

CSCF SIP Interface Not Operational

Call Session Control Function

OPERATING INSTRUCTIONS

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Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	3
2	Procedure	5
2.1	Analyze the Alarm	5
2.2	Actions to Clear the Alarm	5



CSCF SIP Interface Not Operational



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued 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.

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 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: The 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	6684678



Attribute Name	Attribute Value
Managed Object Class	<ul style="list-style-type: none">• IcsfNetworkInterface or• PcsfNetworkInterface or• ScsfNetworkInterface or• BcfNetworkInterface or• EcsfNetworkInterface or• EatfNetworkInterfaceEntry
Managed Object Instance	<p>ManagedElement=<node_name>,C scfFunction=1,CSCF-Applicat ion=CSCF,CscfNwIfContainer= 0,XNwIfs=0,XNetworkInterfac e=<protocol>:<IP-address>:<po rt>⁽¹⁾⁽²⁾</p> <p>OR</p> <p>ManagedElement=<node_name>,C scfFunction=1,CSCF-Applicat ion=CSCF,CscfNwIfContainer= 0,EatfNwIfs=0,EatfNetworkIn terfaceEntry=<protocol>:<IP- address>:<port></p>
Specific Problem	CSCF SIP Interface Not Operational
Event Type	processingErrorAlarm (4)
Probable Cause	x733CommunicationsSubsystemFai lure (306)



Attribute Name	Attribute Value
Additional Text	<p>Potential conflict between interface XNetworkInterface and other applications using the port <code><protocol>: <IP-address>: <port></code> or mismatch of <code><IP-address></code> and VIP configuration⁽³⁾⁽⁴⁾</p> <p>OR</p> <p>Potential conflict between interface EatfNetworkInterfaceEntry and other applications using the port <code><protocol>: <IP-address>: <port></code> or mismatch of <code><IP-address></code> and VIP configuration</p> <p>OR (in very rare cases)</p> <p><code><SIP operation failure details></code>⁽⁵⁾</p>
Perceived Severity	critical (3)

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

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

(3) X represents Icsf, Pcsf, Scsf, Ecscf 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 Doesn't Exist

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)*

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. Check if the interface issuing the alarm, indicated in the Managed Object Instance, is supposed to be configured. The currently enabled applications are configured by `cscfISPBehavior`, `ecscfEnabled`, `eatfEnabled` and `bcfEnabled`. If the corresponding CSCF application is not enabled, or not planned to be enabled, the alarm can be ignored.

2.2 Actions to Clear the Alarm

Do the following:

1. Check the Managed Object Instance information of the issued alarm, and verify that the cause of the alarm is due to a configuration error in the CSCF. To do this, compare the details of the alarm with the site configuration information.
 - Check that the port used in the CSCF SIP interface configuration is not already used by another application (for instance, using `netstat`).

If the port is in use, then either:

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

- Check that the IP address used in the CSCF SIP interface configuration is part of the VIP configuration.

If the IP address is missing in the VIP configuration, then either:

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



2. In extremely rare cases, the Additional Text may contain SIP operation failure details. If this is the case, consult the next level of maintenance support.
3. Take appropriate measures to correct the faulty configuration by using the latest site configuration information.
4. The alarm ceases when the SIP network interface restarts properly.
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.