

Oracle® Communications Services Gatekeeper

Alarm Handling Guide

Release 5.0

E16614-02

April 2011

Oracle Communications Services Gatekeeper Alarm Handling Guide, Release 5.0

E16614-02

Copyright © 2007, 2011, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

This software and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Contents

Preface	xiii
Audience	xiii
Documentation Accessibility	xiii
Related Documents	xiv
1 Handling Alarms	
Interpreting alarms	1-1
Alarm numbering overview	1-2
2.2 Style (Legacy) Alarms.....	1-2
Protocol plug-in.....	1-2
Policy.....	1-2
SLEE	1-2
3.0 Style (Current) Alarms	1-2
2 Resolving 2.2 Style Alarms	
103827/1034 SLEE: Transaction limit violated	2-2
103833/1035 SLEE: Transaction limit reached 95% of the allowed value	2-3
103900/1100 SLEE charging: Charging data storage failed	2-4
103901/1101 SLEE charging: Charging service initialization failed	2-5
103902/1102 SLEE charging: Charging table creation failed.....	2-6
104000/1600 SLEE EDR service: 2.2 Listener execution time exceeded	2-7
104001/1601 SLEE EDR service: 2.2 style EDR listener removed	2-8
104100/7001 SLEE statistics: Failed to store statistics data	2-9
102700/22000 Plug-in OSA access: OSA gateway authentication failed	2-10
102701/22001 Plug-in OSA access: OSA gateway service manager unreachable	2-11
102702/22002 Plug-in OSA access: OSA gateway unreachable	2-12
102703/22003 Plug-in OSA access: No mapping available	2-13
102704/22004 Plug-in OSA access: Internal error when handling event.....	2-14
102800/3002 Policy service: Parsing of service-specific rule file failed	2-15
3003 Policy service: Various Policy Denials	2-16
102802/3005 Policy service: Request denied	2-17
102803/3006 Policy service: Runtime exception in policy rule.....	2-18
102804/3007 Service Provider Group SLA Added	2-19
102805/3008 Service Provider Group SLA Deleted	2-20
102806/3009 Service Provider Group SLA Updated	2-21

102807/3010 Application Group SLA Added	2-22
102808/3011 Policy service: Application Group SLA deleted.....	2-23
102810/3013 Policy service: Node SP SLA added	2-24
102811/3014 Policy service: Node SP SLA deleted	2-25
102812/3015 Policy service: Node SP SLA updated.....	2-26
102813/3016 Policy service: Node SLA added	2-27
102814/3017 Policy service: Node SLA deleted	2-28
102815/3018 Policy service: Node SLA updated when raised by Policy. Fail to find transaction number when raised by ESPA_messaging	2-29
102816/3019 Policy service: Application rules updated.....	2-30
102817/3020 Policy service: Node rules updated	2-31
102818/3021 Policy service: Service Provider rules updated	2-32
102819/3022 Policy service: Application rules deleted	2-33
102820/3023 Policy service: Node rules deleted	2-34
102821/3024 Policy service: Service Provider rules deleted	2-35
102822/3025 Policy service: Service Provider/Application quota limit exceeded.....	2-36
102823/3026 Policy service: Service Provider/Application request limit exceeded.....	2-37
102824/3027 Policy service: Global/SP NODE request limit exceeded	2-38
102825/3028 Policy service: Global or SP node service contract is missing or out of date	2-39

3 Resolving 3.0 and Higher Style Alarms

102001 Geo redundancy service: Site configuration mismatch between sites	3-2
102002 Geo redundancy service: Site configuration mismatch between sites	3-3
102826 Policy service: Application does not exist or is not active.....	3-4
102827 Policy service: Unable to get service provider and application information	3-5
102828 Policy service: Service Provider or Application request limit exceeded for service type	3-6
102829 Policy service: Service Provider or Application quota limit exceeded for service type	3-7
102830 Policy service: All properties denied.....	3-8
102831 Policy service: Parameter value is not allowed.....	3-9
102832 Policy service: Request info is empty	3-10
102833 Policy service: Accessing method is not allowed	3-11
102834 Policy service: Accessing method is not allowed	3-12
102835 Policy service: Exception thrown calling correlator.....	3-13
102836 Policy service: Exception thrown calling factory	3-14
102837 Policy service: No global or service provider node SLA found	3-15
102838 Policy service: Application or service provider group service contract is out of date	3-16
102839 Policy service: Application or Service Provider group Service Type contract is out of date	3-17
102840 Policy service: No Service Contract found	3-18
102844 Policy Service: Application or Service Provider group Composed Service Contract is out of date	3-19
102845 Policy Service: Service Provider/Application request limit exceeded for composed ser- vice.	3-20
102846 Policy Service: Service Provider/Application quota limit exceeded for composed service..	3-21
103001 Geo redundancy service: Configuration mismatch detected between sites	3-22

103002 Geo redundancy service: Master site failed to replicate a configuration update onto a slave site	3-23
110000 Corba: Servant is already active.....	3-24
110001 Corba: Servant is not active	3-25
110002 Corba: Wrong policy	3-26
110003 Corba: Object is already active	3-27
110004 Corba: Object is not active.....	3-28
110005 Corba: Invalid policy	3-29
110006 Corba: Adapter already exists	3-30
110007 Corba: Generic CORBA exception	3-31
110008 Corba: Exception when handling POA	3-32
110100 JMX: NotCompliantMBeanException	3-33
110101 JMX: MalformedObjectNameException	3-34
110102 JMX: MBeanRegistrationException	3-35
110103 JMX: InstanceAlreadyExistsException.....	3-36
110104 JMX: InstanceNotFoundException.....	3-37
110105 JMX: Default management error	3-38
110500 Plug-in Manager: Policy Denied exception in Plug-in Manager	3-39
110501 Plugin-in Manager: A Plugin-in with the same ID is already registered.....	3-40
110502 Plugin-in Manager: There is no plugin-in available for this request	3-41
110503 Plugin-in Manager: There is no plugin-in corresponding to This ID.....	3-42
110504 Plugin-in Manager: Plugin-in Manager generic exception	3-43
110600 Plugin-in SMS SMPP: Too many destination addresses in request.....	3-44
110601 Plugin-in SMS SMPP: SMPP message send failure	3-45
110602 Plugin-in SMS SMPP: Unable to notify SMS reception	3-46
110603 Plugin-in SMS SMPP: No matching notification for received SMS	3-47
110604 Plugin-in SMS SMPP: Unable to notify delivery status.....	3-48
110605 Plugin-in SMS SMPP: Unable to retrieve the notification service.....	3-49
110613 Plugin-in SMS SMPP: Partial failure of submit multi request	3-50
110615 Plugin-in SMS SMPP: Segments are missing from the message.....	3-51
110619 Plug-in SMS SMPP: Illegal XParameter value	3-52
110680 Plugin-in SMS SMPP (Binary SMS): Too many segments.....	3-53
110901 Plugin-in Presence SIP: Failed to handle a SIP NOTIFY message	3-54
110902 Plugin-in Presence SIP: Failed to invoke client operation: notifySubscription. No retry will be made	3-55
110904 Plugin-in Presence SIP: Failed to invoke client operation: makeStatusChangedCallback. No retry will be made	3-56
110907 Plugin Presence SIP: Failed to invoke subscribePresence	3-57
110908 Plugin-in Presence SIP: Failed to invoke getUserPresence.....	3-58
110909 Plugin-in Presence SIP: Failed to invoke startPresenceNotification	3-59
110910 Plugin-in Presence SIP: Failed to invoke endPresenceNotification.....	3-60
110918 Plugin-in Presence SIP: Failed to start	3-61
110922 Plugin-in Presence SIP: Failed to perform OAM operation	3-62
111000 Budget Service: Configuration mismatch between sites	3-63
111001 Budget Service: Shutting down duplicate budget service master	3-64
111002 Budget Service: Budget master unreachable.....	3-65
111003 Budget Service: New budget master available for service	3-66

