Oracle® Communications Services Gatekeeper

Handling Alarms

Release 4.1

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ORACLE

Oracle Communication Services Gatekeeper Handling Alarms, Release 4.1

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CHAPTER 1

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 Oracle Communications Services Gatekeeper and what to do to resolve them. It is primarily for support engineers and system administrators working with Oracle Communications Services 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 are used in this document:

- 3GPP—3rd Generation Partnership Project, a collaborative group of telecom standards bodies
- 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 applications that share a common SLA
- Administrative user—Someone who has privileges on the Oracle Communications Services 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—An application programming interface
- Application—A TCP/IP based, telecom-enabled program accessed from either a telephony terminal or a computer
- Application-facing interface—The interface that Application Service Providers use to interact with Oracle Communications Services Gatekeeper
- Application Service Provider—An organization offering application services to end users through a telephony network
- AS—An application server
- Application Instance—An Application Service Provider from the perspective of internal Oracle Communications Services Gatekeeper administration. An Application Instance has a user name and a password
- CBC—Charging based on the nature of the content delivered, not on time used or simple per-use cost. Content based charging.
- CDR—Charging Data Record
- Communication Service—A facade and an enabler that together form the path through which requests travel in Oracle Communications Services Gatekeeper. Each communication service corresponds to a particular service capability.
- CORBA—Common Object Request Broker Architecture

- CPU—Central Processing Unit
- CRM—Customer Relationship Management
- DMZ—Demilitarized Zone, a physical or logical subnetwork that contains and exposes an organization's external services to a larger, untrusted network
- EAR—Enterprise Archive file
- EJB—Enterprise Java Bean
- Enabler—The Oracle Communications Services Gatekeeper layer that performs policy evaluation, routing, and protocol translation. It provides network-facing interfaces.
- 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 the end user 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 Application Service Provider
- Enterprise Service Bus—A middleware component that supports messaging, routing, XML data transformation, and service orchestration
- ETSI—The European Telecommications Standards Institute, a telecom standards body
- Event—A traceable, expected occurrence in the system, of interest to the operator
- EDR—Event Data Record
- EWS—Extended Web Services, a set of Web Services interfaces developed by Oracle offering access to network functionality not covered by Parlay X.
- Facade—A set of interfaces exposed to application service developers. A facade functions as a view of an enabler.
- HA—Mechanisms set up to insure high availability
- HTML—Hypertext Markup Language
- HTTP—Hypertext Transfer Protocol
- INAP—Intelligent Network Application Part, a telephony signalling protocol
- Interceptor Stack—A flexible set of chained evaluation steps used in Oracle Communications Services Gatekeeper

- IP—Internet Protocol
- JDBC—Java Database Connectivity, the Java API for database access
- JEE—Java Enterprise Edition
- JMS—Java Message Service
- JMX—Java Management Extensions
- LDAP—Lightweight Directory Access Protocol
- 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
- Marshall— Record the state and codebase(s) of an object in such a way that when the marshalled object is "unmarshalled," a copy of the original object is obtained, possibly by automatically loading the class definitions of the object.
- Mated pair—Two physically distributed installations of Oracle Communications Services Gatekeeper nodes sharing a subset of data allowing for high availability between the nodes
- MIB—Management Information Base
- MLP—Mobile Location Protocol
- MM7—A multimedia messaging protocol specified by 3GPP
- MMS—Multimedia Message Service or an instance of this service
- MMSC—Multimedia Message Service Center
- Network plug-in—The Oracle Communications Services 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
- OASIS—The Organization for the Advancement of Structured Information Standards, an e-business and web standards consortium
- OCSG—Oracle Communications Services Gatekeeper

