

CSCF ICMP Protocol Not Operational

Call Session Control Function

OPERATING INSTRUCTIONS

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CSCF ICMP Protocol Not Operational



1 Alarm Description

The CSCF ICMP Protocol Not Operational alarm is raised when the Internet Control Message Protocol (ICMP) functionality is not working for a port. This happens when the assigned port is already in use by another application. This error prevents the affected application from getting immediate information about problems that are normally sent using the ICMP protocol.

Table 1 CSCF ICMP Protocol Not Operational Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
The enabling of ICMP has failed.	The port assigned for ICMP is already used by another application.	Configuration error.	The ICMP port to be used by the CSCF application, indicated in the alarm, is used by another application, or the port does not exist.	The ICMP being enabled is not operational for the indicated CSCF application. If the reason is because another application is using the same port, the ICMP, as such, is enabled, but not from the indicated SIP interface.

Note: This alarm can appear as a result of maintenance activity.

Table 2 CSCF ICMP Protocol Not Operational Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6684691
Managed Object Class	<ul style="list-style-type: none"> • IcscfNetworkInterface or • PcscfNetworkInterface or • ScscfNetworkInterface or • BcfNetworkInterface or • EcscfNetworkInterface or • EatfNetworkInterfaceEntry



Attribute Name	Attribute Value
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 ICMP Protocol Not Operational
Event Type	processingErrorAlarm (4)
Probable Cause	x733ConfigurationOrCustomizationError (307)
Additional Text	<p>Potential conflict of XNetworkInterface with other interface or application using the port <protocol>:<IP-address>:<port>⁽³⁾⁽⁴⁾</p> <p>OR</p> <p>Potential conflict of EatfNetworkInterfaceEntry with other interface or application using the port <protocol>:<IP-address>:<port></p>
Perceived Severity	minor (5)

(1) X represents Icsf, Pcscf, Scscf, Bcf, or Ecscf

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

(3) X represents Icsf, Pcscf, Scscf, Ecscf, or Bcf

(4) Example: Potential conflict of IcsfNetworkInterface with other interface or application using the port UDP:192.168.10.201:5060

2 Procedure

2.1 Handle Alarm CSCF ICMP Protocol Not Operational

Prerequisites



— This instruction references the following documents:

- Managed Object Model (MOM)

— No tools are required.

— The following condition must apply:

- The alarm is raised.

Steps

1. Is a reconfiguration planned on the node that requires to take the node out of service?

Yes: Ignore this alarm until the reconfiguration has been completed and proceed to Step 8.

No: Continue to the next step.

2. Make sure that there are no other active alarms for the CSCF application network interfaces.

3. Find the CSCF application network interface that failed to enable ICMP.

This information is found in the `Additional Text` alarm attribute.

4. Make sure that no other existing interfaces or applications have the same address configured to identify the faulty interface.

5. Update the faulty interface configuration with the latest site configuration information.

6. Has the alarm ceased after correcting the interface configuration?

Yes: Proceed to Step 8.

No: Perform one of the following options:

— Repeat Step 3 and Step 5. Check for more missing parameters, or make sure that the parameters were configured correctly.

— Continue to the next step.

7. If the alarm is not ceased, consult the next level of maintenance support.

Further actions are outside the scope of this instruction.

8. Job is completed.