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Table of Contents

Chapter 1: Introduction....34

About this Guide....35
How This Guide Is Organized....35
Scope and Audience....35
Documentation Admonishments....36
Related Publications....36
Locate Product Documentation on the Oracle Technology Network Site....36
Customer Training....37
My Oracle Support (MOS)....37
Emergency Response....37

Chapter 2: Incidents, Notifications, and Logs Overview....39

About Incidents....40
About Notifications....40
About Logs....40
Policy Server Logs....41
Viewing the Trace Log....43
Syslog Support....45
The SMS Log....45
The SMPP Log....45
The SMTP Log....45
Configuring Log Settings....45
Activity Logs per Subscriber....49

Chapter 3: Trace Log Notifications....50

Expanded List....51
1--Initialized the scheduled tasks Event Log....51
2 - OSSI collector establishing connection to *type*....51
3 - Error occurred during OSSI collector run: *type*....51
4 - Starting OSSI collector run....52
5 - OSSI collector run completed....52
6 - OSSI collector run aborted....52
7 - OSSI collector error reading configuration file: *file-name*....53

8 - OSSI collector established connection....53
9 - OSSI collector could not establish connection *host port*....53
10 - OSSI collector did not find CMTS nodes for *CMTS*....54
11 - OSSI collector did not find subscribers for CMTS *node*....54
12 - OSSI collector did not find configuration parameter: *parameter-name*....54
13 - Error validating *field*....55
14 - Data Collector started....55
21 - Starting Subnet SNMP Collector task....55
22 - SNMP timeout while collecting Subnet data from CMTS *name*....56
23 - SNMP error *type* while collecting Subnet data from CMTS *name*....56
24 - Skipping Subnet collection from CMTS *name* because the SNMP community string is empty....56
25 - Classifier not active for subscribers request ignored....57
26 - Classifier already active for exit subscriber IP....57
38 - Subnet SNMP Collector Task Status CMTSs....57
39 - Finishing Subnet SNMP Collector task....58
41 - Starting Service Class SNMP Collector task....58
42 - SNMP timeout while collecting Service Class data from CMTS *name*....58
43 - SNMP error *type* while collecting Service Class data from CMTS *name*....59
44 - Skipping Service Class collection from CMTS name because the SNMP community string is empty....59
50 - HTTP request success for *IP address*....59
58 - Service Class SNMP Collector Task Status....60
59 - Finishing Service Class SNMP Collector task....60
61 - Starting Subscriber SNMP Collector task....61
62 - SNMP timeout while collecting Subscriber data from CMTS *name*....61
63 - SNMP error *type* while collecting Subscriber data from CMTS *name*....61
64 - Invalid cable modem MAC address *MAC-address* retrieved from CMTS *name*....62
65 - Invalid cable modem IP address *ip-address* for MAC *MAC-address* retrieved from CMTS *name*....62
66 - Invalid CPE IP address *ip-address* behind cable modem *MAC-address* retrieved from CMTS *name*....62
68 - Skipping Subscriber collection from CMS *name* because the SNMP community string is empty....63
70 - SOAP request failure....63
78 - Subscriber SNMP Collector Task Status....63
79 - Finishing Subscriber SNMP Collector task....64
80 - SOAP request success for *IP address*....64
81 - Starting CMTS Distributor task....64
82 - Error while sending CMTS data to Policy Server: *name*....65

98 - CMTS Distributor Task Status Policy Server....65
99 - Finishing CMTS Distributor task....65
100 - Established policy server connection to *IP address*....66
101 - Starting Subscriber Distributor task....66
102 - Error while deleting Subscriber data from Policy Server: *name*....66
103 - Error while updating CMTS data on Policy Server: *name*....67
104 - Error while sending *Reconfigure* message to Policy Server: *name*....67
105 - Error while sending *Refresh Channels* message to Policy Server: *name*....67
106 - Error while sending *Refresh Accounts* message to Policy Server: *name*....68
107 - Error while sending Tier data to Policy Server: *name*....68
108 - Error while sending Channel data to Policy Server: *name*....68
118 - Subscriber Distributor Task Status....69
119 - Finishing Subscriber Distributor task....69
121 - Starting OSSI Distributor task....69
122 - Error occurred during OSSI distributor run: *type*....70
123 - OSSI distributor run aborted....70
124 - Error connection to Remote MA: *host-name*....70
125 - Error updating Accounts to remote MA:*host-name*....71
126 - Error updating CMTSs to remote MA: *host-name*....71
127 - Error updating Tiers to remote MA: *host-name*....72
128 - Error updating Entitlements to remote MA: *host-name*....72
139 - Finishing OSSI Distributor task....72
141 - Starting CMTS MA Collector task....73
142 - Error while collecting CMTS data from Management Agent: *name*....73
157 - CMTS MA Collector task status....73
158 - CMTS MA Collector Task Status....74
159 - Finishing CMTS MA Collector Task....74
161 - Starting PCMM Routing Distribution task....74
177 - PCMM Distribution Task Status....75
178 - PCMM Distribution Task Status....75
179 - Finishing PCMM Routing Distribution task....75
180 - Task *task - name* was run manually....76
201 - Start Healthchecker task....76
205 - Apply *RC configuration* to MPE (HostName: *hostname*) executed by *user* \n Total execution time *time* millisecond....76
219 - Finishing Healthchecker task....77
220 - Starting AlertAging task....77
239 - Finishing AlertAging task....77
240 - Starting OM Statistics task....78
241 - OM Statistics collection complete and data is available for request....78
243 - OM Statistics Task was unable to connect to MPE. UID: *UID1*\n*UID2*....78

244 - OM Stats task missing stats....79
245 - OM Stats task missing unable to retrieve MPE from the database....79
247 - OM Statistics Task error detected while retrieving statistics from MPE....79
248 - OM Statistics Task failed to retrieve statistics from MPE: *name*....80
249 - OM Statistics retrieved an incomplete set of statistics from MPE....80
250 - OM Statistics Task failed to retrieve proxy from MPE....80
251 - OM Statistics Task error retrieving statistics from MPE: *name* Request attempt: *n* Error: *text*....81
252 - BoD Database backup failed due to no IP address....81
253 - BoD Database backup started....81
254 - BoD Database backup finished....82
256 - OM Statistics Task completed successfully....82
257 - OM Statistics task completed with a warning....82
258 - OM Statistics task failed....83
259 - Finishing OM Statistics task....83
260 -The BoD cluster has reinitialized....83
261 - Bad wget exit status *Status Code* for *MPE Name*....84
276 - Statistics Rsync Cleanup task completed successfully....84
278 - Statistics Rsync Cleanup Task failed....84
279 - Finished Statistics Rsync Cleanup Task....85
280 - Starting Subscription Aging Task....85
289 - Finishing Subscription Aging Task....85
300 - BoD sending....86
301 - BoD Received Message....86
302 - BoD request to *1* has timed out....86
303 - Starting quota aging task....87
304 - Finishing quota aging task....87
310 - Incorrect XML syntax in PCMM....87
311 - Missing required fields for services....88
312 - Incorrect XML syntax in Diameter services file....88
313 - Services or service indexes already exists....88
314 - Same services or service indexes used multiple times....89
400 - MAC Translation failed due to connection failure for session ID 89
401 - Starting Stats Files Generator Task....89
402 - Stats Files Generator Task completed successfully....90
403 - Stats Files Generator Task failed #1, 2, 3, or 4....90
404 - Finishing Stats Files Generator Task....90
405 - Stats Files Generator Task was not executed successfully....91
406 - Sync utility failed to sync stats files to mates. Reason: *reason*....91
407 - Stats Files Generator Task has removed some files which were not synced to remote servers (…)....92

408 - Stats Files Generator task was not configured any stats type....92
500--BoD RDR Service Start Msg Received....92
501--BoD RDR Unmapped Skip....93
502--Stats Sync Task Success....93
503--Stats Sync Task Fail....93
504--Stats Sync Task End....94
505--Stats Sync Task Repository Missing....94
506--Stats Sync Task Repository Fail....94
507--BoD Start Msg Processing Warn....95
508--BoD RDR Parse Fail....95
509--BoD Drop RDR Service....95
510--BoD RDR Service Stop Msg Received....96
512--BoD Drop RDR Bucket....96
513--BoD RDR Unmapped Skip2....96
514--BoD RDR Quota Msg Received....97
515--BoD RDR Quota Msg Processing Warn....97
550--XML Request Initiated....97
552--Account Send Error....98
553--XML Export Results....98
554--XML Export Failure....98
555--XML Request Complete....99
600--Invalid Login Threshold....99
620--Push Init....99
621--Push Done....100
625--Ssubscriber Acct Start....100
626--Subscriber Acct End....101
653--RC Apply Change....101
1001 - CMTS conn lost clear....101
1002 - CMTS conn lost....102
1003 - AM conn lost clear....102
1004 - PCMM: Lost connection with AM *id*, Clear and Set....102
1010 - PCMM: Received *msg-type* from AM *id*....103
1011 - PCMM: Sending *msg-type* to *id*....103
1012 - PCMM: Received message....103
1013 - PCMM: Sending *msg-type* to AM *id*....104
1014 - PCMM: Failed (*num* attempts) to send *msg-type* event message to *id*....104
1015 - PCMM: Successfully sent *msg-type* event message to *id*....105
1016 - PCMM: Failover initiated for RKS *id*, reverting to *id*....105
1017 - Failed (TOO BUSY) to send *msg-type* event message to *id*....105
1020 - PCMM: Rejecting *msg-type* - no PEP available for SubID *IP*; trap will be sent to NM....106

1021 - PCMM: Rejecting *msg-type* - invalid gate ID *gateid*....106
1022 - PCMM: Rejecting *msg-type* - AMID mismatch - request *msg-amid* doesn't match gate MPE-AMID....107
1023 - PCMM: Rejecting *msg-type* - SubId mismatch - request *msg-id* doesn't match gate *mpe-id*....107
1024 - PCMM: Rejecting *msg-type* - Unrecognized Subscriber *id*....108
1025 - PCMM: Rejecting *msg-type* - Unauthorized AmID *id*....108
1026 - PCMM: Rejecting *msg-type* - Unrecognized Service Class Name *name*....108
1027 - PCMM: Rejecting *msg-type* - Incompatible Envelopes -*env-type* ENV exceeds *env-type* ENV....109
1028 - PCMM: Rejecting *msg-type* - Classifier count exceeds CMTS limit....110
1029 - PCMM: Rejecting *msg-type* - I/O Error while sending to *id*....110
1050 - Rejected by Policy 2....110
1051 - Rejected by Policy....111
1101 - DQOS: Established connection to *id*, Clear and Set....111
1102 - DQOS: Lost connection to *id*....111
1104 - DQOS: Lost connection with CMS *id*, Clear and Set....112
1110 - DQOS: Received *msg-type* from CMS *id*....112
1111 - DQOS: Sending *msg-type* to *id*....112
1112 - DQOS: Received *msg-type* from *id msg-contents*....113
1113 - DQOS: Sending *msg-type* to CMS *id*....113
1120 - DQOS: Rejecting *msg-type* - no CMTS available for SubID *id*....114
1121 - DQOS: Rejecting *msg-type* - invalid gate id *id*....114
1123 - DQOS: Rejecting *msg-type* - SubId mismatch - request *msg-id* doesn't match gate *mpe-id*....114
1124 - DQOS: Rejecting *msg-type* - Unrecognized Subscriber *id*....115
1129 - DQOS: Rejecting *msg-type* - DQOS I/O Error while sending to *id*....115
1150 - DQOS: Rejecting msg-type - Rejected by policy name....116
1204 - SPC DQOS: Lost connection with CMS *id*....116
1209 - SPC DQOS: Deleting gate *gateid*, T1 Timer expired....116
1210 - SPC DQOS: Received *msg-type* from CMS *id msg-contents*....117
1213 - SPC DQOS: Sending *msg-type* to CMS *id*....117
1221 - SPC DQOS: Rejecting *msg-type* - invalid global session id *globalsessionid*....117
1231 - SPC DQOS: Rejecting *msg-type* - invalid ingress id *ingressid*....118
1232 - SPC DQOS: Rejecting *msg-type* - no path to root zone for ingress id *ingressid*....118
1233 - SPC DQOS: Dropping *msg-type* - invalid gate id *gateid*....119
1250 - SPC DQOS POLICY REJECT....119
1370 - IP already static....119
1401 - Diameter: Transport connection opened with peer *peer_id*....120
1402 - Diameter: Transport connection closed with the peer *peer*....120

1403 - Diameter: Transport connection disconnected by the peer *peer*.....120
1404 - Diameter: Sent msg to peer *peer_id* connection *conn_ id*.....121
1405 - Diameter: Received msg from peer *peer_id* connection *conn_id*.....121
1406 - Diameter: Error processing message msg from peer *peer_id* connection *conn_id*.....122
1407 - Diameter: Peer id (*connection_id*) status changed from *previous_status* to *new_status*.....122
1408 - Diameter: New connection rejected.....122
1409 - Diameter: Rejecting *msg_type* from *peer_id - con_id* AVP(s) not found in request *request_details*.....123
1410 - Diameter: Response timeout for *msg_type* sent to *conn_id msg_details*.....123
1411 - Diameter: Received Duplicate message *msg_type* from *conn_id msg_details*.....123
1412 - Diameter: Sent *{type} to {destination} in {connection ID} mes {message}*.....124
1413 - Diameter: Received *{type} from {sender} in {connection ID} ms {message}*.....124
1414 - Diameter: SCTP path on association ID address ADDR_CONFIRMED/ADDR_UNREACHABLE/ADDR_AVAILABLE.....125
1420 - Diameter: Rejecting *application_request* - no PCEF available for subscriber.....125
1421 - Diameter: No default QoS profile defined for media *type*.....125
1440 - Diameter: Rejecting request for subscriber *sub_id* - No Network Element found for node *node_id*.....126
1441 - Diameter: Rule *rule* failed for subscriber *sub_id xxx* - Rule failure code *code*.....126
1442 - Diameter: Rule *rule* retry *x* of *y* for subscriber *sub_id xxx* Next retry in *z* seconds.....127
1443 - Diameter: Rule *rule* retry failed after *n* attempts for subscriber *sub_id xxx*.....127
1444 - Diameter: PCC rule *rule* retry canceled for subscriber *sub_id xxx*.....127
1445 - Diameter: PCC rule *rule* retry aborted for subscriber *sub_id xxx* - Too many retries in progress (*n* attempts).....128
1446 - Diameter: The maximum number of PDN connections has been exceeded for subscriber *ID*.....128
1447 - Diameter: Too many sessions.....128
1450 - SceGX: No SCE Profile or Default Profile set for subscriber *subscriber*.....129
1470 - Begin diameter session binding cleanup task.....129
1471 - End of database iterations.....129
1472 - End of diameter session binding cleanup task.....130
1473 - PCMM:Finished iterating the database. Starting to send GateInfos.....130
1474 - PCMM:Starting cleanup task.....130
1475 - PCMM: Completed session cleanup.....131
1476 - Diameter: Completed session cleanup list built.....131
1477 - PCMM:Completed session cleanup list built.....131
1600 - DBPLUGIN: No matches for *criteria*.....132

1601 - LDAP: Established Connection to *srv*....132
1602 - LDAP: Closing conection to *srv*....132
1605 - LDAP: Attempted connection to *0* failed, reason: *1*....133
1610 - LDAP: Search failure for *ID* due to the following error: *error message*....133
1611 - LDAP: Searching for *stype: criteria*....133
1612 - LDAP: Search results for *stype filter* are *results*....134
1613 - LDAP: No matches for *stype filter*....134
1614 - LDAP: Multiple matches for *stype filter*....134
1615 - LDAP: Unexpected search failure for *stype filter*, reason: *msg*....135
1617 - LDAP: Detailed description of LDAP modification to be initiated....135
1619 - LDAP: Unexpected modify failure for *process ID key*, reason: *message*....135
1620 - LDAP: Operation queue *process ID* in distress. Queue capacity exceeds *event message*....136
1621 - LDAP: Operation queue *process ID* has cleared and is no longer in distress. Capacity is below *event message*....136
1622 - LDAP:Operation queue *process ID* is currently at 100% and will begin rejecting new LDAP Modify requests....137
1623 - LDAP:Modify failure. Unable to modify *fields* at *distinguished name* due to the following error: *message*....137
1624 - LDAP:Modify failure. Unable to perform modify due to the following error: *message*....137
1626 - LDAP:Update unsuccessful: *message*....138
1630 - DHCP unexpected event ID set....138
1631 - DHCP unable to bind event ID....138
1632 - DHCP response timeout....139
1633 - DHCP bad relay address....139
1634 - DHCP bad primary address....139
1635 - DHCP bad secondary address....140
1641 - Searching for ID....140
1642 - Search CPE by IP result....140
1661 - Sh:Peer Realm *detailed message*....141
1662 - Sh:Bad *primary/secondary* address *reason*....141
1663 - Sh:Searching for *peer ID*: *query*....141
1664 - Sh:Search results for *query peer ID* are: *error message*....142
1665 - Sh:No matches for *peer ID query*....142
1666 - Sh:Unexpected search failure on *peer ID*....142
1667 - Sh:Subscribing for *sub type name*: *element*....143
1668 - Sh:Subscription results for *user ID type element* are: *response*....143
1669 - Sh:Unexpected subscription failure for *user ID type element*, reason: *response*....143
1670 - Sh:Unsubscribing for *sub type name*: *element*....144

1671 - Sh:Unsubscription results *user ID type element* are: *response*.....144
1672 - Sh:Unexpected unsubscription failure *user ID type element* are: *response*.....144
1673 - Sh:Received notification: *results*.....145
1674 - Sh:Updating User Error.....145
1675 - Sh:Update failure.....145
1676 - Sh:Update out-of-sync.....146
1681 - MSR: Established connection to *ip:port*.....146
1682 - MSR: Closing Connection to *ip:port*.....146
1683 - MSR: Connection to the MSR server at the specified IP address was closed unexpectedly.....147
1684 - MSR: Closing a secondary MSR connection to revert to a primary connection.....147
1685 - MSR: Connection attempt to MSR server failed.....147
1686 - MSR: Searching for *type: key*.....148
1687 - MSR: Searching for *type: key*.....148
1690 - MSR: Unexpected search failure for *type key*, reason: *msg*.....148
1691 - MSR: Updating *type: key*.....149
1692 - MSR: Update result for *type key* are: *result*.....149
1693 - MSR: Unexpected update failure for *type key*, reason: *msg*.....149
1694 - MSR: Subscribing for *type: key*.....150
1695 - MSR: Subscription results for *type key* are: *results*.....150
1696 - MSR: Unexpected subscription failure for *type key*, reason: *msg*.....150
1697 - MSR: Unsubscribing for *type: key*.....151
1698 - MSR: Unsubscription results for *type key* are: *result*.....151
1699 - MSR: Unexpected unsubscription failure for *type key*, reason: *msg*.....151
1711 - COPS-PR: Received *msg-type* from *id*.....152
1801 - PCMM lost connection.....152
1805 - PCMM no connection to PCEF.....152
2198 - SMPP: Switched back to primary SMSC.....153
2199 - SMPP: Lost connection to primary SMSC.....153
2210 - MGPI: Reached max upstream gates.....153
2211 - MGPI: Reached maximum GPI on all upstream gates.....154
2212 - MGPI: Incrementing GPI for gate ID, am ID and subscriber 154
2213 - MGPI: Decrementing GP for gate ID, am ID, and subscriber.....154
2300 - TOD: Time period(s) changed from *prev_time_periods* to *new_time_periods*.....155
2301 - TOD: Transition to time period(s) *new_time_periods* started.....155
2302 - TOD: Transition to time period(s) *new_time_periods* was still in progress when time periods changed. transition aborted.....155
2303 - TOD: Transition to time period(s) *new_time_periods* successfully completed.....156

2304 - TOD: Transition to time period(s) *new_time_periods* failed to complete normally....156
2305 - TOD: Transition to time period(s) *new_time_periods* was aborted....157
2306 - TOD:Transition to time period(s) *current time periods* was invoked by the operator....157
2549 - SMS:SMSR internal queue is full: *queue name*....157
2550 - SMS:SMS Relay is not enabled to receive message. *optional additional details*....158
2551 - SMS:Configured SMS Relay endpoint: *SMS end point*....158
2552 - SMS:Sent to id: *ID* using SMS Relay defined at *end point* Message:*message*....158
2553 - SMS:Unable to send SMS to *ID*. Invalid Billing Day *billing day* configured....159
2555 - SMS:Error sending SMS to *ID* using SMS Relay defined at *end point* Message:*message*....159
2556 - SMS:Unable to send SMS to *response message* using SMS Relay defined at *end point ID*....159
2557 - SMS:Unable to send SMS to *user ID*. User's MSISDN could not be found....160
2558 - SMS: Connection is established to the SMSC....160
2559 - SMS: Connection is lost to the SMSC....160
2560 - SMTP:SMTP functionality is not enabled to send message....161
2561 - SMTP: Configured endpoint....161
2562 - SMTP:Sent to subscriber id using SMS Relay defined at Subject....161
2563 - SMTP: Error sending SMTP message to {0} using SMS Relay....162
2564 - SMTP: Unable to send SMTP message using SMS Relay defined....162
2565 - SMTP:Connection has been closed to MTA *IP Address*....162
2566 - SMTP:Connection established to MTA *IP Address*....163
2567 - SMTP: Error attempting to establish a new connection to *mta* Error:*error*....163
2611 - MSR: Received notification: *msg*....163
2700 - New DRA binding created....164
2701 - DRA binding released between subscriber and MPE device....164
2702 - Existing binding found....164
2703 - MRA did not find binding information for subscriber....165
2704 - Binding Release Task *STARTED | COMPLETED | ABORTED*....165
2705 - Duplicate bindings have been detected for *list_of_user_ids* on *list_of_MRAs*....165
2706 - Binding cleanup task has been started....166
2707 - RADIUS:Sent *message code* [*accounting status type / pocket ID*] to *session ID.message*....166
2708 - Binding cleanup task is finished and processed *0* stale bindings, *1* duplicate bindings, and *2* stale sessions....166
2710 - RADIUS:Stopping communication for *port number*....167
2711 - RADIUS:Failed to cleanup session....167

2712--RADIUS:Cleanup Started....167
2713--RADIUS:RADUIS Send Failure/RADIUS:RADIUS Rejected on TDF Failure....168
2720--DRA:Mapping Cleanup Start....168
2721--DRA:Mapping Cleanup Finished....168
2900 - ADMISSION: System is in busy state because *resource name*: criteria *admission criteria*....169
2901 - ADMISSION: System is in normal state....169
2902 - ADMISSION: Monitored resource *resource-name* is in busy state: criteria *threshold*....170
2903 - ADMISSION: Monitored resource *resource-name* is in normal state: criteria *threshold*....170
2904 - Diameter/RADIUS protocol is in a busy state....170
2905 - Diameter/RADIUS protocol is in a normal state....171
3000 - Trace log rate limit....171
3100 - Certificate *x* expires in *n* days....171
3101 - Certificate *x* has expired....172
4000 - Policy Action generated critical alarm....172
4001 - Policy Action generated major alarm....172
4002 - Policy Action generated minor alarm....173
4048 - CAC: Gate delete error, gate ID = *n*....173
4063 - CAC: Session context format error for session - removing....173
4069 - CAC REMOVE FAIL....174
4080 - CAC: Error locating session in CAC database: *error-message*....174
4143 - CAC: DB WRITE FAIL....174
4154 - CAC: This blade is now active....175
4155 - CAC: This blade is now inactive. Canceling any synchronization in progress....175
4156 - CAC: Unknown response from gate delete request....176
4157 - CAC: Exception while deleting gate id *id*....176
4163 - CAC: Forcing synchronization with Tandberg server at *ip-address*....176
4184 - CAC: Seachange/Tandberg reserve of session id on ip-address complete....177
4185 - CAC: Seachange/Tandberg release of session id complete....177
4208 - CAC: *Seachange/Tandberg* reserve of duplicate session *id* on *ip-address* complete: status *status*, duration *time* ms....177
4300 - RC *ip-address* Unreachable....178
4301 - RC *ip-address* Reachable....178
4302 - RC *ip-address* Unreachable - operation: *operation*....178
4303 - Can not download log file from MPE....179
4550 - Policy Trace *name*: *message*....179

