

MtasSip, Failed to Open Port MTAS

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised whenever any of the SIP listening ports fails to open for incoming traffic.

While the `MtasFunctionAdministrativeState` attribute in the `MtasFunction` MO is set to 1 (UNLOCKED), the condition for the alarm is automatically reevaluated continuously and the alarm is ceased automatically when all ports on all processors are successfully opened.

The alarm is issued in the following situations:

- SIP listening port failed to open.

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
SIP listening port failed to open.	Any of the SIP listening ports (UDP or TCP) failed to open for incoming traffic.	Port is already in use.	Port of the processor.	MTAS cannot handle SIP signalling if the corresponding ports cannot be opened.
		Problem with VIP address configuration or with the installed IP stack.	IP address configuration or IP stack.	

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	6619198
Managed Object Class	<i>MtasSip</i>



Attribute Name	Attribute Value
Managed Object Instance	MtasFunction.applicationName=MtasFunction,MtasSip.mtasSip=0
Specific Problem	MtasSip, Failed to Open Port
Event Type	communicationsAlarm (2)
Probable Cause	m3100Unavailable (14)
Additional Text	<p>One line for each port that fails to be opened.</p> <p>Each line contains the protocol (UDP or TCP) of the port, port number, a list of affected processors, ⁽¹⁾and finally the failing operation and a text describing the reason for the failure.</p> <p>All ports that share port problem are gathered in a section with the problem description as the header.</p> <p>If the information exceeds the systems defined available size of the Additional Text field, the field ends with three dots ("..."). The entire information for the field can be found in the Applog.</p> <p>Additional Text is updated whenever any failed port is successfully opened but other failing ports remain, or if any failing operation change.</p>
Perceived Severity	Major (4)
AdditionalInfo	The UUID of the one affected processor in the value field. If the same or other port fails on several processors only the first one is included and the UUID information about the other processors can be found in the Applog. ⁽²⁾

(1) If the same port fails on several processors only the first one is included literally. The remaining ones are included just as a number and information about the other processors can be found in the Applog. If only one port fails, all processors are included literally up to the Additional Text field size limit.

(2) UUID visible over NBI in ECIM alarm additionalInfo value and it is not available on SNMP



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.



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2 Procedure

Do the following:

1. If the error message starts with `Failed to bind SIP port (ds_bind): Address already in use`, it indicates that the port is already in use by some other part of the system. Use the command `netstat` to view the current use of ports. Compare this list to the port number or port numbers listed in the end of the alarm printout to find what other part of the system is using the port.
2. If the error message starts with `Failed to bind SIP port (ds_bind): Cannot assign requested address`, it indicates that the configuration settings for `tasvip4` or `tasvip6` can be invalid. It can also indicate that the stack of the selected IP version is not installed on the platform.
3. Use the information in the additional text field to reopen the failing ports on the related processors.
4. Repeat these procedures until all ports on all processors are successfully opened.
5. If the alarm does not cease, consult the next level of maintenance support. Further actions are outside the scope of this instruction.