

Oracle® Communication Services Gatekeeper

Handling Alarms

Release 4.0

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ORACLE®

Oracle Communication Services Gatekeeper Handling Alarms, Release 4.0

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Document Roadmap

The following sections describe the audience for, and organization of, this document:

- [Document Scope and Audience](#)
- [Guide to this Document](#)
- [Terminology](#)
- [Related Documentation](#)

Document Scope and Audience

This document describes the alarms that may be raised during the running of WebLogic Network Gatekeeper and what to do to resolve them. It is primarily for support engineers and system administrators working with BEA WebLogic Network Gatekeeper.

Guide to this Document

The document contains the following chapters:

- [Chapter 1, “Document Roadmap”](#) This chapter
- [Chapter 2, “Handling Alarms”](#) An overview of alarm structure
- [Chapter 3, “Resolving 2.2 Style Alarms”](#) Handling alarms raised by the legacy mechanism
- [Chapter 4, “Resolving 3.0 and Higher Style Alarms”](#) Handling alarms raised by the current mechanism

Terminology

The following terms and acronyms may be used in this document:

- **Account**—A registered application or service provider. An account belongs to an account group, which is tied to a common SLA
- **Account group**—Multiple registered service providers or services which share a common SLA
- **Administrative User**—Someone who has privileges on the Network Gatekeeper management tool. This person has an administrative user name and password
- **Alarm**—The result of an unexpected event in the system, often requiring corrective action
- **API**—Application Programming Interface
- **Application**—A TCP/IP based, telecom-enabled program accessed from either a telephony terminal or a computer
- **Application-facing Interface**—The Application Services Provider facing interface
- **Application Service Provider**—An organization offering application services to end users through a telephony network
- **AS**—Application Server
- **Application Instance**—An Application Service Provider from the perspective of internal Network Gatekeeper administration. An Application Instance has a user name and password
- **CBC**—Content Based Charging
- **End User**—The ultimate consumer of the services that an application provides. An end user can be the same as the network subscriber, as in the case of a prepaid service or they can be a non-subscriber, as in the case of an automated mail-ordering application where the subscriber is the mail-order company and the end user is a customer to this company
- **Enterprise Operator** —See Service Provider
- **Event**—A trackable, expected occurrence in the system, of interest to the operator
- **HA** —High Availability
- **HTML**—Hypertext Markup Language

- IP—Internet Protocol
- JDBC—Java Database Connectivity, the Java API for database access
- Location Uncertainty Shape—A geometric shape surrounding a base point specified in terms of latitude and longitude. It is used in terminal location
- MAP—Mobile Application Part
- Mated Pair—Two physically distributed installations of WebLogic Network Gatekeeper nodes sharing a subset of data allowing for high availability between the nodes
- MM7—A multimedia messaging protocol specified by 3GPP
- MPP—Mobile Positioning Protocol
- Network Plug-in—The WebLogic Network Gatekeeper module that implements the interface to a network node or OSA/Parlay SCS through a specific protocol
- NS—Network Simulator
- OAM —Operation, Administration, and Maintenance
- Operator—The party that manages the Network Gatekeeper. Usually the network operator
- OSA—Open Service Access
- PAP—Push Access Protocol
- Plug-in—See Network Plug-in
- Plug-in Manager—The Network Gatekeeper module charged with routing an application-initiated request to the appropriate network plug-in
- Policy Engine—The Network Gatekeeper module charged with evaluating whether a particular request is acceptable under the rules
- Quotas—Access rule based on an aggregated number of invocations. See also Rates
- Rates—Access rule based on allowable invocations per time period. See also Quotas
- Rules—The customizable set of criteria - based on SLAs and operator-desired additions - according to which requests are evaluated
- SCF—Service Capability Function or Service Control Function, in the OSA/Parlay sense.

- SCS—Service Capability Server, in the OSA/Parlay sense. WebLogic Network Gatekeeper can interact with these on its network-facing interface
- Service Capability—Support for a specific kind of traffic within WebLogic Network Gatekeeper. Defined in terms of communication services
- Service Provider—See Application Service Provider
- SIP—Session Initiation Protocol
- SLA—Service Level Agreement
- SMPP—Short Message Peer-to-Peer Protocol
- SMS—Short Message Service
- SMSC—Short Message Service Centre
- SNMP—Simple Network Management Protocol
- SOAP—Simple Object Access Protocol
- SPA—Service Provider APIs
- SS7—Signalling System 7
- Subscriber—A person or organization that signs up for access to an application. The subscriber is charged for the application service usage. See End User
- SQL—Structured Query Language
- TCP—Transmission Control Protocol
- Communication Service—The data flow of a particular request through WebLogic Network Gatekeeper. Different Service Capabilities use different communication services
- USSD—Unstructured Supplementary Service Data
- VAS—Value Added Service
- VLAN—Virtual Local Area Network
- VPN—Virtual Private Network
- WebLogic Network Gatekeeper Core—The container that holds the Container Services Utilities

- [WebLogic Network Gatekeeper Container Services Utilities](#)—A set of utilities common to all communication services
- [WSDL](#) —Web Services Definition Language
- [XML](#)—Extended Markup Language

Related Documentation

This alarm guide is a part of the WebLogic Network Gatekeeper documentation set. The other documents include:

- [System Administrator's Guide](#)
- [Concepts and Architectural Overview](#)
- [Installation Guide](#)
- [Integration Guidelines for Partner Relationship Management](#)
- [Managing Accounts and SLAs](#)
- [Statement of Compliance and Protocol Mapping](#)
- [Application Development Guide](#)
- [SDK User Guide](#)
- [Communication Service Reference](#)
- [Licensing](#)
- [Platform Development Studio - Developer's Guide](#)

Additionally, many documents in the WebLogic Server 10 documentation set are of interest to users of WebLogic Network Gatekeeper, including:

- [Introduction to BEA WebLogic Service and BEA WebLogic Expresstm](#)
- [WebLogic Server - Installation Guide](#)
- [Managing Server Startup and Shutdown](#)
- [WebLogic Web Services: Getting Started](#)
- [Developing Manageable Application with JMX](#)

Document Roadmap

- *Configuring and Using the WebLogic Diagnostics Framework*
- *Using WebLogic Clusters*
- *Securing WebLogic Server*

Handling Alarms

This document enumerates the types of alarms that may be generated in the course of running WebLogic Network Gatekeeper and gives the recommended steps for resolving them.

- [Interpreting alarms](#)
- [Alarm numbering overview](#)

Note: There is a one-to-one correspondence between WebLogic Network Gatekeeper's alarms and the defined SNMP traps. To view the MIB directly, point your MIB browser to the file `BEA-WLNG-MIB` available in the `<wlng_domain>/snmp` directory of your installation. WebLogic Network Gatekeeper does not provide a MIB browser, but most vendors of SNMP utilities do.

Interpreting alarms

An alarm in the alarm list stores the following types of information in the database. Alarm information retrieved using listeners will have slightly different parameters. For more

information, see the [“Events, Alarms and Charging”](#) section of the *Communication Service Reference*.