4551 - Policy Trace *name*: *message*....179
4552 - Policy Trace *name*: *message*....180
4560 - Policy Action Trace: *message*....180
4561 - Policy Action Trace: *message*....180
4562 - Policy Action Trace: *message*....181
4563 - Policy Action Trace: *message*....181
4564 - Policy Action Trace: *message*....181
4565 - Policy Action Trace: *message*....182
4566 - Policy Action Trace: *message*....182
4567 - Policy Action Trace: *message*....182
4600 - MPE or MRA rejects a secondary connection....183
4601 - MPE or MRA reverts from a secondary connection to a primary connection....183
4602 - More than one server in a cluster is Active at a time....184
4603 - Max primary site failure threshold reached....184
4604 - Policy Cluster Offline Failure....184
4610 - *Sh Connections operation* Successful for *MPEs' name*, Failed for *MPEs' name*....185
4700 - Upgrade Manager command return message: *message*....185
4701 - DIAM MSG SEND FAILED....185
6000 - Wireline Subact Log....186
6001 - Wireline Sync Log....186
6102 - Gx-Plus: Learnt new endpoint *id*, *x* from gateway *y*....187
6103 - CAC: Exception while *Seachange/Tandberg* sync operation with *url* terminated CAC session ID *id*....187
6105 - PCMM syntax error....187
6200 - NAC: Abnormal delete of session....188
6201 - NAC: Normal delete of session....188
6202 - NAC: Allowed session....189
6203 - NAC: Rejecting *msg-type* - no path available from *SUB-IP* to *SERVER-IP*....189
6204 - NAC: Rejecting *msg-type* - subscriber with address *SUB-IP* is unknown (session ID *VoD-ID*)....190
6205 - NAC: Allowing *msg-type* - subscriber with unknown address *SUB-IP* (session ID *VoD-ID*)....190
6206 - NAC: No account information for subscriber *SUB-IP* (session ID *VoD-ID*)....190
6207 - NAC: Subscriber with address *SUB-IP* is unknown (session ID *VoD-ID*)....191
6208 - NAC: Rejecting *msg-type* - Rejected by policy *name*....191
6209 - NAC: Both static and dynamic definitions for subscriber IP address *SUB-IP*, using dynamic definition....192
6210 - NAC: Could not find BRAS endpoint *endpoint* in path *path* - rejecting....192
6211 - BRAS: COPS-PR declared an IP address (*ip*) already defined as static in account *account*....193

6400 - BRAS: Transmit buffer for *n* extended from *x* to *y*.....193
6401 - BRAS: Transmit buffer for *id* shrunk from *x* to *y*.....193
6402 - BRAS: Transmit buffer overflow for *n*: space needed = *1*, available = *2*.....194
6403 - COPS-PR: Connection accepted from gateway IP *ip-address*, port *port*.....194
6404 - COPS-PR: Lost connection with gateway *id*.....195
6405 - COPS-PR: Rejecting OPN message from *id*. Unknown gateway.....195
6406 - COPS-PR: BRAS IP *x*, port *y* no longer associated with this MPE. Closing connection.....195
6407 - COPS-PR: Received *msg-type* from *id*.....196
6408 - COPS-PR: Sending *msg-type* to *id*.....196
6409 - COPS-PR: Starting full state synchronization with gateway *n*.....197
6410 - COPS-PR: Full state synchronization with gateway *n* has completed.....197
6411 - COPS-PR: Learnt new endpoint from *ip-address*, *y* from gateway *ip-address*.....197
6412 - COPS-PR: Deleting endpoint *ip-addresss*, *sub-id* due to DRQ from gateway *ip-address*.....198
6413 - COPS-PR: Deleting stale entry for IP *ip-address*, *sub-id* from gateway *ip-address*.....198
6414 - COPS-PR: ERX *x* requests fast synchronization with Policy Server *n*.....198
6415 - Gx-Plus: Received CCR-I, session ID *x* subid *y* from *id*.....199
6416 - Gx-Plus: Received CCR-T, session ID *x* from *id*.....199
6417 - Handling ack: Endpoint Ip; Gx Subscriber Id; Router Address.....200
6418 - Gx-Plus: Start state synchronization with gateway *id*.....200
6419 - Gx-Plus: State synchronization with gateway *id* has completed.....200
6420 - Gx-Plus: Drop all the bras endpoints and diameter sessions because of cold reboot from gateway *id*.....201
6421 - Gx-Plus: Deleting endpoint *n*, *x* due to CCR-T from gateway *id*.....201
6422 - Gx-Plus: Deleting stale entry for IP *n*, *x* from gateway *id*.....202
6423 - Gx-Plus: Received warm reboot message from gateway *id*.....202
6424 - Gx-Plus: Received AYT message from gateway *id*.....202
6425 - Gx-Plus: Received AWD message from gateway *id*.....203
6426 - COPS-PR: Dropping *msg-type* from *id* - *reason*.....203
6427 - BRAS: Scrubber logout IP Addr; Sub Id; Router Addr.....204
7001 - CAC: Exception while recreating Tandberg session.....204
7002 - CAC: Recreating Tandberg session *id* due to synch operation with *url*.....204
7003 - CAC: Failed to recreate Tandberg session *id* due to sync with *url*.....205
7010 - CAC: Exception while reading local session ID list.....205
7011 - CAC: Failed to create CAC session ID *id*.....205
7013 - CAC: Exception while sync operation terminated CAC session ID *id*.....206
7014 - CAC: Attempt to remove nonexistent session ID *id* failed.....206
7015 - CAC: Failed to release resources for session ID *id*.....207

7019 - CAC: Created CAC session ID *id* due to request from VoD server at *server-ip*....207
7023 - CAC: Processing reconfiguration request....207
7025 - CAC: Gate set error *x*....208
7027 - NAC: Send error reply. Session, *x*....208
7031 - CAC: Exception while writing session *x* into database....208
7032 - CAC: Exception while reserving resources for *id: error-message*....209
7034 - CAC: Locally removing session *id* due to synchronization mismatch with *Seachange/Tandberg* server at *ip-address*....209
7035 - CAC: Locally removing session *id* due to synchronization timeout with *Seachange/Tandberg* server at *ip-address*....210
7036 - CAC: Requesting removal of session *id* from *Seachange/Tandberg* server at *ip-address* due to synchronization mismatch....210
7038 - CAC: This blade is now active....210
7039 - CAC: This blade is now inactive. Canceling any synchronization in progress....211
7047 - CAC: Starting synchronization with *server-url*....211
7048 - CAC: Synchronization with *server-url* complete....211
7052 - CAC: Failed to reserve resources for *x*....212
7054 - CAC: Rejecting create of session ID *id* from server at *ip-address*: duplicate session....212
7055 - CAC: Tandberg session ID *id* missing in session list on Tandberg server. Issuing specific query to *url*....213
7056 - CAC: Tandberg session ID *id* still missing in session list on Tandberg server at *url* - scheduling removal....213
7057 - CAC: Keepalive status request from Tandberg server at *ip-address*....213
7058 - CAC: Session list status request from *Seachange/Tandberg* server at *ip-address*....214
7059 - CAC: Session detail status request from Tandberg server at *ip-address* for session ID *id*....214
7060 - CAC: Version status request from Tandberg server at *ip-address*....215
7061 - CAC: *Seachange/Tandberg* reserve of session *id* on *ip-address* complete....215
7062 - CAC: *Seachange/Tandberg* release of session *id* complete....215
7063 - CAC: No keepalive response from Tandberg server at *url*....216
7064 - CAC: Exception while releasing session *id* from Tandberg server....216
7065 - CAC: Tandberg server requesting release of session ID *id*....216
7066 - CAC: No version status response from Tandberg server at *url*....217
7067 - CAC: Version report from Tandberg server at *url*....217
7068 - CAC: Invalid version report from Tandberg server at *url*....218
7069 - CAC: Sending keepalive request to Tandberg server at *url*....218
7070 - CAC: Received keepalive response from Tandberg server at *url*....218

7071 - CAC: Sync mismatch with *Seachange/Tandberg* server at *ip-address*: VoD server has *n* sessions missing on MPE....219
7072 - CAC: Sync mismatch with *Seachange/Tandberg* server at *ip-address*: MPE has # session *id* missing on VoD server....219
7073 - CAC: Session *id* from *ip-address* rejected due to invalid bit rate (*bit-rate*)....219
7075 - CAC: Failed to create CAC session ID *id* from VoD Server at *server-ip* for subscriber IP *sub-ip: status*....220
7076--CAC:CAC Sync Error....220
7078 - CAC: Error requesting session list from *Seachange/Tandberg* server at *url*....221
7078 - CAC: Unknown response from gate delete request....221
7079 - CAC: Forcing synchronization with *Seachange/Tandberg* server at *url*....221
7080 - CAC: Starting synchronization with *Seachange/Tandberg* server at *url*....222
7081 - CAC: Synchronization with *Seachange/Tandberg* server at *url* complete....222
7082 - CAC: Max sync failures with *Seachange/Tandberg* server at *ip-address*: removing *n* sessions....223
7083 - CAC: *Seachange/Tandberg* reserve of duplicate session *id* on *ip-address* complete: status *status*, duration *time* ms....223
7084 - CAC: Sync with *Seachange/Tandberg* at *ip-address*: VoD server has # session *id*....223
7085 - CAC: Sync with *Seachange/Tandberg* at *ip-address*: MPE has # session *id*....224
7101 - ADMISSION: MediationSOAP: Busy: criteria *trigger*....224
7102 - ADMISSION: MediationSOAP: Normal: criteria *trigger*....224
7103 - ADMISSION: MediationSOAP: Resource *name* new condition *trigger* of the criteria *specification*....225
7104 - ADMISSION: MediationSOAP: Resource *name* new condition *trigger* of the criteria *specification*....225
7105 - ADMISSION: MediationSOAP is in a *level* state....225
7541 - SYNC VERIFY REPORTS SUCCESS....226
7542 - SYNC VERIFY REPORTS FAIL....226
7561 - SYNC EXCEPTION OCCURRED WHILE PROCESS SYNC RESPONSE *type*....226
8001 - BoD Initial Event Log....227
8020 - BoD Missing Params HTTP....227
8021 - BoD failure HTTP....227
8022 - BoD Unknown SVC Name HTTP....228
8023 - BoD Expected Params HTTP....228
8024 - BoD classifier already active HTTP....228
8025 - BoD classifier not active HTTP....229
8050 - BoD success HTTP....229
8070 - BoD failure SOAP....229
8080 - BoD success SOAP....230

8100 - BoD establish connection Policy Server....230
8102 - BOD RETRY CONNECTION PS....230
8103 - Policy server connection dropped from server address. BoD has scheduled policy server reconnect task....231
8104 - BoD disconnect connection Policy Server....231
8105 - BoD disconnect connection failure Policy Server....232
8106 - BoD establish connection failure Policy Server....232
8200 - BoD Change Event Log Level....232
8250 - BoD start session cleanup task....233
8251 - BoD complete session cleanup task....233
8252 - BoD Database Backup Failed....233
8253 - BoD Start Database Backup....234
8254 - BoD Finish Database Backup....234
8260 - BoD Cluster Reinitialized....234
8300 - BoD send message....235
8301 - BoD receive message....235
8302 - BoD request timeout....235
8310 - BoD PCMM Incorrect Service XML Syntax....236
8311 - BoD PCMM Miss Required Fields....236
8312 - BoD Diameter Incorrect Service XML Syntax....236
8313 - BoD Duplicate Service....237
8314 - BoD Service Multiple Used....237
8315-- BoD Active Session Existed....237
8320 - BoD PCMM create session failed....238
8321 - BoD PCMM delete session failed....238
8400 - BoD MAC translation failed due to sessionID connection failed....238
8401 - BoD MAC translation succeeded....239
8402 - BoD MAC translation failed due to no IP address for session ID....239
8403 - BoD MAC translation failed due to response failed for sessionID....239
8404 - BoD MAC translation failed due to incorrect MAC translation URL for sessionID....240
8405 - BoD MAC translation failed due to MAC address connection failure....240
8406 - BoD MAC translation failed due to no IP address for MAC address....240
8407 - BoD MAC translation failed due to response failed for MAC address....241
8408 - BoD MAC translation failed due to incorrect MAC translation URL for MAC Address....241
8410 - BoD MAC Translation Failed Due to Configuration Error....241
8411 - BoD session notification return success....242
8412 - BoD session notification return other status....242
8413 - BoD session notification expire....242
8414 - BoD session notification retry....243

8315 - BoD Active Session Existed....243
8420 - Statistics of Discovered IPv6 subnets were filtered for each CMTS....243
8421 - Statistics of Discovered IPv6 subnets were filtered for all CMTS....244
8422 - Statistics of Discovered IPv6 subnets were aggregated for each CMTS....244
8423 - Statistics of Discovered IPv6 subnets were aggregated for all CMTS....244
8424 - IPv6 subnet settings deployed to MA successfully....245
8425 - IPv6 subnet settings were deployed to some MA failed....245
8426 - Subnets Overlapped, Subnets Overlapped Details....245
8427 - Subnet Overlap Dectect Task Start....246
8428 - Subnet Overlap Detect Task End....246
8429 - OSSI Triggered CMTS Rediscovery....246
8500 - MA server started....247
8501 - BoD HTTP Request Failed....247
8502 - BoD Classifier Active....247
8503 - BoD: Policy Server connection dropped....248
8504 - BoD: Disconnected policy server connection....248
8505 - BoD: Disconnection failure from policy server....248
8506 - BoD connection failure....249
8507 - BoD auto delete started....249
8508 - BoD auto delete ended....249
8509 - BoD sending debug information....250
8510 - BoD received information....250
8511 - BoD received warning....250
8512 - BoD MAC translation succeeded....251
8513 - BoD MAC translation IP failure....251
8514 - BoD MAC translation failure due to response parse failure....251
8515 - BoD MAC translation failure due to incorrect MAC Translation URL for session ID....252
8516 - BoD MAC translation failure due to connection failure for MAC address....252
8517 - MAC Translation failed due to no IP Address returned for MAC address....253
8518 - MAC Translation failed due to response parse failure for MAC address....253
8519 - MAC Translation failed due to incorrect MAC Translation URL for MAC Translation URL....253
8520 - RDR: Failed to parse service index....254
8521 - RDR: Client or Server has closed the socket connection....254
8522 - RDR: Error starting RDR service on port....254
8523 - RDR: port busy....255
8524 - RDR: Fatal error starting RDR service on port....255
8525 - RDR: Start message processing....255
8526 - RDR: Stop message processing....256
8527 - RDR: Start message processing 256

8528 - Edge QAM Device discovered....256
8529 - PCMM: Sending *msg-type* to AM *id*....257
8530 - PCMM: Received *msg-type* from *id*....257
8531 - DQOS: Sending *msg-type* to CMS *id*....257
8532 - SPC DQOS: Sending *msg-type* to CMS*id*....258
8534 - RDR: Quota message processing....258
8535 - RDR: Quota message processing information....259
8600 - BoD invalid sessionID....259
8601 - BoD PCMM request rejected....259
8602 - BoD PCMM mode not enabled....260
8603 - BoD Diameter mode not enabled....260
8700 - BoD admission protocol busy event....260
8701 - BoD admission protocol clear event....261
8702 - BoD admission component busy event....261
8703 - OMStats task failed....261
8704 - BoD PCMM too busy set....262
10000 - ADS: Analytics Data Stream connection to *Analytics Client ID* has been established for Channel: *Channel Type, ex Policy Event* Version: *ADS Interface Version* Connection established to the MPE from an Analytics client....262
10001 - ADS: Analytics Data Stream connection to *Analytics Client ID* was closed....262
10002 - ADS: Lost Analytics Data Stream connection to *Analytics Client ID*....263
10003 - ADS: Error processing Analytics Data Stream message received from *Analytics Client ID*....263
10004 - ADS: Error sending Analytics Data Stream message to *Analytics Client ID*....263
10005 - ADS: Analytics Data Stream encountered an error....264
10006 - Sy: Received notification from *Sy Identity* message:*Diameter message*....264
10007 - Sy: Peer Realm is undefined 264
10008 - Sy: Primary address is undefined 265
10009 - Sy: Searching *Sy Identity* for subscriber: *Subscriber IDs*....265
10010 - Sy: Search results from peer *Sy Identity* for subscriber *Subscriber IDs* are: *Policy Counter values*....265
10012 - Sy: Search failure on *Sy Identity*: *Diameter Error Code* subscriber *Subscriber IDs*....266
10013 - Bad XML from SPR....266
10014 - Sy:Policy Action failure attempting to send *SLR Request Type* SLR to *Sy data source name* on MPE *MPE name* for subscriber: *Subscriber ID* : *Error Message*....266
10020 - CMP started....267
10021 - Import XML add....267
10022 - Import XML update....267
10023 - Import XML delete....268

10024 - Import XML fail....268
10025 - XML add fail....268
10026 - RC proxy apply2....269
10027 - RC proxy apply....269
10028 - RC proxy send....269
10029 - Starting Statistics Rsync Cleanup task....270
10031 - Diameter Service Invalid XML....270
10032 - Starting *task name* task....270
10033 - Task was successful for sync local repository to remote server....271
10036 - Retry fail....271
10037 - DBPLUGIN: No matches for *criteria*, search type *ID*....272
10038 - SMTP: SMTP functionality is not enabled to send message....272
10039 - RADIUS: Initializing communications on port....272
10040 - RADIUS: Started listening on port....273
10041 - RADIUS: Dropping invalid message....273
10042 - RADIUS: Dropping message with bad MD5, probably bad password....273
10043 - RADIUS: Sent....274
10044 - Policy event....274
10045 - RADIUS:Start failed on port....274
10046 - RADIUS: Received *message code* / status type:*accounting type pocket ID* / *session ID* from *client address.message*....275
10048 - Diameter: SCTP path on association ID address ADDR_CONFIRMED/ADDR_UNREACHABLE/ADDR_AVAILABLE....275
10100 - Average session size exceeds the projected session size, current average session size....275
10101 - Average session size in below the projected session size....276
10102 - Session database size reached threshold percent of session database capacity....276
10103 - Session database size below threshold percent of session database capacity....276
10104 - Average binding size exceeds the projected binding size....277
10105 - Average binding size is below the projected binding size....277
10106 - Binding database size reached threshold percent of binding database capacity....278
10107 - Binding database size is below threshold percent of binding database capacity....278
10108 - Starting Replication Statistics task....278
10109 - Replication Statistics Task failed....279
10110 - Replication Statistics Task completed successfully....279
10111 - Finishing Replication Statistics task....279

10112 - Replication Statistics collection complete and data is available for request....280
10113 - Tx Conn Unavail Discard....280
10114 - Tx Per Conn Queue Full Discard....280
10115 - Diameter Invalid Ancids Warning....281
10116 - PCEF Report Timeout....281
10117 - SUBTRACE DISABLED BUSY STATE....281
10118 - SUBTRACE ENABLED NORMAL STATE....282
10120 - Duplicate Default Bearer Rule....282
10121 - Invalid Traffic Profile....282
15101 - MEDIATION SPR CONNECTION EXCEPTION....283
15102 - MEDIATION SPR CONNECTION TIMEOUT....283
15103 - MEDIATION SOAP PARAMETER ERROR....283
15104 - MEDIATION OPEN COMCOL ERROR....284
15105 - MEDIATION OPERATE COMCOL ERROR....284
15106 - MEDIATION SOAP RESULT ERROR....284
15107 - MEDIATION SPR CONNECTION REQUEST....285
15108 - MEDIATION SPR CONNECTION RESPONSE....285
15109 - MEDIATION SOAP REQUEST....285
15110 - SPR CONNECTION FAILED....286
15111 - SPR CONNECTION FAILED CLEAR....286
15112 - SPR LICENSE LIMIT SET....286
15113 - SPR LICENSE LIMIT CLEAR....287
15114 - SPR TIMEOUT ERROR....287
15115 - MEDIATION ADMISSION PROTOCOL BUSY EVENT....287
15116 - MEDIATION ADMISSION PROTOCOL CLEAR EVENT....288
15117 - MEDIATION ADMISSION COMPONENT BUSY EVENT....288
15118 - MEDIATION ADMISSION COMPONENT CLEAR EVENT....288
15119 - MEDIATION SOAP TOO BUSY SET/MEDIATION SOAP TOO BUSY CLEAR....289
15120 - Mediation SOAP Response....289
15121 - SYNC SERVER ERROR....289
15122 - SYNC STOP SERVER ERROR....290
15123 - SYNC THREAD UNCAUGHT EXCEPTION....290
15124 - SYNC EXEC CMD FAIL....290
15125 - SYNC EXEC CMD ERROR....291
15126 - SYNC ACCEPT APP SYNC REQUEST....291
15127 - SYNC REJECT APP SYNC REQUEST....291
15128 - SYNC APP SYNC REQUEST EXCEPTION....292
15129 - SYNC APP SYNC RESPONSE....292
15130 - SYNC APP SYNC RESPONSE EXCEPTION....292

15131 - SYNC TOO BUSY REJECT REQUEST....293
15132 - SYNC INVALID REQUEST....293
15133 - SYNC HANDLE REQUEST EXCEPTION....293
15134 - SYNC ACCEPT SYNC REQUEST....294
15135 - SYNC OPEN COMCOL FAIL....294
15136 - SYNC CLOSE COMCOL FAIL....294
15137- SYNC VERIFY SUCCESS....295
15138 - SYNC VERIFY FAIL....295
15139 - SYNC RESOLVE SUCCESS....295
15140 - SYNC RESOLVE FAIL....296
15141 - SYNC CREATE DATS SUCCESS....296
15142 - SYNC CREATE DATS FAIL....296
15143 - DO SYNC FAIL....297
15144 - SYNC CREATE SYNC RESPONSE....297
15145 - Sync: Exception occurred while processing sync response....297
15146 - SYNC DISK QUOTA EXCEED....298
15147 - SYNC DISK NO SPACE....298
15148 - SYNC DISK NO SPACE CLEAR....298
15149 - MRA Sig Device Filter Changed....299
15150 - DRA: Rejecting non-authorized....299
15152 - Diameter Rerouted....299
15160 - Batch Operation Error....300
15161 - Batch Request Validation....300
15162 - Batch Handle Request....300
15163 - Batch Disk Quota Exceeded....301
15164 - Batch Disk No Space....301
15165 - Batch Clean Up....301
15166 - Scheduled Task RAR Sent....302
15167 - Rebuild Diameter Peers....302
15200 - PM GEN STATS SYNC TASK START....302
15201 - PPM GEN STATS SYNC TASK SUCCESS....303
15202 - PM GEN STATS SYNC TASK FAIL....303
15203 - PM GEN STATS SYNC TASK END....303
15204 - PM STATS SYNC TASK START....304
15205 - PM STATS SYNC TASK SUCCESS....304
15206 - PM STATS SYNC TASK FAIL....304
15207 - PM STATS SYNC TASK END....305
15208 - PM STATS SYNC TASK REPOSITORY SUCCESS....305
15209 - PM STATS SYNC TASK REPOSITORY FAIL....305

15300 - TDF-Application-Instance-Identifier / Flow-Information AVP in CCR[HopByHopId:EndToEndId /SessionID] is missing in Application-Detection-Information AVP.. CCR detail....306
17100 - MDF Soap Result Error....306
17102 - MDF Soap Parameter Error....306
17103 - MDF No QP Name Error....307
17104 - MDF Soap Illegal OPMD Change....307
17105 - MDF Soap Client Result Error....307
17106 - MDF Cannot Parse SDM Response....308
17107 - MDF IMSI Not In Range....308
17108 - MDF Soap Client Request....308
17109 - MDF Soap Client Response....309
17110 - MDF SPR Message....309
17111 - MDF Get Subscriber....309
17112 - MDF Illegal Notify Subscriber....310
17113 - MDF Soap Request....310
17114 - MDF Soap Response....310
17115 - MDF Out SPR Message....311
17116 - MDF IMSI Not In SPR....311
17118 - MDF IMSI In SPR....311
17119 - MDF IMSI In S-SPR....312
17120 - MDF DYQ Was Expired....312
17121 - MDF Quota Was Expired....312
17122 - MDF Failed to deduct usage....313
17123 - MDF Deductible quotas....313
17124 - MDF Next reset time arrived....313
17125 - MDF Deduct quota usage....314
40015 - Load is OK....314
40024 - Home reports blade is master....314
50008 - Home reports fully redundant....315

Chapter 4: Alarms and Events....316

Alarms formatting information....317
Alarm and Event Severity Levels....317
Platform (31000-32700)....317
31000 - S/W Fault....317
31001 - S/W Status....318
31002 - Process Watchdog Failure....318
31003 - Thread Watchdog Failure....318
31100 - DB Replication Fault....319

