

MtasJc, ICBS Data Not Found

MTAS

OPERATING INSTRUCTIONS

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MtasJc, ICBS Data Not Found



1 Alarm Description

The alarm indicates an unsuccessful lookup of ICBS data in the MTAS database. The location information, for which lookup is failed, is stated in the Additional Info of the alarm. The alarm indicates a location Information configuration missing in MtasCommonDataAccNetwTypeAccInfo.

Table 1 MtasJc, ICBS Data Not Found Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
A Lookup of ICBS Data failed in MTAS because of the missing configuration	Unsuccessful lookup of the ICBS Data in MTAS	Missing configuration in LDAP for the specific access type and access info	Configuration	Lookup is to be Reattempted with home location obtained from the subscriber's transparent data

Table 2 MtasJc, ICBS Data Not Found Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6619218
Managed Object Class	MtasJc
Managed Object Instance	MtasFunction.applicationName=MtasFunction,MtasServices.mtasServices=0,MtasMmt.mtasMmt=0,MtasJc.mtasJc=0
Specific Problem	MtasJc, ICBS Data Not Found
Event Type	PROCESSINGERRORALARM (4)
Probable Cause	configurationOrCustomisationError(159)
Additional Text	-
Perceived Severity	WARNING
Additional Info	<MCC><MNC><CellID>

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



2 Procedure

2.1 Handle MtasJc, ICBS Data Not Found

Prerequisites

- This instruction references the following documents:
 - [Check Alarm Status](#)
 - [Parameter Description for Provisioning MTAS MOCs](#)
- No tools are required.
- The following conditions must apply:
 - The alarm is raised.
 - No ongoing maintenance activities are affecting the network or network elements.
 - 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 if an entry exists in `MtasCommonDataAccNetwTypeAccInfo` with the access information received in the `Additional Info` of the alarm, refer to [Check Alarm Status](#).
2. Define the MO entry with the required key based on the additional information attribute of the event. The key is defined as `<accessType>` and `<access-info>`. For more information on how to configure `MtasCommonDataAccNetwTypeAccInfo`, refer to [Parameter Description for Provisioning MTAS MOCs](#).
3. Clear the alarm manually using the CLI.

```
#ntfsend --notificationClassId=193,101,82 --perceivedSeverity=0
```

Note: The alarm generation can be turned off by setting the `mtasJcFailureNotification` attribute to `DISABLED`.