- Operator—The party that manages Oracle Communications Services Gatekeeper. Usually the network operator
- On-boarding—Registering applications and service providers to enable their access to Oracle Communications Services Gatekeeper and the underlying network
- ORB—Object request broker
- OSA/Parlay—The Open Service Access interfaces used by a Parlay gateways
- OSS—Operation Support Systems
- Out of the box—The level of functionality available in the default installation of Oracle Communications Services Gatekeeper
- PAP—Push Access Protocol
- Parlay—The Parlay Group, a telecom standards body
- Parlay Gateway—A telecom gateway implementing Parlay interfaces
- Parlay X—A set of telecom Web Services interfaces specified by the Parlay Group
- Plug-in—See Network Plug-in
- Plug-in Manager—The OCSG module charged with routing an application-initiated request to the appropriate network plug-in
- POJO—Plain Old Java Object
- Presence information—A status indicator that conveys the accessibility and the willingness of a potential communication partner
- Presentity—A supplier of presence information.
- PRM—Partner Relationship Management
- Quotas—An access rule based on an aggregated number of invocations. See also Rates
- RAM—Random Access Memory
- RAID—Redundant Array of Independent Disks
- Rates—An access rule based on allowable invocations per time period. See also Quotas
- RESTful—Interfaces that follow Representation State Transfer style
- Rf—The Diameter offline charging mode

- RMI—Remote Method Invocation
- Ro—The Diameter online charging mode
- SAML—Security Assertion Markup Language
- SCF—Service Capability Function or Service Control Function, in the OSA/Parlay sense.
- SCS—Service Capability Server, in the OSA/Parlay sense. Oracle Communications Services Gatekeeper can interact with these on its network-facing side
- Service Capability—Support for a specific kind of traffic within Oracle Communications Services Gatekeeper. Defined in terms of communication services
- SIP—Session Initiation Protocol
- SLA—A service level agreement
- SMPP—Short Message Peer-to-Peer Protocol
- SMS—Short Message Service, or an instance of this service
- SMSC—Short Message Service Center
- SNMP—Simple Network Management Protocol
- SOA—Service Oriented Architecture
- SOAP—A protocol for exchanging Web Services messages
- SPI—Service Provider Interface
- SQL—Structured Query Language
- SS7—Signalling System #7, a signaling protocol used in traditional telecom networks
- 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
- TCP—Transmission Control Protocol
- TUPS—Transaction Units Per Second
- URI—Uniform Resource Identifier
- URL—Uniform Resource Locator
- USSD—Unstructured Supplementary Service Data

- VAS—Value Added Service
- VASP—Value Added Service Provider
- VLAN—Virtual Local Area Network
- VPN—Virtual Private Network
- W3C—The World Wide Web Consortium, a web standards group
- WAP Push—A protocol for sending WAP content (an encoded message including a link to a WAP address) that is pushed to a subscriber's handset
- Watcher—A consumer of presence information
- WS-Security—An OASIS security standard for Web Services
- WSDL —Web Services Definition Language
- XML—Extensible Markup Language

Related Documentation

This alarm guide is a part of the Oracle Communications Services 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 Oracle WebLogic Server documentation set are of interest to users of Oracle Communications Services Gatekeeper, including:

- *Introduction to Oracle WebLogic Server* at http://download.oracle.com/docs/cd/E12840_01/wls/docs103/intro/
- *Installation Guide* at http://download.oracle.com/docs/cd/E12840_01/common/docs103/install/index.html
- *Managing Server Startup and Shutdown* at http://download.oracle.com/docs/cd/E12840_01/wls/docs103/server_start/
- *Getting Started With WebLogic Web Services Using JAX-WS* at http://download.oracle.com/docs/cd/E12840_01/wls/docs103/webserv/index.html
- Developing Manageable Applications with JMX at http://download.oracle.com/docs/cd/E12840_01/wls/docs103/jmxinst/
- *Configuring and Using the WebLogic Diagnostics Framework* at http://download.oracle.com/docs/cd/E12840_01/wls/docs103/wldf_configuring/
- *Using Clusters* at http://download.oracle.com/docs/cd/E12840_01/wls/docs103/cluster/
- *Securing WebLogic Server* at http://download.oracle.com/docs/cd/E12840_01/wls/docs103/secmanage/

CHAPTER 2

Handling Alarms

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

- Interpreting alarms
- Alarm numbering overview

Note: There is a one-to-one correspondence between Oracle Communications Services 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. Oracle Communications Services 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: • 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

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

113400-113404 CDR to Diameter

113500-113504 Credit control interceptor

113601-11360 Geo-redundancy service

113701-113702 Geo-storage service

118100-118102 Heartbeater

119000-119017 Third Party Call - MPCC Parlay plugin

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

CHAPTER 3

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.

