CHAPTER 5

Configuration Troubleshooting

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Introduction

This chapter provides the information needed to monitor and troubleshoot Configuration events and alarms. This chapter is divided into the following sections:

- Configuration Events and Alarms – Provides a brief overview of each Configuration event and alarm.
- Monitoring Configuration Events – Provides the information needed to monitor and correct Configuration events.
- Troubleshooting Configuration Alarms – Provides the information needed to troubleshoot and correct Configuration alarms.

Configuration Events and Alarms

This section provides a brief overview of the Configuration events and alarms for the Cisco BTS 10200 Softswitch in numerical order. Table 5-1 lists all Configuration events and alarms by severity.

Note Click the Configuration message number in Table 5-1 to display information about the event.

Table 5-1 Configuration Events and Alarms by Severity

CRITICAL	MAJOR	MINOR	WARNING	INFO
CONFIG (4)	CONFIG (3)	CONFIG (5)		CONFIG (1)
				CONFIG (2)

CONFIG (1)

For additional information, refer to the "Test Report - Configuration (1)" section on page 5-5.

DESCRIPTION	Test Report
SEVERITY	Information (INFO)
THRESHOLD	10000
THROTTLE	0

CONFIG (2)

For additional information, refer to the "Signaling Media Gateway Adapter Wrongly Configured Domain Name - Configuration (2)" section on page 5-5.

DESCRIPTION	Signaling Media Gateway Adapter Wrongly Configured Domain Name
SEVERITY	INFO
THRESHOLD	1
THROTTLE	1
DATAWORDS	Configured Domain Na - STRING [256] Cause - STRING [128]
PRIMARY CAUSE	Domain name is invalid.
PRIMARY ACTION	Check domain name system (DNS) server and correct domain name.
SECONDARY CAUSE	At least half of the local machine address does not match Media Gateway Control Protocol (MGCP) domain name.
SECONDARY ACTION	Check DNS server for domain name to ensure correct Internet Protocol (IP) address.

CONFIG (3)

To troubleshoot and correct the cause of the alarm, refer to the "Mate Configuration Error - Configuration (3)" section on page 5-7.

DESCRIPTION	Mate Configuration Error
SEVERITY	MAJOR
THRESHOLD	100
THROTTLE	0
DATAWORDS	Reason - STRING [80]
PRIMARY CAUSE	Mate and local are configured to be of same side.
PRIMARY ACTION	Configure side of the platform coming up to opposite of its mate.
SECONDARY CAUSE	Mate is configured with wrong mate red DNS name.
SECONDARY ACTION	Configure mate DNS name properly for mate.
TERNARY CAUSE	Mate red. DNS entries are changed.

CONFIG (4)

To troubleshoot and correct the cause of the alarm, refer to the "Configuration Error - Configuration (4)" section on page 5-7.

DESCRIPTION	Configuration Error
SEVERITY	CRITICAL
THRESHOLD	100
THROTTLE	0
DATAWORDS	Reason - STRING [80]
PRIMARY CAUSE	Wrong configuration in the platform.cfg file.
PRIMARY ACTION	Correct appropriate parameters in the platform.cfg file.

CONFIG (5)

To troubleshoot and correct the cause of the alarm, refer to the "Feature-Server Database and Command Line Host Mismatch - Configuration (5)" section on page 5-7.

DESCRIPTION	Feature-Server Database and Command Line Host Mismatch
SEVERITY	MINOR
THRESHOLD	100
THROTTLE	0
DATAWORDS	Command Line DN - STRING [128] Feature-Server DN - STRING [128] Platform Name - STRING [32]
PRIMARY CAUSE	The Feature-Server table is mis-configured.
PRIMARY ACTION	Reconfigure the Feature-Server table to match command line -host & -port.

Monitoring Configuration Events

This section provides the information needed to monitor and correct Configuration events. Table 5-2 lists all Configuration events in numerical order and provides cross reference to each subsection in this section.

