

# CSCF SIP Interface Reduced Capacity

Call Session Control Function

OPERATING INSTRUCTIONS

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# Contents

<b>1</b>	<b>Alarm Description</b>	<b>1</b>
<b>2</b>	<b>Procedure</b>	<b>3</b>
2.1	Handle Alarm CSCF SIP Interface Reduced Capacity	3





# 1 Alarm Description

The alarm is raised when there is an indication that one or more instances, but not all, of the affected SIP network interface have failed.

Table 1 CSCF SIP Interface Reduced Capacity Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
A subset of a SIP network interface has failed.	One or more instances, but not all, of the affected SIP network interfaces have failed.	One or more of: <ul style="list-style-type: none"> <li>Configuration error</li> <li>Hardware or Virtual Machine error</li> <li>Maintenance activity</li> </ul>	<p>If configuration error, check the network interface, output in the Managed Object Instance field, and the setting of applicable parameters:</p> <ul style="list-style-type: none"> <li>icscfNetworkInterfaceEntry</li> <li>pcscfNetworkInterfaceEntry</li> <li>pcscfNetworkInterfaceTrafficDir</li> <li>scscfNetworkInterfaceEntry</li> <li>bcfNetworkInterfaceEntry</li> <li>ecscfNetworkInterfaceEntry</li> <li>eatfNetworkInterfaceEntryId</li> </ul> <p>If there is a hardware or Virtual Machine error, check the Universally Unique Identifier (UUID) of the failing Virtual Machine, visible in the Additional Info or the Additional Text attributes over the Northbound Interface.</p> <p>If maintenance activity, consult the maintenance staff.</p>	The CSCF accepts traffic but with reduced capacity on the particular SIP network interface.

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

Table 2 CSCF SIP Interface Reduced Capacity Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6684677



Attribute Name	Attribute Value
Managed Object Class	<ul style="list-style-type: none"><li>• IcscfNetworkInterface or</li><li>• PcscfNetworkInterface or</li><li>• ScscfNetworkInterface or</li><li>• BcfNetworkInterface or</li><li>• EcscfNetworkInterface or</li><li>• EatfNetworkInterfaceEntry</li></ul>
Managed Object Instance	<p>ManagedElement=&lt;node_name&gt;,CscfFunction=1,CSCF-Application=CSCF,CscfNwIfContainer=0,XNwIfs=0,XNetworkInterface=&lt;protocol&gt;:<sup>(1)(2)</sup>&lt;IP-address&gt;:&lt;port&gt;</p> <p>OR</p> <p>ManagedElement=&lt;node_name&gt;,CscfFunction=1,CSCF-Application=CSCF,CscfNwIfContainer=0,EatfNwIfs=0,EatfNetworkInterfaceEntry=&lt;protocol&gt;:&lt;IP-address&gt;:&lt;port&gt;</p>
Specific Problem	CSCF SIP Interface Reduced Capacity
Event Type	processingErrorAlarm (4)
Probable Cause	x733CommunicationsSubsystemFailure (306)
Additional Text	See Table 3
Perceived Severity	major (4)

(1) X represents "Icscf", "Pcscf", "Scscf", "Bcf", or "Ecscf"

(2) Example: ManagedElement=CSCF,CscfFunction=1,CSCF-Application=CSCF,CscfNwIfContainer=0,IcscfNwIfs=0,IcscfNetworkInterface=UDP:192.168.10.201:5060

Table 3 CSCF SIP Interface Reduced Capacity Additional Alarm Info or Text Attributes Based on uuidmapping Setting

	uuidmapping=1 (default)	uuidmapping=2
Additional Info	<Failing VM UUID(s)> <sup>(1)(2)</sup>	Not Applicable
Additional Text	Not Applicable	<Failing VM UUID(s)> <sup>(2)(3)</sup>



	<b>uuidmapping=1 (default)</b>	<b>uuidmapping=2</b>
Or (in very rare cases)		
Additional Text	<SIP operation failure details> <sup>(4)</sup>	

(1) UUID of each failing VM is visible in **Additional Info** over the Northbound Interface. For example: "name="uuid" value="f096fc65-df38-46d1-a2a9-0299714913e7""

(2) In rare cases, the UUID shown would only indicate the Payload node number in hexadecimal format in the least significant 16 bits. For example: "00000000-0000-4000-8000-00000000000f", where the applicable Payload node number is 15 in decimal format in this case.

(3) UUID of each failing VM is visible in **Additional Text** over the Northbound Interface and SNMP. For example: ";uuid: f096fc65-df38-46d1-a2a9-0299714913e7, a3baebda-9a77-473c-a276-17b38a861f0b"

(4) Example: Port Does not Exist

For more information about the `uuidmapping` setting, consult the next level of maintenance support.

## 2 Procedure

### 2.1 Handle Alarm CSCF SIP Interface Reduced Capacity

#### Prerequisites

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

#### Steps

1. Is a reconfiguration planned on the node that requires to take the node out of service?

Yes: Ignore this alarm until the reconfiguration has been completed and proceed to Step 8.

No: Continue to the next step.



2. Make sure that the configuration of the network interface as indicated in the `Managed Object Instance` alarm attribute is according to the latest site configuration information.
3. Check which failing Virtual Machine Universally Unique Identifier (UUID) is indicated in the `Additional Info` or `Additional Text` alarm attributes over the Northbound Interface.

For more information, refer to [Check Alarm Status](#).

In extremely rare cases, the `Additional Text` can contain SIP operation failure details. If so, consult the next level of maintenance support.

4. Verify alarms and notifications to identify the faulty network interface and the cause of the failure.
5. Perform one of the following actions to restore the network interface:
  - Replace the hardware that the Virtual Machine is executing on, restart the Virtual Machine, and correct configuration error.
  - Wait for end of maintenance.

6. Has the alarm ceased?

Yes: Proceed to Step 8.

No: Continue to the next step.

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

Further actions are outside the scope of this instruction.

8. Job is completed.