103827/1034 SLEE: Transaction limit violated

Severity

Warning

Description

The number of transactions has exceeded a limit defined using Oracle Communications Services Gatekeeper management procedures. The alarm contains information on busy hour start time and end time -including date-, average busy-hour transactions per second and the defined limit.

What to do

Informational only.

103833/1035 SLEE: Transaction limit reached 95% of the allowed value

Severity

Minor

Description

The number of transactions has exceeded 95% of limit defined by Oracle Communications Services Gatekeeper management procedures.

What to do

Informational only.

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 Oracle Communications Services Gatekeeper.

What to do

Start the database before Oracle Communications Services Gatekeeper 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 Oracle Communications Services Gatekeeper

What to do

Start database before Oracle Communications Services Gatekeeper 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 Oracle 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.

3003 Policy service: Various Policy Denials

Severity

Major

Description

A number of different conditions can produce this alarm. The additional_info field describes specifically what the problem is, but in each case a request has been denied because the request attempts to use a method for which it is not authorized or has included a value for a request parameter is that not acceptable or because the relevant SLA cannot be found or is out of date.

What to do

Make sure the relevant SLA is available and loaded and that it is up to date.

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 Oracle 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 Oracle 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

-

102819/3022 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 missing or out of date

Severity

Major

Description

Node SLA is missing or out of date.

What to do

Update the SLA.

CHAPTER 4

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.

102001 Geo redundancy service: Site configuration mismatch between sites

Severity

Major

Description

There is a site configuration mismatch between sites, sites are present in site-local configuration but not on remote site

What to do

Create the sites on the remote site.

102002 Geo redundancy service: Site configuration mismatch between sites

Severity

Major

Description

There is a site configuration mismatch between sites, sites are present in remote site configuration but not on local site.

What to do

Create the remote sites on the local site.

102826 Policy service: Application does not exist or is not active

Severity

Major

Description

The application does not exist, or is in state inactive.

What to do

Create to application instance if it does not exist. Active the application in it is in state inactive.

102827 Policy service: Unable to get service provider and application information

Severity

Major

Description

The service provider or application could not be resolved.

What to do

Make sure that the service provider and application account exists.

102828 Policy service: Service Provider or Application request limit exceeded for service type

Severity

Major

Description

The request rate is higher than the rate stated in the Service Level Agreement for the service type.

What to do

Notify the service provider or update the SLA.

102829 Policy service: Service Provider or Application quota limit exceeded for service type

Severity

Major

Description

The quota for the service type stated in the Service Level Agreement is exceeded.

What to do

Notify the service provider or update the SLA.

102830 Policy service: All properties denied

Severity

Major

Description

Properties passed in by an application are not allowed.

What to do

Notify the service provider of the application behavior.

102831 Policy service: Parameter value is not allowed

Severity

Minor

Description

The value of a parameter passed in by an application is not allowed.

What to do

Notify the service provider of the application behavior or update the SLA to allow the parameter value.

102832 Policy service: Request info is empty

Severity

Minor

Description

The RequestInfo object is empty. Cannot proceed with the request.

What to do

Check the logs.

102833 Policy service: Accessing method is not allowed

Severity

Major

Description

An application tried to use a method that is not allowed according to the SLA.

What to do

Notify the service provider or update the SLA.

102834 Policy service: Accessing method is not allowed

Severity

Minor

Description

An application tried to use a method that is not allowed according to the SLA.

What to do

Notify the service provider or update the SLA.

102835 Policy service: Exception thrown calling correlator

Severity

Critical

Description

A service correlator threw an exception when it was invoked.

What to do

Examine the log files.

102836 Policy service: Exception thrown calling factory

Severity

Critical

Description

The RequestFactory threw an exception when it was invoked.

What to do

Examine the log files.

102837 Policy service: No global or service provider node SLA found

Severity

Major

Description

Could not find a global node or service provider node SLA.

What to do

Update the node SLA.

102838 Policy service: Application or service provider group service contract is out of date

Severity

Major

Description

The service contract in the SLA for the service provider group or application group has expired.

What to do

Update the SLA.

102839 Policy service: Application or Service Provider group Service Type contract is out of date

Severity

Major

Description

The service contract for the service type in the SLA for the service provider group or application group has expired.

