

CSCF SIP Interface Reduced Capacity

Call Session Control Function

OPERATING INSTRUCTIONS

Copyright

© Ericsson AB 2016, 2017. All rights reserved. No part of this document may be reproduced in any form without the written permission of the copyright owner.

Disclaimer

The contents of this document are subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson shall have no liability for any error or damage of any kind resulting from the use of this document.

Trademark List

All trademarks mentioned herein are the property of their respective owners. These are shown in the document Trademark Information.



Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	3
2	Procedure	4
2.1	Analyze the Alarm	4
2.2	Actions to Clear the Alarm	4





1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

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

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
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"> • Configuration error • Hardware or Virtual Machine error • Maintenance activity 	<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"> • icscfNetworkInterfaceEntry • pcscfNetworkInterfaceEntry • pcscfNetworkInterfaceTrafficDir • scscfNetworkInterfaceEntry • bcfNetworkInterfaceEntry • ecsfNetworkInterfaceEntry • eatfNetworkInterfaceEntryId <p>If 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: An alarm can appear as a result of maintenance activity.



The alarm attributes are listed and explained in Table 2 and Table 3.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6684677
Managed Object Class	<ul style="list-style-type: none">• IcscfNetworkInterface or• PcscfNetworkInterface or• ScscfNetworkInterface or• BcfNetworkInterface or• EcscfNetworkInterface or• EatfNetworkInterfaceEntry
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 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 Alarm Additional Info or Text Attributes Based on uuidmapping Setting

	uuidmapping=1 (default)	uuidmapping=2
Additional Info	<i><Failing VM UUID(s)></i> ⁽¹⁾⁽²⁾	Not applicable
Additional Text	Not applicable	<i><Failing VM UUID(s)></i> ⁽²⁾⁽³⁾
Or (in very rare cases)		
Additional Text	<i><SIP operation failure details></i> ⁽⁴⁾	

(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 Doesn't Exist

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

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 documents:

- *Managed Object Model (MOM)*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

No conditions.



2 Procedure

This section describes the procedure to follow when this alarm is received.

2.1 Analyze the Alarm

Do the following:

1. Check if there is a reconfiguration planned on the node, requiring that the node must be taken out of service. If so, ignore this alarm until the reconfiguration has been completed.

2.2 Actions to Clear the Alarm

Do the following:

1. Check the Managed Object Instance information of the issued alarm, and that the configuration of the indicated network interface is according to the latest site configuration information.
2. Check which failing Virtual Machine Universally Unique Identifier (UUID) is indicated in the Additional Info or Additional Text fields over the Northbound Interface. For more information, refer to *Check Alarm Status*.

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

3. Verify alarms and notifications to identify the faulty network interface and the cause of the failure.
4. Take corrective action to restore the network interface (replace the hardware that the Virtual Machine is executing on, restart the Virtual Machine, correct configuration error, or wait for end of maintenance).
5. 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.
6. Job is completed.