Information	Description
alarm_id	A unique sequential identifier
source	The name of the software module that raised the alarm and the IP address of the server in which the module runs
timestamp	The time at which the event was triggered (in milliseconds from midnight 1 January 1970)
severity	The alarm’s severity level. One of the following: 1 - warning 2 - minor 3 - major 4 - critical
identifier	The alarm type
alarm_info	Information provided by the software module that raised the alarm.
additional_info	3.0 style alarms only. This field includes: <ul style="list-style-type: none"> • Service Provider ID • Application ID • Application Instance Group ID (account login) • Other information depending on context

Alarm numbering overview

Alarms are grouped into two large sets: those raised by 2.2 style mechanisms and those raised by 3.0 style mechanisms. For more information on the differences between them, see the [“Events, Alarms and Charging”](#) section of the *Communication Service Reference*, a separate document in this set. Descriptions of each alarm and steps to take to resolve them can be found in the following two chapters:

- [Chapter 3, “Resolving 2.2 Style Alarms”](#)
- [Chapter 4, “Resolving 3.0 and Higher Style Alarms”](#)

2.2 Style (Legacy) Alarms

The numbers correspond to the new style sequential `alarm_id`. The old 2.2 style identifiers continue to exist in the `alarm.xml` file as attributes in key “AlarmIdentifier22” value “<old number>” pairs.

Protocol plug-in

102700-102704 Plugin OSA access

Policy

102800-102825 Policy

SLEE

103825-103826 - Licensing

103900-103902 - SLEE charging

104000-104001 - SLEE EDR (listeners)

104100 - SLEE statistics

3.0 Style (Current) Alarms

110000-110008 Corba

110100-110105 Java management (JMX)

110500-110504 Plugin manager

110600-110618, 110680 Short messaging: SMPP plugin

110901-110922 Presence SIP plugin

111000-111006 Budget service

111100-111104 Storage service

111202-111209 MLP Plugin

111700-111718 MM7 Plugin

113300 Subscriber-centric Policy Interceptor

118100-118102 Heartbeater

119000-119017 Third Party Call - MPCC Parlay Plugin

Handling Alarms

120100- 120111 Call Notification Plugin

121000-121067 Audio Call - Parlay Plugin

130100- 130105 Subscriber Profile LDAP Plugin

131001- 131009 Third Party Call - INAP Plugin

132100- 1321005 EWS Push Message - PAP Plugin

199900 Default

Resolving 2.2 Style Alarms

The following pages describe 2.2 style alarms that are processed by the 3.0 alarm-handling mechanisms and what can be done to respond to them. The first digit indicates the 3.0 alarm ID, whereas the second digit indicates the previously assigned 2.2 style ID. These alarms are belong to backwards compatible services, and contain slightly different information than 3.0 style alarms.

103900/1100 SLEE charging: Charging data storage failed

Severity

Critical

Description

The SLEE charging service has failed to write charging data to the database.

Possible reasons:

- The database is not running
- There is a network communication problem between the SLEE and the databases.

What to do

Check the database.

103901/1101 SLEE charging: Charging service initialization failed

Severity

Critical

Description

The alarm is raised if the charging service is activated before the database. That is, at installation or system restart, the database has to be started before WLNG.

What to do

Start the database before WLNG at system installation or restart.

103902/1102 SLEE charging: Charging table creation failed

Severity

Critical

Description

An error occurred when trying to create the charging table in the database. The error occurs if the charging service is started before the database. That is, at installation or system restart, the database has to be started before WLNG

What to do

Start database before WLNG at system installation or restart.

104000/1600 SLEE EDR service: 2.2 Listener execution time exceeded

Severity

Minor

Description

A 2.2 style EDR listener has exceeded the maximum notify execution time when receiving a batch of EDRs.

What to do

Make sure the 2.2 EDR listeners keep the notify execution time as short as possible.

104001/1601 SLEE EDR service: 2.2 style EDR listener removed

Severity

Major

Description

A 2.2 style EDR listener has been removed because it has exceeded the maximum notify execution time too many times.

What to do

Make sure the EDR listeners keep the notify execution time as short as possible

104100/7001 SLEE statistics: Failed to store statistics data

Severity

Minor

Description

Failed to store statistics data.

What to do

Check the status of the database and check if the disk is full.

102700/22000 Plug-in OSA access: OSA gateway authentication failed

Severity

Major

Description

The OSA access plug-in failed to authenticate with the OSA gateway.

What to do

Verify the OSA gateway connection data with the OSA gateway operator. Verify that the user certificate is still valid. For more information, see *System Administrator's Guide*.

102701/22001 Plug-in OSA access: OSA gateway service manager unreachable

Severity

Major

Description

The OSA manager object obtained from the OSA gateway is considered dead. Might be a network problem.

What to do

The OSA gateway plug-in will automatically try to authenticate the OSA gateway at next service request.

102702/22002 Plug-in OSA access: OSA gateway unreachable

Severity

Major

Description

The OSA access plug-in could not reach any of the connected OSA gateways (OSA frameworks) defined. Might be a network problem.

What to do

Verify the network connection.

102703/22003 Plug-in OSA access: No mapping available

Severity

Major

Description

The application requesting a service from the OSA gateway does not have a valid mapping towards the requested OSA service.

What to do

Verify the current mapping. If no mapping exists, create a mapping according to the information in *Managing Accounts and SLAs*.

102704/22004 Plug-in OSA access: Internal error when handling event

Severity

Major

Description

An unexpected internal error has occurred.

What to do

Contact BEA Support

102800/3002 Policy service: Parsing of service-specific rule file failed

Severity

Major

Description

The rule engine cannot parse the service-specific rule file.

What to do

Verify that the rule file exists and that the path to the rule is correct.

Verify that the syntax in the rule file is correct. See the log file for the policy service (`policy.log`) for information on the error.

102802/3005 Policy service: Request denied

Severity

Minor

Description

The policy service denied a service request.

What to do

-

102803/3006 Policy service: Runtime exception in policy rule

Severity

Major

Description

The policy service encountered a run-time exception.

What to do

Contact BEA Support.

102804/3007 Service Provider Group SLA Added

Severity

Minor

Description

Informational. The operator has added a Service Provider Group SLA.

What to do

-

102805/3008 Service Provider Group SLA Deleted

Severity

Major

Description

Informational. The operator has deleted a Service Provider Group SLA.

What to do

-

102806/3009 Service Provider Group SLA Updated

Severity

Minor

Description

Informational. The operator has updated a Service Provider Group SLA.

What to do

-

102807/3010 Application Group SLA Added

Severity

Major

Description

Informational. The operator has added an Application Group SLA.

What to do

-

102808/3011 Policy service: Application Group SLA deleted

Severity

Major

Description

Informational. The operator has deleted an Application Group SLA.

What to do

-

102810/3013 Policy service: Node SP SLA added

Severity

Major

Description

Informational. The operator has added a Node Service Provider SLA.

