

MtasCharging, Request Transmission Problem

MTAS

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The `MtasCharging`, Request Transmission Problem alarm is raised when 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.

The possible alarm causes and the corresponding fault reasons, fault locations, and impacts are described in Table 1.

Table 1 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.

The alarm attributes are listed and explained in Table 2.



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6619207
Managed Object Class	<i>MtasCharging</i>
Managed Object Instance	MtasFunction.applicationName=MtasFunction,MtasCharging.mtasCharging=0
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)

1.2 Prerequisites

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

1.2.1 Documents

Before starting this procedure, ensure that the following documents are available:

- *Check Alarm Status*
- *Fault Management*
- *Managed Object Model (MOM)*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

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



- 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.





2 Procedure

This section describes the procedure to follow when this alarm is received.

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

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

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*