Class	MtasCharging
Managed Object Instance	MtasFunction.applicationName=MtasFunction,MtasCharging.mtasCharging=0
Specific Problem	MtasCharging, ACR Disk Storage Started
Event Type	communicationsAlarm (2)
Probable Cause	m3100TransmissionError (10)
Additional Text	Charging Request Transmission Problem, charging information sent for local storage.
Perceived Severity	Minor (5)

For more information about the alarm information, refer to [Handling Alarms](#).



## 2 Procedure

### 2.1 Handle MtasCharging, ACR Disk Storage Started

#### Prerequisites

- This instruction references the following documents:
  - [Check Alarm Status](#)
  - [Data Collection Guideline for MTAS](#)
  - [Handling Files](#)
  - [vDicos, Diameter Link Failure](#)
- No tools are required.
- The following conditions must apply:
  - The alarm is raised.
  - The user has proper authority to handle configuration management of the network elements.
  - An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

#### Steps

1. Check that the Charging Server is operational. If not, contact the charging system support.
2. If the alarm [vDicos, Diameter Link Failure](#) is raised, refer to [vDicos, Diameter Link Failure](#) for handling procedures.
3. When the connection to the Charging Server is operational, transfer the ACR files that have been given permanent names from file server(s) to the external Charging Server handling the ACR files. This is done by using the file transfer function, refer to [Handling Files](#).

After all permanent ACR files have been transferred to the external Charging Server, remove the permanent ACR files from the file server(s).

**Note:** It can take some time, after the connection to the Charging Server is working and the ACRs are no longer stored, until all ACR files have been closed and given permanent names and are ready to be transferred. This is depending on the value of the attribute `MtasChargingAcStorageMaxTime`.



The alarm is ceased after maximum 15 minutes after all ACR files have been removed from the file server(s).

4. Check the alarm status, refer to [Check Alarm Status](#). Is the alarm still active?

Yes: Continue with the next step.

No: Proceed with Step 7.

5. Perform data collection using Data Collection Tool with a Full profile. For more information, refer to [Data Collection Guideline for MTAS](#).
6. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
7. Job is completed.