What to do

-

102811/3014 Policy service: Node SP SLA deleted

Severity

Major

Description

Informational. The operator has deleted a Node Service Provider SLA.

What to do

-

102812/3015 Policy service: Node SP SLA updated

Severity

Major

Description

Informational. The operator has updated a Node Service Provider SLA

What to do

-

102813/3016 Policy service: Node SLA added

Severity

Major

Description

Informational. The operator has added a Node SLA

What to do

-

102814/3017 Policy service: Node SLA deleted

Severity

Major

Description

Informational. The operator has deleted a Node SLA

What to do

-

102815/3018 Policy service: Node SLA updated when raised by Policy. Fail to find transaction number when raised by ESPA_messaging

Severity

Major

Description

When raised by Policy, operator has updated Node SLA. When raised by ESPA_messaging it means that there was an error processing the result of a previously sent message. Information regarding the request and CDRs may not be available.

What to do

If the condition (ESPA_messaging) repeats frequently contact BEA support.

102816/3019 Policy service: Application rules updated

Severity

Major

Description

Informational. The operator has updated Application rules.

What to do

-

102817/3020 Policy service: Node rules updated

Severity

Major

Description

Informational. The operator has updated Node rules.

What to do

-

102818/3021 Policy service: Service Provider rules updated

Severity

Major

Description

Informational. The operator has updated the Service Provider rules.

What to do

-

102819/302 Policy service: Application rules deleted

Severity

Major

Description

Informational. The operator has deleted Application rules.

What to do

-

102820/3023 Policy service: Node rules deleted

Severity

Major

Description

Informational. The operator has deleted Node rules.

What to do

-

102821/3024 Policy service: Service Provider rules deleted

Severity

Major

Description

Informational. The operator has deleted Service Provider rules.

What to do

-

102822/3025 Policy service: Service Provider/Application quota limit exceeded

Severity

Major

Description

Quota limit defined in SLA has been exceeded by a specific service provider or application.

What to do

Contact service provider to reduce traffic or increase the limits.

102823/3026 Policy service: Service Provider/Application request limit exceeded

Severity

Major

Description

Request limit defined in SLA has been exceeded by a specific service provider or application.

What to do

Contact service provider to reduce traffic or increase the limits.

102824/3027 Policy service: Global/SP NODE request limit exceeded

Severity

Major

Description

Request limit defined in Node SLAs has been exceeded by a specific service provider or application.

What to do

Contact service provider to reduce traffic or increase the limits.

102825/3028 Policy service: Global or SP node service contract is out of date

Severity

Major

Description

Node SLA is out of date.

What to do

Update the SLA.

Resolving 3.0 and Higher Style Alarms

The following pages describe 3.0 and higher style alarms that are processed by the current alarm-handling mechanisms and what can be done to respond to them. Unlike the 2.2 style alarms, these alarms have only a single ID. These alarms occur in relation to standard communication and container services, and contain slightly different information than 2.2 style alarms.

110000 Corba: Servant is already active

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110001 Corba: Servant is not active

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110002 Corba: Wrong policy

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110003 Corba: Object is already active

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110004 Corba: Object is not active

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110005 Corba: Invalid policy

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110006 Corba: Adapter already exists

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110007 Corba: Generic CORBA exception

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110008 Corba: Exception when handling POA

Severity

Minor

Description

Internal exception thrown when performing a Corba operation.

What to do

Send any log with stack trace to BEA

110100 JMX: NotCompliantMBeanException

Severity

Minor

Description

Internal exception thrown when an MBean does not comply to the MBean specification

What to do

Send any log with stack trace to BEA.

110101 JMX: MalformedObjectNameException

Severity

Minor

Description

Internal exception thrown when an MBean Object Name is malformed.

What to do

Send any log with stack trace to BEA.

110102 JMX: MBeanRegistrationException

Severity

Minor

Description

Internal exception thrown when an MBean fails to register.

What to do

Send any log with stack trace to BEA.

110103 JMX: InstanceAlreadyExistsException

Severity

Minor

Description

Internal exception thrown when an instance of an MBean already exists.

What to do

Send any log with stack trace to BEA.

110104 JMX: InstanceNotFoundException

Severity

Minor

Description

Internal exception thrown when a requested instance of an MBean does not exist.

What to do

Send any log with stack trace to BEA.

110105 JMX: Default management error

Severity

Minor

Description

Internal exception thrown when a management error severity fault happens.

What to do

Send any log with stack trace to BEA.

110500 Plugin Manager: Policy Denied exception in Plugin Manager

Severity

Minor

Description

Either the Plugin Manager rejected an application initiated request towards a plugin because a policy rule rejected that request. or the Plugin Manager rejected the registration of the plugin if the plugin is not supported.

What to do

If the exception says that the plugin is not supported, make sure that the plugin jar has been woven by aspects. Otherwise, check the SLA to make sure it allows the request.

110501 Plugin Manager: A Plugin with the same ID is already registered

Severity

Minor

Description

A plugin tries to register itself in the plugin manager but one with that ID has already been registered.

What to do

Contact BEA with the appropriate log file.

110502 Plugin Manager: There is no plugin available for this request

Severity

Minor

Description

No plugin appropriate for this request can be found.

What to do

Check that the plugin is correctly deployed and running. Also make sure that a route exists to this plugin (Plugin Manager > Add Route).

110503 Plugin Manager: There is no plugin corresponding to This ID

Severity

Minor

Description

The Plugin Manager is asked to return a plugin corresponding to this ID but none can be found.

What to do

Contact BEA with the appropriate log file.

110504 Plugin Manager: Plugin Manager generic exception

Severity

Minor

Description

An internal error occurred in the Plugin Manager causing a generic exception thrown from the Plugin Manager. The exception message explains the error.

What to do

Send any log with stack trace to BEA

110600 Plugin SMS SMPP: Too many destination addresses in request

Severity

Minor

Description

The number of destination addresses for the message exceeded the SMPP maximum (254)

What to do

Have the service provider send multi-destination messages in 254 unit groups.

110601 Plugin SMS SMPP: SMPP message send failure

Severity

Minor

Description

An error occurred when a short message was sent to the SMSC.

What to do

Made sure there is no problem with the connectivity between the WLNG and the SMPP SMSC. Check the configuration of the SMSC and the configuration of the SMS SMPP Plug-in. If the problem persists, contact BEA Support

110602 Plugin SMS SMPP: Unable to notify SMS reception

Severity

Minor

Description

The WLNG was unable to notify the application of a network initiated message

What to do

Make sure that the network connectivity between the Access Tier of the WLNG and the application is working properly. Make sure that the endpoint URL of the notification is correct.

110603 Plugin SMS SMPP: No matching notification for received SMS

Severity

Minor

Description

The WLNG received a network initiated message for which there was no registered notification.

What to do

-

110604 Plugin SMS SMPP: Unable to notify delivery status

Severity

Minor

Description

The WLNG was unable to notify the application of a network message delivery status.

