

# CSCF Charging Backup File System Unavailable

Call Session Control Function

OPERATING INSTRUCTIONS

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CSCF Charging Backup File System Unavailable



# 1 Alarm Description

The alarm is raised when the Call Session Control Function (CSCF) is no longer able to write charging data to disk on the file system, because the file system is down or full. If the alarm is not solved, the CSCF node can lose charging data.

Table 1 CSCF Charging Backup File System Unavailable Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
CSCF Charging Backup File System Unavailable.	The CSCF charging backup handler is unable to store charging data successfully.	The File System is down or not writable.	The charging buffer gets full because it cannot successfully write charging records to the disk. The fault is caused either by a storage disk that is exceeded or a File System that is unavailable.	The possible impacts if the File System is down, not writable, or the file system is full, is that Charging Data Records are not backed up to disk and are lost.
		The File System is full and the charging system is unavailable.		

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

Table 2 CSCF Charging Backup File System Unavailable Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6684682
Managed Object Class	CSCF-Application
Managed Object Instance	ManagedElement=<node_name>,CscfFunction=1,CSCF-Application=CSCF
Specific Problem	CSCF Charging Backup File System Unavailable
Event Type	equipmentAlarm (5)
Probable Cause	x733FileError (317)
Additional Text	Backup Write Failure, Backup Disk Full.
Perceived Severity	major (4)



## 2 Procedure

### 2.1 Handle Alarm CSCF Charging Backup File System Unavailable

#### Prerequisites

- This instruction references the following documents:
  - CSCF Charging Request Transmission Problem
  - LOTC Disk Usage
- No tools are required.
- The following condition must apply:
  - The alarm is raised.

#### Steps

1. Is the alarm LOTC Disk Usage raised?

Yes: Continue with the next step.

No: Proceed with Section 2.2 Handle Alarm Cause File System Is Down or Not Writable on page 2.

2. Is the alarm CSCF Charging Request Transmission Problem raised?

Yes: Follow the instructions in CSCF Charging Request Transmission Problem.

No: Follow the instructions in LOTC Disk Usage.

3. Is the alarm cleared?

Yes: Proceed with Step 5.

No: Continue with the next step.

4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

5. Job is completed.

### 2.2 Handle Alarm Cause File System Is Down or Not Writable

#### Steps

1. Log on to ECLI:



```
ssh -A <username>@<OAM IP>
```

2. List the environment variables:

```
for envEntry in `vdicos-envdata-list | grep 'IPMM_BACKUP_PATH' | sort`; do echo \ $envEntry = `vdicos-envdata-get $envEntry`; done;
```

Example output:

```
IPMM_BACKUP_PATH0 = /storage
IPMM_BACKUP_PATH1 = /storage
IPMM_BACKUP_PATH2 = /storage
IPMM_BACKUP_PATH3 = /storage
```

These IPMM\_BACKUP\_PATH<x> environment variables are normally configured as /storage. The charging backup files are written in the subdirectories of the /storage/CSCF path.

3. Make sure that the configured path is reasonable and available.
4. Log off from the ECLI:

```
exit
```

5. Is the alarm cleared?

Yes: Proceed with Step 7.

No: Continue with the next step.

6. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
7. Job is completed.