What to do

Update the SLA.

102840 Policy service: No Service Contract found

Severity

Major

Description

The service contract for the service type in the SLA for the service provider group or application group could not be found.

What to do

Update the SLA.

102841 Policy service: Subscriber restrict all

Severity

Major

Description

A message has been rejected as a result of a subscriber SLA setting of restrict all.

What to do

Check to make sure that the SLA setting is correct.

102842 Policy service: Subscriber quota or rate limit reached

Severity

Major

Description

A message has been rejected as a result of reaching a quota or rate limit set in a subscriber SLA.

What to do

Check to make sure that the SLA setting is correct.

102843 Policy service: Application is not logged in

Severity

Major

Description

A network-triggered SMS message has arrived at an NT server that does not have an active bind to the target application. If the **OfflineMO** attibute has been set to true, the message was placed in a JMS queue to be fetched by an application that does have an active bind. If no server fetches it within the configured time, the message is deleted and this alarm sounds..

What to do

-

103001 Geo redundancy service: Configuration mismatch detected between sites

Severity

Major

Description

There is configuration mismatch between local and remote sites.

What to do

Compare the accounts and SLAs for the different sites and synchronize them.

103002 Geo redundancy service: Master site failed to replicate a configuration update onto a slave site

Severity

Major

Description

Could not replicate a a configuration update from the master site to a slave site.

What to do

Check the connection between the sites.

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 Oracle

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 Oracle

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 Oracle

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 Oracle

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 Oracle

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 Oracle

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 Oracle

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 Oracle

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 Oracle

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 Oracle.

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 Oracle.

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 Oracle.

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 Oracle.

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 Oracle.

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 Oracle.

110500 Plug-in Manager: Policy Denied exception in Plug-in Manager

Severity

Minor

Description

Either the Plug-in Manager rejected an application initiated request towards a plug-in because a policy rule rejected that request. or the Plug-in Manager rejected the registration of the plug-in if the plug-in is not supported.

What to do

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

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

Severity

Minor

Description

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

What to do

Contact Oracle with the appropriate log file.

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

Severity

Minor

Description

No plugin-in appropriate for this request can be found.

What to do

Check that the plugin-in is correctly deployed and running. Also make sure that a route exists to this plugin-in.

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

Severity

Minor

Description

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

What to do

Contact Oracle with the appropriate log file.

110504 Plugin-in Manager: Plugin-in Manager generic exception

Severity

Minor

Description

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

What to do

Send any log with stack trace to Oracle

110600 Plugin-in 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.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110601 Plugin-in 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 Oracle Communications Services Gatekeeper and the SMPP SMSC. Check the configuration of the SMSC and the configuration of the SMS SMPP Plug-in. If the problem persists, contact Oracle Support.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110602 Plugin-in SMS SMPP: Unable to notify SMS reception

Severity

Minor

Description

The Oracle Communications Services Gatekeeper 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 Oracle Communications Services Gatekeeper and the application is working properly. Make sure that the endpoint URL of the notification is correct.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110603 Plugin-in SMS SMPP: No matching notification for received SMS

Severity

Minor

Description

The Oracle Communications Services Gatekeeper received a network initiated message for which there was no registered notification.

What to do

-

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110604 Plugin-in SMS SMPP: Unable to notify delivery status

Severity

Minor

Description

The Oracle Communications Services Gatekeeper 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 Oracle Communications Services Gatekeeper and the application is working properly. Make sure that the endpoint URL of the notification is correct.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110605 Plugin-in SMS SMPP: Unable to retrieve the notification service

Severity

Major

Description

Unable to create the needed service for calls from the Oracle Communications Services Gatekeeper to the application

What to do

Provide logs with exception stack trace to Oracle.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

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

Severity

Major

Description

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

What to do

This could indicate a network issue. Check the connectivity between the SMSC and the Oracle Communications Services Gatekeeper SMPP Plug-in.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110613 Plugin-in 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.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

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

Severity

Minor

Description

The Oracle Communications Services Gatekeeper SMS SMPP Plug-in failed to start the transmitter or receiver connection procedure.

What to do

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

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110615 Plugin-in SMS SMPP: Segments are missing from the message

Severity

Warning

Description

Oracle Communications Services Gatekeeper has detected that segments from this message are missing.