What to do

Make sure that the network connectivity between the Access Tier of the WLNG and the application is working properly. Make sure that the endpoint URL of the notification is correct.

110605 Plugin SMS SMPP: Unable to retrieve the notification service

Severity

Major

Description

Unable to create the needed service for calls from the WLNG to the application

What to do

Provide logs with exception stack trace to BEA

110606 Plugin SMS SMPP: Failed to send heartbeat to SMSC. Connection will be reestablished

Severity

Major

Description

The WLNG SMPP plug-in failed with a heartbeat attempt to the SMSC and will therefore attempt to reestablish the connection between the WLNG SMPP Plug-in and the SMSC

What to do

This could indicate a network issue. Check the connectivity between the SMSC and the WLNG SMPP Plug-in.

110613 Plugin SMS SMPP: Partial failure of submit multi request

Severity

Minor

Description

Some of the multiple destinations to which the message was sent have failed to be delivered. This alarm is sent for each message failure.

What to do

Look in the SMSC logs to find why the messages failed.

110614 Plugin SMS SMPP: Failed to start SMPP transmitter or receiver connection procedure

Severity

Minor

Description

The WLNG SMS SMPP Plug-in failed to start the transmitter or receiver connection procedure.

What to do

Verify that the configuration on the WLNG SMPP Plug-in is correct. Make sure the network layer on the WLNG can access the SMSC. Make sure the SMSC is running properly.

110615 Plugin SMS SMPP: Segments are missing from the message

Severity

Warning

Description

WLNG has detected that segments from this message are missing.

What to do

Check the logs.

110616 Plugin SMS SMPP: Failed to bind to SMSC

Severity

Major

Description

WLNG is unable to bind to the SMSC.

What to do

Check the logs. Make sure the SMSC is online and reachable

110617 Plugin SMS SMPP: Connections successfully established with SMSC

Severity

Minor

Description

WLNG is able to bind to the SMSC.

What to do

-

110618 Plugin SMS SMPP: Connection procedure ended without successful connection to SMSC

Severity

Major

Description

WLNG is able to connect to the SMSC.

What to do

Check the logs. Make sure the SMSC is online and reachable.

110680 Plugin SMS SMPP (Binary SMS): Too many segments

Severity

Major

Description

Either there is a client error or the binary content is too large for Network Gatekeeper to handle.

What to do

Verify that the client is working correctly. Check the size of the binary content.

110700 Plugin SMS Parlay MMM: Start SMS notification failure

Severity

Minor

Description

An error occurred when the WLNG SMS Parlay MMM plug-in tried to start a notification for an application.

What to do

Make sure the connection between the WLNG network tier and the Parlay Gateway works and that the OSA_access service of the WLNG is configured properly. The Parlay Gateway should support P_MULTI_MEDIA_MESSAGING

110701 Plugin SMS Parlay MMM: Stop SMS notification failure

Severity

Minor

Description

An error occurred when the WLNG SMS Parlay MMM plug-in tried to stop a notification for an application.

What to do

Make sure the connection between the WLNG network tier and the Parlay Gateway works and that the OSA_access service of the WLNG is configured properly. The Parlay Gateway should support P_MULTI_MEDIA_MESSAGING

110702 Plugin SMS Parlay MMM: No matching notification information found for MO SMS

Severity

Minor

Description

A message was propagated to the WLNG SMS Parlay MMM Plug-in that did not have a application associated with it.

What to do

-

110703 Plugin SMS Parlay MMM: Unable to assert the SMS notification service

Severity

Minor

Description

Unable to create the needed service for calls from the WLNG to the application.

What to do

Provide logs with exception stack trace to BEA.

110704 Plugin SMS Parlay MMM: Unable to destroy notification

Severity

Minor

Description

The WLNG SMS Parlay MMM Plug-in was unable to destroy a notification it had created

What to do

Make sure the connection between the WLNG network tier and the Parlay Gateway works and that the OSA_access service of the WLNG is configured properly. The Parlay Gateway should support P_MULTI_MEDIA_MESSAGING

110705 Plugin SMS Parlay MMM: No matching address plan found for address

Severity

Minor

Description

The message was sent with an address plan that was not supported by the WLNG. The WLNG will try to use the default one (P_ADDRESS_PLAN_E164).

What to do

Make sure the applications use supported address schemas.

110706 Plugin SMS Parlay MMM: Exception when decoding MO SMS

Severity

Minor

Description

A conversion error occurred when the WLNG SMS Parlay MMM Plug-in tried to convert the network initiated message to a message that could be sent to the application.

What to do

Make sure the Parlay Gateway is providing the WLNG SMS Parlay MMM Plug-in with valid data.

110800 SMS Plugin Common: Exception when publishing notification message

Severity

Minor

Description

A problem occurred when an SMS Plug-in tried to publish a message that a notification was created (this is used to communicate with other plug-ins and make them also create notification towards the network).

What to do

Collect log information and contact BEA.

110900 Plugin Presence SIP: Failed to connect to WLSS. Connection will be reestablished

Severity

Major

Description

The Presence SIP plug-in was not able to connect to Weblogic SIP server. The presence functionality is impaired until the connection is re-established

What to do

Make sure the Weblogic SIP server is running. Log on to WLNG Management Console, on the Presence SIP plug-in administration page, and verify that SIPNodeUrl, SipNodeUsername and SIPNodePassword are configured correctly. Execute “connectToWLSS” operation to manually re-establish the connection.

110901 Plugin Presence SIP: Failed to handle a SIP NOTIFY message

Severity

Warning

Description

An internal error has occurred while the Presence SIP plug-in was trying to send a notification to the client about the decision on a pending subscription or the status change of the presentity

What to do

Provide logs with exception stack trace to BEA

110902 Plugin Presence SIP: Failed to invoke client operation: notifySubscription. No retry will be made

Severity

Warning

Description

The Presence SIP plug-in was not able to notify the client about the decision on a pending subscription. No further notification will be attempted.

What to do

The client may try to get presentity information by invoking `getUserPresence()` and `startPresenceNotification()`: either operation will fail if the subscription was not authorized. Verify the client is running at the endpoint specified in the subscription to receive future notifications for new subscriptions.

110904 Plugin Presence SIP: Failed to invoke client operation: makeStatusChangedCallback. No retry

110904 Plugin Presence SIP: Failed to invoke client operation: makeStatusChangedCallback. No retry will be made

Severity

Warning

Description

An error occurred when the Presence SIP plug-in was trying to notify the client about the status change of the presentity. No further notification will be sent on the current status change.

What to do

Verify the client is running at the endpoint specified to receive future notifications.

110907 Plugin Presence SIP: Failed to invoke subscribePresence

Severity

Warning

Description

An error occurred while Presence SIP plug-in was processing a presence subscribePresence request.

