

ERH, Total Query Error IPWorks

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

This alarm is issued when the percentage of total failed ERH queries with respect to the total number of queries exceeds a configurable threshold.

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	Solution
ERH module load error	Initialization of ERH module failed when ENUM server is started.	ERH module is initialized incorrectly.	ENUM server	MAP, INAP, or AIN query failure	See Section 2 on page 2
SS7 stack or LDAP database error	SS7 stack configuration error or LDAP database connection error.	SS7 stack is in wrong status or LDAP database has problem or stopped.	SS7 stack or LDAP	Toll-free query failure	

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	856100
Managed Object Class	ipworksEnumPm
Source	ManagedElement=<Node Name>,SystemFunctions=1,Pm=1,PmJob=<PM job name, the default job is ERHTTPSDefaultJob>,MeasurementReader=<name>:<hostname>



Attribute Name	Attribute Value
Specific Problem	ERH, Total Query Error
Event Type	qualityOfServiceAlarm(11)
Probable Cause	x733ThresholdCrossed(351)
Additional Text	The percentage of total failed queries (including NP and toll-free queries) with respect to the total number of queries exceeds a configurable threshold.;uuid:<Product_UUID> ⁽¹⁾
Perceived Severity	Warning

(1) <Product_UUID> is the universally unique identifier (UUID) of machine that generates the alarm. The value can be fetched from `/sys/devices/virtual/dmi/id/product_uuid` on the PL node.

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:

- *Configure SS7 for ENUM Number Portability*

1.2.2 Tools

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

- Signaling Manager
SS7 stack can be configured by using the GUI tool.

1.2.3 Conditions

No conditions.



2 Procedure

Do the following:

1. Refer to *ERH, NP Query Error* and *ERH, Toll-free Query Error* to clear the alarm.
2. 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.