111004 Budget Service: One of the remote sites is unreachable	3-67
111006 Budget Service: There is a budget configuration mismatch between sites. Please look in the log file for more information 3-68	
111007 Budget Service: Budget value is below 20% of max value	3-69
111100 Storage Service: Exception thrown during store database table entry expiration	3-70
111101 Storage Service: Failed to initialize the Storage Service	3-71
111102 Storage Service: Failed to initialize the cluster cache for the Storage Service.....	3-72
111103 Storage Service: Failed to perform one or more write behind operations for a Storage Service Store. The request change has been lost. 3-73	
111104 Storage Service: Storage exception	3-74
111105 Storage Service: Query result was possibly truncated	3-75
111200 Plugin-in MLP: MLP Server available.....	3-76
111201 Plugin-in MLP: MLP Server unavailable.....	3-77
111202 Plugin-in MLP: Start failed.....	3-78
111203 Plugin-in MLP: Stop failed	3-79
111204 Plugin-in MLP: Activate failed	3-80
111205 Plugin-in MLP: Deactivate failed	3-81
111206 Plugin-in MLP: SendLocation request failed.....	3-82
111207 Plugin-in MLP: Notify application that Location Notification has ceased failed	3-83
111208 Plugin-in MLP: Notify application of a Location Error failed.....	3-84
111209 Plugin-in MLP: Notify application of a Location Notification failed.....	3-85
111700 Plugin-in MM7: Failed to send Multimedia Message.....	3-86
111701 Plugin-in MM7: Failed to get Multimedia Message Delivery Status.....	3-87
111702 Plugin-in MM7: Failed to poll received new Multimedia Messages	3-88
111703 Plugin-in MM7: Failed to get a Multimedia Message.....	3-89
111704 Plugin-in MM7: Failed to send MM7 Messages to network.....	3-90
111705 Plugin-in MM7: Failed to activate the MM7 Plugin-in	3-91
111706 Plugin-in MM7: Failed to deactivate the MM7 Plugin-in	3-92
111707 Plugin-in MM7: Failed to start the MM7 Plugin-in	3-93
111708 Plugin-in MM7: Failed to stop the MM7 Plugin-in	3-94
111709 Plugin-in MM7: Failed to notify message reception	3-95
111710 Plugin-in MM7: Failed to notify message delivery receipt.....	3-96
111711 Plugin-in MM7: Application is not available	3-97
111712 Plugin-in MM7: Recipient Number not found.....	3-98
111713 Plugin-in MM7: No matching MessageInfo found.....	3-99
111714 Plugin-in MM7: Unsupported address type.....	3-100
111715 Plugin-in MM7: Failed to start message notification	3-101
111716 Plugin-in MM7: Failed to stop message notification.....	3-102
111717 Plugin-in MM7: No application found for a mobile originated MMS	3-103
111718 Plugin-in MM7: MM7 Relay Server responded with an error code	3-104
113300 Subscriber-centric Policy: Quota limit exceeded for subscriber	3-105
113400 CDR to Diameter: Failed to start the CDR to Diameter module.....	3-106
113401 CDR to Diameter: Failed to start the CDRDiameter node	3-107
113402 CDR to Diameter: Failed to shutdown the CDRDiameter node.....	3-108
113403 CDR to Diameter: Failed to send Diameter ACR.....	3-109
113404 CDR to Diameter: Failed to send Diameter ACR due to input/output.....	3-110
113405 CDR to Diameter: Retrieved error code from Diameter response.....	3-111
113406 CDR to Diameter: No Diameter connection available	3-112

113500 Credit Control Interceptor: Failed to reserve amount by sending INITIAL Diameter CCR	
3-113	
113501 Credit Control Interceptor: Failed to commit reservation amount by sending TERMINATE Diameter CCR	3-114
113502 Credit Control Interceptor: Failed to start the credit control interceptor module	3-115
113503 Credit Control Interceptor: Failed to start the Diameter node	3-116
113504 Credit Control Interceptor: Failed to shutdown the Diameter node	3-117
113601 Geo-Redundancy Service: Site Mismatch	3-118
113602 Geo-Redundancy Service: Site Mismatch	3-119
113701 Geo-Storage Service: Configuration Mismatch	3-120
113702 Geo-Storage Service: Failed to replicate a configuration data	3-121
114201 Plug-in Payment/Diameter: Failed to connect to Diameter server	3-122
114202 Plug-in Payment/Diameter: Failed to disconnect from Diameter server	3-123
118100 Heartbeat Service: Timer expiration ignored, as Heartbeater is sending pings	3-124
118101 Heartbeat Service: Heartbeat is alive. Set plugin-in status to active	3-125
118102 Heartbeat Service: Heartbeat failed. Set plugin-in status to inactive	3-126
119000 Plugin-in Third Party Call Parlay MPCC: Failed to start Third Party Call managed plugin-in	3-127
119001 Plugin-in Third Party Call Parlay MPCC: Failed to stop Third Party Call managed plugin-in	3-128
119002 Plugin-in Third Party Call Parlay MPCC: Failed to activate Third Party Call managed plugin-in	3-129
119003 Plugin-in Third Party Call Parlay MPCC: Failed to deactivate Third Party Call managed plugin-in	3-130
119004 Plugin-in Third Party Call Parlay MPCC: Failed to update call status upon receiving a callEnded event	3-131
119005 Plugin-in Third Party Call Parlay MPCC: Failed to update call status upon receiving a callLegEnded event	3-132
119006 Plugin-in Third Party Call Parlay MPCC: Failed to update call status upon receiving an eventReportRes event	3-133
119007 Plugin-in Third Party Call Parlay MPCC: Failed to update call status upon receiving a getInfoRes Event	3-134
119008 Plugin-in Third Party Call Parlay MPCC: Failed to update call status when receiving a getInfoRes event upon IpAppCallLeg interface	3-135
119009 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.getInfoReq() on parlayGW	3-136
119010 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.continueProcessing on Parlay gateway	3-137
119011 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.createAndRouteCallLeg on Parlay gateway	3-138
119012 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCallControlManager.createCall on parlayGW	3-139
119013 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.eventReportReq on Parlay gateway	3-140
119014 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.getInfoReq on Parlay gateway	3-141
119015 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.release on the Parlay Gateway	3-142
119016 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpCallLeg.routeReq on the Parlay gateway	3-143

