

MtasCharging, Request Transmission Problem

MTAS

OPERATING INSTRUCTIONS

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1 Alarm Description

The MtasCharging, Request Transmission Problem alarm is raised when an Accounting-Request (ACR) charging event buffering in Backup Handler crosses the arm threshold value of MtasChargingBufferedEventsCount. Single alarm is raised per MTAS instance when there is a connectivity problem or service unavailable for at least one of the target CDFs and the MtasChargingBufferedEventsCount crosses arm threshold value. The alarm is cleared when the connection to the charging system is restored and the number of buffered charging events decreases below the disarm threshold value.

The default arm and disarm threshold values respectively are 10000 and 8000.

The alarm is issued in the following situations:

- Event buffering crosses arm threshold value.

Table 1 MtasCharging, Request Transmission Problem Alarm Causes

| Alarm Cause | Description | Fault Reason | Fault Location | Impact |
|--|---|---|------------------------------------|---|
| Event buffering crosses arm threshold value. | A charging request transmission has failed and charging information is sent for Backup. | Charging Server does not work properly, might not be operational. | Charging Server. | Local event buffering 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 buffer 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, Request Transmission Problem Alarm Attributes

| Attribute Name | Attribute Value |
|-------------------------|---|
| Major Type | 193 |
| Minor Type | 6619207 |
| Managed Object Class | MtasCharging |
| Managed Object Instance | MtasFunction.applicationName=MtasFunction,MtasCharging.mtasCharging=0 |



| Attribute Name | Attribute Value |
|--------------------|--|
| Specific Problem | MtasCharging, Request Transmission Problem |
| Event Type | qualityOfServiceAlarm (3) |
| Probable Cause | x733ThresholdCrossed (351) |
| Additional Text | MtasChargingBufferedEventsCount , charging information sent to back up. Check connection to charging system or Charging System Status. |
| Perceived Severity | Minor (5) |

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

2 Procedure

2.1 Handle Alarm MtasCharging, Request Transmission Problem

Prerequisites

— This instruction references the following documents:

- [Check Alarm Status](#)
- [Data Collection Guideline for MTAS](#)
- [vDicos, Diameter Link Congestion](#)
- [vDicos, Diameter Link Disabled](#)
- [vDicos, Diameter Link Failure](#)
- [vDicos, Diameter Own Node Disabled](#)
- [vDicos, Diameter Peer Node Disabled](#)

— 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. The alarm is automatically cleared when all ACR events are transferred to Charging Server.

The alarm is ceased after a maximum of 15 minutes (the granularity period of `MtasThresholdMonitor`) or after the Backed up ACR events count reach below the disarm threshold value (see `MtasChargingBufferedEventsCount`).

2. 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.

3. Check connection status to the Charging Server. The following alarms can indicate that there is a problem with the connection:

- vDicos, Diameter Link Congestion
- vDicos, Diameter Link Disabled
- vDicos, Diameter Link Failure
- vDicos, Diameter Own Node Disabled
- vDicos, Diameter Peer Node Disabled

4. Check the 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.