Possible causes are:

- the same subscription already exists
- no SIP-URI mapping has been configured for the application instance group
- internal errors such as storage service errors or connectivity issues with WLSS

What to do

Verify the following Presence SIP plug-in configurations in the Management Console:

- SIPNodeUrl, SipNodeUsername and SIPNodePassword
- SIP URL mapping

Make sure WLSS is running and in good condition

110908 Plugin Presence SIP: Failed to invoke getUserPresence

Severity

Warning

Description

An error occurred while Presence SIP plug-in was processing a presence getUserPresence request. Possible causes are:

- a subscription has not been submitted or approved
- a policy violation occurred when trying to retrieve unauthorized presence attributes
- internal errors such as storage service errors

What to do

Verify the client is running at the endpoint specified in the subscription; resubmit the current request after the authorization notification has been received

110909 Plugin Presence SIP: Failed to invoke startPresenceNotification

Severity

Warning

Description

An error occurred while the Presence SIP plug-in was processing a presence startPresenceNotification request. Possible causes are:

- a presence subscription has not been submitted or approved
- a start notification request with the same correlator already exists
- a start notification request for the specified presentity has been submitted by the same application instance group
- internal errors such as storage service errors

What to do

Verify the client is running at the endpoint specified in the subscription; resubmit the current request after the authorization notification has been received.

110910 Plugin Presence SIP: Failed to invoke endPresenceNotification

Severity

Warning

Description

An error occurred while the Presence SIP plug-in was processing a presence startPresenceNotification() request. Possible causes are:

- a startPresenceNotification has not been submitted by the client
- internal errors such as storage service errors

What to do

Verify the database is running. Try to restart WLNG. Provide logs with exception stack trace to BEA.

110918 Plugin Presence SIP: Failed to start

Severity

Warning

Description

An internal error occurred when the Presence SIP plug-in was started. It will not function properly unless the underlying problems are corrected

What to do

Try to restart the WLNG. Provide logs with exception stack trace to BEA

110922 Plugin Presence SIP: Failed to perform OAM operation

Severity

Warning

Description

An OAM operation error has occurred. This is most likely due to storage service errors

What to do

Verify the database is running. Try to restart WLNG. Provide logs with exception stack trace to BEA

111000 Budget Service: Configuration mismatch between sites

Severity

Major

Description

The budget service discovered a site configuration mismatch between geo-redundant sites.

What to do

Verify that the list of geo redundant sites is identical on all geo redundant sites of the WLNG

111001 Budget Service: Shutting down duplicate budget service master

Severity

Minor

Description

Duplicate geo-redundancy masters were detected. The situation has been corrected.

What to do

Verify network connectivity between geo-redundant sites. This alarm is likely an indication of a previous network split between sites.

111002 Budget Service: Budget master unreachable

Severity

Major

Description

Communication with a remote site has failed a configured number of times. The number of failures before this alarm is raised is determined by the remote site reachability alarm threshold setting.

What to do

Verify that network connectivity between geo redundant sites is operational and that the remote site is functioning.

111003 Budget Service: New budget master available for service

Severity

Minor

Description

A new geo-redundancy master has been elected and activated

What to do

Verify that there is network connectivity between geo-redundant sites and that the remote site is operational. This alarm could be an indication of a network split or a crash at the remote site.

111004 Budget Service: One of the remote sites is unreachable

Severity

Major

Description

The WLNG was unable to reach one of the remote geo-redundant sites.

What to do

Verify that there is network connectivity between geo-redundant sites and that the remote site is operational. This alarm could be an indication of a network split or a crash at the remote site.

111006 Budget Service: There is a budget configuration mismatch between sites. Please look in the log

111006 Budget Service: There is a budget configuration mismatch between sites. Please look in the log file for more information

Severity

Major

Description

A mismatch in budget configuration between geo-redundant sites has been detected.

What to do

Verify that the same SLA settings have been applied on all geo-redundant sites

111100 Storage Service: Exception thrown during store database table entry expiration

Severity

Warning

Description

An error occurred while the storage service was removing expired entries from the store database table.

What to do

Verify that the database is running and provide logs with exception stack trace to BEA.

111101 Storage Service: Failed to initialize the Storage Service

Severity

Major

Description

An error occurred when the Storage Service was being activated

What to do

Verify that the database is running and provide logs with exception stack traces to BEA.

111102 Storage Service: Failed to initialize the cluster cache for the Storage Service

Severity

Major

Description

An error occurred when the Storage Service was being activated.

What to do

Verify that the database is running and that there is network connectivity within the cluster.
Provide logs with exception stack traces to BEA.

111103 Storage Service: Failed to perform one or more write behind operations for a Storage Service Store. The request change has been lost.

Severity

Warning

Description

An error occurred while performing asynchronous writes to the persistent storage. The requested changes may have been lost without the communication service being aware of it.

What to do

Verify that the database is running and provide logs with exception stack traces to BEA.

111104 Storage Service: Storage exception

Severity

Minor

Description

A generic storage exception was thrown in a communication service

What to do

Provide logs with exception stack traces to BEA.

111200 Plugin MLP: MLP Server available

Severity

Major

Description

Succeeded in sending a heartbeat to the MLP Server. Plugin status has been set to active.

What to do

-

111201 Plugin MLP: MLP Server unavailable

Severity

Major

Description

Failed to send a heartbeat to the MLP Server. Plugin status has been deactivated.

What to do

Check the MLP server to make sure it is available.

111202 Plugin MLP: Start failed

Severity

Major

Description

The Terminal Location MLP plugin failed to start.

What to do

Check the log for more information.

111203 Plugin MLP: Stop failed

Severity

Major

Description

The Terminal Location MLP plugin failed to stop.

What to do

Check the log for more information.

111204 Plugin MLP: Activate failed

Severity

Major

Description

The Terminal Location MLP plugin was not activated.

What to do

Check the log for more information.

111205 Plugin MLP: Deactivate failed

Severity

Major

Description

The Terminal Location MLP plugin was not deactivated.

What to do

Check the log for more information.

111206 Plugin MLP: SendLocation request failed

Severity

Major

Description

The attempt to send a location request failed.

What to do

Make sure the MLP server is available. Check the log for more information.

111207 Plugin MLP: Notify application that Location Notification has ceased failed

Severity

Major

Description

Network Gatekeeper was unable to notify the application that location notification has ceased.

What to do

Make sure the AT layer and the notification URL are available. Check the log for more information.

111208 Plugin MLP: Notify application of a Location Error failed

Severity

Major

Description

Network Gatekeeper was unable to notify the application that a location error has occurred.

What to do

Make sure the AT layer and the notification URL are available. Check the log for more information.

111209 Plugin MLP: Notify application of a Location Notification failed

Severity

Major

Description

Network Gatekeeper was unable to notify the application that a location notification has been received.

What to do

Make sure the AT layer and the notification URL are available. Check the log for more information.

111700 Plugin MM7: Failed to send Multimedia Message

Severity

Major

Description

Network Gatekeeper was unable to send a multimedia message to the network.

What to do

Check the log for more information. Common problems: missing/invalid required parameters; configuration problems; storage errors.