- 119017 Plugin-in Third Party Call Parlay MPCC: Failed to invoke IpMultiPartyCall.createCall-Leg on the Parlay gateway 3-144
- 120100 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to start Call Notification managed plugin-in 3-145
- 120101 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to activate Call Notification managed plugin-in 3-146
- 120102 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to stop Call Notification managed plugin-in 3-147
- 120103 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to deactivate Call Notification managed plugin-in 3-148
- 120104 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to deliver notification to application 3-149
- 120105 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to deliver recorded message location to application 3-150
- 120106 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to deliver collected digits to application 3-151
- 120107 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to delete notification in the Parlay gateway 3-152
- 120108 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to create notification in the Parlay gateway 3-153
- 120109 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to set callback for call leg ... 3-154
- 120110 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to continue processing the call leg 3-155
- 120111 Plugin-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to create a call leg..... 3-156
- 121000 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to start AudioCallManagedPlugin-in 3-157
- 121001 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to activate AudioCallManagedPlugin-in 3-158
- 121002 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to stop AudioCallManagedPlugin-in 3-159
- 121003 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to deactivate AudioCallManagedPlugin-in 3-160
- 121030 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoRes 3-161
- 121031 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoErr 3-162
- 121032 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoAndCollectRes 3-163
- 121033 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving sendInfoAndCollectErr 3-164
- 121034 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving attachMediaRes 3-165
- 121035 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving attachMediaErr 3-166
- 121036 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving detachMediaRes 3-167
- 121037 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to update UI call status upon receiving detachMediaErr 3-168
- 121060 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUIManager.createUICall on Parlay gateway 3-169

121061 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.sendInfoReq on Parlay gateway	3-170
121062 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.sendInfoAndCollectReq on Parlay gateway	3-171
121063 Plugin-in Parlay X 3.0 Audio Call Parlay: Failed to invoke IpUICall.release on Parlay gateway	3-172
121064 Plugin-in Parlay X 3.0 Audio Call Parlay: Received IpAppUI.sendInfoErr call from Parlay gateway	3-173
121065 Plugin-in Parlay X 3.0 Audio Call Parlay: Received IpAppUI.sendInfoAndCollectErr call from Parlay gateway	3-174
121066 Plugin-in Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.attachMediaErr call from Parlay gateway	3-175
121067 Plugin-in Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.detachMediaErr call from Parlay gateway	3-176
125101 SOAP to SOAP: Reactivation timer fired	3-177
125102 SOAP to SOAP: Reactivation timer breached	3-178
130100 Plugin-in Subscriber Profile LDAP: Failed to start the Subscriber Profile managed plug-in	3-179
130101 Plugin-in Subscriber Profile LDAP: Failed to activate the Subscriber Profile managed plug-in	3-180
130102 Plugin-in Subscriber Profile LDAP: Failed to stop the Subscriber Profile managed plug-in	3-181
130103 Plugin-in Subscriber Profile LDAP: Failed to deactivate the Subscriber Profile managed plug-in	3-182
130104 Plugin-in Subscriber Profile LDAP: Method call "get" failed	3-183
130105 Plugin-in Subscriber Profile LDAP: Method call "getProfile" failed	3-184
131001 TPC INAP Plug-in: Failed to establish call	3-185
131002 TPC INAP Plug-in: Failed to get call information	3-186
131003 TPC INAP Plug-in: Failed to end call.....	3-187
131004 TPC INAP Plug-in: Failed to cancel call request.....	3-188
131005 TPC INAP Plug-in: Failed to initiate call attempt for first participant toward the network	3-189
131006 TPC INAP Plug-in: Failed to initiate call attempt for second participant toward the network	3-190
131007 TPC INAP Plug-in: Failed to continue call processing towards the network	3-191
131008 TPC INAP Plug-in: Failed to abruptly terminate an INAP dialog	3-192
131009 TPC INAP Plug-in: Failed to release a call.....	3-193
132100 EWS Push Message Plug-in: Failed to activate PushMessagePlugin-inInstance	3-194
132103 EWS Push Message Plug-in: Failed to deactivate PushMessagePluginInstance.....	3-195
132104 EWS Push Message Plug-in: sendPushMessage method failed	3-196
132105 EWS Push Message Plug-in: sendResultNotificationMessage method failed	3-197
400400 Terminal Status/MAP: Not connected to SS7 stack	3-198
400401 Terminal Status/MAP: Connected to SS7 stack	3-199
400402 Terminal Status/MAP: Dialog lost, the connection towards at least one of the SS7 back-ends may be lost	3-200
400403 Terminal Status/MAP: Received remote user status from the SS7 stack.....	3-201
400404 Terminal Status/MAP: Not possible to create the ATI message to the plug-in.....	3-202
400405 Terminal Status/MAP: Not possible to create and send the SS7 API message	3-203

400406	Terminal Status/MAP: No answer or a faulty message was received from the SS7 stack	
	3-204	
400407	Terminal Status/MAP: Error in the connection towards the SS7 stack.....	3-205
400500	SMPP Server Service: Server port started.....	3-206
400501	SMPP Server Service: Server port stopped	3-207
400502	SMPP Server Service: Server connection established.....	3-208
400503	SMPP Server Service: Server connection closed	3-209
400504	SMPP Server Service: Client connection established	3-210
400505	SMPP Server Service: Client connection closed.....	3-211
400506	SMPP Server Service: Client connection reset	3-212
400507	SMPP Server Service: Client connection reconnect failed	3-213
400508	SMPP Server Service: ChannelProcessor PeerConnectionIds Empty.....	3-214
400509	SMPP Server Service: NorthChannelProcessor PeerPluginInstanceIds Empty	3-215
400510	SMPP Server Service: PluginInstanceInfo ClientConnectionIds Empty.....	3-216
400511	SMPP Server Service: PluginInstanceInfo ServerConnectionIds Empty.....	3-217
400512	SMPP Server Service: MO Request Failed	3-218
400513	SMPP Server Service: MT Request Failed	3-219
400600	Native SMPP: Exception when processing a submitSmResponse in the plug-in.....	3-220
400601	Native SMPP: Exception when processing a submitMultiResponse in the plug-in.	3-221
400602	Native SMPP: Exception when processing a cancelSmResponse in the plug-in.....	3-222
400603	Native SMPP: Exception when processing a querySmResponse in the plug-in	3-223
400604	Native SMPP: Exception when processing a replaceSmResponse in the plug-in.....	3-224
400605	Native SMPP: Exception when processing a deliverSm for MO	3-225
400610	Native SMPP: Exception when processing a bind in the plug-in.....	3-226
400611	Native SMPP: Exception when processing a submitSm in the plug-in.....	3-227
400612	Native SMPP: Exception when processing a submitMulti in the plug-in	3-228
400613	Native SMPP: Exception when processing a cancelSm in the plug-in	3-229
400614	Native SMPP: Exception when processing a querySm in the plug-in.....	3-230
400615	Native SMPP: Exception when processing a replaceSm in the plug-in	3-231
400616	Native SMPP: Exception when processing a deliverSmResponse for MO in the plug-in ...	
	3-232	
400617	Native SMPP: Exception when processing a deliverSmResponse for DeliveryReceipt in the plug-in	3-233
401050	Native MM7 Plug-in: Exception thrown on submit request.....	3-234
401051	Native MM7 Plug-in: Exception thrown when the MMSC tried to deliver a network-triggered message using the incorrect xsd version	3-235
401052	Native MM7 Plug-in: Exception thrown when the MMSC tried to deliver a delivery report using the incorrect xsd version	3-236
401053	Native MM7 Plug-in: Exception thrown when the MMSC tried to deliver a read reply report using the incorrect xsd version	3-237
400200	Native UCP Protocol Server Service [tryBuildPDU]: Data was thrown away because no terminating ETX was received	3-238
400201	Native UCP Protocol Server Service [handleAckNackOnServerSide]: Unable to release TRN for ack/nack received on a server side connection	3-239
400202	Native UCP Protocol Server Service [handleAckNackOnClientSide]: Unable to release TRN for ack/nack received on a client side connection	3-240
400203	Native UCP Protocol Server Service [Unable to send a nack]: Data was thrown away because no terminating ETX was received	3-241

