

Technical Service Bulletin

Product: Mobility Server
Purpose: Call Logging and TR-node Restart
Date: 10/31/06

TAP and Call Logging Can Cause TR-node Restart

General

TAP messaging and Call Logging are two features available to users of Ascom Wireless Solutions' Enterprise Mobility Node (PWT version). In EMN software release 5.0, there is a potential interaction problem between these two features.

Problem

The problem is associated with CIL (Call Information Logging) and TAP messaging. The administrator of the system can create a set of CIL criteria that is used to monitor calls to and/or from specific numbers or ranges of numbers. If the administrator creates a CIL Log Criteria to monitor the calls from one handset and does not enter a range, and the system is using TAP messaging, the TR-node will restart unexpectedly.

Example

Let us assume that the administrator wishes to log all calls from phone 2500. Also assume, that they create a Call Logging Criteria through the EMN GUI.

Call Logging>CIL Log Criteria>Create

Under **Calling number** they enter **2500** in the **From** field and leave the **To** field blank. They then click the **Apply** button and the system responds with **Success**. After a short period of time, the administrator will begin to see, in the System Message window:

```
call_logging_tr stopped  
call_logging_tr running.
```

These messages will continue to appear until the system reaches a certain threshold (a few minutes), then the following message will appear:

```
call_logging_tr reached nr of restarts.  
tr@ccm will be restarted.
```

At this time the TR-node will restart and all voice traffic will stop, until the TR-node starts again. This process of the TR-node stopping and starting will continue until corrective action is taken.

Solution/Prevention

If the administrator is monitoring only one phone in the log criteria, they must still enter it as a range. For the example above, the administrator would enter **2500** in the **From** field and **2500** in the **To** field.

Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASCOM (1-877-712-7266) option 3.