111701 Plugin MM7: Failed to get Multimedia Message Delivery Status

Severity

Major

Description

Network Gatekeeper was unable to get delivery status on a multimedia message from the network.

What to do

Check the log for more information. Common problems: invalid request identifier; storage errors.

111702 Plugin MM7: Failed to poll received new Multimedia Messages

Severity

Major

Description

Network Gatekeeper was unable to send the list of received messages to the application.

What to do

Check the log for more information. Common problems: invalid MM7 configuration; storage errors.

111703 Plugin MM7: Failed to get a Multimedia Message

Severity

Major

Description

Network Gatekeeper was unable to send a requested received multimedia message - including attachment - to the application.

What to do

Check the log for more information. Common problems: no attachment found; storage errors.

111704 Plugin MM7: Failed to send MM7 Messages to network

Severity

Major

Description

Network Gatekeeper was unable to send an MM7 message to the network.

What to do

Check the log for more information. Common problems: MM7 Relay Server not ready or misconfigured.

111705 Plugin MM7: Failed to activate the MM7 Plugin

Severity

Warning

Description

Network Gatekeeper was unable to activate the MM7 plug-in.

What to do

Check the log for more information. Common problems: Plugin not ready; plugin ID duplicated.

111706 Plugin MM7: Failed to deactivate the MM7 Plugin

Severity

Warning

Description

Network Gatekeeper was unable to deactivate the MM7 plug-in.

What to do

Check the log for more information. Common problems: can't find the plugin with the ID provided.

111707 Plugin MM7: Failed to start the MM7 Plugin

Severity

Warning

Description

Network Gatekeeper was unable to start the MM7 plug-in.

What to do

Check the log for more information. Common problems: failed to located WorkContextMap; MBean-related exceptions.

111708 Plugin MM7: Failed to stop the MM7 Plugin

Severity

Warning

Description

Network Gatekeeper was unable to stop the MM7 plug-in.

What to do

Check the log for more information. Common problem: MBean-related exceptions.

111709 Plugin MM7: Failed to notify message reception

Severity

Warning

Description

Network Gatekeeper was unable to notify the application that a message has been received from the network.

What to do

Check the log for more information. Common problems: no matching NotificationInfo; storage errors; unsupported address type; application not available.

111710 Plugin MM7: Failed to notify message delivery receipt

Severity

Warning

Description

Network Gatekeeper was unable to notify the application that a message delivery receipt has been received from the network.

What to do

Check the log for more information. Common problems: no matching messageinfo, recipient number not found; application unavailable.

111711 Plugin MM7: Application is not available

Severity

Warning

Description

Network Gatekeeper was unable to contact the application.

What to do

Check the availability of the application.

111712 Plugin MM7: Recipient Number not found

Severity

Warning

Description

The delivery acknowledgement does not have a recipient number that matches any of the destination addresses of the sent message. Uncommon.

What to do

Check the log for more information. Common problem: issue between WLNG and MMSC.

111713 Plugin MM7: No matching MessageInfo found

Severity

Warning

Description

The incoming delivery report did not correlate to a message info. For example: the MMSC sent up a delivery report which Network Gatekeeper has no record of sending.

What to do

Check the log for more information. Common problem: Network Gatekeeper is not configured to request delivery reports but the MMSC is sending them anyway.

111714 Plugin MM7: Unsupported address type

Severity

Warning

Description

Network Gatekeeper does not support the address type attached to the multimedia message.

What to do

Check the log for more information and check the address type.

111715 Plugin MM7: Failed to start message notification

Severity

Major

Description

Network Gatekeeper is unable to start message notification.

What to do

Check the log for more information. Common problems: duplicated correlator IDs; storage errors.

111716 Plugin MM7: Failed to stop message notification

Severity

Major

Description

Network Gatekeeper is unable to stop message notification.

What to do

Check the log for more information. Common problems: Correlator ID doesn't exist; storage errors.

111717 Plugin MM7: No application found for a mobile originated MMS

Severity

Major

Description

The MMSC and Network Gatekeeper are out of sync with respect to notifications. A mobile-originated message has been sent from the network no application has set up a notification to receive it.

What to do

Check the log for more information.

111718 Plugin MM7: MM7 Relay Server responded with an error code

Severity

Major

Description

The SubmitResponse returned an error-code.

What to do

Look at the logs to see the specific status code and status text.

113300 Subscriber-centric Policy: Quota limit exceeded for subscriber

Severity

Minor

Description

The budget quota for a subscriber with `limitExceedOK` set to `true` has been exceeded.

What to do

-

118100 Heartbeat Service: Timer expiration ignored, as Heartbeater is sending pings

Severity

Warning

Description

Because the heartbeat service is sending pings, the expiration of the timer is ignored.

What to do

-

118101 Heartbeat Service: Heartbeat is alive. Set plugin status to active

Severity

Warning

Description

The heartbeat service was able to contact the plugin

What to do

-

118102 Heartbeat Service: Heartbeat failed. Set plugin status to inactive

118102 Heartbeat Service: Heartbeat failed. Set plugin status to inactive

Severity

Warning

Description

The heartbeat service was unable to contact the plugin

What to do

-

119000 Plugin Third Party Call Parlay MPCC: Failed to start Third Party Call managed plugin

Severity

Major

Description

Network Gatekeeper was unable to start the plugin.

What to do

Check logs for more information. Possible issues: Network Gatekeeper was unable to locate the WorkContextMap; MBean-related exceptions.

119001 Plugin Third Party Call Parlay MPCC: Failed to stop Third Party Call managed plugin

Severity

Major

Description

Network Gatekeeper was unable to stop the plugin.

What to do

Check logs. Possible issues: MBean-related exceptions.

119002 Plugin Third Party Call Parlay MPCC: Failed to activate Third Party Call managed plugin

Severity

Major

Description

Network Gatekeeper was unable to activate the plugin.

What to do

Check the log for more information. Possible issues: The plugin is not ready or there is a duplicated Plugin ID.

119003 Plugin Third Party Call Parlay MPCC: Failed to deactivate Third Party Call managed plugin

Severity

Major

Description

Network Gatekeeper was unable to deactivate the plugin.

What to do

Check the log for more information. Possible issues: Network Gatekeeper is unable to find a plugin with the given ID.

119004 Plugin Third Party Call Parlay MPCC: Failed to update call status upon receiving a callEnded event

Severity

Warning

Description

Network Gatekeeper was unable to update call status.

What to do

Check the log for more information. Make sure the storage service is available. Verify the database is running. Try to restart WLNG.

119005 Plugin Third Party Call Parlay MPCC: Failed to update call status upon receiving a callLegEnded

119005 Plugin Third Party Call Parlay MPCC: Failed to update call status upon receiving a callLegEnded event

Severity

Warning

Description

Network Gatekeeper was unable to update call status.

What to do

Check the log for more information. Make sure the storage service is available. Verify the database is running. Try to restart WLNG.

119006 Plugin Third Party Call Parlay MPCC: Failed to update call status upon receiving an eventReportRes event

Severity

Warning

Description

Network Gatekeeper was unable update call status.

