

MMAS, Heap Memory Load Limit Exceeded

OPERATING INSTRUCTIONS

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MMAS, Heap Memory Load Limit Exceeded



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised by the Multimedia Application Server (MMAS) as part of overload protection when the heap memory load exceeds a configured threshold value.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

| Alarm Cause | Description | Fault Reason | Fault Location | Impact |
|--|---|---|----------------|---|
| Heap memory load exceeds maximum threshold value | Heap memory load exceeds the <code>maxLowerThresholdValue</code> or <code>maxUpperThresholdValue</code> threshold value | System is not dimensioned to handle the engineered capacity | Heap memory | A 503 Service Unavailable HTTP error containing a <code>Retry-After</code> header using a value three times higher than the value specified for attribute <code>retryAfterInterval</code> |

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

| Attribute Name | Attribute Value |
|-------------------------|--|
| Major Type | 193 |
| Minor Type | 835860718 |
| Managed Object Class | <i>MmasOLPMem</i> |
| Managed Object Instance | <code>ManagedElement=<node_name>,Mmas=1,MmasOLPService=1,MmasOLPMem=1</code> |
| Specific Problem | MMAS, Heap Memory Load Limit Exceeded |
| Event Type | <code>processingErrorAlarm (4)</code> |
| Probable Cause | <code>x736UnspecifiedReason (418)</code> |



Table 2 Alarm Attributes

| Attribute Name | Attribute Value |
|--------------------|---------------------------------------|
| Additional Text | MMAS, Heap Memory Load Limit Exceeded |
| Perceived Severity | critical (3) |

1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

This instruction references the following document:

- *Data Collection Guideline*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

Before starting this procedure, ensure that the following conditions are met:

- An MMAS, Heap Memory Load Limit Exceeded alarm is raised.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

2 Procedure

Do the following:

1. Navigate to the *MmasOLPService* managed object, for example:

```
>dn ManagedElement=NODE06ST,Mmas=1,MmasOLPService=1
```

2. View the heap memory overload protection configuration:



```
(MmasOLPService=1) > show -r
```

The following is an example output:

```
MmasOLPService=1
  enable=true
[...]
  MmasOLPMem=1
    activationAlgorithm=CONSECUTIVE
    deactivationAlgorithm=MEAN
    enable=true
    lowerThresholdValue=85
    maxLowerThresholdValue=92
    maxSamplingRate=10
    maxUpperThresholdValue=94
    measuringPeriod=100
[...]
  upperThresholdValue=90
```

3. Provide configuration information and order the planning department to replan the setting.
4. Perform data collection, refer to *Data Collection Guideline*.
5. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
6. Job is completed.