What to do

Check the logs.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110616 Plugin-in SMS SMPP: Failed to bind to SMSC

Severity

Major

Description

Oracle Communications Services Gatekeeper is unable to bind to the SMSC.

This alarm is triggered periodically until the connection is restored.

The alarm information contains SMSC IP, SMSC port, server name, and module ID.

Note: This alarm may be triggered by either the Parlay X 2.1 Short Messaging SMS/SMPP communication service or the Binary SMS/SMPP communication service.

What to do

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

110617 Plug-in SMS SMPP: Connections successfully established with SMSC

Severity

Minor

Description

Oracle Communications Services Gatekeeper is able to bind to the SMSC. The alarm information contains the SMSC IP, port, server name, and module ID.

What to do

This alarm clears alarm 110616.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

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

Severity

Major

Description

Oracle Communications Services Gatekeeper is able to connect to the SMSC.

What to do

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

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

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

Severity

Major

Description

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

What to do

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

110901 Plugin-in 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 Oracle

110902 Plugin-in 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-in 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 the Presence SIP plug-in was processing a subscribePresence request.

Possible causes are:

- the 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 OCCAS

What to do

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

- SIPNodeUrl, SipNodeUsername and SIPNodePassword
- SIP URL mapping

Make sure OCCAS is running and in good condition

110908 Plugin-in Presence SIP: Failed to invoke getUserPresence

Severity

Warning

Description

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

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

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-in Presence SIP: Failed to invoke startPresenceNotification

Severity

Warning

Description

An error occurred while the Presence SIP plug-in was processing a 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 already been submitted by the same application instance group
- an internal error such as a storage service error has occurred

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-in Presence SIP: Failed to invoke endPresenceNotification

Severity

Warning

Description

An error occurred while the Presence SIP plug-in was processing a 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 Oracle Communications Services Gatekeeper. Provide logs with exception stack trace to Oracle.

110918 Plugin-in 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 Oracle Communications Services Gatekeeper. Provide logs with exception stack trace to Oracle

110922 Plugin-in 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 Oracle Communications Services Gatekeeper. Provide logs with exception stack trace to Oracle

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 in GeoRedundantService and GeoMasterSiteId settings in GeoStorageService is identical on all geo-redundant sites of the Oracle Communications Services Gatekeeper

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 Oracle Communications Services Gatekeeper 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 file for more information

Severity

Major

Description

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

What to do

Re-sync the slave site manually using the `syncFromGeoMaster` operation

111007 Budget Service: Budget value is below 20% of max value

Severity

Major

Description

The value of the budget is below 20% of the maximum value.

What to do

Inform the service provider that the request limit is closing or update the SLA.

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 Oracle.

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 Oracle.

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 Oracle.

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 Oracle.

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 Oracle.

111105 Storage Service: Query result was possibly truncated

Severity

Warning

Description

The result of a query result was possibly truncated due to maximum query result size limit.

What to do

Provide logs with exception stack traces to Oracle.

111200 Plugin-in MLP: MLP Server available

Severity

Major

Description

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

What to do

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111201 Plugin-in MLP: MLP Server unavailable

Severity

Major

Description

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

What to do

Check the MLP server to make sure it is available.

111202 Plugin-in MLP: Start failed

Severity

Major

Description

The Terminal Location MLP plugin-in failed to start.

What to do

Check the log for more information.

111203 Plugin-in MLP: Stop failed

Severity

Major

Description

The Terminal Location MLP plugin-in failed to stop.

What to do

Check the log for more information.

111204 Plugin-in MLP: Activate failed

Severity

Major

Description

The Terminal Location MLP plugin-in was not activated.

What to do

Check the log for more information.

111205 Plugin-in MLP: Deactivate failed

Severity

Major

Description

The Terminal Location MLP plugin-in was not deactivated.

What to do

Check the log for more information.