31101 - DB Replication To Slave Failure....319
31102 - DB Replication From Master Failure....319
31103 - DB Replication Update Fault....319
31104 - DB Replication Latency Over Threshold....320
31105 - DB Merge Fault....320
31106 - DB Merge To Parent Failure....320
31107 - DB Merge From Child Failure....320
31108 - DB Merge Latency Over Threshold....321
31109 - Topology Config Error....321
31110 - DB Audit Fault....321
31111 - DB Merge Audit in Progress....322
31112 - DB Replication Update Log Transfer Timed Out....322
31113 - DB Replication Manually Disabled....322
31114 - DB Replication over SOAP has failed....322
31115 - DB Service Fault....323
31116 - Excessive Shared Memory....323
31117 - Low Disk Free....323
31118 - DB Disk Store Fault....323
31119 - DB Updatelog Overrun....324
31120 - DB Updatelog Write Fault....324
31121 - Low Disk Free Early Warning....324
31122 - Excessive Shared Memory Early Warning....325
31123 - ADIC Complete....325
31124 - ADIC Error....325
31125 - DB Durability Degraded....325
31126 - Audit Blocked....326
31127 - DB Replication Audit Complete....326
31128 - ADIC Found Error....326
31129 - ADIC Found Minor Issue....326
31130 - Network Health Warning....327
31131 - DB Ousted Throttle Behind....327
31140 - DB Perl Fault....327
31145 - DB SQL Fault....327
31146 - DB Mastership Fault....328
31147 - DB UpSyncLog Overrun....328
31148 - DB Lock Error Detected....328
31200 - Process Management Fault....328
31201 - Process Not Running....329
31202 - Unkillable Zombie Process....329
31206 - Process Mgmt Monitoring Fault....329
31207 - Process Resource Monitoring Fault....330

31208 - IP Port Server Fault....330
31209 - Hostname Lookup Failed....330
31213 - Process Scheduler Fault....330
31214 - Scheduled Process Fault....331
31215 - Process Resources Exceeded....331
31216 - SysMetric Configuration Error....331
31220 - HA Config Monitor Fault....331
31221 - HA Alarm Monitor Fault....332
31222 - HA Not Configured....332
31223 - HA Heartbeat Transmit Failure....332
31224 - HA Configuration Error....332
31225 - HA Service Start Failure....333
31226 - HA Availability Status Degraded....333
31227 - HA Availability Status Failed....333
31228 - HA Standby Server Offline....333
31229 - HA Score Changed....334
31230 - Recent Alarm Processing Fault....334
31231 - Platform Alarm Agent Fault....334
31232 - HA Late Heartbeat Warning....335
31233 - HA Secondary Path Down....335
31234 - Untrusted Time Upon Initialization....335
31235 - Untrusted Time After Initialization....336
31236 - HA Link Down....336
31240 - Measurements Collection Fault....336
31250 - RE Port Mapping Fault....337
31260 - DB SNMP Agent....337
31270 - Logging Output....337
31280 - HA Active to Standby Transition....337
31281 - HA Standby to Active Transition....338
31282 - HA Management Fault....338
31283 - HA Server Offline....338
31284 - HA Remote Subscriber Heartbeat Warning....339
31285 - HA Split Brain Recovery Entry....339
31286 - HA Split Brain Recovery Plan....339
31287 - HA Split Brain Recovery Complete....340
31290 - HA Process Status....340
31291 - HA Election Status....340
31292 - HA Policy Status....340
31293 - HA Resource Link Status....341
31294 - HA Resource Status....341
31295 - HA Action Status....341

31296 - HA Monitor Status....342
31297 - HA Resource Agent Info....342
31298 - HA Resource Agent Detail....342
31299 - HA Notification Status....342
31300 - HA Control Status....343
32113 - Uncorrectable ECC Memory Error....343
32114 - SNMP Get Failure....343
32115 - TPD NTP Daemon Not Synchronized Failure....343
32116 - TPD Server's Time Has Gone Backwards....344
32117 - TPD NTP Offset Check Failure....344
32300 – Server Fan Failure....344
32301 - Server Internal Disk Error....345
32302 – Server RAID Disk Error....345
32303 - Server Platform Error....345
32304 - Server File System Error....345
32305 - Server Platform process error....346
32307 - Server Swap Space Shortage Error....346
32308 - Server Provisioning Network Error....346
32312 - Server Disk Space Shortage Error....347
32313 - Server Default Route Network Error....347
32314 - Server Temperature Error....348
32315 – Server Mainboard Voltage Error....348
32316 – Server Power Feed Error....348
32317 - Server Disk Health Test Error....349
32318 - Server Disk Unavailable Error....349
32320 – Device Interface Error....349
32321 – Correctable ECC memory error....350
32322 – Power Supply A error....350
32323 – Power Supply B Error....350
32324 – Breaker panel Feed Error....351
32325 – Breaker Panel Breaker Error....351
32326 – Breaker Panel Monitoring Error....352
32327 – Server HA Keepalive Error....352
32331 – HP disk problem....353
32332 – HP Smart Array controller problem....353
32333 – HP hpacucliStatus utility problem....353
32335 - Switch Link Down Error....354
32336 – Half open socket limit....354
32339 - TPD Max Number Of Running Processes Error....354
32340 - TPD NTP Daemon Not Synchronized Error....355
32341 - TPD NTP Daemon Never Synchronized Error....355

32342 - TPD NTP Offset Check Error....355
32343 - TPD RAID disk problem....356
32344 - RAID controller problem....356
32345 - Server Upgrade snapshot(s) invalid....356
32346 - OEM hardware management service reports an error....357
32347 - The hwmgmtcliStatus daemon needs intervention....357
32500 – Server Disk Space Shortage Warning....357
32501 – Server Application Process Error....357
32502 – Server Hardware Configuration Error....358
32505 – Server Swap Space Shortage Warning....358
32506 – Server Default Router not Defined....358
32507 – Server Temperature Warning....359
32508 – Server Core File Detected....359
32509 – Server NTP Daemon Not Synchronized....359
32510 – CMOS Battery Voltage Low....360
32511 – Server Disk Self Test Warning....360
32512 – Device Warning....360
32513 – Device Interface Warning....360
32514 – Server Reboot Watchdog Initiated....361
32515 – Server HA Failover Inhibited....361
32516 – Server HA Active To Standby Transition....361
32517 – Server HA Standby To Active Transition....362
32518 – Platform Health Check Failure....362
32519 – NTP Offset Check Failure....362
32520 – NTP Stratum Check Failure....362
32521 – SAS Presence Sensor Missing....363
32522 – SAS Drive Missing....363
32524 – HP disk resync....363
32525 – Telco Fan Warning....363
32526 – Telco Temperature Warning....364
32527 – Telco Power Supply Warning....364
32528 – Invalid BIOS value....364
32529 – Server Kernel Dump File Detected....365
32530 – TPD Upgrade Fail Detected....365
32531 – Half Open Socket Warning....365
32532 – Server Upgrade Pending Accept/Reject....365
32533 -TPD Max Number Of Running Processes Warning....366
32534 -TPD NTP Source Is Bad Warning....366
32535 -TPD RAID disk resync....366
32536 - Server Upgrade Snapshot(s) warning....367
QBus Platform (70000-70999)....367

70001 - QP_procmgr failed....367
70002 - QP Critical process failed....368
70003 - QP Non-critical process failed....368
70004 - QP Processes down for maintenance....368
70005 - QP Cluster Status....369
Error Code Details for Alarms 70010 and 70011....369
70010 - QP Failed Server-backup Remote Archive Rsync....370
70011 - QP Failed System-backup Remote Archive Rsync....370
70012 - QP Failed To Create Server Backup....371
70013 - QP Failed To Create System Backup....371
70015 - VIP Route Add Failed....371
70020 - QP Master database is outdated....372
70021 - QP slave database is unconnected to the master....373
70022 - QP Slave database failed to synchronize....373
70023 - QP Slave database lagging the master....373
70024 - QP Slave database is prevented from synchronizing with the master....374
70025 - QP Slave database is a different version than the master....374
70026 - QP Server Symantec NetBackup Operation in Progress....375
70027 - QP Server Network Config Error....375
70028 - QP Signaling Bonded Interface is Down....375
70029 - QP Peer Node Bonded Interface is Down....376
70030 - QP Backplane Bonded Interface is Down....376
70031 - QP degrade because one or more interfaces are down....376
70032 - QP direct link does not work as configuration....377
70050 - QP Timezone Change Detected....377
Policy Server (71000-89999)....378
71004 - AM CONN LOST....378
71101 - DQOS DOWNSTREAM CONNECTION CLOSED....378
71102 - MSC CONN LOST....378
71103 - PCMM CONN LOST....379
71104 - DQOS AM CONNECTION CLOSED....379
71204 - SPC CONN CLOSED....380
71402 - TRANSPORT CLOSED....380
71403 - TRANSPORT DISCONNECTED....380
71408 - DIAMETER NEW CONN REJECTED....381
71414 - SCTP PATH STATUS CHANGED....381
71605 - LDAP CONN FAILED....382
71630 - DHCP UNEXPECTED EVENT ID....382
71631 - DHCP UNABLE TO BIND EVENT ID....383
71632 - DHCP RESPONSE TIMEOUT EVENT ID....383
71633 - BAD RELAY ADDRESS EVENT ID....383

71634 - DHCP BAD PRIMARY ADDRESS EVENT ID....384
71635 - DHCP BAD SECONDARY ADDRESS_EVENT ID....384
71684 - SPR CONNECTION CLOSED....384
71685 - MSR DB NOT REACHABLE....385
71702 - BRAS CONNECTION CLOSED....385
71703 - COPS UNKNOWN GATEWAY....385
71801 - PCMM NO PCEF....386
71805 - PCMM NOCONNECTION PCEF....386
72198 - SMSR SMSC SWITCHED TO PRIMARY....387
72199 - SMSR SMSC SWITCHED TO SECONDARY....387
72210 - PCMM REACHED MAX GATES EVENT ID....387
72211 - PCMM REACHED MAX GPI EVENT ID....388
72501 - SCE CONNECTION LOST....388
72549 - SMSR QUEUE FULL....388
72559 - SMSR SMSC CONN CLOSED....389
72565 - SMSR SMTP CONN CLOSED....389
72703 - RADIUS SERVER START FAILED....389
72706 - RADIUS SERVER CORRUPT AUTH....390
72904 - DIAMETER TOO BUSY....390
72905 - RADIUS TOO BUSY....390
74000 - POLICY CRITICAL ALARM....391
74001 - POLICY MAJOR ALARM....391
74002 - POLICY MINOR ALARM....391
74020 - DELETE EXPIRE FILES....392
74021 - FILE SYNCHRONIZATION FAILURE....392
74022 - FILES UPLOADING FAILURE....393
74102 - CMTS SUBNET OVERLAPPED....393
74602 - QP Multiple Active In Cluster Failure....394
74603 - QP Max Primary Cluster Failure Threshold....394
74604 - QP Policy Cluster Offline Failure....394
74605 - SUBSCRIBER TRACE BACKUP FAILURE....395
75000 - POLICY LIBRARY LOADING FAILED....395
75105 - Mediation SOAP load shedding set a busy state....396
75106 - SPR: Create connection to SPR *ip-address* failed....396
75107 - Sync: Backup folder disk quota exceeded. Disk quota: *percentage*, total usage: *space used*....396
75108 - No space left on device....397
75109 - The Mediation Server has achieved 80% of the maximum number of users in SPR....397
77904 - BOD PCMM TOO BUSY....397
77905 - BOD DIAMETER TOO BUSY....398

78000 - ADS CONNECTION LOST....398
78001 - RSYNC FAILED....398
79002 - SESS_SIZE_REACHED_THRESHOLD....399
79003 - AVERAGE_SESS_SIZE_EXCEED....399
79004 - BIND_SIZE_REACHED_THRESHOLD....400
79005 - AVERAGE_BIND_SIZE_EXCEED....400
79105 - Mediation SOAP interface load shedding set a busy state....401
79106 - Create connection to SPR....401
79107 - Sync: Backup folder disk quota exceeded....401
79108 - Sync: Backup folder disk quota exceeded....402
79109 - 80% maximum number of users in SPR achieved....402
79110 - PM Stats File Upload Fail, PM Stats File Upload Fail Clear....402
79120 - Batch Folder Disk Quota Exceeded....403
80001 - QP DB State Transition....403
80002 - QP MySQL Relay Log Dropped....403
80003 - QP MySQL Database Level Advertisement....404
82704 - BINDING RELEASE TASK....404
84004 - POLICY INFO EVENT....404
86001 - APPLICATION IS READY....405
86100 - CMP USER LOGIN....405
86101 - CMP USER LOGIN FAILED....405
86102 - CMP USER LOGOUT....406
86200 - CMP USER PROMOTED SERVER....406
86201 - CMP USER DEMOTED SERVER....406
86300 - SH ENABLE FAILED....407
86301 - SH DISABLE FAILED....407

Appendix A: Possible Result Codes During Rx-to-PCMM Operation....408

Error Codes and Conditions....409

Glossary....411

List of Figures

Figure 1: Policy Server Administration, Logs Tab - Wireless.....42

Figure 2: Policy Server Administration, Logs Tab - Cable.....42

Figure 3: Policy Server Administration, Logs Tab, Wireline.....43

List of Tables

Table 1: Admonishments....36

Table 2: Error Code and Meaning - Alarms 70010/70011....369

Table 3: PCMM Error Codes to Diameter Result-Codes Mapping....409

Table 4: Non-PCMM Error Conditions to Diameter Result-Codes Mapping....410

Chapter 1

Introduction

Topics:

- *About this Guide.....35*
- *How This Guide Is Organized.....35*
- *Scope and Audience.....35*
- *Documentation Admonishments.....36*
- *Related Publications.....36*
- *Locate Product Documentation on the Oracle Technology Network Site.....36*
- *Customer Training.....37*
- *My Oracle Support (MOS).....37*
- *Emergency Response.....37*

Introduction provides a content overview of this guide with a brief summary about incidents, notifications, and the ID ranges for alarms and events. It also includes contact information and how to locate product documentation on My Oracle Support.

About this Guide

The *Policy Management Troubleshooting Reference* compiles all available notifications, including any alarms or events generated by the system or a Policy action. Alarms alert an operator to action, while events provide information about an expected incident and can be used for debugging purposes. These notifications are sent from different areas of the Policy Management system and are stored for active viewing or historical purposes.

The *Policy Management Troubleshooting Reference* provides all available notifications that do not generate an alarm. Notifications use a 3-, 4-, or 5-digit ID, such as 401, 1683, or 10001.

Alarms and events are grouped under an ID range, which is associated with the type of alarm or event:

- 31000 - 32700 Platform
- 70000 - 70999 QBus Platform (QP)
- 71000 - 89999 Policy Server

How This Guide Is Organized

The information in this guide is presented in the following order:

- *Introduction*
- *Incidents, Notifications, and Logs Overview*
  - *About Incidents*
  - *About Notifications*
  - *About Logs*
- *Trace Log Notifications*
- *Alarms and Events*
  - *Alarms formatting information*
  - *Alarm and Event Severity Levels*
  - *Platform (31000-32700)*
  - *QBus Platform (70000-70999)*
  - *Policy Server (71000-89999)*

Scope and Audience

This guide is intended for trained and qualified system operators and administrators who are responsible for managing a Policy Management system.

Documentation Admonishments

Admonishments are icons and text throughout this manual that alert the reader to assure personal safety, to minimize possible service interruptions, and to warn of the potential for equipment damage.

Table 1: Admonishments

Icon	Description
	Danger: (This icon and text indicate the possibility of *personal injury*.)
	Warning: (This icon and text indicate the possibility of *equipment damage*.)
	Caution: (This icon and text indicate the possibility of *service interruption*.)
	Topple: (This icon and text indicate the possibility of *personal injury* and *equipment damage*.)

Related Publications

For information about additional publications that are related to this document, refer to the *Related Publications Reference* document, which is published as a separate document on the Oracle Technology Network (OTN) site. See *Locate Product Documentation on the Oracle Technology Network Site* for more information.

Locate Product Documentation on the Oracle Technology Network Site

Oracle customer documentation is available on the web at the Oracle Technology Network (OTN) site, *http://docs.oracle.com*. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at *www.adobe.com*.

1. Log into the Oracle Technology Network site at *http://docs.oracle.com*.
2. Select the **`Applications`** tile.
   The **Applications Documentation** page appears.

3. Select **Apps A-Z**.
4. After the page refreshes, select the **Communications** link to advance to the **Oracle Communications Documentation** page.
5. Navigate to your Product and then the Release Number, and click the **View** link (note that the Download link will retrieve the entire documentation set).
6. To download a file to your location, right-click the **PDF** link and select **Save Target As**.

Customer Training

Oracle University offers training for service providers and enterprises. Visit our web site to view, and register for, Oracle Communications training:

http://education.oracle.com/communication

To obtain contact phone numbers for countries or regions, visit the Oracle University Education web site:

www.oracle.com/education/contacts

My Oracle Support (MOS)

MOS (*https://support.oracle.com*) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at **1-800-223-1711** (toll-free in the US), or call the Oracle Support hotline for your local country from the list at *http://www.oracle.com/us/support/contact/index.html*. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select **2** for New Service Request
2. Select **3** for Hardware, Networking and Solaris Operating System Support
3. Select one of the following options:
   - For Technical issues such as creating a new Service Request (SR), Select **1**
   - For Non-technical issues such as registration or assistance with MOS, Select **2**

You will be connected to a live agent who can assist you with MOS registration and opening a support ticket.

MOS is available 24 hours a day, 7 days a week, 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at **1-800-223-1711** (toll-free in the US), or by calling the Oracle Support hotline for your local country from the list at *http://www.oracle.com/us/support/contact/index.html*. The

emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.

Chapter 2

Incidents, Notifications, and Logs Overview

Topics:

- *About Incidents.....40*
- *About Notifications.....40*
- *About Logs.....40*
- *Policy Server Logs.....41*
- *Activity Logs per Subscriber.....49*

An incident is an occurrence in the system that was triggered by the system or a policy action. An incident sends a notification, which is a message about the incident, to a log so it can be tracked and stored to be viewed by the operator.

Incidents, Notifications, and Logs Overview describes the concepts of incidents, notifications, and logs, and provides a procedure for configuring log settings.

About Incidents

There are two types of incidents:

- **System incident**: an occurrence in the system, such as establishing a connection to a remote server. The system incident is further divided into platform-level and application-level incidents. Platform-level system incidents send alarms and events; application-level system incidents send trace log notifications, and in some cases, alarms and events.
- **Policy Action incident**: Occurs when an operator uses policy actions to generate notifications based on policy execution. Policy Action incidents can send trace log notifications, syslog notifications, and alarms and events.

The incident definition contains details about all notifications, such as trace log severity, message text, and alarm/event information.

Incidents can generate notifications. An example incident is "establishing a connection to a remote server." Some incidents can generate more than one type of notification -- for example, a trace log notification and an alarm. The ID indicates the source of the alarm or event as shown in the ID ranges below:

- 31000 - 32700 Platform alarms and events
- 70000 - 70999 QBus Platform (QP) alarms and events
- 71000 - 79999 Policy Server alarms
- 80000 - 89999 Policy Server events

About Notifications

A notification is a message sent by an incident. There are various logging mechanisms that receive these notifications, as well as an alarm system to notify operators of issues that may need action. Notifications may generate a trace log, syslog, and/or an alarm or event.

About Logs

Log files receive various types of notifications and log them for historical purposes.

There are several types of logs:

- Trace Log
- Syslog
- SMS Log
- SMPP Log
- SMTP Log

Policy Server Logs

The log files trace the activity of a Policy Management device. The system handles log file writing, compression, forwarding, and rotation automatically. You can view and configure the logs for an individual cluster.

To view the log:

1. From the **Policy Server** section of the navigation pane, select **Configuration**.
   The content tree displays a list of policy server groups.
2. From the content tree, select the Policy Management device.
   The **Policy Server Administration** page opens in the work area.
3. Select the **Logs** tab.

   Log information, including the log levels, is displayed. Refer to example for *Figure 1: Policy Server Administration, Logs Tab - WirelessFigure 2: Policy Server Administration, Logs Tab - CableFigure 3: Policy Server Administration, Logs Tab, Wireline*. You can configure the following logs:

   - **Trace log** — Records application-level notifications.
   - **Policy Log Settings** — Records the policy-level messages.
   - **Policy Syslog** — Records policy-processing activity. Supports the standard UNIX logging system, in conformance with RFC 3164.
   - **SMS log** — Contains all Short Messaging Service messages sent by the MPE device as well as any ACK messages received from an SMS Center (SMSC) server or its equivalent
   - **SMS log** — Contains all Short Message Peer-to-Peer Protocol (SMPP) notification sent by the MPE device as well as delivery receipts from a Short Message Service Center (SMSC) server.
   - **SMTP log** — Contains all Simple Mail Transfer Protocol (SMTP) messages sent by the MPE device.
   - **Session Synchronization log** — Contains information on VoD session synchronization.

     Note: For more information about **Session Synchronization log**, reference the appropriate **CMP Wireline User's Guide** for your release.