400204	Native UCP Protocol Server Service [sendSessionMgmtAck]: Unable to send ack on a session management, open session operation	3-242
400205	Native UCP Protocol Server Service [sendHeartbeatAck]: Unable to send ack on a heartbeat request on a server side connection	3-243
400206	Native UCP Protocol Server Service [deliverServerSideAckNackPDUToPlugin]: Unable to call the plug-in north interface with ack/nack	3-244
400207	Native UCP Protocol Server Service [deliverClientSideAckNackPDUToPlugin]: Unable to call the plug-in south interface with ack/nack	3-245
400300	Native UCP SMS Plug-in [handleAckNack]: Exception when processing an MO ack/nack request in the plug-in	3-246
400301	Native UCP SMS Plug-in [deliverSM]: Exception when processing an MO deliver SM request in the plug-in	3-247
400302	Native UCP SMS Plug-in [deliveryNotification]: Exception when processing an MO delivery notification request in the plug-in	3-248
400310	Native UCP SMS Plug-in [handleAckNack]: Exception when processing an MT ack/nack request in the plug-in	3-249
400311	Native UCP SMS Plug-in [submitSM]: Exception when processing an MT submit SM in the plug-in	3-250
400312	Native UCP SMS Plug-in [openSession]: Exception when processing an MT openSession request in the plug-in	3-251
406010	Audio Call/SIP: Media server resource not found	3-252
199900	Default: Default exception	3-253

Preface

This document describes the alarms that may be raised during the running of Oracle Communications Services Gatekeeper and what to do to resolve them.

Audience

This book is intended for support engineers and system administrators working with Oracle Communications Services Gatekeeper.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible to all users, including users that are disabled. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

Accessibility of Links to External Web Sites in Documentation

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/support/contact.html> or visit <http://www.oracle.com/accessibility/support.html> if you are hearing impaired.

Related Documents

For more information, see the following documents in the Services Gatekeeper set:

- *Accounts and SLAs Guide*
- *Application Developer's Guide*
- *Communication Service Guide*
- *Concepts Guide*
- *Installation Guide*
- *Licensing Guide*
- *Partner Relationship Management Guide*
- *Platform Development Studio Developer's Guide*
- *Platform Test Environment Guide*
- *RESTful Application Development Guide*
- *SDK User's Guide*
- *Statement of Compliance*
- *System Administrator's Guide*
- *System Backup and Restore Guide*

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 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 list stored in the database contains information about alarms. Alarm information retrieved using listeners will have slightly different parameters.

[Table 1–1](#) describes the parameters associated with alarms.

Table 1–1 Alarm Parameters

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. Valid entries are: <ul style="list-style-type: none"> ■ 1: warning ■ 2: minor ■ 3: major ■ critical
identifier	The alarm type
alarm_info	Information provided by the software module that raised the alarm

Table 1–1 (Cont.) Alarm Parameters

Information	Description
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

For more information, see "Events, Alarms, and Charging" in *Communication Service Reference*, another document in this set.

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 "Events, Alarms, and Charging" in 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:

- [Resolving 2.2 Style Alarms](#)
- [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
400200-400207 Native UCP Protocol Server Service
400300-400312 Native UCP SMS plugin
400400-400407 Terminal Status - MAP plugin
400500-400513 SMPP Service Service
400600400617 Native SMPP
401050-401053 Native MM7 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.

103827/1034 SLEE: Transaction limit violated

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.

Severity

Warning

What to do

Informational only.

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

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

Severity

Minor

What to do

Informational only.

103900/1100 SLEE charging: Charging data storage failed

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.

Severity

Critical

What to do

Check the database.

103901/1101 SLEE charging: Charging service initialization failed

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.

Severity

Critical

What to do

Start the database before Oracle Communications Services Gatekeeper at system installation or restart.

103902/1102 SLEE charging: Charging table creation failed

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

Severity

Critical

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

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

Severity

Minor

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

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

Severity

Major

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

Failed to store statistics data.

Severity

Minor

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

What to do

Verify the network connection.

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

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

Severity

Major

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

An unexpected internal error has occurred.

Severity

Major

What to do

Contact Oracle Support

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

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

Severity

Major

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

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 that is not acceptable or because the relevant SLA cannot be found or is out of date.

Severity

Major

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

The policy service denied a service request.

Severity

Minor

What to do

Informational only.

102803/3006 Policy service: Runtime exception in policy rule

The policy service encountered a run-time exception.

Severity

Major

What to do

Contact Oracle Support.

102804/3007 Service Provider Group SLA Added

The operator has added a Service Provider Group SLA.

Severity

Minor

What to do

Informational only.

102805/3008 Service Provider Group SLA Deleted

The operator has deleted a Service Provider Group SLA.

Severity

Major

What to do

Informational only.

102806/3009 Service Provider Group SLA Updated

The operator has updated a Service Provider Group SLA.

Severity

Minor

What to do

Informational only.

102807/3010 Application Group SLA Added

The operator has added an Application Group SLA.

Severity

Major

What to do

Informational only.

102808/3011 Policy service: Application Group SLA deleted

The operator has deleted an Application Group SLA.

Severity

Major

What to do

Informational only.

102810/3013 Policy service: Node SP SLA added

The operator has added a Node Service Provider SLA.

Severity

Major

What to do

Informational only.

102811/3014 Policy service: Node SP SLA deleted

The operator has deleted a Node Service Provider SLA.

Severity

Major

What to do

Informational only.

102812/3015 Policy service: Node SP SLA updated

The operator has updated a Node Service Provider SLA

Severity

Major

What to do

Informational only.

102813/3016 Policy service: Node SLA added

The operator has added a Node SLA

Severity

Major

What to do

Informational only.

102814/3017 Policy service: Node SLA deleted

The operator has deleted a Node SLA

Severity

Major

What to do

Informational only.

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

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.

Severity

Major

What to do

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

102816/3019 Policy service: Application rules updated

The operator has updated Application rules.

Severity

Major

What to do

Informational only.

102817/3020 Policy service: Node rules updated

The operator has updated Node rules.

Severity

Major

What to do

Informational only.