What to do

Check the log for more information. Make sure the storage service is available. Verify the database is running. Try to restart WLNG.

119007 Plugin Third Party Call Parlay MPCC: Failed to update call status upon receiving a getInfoRes

119007 Plugin Third Party Call Parlay MPCC: Failed to update call status upon receiving a getInfoRes Event

Severity

Warning

Description

Network Gatekeeper was unable to update call status.

What to do

Check the log for more information. Make sure the storage service is available. Verify the database is running. Try to restart WLNG.

119008 Plugin Third Party Call Parlay MPCC: Failed to update call status when receiving a getInfoRes event upon IpAppCallLeg interface

Severity

Warning

Description

Network Gatekeeper was unable to update call status

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call control manager is not in active state; or the call control call is not in idle or active state.

119009 Plugin Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.getInfoReq() on

119009 Plugin Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.getInfoReq() on parlayGW

Severity

Warning

Description

Network Gatekeeper was unable to invoke `IpMultiPartyCall.getInfoReq` on the Parlay gateway

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call control manager is not in active state.

119010 Plugin Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.continueProcessing on Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke to invoke `IpCallLeg.continueProcessing` on Parlay gateway.

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg doesn't exist in the network; or the call leg is in releasing state.

119011 Plugin Third Party Call Parlay MPPC: Failed to invoke IpMultiPartyCall.createAndRouteCallLeg on Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke `IpMultiPartyCall.createAndRouteCallLegReq` on Parlay gateway.

What to do

Check logs for more information. Possible issues: the Parlay gw is in an abnormal status or unavailable; the call is not in idle or active state; the call control manager is not in active state.

119012 Plugin Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCallControlManager.createCall on parlayGW

Severity

Warning

Description

Network Gatekeeper was unable to invoke `IpMultiPartyCallControlManager.createCall` on Parlay gateway.

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call control manager is not in active state.

119013 Plugin Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.eventReportReq on

119013 Plugin Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.eventReportReq on Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke `IpCallLeg.eventReportReq()` on the Parlay gateway.

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg does not exist in the network or is in releasing state.

119014 Plugin Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.getInfoReq on Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke `IpCallLeg.getInfoReq()` on Parlay gateway.

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg does not exist in the network or is in releasing state.

119015 Plugin Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.release on the Parlay Gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke `IpMultiPartyCall.release` on the Parlay gateway.

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg does not exist in the network or is in releasing state.

119016 Plugin Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.routeReq on the Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke `IpCallLeg.routeReq` on the Parlay gateway.

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg does not exist in the network or is in releasing state.

119017 Plugin Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.createCallLeg on the

119017 Plugin Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.createCallLeg on the Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke `IpMultiPartyCall.createCallLeg` on the Parlay gateway.

What to do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call does not exist in the network or is in releasing state.

120100 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to start Call Notification managed plugin

Severity

Major

Description

The Parlay MPCC plugin for the Parlay X 3.0 Call Notification communication service failed to start.

What to do

Check the log for more information.

120101 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to activate Call Notification managed plugin

Severity

Major

Description

The Parlay MPCC plugin for the Parlay X 3.0 Call Notification communication service failed to activate.

What to do

Check the log for more information.

120102 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to stop Call Notification managed plugin

Severity

Major

Description

The Parlay MPCC plugin for the Parlay X 3.0 Call Notification communication service failed to stop.

What to do

Check the log for more information.

120103 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to deactivate Call Notification managed plugin

Severity

Major

Description

The Parlay MPCC plugin for the Parlay X 3.0 Call Notification communication service failed to deactivate.

What to do

Check the log for more information.

120104 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to deliver notification to application

Severity

Warning

Description

Network Gatekeeper was unable to deliver a notification to the application.

What to do

Check the log for more information. Make sure the AT layer is available and that the notification URL is correct and available.

120105 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to deliver recorded message location to application

Severity

Warning

Description

Network Gatekeeper was unable to deliver the location of a recorded message to the application.

Note: The Audio Call communication service does not support Play and Record Interaction for 4.0.

What to do

Not currently implemented.

120106 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to deliver collected digits to application

Severity

Warning

Description

Network Gatekeeper was unable to deliver the digits collected from the end user to the application.

What to do

Check the log for more information. Make sure the AT layer is available and that the notification URL is correct and available.

120107 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to delete notification in the Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to delete a notification registration in the Parlay gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive.

120108 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to create notification in the Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to create a notification registration in the Parlay gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive.

120109 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to set callback for call leg

Severity

Warning

Description

Network Gatekeeper was unable to set a callback for a call leg in the Parlay Gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive.

120110 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to continue processing the call leg

Severity

Warning

Description

Network Gatekeeper was unable to invoke `continueProcessing` on the Parlay Gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive.

120111 Plugin Parlay X 3.0 Call Notification Parlay MPCC: Failed to create a call leg

Severity

Warning

Description

Network Gatekeeper was unable to create a call leg for the call session in the Parlay gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive.

121000 Plugin Parlay X 3.0 Audio Call Parlay: Failed to start AudioCallManagedPlugin

Severity

Major

Description

Network Gatekeeper was unable to start the plugin.

What to do

Check the log for more information. Possible issues: unable to location WorkContextMap, MBean related exceptions.

121001 Plugin Parlay X 3.0 Audio Call Parlay: Failed to activate AudioCallManagedPlugin

Severity

Major

Description

Network Gatekeeper was unable to activate the plugin.

What to do

Check the log for more information. Possible issues: MBean related exceptions.

121002 Plugin Parlay X 3.0 Audio Call Parlay: Failed to stop AudioCallManagedPlugin

Severity

Major

Description

Network Gatekeeper was unable to change the state of the plugin to active.

What to do

Check the log for more information. Possible issues: the plugin is not ready; there are duplicate plugin IDs.

121003 Plugin Parlay X 3.0 Audio Call Parlay: Failed to deactivate AudioCallManagedPlugin

Severity

Major

Description

Network Gatekeeper was unable to change the state of the plugin to inactive.

What to do

Check the log for more information. Possible issues: the plugin with the ID specified cannot be found.

121030 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoRes

Severity

Warning

Description

Network Gatekeeper was unable to update the status of the call.

What to do

Check the log for more information. Make sure that the database and the database connection are active.

121031 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoErr

121031 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoErr

Severity

Warning

Description

Network Gatekeeper was unable to update the status of the call.

What to do

Check the log for more information. Make sure that the database and the database connection are active.

121032 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoAndCollectRes

Severity

Warning

Description

Network Gatekeeper was unable to update the status of the call.

What to do

Check the log for more information. Make sure that the database and the database connection are active.

121033 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoAndCollectErr

Severity

Warning

Description

Network Gatekeeper was unable to update the status of the call.

What to do

Check the log for more information. Make sure that the database and the database connection are active.

121034 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving attachMediaRes

Severity

Warning

Description

Network Gatekeeper was unable to update the status of the call.

What to do

Check the log for more information. Make sure that the database and the database connection are active.

