

MtasCharging, ACR Disk Storage Started MTAS

OPERATING INSTRUCTIONS

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MtasCharging, ACR Disk Storage Started



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised when the first Accounting Request (ACR) has been stored on a file server for the ACR storage function. The alarm is cleared when there are no longer any ACR files stored on the file server.

The alarm is issued in the following situations:

- Disk storage of charging information started on the local file server.

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 |
|--|--|---|------------------------------------|--|
| Disk storage of charging information started on the local file server. | A charging request transmission has failed and charging information is sent for local storage. | Charging Server does not work properly, might not be operational. | Charging Server. | Local storage 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 storage 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 | 6619199 |
| Managed Object Class | <i>MtasCharging</i> |



| Attribute Name | Attribute Value |
|-------------------------|---|
| Managed Object Instance | MtasFunction.applicationName=MtasFunction,MtasCharging.mtasCharging=0 |
| Specific Problem | MtasCharging, ACR Disk Storage Started |
| Event Type | communicationsAlarm (2) |
| Probable Cause | m3100TransmissionError (10) |
| Additional Text | Charging Request Transmission Problem, charging information sent for local storage. |
| 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 document is read:

- *Check Alarm Status*
- *Fault Management*

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

Do the following:

1. Check that the Charging Server is operational. If not, contact the charging system support.
2. If the alarm `vDicos, Diameter Link Failure` is raised, refer to *vDicos, Diameter Link Failure* for handling procedures.
3. When the connection to the Charging Server is operational, transfer the ACR files that have been given permanent names from file server(s) to the external Charging Server handling the ACR files. This is done by using the file transfer function, refer to *File Management*.

After all permanent ACR files have been transferred to the external Charging Server, remove the permanent ACR files from the file server(s).

Note: It can take some time, after the connection to the Charging Server is working and the ACRs are no longer stored, until all ACR files have been closed and given permanent names and are ready to be transferred. This is depending on the value of the attribute `MtasChargingAcrStorageMaxTime`.

The alarm is ceased after maximum 15 minutes after all ACR files have been removed from the file server(s).