102818/3021 Policy service: Service Provider rules updated

The operator has updated the Service Provider rules.

Severity

Major

What to do

Informational only.

102819/3022 Policy service: Application rules deleted

The operator has deleted Application rules.

Severity

Major

What to do

Informational only.

102820/3023 Policy service: Node rules deleted

The operator has deleted Node rules.

Severity

Major

What to do

Informational only.

102821/3024 Policy service: Service Provider rules deleted

The operator has deleted Service Provider rules.

Severity

Major

What to do

Informational only.

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

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

Severity

Major

What to do

Contact service provider to reduce traffic or increase the limits.

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

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

Severity

Major

What to do

Contact service provider to reduce traffic or increase the limits.

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

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

Severity

Major

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

Node SLA is missing or out of date.

Severity

Major

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.

102001 Geo redundancy service: Site configuration mismatch between sites

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

Severity

Major

What to do

Create the sites on the remote site.

102002 Geo redundancy service: Site configuration mismatch between sites

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

Severity

Major

What to do

Create the remote sites on the local site.

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

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

Severity

Major

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

The service provider or application could not be resolved.

Severity

Major

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

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

Severity

Major

What to do

Notify the service provider or update the SLA.

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

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

Severity

Major

What to do

Notify the service provider or update the SLA.

102830 Policy service: All properties denied

Properties passed in by an application are not allowed.

Severity

Major

What to do

Notify the service provider of the application behavior.

102831 Policy service: Parameter value is not allowed

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

Severity

Minor

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

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

Severity

Minor

What to do

Check the logs.

102833 Policy service: Accessing method is not allowed

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

Severity

Major

What to do

Notify the service provider or update the SLA.

102834 Policy service: Accessing method is not allowed

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

Severity

Minor

What to do

Notify the service provider or update the SLA.

102835 Policy service: Exception thrown calling correlator

A service correlator threw an exception when it was invoked.

Severity

Critical

What to do

Examine the log files.

102836 Policy service: Exception thrown calling factory

The RequestFactory threw an exception when it was invoked.

Severity

Critical

What to do

Examine the log files.

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

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

Severity

Major

What to do

Update the node SLA.

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

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

Severity

Major

What to do

Update the SLA.

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

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

Severity

Major

What to do

Update the SLA.

102840 Policy service: No Service Contract found

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

Severity

Major

What to do

Update the SLA.

102844 Policy Service: Application or Service Provider group Composed Service Contract is out of date

The composed service contract has expired.

Severity

Major

What to do

Update the SLA.

102845 Policy Service: Service Provider/Application request limit exceeded for composed service.

The request rate is higher than the rate specified in the composed service contract.

Severity

Major

What to do

Notify the service provider or update the SLA.

102846 Policy Service: Service Provider/Application quota limit exceeded for composed service

The quota for the composed service contract has been exceeded.

Severity

Major

What to do

Notify the service provider or update the SLA.

103001 Geo redundancy service: Configuration mismatch detected between sites

There is configuration mismatch between local and remote sites.

Severity

Major

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

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

Severity

Major

What to do

Check the connection between the sites.

110000 Corba: Servant is already active

Internal exception thrown when performing a Corba operation

Severity

Minor

What to do

Send any log with stack trace to Oracle

110001 Corba: Servant is not active

Internal exception thrown when performing a Corba operation

Severity

Minor

What to do

Send any log with stack trace to Oracle

110002 Corba: Wrong policy

Internal exception thrown when performing a Corba operation

Severity

Minor

What to do

Send any log with stack trace to Oracle

110003 Corba: Object is already active

Internal exception thrown when performing a Corba operation

Severity

Minor

What to do

Send any log with stack trace to Oracle

110004 Corba: Object is not active

Internal exception thrown when performing a Corba operation

Severity

Minor

What to do

Send any log with stack trace to Oracle

110005 Corba: Invalid policy

Internal exception thrown when performing a Corba operation

Severity

Minor

What to do

Send any log with stack trace to Oracle

110006 Corba: Adapter already exists

Internal exception thrown when performing a Corba operation

Severity

Minor

What to do

Send any log with stack trace to Oracle.

110007 Corba: Generic CORBA exception

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to do

Send any log with stack trace to Oracle.

110008 Corba: Exception when handling POA

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to do

Send any log with stack trace to Oracle.

110100 JMX: NotCompliantMBeanException

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

Severity

Minor

What to do

Send any log with stack trace to Oracle.

110101 JMX: MalformedObjectNameException

Internal exception thrown when an MBean Object Name is malformed.

Severity

Minor

What to do

Send any log with stack trace to Oracle.

110102 JMX: MBeanRegistrationException

Internal exception thrown when an MBean fails to register.

Severity

Minor

What to do

Send any log with stack trace to Oracle.

110103 JMX: InstanceAlreadyExistsException.

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

Severity

Minor

What to do

Send any log with stack trace to Oracle.

110104 JMX: InstanceNotFoundException

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

Severity

Minor

What to do

Send any log with stack trace to Oracle.

110105 JMX: Default management error

Internal exception thrown when a management error severity fault happens.

Severity

Minor

What to do

Send any log with stack trace to Oracle.

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

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.

Severity

Minor

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

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

Severity

Minor

What to do

Contact Oracle with the appropriate log file.

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

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

Severity

Minor

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

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

Severity

Minor

What to do

Contact Oracle with the appropriate log file.

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

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.

Severity

Minor

What to do

Send any log with stack trace to Oracle

110600 Plugin-in SMS SMPP: Too many destination addresses in request

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

Severity

Minor

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

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

Severity

Minor

What to do

Check the connection between Services Gatekeeper and the SMSC in the SMPP Server Service.

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

Services Gatekeeper was unable to notify the application of a network-initiated message.

Severity

Minor

What to do

Check the connection between Services Gatekeeper and the application in the SMPP Server Service. 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

Services Gatekeeper received a network-initiated message for which there was no registered notification.

Severity

Minor

What to do

Informational only.

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

Services Gatekeeper was unable to notify the application of a network message delivery status.

Severity

Minor

What to do

Check the connection between Services Gatekeeper and the application in the SMPP Server Service. 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

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

Severity

Major

What to do

Check the exception stack trace in the log.

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

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

Severity

Minor

What to do

Check the SMSC logs.

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

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

Severity

Warning

What to do

Check the logs.

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

110619 Plug-in SMS SMPP: Illegal XParameter value

An illegal XParameter was passed.

Severity

Minor

What to d

Check the SOAP headers.

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

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

Severity

Major

What to do

Check the size of the binary content.

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

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.

Severity

Warning

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

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.

Severity

Warning

What to do

The client may try to get presence 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

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.

Severity

Warning

What to do

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

110907 Plugin Presence SIP: Failed to invoke subscribePresence

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

Severity

Warning

What to do

Verify the following Presence SIP plug-in configurations in the Administration 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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

What to do

Verify the database is running. Try to restart Services Gatekeeper. Provide logs with exception stack trace to Oracle.

110918 Plugin-in Presence SIP: Failed to start

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

Severity

Warning

What to do

Try to restart Services Gatekeeper. Provide logs with exception stack trace to Oracle

110922 Plugin-in Presence SIP: Failed to perform OAM operation

An Oracle Access Manager operation error has occurred. This is most likely due to storage service errors.

