

CSCF SIP Interface Not Operational

Call Session Control Function

OPERATING INSTRUCTIONS

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Contents

1	Alarm Description	1
2	Procedure	3
2.1	Handle Alarm CSCF SIP Interface Not Operational	3



CSCF SIP Interface Not Operational



1 Alarm Description

The alarm is raised when starting Call Session Control Function (CSCF) SIP network interfaces, which have failed on all processors in the pool. The specific problems that create this error condition are when the SIP network interface fails to start or the port is used by another application.

Table 1 CSCF SIP Interface Not Operational Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
A complete SIP network interface has failed.	All instances of the affected SIP network interface have failed.	Configuration error.	The port used in the CSCF SIP interface configuration is used by another application, or the IP address used in the CSCF SIP interface configuration is either incorrect or missing in the VIP configuration.	The CSCF SIP network interface indicated in the Managed Object Instance is not in service.

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

Table 2 CSCF SIP Interface Not Operational Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6684678
Managed Object Class	<ul style="list-style-type: none"> • IcscfNetworkInterface or • PcscfNetworkInterface or • ScscfNetworkInterface or • BcfNetworkInterface or • EcscfNetworkInterface or • EatfNetworkInterfaceEntry



Attribute Name	Attribute Value
Managed Object Instance	<p>ManagedElement=<node_name>,CscfFunction=1,CSCF-Application=CSCF,CscfNwIfContainer=0,XNwIfs=0,XNetworkInterface=<protocol>:<IP-address>:<port>⁽¹⁾⁽²⁾</p> <p>OR</p> <p>ManagedElement=<node_name>,CscfFunction=1,CSCF-Application=CSCF,CscfNwIfContainer=0,EatfNwIfs=0,EatfNetworkInterfaceEntry=<protocol>:<IP-address>:<port></p>
Specific Problem	CSCF SIP Interface Not Operational
Event Type	processingErrorAlarm (4)
Probable Cause	x733CommunicationsSubsystemFailure (306)
Additional Text	<p>Potential conflict between interface XNetworkInterface and other applications using the port <protocol>:<IP-address>:<port> or mismatch of <IP-address> and VIP configuration⁽³⁾⁽⁴⁾</p> <p>OR</p> <p>Potential conflict between interface EatfNetworkInterfaceEntry and other applications using the port <protocol>:<IP-address>:<port> or mismatch of <IP-address> and VIP configuration</p> <p>OR (in very rare cases)</p> <p><SIP operation failure details>⁽⁵⁾</p>
Perceived Severity	critical (3)

(1) X represents Icsf, Pcsf, Scsf, Bcf, or Ecsf

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

(3) X represents Icsf, Pcsf, Scsf, Ecsf, or Bcf

(4) Example: Potential conflict between interface IcsfNetworkInterface and other applications using the port UDP:192.168.10.201:5060 or mismatch of IP address 192.168.10.201 and VIP configuration

(5) Example: Port Does not Exist



2 Procedure

2.1 Handle Alarm CSCF SIP Interface Not Operational

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 9.

No: Continue to the next step.

2. Does the Additional Text alarm attribute contain SIP operation failure details?

Note: This happens very seldom.

Yes: Proceed to Step 8.

No: Continue to the next step.

3. Write down which interface issues the alarm, indicated in the Managed Object Instance alarm attribute.

4. Is the corresponding CSCF application disabled and not planned to be enabled?

Refer to attributes `cscfISPBehavior`, `ecscfEnabled`, `eatfEnabled`, and `bcfEnabled`.

Yes: Proceed to Step 9.

No: Continue to the next step.

5. Make sure that the alarm cause in the Managed Object Instance alarm attribute is a configuration error in the CSCF:



- a. Is the port that is used in the CSCF SIP interface configuration already used by another application (for instance, using netstat)?

Yes: Perform one of the following actions:

- Reconfigure the application that is using the port to free the port for the CSCF SIP interface.
- Remove the CSCF SIP interface configuration and reinsert the configuration with a proper port.

No: Continue.

- b. Is the IP address that is used in the CSCF SIP interface configuration also a part of the VIP configuration?

Yes: Continue to the next step.

No: Perform one of the following actions:

- Add the missing IP address to the VIP configuration:
- Remove the CSCF SIP interface configuration and reinsert the configuration with a proper VIP IP address.

6. Update the faulty configuration with the latest site configuration information.

Result:

The alarm ceases when the SIP network interface restarts properly.

7. Has the alarm ceased?

Yes: Proceed to Step 9.

No: Continue with the next step.

8. Consult the next level of maintenance support.

Further actions are outside the scope of this instruction.

9. Job is completed.