121035 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving attachMediaErr

Severity

Warning

Description

Network Gatekeeper was unable to update the status of the call.

What to do

Check the log for more information. Make sure that the database and the database connection are active.

121036 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving detachMediaRes

Severity

Warning

Description

Network Gatekeeper was unable to update the status of the call.

What to do

Check the log for more information. Make sure that the database and the database connection are active.

121037 Plugin Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving detachMediaErr

Severity

Warning

Description

Network Gatekeeper was unable to update the status of the call.

What to do

Check the log for more information. Make sure that the database and the database connection are active.

121060 Plugin Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUIManager.createUICall on Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke a method on the Parlay gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive. Make sure IpAppUICallRef is not null.

121061 Plugin Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.sendInfoReq on Parlay gateway

121061 Plugin Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.sendInfoReq on Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke a method on the Parlay gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive. Make sure the UI session is valid.

121062 Plugin Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.sendInfoAndCollectReq on Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke a method on the Parlay gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive. Make sure the UI session is valid. Make sure the criteria are valid.

121063 Plugin Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.release on Parlay gateway

Severity

Warning

Description

Network Gatekeeper was unable to invoke a method on the Parlay Gateway.

What to do

Check the log for more information. Make sure the gateway is available. Use OAM methods to make sure the connection is alive. Make sure the UI session is valid.

121064 Plugin Parlay X 3.0 Audio Call Parlay: Received IpAppUI.sendInfoErr call from Parlay gateway

Severity

Warning

Description

Network Gatekeeper was received an error message back from the Parlay Gateway.

What to do

Check the log for more information. Possible issues: the provided information (InfoId, InfoData, or InfoAddress) is invalid; improper response by call participant.

121065 Plugin Parlay X 3.0 Audio Call Parlay: Received IpAppUI.sendInfoAndCollectErr call from Parlay gateway

Severity

Warning

Description

Network Gatekeeper was received an error message back from the Parlay gateway.

What to do

Check the log for more information. Possible issues: the provided information (InfoId, InfoData, or InfoAddress) is invalid; improper response by call participant.

121066 Plugin Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.attachMediaErr call from Parlay gateway

Severity

Warning

Description

Network Gatekeeper was received an error message back from the Parlay gateway.

What to do

Check the log for more information. Possible issues: invalid address or the call was not in a valid state for the requested operation.

121067 Plugin Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.detachMediaErr call from Parlay

121067 Plugin Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.detachMediaErr call from Parlay gateway

Severity

Warning

Description

Network Gatekeeper was received an error message back from the Parlay Gateway.

What to do

Check the log for more information. Possible issues: invalid address or the call was not in a valid state for the requested operation.

130100 Plugin Subscriber Profile LDAP: Failed to start the Subscriber Profile managed plug-in

Severity

Major

Description

Network Gatekeeper was unable to start the plug-in.

What to do

Check the log for more information.

130101 Plugin Subscriber Profile LDAP: Failed to activate the Subscriber Profile managed plug-in

130101 Plugin Subscriber Profile LDAP: Failed to activate the Subscriber Profile managed plug-in

Severity

Major

Description

Network Gatekeeper was unable to activate the plug-in.

What to do

Check the log for more information.

130102 Plugin Subscriber Profile LDAP: Failed to stop the Subscriber Profile managed plug-in

Severity

Major

Description

Network Gatekeeper was unable to stop the plug-in.

What to do

Check the log for more information.

130103 Plugin Subscriber Profile LDAP: Failed to deactivate the Subscriber Profile managed plug-in

130103 Plugin Subscriber Profile LDAP: Failed to deactivate the Subscriber Profile managed plug-in

Severity

Major

Description

Network Gatekeeper was unable to deactivate the plug-in.

What to do

Check the log for more information.

130104 Plugin Subscriber Profile LDAP: Method call “get” failed

Severity

Warning

Description

Network Gatekeeper was unable to perform the “get” method call.

What to do

Check the log for more information.

130105 Plugin Subscriber Profile LDAP: Method call “getProfile” failed

Severity

Warning

Description

Network Gatekeeper was unable to perform the “getProfile” method call.

What to do

Check the log for more information.

131001 TPC INAP Plug-in: Failed to establish call

Severity

Major

Description

Network Gatekeeper was unable to establish a call session

What to do

Check the log for more information.

131002 TPC INAP Plug-in: Failed to get call information

Severity

Major

Description

Network Gatekeeper was unable to retrieve information on a call

What to do

Check the log for more information.

131003 TPC INAP Plug-in: Failed to end call

Severity

Major

Description

Network Gatekeeper was unable to end a call

What to do

Check the log for more information.

131004 TPC INAP Plug-in: Failed to cancel call request

Severity

Major

Description

Network Gatekeeper was unable to cancel a call request

What to do

Check the log for more information.

131005 TPC INAP Plug-in: Failed to initiate call attempt for first participant toward the network

Severity

Major

Description

Network Gatekeeper was unable to initiate a call attempt for the first participant

What to do

Check the log for more information. Check the plug-in connection to the SS7 stack.

131006 TPC INAP Plug-in: Failed to initiate call attempt for second participant toward the network

131006 TPC INAP Plug-in: Failed to initiate call attempt for second participant toward the network

Severity

Major

Description

Network Gatekeeper was unable to initiate a call attempt for the second participant

What to do

Check the log for more information. Check the plug-in connection to the SS7 stack.

131007 TPC INAP Plug-in: Failed to continue call processing towards the network

Severity

Major

Description

Network Gatekeeper was unable to continue call processing

What to do

Check the log for more information. Check the plug-in connection to the SS7 stack.

131008 TPC INAP Plug-in: Failed to abruptly terminate an INAP dialog

Severity

Major

Description

Network Gatekeeper was unable to terminate an INAP dialog

What to do

Check the log for more information. Check the plug-in connection to the SS7 stack.

131009 TPC INAP Plug-in: Failed to release a call

Severity

Major

Description

Network Gatekeeper was unable to release a call session

What to do

Check the log for more information. Check the plug-in connection to the SS7 stack.

132100 EWS Push Message Plug-in: Failed to activate PushMessagePluginInstance

Severity

Major

Description

Network Gatekeeper was unable to activate the plug-in instance

What to do

Check the log for more information.

132103 EWS Push Message Plug-in: Failed to deactivate PushMessagePluginInstance

Severity

Major

Description

Network Gatekeeper was unable to deactivate the plug-in instance

What to do

Check the log for more information.

132104 EWS Push Message Plug-in: sendPushMessage method failed

Severity

Major

Description

Network Gatekeeper was unable to send a push message

What to do

Check the log for more information.

132105 EWS Push Message Plug-in: sendResultNotificationMessage method failed

Severity

Major

Description

Network Gatekeeper was unable to send a result notification message

What to do

Check the log for more information.

199900 Default: Default exception

Severity

Minor

Description

A generic exception was thrown in a communication service.

What to do

Provide logs with exception stack traces to BEA.

Resolving 3.0 and Higher Style Alarms