111206 Plugin-in 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-in MLP: Notify application that Location Notification has ceased failed

Severity

Major

Description

Oracle Communications Services 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-in MLP: Notify application of a Location Error failed

Severity

Major

Description

Oracle Communications Services 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-in MLP: Notify application of a Location Notification failed

Severity

Major

Description

Oracle Communications Services 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-in MM7: Failed to send Multimedia Message

Severity

Major

Description

Oracle Communications Services 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-in MM7: Failed to get Multimedia Message Delivery Status

Severity

Major

Description

Oracle Communications Services 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-in MM7: Failed to poll received new Multimedia Messages

Severity

Major

Description

Oracle Communications Services 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-in MM7: Failed to get a Multimedia Message

Severity

Major

Description

Oracle Communications Services 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-in MM7: Failed to send MM7 Messages to network

Severity

Major

Description

Oracle Communications Services 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-in MM7: Failed to activate the MM7 Plugin-in

Severity

Warning

Description

Oracle Communications Services Gatekeeper was unable to activate the MM7 plug-in.

What to do

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

111706 Plugin-in MM7: Failed to deactivate the MM7 Plugin-in

Severity

Warning

Description

Oracle Communications Services 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-in with the ID provided.

111707 Plugin-in MM7: Failed to start the MM7 Plugin-in

Severity

Warning

Description

Oracle Communications Services 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-in MM7: Failed to stop the MM7 Plugin-in

Severity

Warning

Description

Oracle Communications Services 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-in MM7: Failed to notify message reception

Severity

Warning

Description

Oracle Communications Services 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-in MM7: Failed to notify message delivery receipt

Severity

Warning

Description

Oracle Communications Services 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-in MM7: Application is not available

Severity

Warning

Description

Oracle Communications Services Gatekeeper was unable to contact the application.

What to do

Check the availability of the application.

111712 Plugin-in 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 Oracle Communications Services Gatekeeper and MMSC.

111713 Plugin-in 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 Oracle Communications Services Gatekeeper has no record of sending.

What to do

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

111714 Plugin-in MM7: Unsupported address type

Severity

Warning

Description

Oracle Communications Services 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-in MM7: Failed to start message notification

Severity

Major

Description

Oracle Communications Services 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-in MM7: Failed to stop message notification

Severity

Major

Description

Oracle Communications Services 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-in MM7: No application found for a mobile originated MMS

Severity

Major

Description

The MMSC and Oracle Communications Services 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-in 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

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113400 CDR to Diameter: Failed to start the CDR to Diameter module

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to start the CDR to Diameter module

What to do

Check the logs for more information.

113401 CDR to Diameter: Failed to start the CDRDiameter node

Severity

Minor

Description

Oracle Communications Services Gatekeeper was unable to start the CDRDiameter node

What to do

Check the logs for more information.Check the configuration of the CDR to Diameter module.

113402 CDR to Diameter: Failed to shutdown the CDRDiameter node

Severity

Minor

Description

Oracle Communications Services Gatekeeper failed to shutdown the CDRDiameter node

What to do

Check the logs for more information.

113403 CDR to Diameter: Failed to send Diameter ACR

Severity

Minor

Description

A general exception occurred when sending Diameter ACR

What to do

Check the logs for more information.

113404 CDR to Diameter: Failed to send Diameter ACR due to input/output

Severity

Minor

Description

An input/output exception occurred when sending Diameter ACR.

What to do

Check the logs for more information.

113405 CDR to Diameter: Retrieved error code from Diameter response

Severity

Minor

Description

The Diameter response contained an error.

What to do

Check logs for more information. The Diameter server might have denied request

113406 CDR to Diameter: No Diameter connection available

Severity

Minor

Description

No connection to the Diameter server is available, even though CDR to Diameter module is set to `enable`

What to do

Check logs for more information. The Diameter server might be down

113500 Credit Control Interceptor: Failed to reserve amount by sending INITIAL Diameter CCR

Severity

Minor

Description

An I/O error occurred during the sending of the INITIAL Diameter CCR.

What to do

Check the logs for more information.

113501 Credit Control Interceptor: Failed to commit reservation amount by sending TERMINATE Diameter CCR

Severity

Minor

Description

An I/O error occurred during the sending of the TERMINATE Diameter CCR.

What to do

Check the logs for more information.

113502 Credit Control Interceptor: Failed to start the credit control interceptor module

Severity

Major

Description

Oracle Communications Services Gatekeeper failed to start the credit control interceptor.

What to do

Check the logs for more information.