Severity

Warning

What to do

Verify the database is running. Try to restart Services Gatekeeper. Provide logs with exception stack trace to Oracle

111000 Budget Service: Configuration mismatch between sites

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

Severity

Major

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 Services Gatekeeper

111001 Budget Service: Shutting down duplicate budget service master

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

Severity

Minor

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

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.

Severity

Major

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

A new geo-redundancy master has been elected and activated.

Severity

Minor

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

Services Gatekeeper was unable to reach one of the remote geo-redundant sites.

Severity

Major

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

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

Severity

Major

What to do

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

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

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

Severity

Major

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

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

Severity

Warning

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

An error occurred when the Storage Service was being activated.

Severity

Major

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

An error occurred when the Storage Service was being activated.

Severity

Major

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.

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.

Severity

Warning

What to do

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

111104 Storage Service: Storage exception

A generic storage exception was thrown in a communication service.

Severity

Minor

What to do

Provide logs with exception stack traces to Oracle.

111105 Storage Service: Query result was possibly truncated

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

Severity

Warning

What to do

Provide logs with exception stack traces to Oracle.

111200 Plugin-in MLP: MLP Server available

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

Severity

Major

What to do

Informational only.

111201 Plugin-in MLP: MLP Server unavailable

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

Severity

Major

What to do

Check the MLP server to make sure it is available.

111202 Plugin-in MLP: Start failed

The Terminal Location MLP plugin-in failed to start.

Severity

Major

What to do

Check the log for more information.

111203 Plugin-in MLP: Stop failed

The Terminal Location MLP plugin-in failed to stop.

Severity

Major

What to do

Check the log for more information.

111204 Plugin-in MLP: Activate failed

The Terminal Location MLP plugin-in was not activated.

Severity

Major

What to do

Check the log for more information.

111205 Plugin-in MLP: Deactivate failed

The Terminal Location MLP plugin-in was not deactivated.

Severity

Major

What to do

Check the log for more information.

111206 Plugin-in MLP: SendLocation request failed

The attempt to send a location request failed

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

Services Gatekeeper was unable to send the list of received messages to the application

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

What to do

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

111709 Plugin-in MM7: Failed to notify message reception

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

Severity

Warning

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

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

Severity

Warning

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

Services Gatekeeper was unable to contact the application.

Severity

Warning

What to do

Check the availability of the application.

111712 Plugin-in MM7: Recipient Number not found

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

Severity

Warning

What to do

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

111713 Plugin-in MM7: No matching MessageInfo found

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

Severity

Warning

What to do

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

111714 Plugin-in MM7: Unsupported address type

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

Severity

Warning

What to do

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

111715 Plugin-in MM7: Failed to start message notification

Services Gatekeeper is unable to start message notification

Severity

Major

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

Services Gatekeeper is unable to stop message notification.

Severity

Major

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

The MMSC and 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.

Severity

Major

What to do

Check the log for more information.

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

The SubmitResponse returned an error-code.

Severity

Major

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

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

Severity

Minor

What to do

Informational only.

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

Services Gatekeeper was unable to start the CDR to Diameter module.

Severity

Major

What to do

Check the logs for more information.

113401 CDR to Diameter: Failed to start the CDRDiameter node

Services Gatekeeper was unable to start the CDRDiameter node.

Severity

Minor

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

Services Gatekeeper failed to shut down the CDRDiameter node.

Severity

Minor

What to do

Check the logs for more information.

113403 CDR to Diameter: Failed to send Diameter ACR

A general exception occurred when sending Diameter ACR.

Severity

Minor

What to do

Check the logs for more information.

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

An input/output exception occurred when sending Diameter ACR.

Severity

Minor

What to do

Check the logs for more information.

113405 CDR to Diameter: Retrieved error code from Diameter response

The Diameter response contained an error.

Severity

Minor

What to do

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

113406 CDR to Diameter: No Diameter connection available

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

Severity

Minor

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

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

Severity

Minor

What to do

Check the logs for more information.

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

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

Severity

Minor

What to do

Check the logs for more information.

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

Services Gatekeeper failed to start the credit control interceptor.

Severity

Major

What to do

Check the logs for more information.

113503 Credit Control Interceptor: Failed to start the Diameter node

The Diameter node failed to start.

Severity

Minor

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

The Diameter node failed to shut down.

Severity

Minor

What to do

Check the logs for more information.

113601 Geo-Redundancy Service: Site Mismatch

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

Severity

Major

What to do

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

113602 Geo-Redundancy Service: Site Mismatch

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

Severity

Major

What to do

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

113701 Geo-Storage Service: Configuration Mismatch

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

Severity

Major

What to do

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

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

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

Severity

Major

What to do

Check the logs for more information.

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

Failed to connect to Diameter server.

Severity

Minor

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

Failed to disconnect from Diameter server.

Severity

Minor

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

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

Severity

Warning

What to do

Informational only.

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

The heartbeat service was able to contact the plugin-in.

Severity

Warning

What to do

Informational only.

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

The heartbeat service was unable to contact the plugin-in.

Severity

Warning

What to do

Informational only.

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

Services Gatekeeper was unable to start the plug-in.

Severity

Major

What to do

Check logs for more information. Possible issues: 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

Services Gatekeeper was unable to stop the plug-in.

Severity

Major

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

Services Gatekeeper was unable to activate the plug-in.

Severity

Major

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

Services Gatekeeper was unable to deactivate the plug-in.

Severity

Major

What to do

Check the log for more information. Possible issues: 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

Services Gatekeeper was unable to update call status.

Severity

Warning

What to do

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

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

Services Gatekeeper was unable to update call status.

Severity

Warning

What to do

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

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

Services Gatekeeper was unable update call status.

Severity

Warning

What to do

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

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

Services Gatekeeper was unable to update call status.

Severity

Warning

What to do

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

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

Services Gatekeeper was unable to update call status.

Severity

Warning

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

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

Severity

Warning

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

Services Gatekeeper was unable to invoke to invoke IpCallLeg.continueProcessing on Parlay gateway.

Severity

Warning

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

Services Gatekeeper was unable to invoke
IpMultiPartyCall.createAndRouteCallLegReq on Parlay gateway.

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Warning

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

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.

Severity

Warning

What to do

Not currently implemented.

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

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

Severity

Warning

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

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

Severity

Warning

What to do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager 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

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

Severity

Warning

What to do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager 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

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

Severity

Warning

What to do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager 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

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

Severity

Warning

What to do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager 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

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

Severity

Warning

What to do

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

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

Services Gatekeeper was unable to start the plug-in.

Severity

Major

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

Services Gatekeeper was unable to activate the plug-in.

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

What to do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager 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

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

Severity

Warning

What to do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager 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

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

Severity

Warning

What to do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager 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

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

Severity

Warning

What to do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager 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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

What to do

Informational only.

125102 SOAP to SOAP: Reactivation timer breached

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

Severity

Warning

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

Services Gatekeeper was unable to start the plug-in.

Severity

Major

What to do

Check the log for more information.