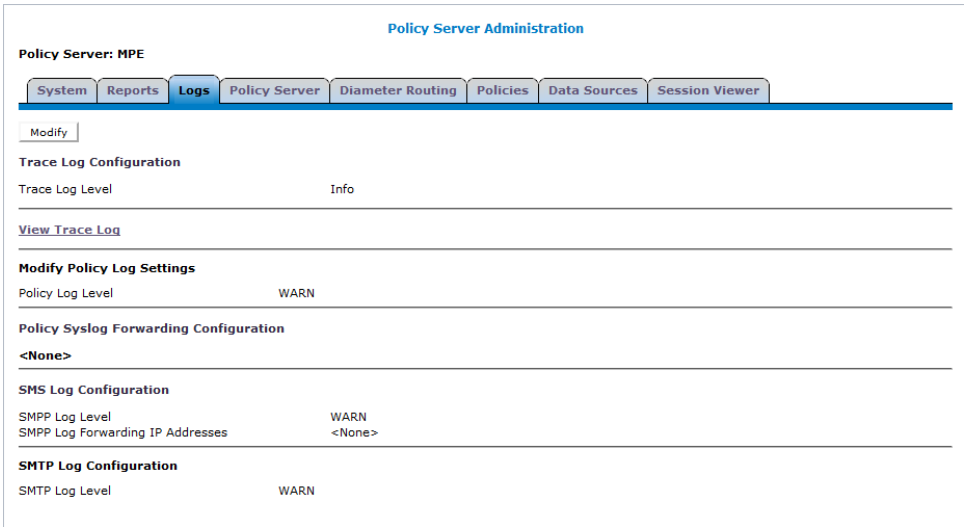

Figure 1: Policy Server Administration, Logs Tab - Wireless

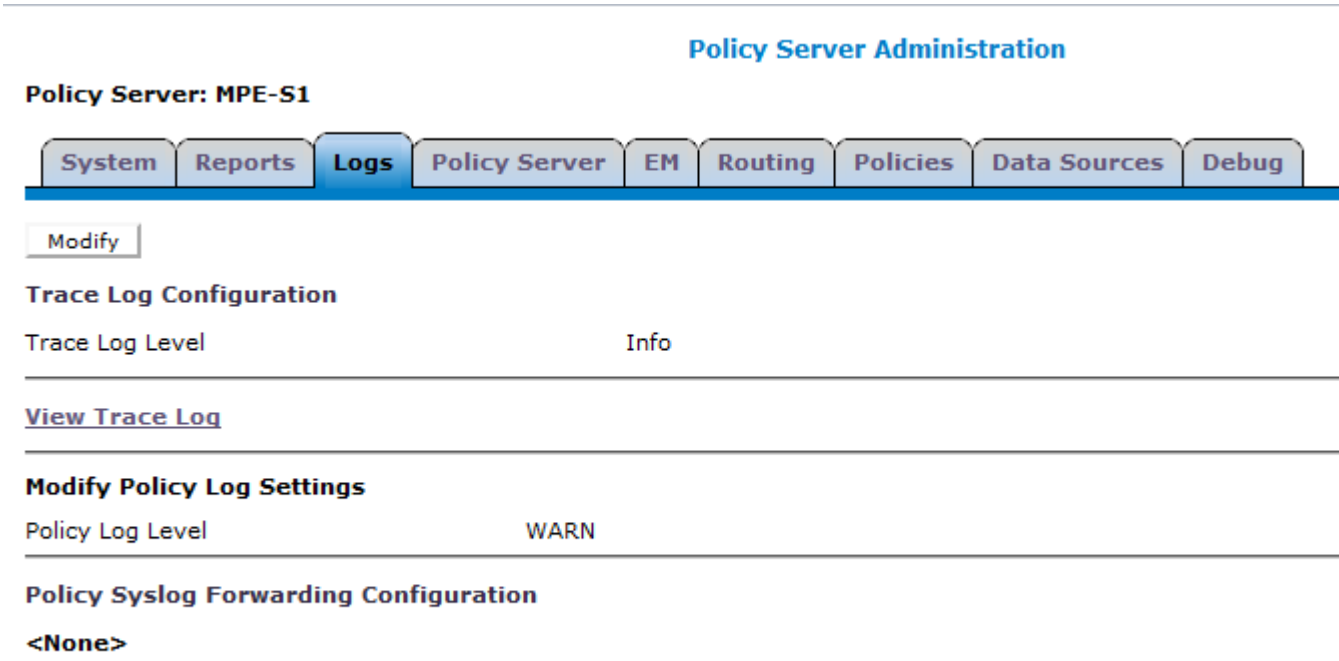

Figure 2: Policy Server Administration, Logs Tab - Cable

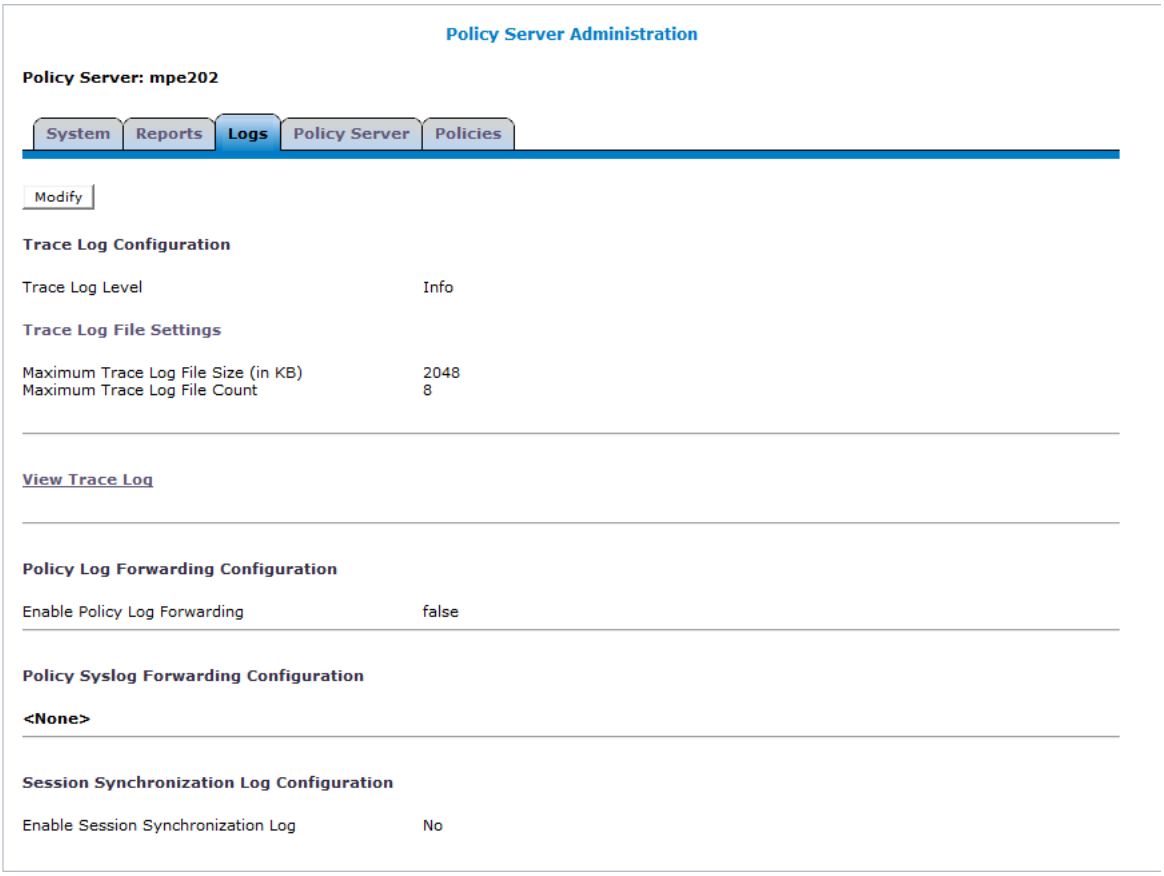

Figure 3: Policy Server Administration, Logs Tab, Wireline

Viewing the Trace Log

The trace log records Policy Management application notifications, such as protocol messages, policy messages, and custom messages generated by policy actions, for individual servers. Trace logs are not replicated between servers in a cluster, but they persist after failovers. You can use the log to debug problems by tracing through application-level messages. You can configure the severity of messages that are recorded in the trace log.

Note: Prior to V7.5, the trace log was called the event log, which also contained platform events. Platform and connectivity events are now displayed as alarms. Additionally, prior to V7.5, a policy log file recorded the activity of the Policy Rules Engine, at seven levels: Alert, Critical, Error, Warning, Notice, Info, and Debug. This information is now recorded in the trace log, which is a database table, at eight levels: Emergency (ID 4560), Alert (ID 4561), Critical (4562), Error (ID 4563), Warning (ID 4564), Notice (ID 4565) Info (ID 4566), and Debug (4567).

To view log information using the Trace Log Viewer:

1. Select the device to view:
   - To view an MPE device, from the **Policy Server** section of the navigation pane, select **Configuration**.
   - To view an MRA device, from the **MRA** section of the navigation pane, select **Configuration**.

The content tree displays a list of groups; the initial group is **ALL**.

2. From the content tree, select the device.
   The appropriate **Administration** page opens in the work area.
3. On the **Administration** page, select the **Logs** tab.
   Log information for the selected device is displayed.
4. Click **View Trace Log**.

   The **Trace Log Viewer** window opens. While data is being retrieved, the in-progress message "Scanning Trace Logs" appears.

   All events contain the following information:

   - **Date/Time** — Event timestamp. This time is relative to the server time.
   - **Code** — The event code. For information about event codes and messages, see the *Troubleshooting Guide*.
   - **Severity** — Severity level of the event. Application-level trace log entries are not logged at a higher level than Error.
   - **Message** — The message associated with the event. If additional information is available, the event entry shows as a link. Click the link to see additional detail in the frame below.

5. You can filter the events displayed using the following:

   - **Trace Log Viewer for Server** — Select the individual server within the cluster.
   - **Start Date/Time** — Click (calendar icon), select the starting date and time, then click **Enter**.
   - **End Date/Time** — Click (calendar icon), select the ending date and time, then click **Enter**.
   - **Trace Code(s)** — Enter one or a comma-separated list of trace code IDs. Trace code IDs are integer strings up to 10 digits long.
   - **Use timezone of remote server for Start Date/Time** — Select to use the time of a remote server (if it is in a different time zone) instead of the time of the CMP server.
   - **Severity** — Filter by severity level. Events with the selected severity and higher are displayed. For example, if the severity selected is **Warning**, the trace log displays events with the severity level Warning.
   - **Contains** — Enter a text string to search for. For example, if you enter **`connection`**, all events containing the word connection appear.

     Note: The **Start Date/Time** setting overrides the **Contains** setting. For example, if you search for events happening this month, and search for a string that appeared in events last month and this month, only results from this month appear.

   After entering the filtering information, click **Search**. The selected events are displayed.

By default, the window displays 25 events per page. You can change this to 50, 75, or 100 events per page by selecting a value from the **Display results per page** pulldown list.

Events that occur after the Trace Log Viewer starts are not visible until you refresh the display. To refresh the display, click any of the following:

- **Show Most Recent** — Applies filter settings and refreshes the display. This displays the most recent log entries that fit the filtering criteria.
- **Next/Prev** — Once the number of trace log entries exceeds the page limit, pagination is applied. Use the **Prev** or **Next** buttons to navigate through the trace log entries. When the **Next** button is not visible, you have reached the most recent log entries; when the **Prev** button is not visible, you have reached the oldest log entries.

- **First/Last** — Once the number of trace log entries exceeds the page limit, pagination is applied. Use the **First** and **Last** buttons to navigate to the beginning or end of the trace log. When the **Last** button is not visible, you have reached the end; when the **First** button is not visible, you have reached the beginning.

When you are finished viewing the trace log, click **Close**.

Syslog Support

Notifications generated by policy actions are sent to the standard UNIX syslog. No other notifications are forwarded to syslog. For information on policy actions, see the *Policy Wizard Reference*.

Note: This feature is separate from TPD syslog support.

You can define multiple destinations for notifications, and filter notifications by severity level. For more information, see *Configuring Log Settings*.

The SMS Log

The SMS log, **`/var/Camiant/log/smsr.log`**, contains all Short Message Service (SMS) messages sent by the MPE device as well as any ACK messages received from an SMS Center (SMSC) server or its equivalent. You can configure the severity as well as the destination IP address(es) of messages that are written to the SMS log.

The SMPP Log

The SMPP log is a policy action-generated notification that contains all Short Message Peer-to-Peer Protocol notifications sent by the MPE device as well as delivery receipts from a Short Message Service Center (SMSC) server. In SMPP or XML mode, SMPP info appears on the **Logs** tab of the **Policy Server Administration** page, under the **Policy Server: Configuration: MPE** menu. Using the **Modify** button, you can configure the severity of messages that are written to the SMPP log and set a forwarding address.

The SMTP Log

The SMTP log contains all Simple Mail Transfer Protocol (SMTP) messages sent by the MPE device, as well as any ACK messages received from a Mail Transfer Agent (MTA). In SMPP or XML mode, SMTP log info appears on the **Logs** tab of the **Policy Server Administration** page, under the **Policy Server: Configuration: MPE** menu. Using the **Modify** button, you can configure the severity of messages that are written to the SMTP log.

Configuring Log Settings

From the **Logs** tab you can configure the log settings for the servers in a cluster. To configure log settings:

1. From the **Logs** tab, click **Modify**.
   The editable fields open in the work area.
2. In the **Modify Trace Log Settings** section of the page, configure the Trace Log Level.

This setting indicates the minimum severity of messages that are recorded in the trace log. These severity levels correspond to the syslog message severities from RFC 3164. Adjusting this setting allows new notifications, at or above the configured severity, to be recorded in the trace log. The levels are:

- **Emergency** — Provides the least amount of logging, recording only notification of events causing the system to be unusable.
- **Alert** — Action must be taken immediately in order to prevent an unusable system.
- **Critical** — Events causing service impact to operations.
- **Error** — Designates error events which may or may not be fatal to the application.
- **Warning** (the default) — Designates potentially harmful situations.
- **Notice** — Provides messages that may be of significant interest that occur during normal operation.
- **Info** (the default) — Designates informational messages highlighting overall progress of the application.
- **Debug** — Designates information events of lower importance.

Caution: Before changing the default logging level, consider the implications. Lowering the trace log level setting from its default value (for example, from "Warning" to "Info") causes more notifications to be recorded in the trace log and can adversely affect performance. Similarly, raising the log level setting (for example, from "Warning" to "Alert") causes fewer notifications to be recorded in the trace log, and could cause you to miss important notifications.

3. In the **Modify Policy Log Settings** section of the page, configure the **Policy Log Level**.

   This setting indicates the minimum severity of messages that are recorded in the policy log for all policies. The levels are:

   - **OFF** — No messages are recorded
   - **DEBUG** — All messages are recorded.
   - **INFO** — Only informational messages are recorded.
   - **WARN** (the default) — Only messages designating potentially harmful situations are recorded.

4. Configure the maximum trace log file size (in KB).

   The system will maintain up to this number of trace log files, removing old files when it reaches this limit. The choices are 512, 1,024, 2,048, 4,096, 8,192, 16,384, or 32,678 KB. The default is 2,048 KB.

5. Configure the maximum trace log file count. The system manages rotation of log files automatically.

   The range is 2–8 files. The default is 8 files.

6. Configure the trace log forwarding settings. You can direct notifications to up to five remote systems. For each system, enter the following:

   a) **Hostname/IP Addresses** — Remote system hostname or IPv4 address.

   Caution: Forwarding addresses are not checked for loops. If you forward events on System A to System B, and then forward events on System B back to System A, a message flood can result, causing dropped packets.

   b) **Severity** — Filters the severity of notifications that are written to the log:

- **Emergency** — Provides the least amount of logging, recording only notification of events causing the system to be unusable.
- **Alert** — Action must be taken immediately in order to prevent an unusable system.
- **Critical** — Events causing service impact to operations.
- **Error** — Designates error events which may or may not be fatal to the application.
- **Warning** — Designates potentially harmful situations.
- **Notice** — Provides messages that may be of significant interest that occur during normal operation.
- **Info** (the default) — Designates informational messages highlighting overall progress of the application.
- **Debug** — Designates information events of lower importance.

7. In the **Modify Log Forwarding Configuration** section of the page, select **Enable Policy Log Forwarding** to forward the policy log to remote locations.
8. In the **Modify Policy Syslog Forwarding Settings** section of the page, configure the syslog forwarding settings. You can direct notifications to up to five remote systems. For each system, enter the following:
   a) **Hostname/IP Addresses** — Remote system hostname or IP or IPv4 address.

Caution: Forwarding addresses are not checked for loops. If you forward events on System A to System B, and then forward events on System B back to System A, a message flood can result, causing dropped packets.

   b) **Facility** — Select from Local0 (the default) to Local7.
   c) **Severity** — Filters the severity of notifications that are written to syslog:

- **Emergency** — Provides the least amount of logging, recording only notification of events causing the system to be unusable.
- **Alert** — Action must be taken immediately in order to prevent an unusable system.
- **Critical** — Events causing service impact to operations.
- **Error** — Designates error events which may or may not be fatal to the application.
- **Warning** (the default) — Designates potentially harmful situations.
- **Notice** — Provides messages that may be of significant interest that occur during normal operation.
- **Info** (the default) — Designates informational messages highlighting overall progress of the application.
- **Debug** — Designates information events of lower importance.

9. In the **Modify SMS Log Settings** section of the page (which only appears when in SMPP mode), configure the following:
   a) **SMPP Log Level** — Indicates the severity of messages that are written to the file SMPP.log.

   Adjusting this setting allows any new events, at or above the configured severity, to be written to the SMPP log.

   Note: You can optionally enable the syslog forwarding address for new logs.

   Valid levels are:

- **OFF** — Turns off logging.
- **ERROR** — Designates error events which may or may not be fatal.

- **WARN** (the default) — Designates potentially harmful situations.
- **INFO** — Designates informational messages highlighting overall progress.
- **DEBUG** — Designates information events of lower importance.
- **TRACE** — Designates informational events of very low importance.
- **ALL** — Records all logging levels.

b) **SMPP Log Forwarding IP Addresses** — You can forward SMPP.log entries to multiple syslog servers.

10. In the **Modify CMPP Log Settings** section of the page (which only appears when in CMPP mode) configure the **CMPP Log Level**.

This setting indicates the minimum severity of messages that are recorded in the CMPP log. Adjusting this setting allows new notifications, at or above the configured severity, to be recorded in the CMPP log. The levels are:

- **OFF** — Turns off logging.
- **ERROR** — Designates error events which may or may not be fatal.
- **WARN** (the default) — Designates potentially harmful situations.
- **INFO** — Designates informational messages highlighting overall progress.
- **DEBUG** — Designates information events of lower importance.
- **TRACE** — Designates informational events of very low importance.
- **ALL** — Records all logging levels.

11. In the **Modify SMTP Log Settings** section of the page (which only appears when in SMPP mode), configure the **SMTP Log Level**.

This setting indicates the minimum severity of messages that are recorded in the SMTP log. These severity levels correspond to the syslog message severities from RFC 3164. Adjusting this setting allows new notifications, at or above the configured severity, to be recorded in the SMTP log. The levels are:

- **OFF** — Turns off logging.
- **ERROR** — Designates error events which may or may not be fatal.
- **WARN** (the default) — Designates potentially harmful situations.
- **INFO** — Designates informational messages highlighting overall progress.
- **DEBUG** — Designates information events of lower importance.
- **TRACE** — Designates informational events of very low importance.
- **ALL** — Records all logging levels.

12. In the **Modify Session Synchronization Log Settings** section of the page, select **Enable Session Synchronization Log** to enable the session synchronization log.
The Number of Session Synchronization Log Files field appears. Enter the number of session synchronization log files. The system manages rotation of log files automatically. The range is 2–10 files. The default is 10 files.

13. When you finish, click **Save** (or **Cancel** to discard your changes).

The log configurations are changed.

Activity Logs per Subscriber

It is possible to enhance the Policy Management monitoring capability by enabling users to input a subscriber ID that allows a log to capture all subscriber related PCRF triggers and events received, policies evaluated and run, policy actions, and evaluations during the time frame defined while this Subscriber Activity Log is active.

Please refer to the appropriate CMP User's Guide for your system mode for more information about Subscriber Activity Log.

Chapter 3

Trace Log Notifications

Topics:

- *Expanded List.....51*

This section lists Trace Log notifications. The incident ID number is also the Trace Log notification ID number. Trace Log notifications may have more than one severity. Each severity is listed with its applicable action. Note that trace log codes for all modes are represented in this list (cable, wireline, and wireless).

Expanded List

1--Initialized the scheduled tasks Event Log

Description: The CMP scheduler has initialized its interface to the event log.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

2 - OSSI collector establishing connection to *type*

Description: The OSSI Collector is trying to connect to a given database address.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

3 - Error occurred during OSSI collector run: *type*

Description: The application that collects information from the OSS has experienced an error.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the OSS database is online and available.

4 - Starting OSSI collector run

Description: The OSSI Collector task is starting its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

5 - OSSI collector run completed

Description: The OSSI Collector task has finished its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

6 - OSSI collector run aborted

Description: The application that collects information from the OSS has been cancelled due to user intervention.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

7 - OSSI collector error reading configuration file: *file-name*

Description: Specified configuration file is not present or not readable.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8 - OSSI collector established connection

Description: The OSSI Collector task has successfully connected to the OSS database.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

9 - OSSI collector could not establish connection *host port*

Description: The application that collects information from the OSS cannot connect to the OSS network element(s).

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the OSS database is online and available.

10 - OSSI collector did not find CMTS nodes for *CMTS*

Description: The OSSI Collector did not find CMTS nodes for CMTS.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

11 - OSSI collector did not find subscribers for CMTS *node*

Description: The OSSI Collector did not find subscribers for CMTS node.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

12 - OSSI collector did not find configuration parameter: *parameter-name*

Description: The given parameter (e.g., host name, username, or password) for the OSSI Collector task was not configured.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

13 - Error validating *field*

Description: The OSSI Collector task retrieved a field from the OSS database that's invalid (e.g., a malformed subnet address).

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check the field's value in the OSS database.

14 - Data Collector started

Description: The Data Collector has initialized and started.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

21 - Starting Subnet SNMP Collector task

Description: The Subnet SNMP Collector task is starting its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

22 - SNMP timeout while collecting Subnet data from CMTS *name*

Description: The application requesting the subnet data from the network element did not receive a response from the identified network element.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the network element is online and available.

23 - SNMP error *type* while collecting Subnet data from CMTS *name*

Description: The application requesting the subnet data from the network element received an unexpected response.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the network element is online and available.

24 - Skipping Subnet collection from CMTS *name* because the SNMP community string is empty

Description: The Subnet SNMP Collector task cannot poll the given CMTS because the SNMP community string is not configured for it.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specific cause.

25 - Classifier not active for subscribers request ignored

Description: Classifier not active for subscribers request ignored.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

26 - Classifier already active for exit subscriber IP

Description: Classifier already active for exit subscriber IP.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

38 - Subnet SNMP Collector Task Status CMTSs

Processed: *n*, Failures: *n*, Subnets Discovered: *n*, Added: *n*, Updated: *n*, Removed: *n*, Elapsed time: *t*sec.

Description: The number of CMTSs processed and the number of subnets discovered by the Subnet SNMP Collector task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specific cause.

39 - Finishing Subnet SNMP Collector task

Description: The Subnet SNMP Collector task finished its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

41 - Starting Service Class SNMP Collector task

Description: The Service Class SNMP Collector task is starting its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

42 - SNMP timeout while collecting Service Class data from CMTS *name*

Description: The application requesting the service class data from the network element did not receive a response from the identified network element.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the network element is online and available.

43 - SNMP error *type* while collecting Service Class data from CMTS *name*

Description: The application requesting the service class data from the network element received an unexpected response.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the network element is online and available.

44 - Skipping Service Class collection from CMTS name because the SNMP community string is empty

Description: The Service Class SNMP Collector task cannot poll the given CMTS because the SNMP community string is not configured for it.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specific cause.

50 - HTTP request success for *IP address*

Description: HTTP request is successful for IP address.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

58 - Service Class SNMP Collector Task Status

CMTSs Processed: *n*, Failures: *n*; Service Classes Discovered: *n*, Added: *n*, Updated: *n*, Removed: *n*, Elapsed time: *t* sec

Description: The number of CMTSs processed and the number of service classes discovered by the Service Class SNMP Collector task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specific cause.

59 - Finishing Service Class SNMP Collector task

Description: The Service Class SNMP Collector task finished its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

61 - Starting Subscriber SNMP Collector task

Description: The Subscriber SNMP Collector task is starting its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

62 - SNMP timeout while collecting Subscriber data from CMTS *name*

Description: The application requesting the subscriber data from the network element did not receive a response from the identified network element.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the network element is online and available.

63 - SNMP error *type* while collecting Subscriber data from CMTS *name*

Description: The application requesting the subscriber data from the network element received an unexpected response.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the network element is online and available.

64 - Invalid cable modem MAC address *MAC-address* retrieved from CMTS *name*

Description: The Subscriber SNMP Collector task retrieved an invalid cable modem MAC address from the CMTS.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check the field's value in the network element.

65 - Invalid cable modem IP address *ip-address* for MAC *MAC-address* retrieved from CMTS *name*

Description: The Subscriber SNMP Collector task retrieved an invalid cable modem IP address from the CMTS.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check the field's value in the network element.

66 - Invalid CPE IP address *ip-address* behind cable modem *MAC-address* retrieved from CMTS *name*

Description: The Subscriber SNMP Collector task retrieved an invalid CPE IP address from the CMTS.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check the field's value in the network element.

68 - Skipping Subscriber collection from CMS *name* because the SNMP community string is empty

Description: The Subscriber SNMP Collector task cannot poll the given CMTS because the SNMP community string is not configured for it.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specific cause.

70 - SOAP request failure

Description: SOAP request fails *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

78 - Subscriber SNMP Collector Task Status

CMTSs Processed: *n*, Failures: *n*; Accounts Discovered: *n*, Added: *n*, Updated: *n*, Removed: *n*, Elapsed time: *t* sec.

Description: The number of CMTSs processed and the number of accounts discovered by the Subscriber SNMP Collector task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specific cause.

79 - Finishing Subscriber SNMP Collector task

Description: The Subscriber SNMP Collector task finished its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

80 - SOAP request success for *IP address*

Description: SOAP request is successful for IP address (variable {0}).

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

81 - Starting CMTS Distributor task

Description: The CMTS Distributor task is starting its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

82 - Error while sending CMTS data to Policy Server: *name*

Description: The CMP cannot connect to the policy server to push the network element data.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the policy server is online and available.

98 - CMTS Distributor Task Status Policy Server

CMTS processed: *n*, Added: *n*, Updated: *n*, Removed: *n*, Elapsed time: *t* sec.

Description: The number of CMTSs processed by the CMTS Distributor task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

99 - Finishing CMTS Distributor task

Description: The CMTS Distributor task finished its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

100 - Established policy server connection to *IP address*

Description: Established policy server connection is successful for IP address.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

101 - Starting Subscriber Distributor task

Description: The Subscriber Distributor task is starting its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

102 - Error while deleting Subscriber data from Policy Server: *name*

Description: The CMP cannot connect to the policy server to modify the subscriber data.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the policy server is online and available.

103 - Error while updating CMTS data on Policy Server: *name*

Description: The CMP cannot connect to the policy server to modify the network element data.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the policy server is online and available.

104 - Error while sending *Reconfigure* message to Policy Server: *name*

Description: The CMP cannot communicate a new configuration for the policy server.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the policy server is online and available.

105 - Error while sending *Refresh Channels* message to Policy Server: *name*

Description: Communication problem between CMP/management agent and the policy server during a data refresh of a channel info change request.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the policy server is online and available.

106 - Error while sending *Refresh Accounts* message to Policy Server: *name*

Description: Request for change to account information failed sending to policy server from the CMP.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the policy server is online and available.

107 - Error while sending Tier data to Policy Server: *name*

Description: The subscriber/account tier information configured in the CMP did not push successfully to the policy server.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the policy server is online and available.

108 - Error while sending Channel data to Policy Server: *name*

Description: The channel information for the respective network element was not communicated to the appropriate policy server from the CMP.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the policy server is online and available.

118 - Subscriber Distributor Task Status

CMTSs: *n*, Accounts processed: *n*, Added: *n*, Updated: *n*, Removed: *n*, Elapsed time: *t* sec.

Description: The number of CMTSs and accounts processed by the Subscriber Distributor task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

119 - Finishing Subscriber Distributor task

Description: The Subscriber Distributor task finished its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

121 - Starting OSSI Distributor task

Description: The OSSI Distributor task is starting its scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

122 - Error occurred during OSSI distributor run: *type*

Description: Failed to send data to the Management Agents.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*

123 - OSSI distributor run aborted

Description: A user cancelled the distribution of the OSS information within the CMP to the appropriate Management Agents.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

124 - Error connection to Remote MA: *host-name*

Description: The CMP could not establish a connection to the Management Agent.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the Management Agent is online and available.

