

CSCF ENUM Responses Resulting In Malformatted CIC

Call Session Control Function

OPERATING INSTRUCTIONS

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1 Alarm Description

The threshold alarm CSCF ENUM Responses Resulting In Malformatted CIC is raised when the number of ENUM responses received with malformatted Number Portability parameters reaches or exceeds the threshold value.

The alarm is associated to the Performance Management counter `cscfCicEnumResponseMalformatted`.

The alarm is raised when the number of malformatted Carrier Identification Codes (CIC) has reached or exceeded its configured `thresholdHigh` within the time period configured by `thresholdRateOfVariation` and `granularityPeriod`.

The alarm is automatically ceased when it reaches or goes below the configured `thresholdLow` value.

The default values related to this alarm are: `thresholdRateOfVariation=PER_GP`, `granularityPeriod=FIVE_MIN`, `thresholdHigh=6`, and `thresholdLow=0`. This means that when the counter value is 6 or higher, the alarm is raised when the Granularity Period is ended. The alarm is ceased when the counter `cscfCicEnumResponseMalformatted` has reached a value of 0 at the end of a Granularity Period.

Note: The thresholds for raising and ceasing this alarm are configurable. The default Distinguished Name for the threshold is `ManagedElement=<node_name>, SystemFunctions=1, Pm=1, PmJob=CscfRoutingInformationThreshold, MeasurementReader=cscfCicEnumResponseMalformattedMeasReader, PmThresholdMonitoring=cscfCicEnumResponseMalformatted`.

It is not possible to change the threshold values once they have been set. To change a threshold, first the `PmThresholdMonitoring` instance must be deleted and recreated with required `thresholdHigh` and `thresholdLow`.

For more information, refer to [Performance Management](#).

Table 1 CSCF ENUM Responses Resulting in Malformatted CIC Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
The PM counter <code>cscfCicEnumResponseMalformatted</code> has reached or exceeded its configured upper threshold value.	The number of ENUM responses received with malformatted CIC parameters has reached or exceeded the configured threshold value.	The ENUM CIC parameters in ENUM responses are malformatted.	ENUM routing table has erroneous configuration data.	ENUM provisioning errors result in malformatted ENUM responses towards the CSCF. Calls involving CIC routing are not properly routed.



Note: This alarm can appear as a result of maintenance activity.

Table 2 CSCF ENUM Responses Resulting in Malformatted CIC Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6684693
Managed Object Class	MeasurementReader
Managed Object Instance	ManagedElement=<node_name>, SystemFunctions=1, Pm=1, PmJob= CscfRoutingInformationThreshold , MeasurementReader=cscfCicEnum ResponseMalformattedMeasReader
Specific Problem	CSCF ENUM Responses Resulting In Malformatted CIC
Event Type	processingError (4)
Probable Cause	x733ThresholdCrossed (351)
Additional Text	cscfCicEnumResponseMalformat ted, ENUM provisioning errors are resulting in malformatted ENUM responses towards the CSCF. Calls involving CIC routing may not be routed properly.
Perceived Severity	major (4)

2 Procedure

2.1 Handle Alarm CSCF ENUM Responses Resulting in Malformatted CIC

Prerequisites

- This instruction references the following documents:
 - CSCF Configuration Management
 - Managed Object Model (MOM)
- Before starting this procedure, ensure that the following tool is available:
 - ENUM Provisioning tool such as IPWorks



— The following condition must apply:

- The alarm is raised.

Steps

Note: If the reason for the alarm has disappeared after the Granularity Period, the alarm automatically ceases.

1. Find the tel URIs that generate faulty ENUM responses.

The information can be found in the application logs.

2. Correct the faulty ENUM entries.

Use the ENUM provisioning tool or interface (for example, IPWorks) to make sure that the ENUM entries are no longer malformed and that they follow the correct SIP syntax.

The alarm ceases after the number of faulty ENUM responses reaches or becomes lower than the configured `thresholdLow` value.

3. Has the alarm ceased?

Yes: Proceed with Step 5.

No: Continue with the next step.

4. If the alarm is not ceased, consult the next level of maintenance support.

Further actions are outside the scope of this instruction.

5. Job is completed.