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

Services Gatekeeper was unable to activate the plug-in.

Severity

Major

What to do

Check the log for more information.

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

Services Gatekeeper was unable to stop the plug-in.

Severity

Major

What to do

Check the log for more information.

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

Services Gatekeeper was unable to deactivate the plug-in.

Severity

Major

What to do

Check the log for more information.

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

Services Gatekeeper was unable to perform the "get" method call.

Severity

Warning

What to do

Check the log for more information.

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

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

Severity

Warning

What to do

Check the log for more information.

131001 TPC INAP Plug-in: Failed to establish call

Services Gatekeeper was unable to establish a call session.

Severity

Major

What to do

Check the log for more information.

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

Services Gatekeeper was unable to retrieve information on a call.

Severity

Major

What to do

Check the log for more information.

131003 TPC INAP Plug-in: Failed to end call

Services Gatekeeper was unable to end a call.

Severity

Major

What to do

Check the log for more information.

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

Services Gatekeeper was unable to cancel a call request.

Severity

Major

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

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

Severity

Major

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

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

Severity

Major

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

Services Gatekeeper was unable to continue call processing.

Severity

Major

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

Services Gatekeeper was unable to terminate an INAP dialog.

Severity

Major

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

Services Gatekeeper was unable to release a call session.

Severity

Major

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

Services Gatekeeper was unable to activate the plug-in instance.

Severity

Major

What to do

Check the log for more information.

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

Services Gatekeeper was unable to deactivate the plug-in instance.

Severity

Major

What to do

Check the log for more information.

132104 EWS Push Message Plug-in: sendPushMessage method failed

Services Gatekeeper was unable to send a push message.

Severity

Major

What to do

Check the log for more information.

132105 EWS Push Message Plug-in: sendResultNotificationMessage method failed

Services Gatekeeper was unable to send a result notification message.

Severity

Major

What to do

Check the log for more information.

400400 Terminal Status/MAP: Not connected to SS7 stack

Could not connect to the SS7 stack.

Severity

Major

What to do

Check the network and try to reinitialize the stack connection using Terminal Server/MAP management operations.

400401 Terminal Status/MAP: Connected to SS7 stack

The Terminal Status/MAP plug-in has connected to the SS7 stack.

Severity

Warning

What to do

Does not require action but may contain useful information. This plug-in has connected to at least one backend instance in the SS7 stack. Alarm 400403 may be useful in debugging this problem.

400402 Terminal Status/MAP: Dialog lost, the connection towards at least one of the SS7 backends may be lost

Dialog lost; the connection to at least one of the SS7 stack may be lost.

Severity

Major

What to do

Confirm that the SS7 stack process and its network connection are up and running.

400403 Terminal Status/MAP: Received remote user status from the SS7 stack

Received remote user status from the SS7 stack.

Severity

Warning

What to do

Does not require action but may contain useful information. You can use this alarm to discover whether a remote terminal is available, unavailable, or busy. Useful for resolving alarm 400401.

400404 Terminal Status/MAP: Not possible to create the ATI message to the plug-in

It is not possible to create the `anyTimeInterrogation` message in the Terminal Status/Map plug-in.

Severity

Minor

What to do

Check the network and try to reinitialize the stack connection using the using Terminal Server/MAP management operations. An exception is also thrown.

400405 Terminal Status/MAP: Not possible to create and send the SS7 API message

The SS7 network could not create (encode) the message.

Severity

Minor

What to do

An error occurred while the SS7 network attempted to encode the incoming message into the binary format that SS7 uses.

This could mean that:

- The Terminal Status/MAP plug-in could not bind with the stack or the bind was lost. Make sure that the SS7 stack is running and that the `CpUserId` value, and SS7 host/port/instance are correct.
- The MBean was incorrectly configured. Confirm that it is being created and sent correctly.
- That the SS7 network is throwing internal errors. Confirm that it is functioning correctly.

400406 Terminal Status/MAP: No answer or a faulty message was received from the SS7 stack

No answer (or a faulty answer) received from the SS7 stack.

Severity

Minor

What to do

This probably indicates a problem with the SS7 stack. Make sure that the GT/SPC/SSN are configured correctly in `NetworkSelection`. Start a SS7 stack trace and check the `ss7trace.log` file for information. See the SS7 documentation for more information.

400407 Terminal Status/MAP: Error in the connection towards the SS7 stack

Error in the connection with the SS7 stack.

Severity

Major

What to do

The connection with all SS7 backend instances has been lost. The Terminal Status/MAP plug-in tries to reconnect.

400500 SMPP Server Service: Server port started

A server port has started.

Severity

Warning

What to do

Informational

400501 SMPP Server Service: Server port stopped

A server port has stopped.

Severity

Warning

What to do

Informational

400502 SMPP Server Service: Server connection established

A server connection has been established.

Severity

Warning

What to do

Informational

400503 SMPP Server Service: Server connection closed

A server connection has closed.

Severity

Major

What to do

Check the connections between Services Gatekeeper and the SMSC and applications.

400504 SMPP Server Service: Client connection established

A client connection has been established.

Severity

Warning

What to do

Informational

400505 SMPP Server Service: Client connection closed

A client connection has closed.

Severity

Major

What to do

Check the connections between Services Gatekeeper and the SMSC and applications.

400506 SMPP Server Service: Client connection reset

All client connections to this server service have been reset.

Severity

Warning

What to do

Informational

400507 SMPP Server Service: Client connection reconnect failed

A client connection re-connection attempt has failed.

Severity

Major

What to do

Check the connection between Services Gatekeeper and the SMSC.

400508 SMPP Server Service: ChannelProcessor PeerConnectionIds Empty

ChannelProcessor PeerConnectionIds are empty while connection-based routing is enabled.

The connection will be closed.

Severity

Major

What to do

Check the connections between Services Gatekeeper and the SMSC and applications.

400509 SMPP Server Service: NorthChannelProcessor PeerPluginInstanceIds Empty

Application-facing ChannelProcessor PeerPluginInstanceIds are empty while connection-based routing is disabled.

The server connection will be closed.

Severity

Major

What to do

Check the connections between Services Gatekeeper and the SMSC and applications.

400510 SMPP Server Service: PluginInstanceInfo ClientConnectionIds Empty

PluginInstanceInfo ClientConnectionIds are empty while connection-based routing is disabled.

The status of the plug-in instance is UNBIND.

Severity

Major

What to do

Check the connections between Services Gatekeeper and the SMSC and applications.

400511 SMPP Server Service: PluginInstanceInfo ServerConnectionIds Empty

PluginInstanceInfo ServerConnectionIds are empty while connection-based routing is disabled.

All client connections to the plug-in will be closed.

Severity

Major

What to do

Check the connections between Services Gatekeeper and the SMSC and applications.

400512 SMPP Server Service: MO Request Failed

Mobile-originated request failed because of an invalid local server connection with MO jumping disabled.

Severity

Minor

What to do

Check the address range configuration in the ApplicationSpecificSettings. See the "listApplicationSpecificSettings" operation in *System Administrator's Guide*, another document in this set.

Also check the connections between Services Gatekeeper and the SMSC and applications.