125 - Error updating Accounts to remote MA:*host-name*

Description: The CMP cannot connect to the Management Agent in order to update account information..

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the Management Agent is online and available.

126 - Error updating CMTSs to remote MA: *host-name*

Description: The CMP cannot connect to the Management Agent in order to update the network element information.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the Management Agent is online and available.

127 - Error updating Tiers to remote MA: *host-name*

Description: The CMP cannot connect to the Management Agent in order to update the subscriber tier information.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the Management Agent is online and available.

128 - Error updating Entitlements to remote MA: *host-name*

Description: The CMP cannot connect to the Management Agent in order to update subscriber entitlement information.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the Management Agent is online and available.

139 - Finishing OSSI Distributor task

Description: The OSSI Distributor task is completing a scheduled run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

141 - Starting CMTS MA Collector task

Description: The CMTS MA Collector task is starting its run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

142 - Error while collecting CMTS data from Management Agent: *name*

Description: The CMP cannot collect the assigned network element information from the Management Agent.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check that the Management Agent is online and available.

157 - CMTS MA Collector task status

MA, CMTS processed: *n*, Updated: *n*, Skipped: *n*, Elapsed time: *t* sec.

Description: The CMP displays the CMTS MA Collector task status.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

158 - CMTS MA Collector Task Status

MAs processed: *n*, CMTS processed: *n*, Updated: *n*, Skipped: *n*, Elapsed time: *t* sec.

Description: The CMTS MA Collector task results are displayed.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

159 - Finishing CMTS MA Collector Task

Description: Th CMTS MA Collector task is ending.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

161 - Starting PCMM Routing Distribution task

Description: The PCMM routing distribution task is starting.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

177 - PCMM Distribution Task Status

MPE: *n*, Status: *status-number*, Elapsed time: *t* sec.

Description: The PCMM distribution task displays the status of the MPE.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specific cause.

178 - PCMM Distribution Task Status

MPEs processed: *n*, Updated: *n*, Failed: *n*, Elapsed time: *t* sec.

Description: The CMP displays the status of the PCMM Distribution task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specific cause.

179 - Finishing PCMM Routing Distribution task

Description: The PCMM routing distribution task is ending.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

180 - Task *task - name* was run manually

Description: The operator ran the specified task manually.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the message indicates any failures, check the system logs for specified cause.

201 - Start Healthchecker task

Description: HealthChecker task is starting its run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

205 - Apply *RC configuration* to MPE (HostName: *hostname*) executed by *user* \n Total execution time *time* millisecond

Description: Apply RC Configuration to MPE

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: RC

Group: Resource Controller Task

Recovery:

No action required.

219 - Finishing Healthchecker task

Description: Healthchecker task is completing its run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

220 - Starting AlertAging task

Description: The AlertAging task is starting its run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

239 - Finishing AlertAging task

Description: The AlertAging task is ending its run.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

240 - Starting OM Statistics task

Description: Starting OM Statistics task

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

241 - OM Statistics collection complete and data is available for request

Description: Data has been saved and is available for OSSI requests, prior to final cleanup tasks.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

243 - OM Statistics Task was unable to connect to MPE. UID: *UID1*\n*UID2*

Description: OM Statistics Task was unable to connect to MPE. UID: *UID1*\n*UID2*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

244 - OM Stats task missing stats

Description: OM Statistics Task was unable to retrieve statistics from MPE: *mpe* at hostname: *hostname* 1; *error: 2*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

245 - OM Stats task missing unable to retrieve MPE from the database

Description: OM Statistics Task was unable to retrieve MPE from the database. UID: *0*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

247 - OM Statistics Task error detected while retrieving statistics from MPE

Description: OM Statistics Task error detected while retrieving statistics from MPE: *0*. Request attempt: *1*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

248 - OM Statistics Task failed to retrieve statistics from MPE: *name*

Description: OM Statistics Task failed to retrieve statistics from MPE: *0*. Request attempt: *1*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

249 - OM Statistics retrieved an incomplete set of statistics from MPE

Description: OM Statistics retrieved an incomplete set of statistics from MPE: *mpe ID*. Request Attempt: *# of requests*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

250 - OM Statistics Task failed to retrieve proxy from MPE

Description: OM Statistics Task failed to retrieve proxy from MPE: *0*. Request attempt: *1*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

251 - OM Statistics Task error retrieving statistics from MPE: *name* Request attempt: *n* Error: *text*

Description: OM Statistics Task error retrieving statistics from MPE: *name*. Request attempt: *n* Error: *text*

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

252 - BoD Database backup failed due to no IP address

Description: BoD database back failed due to no IP address

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

253 - BoD Database backup started

Description: BoD Database backup started.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

254 - BoD Database backup finished

Description: BoD Database backup finished running.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

256 - OM Statistics Task completed successfully

Description: OM Statistics task completed successfully.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Collection Task

Recovery:

No action required.

257 - OM Statistics task completed with a warning

Description: OM Statistics Task completed with a warning: *warning message*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

258 - OM Statistics task failed

Description: OM Statistics task failed: *failure message*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

259 - Finishing OM Statistics task

Description: Finishing OM Statistics task.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

260 -The BoD cluster has reinitialized

Description: The BoD cluster has reinitialized. The indicated blade is now the primary blade.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

261 - Bad wget exit status *Status Code* for *MPE Name*

Description: Invalid status occurred on exit from wget.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

276 - Statistics Rsync Cleanup task completed successfully

Description: Statistics Rsync Cleanup task completed successfully.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

278 - Statistics Rsync Cleanup Task failed

error-msg

Description: Statistics Rsync Cleanup Task failed.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

279 - Finished Statistics Rsync Cleanup Task

Description: Finished Statistics Rsync Cleanup Task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

280 - Starting Subscription Aging Task

Description: Starting Subscription Aging Task

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

289 - Finishing Subscription Aging Task

Description: Finishing Subscription Aging Task

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

300 - BoD sending

Description: The BoD is sending using the following variables *0, 1, or 2*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

No action required.

301 - BoD Received Message

Description: The BoD has received *Device-Watchdog-Request (DWR) message* from *origin host*

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

302 - BoD request to *1* has timed out

Description: The BoD request to *1* has timed out.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

303 - Starting quota aging task

Description: Starting quota aging task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

304 - Finishing quota aging task

Description: Finishing quota aging task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

310 - Incorrect XML syntax in PCMM

Description: Incorrect XML syntax in PCMM

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

311 - Missing required fields for services

Description: Missing required fields for services *{0}\nDetails:\n{1}*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

312 - Incorrect XML syntax in Diameter services file

Description: Incorrect XML syntax in Diameter services file *{0}\n{1}*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

313 - Services or service indexes already exists

Description: Services or service indexes already exists *nDetails:\n{0}*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

314 - Same services or service indexes used multiple times

Description: Same services or service indexes used multiple times *nDetails:\n{0*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

400 - MAC Translation failed due to connection failure for session ID

Description: MAC Translation failed due to connection failure for session ID *{0}: MAC address: {1}{2}*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

401 - Starting Stats Files Generator Task

Description: Starting Stats Files Generator Task in the DC process, which generates stats files from OSSI query.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

402 - Stats Files Generator Task completed successfully

Description: Stats Files Generator Task was completed successfully in the DC process.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

403 - Stats Files Generator Task failed #1, 2, 3, or 4

Description: Error log indicating stats files generator task #1, 2, 3, or 4 failed. A Warning trace log is generated for troubleshooting.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Use content of trace log to troubleshoot error.

404 - Finishing Stats Files Generator Task

Description: Info log generated at the completion of a stats files generator task. To verify these stat files, navigate to the local repository defined in this task configuration.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

405 - Stats Files Generator Task was not executed successfully

Description: Stats Files Generator Task was not executed successfully. There is not an enabled and non-empty *Host Name/IP Address* of Stats Files Synchronization Task.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

406 - Sync utility failed to sync stats files to mates. Reason: *reason*

Description: Error log generated when the sync utility failed to sync stats files to mates. The reason for failure is listed in log message.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

1. Based on the failure message, check the server exchange SSH Key in CMP site1 Cluster and site2 Cluster.
2. Check the network connection status to other servers in both Clusters.

407 - Stats Files Generator Task has removed some files which were not synced to remote servers (…)

Description: Warning log generated when a stats files generator task has removed some files which were not synced to remote servers, which includes remote server IP address. Stats files are kept for the period of time defined in the task setting. If these stats files have always been synced to the remote server, this task raises a Warning trace log.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check status of starting stats files synchronization #1,2,3,and 4, and ensure the Enabled stats were configured normally and successfully.

408 - Stats Files Generator task was not configured any stats type

Description: Stats Files Generator Task was not configured any stats type.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

500--BoD RDR Service Start Msg Received

Description: RDR: Start message received for Service Index: *index*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: RDR

Group: RDR

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

501--BoD RDR Unmapped Skip

Description: BOD RDR Unmapped Skip

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

502--Stats Sync Task Success

Description: Info log generated upon the successful completion of the stats files synchronization for task. The task name suffix number indicates different synchronization tasks.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

503--Stats Sync Task Fail

Description: Error log generated when stats files synchronization task fails; cause of failure is listed in log title. The task name suffix number indicates the synchronization task during which the failure occurred.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Use content of trace log to troubleshoot error.

504--Stats Sync Task End

Description: Info log generated when the stats files synchronization process has finished.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

505--Stats Sync Task Repository Missing

Description: Error log generated when the local repository does not exist; check whether stats files generator task was executed successfully or not.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Determine whether or not the stats files generator task was executed.

506--Stats Sync Task Repository Fail

Description: Error log generated when a stats file synchronization task fails to sync local repository to a remote server after three retries.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

1. Determine if the remote server supports an SSH protocol connection.
2. Check the network connection status of the remote server.

507--BoD Start Msg Processing Warn

Description: Warning log generated when a stats files synchronization task successfully syncs the local repository to a remote server after two retries.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

Check the network connection status of the remote server.

508--BoD RDR Parse Fail

Description: RDR: Parsing Failed: *ID* from *RDR*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

No action required.

509--BoD Drop RDR Service

Description: RDR: Dropping RDR *error message*, Service Index: *index* from *RDR*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

No action required.

510--BoD RDR Service Stop Msg Received

Description: RDR: Stop message received for Service Index for the following variable *0*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

512--BoD Drop RDR Bucket

Description: RDR: : Dropping RDR *error message*, Bucket Id: *Bucket ID* from *RDR*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

No action required.

513--BoD RDR Unmapped Skip2

Description: RDR: Skipping unmapped RDR, Bucket Id: *Bucket ID* from *RDR*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

No action required.

514--BoD RDR Quota Msg Received

Description: RDR: Quota message received for Bucket Id *Bucket ID*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*

515--BoD RDR Quota Msg Processing Warn

Description: RDR: Quota message processing variable *variable*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: RDR

Group: RDR

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*

550--XML Request Initiated

Description: OSSI XML Interface request initiated by variable *variable*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No action required.

552--Account Send Error

Description: Error while sending Account data to Policy Server: *policy server*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Subscriber

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

553--XML Export Results

Description: XML *export type*: Export executed by *username* \ n\ Status *success* \n Total export count: *total count*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No action required.

554--XML Export Failure

Description: XML *export type* Export executed by *username*. \n *Status: success* \n *Failure Log Message:error msg*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No action required.

555--XML Request Complete

Description: OSSI XML Interface request completed in *execution time* by:*username , results of import*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No action required.

600--Invalid Login Threshold

Description: User *"username" (1)* has hit the invalid login threshold.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: Subscriber

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

620--Push Init

Description: Push of pending account updates initiated by: *username*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Subscriber

Recovery:

No action required.

621--Push Done

Description: Push of pending account updates completed by: *username* \n *status* \n Total execution time *execution time*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Subscriber

Recovery:

No action required.

625--Ssubscriber Acct Start

Description: Subscriber accounts initiated by: *username* for *group*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Subscriber

Recovery:

No action required.

626--Subscriber Acct End

Description: Reapply of subscriber accounts completed by: *username* for MPE *mpe name* \n *status* \n Total execution time *execution time*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Subscriber

Recovery:

No action required.

653--RC Apply Change

Description: Apply change of: *1 to MPE (HostName:0) From 2 to 3*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Configuration

Recovery:

No action required.

1001 - CMTS conn lost clear

Description: PCMM: Estblished connection to *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1002 - CMTS conn lost

Description: PCMM: Lost connection to *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1003 - AM conn lost clear

Description: PCMM: Connection accepted from AM *0*.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

No action required.

1004 - PCMM: Lost connection with AM *id*, Clear and Set

Description: The MPE device lost a connection from the specified application manager (AM) or upstream policy server (PCMM Router).

Note: Because of protocol limitations, the MPE device cannot distinguish between an AM and a PCMM router, so it always identifies the incoming connection as an AM.

Severity: Error, Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: PCMM

Recovery:

1. Check availability of the AM.
2. Check the AM log for a recent failover or other operation(s) that can interrupt communications.
3. If the AM has not failed, make sure the path from the AM to the MPE device (port 3918) is operational.

1010 - PCMM: Received *msg-type* from AM *id*

msg-contents

Description: The specified message type was received from the specified AM (or upstream policy server).

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

No action required.

1011 - PCMM: Sending *msg-type* to *id*

msg-contents

Description: The specified message type was sent to the specified CMTS (or downstream policy server).

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

No action required.

1012 - PCMM: Received message

Description: PCMM: Received *0* from *1* and *2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CME

Group: NA

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1013 - PCMM: Sending *msg-type* to AM *id*

Description: PCMM: Received *0* from *1* and *2*.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1014 - PCMM: Failed (*num* attempts) to send *msg-type* event message to *id*

msg-contents

Description: A PCMM event message could not be transmitted to the specified record keeping server (RKS).

Note: The last attempt that fails is logged as an error. If there are additional retries to be attempted then this is logged as a Warning.

Severity: Warn, Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. Check the configuration and availability of the RKS.
2. Ensure the network path from the MPE device to the RKS is available.

1015 - PCMM: Successfully sent *msg-type* event message to *id*

msg-contents

Description: A PCMM event message was successfully sent to the specified RKS.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

No action required.

1016 - PCMM: Failover initiated for RKS *id*, reverting to *id*

Description: The system has lost communication with the primary RKS, and is attempting to establish a connection with the secondary RKS. The identities of both the primary and secondary RKSs are specified.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. Check the configuration and availability of the RKS.
2. Ensure the network path from the MPE device to the RKS is operational.

1017 - Failed (TOO BUSY) to send *msg-type* event message to *id*

msg-contents

Description: The MPE device is unable to send an event message to the specfied RKS because the send queue is too full.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

This is normal behavior under heavy PCMM load. It can also occur if there is a communication problem with the RKS because the send queue may fill while the retry messages are being sent.

1020 - PCMM: Rejecting *msg-type* - no PEP available for SubID *IP*; trap will be sent to NM

Description: A PCMM message was received with the specified subscriber IP address but there is no configured CMTS (or downstream policy server) to handle this request.

Note: The request will be rejected with a PCMM error code of 13 (Invalid SubscriberID).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. Check the configuration of the CMTSs associated with this MPE device. Make sure that there is a CMTS configured with a subnet for the specified subscriber AND make sure that this CMTS is associated with this MPE device.
2. Check the configuration of the AM sending the message to make sure it is sending the request to the correct MPE device.

1021 - PCMM: Rejecting *msg-type* - invalid gate ID *gateid*

Description: A PCMM message was received with a GateID that does not correspond to any sessions in the MPE database. This checking is only performed if the CMP has enabled Gate checking for the MPE device (by default this is off).

Note: The request will be rejected with a PCMM error code of 2 (Unknown GateID).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. If you do not want this checking to be performed, disable it in the CMP.
2. Check the flow of messages between the AM, the MPE device, and the CMTS to determine if there are errors in the message forwarding.

1022 - PCMM: Rejecting *msg-type* - AMID mismatch - request *msg-amid* doesn't match gate MPE-AMID

Description: A PCMM message was received with an AMID that does not match the AMID for the corresponding session in the MPE database. This checking is only performed if the CMP has enabled Gate checking for the MPE device (by default this is off).

Note: The request will be rejected with a PCMM error code of 14 (Unauthorized AMID).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. If you do not want this checking to be performed, disable it in the CMP.
2. Check the flow of messages between the AM and the MPE device to determine if there are errors in the message processing.

1023 - PCMM: Rejecting *msg-type* - SubId mismatch - request *msg-id* doesn't match gate *mpe-id*

Description: A PCMM message was received with a Subscriber ID that does not correspond to a provisioned subscriber in the MPE database of known subscribers (CPEs). This checking is only performed if the CMP has enabled Gate checking for the MPE device (by default this is off).

Note: The request will be rejected with a PCMM error code of 13 (Invalid SubscriberID).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. If you do not want this checking to be performed, disable it in the CMP.
2. Check the flow of messages between the AM and the MPE device to determine if there are errors in the message processing.

1024 - PCMM: Rejecting *msg-type* - Unrecognized Subscriber *id*

Description: A PCMM message was received with a Subscriber ID that does not correspond to a provisioned subscriber in the MPE database of known subscribers (CPEs). This checking is only performed if the CMP has enabled Subscriber checking for the MPE device (by default this is off).

Note: The request will be rejected with a PCMM error code of 13 (Invalid SubscriberID).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. If you do not want this checking to be performed, disable it in the CMP.
2. Check the OSS system you are using to provision subscribers for the MPE device to make sure that this subscriber is provisioned.

1025 - PCMM: Rejecting *msg-type* - Unauthorized AmID *id*

Description: A PCMM message was received with an AMID that does not correspond to any know Application in the MPE device. This checking is only performed if the CMP has enabled AMID checking for the MPE device (by default this is off).

Note: The request will be rejected with a PCMM error code of 14 (Unauthorized AMID).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. If you do not want this checking to be performed, disable it in the CMP.
2. Check the application definitions in the CMP and make sure that this AMID is associated with the appropriate application.
3. Make sure that the application is also associated with this MPE device in the CMP.

1026 - PCMM: Rejecting *msg-type* - Unrecognized Service Class Name *name*

Description: A PCMM message was received with a Service Class Name that does not correspond to any service class that is known to exist for the CMTS to which this message is being sent. This checking

is only performed if the CMP has enabled Gate Data checking for the MPE device (by default this is off).

Note: The request will be rejected with a PCMM error code of 11 (Undefined Service Class).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. If you do not want this checking to be performed, disable it in the CMP.
2. Check the set of Service Class names that are provisioned for the CMTS in the CMP and make sure that the specified name is included.
3. Make sure the set of Service Class names in the CMP is consistent with the set of values on the actual CMTS.
4. Make sure that the AM is sending the correct value.

1027 - PCMM: Rejecting *msg-type* - Incompatible Envelopes -*env-type* ENV exceeds *env-type* ENV

Description: A PCMM message was received with incompatible Authorized, Reserved and Committed envelopes (QOS parameter specifications). This checking is only performed in the CMP has enabled Gate Data checking for the MPE device (by default this is off).

Note: The request will be rejected with a PCMM error code of 12 (Incompatible Envelope).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. If you do not want this checking to be performed, disable it in the CMP.
2. Check the configuration of the AM because this is an indication that it is requesting parameters that violate the protocol specification.

1028 - PCMM: Rejecting *msg-type* - Classifier count exceeds CMTS limit

Description: A PCMM message was received with more classifiers than the provisioned limit for the CMTS to which this message is being sent. This checking is performed only if the CMP has enabled Gate Data checking for the MPE device (by default this is off).

Note: The request will be rejected with a PCMM error code of 15 (Number of Classifiers not Supported).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

1. If you do not want this checking to be performed, disable it in the CMP.
2. Check the Classifier Limit that is provisioned for the CMTS in the CMP and make sure that it is consistent with the actual CMTS.
3. Make sure your AM is configured to make requests that do not exceed the CMTS limit.

1029 - PCMM: Rejecting *msg-type* - I/O Error while sending to *id*

Description: There was no PCMM session connection to the target CMTS (or downstream policy server).

Note: The request will be rejected with a PCMM error code of 255, and a subcode of 211.

Severity: Error

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: PCMM

Recovery:

Check the network connectivity between systems.

1050 - Rejected by Policy 2

Description: Rejecting *0* - Rejected by Policy *1*\.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CME

Group: NA

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1051 - Rejected by Policy

Description: Rejecting *0* - Rejected by Policy *1*\.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CME

Group: NA

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1101 - DQOS: Established connection to *id*, Clear and Set

Description: A new connection was established to the specified CMTS or downstream policy server.

Severity: Error, Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: DQOS

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1102 - DQOS: Lost connection to *id*

Description: The connection was lost to the specified CMTS or downstream policy server.

Severity: Error, Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: DQOS

Recovery:

1. Check configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the element has not failed, make sure the network path from the MPE device to the element (port 3918) is operational.

1104 - DQOS: Lost connection with CMS *id*, Clear and Set

Description: The MPE device lost a connection from the specified CMS.

Severity: Error, Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: DQOS

Recovery:

Check availability of the CMS.

1110 - DQOS: Received *msg-type* from CMS *id*

Description: The specified message type was received from the specified CMS.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: DQOS

Recovery:

No action required.

1111 - DQOS: Sending *msg-type* to *id*

Description: The specified message type was sent to the specified CMTS.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: DQOS

Recovery:

No action required.

1112 - DQOS: Received *msg-type* from *id msg-contents*

Description: The specified message type was received from the specified CMTS.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: DQOS

Recovery:

This message is logged at the information level when the DQOS message is an error message such as GAteSetErr, GateDeleteErr, or GateInfoErr, and logged at the Info level when the message is an ACK such as GateSetAck, GateInfoAck, or GateDeleteAck.

1113 - DQOS: Sending *msg-type* to CMS *id*

Description: The specified message type was sent to the specified CMS.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: DQOS

Recovery:

This message is logged at the Warning level when the DQOS message is an error message such as GAteSetErr, GateDeleteErr, or GateInfoErr, and logged at the Info level when the message is an ACK such as GateSetAck, GateInfoAck, or GateDeleteAck.

1120 - DQOS: Rejecting *msg-type* - no CMTS available for SubID *id*

Description: A DQOS message was received with the specified subscriber IP address but there is no configured CMTS to handle this request.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: DQOS

Recovery:

Check the configuration of the CMTSs associated with this MPE device. Make sure that there is a CMTS configured with a subnet for the specified subscriber AND make sure that this CMTS is associated with this MPE device.

1121 - DQOS: Rejecting *msg-type* - invalid gate id *id*

Description: A DQOS message was received with a GateID that does not correspond to any session in the MPE database. This checking is only performed if the CMP has enabled Gate checking for the MPE device (by default this is off).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: DQOS

Recovery:

If you do not want this checking to be performed, disable it in the CMP.

1123 - DQOS: Rejecting *msg-type* - SubId mismatch - request *msg-id* doesn't match gate *mpe-id*

Description: A DQOS message was received with a Subscriber ID that does not match the Subscriber ID for the corresponding session in the MPE database. This checking is only performed if the CMP has enabled Gate checking for the MPE device (by default this is off).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: DQOS

Recovery:

If you do not want this checking to be performed, disable it in the CMP.

1124 - DQOS: Rejecting *msg-type* - Unrecognized Subscriber *id*

Description: A DQOS message was received with a Subscriber ID that does not correspond to a provisioned subscriber in the MPE database of known subscribers (CPEs). This checking is only performed if the CMP has enabled Subscriber checking for the MPE device (by default this is off).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: DQOS

Recovery:

If you do not want this checking to be performed, disable it in the CMP.

1129 - DQOS: Rejecting *msg-type* - DQOS I/O Error while sending to *id*

Description: An unexpected I/O error was encountered while trying to send the specified message to a CMTS.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: DQOS

Recovery:

1. Check the logs for further details on the I/O error.
2. Check the availability of the destination CMTS and the operational status of the network to the CMTS.

1150 - DQOS: Rejecting msg-type - Rejected by policy name

Description: There was no PCMM session connection to the target CMTS (or downstream policy server).

Note: The request will be rejected with a PCMM error code of 255, and a subcode of 211.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: DQOS

Recovery:

Check the network connectivity between systems.

1204 - SPC DQOS: Lost connection with CMS *id*

Description: The MPE device lost a connection from the specified CMS.

Severity: Error, Error

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

1. Check availability of the CMS.
2. Check the CMS log for a recent failover or other operation(s) that can interrupt communications.
3. If the CMS has not failed, make sure the path from the CMS to the MPE device (port 2126) is operational.

1209 - SPC DQOS: Deleting gate *gateid*, T1 Timer expired

Description: The specified gate was deleted because it did not transition from the RESERVED state to the COMMITTED state before the T1 Timer expired.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

Check the logs and status in the CMS to determine why the gate did not get committed. This may be a normal situation in which the call was aborted before it was fully set up.

