

Technical Service Bulletin

ascom
Ascom® Wireless Solutions Inc.

Product: Ascom Mobility Server Software Releases 2.3 and greater.
Purpose: To prevent a Node Overload condition between Mobility Server and PBX.
Date: 9/12/2005

Prevention of Node Overload Condition between Mobility Server and PBX

Overview

A Node Overload alarm condition can be triggered when there is a routing mismatch between the Mobility Server and PBX. If calls are routed to the Mobility Server and this number is not part of the Mobility Server number series, the Mobility Server will route the call back to the PBX. If this happens frequently, a Node Overload condition could occur. This looped condition could cause all of the channels on all of the PRI's connected to the Mobility Server to become used all at once. If three or more PRI's are used on the system, then a node overload condition can occur.

The node overload alarm is a fail-safe mechanism that is used to protect the system from an excessive amount of calls. The threshold is an average of 1.7 calls per second. If the call volume is over an average of 1.7 calls a second, the Mobility Server will stop new call traffic until the load average goes below 1.7 calls per second.

Solution

Make sure that incoming calls are not inadvertently routed to the Mobility Server. We have witnessed instances where a DID number series for wireless users was changed and subsequently those numbers were properly removed from the Mobility Server number series but because the PBX was still configured to route incoming calls to these numbers a Node Overload condition caused per performance.

Summary

If the PBX route number series for the wireless users does not match the route number series of the Mobility Server, returned calls could create excessive traffic and thus a Node Overload condition.

Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877-712-7266 option 3.