Table 5-2 Cisco BTS 10200 Softswitch Configuration Events

Event Type	Event Name	Event Severity
CONFIG(1)	Test Report - Configuration (1)	INFO
CONFIG(2)	Signaling Media Gateway Adapter Wrongly Configured Domain Name - Configuration (2)	INFO
CONFIG(3)	Mate Configuration Error - Configuration (3)	MAJOR
CONFIG(4)	Configuration Error - Configuration (4)	CRITICAL
CONFIG(5)	Feature-Server Database and Command Line Host Mismatch - Configuration (5)	MINOR

Test Report - Configuration (1)

The Test Report event is used for testing the configuration event category. The event is informational and no further action is required.

Signaling Media Gateway Adapter Wrongly Configured Domain Name - Configuration (2)

The Signaling Media Gateway Adapter Wrongly Configured Domain Name event functions as an informational alert that that signaling media gateway adapter (MGA) is configured with the wrong domain name. The primary cause of the event is that the domain name is invalid. To correct the primary cause of the event, check DNS server and correct domain name. The secondary cause of the event is that the at least half of the local machine address does not match the MGCP domain name. To correct secondary cause of the event, check the DNS server for the domain name to ensure that the IP address is correct.

Mate Configuration Error - Configuration (3)

The Mate Configuration Error alarm (major) indicates that the mate configuration is incorrect. To troubleshoot and correct the cause of the Mate Configuration Error alarm, refer to the "Mate Configuration Error - Configuration (3)" section on page 5-7.

Configuration Error - Configuration (4)

The Configuration Error alarm (critical) indicates that a critical configuration error has occurred. To troubleshoot and correct the cause of the Configuration Error alarm, refer to the "Configuration Error - Configuration (4)" section on page 5-7.

Feature-Server Database and Command Line Host Mismatch - Configuration (5)

The Feature-Server Database and Command Line Host Mismatch alarm (minor) indicates that a feature-server database (DB) and host command line mismatch configuration error has occurred. To troubleshoot and correct the cause of the Feature-Server Database and Command Line Host Mismatch alarm, refer to the "Feature-Server Database and Command Line Host Mismatch - Configuration (5)" section on page 5-7.

Troubleshooting Configuration Alarms

This section provides the information needed to monitor and correct Configuration alarms. Table 5-3 lists all Configuration alarms in numerical order and provides cross reference to each subsection in this section.

Table 5-3 Cisco BTS 10200 Softswitch Configuration Alarms

Alarm Type	Alarm Name	Alarm Severity
CONFIG(3)	Mate Configuration Error - Configuration (3)	MAJOR
CONFIG(4)	Configuration Error - Configuration (4)	CRITICAL
CONFIG(5)	Feature-Server Database and Command Line Host Mismatch - Configuration (5)	MINOR

Mate Configuration Error - Configuration (3)

The Mate Configuration Error alarm (major) indicates that the mate configuration is incorrect. The primary cause of alarm is that the mate and local are configured to be of the same side. To correct the primary cause of the alarm, configure the side of the platform coming up to be the opposite of its mate. The secondary cause of the alarm is that the mate is configured with the wrong mate DNS name or the mate DNS name entries have been changed. To correct the secondary cause of the alarm, properly configure the mate DNS name.

Configuration Error - Configuration (4)

The Configuration Error alarm (critical) indicates that a critical configuration error has occurred. The primary cause of the alarm is that there is incorrect configuration information in the platform.cfg file. To correct the primary cause of the alarm, correct the appropriate configuration parameters in the platform.cfg file.

Feature-Server Database and Command Line Host Mismatch - Configuration (5)

The Feature-Server Database and Command Line Host Mismatch alarm (minor) indicates that a feature-server DB and host command line mismatch configuration error has occurred. The primary cause of the alarm is that the Feature-Server Table is mis-configured. To correct the primary cause of the alarm, reconfigure the Feature-Server table configuration to match command line -host and -port.