1210 - SPC DQOS: Received *msg-type* from CMS *id msg-contents*

Description: The specified message type was received from the specified CMS.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1213 - SPC DQOS: Sending *msg-type* to CMS *id*

Description: The specified message type was received from the specified CMS.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1221 - SPC DQOS: Rejecting *msg-type* - invalid global session id *globalsessionid*

Description: The MPE device received a request to perform an operation on a global session (call) that does not exist in the MPE database.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

1. This is usually an indication that there is a protocol error or communication problem between an MPE device and a CMS.
2. If there was a recent failover or communication interruption it is possible that one of the devices may have data that is not complete.

1231 - SPC DQOS: Rejecting *msg-type* - invalid ingress id *ingressid*

Description: The MPE device received a request to set up a gate for a zone that does not exist (as specified by the ingress ID in the request).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

Ensure that the topology information in the MPE device is up-to-date and consistent with the topology information in the CMS that issued the request.

1232 - SPC DQOS: Rejecting *msg-type* - no path to root zone for ingress id *ingressid*

Description: The MPE device received a request to set up a gate for a zone that does not have a valid path to the root zone.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

Although in theory this is possible, it should not happen unless there is a problem in the configuration of the network topology. Verify that the network topology is defined correctly.

1233 - SPC DQOS: Dropping *msg-type* - invalid gate id *gateid*

Description: The MPE device received a request that referenced the specified gate ID and an unrelated session (via the GlobalSessionID).

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

1. This is usually an indication that there is a protocol error or communication problem between an MPE device and a CMS.
2. If there was a recent failover or communication interruption, it is possible that one of the devices may have data that is not complete.

1250 - SPC DQOS POLICY REJECT

Description: The SPC DQOS has rejected a policy command.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: SPC DQOS

Recovery:

1. This is usually an indication that there is a protocol error or communication problem between an MPE device and a CMS.
2. If there was a recent failover or communication interruption, it is possible that one of the devices may have data that is not complete.

1370 - IP already static

Description: BRAS:COPS-PR declared an IP address *0* already defined as static in account *1*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1401 - Diameter: Transport connection opened with peer *peer_id*

Description: A transport level connection (such as TCP) has been established with a Diameter peer.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

No action required.

1402 - Diameter: Transport connection closed with the peer *peer*

Description: Connection to the network element or HSS is closed by peer *0*, where *0* is the IP address of the peer + port.

Severity: Error, Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE, MRA

Group: Diameter

Recovery:

Verify that the peer is online (although the connection can recover on its own on the next retry attempt).

1403 - Diameter: Transport connection disconnected by the peer *peer*

Description: Connection to network element or HSS is disconnected by peer *0*, where *0* is the IP address of the peer + port.

Severity: Error, Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE, MRA

Group: Diameter

Recovery:

Verify that the peer is online (although the connection can recover on its own on the next retry attempt).

1404 - Diameter: Sent msg to peer *peer_id* connection *conn_ id*

Description: A Diameter message has been sent to a peer.

Severity:

- Warning - when message contains an error
- Info - for Debug normal messages
- Debug - for Diameter Watchdog requests and answers

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

No action required.

1405 - Diameter: Received msg from peer *peer_id* connection *conn_id*

Description: A Diameter message has been sent to a peer.

Severity:

- Warning - when message contains an error
- Info - for Debug normal messages
- Debug - for Diameter Watchdog requests and answers

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

No action required.

1406 - Diameter: Error processing message msg from peer *peer_id* connection *conn_id*

Description: An error occurred while processing a received message.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

No action required.

1407 - Diameter: Peer id (*connection_id*) status changed from *previous_status* to *new_status*

Diameter: Peer id (*connection_id*) status changed from *previous_status* to *new_status*

Description: The status of a Diameer peer has changed. This event is usually generated after a connection has been established and capability exchange has occurred.

Severity:

- Notice - after a connection has been established and capability exchange has occurred
- Warning - after a connection was torn down with a peer

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

No action required.

1408 - Diameter: New connection rejected

Description: A Diameter peer (identified by its Diameter Identity) attempted to establish a connection with the Camiant device although it already has a valid connection. The Diameter protocol allows only one connection from a particular peer.

Severity: Error, Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE, MRA

Group: Diameter

Recovery:

Check connectivity with peer; if the problem persists, contact *My Oracle Support (MOS)*.

1409 - Diameter: Rejecting *msg_type* from *peer_id - con_id* AVP(s) not found in request *request_details*

Description: Request was rejected by the Policy Management device as it was missing an AVP that was required for the processing of the request based on the corresponding Diameter application procedures and current session state.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

Check the peer configuration to identify the reason the AVP was not included in the request.

1410 - Diameter: Response timeout for *msg_type* sent to *conn_id msg_details*

Description: A response message was not received for the request sent to the destination host.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1411 - Diameter: Received Duplicate message *msg_type* from *conn_id msg_details*

Description: The received message was discarded because it was received previously by another message containing the same Diameter End-to-End Identifier from the same origin host.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1412 - Diameter: Sent *{type} to {destination} in {connection ID} mes {message}*

Description: A Diameter message was sent.

Severity:

- Info - for Debug normal messages
- Debug - for Diameter Watchdog requests and answers
- Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1413 - Diameter: Received *{type} from {sender} in {connection ID} ms {message}*

Description: A Diameter message was received.

Severity:

- Info - got Debug normal messages
- Debug - for Diameter Watchdog requests and answers
- Debug - for Diameter Watchdog requests and answers

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1414 - Diameter: SCTP path on association ID address ADDR_CONFIRMED/ADDR_UNREACHABLE/ADDR_AVAILABLE

Description: An SCTP path is unavailable. An info level message is generated when a backup or non-primary path is confirmed by the SCTP association. An error level message is generated when one of the paths fails, whether it is a primary or non-primary path. A notice level message is generated when a path that previously failed recovers.

Severity: Error

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1420 - Diameter: Rejecting *application_request* - no PCEF available for subscriber

Description: Request from an application function (such as P-CSCF) was rejected by the MPE device as there was no corresponding session with the PCEF (such as a GGSN) for the subscriber.

Severity: Error, Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

Check the provided subscriber identification and IP address and verify that it corresponds to a subscriber who is attached to the network.

1421 - Diameter: No default QoS profile defined for media *type*

Description: The MPE device received a request (such as Rx) from an application to set up policy rules on the enforcement device, but the application function did not provide enough information in the request for the device to derive corresponding quality of service parameters, and there are no default profiles configured in the device for the corresponding media type.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

Check the MPE device configuration for Diameter AF default QoS profiles and add a default QoS profile for the media type in question. Verify the reason why the application function did not provide enough info to the device within the application request.

1440 - Diameter: Rejecting request for subscriber *sub_id* - No Network Element found for node *node_id*

Description: The MPE device rejected a request (such as Gx) from an enforcement device (such as a GGSN) because it did not recognize it as a "known" network element.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

Check the MPE device configuration and verify that the enforcement device is configured as a Network Element and associated with the MPE device. Also, verify that the Network Element's Diameter identity is configured.

1441 - Diameter: Rule *rule* failed for subscriber *sub_id xxx* - Rule failure code *code*

Description: A PCEF Charging-Rule-Report indicated that installation of the specified PCC rule for the specified subscriber and Diameter session failed with the specified failure code. If the PCEF reports failure to install multiple rules for the same reason, the MPE device generates a single event with multiple rule names.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

No actions are required.

1442 - Diameter: Rule *rule* retry *x* of *y* for subscriber *sub_id xxx* Next retry in *z* seconds.

Description: The MPE device retry installation of the specified PCC rule for the specified subscriber and Diameter session in the specified number of seconds.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

No actions are required.

1443 - Diameter: Rule *rule* retry failed after *n* attempts for subscriber *sub_id xxx*

Description: Installation of the specified PCC rule failed the maximum configured number of times for the specified subscriber and Diameter session.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

Check network connectivity, and if necessary adjust configuration values.

1444 - Diameter: PCC rule *rule* retry canceled for subscriber *sub_id xxx*

Description: Retrying installation of the specified PCC rule was canceled for the specified subscriber and Diameter session. This can happen because the rule was removed as the result of a policy action.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

No actions are required.

1445 - Diameter: PCC rule *rule* retry aborted for subscriber *sub_id xxx* - Too many retries in progress (*n* attempts)

Description: A rule installation retry cannot be initiated because the maximum number of simultaneous retries has been reached.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

If necessary, adjust configuration values.

1446 - Diameter: The maximum number of PDN connections has been exceeded for subscriber *ID*

Description: The maximum number of PDN connections has been exceeded for a subscriber.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Diameter

Recovery:

No actions are required

1447 - Diameter: Too many sessions

Description: Diameter: The maximum number of secondary sessions has been exceeded for the same IP-CAN session association for subscriber *subscriber ID*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

No action required.

1450 - SceGX: No SCE Profile or Default Profile set for subscriber *subscriber*

Description: For the given subscriber, there was no SCE Package ID set either via an SCE Traffic Profile in policy or via the Diameter PCEF Default Profile.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

Ensure all subscribers have an SCE Traffic Profile applied to their CCRi request, either via policy or by selecting an SCE Traffic Profile as the Diameter PCEF Default Profile.

1470 - Begin diameter session binding cleanup task

Description: The diameter session binding cleanup task has begun.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

No action required.

1471 - End of database iterations

Description: The database iterations (listing the potential number of stale sessions identified for cleanup) have ended.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

No action required.

1472 - End of diameter session binding cleanup task

Description: The purging process has started and the diameter session binding cleanup task has ended.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

No action required.

1473 - PCMM:Finished iterating the database. Starting to send GateInfos

Description: Rejecting *0* - Rejected by Policy *1*\.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CPE

Group: NA

Recovery:

No action required.

1474 - PCMM:Starting cleanup task

Description: PCMM: Starting cleanup task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

No action required.

1475 - PCMM: Completed session cleanup

Description: PCMM: Completed session cleanup.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

No action required.

1476 - Diameter: Completed session cleanup list built

Description: Diameter: Completed session cleanup list built.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

No action required.

1477 - PCMM:Completed session cleanup list built

Description: PCMM: Completed session cleanup list built.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

No action required.

1600 - DBPLUGIN: No matches for *criteria*

Description: DbPlugin search request did not find any results

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

No actions are required

1601 - LDAP: Established Connection to *srv*

Description: A new connection to the indicated server was established.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required.

1602 - LDAP: Closing conection to *srv*

Description: The connection to the indicated server was closed.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required.

1605 - LDAP: Attempted connection to *0* failed, reason: *1*

Description: The connection to the indicated server failed for the reason specified.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

Check LDAP data source configuration to verify proper connection information is provided.

1610 - LDAP: Search failure for *ID* due to the following error: *error message*

Description: LDAP search failure due to an error.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1611 - LDAP: Searching for *stype: criteria*

Description: A search is being performed for the search type *stype* using the indicated criteria.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required.

1612 - LDAP: Search results for *stype filter* are *results*

Description: Displays the results of the search request (if matches found).

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required.

1613 - LDAP: No matches for *stype filter*

Description: A search returned no results.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

With multiple data sources, an individual data source might not return any results.

1614 - LDAP: Multiple matches for *stype filter*

Description: A search returned multiple results.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

Verify that the search criteria should have resulted in multiple matches. If necessary, correct the LDAP configuration.

1615 - LDAP: Unexpected search failure for *stype filter*, reason: *msg*

Description: A search was terminated because of an unexpected exception

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

Verify that the search criteria should have resulted in multiple matches. If necessary, correct the LDAP configuration.

1617 - LDAP: Detailed description of LDAP modification to be initiated

Description: This is a detailed description of the LDAP modification to be initiated. Example - Modify Entry for *Processor ID* (for example *UserByE164*); LDAP Processor: *Processor ID* Entry DN: *LDAP DN* Attribute: *LDAP Attribute* Value: *new value*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No action required.

1619 - LDAP: Unexpected modify failure for *process ID key*, reason: *message*

Description: Unexpected LDAP modify failure.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1620 - LDAP: Operation queue *process ID* in distress. Queue capacity exceeds *event message*

Description: An LDAP operations queue is in distress and has exceeded capacity.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1621 - LDAP: Operation queue *process ID* has cleared and is no longer in distress. Capacity is below *event message*

Description: An LDAP message queue is no longer in distress

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1622 - LDAP:Operation queue *process ID* is currently at 100% and will begin rejecting new LDAP Modify requests

Description: An LDAP message queue is at 100% capacity and will reject new LDAP modify requests.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1623 - LDAP:Modify failure. Unable to modify *fields* at *distinguished name* due to the following error: *message*

Description: Unable to initiate an LDAP modify operation on the specific External Field specified by the user. Example - Modify failure. Unable to modify *External Field Name* at *LDAP DN* due to the following error: *reason*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1624 - LDAP:Modify failure. Unable to perform modify due to the following error: *message*

Description: Unable to initiate an LDAP modify operation because the LDAP data source does not support this operation. Example - Modify failure. Unable to perform modify due to the following error: Data source is not configured with External Fields and will not support this update.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1626 - LDAP:Update unsuccessful: *message*

Description: Successful LDAP update.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1630 - DHCP unexpected event ID set

Description: DHCP: Unexpected problem: *0*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1631 - DHCP unable to bind event ID

Description: DHCP:Unable to bind to port *0* for listening.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1632 - DHCP response timeout

Description: DHCP: Timeout waiting for response from *0*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1633 - DHCP bad relay address

Description: DHCP: Bad relay address *0*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1634 - DHCP bad primary address

Description: DHCP: Bad primary address *0*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1635 - DHCP bad secondary address

Description: DHCP: Bad secondary address *0*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1641 - Searching for ID

Description: Searching for event ID *1*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

No action required.

1642 - Search CPE by IP result

Description: *message type*: Result for: *IP address, cpe mac address, xid: agent mac address*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

No action required.

1661 - Sh:Peer Realm *detailed message*

Description: SH bad realm configured

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1662 - Sh:Bad *primary/secondary* address *reason*

Description: SH bad IP address configured

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1663 - Sh:Searching for *peer ID*: *query*

Description: Started search for user in Diameter Peer HSS

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1664 - Sh:Search results for *query peer ID* are: *error message*

Description: Search results for user from Diameter Peer HSS

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1665 - Sh:No matches for *peer ID query*

Description: No results found for user from Diameter Peer HSS

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1666 - Sh:Unexpected search failure on *peer ID*

Description: Unexpected SH search failure.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1667 - Sh:Subscribing for *sub type name*: *element*

Description: SH: Subscribing for user profile change notifications for a user.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1668 - Sh:Subscription results for *user ID type element* are: *response*

Description: Subscription results for user from Diameter Peer HSS.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1669 - Sh:Unexpected subscription failure for *user ID type element*, reason: *response*

Description: SH: Unexpected subscription failure.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1670 - Sh:Unsubscribing for *sub type name*: *element*

Description: SH: Unsubscribing for user profile change notifications for a user.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1671 - Sh:Unsubscription results *user ID type element* are: *response*

Description: SH: Unsubscription results for user from Diameter Peer HSS.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1672 - Sh:Unexpected unsubscription failure *user ID type element* are: *response*

Description: SH: Unexpected unsubscription failure.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1673 - Sh:Received notification: *results*

Description: SH: Received a notification

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: LDAP

Recovery:

No actions are required

1674 - Sh:Updating User Error

Description: SH: Updating user *peer ID*: *query, error updating*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

No action required.

1675 - Sh:Update failure

Description: SH: Update results for *subscriber ID*: *peer ID are: too many out-of-sync retries*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1676 - Sh:Update out-of-sync

Description: SH: Update out_of_sync for *subscriber ID: peer ID.*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

No action required.

1681 - MSR: Established connection to *ip:port*

Description: A new connection to the server at the specified IP address was established.

Severity: Info, Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1682 - MSR: Closing Connection to *ip:port*

Description: The connection to the server at the specified IP address was closed.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1683 - MSR: Connection to the MSR server at the specified IP address was closed unexpectedly

Description: Connection to the MSR server at the specified IP address was closed unexpectedly.

Severity: Info

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: MSR

Recovery:

Check if the peer is online.

1684 - MSR: Closing a secondary MSR connection to revert to a primary connection

Description: Closing a secondary MSR connection to revert to a primary connection. Occurs when flipping back from secondary to primary MRA connection.

Severity: Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: MSR

Recovery:

Self recovery; no action required.

1685 - MSR: Connection attempt to MSR server failed

Description: Connection attempt to the MSR server at the specified IP address failed for the specified reason.

Severity: Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: MSR

Recovery:

MSR connectivity issue; verify that the peer is online.

1686 - MSR: Searching for *type: key*

Description: A search is being performed for the search type *type* using the specified key.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1687 - MSR: Searching for *type: key*

Description: Search result for *type key* is: *result*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1690 - MSR: Unexpected search failure for *type key*, reason: *msg*

Description: A search was terminated for the specified unexpected reason.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

Check the cause of the exception and check the MSR configuration for any errors that might have caused the problem.

1691 - MSR: Updating *type: key*

Description: An update is being performed for the update type *type* using the specified key.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1692 - MSR: Update result for *type key* are: *result*

Description: The results of the update request.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1693 - MSR: Unexpected update failure for *type key*, reason: *msg*

Description: An update was terminated for the specified unexpected reason

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

Check the cause of the exception and check the MSR configuration for any errors that might have caused the problem.

1694 - MSR: Subscribing for *type: key*

Description: A subscription is being performed for the subscription type *type* using the specified key.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1695 - MSR: Subscription results for *type key* are: *results*

Description: The results of the subscription request.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1696 - MSR: Unexpected subscription failure for *type key*, reason: *msg*

Description: A subscription was terminated for the specified unexpected reason.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

Check the cause of the exception and check the MSR configuration for any errors that might have caused the problem.

1697 - MSR: Unsubscribing for *type: key*

Description: An unsubscription is being performed for the subscription type *type* using the specified key.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1698 - MSR: Unsubscription results for *type key* are: *result*

Description: The results of the unsubscription request.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

1699 - MSR: Unexpected unsubscription failure for *type key*, reason: *msg*

Description: An unsubscription was terminated for the specified unexpected reason.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

Check the cause of the exception and check the MSR configuration for any errors that might have caused the problem.

1711 - COPS-PR: Received *msg-type* from *id*

Description: An unsubscription was terminated for the specified unexpected reason.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

Check the cause of the exception and check the MSR configuration for any errors that might have caused the problem.

1801 - PCMM lost connection

Description: DSMCC: Lost connection with Session Manager at *0*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

1805 - PCMM no connection to PCEF

Description: PCMM: No connection to PCEF. Host name *0*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

2198 - SMPP: Switched back to primary SMSC

Description: SMPP: Switched back to primary SMSC *IP/hostname*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMPP

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

2199 - SMPP: Lost connection to primary SMSC

Description: SMPP: Lost connection to primary SMSC *IP/hostname* Switched to secondary SMSC *IP/hostname*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMPP

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

2210 - MGPI: Reached max upstream gates

Description: MGPI: *0* Reached max upstream gates.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MGPI

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

2211 - MGPI: Reached maximum GPI on all upstream gates

Description: MGPI: *0* Reached maximum GPI on all upstream gates.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MGPI

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

2212 - MGPI: Incrementing GPI for gate ID, am ID and subscriber

Description: MGPI: Incrementing GPI for gate ID: *0*, am ID: *1*, and subscriber: *2* to *3*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MGPI

Recovery:

No actions required.

2213 - MGPI: Decrementing GP for gate ID, am ID, and subscriber

Description: MGPI: Decrementing GPI for gate ID: *0*, am ID: *1*, and subscriber: *2* to *3*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MGPI

Recovery:

No actions required.

2300 - TOD: Time period(s) changed from *prev_time_periods* to *new_time_periods*

Description: The current time period has changed. (This may not affect any sessions).

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Time-of-Day

Recovery:

No actions are required.

2301 - TOD: Transition to time period(s) *new_time_periods* started.

Description: A time period transition has started.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Time-of-Day

Recovery:

No actions are required.

2302 - TOD: Transition to time period(s) *new_time_periods* was still in progress when time periods changed. transition aborted.

Description: A time period transition has started occured before a previous transition was completed.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Time-of-Day

Recovery:

No actions are required.

2303 - TOD: Transition to time period(s) *new_time_periods* successfully completed.

Description: A time period transition has finished, and all affected sessions have been updated accordingly.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Time-of-Day

Recovery:

No actions are required.

2304 - TOD: Transition to time period(s) *new_time_periods* failed to complete normally.

Description: A time period transition was not completed due to a communication failure with the policy enforcement device.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Time-of-Day

Recovery:

No actions are required.

2305 - TOD: Transition to time period(s) *new_time_periods* was aborted

Description: An operator has manually aborted a time period transition.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Time-of-Day

Recovery:

No actions are required.

2306 - TOD:Transition to time period(s) *current time periods* was invoked by the operator.

Description: A transition to a time period was invoked by the operator.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Time-of-Day

Recovery:

No actions are required

2549 - SMS:SMSR internal queue is full: *queue name*.

Description: SMSR internal queue is full: *queue name*. Messages will be rejected until space becomes available.

Severity: Warning

Notification: Trace Log

Alarm: Yes - 72549

Trap: No

Server: MPE

Group: SMS

Recovery:

No actions are required.

2550 - SMS:SMS Relay is not enabled to receive message. *optional additional details*

Description: SMS Relay is not enabled. Info level if occurs during reconfiguration, Warning level occurs if occurs during operation.

Severity: Info, Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMS

Recovery:

No actions are required

2551 - SMS:Configured SMS Relay endpoint: *SMS end point*

Description: Configured SMS Relay endpoint.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMS

Recovery:

No actions are required

2552 - SMS:Sent to id: *ID* using SMS Relay defined at *end point* Message:*message*

Description: Send message using SMS Relay.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMS

Recovery:

No actions are required

2553 - SMS:Unable to send SMS to *ID*. Invalid Billing Day *billing day* configured.

Description: Unable to send SMS due to Invalid Billing Day.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMS

Recovery:

No actions are required

2555 - SMS:Error sending SMS to *ID* using SMS Relay defined at *end point* Message:*message*

Description: Error sending SMS using defined SMS Relay.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMS

Recovery:

No actions are required

2556 - SMS:Unable to send SMS to *response message* using SMS Relay defined at *end point ID*

Description: Unable to send SMS using defined SMS Relay.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMS

Recovery:

No actions are required

2557 - SMS:Unable to send SMS to *user ID*. User's MSISDN could not be found.

Description: Unable to send SMS due to User's MSISDN not found.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMS

Recovery:

No actions are required

2558 - SMS: Connection is established to the SMSC.

Description: Connection is established to the SMSC.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMPP

Recovery:

No actions are required.

2559 - SMS: Connection is lost to the SMSC.

Description: Connection is lost to the SMSC.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMPP

Recovery:

No actions are required.

2560 - SMTP:SMTP functionality is not enabled to send message

Description: SMTP:SMTP functionality is not enabled to send message.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMTP

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

2561 - SMTP: Configured endpoint

Description: SMTP: Configured endpoint *resource URL*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMTP

Recovery:

No action required.

2562 - SMTP:Sent to subscriber id using SMS Relay defined at Subject

Description: SMTP:Sent to id: *subscriber ID* using SMS Relay defined at *IP/Hostname\n* Subject *subject*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMTP

Recovery:

No action required.

2563 - SMTP: Error sending SMTP message to {0} using SMS Relay

Description: SMTP: Error sending SMTP message to *subscriber ID* using SMS Relay defined at *IP/hostname* \n Subject: *subject* \n Message: *error message*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMTP

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

2564 - SMTP: Unable to send SMTP message using SMS Relay defined

Description: SMTP: Unable to send SMTP message to *subscriber ID* using SMS Relay defined at *IP/hostname*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMTP

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

2565 - SMTP:Connection has been closed to MTA *IP Address*

Description: Connection is lost to the MTA.

Severity: Warning

Notification: Trace Log

Alarm: Yes - 72565

Trap: No

Server: MPE

Group: SMTP

Recovery:

No actions are required.

2566 - SMTP:Connection established to MTA *IP Address*

Description: SMTP:Connection established to MTA *IP Address*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMTP

Recovery:

No actions are required.

2567 - SMTP: Error attempting to establish a new connection to *mta* Error:*error*

Description: SMTP: Could not establish connection to *MTA IP address*. Reported error message is *error*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMTP

Recovery:

No actions are required.

2611 - MSR: Received notification: *msg*

Description: The specified notification was recieved from the MSR about a subscriber profile change.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MSR

Recovery:

No actions are required.

2700 - New DRA binding created

Description: A DRA new binding was created and an MPE device was selected for the subscriber's sessions.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: MRA

Recovery:

No actions are required.

