

# MtasLicenses, UC Routing License Absent MTAS

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## OPERATING INSTRUCTIONS

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# 1 Introduction

This instructions concerns alarm handling.

## 1.1 Alarm Description

The alarm is raised when a valid Business Line (BL) Unified Communication (UC) routing license is not available in the Network License Server (NeLS) and the following conditions apply:

- The MMTel-AS is configured to serve business users (attribute `mtasMmtServedSubscriberType` is set to `BUSINESS` or `BUSINESS_AND_CONSUMER`).
- The UC routing service is enabled through the `mtasUCRoutingAdministrativeState` attribute.

The alarm is cleared when at least one of the following conditions apply:

- A valid `vMtasBLUCReRouting` license is installed.
- Attribute `mtasUCRoutingAdministrativeState` is locked.

For more information, refer to *MTAS Licenses*.

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   |
|--|--|--|---|--|
| The BL Routing license is not present. | MTAS is unable to get license details from NeLS. | The NeLS server is unreachable, or the license is unavailable, has expired, or is corrupted. | NeLS server   | MTAS cannot route calls to the UC System for VoLTE UC users. |
|  |  |  | TLS <sup>(1)</sup> configuration in the ME <sup>(2)</sup> |  |
|  |  |  | Possible IP network issue                                 |  |
|  |  |  | DNS <sup>(3)</sup> server                                 |  |
|  |  |  | Network interface   |  |

(1) Transport Layer Security (TLS)

(2) Managed Element (ME)

(3) Domain Name System (DNS)

The alarm attributes are described in Table 2.



Table 2 Alarm Attributes

| Attribute Name          | Attribute Value  |
|-------------------------|--|
| Major Type              | 193  |
| Minor Type              | 6619222  |
| Managed Object Class    | <i>MtasLicenses</i>  |
| Managed Object Instance | MtasFunction.applicationName=MtasFunction,MtasLicenses.mtasLicenses=0                                |
| Specific Problem        | MtasLicenses, UC Routing License Absent  |
| Event Type              | communicationsAlarm (2)  |
| Probable Cause          | Unavailable(14)  |
| Additional Text         | No License found or License Server Not reachable or License expired or License Server in LOCKED mode |
| Perceived Severity      | major (4)  |
| Additional Info         | -  |

## 1.2 Prerequisites

This section describes the possible documents, tools, and conditions needed before performing steps to clear the alarm.

### 1.2.1 Documents

This instruction references the following documents:

- *Data Collection Guideline for MTAS*
- *License Management*
- *License Management, Autonomous Mode Activated*
- *License Management, Key File Fault*
- *MTAS Licenses*
- *View License Information*

### 1.2.2 Tools

Not applicable.



### 1.2.3 Conditions

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

- An MtasLicenses, UC Routing License Absent 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.







## 2 Procedure

To clear the alarm:

1. If there is any network-related alarm on the ME, act on it first.
2. If there is a *License Management, Autonomous Mode Activated* alarm on the ME, act on it.
3. If there is a *License Management, Key File Fault* alarm on the ME, act on it.
4. Check if a valid `vMtasBLUCReRouting` license (*CXC4012170*) is installed. For more information, refer to *View License Information*.
5. If no license is present or if the `granted` status of the license is `false`, and `expiration` shows an already elapsed date, proceed with Step 8.
6. Check the alarm status. Is the alarm still active?  
  
Yes: Continue with the next step.  
  
No: Proceed with Step 9.
7. Perform data collection. For more information, refer to *Data Collection Guideline for MTAS*.
8. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
9. Job is completed.