

I-CSCF, LDAP Server Communication Failure

Call Session Control Function

OPERATING INSTRUCTIONS

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1 Alarm Description

The alarm I-CSCF, LDAP Server Communication Failure is raised for communication failure to the LDAP server (for example, time-out or permanent transport failure). The alarm is raised on a per LDAP server basis, that is, one alarm is issued per unavailable LDAP server.

The alarm is ceased when one of the following events occur:

- The LDAP server is up and the next LDAP BIND is established.
- The unreachable LDAP server is removed from the list of LDAP servers used by the system.

Table 1 I-CSCF, LDAP Server Communication Failure Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Communication failure between the I-CSCF and the LDAP server.	The I-CSCF is unable to communicate with the LDAP server because of communications error.	Communication failure to the LDAP server because of time-out or permanent transport failures.	Various communication failure responses from LDAP servers cause this alarm to be raised because of triggers from the icscfDuisLdapFailure counter.	If the LDAP server is unreachable, it is removed from the list of LDAP servers used by the I-CSCF. If there are no LDAP servers available, the DUIS feature is not available.

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

Table 2 I-CSCF, LDAP Server Communication Failure Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6684705
Managed Object Class	LdapServerEntry
Managed Object Instance	ManagedElement=<node_name>,CscfFunction=1,LdapClientApplication=LdapClientApplication,LdapClientUserGroup=0,LdapClientUser=CscfDuaR,LdapServerEntry=<ldap_url>
Specific Problem	I-CSCF, LDAP Server Communication Failure



Attribute Name	Attribute Value
Event Type	communicationsAlarm (2)
Probable Cause	x733CommunicationsSubsystemFailure (306)
Additional Text	Check the counter <code>icscfDuisLdapFailure</code> for the possible cause of communication failure
Perceived Severity	major (4)

2 Procedure

2.1 Handle Alarm I-CSCF, LDAP Server Communication Failure

Prerequisites

- This instruction references the following documents:
 - [Managed Object Model \(MOM\)](#)
- No tools are required.
- The following condition must apply:
 - The alarm is raised.

Steps

1. If the Dynamic User Identity Support (DUIS) feature in the I-CSCF is not supposed to be used, disable it by setting `icscfDynamicUserIdentitySupportEnabled` to **false**.
Note: Disabling DUIS after receiving the alarm does not clear the alarm.
2. Find the failed LDAP server identity from the `ldapServerEntryId` attribute of the Managed Object Instance alarm attribute.
3. Perform all the following actions:
 - Make sure that any possible cause of communication failure is corrected.

Possible causes of communication failure are identified by the DUIS LDAP error code in the counter `icscfDuisLdapFailure`.



For more information about the `icscfDuisLdapFailure` counter and a complete list of possible errors, refer to [Managed Object Model \(MOM\)](#).

- Make sure that the destination address is configured correctly.
- Make sure that the LDAP server is operational.
- Make sure that the firewall settings and routing tables are correct.
- If the server is down and is not used any more, remove the server from the configured list of LDAP servers.

4. Has the alarm ceased?

Yes: Proceed with Step 6.

No: Continue with the next step.

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

Further actions are outside the scope of this instruction.

6. Job is completed.