2701 - DRA binding released between subscriber and MPE device

Description: A DRA binding was released between the named subscriber and MPE device because the subscriber's last session was terminated.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: MRA

Recovery:

No actions are required.

2702 - Existing binding found

Description: An existing binding was found (and possibily updated) between the named subscriber and MPE device.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: MRA

Recovery:

No actions are required.

2703 - MRA did not find binding information for subscriber

Description: The MRA did not find binding information for the named subscriber and has to either query another MRA device or respond to a requesting MRA device.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: MRA

Recovery:

No actions are required.

2704 - Binding Release Task *STARTED* | *COMPLETED* | *ABORTED*

Description: The MRA did not find binding information for the named subscriber and has to either query another MRA device or respond to a requesting MRA device.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: MRA

Recovery:

No actions are required.

2705 - Duplicate bindings have been detected for *list_of_user_ids* on *list_of_MRAs*

Description: The variable *list_of_user_ids* will contain a comma separated list of user ids and *list_of_MRAs* will be a comma separated list of identities of the MRAs that have the duplicate binding.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: MRA

Recovery:

No actions are required.

2706 - Binding cleanup task has been started

Description: Indicates that the cleanup task to look for stale sessions and suspect bindings has started or is currently running.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: MRA

Recovery:

No actions are required.

2707 - RADIUS:Sent *message code* [*accounting status type* / *pocket ID*] to *session ID.message*

Description: RADIUS: A response to a Radius Accounting message was successfully sent.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

No actions are required

2708 - Binding cleanup task is finished and processed *0* stale bindings, *1* duplicate bindings, and *2* stale sessions

Description: Indicates the cleanup task is now finished for its current cycle, and displays the number of stale bindings, duplicate bindings, and stale sessions detected.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: MRA

Recovery:

No actions are required.

2710 - RADIUS:Stopping communication for *port number*

Description: RADIUS: Stopping communication.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

No actions are required

2711 - RADIUS:Failed to cleanup session

Description: RADIUS:Failed to cleanup session

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

No actions are required

2712--RADIUS:Cleanup Started

Description: RADIUS:Clean up task started

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

No actions are required

2713--RADIUS:RADUIS Send Failure/RADIUS:RADIUS Rejected on TDF Failure

Description: 2713--RADIUS:Failed to send/RADIUS:RADIUS Rejecting request

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

No actions are required

2720--DRA:Mapping Cleanup Start

Description: 2720--DRA:Mapping cleanup task has been started

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: DRA

Recovery:

No actions are required

2721--DRA:Mapping Cleanup Finished

Description: 2721--DRA:Mapping cleanup task is finished and processed

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: DRA

Recovery:

No actions are required

2900 - ADMISSION: System is in busy state because *resource name*: criteria *admission criteria*

Description: The current system load is evaluated by an admission controller as exceeding admission criteria thresholds.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Load Admission

Recovery:

Typically, this condition returns to normal state. If it persists, contact *My Oracle Support (MOS)*.

2901 - ADMISSION: System is in normal state

Description: The current system load is below clearing admission criteria thresholds and stability timeout is exceeded.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Load Admission

Recovery:

No actions are required.

2902 - ADMISSION: Monitored resource *resource-name* is in busy state: criteria *threshold*

Description: The load of the monitored resource is evaluated by an admission controller as exceeding the admission criteria threshold. This event carries only an informative value and can be disabled by the ResourceStateLog property.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Load Admission

Recovery:

Typically, this condition returns to normal state. If it persists, contact *My Oracle Support (MOS)*.

2903 - ADMISSION: Monitored resource *resource-name* is in normal state: criteria *threshold*

Description: The load of the monitored resource is below the clearing criteria threshold. This event carries only an informative value and can be disabled by the ResourceStateLog property.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE, MRA

Group: Load Admission

Recovery:

No actions are required.

2904 - Diameter/RADIUS protocol is in a busy state

Description: Diameter/RADIUS protocol is in a busy state.

Severity: Error, Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE, MRA

Group: Load Admission

Recovery:

Self-recoverable when load drops below cleanup threshold; if persisted, identify the source of the high Diameter/RADIUS load.

2905 - Diameter/RADIUS protocol is in a normal state

Description: Diameter/RADIUS protocol is in a normal state.

Severity: Error

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE, MRA

Group: Load Admission

Recovery:

Self-recoverable when load drops below cleanup threshold; if persisted, identify the source of the high Diameter/RADIUS load.

3000 - Trace log rate limit

Description: The trace log has throttled *0* messages in the past *1* seconds.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NA

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

3100 - Certificate *x* expires in *n* days

Description: The SSL certificate specified by *x* will expire in *n* days. Note: A 90-day SSL certificate is installed by default when a fresh software installation occurs on a system. The expiration of this certificate can cause this trace log code to be generated.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: Certificate Monitor

Recovery:

1. Delete the expiring SSL certificate using the Platcfg utility to prevent this warning message from being generated again. Platcfg procedures are available in the *Platform Configuration User Guide*.
2. If using https or encryption between servers, create a new certificate using the Platcfg utility.

3101 - Certificate *x* has expired

Description: The SSL certificate specified by *x* has expired. Note: A 90-day SSL certificate is installed by default when a fresh software installation occurs on a system. The expiration of this certificate can cause this trace log code to be generated.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: Certificate Monitor

Recovery:

1. Delete the expired SSL certificate using the Platcfg utility to prevent this warning message from being generated again. Platcfg procedures are available in the *Platform Configuration User Guide*.
2. If using https or encryption between servers, create a new certificate using the Platcfg utility.

4000 - Policy Action generated critical alarm

Description: Arbitrary alarm whose cause (and resolution) depends on the policy definition.

Severity: Critical, Notice

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: Load Admission

Recovery:

Recovery is based on each individual case.

4001 - Policy Action generated major alarm

Description: Arbitrary alarm whose cause (and resolution) depends on the policy definition.

Severity: Error, Notice

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: Load Admission

Recovery:

Recovery is based on each individual case.

4002 - Policy Action generated minor alarm

Description: Arbitrary alarm whose cause (and resolution) depends on the policy definition.

Severity: Warning, Notice

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: Load Admission

Recovery:

Recovery is based on each individual case.

4048 - CAC: Gate delete error, gate ID = *n*

Description: An unexpected error is returned while trying to release resources.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

These resources are released later as part of the periodic scrubbing process.

4063 - CAC: Session context format error for session - removing

Description: CAC: Session context format error for session *0* - removing

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

4069 - CAC REMOVE FAIL

Description: CAC: An attempt to remove a non-existent session ID failed.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

4080 - CAC: Error locating session in CAC database: *error-message*

Description: There was a problem reading the session database.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

4143 - CAC: DB WRITE FAIL

Gate ID = *gate-id* reply type=*reply-type*

Description: An exception occurred while writing to the session database.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

4154 - CAC: This blade is now active

Gate ID = *gate-id* reply type=*reply-type*

Description: This blade is active.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

4155 - CAC: This blade is now inactive. Canceling any synchronization in progress

Gate ID = *gate-id* reply type=*reply-type*

Description: Indicates the primary blade has failed.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

4156 - CAC: Unknown response from gate delete request

Gate ID = *gate-id* reply type=*reply-type*

Description: There was an internal error while releasing resources.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

4157 - CAC: Exception while deleting gate id *id*

Gate ID = *gate-id* reply type=*reply-type*

Description: Exception while deleting gate id *id*

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

4163 - CAC: Forcing synchronization with Tandberg server at *ip-address*

Description: A manual synchronization is initiated by a user via the CMP.

Note: Superseded by event 7062.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

4184 - CAC: Seachange/Tandberg reserve of session id on ip-address complete

status: status, duration: time ms

Description: A session was successfully reserved.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

No action required.

4185 - CAC: Seachange/Tandberg release of session id complete

status: status, duration: time ms

Description: A session was successfully released.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

No action required.

4208 - CAC: *Seachange/Tandberg* reserve of duplicate session *id* on *ip-address* complete: status *status*, duration *time* ms

status: status, duration: time ms

Description: A session with a duplicate ID was successfully reserved.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

No action required.

4300 - RC *ip-address* Unreachable

Description: The CMP to MPE connection has failed.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: Load Admission

Recovery:

Policy execution INFO trace log

4301 - RC *ip-address* Reachable

Description: The CMP to MPE connection has been restored.

Severity: Info

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: Load Admission

Recovery:

Policy execution INFO trace log

4302 - RC *ip-address* Unreachable - operation: *operation*

Description: The CMP to MPE connection failed during the specified operation.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: Load Admission

Recovery:

1. Policy execution INFO trace log.
2. If the problem persists, contact *My Oracle Support (MOS)*.

4303 - Can not download log file from MPE

Description: Cannot download log file from Rc *IP/hostname*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

4550 - Policy Trace *name*: *message*

Description: Policy generated Info level Trace Log notification.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy execution INFO trace log

4551 - Policy Trace *name*: *message*

Description: Policy generated Warning level Trace Log notification.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy execution WARN trace log

4552 - Policy Trace *name*: *message*

Description: Policy generated Debug level Trace Log notification.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy execution DEBUG trace log

4560 - Policy Action Trace: *message*

Description: Policy Action generated Emergency Trace Log notification.

Severity: Emergency

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy generated trace log EMERGENCY action

4561 - Policy Action Trace: *message*

Description: Policy Action generated Alert Trace Log notification.

Severity: Alert

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy generated trace log ALERT action

4562 - Policy Action Trace: *message*

Description: Policy Action generated Critical Trace Log notification.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy generated trace log CRITICAL action

4563 - Policy Action Trace: *message*

Description: Policy Action generated Error Trace Log notification.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy generated trace log ERROR action

4564 - Policy Action Trace: *message*

Description: Policy Action generated Warning Trace Log notification.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy generated trace log WARNING action

4565 - Policy Action Trace: *message*

Description: Policy Action generated Notice Trace Log notification

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy generated trace log NOTICE action

4566 - Policy Action Trace: *message*

Description: Policy Action generated Info Trace Log notification.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy generated trace log INFO action

4567 - Policy Action Trace: *message*

Description: Policy Action generated Debug Trace Log notification.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Load Admission

Recovery:

Policy generated trace log DEBUG action

4600 - MPE or MRA rejects a secondary connection

Description: A Secondary connection has been rejected due to a Primary connection already existing from the same Diameter identity. This could indicate a split brain situation at the remote identity.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE, MRA

Group: Georedundancy

Recovery:

1. Fix network problems and restore connectivity.
2. Place one of the Active servers in the cluster into Forced Standby mode.
3. If alarm persists, contact *My Oracle Support (MOS)*.

4601 - MPE or MRA reverts from a secondary connection to a primary connection

Description: A connection has reverted from a Secondary connection to a Primary connection. While this could happen normally during a remote failover, it could also indicate a potential split brain situation at the remote cluster.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE, MRA

Group: Georedundancy

Recovery:

1. Fix network problems and restore connectivity.
2. Place one of the Active servers in the cluster into Forced Standby mode.
3. If alarm persists, contact *My Oracle Support (MOS)*.

4602 - More than one server in a cluster is Active at a time

Description: Multiple Active servers have been detected in the same cluster; this indicates that the cluster is in Split Brain.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: CMP

Group: Georedundancy

Recovery:

1. Fix network problems and restore connectivity.
2. Place one of the Active servers in the cluster into Forced Standby mode.
3. If the problem persists, contact *My Oracle Support (MOS)*.

4603 - Max primary site failure threshold reached

Description: Number of failed MPE Primary Sites has reached the threshold.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: CMP

Group: Georedundancy

Recovery:

1. When the failure count drops below the threshold value and stays below the threshold for 30 seconds, the alarm is cleared. (The 30 seconds delay prevents the alarm from being cleared too soon.)
2. If alarm doesn't clear automatically, contact *My Oracle Support (MOS)*.

4604 - Policy Cluster Offline Failure

Description: An MPE/MRA policy cluster is offline. None of the servers in this cluster are available (Active, Standby, or Spare).

Severity: Critical

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: CMP

Group: Georedundancy

Recovery:

1. When a server comes online (in Active, Standby, or Spare state), the alarm is cleared. Please check whether all servers are powered down or rebooted at that time.
2. If alarm doesn't clear automatically, contact *My Oracle Support (MOS)*.

4610 - *Sh Connections operation* Successful for *MPEs' name*, Failed for *MPEs' name*

Description: The CMP performed a global operation to enable (or disable) Sh on all MPE's with the results as specificed (MPE's for which it was successful are listed; MPE's for which the operation failed are also listed).

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: Sh

Recovery:

If the operations failed for some MPEs then it can be retried. If repeated attempts fail then there may be other management issues with the associated MPEs and connectivity to those devices should be verified.

4700 - Upgrade Manager command return message: *message*

Description: Upgrade Manager executes command on remote server and gets the return message, then generates the Info Trace Log notification.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: Upgrade

Recovery:

No action required.

4701 - DIAM MSG SEND FAILED

Description: Diameter unable to send message because peer node seems to be disconnected.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: Upgrade

Recovery:

No action required.

6000 - Wireline Subact Log

Description: The log describes the subscriber account information which can be associated to the vod reserve, release, etc.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MPE

Deprecated ID:

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6001 - Wireline Sync Log

Description: The log descripbes the syncd information of the sync sessions.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: MPE

Deprecated ID:

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6102 - Gx-Plus: Learnt new endpoint *id*, *x* from gateway *y*

Description: The PCRF has learned a new subscriber endpoint with *id* as the IP address and *x* as the session ID from the gateway *y*. *y* refers to the remote GX-MX's IP address learned from the diameter socket connection, if the diameter connection exists. Otherwise, the GX-MX's NE diameter Identity is printed.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1756

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6103 - CAC: Exception while *Seachange/Tandberg* sync operation with *url* terminated CAC session ID *id*

Description: This is an internal configuration error.

Note: Supersedes event 4068.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4201

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6105 - PCMM syntax error

Description: BoD received warning *error message* from *filename*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6200 - NAC: Abnormal delete of session

session-detail, Reason Code: *code*, Text: *reason text*

Description: Session deleted abnormally. An element-level stat in the MPE tracks total normal disconnects per network element. The CMP retrieves this stat as part of the current call for network element stats using the OM Stats Task.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1314

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6201 - NAC: Normal delete of session

session-detail

Description: The session is deleted normally. *session-detail* includes the Subscriber ID, the format of which changes depending on whether the subscriber has a dynamic or static IP address (static IP subscribers do not have the @BRAS on their ID). An element-level stat in the MPE tracks total normal disconnects per network element. The CMP retrieves this stat as part of the current call for network element stats using the OM Stats Task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1315

Recovery:

No action required.

6202 - NAC: Allowed session

session-detail

Description: The MPE allowed the session. Upon completion of each session request (blocked or allowed) from the VoD server, the MPE generates an Info level event log. The following data is provided within the message: reason code (if applicable), account id, subscriber data, network element name, full network path.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1316

Recovery:

No action required.

6203 - NAC: Rejecting *msg-type* - no path available from *SUB-IP* to *SERVER-IP*

Description: A request was received but there was no provisioned path that could be used to satisfy the endpoints in the request.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1320

Recovery:

1. Check the specified SUB-IP and Server-IP and determine if there is a path that should be used.
2. If such a path exists, make sure that the B-RAS in the path is actually associated with the MPE in the CMP.

6204 - NAC: Rejecting *msg-type* - subscriber with address *SUB-IP* is unknown (session ID *VoD-ID*)

Description: A subscriber without an associated account requested a VoD session. The session request was denied.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1321

Recovery:

1. Check to make sure that there is an account for the specified subscriber in the OSS.
2. Make sure that the name fo the network element in the account is a B-RAS that is associated with the MPE in the CMP.

6205 - NAC: Allowing *msg-type* - subscriber with unknown address *SUB-IP* (session ID *VoD-ID*)

Description: A subscriber without an associated accouant requested a VoD session. The session request was allowed.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1322

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6206 - NAC: No account information for subscriber *SUB-IP* (session ID *VoD-ID*)

Description: A subscriber with dynamic IP address *SUB-IP* without an associated account requested a VoD session. The session request was denied.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1323

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6207 - NAC: Subscriber with address *SUB-IP* is unknown (session ID *VoD-ID*)

Description: A subscriber with an unknown IP address requested a VoD session. The subscriber does not have a static IP address assigned to it, and the subscriber's associated BRAS has not notified the MPE that it has attached to the network. If event 1324 is generated, either event 1321 or 1322 is also generated.

Severity: Warn

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1324

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6208 - NAC: Rejecting *msg-type* - Rejected by policy *name*

Description: The specified message was rejected by the specified policy rule.

The MPE returns a numeric code specified as part of a reject action to the VoD server. The reject code is configured on the CMP when a Policy is defined. This is available in the GUI as an additional action in the Policy definition dialog. The code itself must be an integer between 0-65535.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1350

Recovery:

1. Check the policy rule and the contents of the message to make sure it is operating as expected.
2. It may be helpful to increase the logging level of the policy log and then repeat this request to examine the details of the policy execution.

6209 - NAC: Both static and dynamic definitions for subscriber IP address *SUB-IP*, using dynamic definition

Description: In making a video request, a subscriber added a static IP address to an account, but the BRAS to which the subscriber is connected also assigned it a dynamic IP address.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1351

Recovery:

Either remove the static IP definition or configure the subscriber on the BRAS to have a static IP address.

6210 - NAC: Could not find BRAS endpoint *endpoint* in path *path* - rejecting

Description: An IP subnet pool is improperly associated with a newtwork element (For example, subnet 10.1.x.x is associated with NE1, but NE2 has assigned a subscriber in the same range.)

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: NAC

Deprecated ID:1352

Recovery:

Ensure that the IP subnet ranges do not overlap on the network elements.

6211 - BRAS: COPS-PR declared an IP address (*ip*) already defined as static in account *account*

Description: A subscriber attached to the network with a static IP address but the BRAS to which the subscriber is connected also assigned a dynamic IP address.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: BRAS

Deprecated ID:1370

Recovery:

Either remove the static IP definition or configure the subscriber on the BRAS to have a static IP address.

6400 - BRAS: Transmit buffer for *n* extended from *x* to *y*

Description: The transmit buffer has extended from *x* to *y*. *n* refers to the remote ERX's IP address learned from the COPS socket connection.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: BRAS

Deprecated ID: 1740

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6401 - BRAS: Transmit buffer for *id* shrunk from *x* to *y*

Description: The transmit buffer has decreased from *x* to *y*. *id* refers the ERX's IP address learned from COPS socket connection.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: BRAS

Deprecated ID: 1741

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6402 - BRAS: Transmit buffer overflow for *n*: space needed = *1*, available = *2*

Description: Describes how the transmit buffer size is handled.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: BRAS

Deprecated ID: 1742

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6403 - COPS-PR: Connection accepted from gateway IP *ip-address*, port *port*

Description: A new COPS-PR connection was accepted from the specified gateway. *ip-address* refers to the remote ERX's IP address learned from the COPS socket connection, and *port* refers to the port.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPs-PR

Deprecated ID: 1701

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6404 - COPS-PR: Lost connection with gateway *id*

Description: The MPE lost a connection from the gateway. *id* refers to the remote ERX's IP address learned from the COPS socket connection.

Severity: Error

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID:1702

Recovery:

1. Check availability of the gateway.
2. If the gateway has not failed, make sure the path from the gateway to the MPE is operational.

6405 - COPS-PR: Rejecting OPN message from *id*. Unknown gateway

Description: An unknown gateway is trying to establish a COPS-PR connection to the MPE. *id* refers to the remote ERX's IP address learned from the COPS socket connection, if it's retrieved. Otherwise, "unknown address" is printed.

Severity: Error

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID:1703

Recovery:

1. Check the configuration of the network elements in the CMP. There should be a B-RAS network element for this gateway and that B-RAS must be associated with this MPE.
2. Make sure that the configuration of the B-RAS network element is consistent with the provisioned information on the gateway. The network element name in the CMP must match the provisioned router name on the gateway.

6406 - COPS-PR: BRAS IP *x*, port *y* no longer associated with this MPE. Closing connection.

Description: BRAS IP *x*, port *y* no longer associated with this MPE. Closing connection.

Severity: Info

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1704

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6407 - COPS-PR: Received *msg-type* from *id*

Description: The specified message type was received from the specified gateway. *id* refers to the remote ERX's IP address learned from the COPS socket connection.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1711

Recovery:

No action required.

6408 - COPS-PR: Sending *msg-type* to *id*

Description: The specified message type was sent to the specified gateway. *id* refers the ERX's IP address learned from COPS socket connection.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1712

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6409 - COPS-PR: Starting full state synchronization with gateway *n*

Description: COPS-PR: Starting full state synchronization with gateway *n*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1713

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6410 - COPS-PR: Full state synchronization with gateway *n* has completed

Description: COPS-PR: Full state synchronization with gateway *n* has completed

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1714

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6411 - COPS-PR: Learnt new endpoint from *ip-address*, *y* from gateway *ip-address*

Description: COPS-PR: Learnt new endpoint from *x*, *y* from gateway *n*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1715

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6412 - COPS-PR: Deleting endpoint *ip-addresss*, *sub-id* due to DRQ from gateway *ip-address*

Description: The MPE device deleted the endpoint *ip-addresss*, *sub-id* after the ERX device at *ip-address* sent a DRQ message.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1716

Recovery:

No action required.

6413 - COPS-PR: Deleting stale entry for IP *ip-address*, *sub-id* from gateway *ip-address*

Description: The MPE device deleted an endpoint *ip-address*, *sub-id* as stale.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1717

Recovery:

No action required.

6414 - COPS-PR: ERX *x* requests fast synchronization with Policy Server *n*

Description: COPS-PR: ERX *x* requests fast synchronization with Policy Server *n*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID: 1722

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6415 - Gx-Plus: Received CCR-I, session ID *x* subid *y* from *id*

Description: The PCRF received a credit control request for an initial request (CCR-I) with session ID *x* and sub id *y* from the gateway *id*. *id* refers to the remote GX-MX's IP address learned from the diameter socket connection, if the diameter connection exists. Otherwise, the GX-MX's NE Diameter Identity is printed.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1750

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6416 - Gx-Plus: Received CCR-T, session ID *x* from *id*

Description: The gateway *n* sends a CCR-T with a session ID to indicate that a subscriber has logged out and its subscriber data should no longer be associated with an IP address. *id* refers to the remote GX-MX's IP address learned from the diameter socket connection, if the diameter connection exists. Otherwise, the GX-MX's NE Diameter Identity is printed.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1751

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6417 - Handling ack: Endpoint Ip; Gx Subscriber Id; Router Address

Description: Handling acknowledgement.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1756

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6418 - Gx-Plus: Start state synchronization with gateway *id*

Description: The gateway *id* starts a state synchronization with the PCRF. *id* refers to the GX-MX's Host Name/IP Address configured in the GUI Network Elements tab, if it's set. Otherwise, it's empty.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1763

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6419 - Gx-Plus: State synchronization with gateway *id* has completed

Description: This event signals the completion of state synchronization between the gateway *id* and the PCRF. *id* refers to the Gx-MX's IP address learned from the diameter socket connection, if the diameter connection exists. Otherwise, the GX-MX's NE Diameter Identity is printed.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1764

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6420 - Gx-Plus: Drop all the bras endpoints and diameter sessions because of cold reboot from gateway *id*

Description: When the PCRF receives a JSER from the GWR indicating a cold boot event, it purges all the sessions that were created by requests from the gateway *id*. *id* refers to the GX-MX's Host Name/IP Address configured in the GUI Network Elements tab, if it's set. Otherwise, it's empty.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1765

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6421 - Gx-Plus: Deleting endpoint *n*, *x* due to CCR-T from gateway *id*

Description: This event is generated when an endpoint is deleted from the PCRF database upon successfully processing a CCR-T message from the gateway *id*. *id* refers to the remote GX-MX's IP address learned from the diameter socket connection, if the diameter connection exists. Otherwise, the GX-MX's NE Diameter Identity is printed.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1766

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6422 - Gx-Plus: Deleting stale entry for IP *n*, *x* from gateway *id*

Description: Once the state sync is complete or upon receiving a discovery request, the PCRF performs a scrub operation, by which it deletes all the subscriber information for the gateway *id*, which was not reported by the gateway in the JSDA messages. This removes stale entries from the PCRF databases. *id* refers to the GX-MX's IP address the from the session logon.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1767

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6423 - Gx-Plus: Received warm reboot message from gateway *id*

Description: When the gateway is warm-booted, the gateway *id* sends a JSER to indicate a warm boot event. *id* refers to the GX-MX's Host Name/IP Address configured in the GUI Network Elements tab, if it's set. Otherwise it's empty.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1768

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6424 - Gx-Plus: Received AYT message from gateway *id*

Description: Occurs when the router receives no response from the PCRF. Can be caused by a broken connection, a PCRF failover, or a router cold boot. The appearance of this log implies the connection between the router and the PCRF has been recovered. *id* refers the GX-MX's Host Name / IP Address configured in the GUI Network Elements tab, if it's set. Otherwise, it's empty.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1769

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6425 - Gx-Plus: Received AWD message from gateway *id*

Description: This is the application watchdog event generated by the gateway *id* for the state synchronization application. *id* refers to the GX-MX's Host Name/IP Address configured in the GUI Network Elements tab if it's set. Otherwise, it's empty.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Gx-Plus

Deprecated ID:1770

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6426 - COPS-PR: Dropping *msg-type* from *id* - *reason*

Description: There was a protocol error while processing the specified COPS-PR message from the specified gateway. *Reason* provides a more detailed description of the specific protocol error that occurred.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID:1721

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

6427 - BRAS: Scrubber logout IP Addr; Sub Id; Router Addr

Description: BRAS Scrubber Logout.

