

ENUM, Total Query Failure Error

IPWorks

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

This alarm is issued when total query error rate exceeds the given threshold.

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

Table 1 Alarm Causes



Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact	Solution
ENUM query error	DNS, ENUM, and ERH total query error rate exceeds the given threshold.	The NAPTR request (excluding the EMUN request for Number Portability) has format error or name error. For example, if the query is below an equipped ENUM zone , however the specific domain name is not provisioned in the data base, the name error occurs. The MySQL NDB Cluster is down.	ENUM server or NDB Cluster	ENUM query failure	Refer to <i>ENUM, Query Failure Error</i> .
Failed to forward query to DNS server		DNS cannot be queried; or there is DNS provisioning error on the zone, view, etc. Forwarding time-out. Abnormal query messages are received, or DNS works abnormally.	DNS server		Refer to <i>DNS, Query Failure Error</i> .
Failed to forward query to ERH		Configuration of SPC and SSN are incorrect.	ERH, SS7 stack, or LDAP		Refer to the section <i>Actions for Checking ERH and SS7 Stack in ERH, NP Query Error and ERH</i> .



Note: An alarm can appear as a result of the 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	856068
Managed Object Class	IpworksEnumPm
Source	ManagedElement=<Node Name>,SystemFunctions=1,Pm=1,PmJob=<PM job name, default job is ENUMTPSDefaultJob>,MeasurementReader=<name>:<hostname>
Specific Problem	ENUM, Total Query Failure Error
Event Type	qualityOfServiceAlarm(11)
Probable Cause	x733ThresholdCrossed(351)
Additional Text	The alarm is raised when query failures (including ENUM, DNS and ERH) exceed a configured limit (threshold) on expiration of a configured time interval.
Perceived Severity	Warning

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:

- *Command Line Interface User Guide for IPWorks SS*
- *ENUM, Query Failure Error*
- *DNS, Query Failure Error*

1.2.2 Tools

Not applicable.



1.2.3

Conditions

No conditions.