113503 Credit Control Interceptor: Failed to start the Diameter node

Severity

Minor

Description

The Diameter node failed to start.

What to do

Check the logs for more information. Check the credit control interceptor module’s configuration.

113504 Credit Control Interceptor: Failed to shutdown the Diameter node

Severity

Minor

Description

The Diameter node failed to shutdown.

What to do

Check the logs for more information.

113601 Geo-Redundancy Service: Site Mismatch

Severity

Major

Description

A site configuration mismatch has been detected. Sites present in the site-local configuration are not in the remote site configuration.

What to do

Verify that the list of geo-redundant site is identical on all geo-redundant sites of Oracle Communications Services Gatekeeper.

113602 Geo-Redundancy Service: Site Mismatch

Severity

Major

Description

A site configuration mismatch has been detected. Sites present in the remote site configuration are not in the site-local configuration.

What to do

Verify that the list of geo-redundant sites is identical on all geo-redundant sites of the Oracle Communications Services Gatekeeper.

113701 Geo-Storage Service: Configuration Mismatch

Severity

Major

Description

An account configuration mismatch has been detected. Checksums for one or more stores are different.

What to do

Re-sync the slave site manually using the `syncFromGeoMaster` operation.

113702 Geo-Storage Service: Failed to replicate a configuration data

Severity

Major

Description

The service failed to replicate a configuration update, either master to slave or slave to master.

What to do

Check the logs for more information.

114201 Plug-in Payment/Diameter: Failed to connect to Diameter server

Severity

Minor

Description

Failed to connect to Diameter server.

What to do

Check configuration of Parlay X 3.0 Payment/Diameter plug-in.

Check the logs for more information.

114202 Plug-in Payment/Diameter: Failed to disconnect from Diameter server

Severity

Minor

Description

Failed to disconnect from Diameter server.

What to do

Check configuration of Parlay X 3.0 Payment/Diameter plug-in.

Check the logs for more information.

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

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

Severity

Warning

Description

The heatbeat service was able to contact the plugin-in

What to do

-

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

Severity

Warning

Description

The heatbeat service was unable to contact the plugin-in

What to do

-

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to start the plug-in.

What to do

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

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to stop the plug-in.

What to do

Check logs. Possible issues: MBean-related exceptions.

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to activate the plug-in.

What to do

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

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to deactivate the plug-in.

What to do

Check the log for more information. Possible issues: Oracle Communications Services Gatekeeper is unable to find a plug-in with the given ID.

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

Severity

Warning

Description

Oracle Communications Services 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 Oracle Communications Services Gatekeeper.

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

Severity

Warning

Description

Oracle Communications Services 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 Oracle Communications Services Gatekeeper.

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

Severity

Warning

Description

Oracle Communications Services 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 Oracle Communications Services Gatekeeper.

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

Severity

Warning

Description

Oracle Communications Services 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 Oracle Communications Services Gatekeeper.

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

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.getInfoReq() on parlayGW

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.continueProcessing on Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.createAndRouteCallLeg on Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCallControlManager.createCall on parlayGW

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.eventReportReq on Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.getInfoReq on Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.release on the Parlay Gateway

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.routeReq on the Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.createCallLeg on the Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to start Call Notification managed plugin-in

Severity

Major

Description

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

What to do

Check the log for more information.

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

Severity

Major

Description

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

What to do

Check the log for more information.

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

Severity

Major

Description

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

What to do

Check the log for more information.

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

Severity

Major

Description

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

What to do

Check the log for more information.

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

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to deliver recorded message location to application

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to deliver collected digits to application

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to delete notification in the Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to create notification in the Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to set callback for call leg

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to continue processing the call leg

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to create a call leg

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to start AudioCallManagedPlugin-in

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to start the plug-in.

What to do

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

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to activate the plug-in.

What to do

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

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to change the state of the plug-in to active.

What to do

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

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to change the state of the plug-in to inactive.

What to do

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

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

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoErr

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoAndCollectRes

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoAndCollectErr

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving attachMediaRes

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving attachMediaErr

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving detachMediaRes

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving detachMediaErr

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUIManager.createUICall on Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.sendInfoReq on Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.sendInfoAndCollectReq on Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.release on Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Received IpAppUI.sendInfoErr call from Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Received IpAppUI.sendInfoAndCollectErr call from Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.attachMediaErr call from Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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-in Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.detachMediaErr call from Parlay gateway

Severity

Warning

Description

Oracle Communications Services 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.