400513 SMPP Server Service: MT Request Failed

Mobile-terminated request failed because of an invalid local client connection.

Severity

Minor

What to do

Check the connections between Services Gatekeeper and the SMSC and applications.

400600 Native SMPP: Exception when processing a submitSmResponse in the plug-in

Exception raised by submitSmResponse operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the application.

400601 Native SMPP: Exception when processing a submitMultiResponse in the plug-in

Exception raised by submitMultiResponse operation

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the application.

400602 Native SMPP: Exception when processing a cancelSmResponse in the plug-in

Exception raised by cancelSmResponse operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the application.

400603 Native SMPP: Exception when processing a querySmResponse in the plug-in

Exception raised by querySmResponse operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the application.

400604 Native SMPP: Exception when processing a replaceSmResponse in the plug-in

Exception raised by replaceSmResponse operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the application.

400605 Native SMPP: Exception when processing a deliverSm for MO

Exception raised by deliverSm for MO operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the application.

400610 Native SMPP: Exception when processing a bind in the plug-in

Exception raised by bind operation.

Severity

Warning

What to do

Check the parameters in the bind PDU.

Check the connection between Services Gatekeeper and the SMSC.

Check the SMSC configuration.

400611 Native SMPP: Exception when processing a submitSm in the plug-in

Exception raised by submitSm operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the SMSC.

400612 Native SMPP: Exception when processing a submitMulti in the plug-in

Exception raised by submitMulti operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the SMSC.

400613 Native SMPP: Exception when processing a cancelSm in the plug-in

Exception raised by cancelSm operation.

Severity

Warning

What to do

Check the message id and source address in the database to verify that the message to be canceled exists.

Check the connection between Services Gatekeeper and the SMSC.

400614 Native SMPP: Exception when processing a querySm in the plug-in

Exception raised by querySm operation.

Severity

Warning

What to do

Check the message id and source address in the database to verify that the message to be queried exists.

Check the connection between Services Gatekeeper and the SMSC.

400615 Native SMPP: Exception when processing a replaceSm in the plug-in

Exception raised by replaceSm operation.

Severity

Warning

What to do

Check the message id and source address in the database to verify that the message to be replaced exists.

Check the connection between Services Gatekeeper and the SMSC.

400616 Native SMPP: Exception when processing a deliverSmResponse for MO in the plug-in

Exception raised by deliverSmResponse for MO operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the SMSC.

400617 Native SMPP: Exception when processing a deliverSmResponse for DeliveryReceipt in the plug-in

Exception raised by deliverSmResponse for Delivery Receipt operation.

Severity

Warning

What to do

Check the connection between Services Gatekeeper and the SMSC.

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

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

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

Severity

Warning

What to do

Check the log for more information.

400200 Native UCP Protocol Server Service [tryBuildPDU]: Data was thrown away because no terminating ETX was received

UCP has received more than 65536 bytes without an end of text (ETX). The "received bytes" buffer is reset to prevent buffer problems in the event that an ETX is never received.

Severity

Warning

What to do

Informational; if repeated, contact the application owner.

400201 Native UCP Protocol Server Service [handleAckNackOnServerSide]: Unable to release TRN for ack/nack received on a server side connection

UCP has received more than 65536 bytes without an end of text (ETX). The "received bytes" buffer is reset to prevent buffer problems in the event that an ETX is never received.

Severity

Warning

What to do

Informational; if repeated, contact the application owner.

400202 Native UCP Protocol Server Service [handleAckNackOnClientSide]: Unable to release TRN for ack/nack received on a client side connection

UCP is unable to release the TRN for acknowledgment on a client-side connection. This typically means that the request has timed out or that the acknowledgment contained a faulty TRN.

Severity

Warning

What to do

Informational; if repeated, contact the SMSC support staff.

400203 Native UCP Protocol Server Service [Unable to send a nack]: Data was thrown away because no terminating ETX was received

UCP has received more than 65536 bytes without ETX. The "received bytes" buffer is reset to prevent buffer problems in the event that an ETX is never received..

Severity

Warning

What to do

Informational; examine data collected from the current context in the alarm.

400204 Native UCP Protocol Server Service [sendSessionMgmtAck]: Unable to send ack on a session management, open session operation

UCP is unable to send a session management acknowledgment on a server-side connection.

Severity

Warning

What to do

Informational; examine data collected from the current context in the alarm.

400205 Native UCP Protocol Server Service [sendHeartbeatAck]: Unable to send ack on a heartbeat request on a server side connection

UCP is unable to send a heartbeat acknowledgment on a server-side connection.

Severity

Warning

What to do

Informational; examine data collected from the current context in the alarm.

400206 Native UCP Protocol Server Service [deliverServerSideAckNackPDUToPlugin]: Unable to call the plug-in north interface with ack/nack

UCP is unable to forward to the plug-in an acknowledgment received on a server-side connection.

Severity

Warning

What to do

Informational; examine data collected from the current context in the alarm.

400207 Native UCP Protocol Server Service [deliverClientSideAckNackPDUToPlugin]: Unable to call the plug-in south interface with ack/nack

UCP is unable to forward to the plug-in an acknowledgment received on a server-side connection.

Severity

Warning

What to do

Informational; examine data collected from the current context in the alarm.

400300 Native UCP SMS Plug-in [handleAckNack]: Exception when processing an MO ack/nack request in the plug-in

Native UCP encountered an exception processing a network-triggered acknowledgment.

Severity

Warning

What to do

Check alarms from the UCP Protocol Server Service for details.

400301 Native UCP SMS Plug-in [deliverSM]: Exception when processing an MO deliver SM request in the plug-in

Native UCP encountered an exception processing a network-triggered deliverSM request.

Severity

Warning

What to do

Check alarms from the UCP Protocol Server Service for details.

400302 Native UCP SMS Plug-in [deliveryNotification]: Exception when processing an MO delivery notification request in the plug-in

Native UCP encountered an exception processing a network-triggered deliveryNotification request.

Severity

Warning

What to do

Check alarms from the UCP Protocol Server Service for details.

400310 Native UCP SMS Plug-in [handleAckNack]: Exception when processing an MT ack/nack request in the plug-in

Native UCP encountered an exception processing an application-initiated acknowledgment.

Severity

Warning

What to do

Check alarms from the UCP Protocol Server Service for details.

400311 Native UCP SMS Plug-in [submitSM]: Exception when processing an MT submit SM in the plug-in

Native UCP encountered an exception processing an application-initiated submitSM request.

Severity

Warning

What to do

Check alarms from the UCP Protocol Server Service for details.

400312 Native UCP SMS Plug-in [openSession]: Exception when processing an MT openSession request in the plug-in

Native UCP encountered an exception processing an application-initiated openSession request..

Severity

Warning

What to do

Check alarms from the UCP Protocol Server Service for details.

406010 Audio Call/SIP: Media server resource not found

The application did not find media to play at the referenced URI. Either the media does not exist, or it exists in a different location.

Severity

Major

What to do

Create a new media server resource using the Administrator Console.

199900 Default: Default exception

A generic exception was thrown in a communication service.

Severity

Minor

What to do

Provide logs with exception stack traces to Oracle.

