

CSCF ENUM Responses Resulting In Malformatted CIC

Call Session Control Function

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The threshold alarm `CSCF ENUM Responses Resulting In Malformatted CIC` is issued 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*.

The possible alarm causes and the corresponding fault reasons, fault locations, and impacts are described in Table 1.



Table 1 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: An alarm can appear as a result of maintenance activity.

The alarm attributes are listed and explained in Table 2.

Table 2 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=cscfCicEnumResponseMalformattedMeasReader
Specific Problem	CSCF ENUM Responses Resulting In Malformatted CIC
Event Type	processingError (4)
Probable Cause	x733ThresholdCrossed (351)
Additional Text	cscfCicEnumResponseMalformatted, 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)



1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

This instruction references the following document:

- *Managed Object Model (MOM)*
- *CSCF Configuration Management*

1.2.2 Tools

Before starting this procedure, ensure that the following tool is available:

- ENUM Provisioning tool such as IPWorks

1.2.3 Conditions

No conditions.





2 Procedure

Note: If the reason for the alarm has disappeared after the granularity period, the alarm automatically ceases.

Do the following:

1. Analyze the application logs to determine which TEL URIs that generate faulty ENUM responses.
2. Examine and correct the ENUM entries by using the ENUM provisioning tool or interface (for example, IPWorks) to ensure that the ENUM entries are no longer malformed and that they follow the correct SIP syntax.
3. The alarm ceases after the number of faulty ENUM responses reaches, or goes below, the configured `thresholdLow` value.
4. Confirm that the alarm has ceased. If the alarm remains, consult the next level of maintenance support. Further actions are outside the scope of this instruction.
5. Job is completed.