125101 SOAP to SOAP: Reactivation timer fired

Severity

Warning

Description

Reactivation timer fired. Setting plug-in status to active.

What to do

-

125102 SOAP to SOAP: Reactivation timer breached

Severity

Warning

Description

Reactivation timer breached. Setting plug-in status to inactive.

What to do

Check the connection to the network element.

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to start the plug-in.

What to do

Check the log for more information.

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to activate the plug-in.

What to do

Check the log for more information.

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to stop the plug-in.

What to do

Check the log for more information.

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

Severity

Major

Description

Oracle Communications Services Gatekeeper was unable to deactivate the plug-in.

What to do

Check the log for more information.

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

Severity

Warning

Description

Oracle Communications Services Gatekeeper was unable to perform the “get” method call.

What to do

Check the log for more information.

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

Severity

Warning

Description

Oracle Communications Services 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

Oracle Communications Services 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

Oracle Communications Services 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

Oracle Communications Services 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

Oracle Communications Services 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

Oracle Communications Services 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

Severity

Major

Description

Oracle Communications Services 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

Oracle Communications Services 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

Oracle Communications Services 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

Oracle Communications Services 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 PushMessagePlugin-inInstance

Severity

Major

Description

Oracle Communications Services 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

Oracle Communications Services 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

Oracle Communications Services 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

Oracle Communications Services Gatekeeper was unable to send a result notification message

What to do

Check the log for more information.

400104 Native SMPP: bind to SMSC is established

Severity

Warning

Description

Oracle Communications Services Gatekeeper did a successful bind to the SMSC.

What to do

-

400105 Native SMPP: bind to SMSC is de-established

Severity

Warning

Description

Oracle Communications Services Gatekeeper lost the connection with the SMSC.

What to do

Reset the SMPP connection using the Administration console.

400106 Native SMPP: Connections active

Severity

Warning

Description

The SMPP connection were activated.

What to do

-

400107 Native SMPP: Connections in-active

Severity

Major

Description

All SMPP connections are inactive.

What to do

Reset the SMPP connection using the Administration console

400110 Native SMPP: Failed to send SMPP network-triggered message

Severity

Minor

Description

Failed to send a network-triggered message to an application.

What to do

Notify the service provider.

400111 Native SMPP: Failed to bind

Severity

Warning

Description

Application failed to bind to the Native SMPP Service Facade.

What to do

Check the logs.

400112 Native SMPP: Failed to send original request to SMSC

Severity

Warning

Description

The plug-in failed to send the first part of a short message to the SMSC.

What to do

Check the logs.

Verify that the SMPP connection is up.

400113 Native SMPP: Failed to send subsequent request to SMSC

Severity

Warning

Description

The plug-in failed to send the first part of a short message to the SMSC.

What to do

Check the logs.

Verify that the SMPP connection is up.

400114 Native SMPP: Can not correlate network-triggered messages

Severity

Warning

Description

The plug-in failed to correlate a network-triggered message with an application.

What to do

Check the logs.

401050 Native MM7 Plug-in: Exception thrown on submit request

Severity

Warning

Description

An exception was thrown when the application attempted to submit a message to the network.

What to do

Check the log for more information.

401051 Native MM7 Plug-in: Exception thrown when the MMSC tried to deliver a network-triggered message using the incorrect xsd version.

Severity

Warning

Description

An exception was thrown when the MMSC attempted to deliver a message using the incorrect .xsd.

What to do

Check the log for more information.

401052 Native MM7 Plug-in: Exception thrown when the MMSC tried to deliver a delivery report using the incorrect xsd version.

Severity

Warning

Description

An exception was thrown when the MMSC attempted to deliver a delivery report using the incorrect .xsd.

What to do

Check the log for more information.

401053 Native MM7 Plug-in: Exception thrown when the MMSC tried to deliver a read reply report using the incorrect xsd version.

Severity

Warning

Description

An exception was thrown when the MMSC attempted to deliver a read reply report using the incorrect .xsd.

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 Oracle.