Severity: Info

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE

Group: COPS-PR

Deprecated ID:1721

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7001 - CAC: Exception while recreating Tandberg session

Description: An exception occurred in a VoD server.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4003

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7002 - CAC: Recreating Tandberg session *id* due to synch operation with *url*

Description: Session is being recreated.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4004

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7003 - CAC: Failed to recreate Tandberg session *id* due to sync with *url*

code=*code*, desc=*description*

Description: Failed to recreate Tandberg session *id* due to sync with *url*.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4005

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7010 - CAC: Exception while reading local session ID list

Description: This is an internal configuration error.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4065

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7011 - CAC: Failed to create CAC session ID *id*

Description: Could not create CAC session ID.

Note: Superseded by event 4200.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4066

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7013 - CAC: Exception while sync operation terminated CAC session ID *id*

Description: This is an internal configuration error.

Note: Superseded by event 4201.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4068

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7014 - CAC: Attempt to remove nonexistent session ID *id* failed

Description: The VoD server attempted to release a session that no longer exists (or never existed).

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4069

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

7015 - CAC: Failed to release resources for session ID *id*

Description: A gate could not be set from a rejected reserve request.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4070

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

7019 - CAC: Created CAC session ID *id* due to request from VoD server at *server-ip*

Description: The session ID was created successfully.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4096

Recovery:

No action required.

7023 - CAC: Processing reconfiguration request

Description: Processing reconfiguration request

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4110

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7025 - CAC: Gate set error *x*

Description: The MPE received a VoD request, but the subscriber IP address cannot be found in the COPS-PR table.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4113

Recovery:

Check your network configuration.

7027 - NAC: Send error reply. Session, *x*

Description: This is an internal configuration error.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4115

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7031 - CAC: Exception while writing session *x* into database

Description: This is an internal configuration error. *x* means session ID, if available.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4143

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7032 - CAC: Exception while reserving resources for *id: error-message*

Description: This is an internal configuration error.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4144

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7034 - CAC: Locally removing session *id* due to synchronization mismatch with *Seachange/Tandberg* server at *ip-address*

Description: The CAC AM has a session that is not on the VoD server. As a result, the session is removed and all associated resources are released.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4172

Recovery:

No action required.

7035 - CAC: Locally removing session *id* due to synchronization timeout with *Seachange/Tandberg* server at *ip-address*

Description: Specified session removed due to a synchronization timeout with server with the given address.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4173

Recovery:

No action required.

7036 - CAC: Requesting removal of session *id* from *Seachange/Tandberg* server at *ip-address* due to synchronization mismatch

Description: Requesting removal of the specified session due to a synchronization mismatch with server with the given address.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4175

Recovery:

No action required.

7038 - CAC: This blade is now active

Description: This blade is active.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4154

Recovery:

No action required.

7039 - CAC: This blade is now inactive. Canceling any synchronization in progress

Description: Indicates the primary blade has failed.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4155

Recovery:

Failover to secondary blade. If problem persists, contact *My Oracle Support (MOS)*.

7047 - CAC: Starting synchronization with *server-url*

Description: Synchronization is started between the MPE and a VoD server.

Note: Superseded by event 4205.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4164

Recovery:

No action required.

7048 - CAC: Synchronization with *server-url* complete

Status: *true/false*

Description: Synchronization is complete. If Status is True, the synchronization completed successfully. If Status is False, the synchronization is aborted after 20 minutes of retries.

Note: Superseded by event 4206.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4165

Recovery:

If synchronization continues to fail, contact *My Oracle Support (MOS)*.

7052 - CAC: Failed to reserve resources for *x*

Description: The request for resources for the session are denied.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4169

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

7054 - CAC: Rejecting create of session ID *id* from server at *ip-address*: duplicate session

Description: Rejecting create of session ID *id* from server at *ip-address*: duplicate session.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4177

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7055 - CAC: Tandberg session ID *id* missing in session list on Tandberg server. Issuing specific query to *url*

Description: Tandberg session ID *id* missing in session list on Tandberg server. Issuing specific query to *url*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4178

Recovery:

No action required.

7056 - CAC: Tandberg session ID *id* still missing in session list on Tandberg server at *url* - scheduling removal

Description: Tandberg session ID *id* still missing in session list on Tandberg server at *url* - scheduling removal.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4179

Recovery:

No action required.

7057 - CAC: Keepalive status request from Tandberg server at *ip-address*

Description: Keep alive status request from Tandberg server at *ip-address*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4180

Recovery:

No action required.

7058 - CAC: Session list status request from *Seachange/Tandberg* server at *ip-address*

Description: Session list status request from *Seachange/Tandberg* server at *ip-address*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4181

Recovery:

No action required.

7059 - CAC: Session detail status request from Tandberg server at *ip-address* for session ID *id*

Description: Session detail status request from Tandberg server at *ip-address* for session ID *id*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4182

Recovery:

No action required.

7060 - CAC: Version status request from Tandberg server at *ip-address*

Description: Version status request from Tandberg server at *ip-address*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4183

Recovery:

No action required.

7061 - CAC: *Seachange/Tandberg* reserve of session *id* on *ip-address* complete

status: *status*, duration: *time* ms

Description: A session was successfully reserved.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4184

Recovery:

No action required.

7062 - CAC: *Seachange/Tandberg* release of session *id* complete

status: *status*, duration: *time* ms

Description: A session was successfully released.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4185

Recovery:

No action required.

7063 - CAC: No keepalive response from Tandberg server at *url*

Description: No keepalive response from Tandberg server at *url*.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4188

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7064 - CAC: Exception while releasing session *id* from Tandberg server

Description: Exception while releasing session *id* from Tandberg server.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4189

Recovery:

No action required.

7065 - CAC: Tandberg server requesting release of session ID *id*

Code=*code*, Text=*desc*

Description: Tandberg server requesting release of session ID *id*, Code=*code*, Text=*desc*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4190

Recovery:

No action required.

7066 - CAC: No version status response from Tandberg server at *url*

Description: No version status response from Tandberg server at *url*.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4191

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7067 - CAC: Version report from Tandberg server at *url*

software: *sw-version*, interface: *int-version*

Description: Version report from Tandberg server at *url*, software: *sw-version*, interface: *int-version*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4192

Recovery:

No action required.

7068 - CAC: Invalid version report from Tandberg server at *url*

Description: Invalid version report from Tandberg server at *url*

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4193

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7069 - CAC: Sending keepalive request to Tandberg server at *url*

Description: Sending keepalive request to Tandberg server at *url*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4194

Recovery:

No action required.

7070 - CAC: Received keepalive response from Tandberg server at *url*

code=*code*, text=*status*, duration *duration* ms

Description: Received a KeepAlive response from a Tandberg server with a status code of *code* and a status description of *status*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4195

Recovery:

No action required.

7071 - CAC: Sync mismatch with *Seachange/Tandberg* server at *ip-address*: VoD server has *n* sessions missing on MPE

Description: Sync mismatch with *Seachange/Tandberg* server at *ip-address*: VoD server has *n* sessions missing on MPE

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID:4196

Recovery:

No action required.

7072 - CAC: Sync mismatch with *Seachange/Tandberg* server at *ip-address*: MPE has # session *id* missing on VoD server

Description: Sync mismatch with *Seachange/Tandberg* server at *ip-address*: MPE has # session *id* missing on VoD server

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4197

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7073 - CAC: Session *id* from *ip-address* rejected due to invalid bit rate (*bit-rate*)

Description: Session *id* from *ip-address* rejected due to invalid bit rate (*bit-rate*)

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4198

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7075 - CAC: Failed to create CAC session ID *id* from VoD Server at *server-ip* for subscriber IP *sub-ip: status*

Description: Could not create CAC session ID.

Note: Supersedes event 4066.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4200

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7076--CAC:CAC Sync Error

Description: CAC:Exception while sync operation with terminated CAC session

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7078 - CAC: Error requesting session list from *Seachange/Tandberg* server at *url*

Description: This is an internal configuration error.

Note: Supersedes event 4159.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4203

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7078 - CAC: Unknown response from gate delete request

Gate ID = *gate-id* reply type=*reply-type*

Description: There was an internal error while releasing resources.

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4156

Recovery:

If problem persists, contact *My Oracle Support (MOS)*.

7079 - CAC: Forcing synchronization with *Seachange/Tandberg* server at *url*

Description: A manual synchronization has been initiated by a user via the CMP.

Note: Supersedes event 4163.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4204

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7080 - CAC: Starting synchronization with *Seachange/Tandberg* server at *url*

Description: Synchronization has started between the MPE device and a VoD server.

Note: Supersedes event 4164.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4205

Recovery:

No action required.

7081 - CAC: Synchronization with *Seachange/Tandberg* server at *url* complete

Status = True/False

Description: Synchronization is complete. If Status is True, the synchronization completed successfully. If Status is False, the synchronization is aborted after 20 minutes of retries.

Note: Supersedes event 4165.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4206

Recovery:

If synchronization continues to fail, contact *My Oracle Support (MOS)*.

7082 - CAC: Max sync failures with *Seachange/Tandberg* server at *ip-address*: removing *n* sessions

Description: Synchronization timed out; *n* sessions were removed from the indicated server at the indicated IP address.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4207

Recovery:

No action required.

7083 - CAC: *Seachange/Tandberg* reserve of duplicate session *id* on *ip-address* complete: status *status*, duration *time* ms

Description: CAC: *0* reserve of duplicate session *1* on *2* complete: status *3*, duration *4*ms

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4208

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7084 - CAC: Sync with *Seachange/Tandberg* at *ip-address*: VoD server has # session *id*

Description: Sync with *Seachange/Tandberg* at *ip-address*: VoD server has # session *id*

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4209

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7085 - CAC: Sync with *Seachange/Tandberg* at *ip-address*: MPE has # session *id*

Severity: Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: CAC

Deprecated ID: 4210

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7101 - ADMISSION: MediationSOAP: Busy: criteria *trigger*

Description: Mediation is busy.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

7102 - ADMISSION: MediationSOAP: Normal: criteria *trigger*

Description: Mediation is back to normal.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

7103 - ADMISSION: MediationSOAP: Resource *name* new condition *trigger* of the criteria *specification*.

Description: The resource monitored by SOAP load shedding is busy. *Name* is the resource name, *trigger* is the criteria which triggers this resource to a busy state, and *specification* is the criteria of this resource.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

7104 - ADMISSION: MediationSOAP: Resource *name* new condition *trigger* of the criteria *specification*.

Description: The resource monitored by SOAP load shedding is back to normal. *Name* is the resource name, *trigger* is the criteria which triggers this resource to a normal state, and *specification* is the criteria of this resource.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

7105 - ADMISSION: MediationSOAP is in a *level* state

Description: The Mediation SOAP interface has a state of busy or normal.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

7541 - SYNC VERIFY REPORTS SUCCESS

Description: Sync: verify *type* success

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

7542 - SYNC VERIFY REPORTS FAIL

Description: Sync: Failed to verify *type*: *verify*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

7561 - SYNC EXCEPTION OCCURRED WHILE PROCESS SYNC RESPONSE *type*

Description: Sync: Exception occurred while process sync response: *type*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

8001 - BoD Initial Event Log

Description: Initial event log.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8020 - BoD Missing Params HTTP

Description: Invalid HTTP request: missing required arguments.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8021 - BoD failure HTTP

Description: HTTP request failed.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8022 - BoD Unknown SVC Name HTTP

Description: Invalid HTTP request: unknown service name.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8023 - BoD Expected Params HTTP

Description: Invalid HTTP request: expected parameters for service name.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8024 - BoD classifier already active HTTP

Description: Classifier already active for: *0* - request ignored.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8025 - BoD classifier not active HTTP

Description: Classifier not active for: *0* - request ignored.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8050 - BoD success HTTP

Description: HTTP request success: *0*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8070 - BoD failure SOAP

Description: SOAP request failure: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8080 - BoD success SOAP

Description: SOAP request success: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8100 - BoD establish connection Policy Server

Description: Established policy server connection to *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8102 - BOD RETRY CONNECTION PS

Description: Attempt is made to reconnect to policy server.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8103 - Policy server connection dropped from server address. BoD has scheduled policy server reconnect task.

Description: Once a Policy server is not connected or the connection is broken for some reason, the BoD server will try to re-connect to the Policy server every 1 or 2 seconds, and log a WARNING message that the corresponding server is disconnected until the Policy server is connected again.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

Restart or reboot the failed MPE via the CMP GUI, and make sure the MPE is online to provide service.

8104 - BoD disconnect connection Policy Server

Description: Disconnected Policy Server connection: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8105 - BoD disconnect connection failure Policy Server

Description: Disconnection failure from policy server *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8106 - BoD establish connection failure Policy Server

Description: Disconnection failure from policy server *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8200 - BoD Change Event Log Level

Description: Disconnection failure from policy server *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8250 - BoD start session cleanup task

Description: BoD session cleanup task starts.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8251 - BoD complete session cleanup task

Description: BoD has completed session cleanup task. # *sessions* stale sessions have been deleted. It is recommended you perform a database backup before the next auto-delete occurs.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8252 - BoD Database Backup Failed

Description: BoD database backup failed.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8253 - BoD Start Database Backup

Description: BoD database backup started.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8254 - BoD Finish Database Backup

Description: BoD database backup finished.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8260 - BoD Cluster Reinitialized

Description: The BoD cluster has reinitialized. The indicated blade is now the primary.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8300 - BoD send message

Description: Sending *0* to *1* and *2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8301 - BoD receive message

Description: Received *0* from *1* and *2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8302 - BoD request timeout

Description: *0* request to *1* timed out

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8310 - BoD PCMM Incorrect Service XML Syntax

Description: Incorrect XML syntax in PCMM services file.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8311 - BoD PCMM Miss Required Fields

Description: Missing fields required for services.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8312 - BoD Diameter Incorrect Service XML Syntax

Description: Incorrect XML syntax in Diameter services file.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8313 - BoD Duplicate Service

Description: Services or service indexes already exist.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8314 - BoD Service Multiple Used

Description: Same services or service indexes used multiple times.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8315-- BoD Active Session Existed

Description: Active session exists for service

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8320 - BoD PCMM create session failed

Description: PCMM error encountered for creating session with duration = *0*, this is a recoverable error, scheduling a retry for gate set, sessionId = *1*, retry attempt *2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8321 - BoD PCMM delete session failed

Description: PCMM error encountered for deleting session, scheduling a retry for gate deletion, sessionId = *0*, retry attempt *1*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8400 - BoD MAC translation failed due to sessionID connection failed

Description: MAC Translation failed due to connection failure for session ID *0*: MAC address: *1 2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8401 - BoD MAC translation succeeded

Description: MAC Translation succeeded for session ID *0* on retry attempt *1* MAC address *2*. Translated IP address *3*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8402 - BoD MAC translation failed due to no IP address for session ID

Description: MAC Translation failed due to no IP Address returned for session ID *0*: MAC address *1* *2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8403 - BoD MAC translation failed due to response failed for sessionID

Description: MAC Translation failed due to response parse failure for session ID *0*: MAC address *1* *2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8404 - BoD MAC translation failed due to incorrect MAC translation URL for sessionID

Description: MAC Translation failed due to incorrect MAC Translation URL for session ID *0*: MAC translation URL *1 2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8405 - BoD MAC translation failed due to MAC address connection failure

MAC Translation failed due to connection failure for MAC address: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8406 - BoD MAC translation failed due to no IP address for MAC address

MAC Translation failed due to no IP address for MAC address: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8407 - BoD MAC translation failed due to response failed for MAC address

MAC Translation failed due to parse failure for MAC address: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8408 - BoD MAC translation failed due to incorrect MAC translation URL for MAC Address

Description: MAC Translation failed due to incorrect MAC Translation URL for MAC Translation URL: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8410 - BoD MAC Translation Failed Due to Configuration Error

Description: MAC Translation failed due to configuration error.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8411 - BoD session notification return success

Description: BoD session returns success notification.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8412 - BoD session notification return other status

Description: Server returns *0* when notification out.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8413 - BoD session notification expire

Description: Notification expired: *0*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8414 - BoD session notification retry

Description: Notification retry *0*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8315 - BoD Active Session Existed

Description: Active session exists for services.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8420 - Statistics of Discovered IPv6 subnets were filtered for each CMTS

Description: On CMP or DC, the discovered subnets were filtered on a certain CMTS, and show the number of subnets before and after the filtering.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP, DC

Group: N/A

Recovery:

No action required.

8421 - Statistics of Discovered IPv6 subnets were filtered for all CMTS

Description: On CMP or DC, the discovered subnets were filtered on all the CMTS, and show the number of subnets before and after the filtering.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP, DC

Group: N/A

Recovery:

No action required.

8422 - Statistics of Discovered IPv6 subnets were aggregated for each CMTS

Description: On CMP or DC, the discovered subnets were aggregated on a certain CMTS, and show the number of subnets before and after the aggregation.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP, DC

Group: N/A

Recovery:

No action required.

8423 - Statistics of Discovered IPv6 subnets were aggregated for all CMTS

Description: On CMP or DC, the discovered subnets were aggregated on all the CMTS, and show the number of subnets before and after the aggregation.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP, DC

Group: N/A

Recovery:

No action required.

8424 - IPv6 subnet settings deployed to MA successfully

Description: IPv6 subnet settings were deployed to all MAs successfully.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: N/A

Recovery:

No action required.

8425 - IPv6 subnet settings were deployed to some MA failed

Description: IPv6 subnet settings were deployed to some MAs failed.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: N/A

Recovery:

Reapply on corresponding MA by the content of trace log.

8426 - Subnets Overlapped, Subnets Overlapped Details

Description: Subnets are duplicated or overlapping in the CMTS.

Severity: Warning, Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: N/A

Recovery:

8427 - Subnet Overlap Dectect Task Start

Description: The task to detect duplicate or overlapping subnets in the CMTS has started.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: N/A

Recovery:

8428 - Subnet Overlap Detect Task End

Description: The task to detect duplicate or overlapping subnets in the CMTS has ended.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: N/A

Recovery:

8429 - OSSI Triggered CMTS Rediscovery

Description: The OSSI triggered CMTS rediscovery was either successful or failed.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: N/A

Recovery:

8500 - MA server started

Description: MA server has started.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

8501 - BoD HTTP Request Failed

Description: HTTP request failed: *0 \n1*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8502 - BoD Classifier Active

Description: Classifier already active for SUBIP=*0*; SUBPORT=*1*; DESTIP=*2*; DESTPORT=*3* request ignored.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8503 - BoD: Policy Server connection dropped

Description: Policy Server has dropped connection from *0* 1. BoD has scheduled policy server reconnect task.

Severity: Alert

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8504 - BoD: Disconnected policy server connection

Description: Disconnected policy server connection *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8505 - BoD: Disconnection failure from policy server

Description: Disconnection failure from policy server *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8506 - BoD connection failure

Description: Could not establish policy server connection to *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8507 - BoD auto delete started

Description: BoD has reached the maximum number of historic sessions *(0)* allowed in the BoD database. BoD is minimally auto-deleting the oldest *1* sessions to get back to this limit.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8508 - BoD auto delete ended

Description: BoD has completed the auto-deletion of the oldest historic sessions in the BoD database; *0* historic sessions have been deleted. It is recommended you perform a database backup to reduce the size of your database before the next auto-delete occurs.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8509 - BoD sending debug information

Description: BoD is sending debugging information *0* to *1 2*

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8510 - BoD received information

Description: BoD received information *0* from*1 2*

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8511 - BoD received warning

Description: BoD received warning *0* from*1 2*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8512 - BoD MAC translation succeeded

Description: MAC Translation succeeded for session ID *0* on retry attempt *1*. MAC address: *2*. Translated IP address: *3*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8513 - BoD MAC translation IP failure

Description: MAC Translation failed due to no IP Address returned for session ID *0*: MAC address: *1 2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8514 - BoD MAC translation failure due to response parse failure

Description: MAC Translation failed due to response parse failure for session ID *0*: MAC address: *1 2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8515 - BoD MAC translation failure due to incorrect MAC Translation URL for session ID

Description: MAC Translation failed due to incorrect MAC Translation URL for session ID *0*: MAC Translation URL: {*1 2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8516 - BoD MAC translation failure due to connection failure for MAC address

Description: MAC Translation failed due to to connection failure for MAC address: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8517 - MAC Translation failed due to no IP Address returned for MAC address

Description: MAC Translation failed due to no IP Address returned for MAC address: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8518 - MAC Translation failed due to response parse failure for MAC address

Description: MAC Translation failed due to response parse failure for MAC address: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8519 - MAC Translation failed due to incorrect MAC Translation URL for MAC Translation URL

Description: MAC Translation failed due to incorrect MAC Translation URL for MAC Translation URL: *0*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8520 - RDR: Failed to parse service index

Description: RDR: Failed to parse service index: *0*. Skipping this RDR.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8521 - RDR: Client or Server has closed the socket connection

Description: RDR: Client or Server has closed the socket connection.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8522 - RDR: Error starting RDR service on port

Description: RDR: Error starting RDR service on port : *0*. Error is: *1*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8523 - RDR: port busy

Description: RDR: port *0* busy, retrying. Attempt number: *1*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8524 - RDR: Fatal error starting RDR service on port

Description: RDR: Fatal error starting RDR service on port *0*.

Severity: Critical

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8525 - RDR: Start message processing

Description: RDR: Start message processing *0*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8526 - RDR: Stop message processing

Description: RDR: Stop message processing *0*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8527 - RDR: Start message processing

Description: RDR: Start message processing *0*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8528 - Edge QAM Device discovered

Description: Edge QAM Device *0* discovered from the policy server *1*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8529 - PCMM: Sending *msg-type* to AM *id*

Description: The specified message type was sent to the specified AM (or upstream policy server).

Note: This message is logged at the Warning level when the PCMM message is an error message such as GateSetErr, GateDeleteErr, or GateInfoErr, and logged at the Info level when the message is an ACK such as GateSetAck, GateInfoAck, or GateDeleteAck.

Severity: Info, Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Deprecated ID: 1013

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8530 - PCMM: Received *msg-type* from *id*

Description: The specified message type was received from the specified CMTS (or downstream policy server).

Note: This message is logged at the Warning level when the PCMM message is an error message such as GateSetErr, GateDeleteErr, or GateInfoErr, and logged at the Info level when the message is an ACK such as GateSetAck, GateInfoAck, or GateDeleteAck.

Severity: Info, Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: PCMM

Deprecated ID: 1012

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8531 - DQOS: Sending *msg-type* to CMS *id*

Description: The specified message type was sent to the specified CMS.

Severity: Info, Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: DQOS

Deprecated ID:1113

Recovery:

This message is logged at the Warning level when the DQOS message is an error message such as GAteSetErr, GateDeleteErr, or GateInfoErr, and logged at the Info level when the message is an ACK such as GateSetAck, GateInfoAck, or GateDeleteAck.

8532 - SPC DQOS: Sending *msg-type* to CMS*id*

Description: The specified message type was sent to the specified CMTS. If the message is reporting an error, then this message is logged at the Warning level, otherwise it is logged at the Info level.

Severity: Info, Warn

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SPC DQOS

Deprecated ID: 1213

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8534 - RDR: Quota message processing

Description: RDR: Quota message processing *0*.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8535 - RDR: Quota message processing information

Description: RDR: Quota message processing information *0*.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

No action required.

8600 - BoD invalid sessionID

Description: Cannot find session from COMCOL which SSID is invalid.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8601 - BoD PCMM request rejected

Description: Reject PCMM request by load shedding, request type i *0*, reason is *1*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8602 - BoD PCMM mode not enabled

Description: Cannot find session from COMCOL which SSID is invalid.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8603 - BoD Diameter mode not enabled

Description: Diameter mode was not enabled! Can't handle diameter request *0* for session *1*!

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8700 - BoD admission protocol busy event

Description: Admission: *0*: Busy: criteria *1*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8701 - BoD admission protocol clear event

Description: Admission: *0*: Normal: criteria *1*.

Severity: Noice

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8702 - BoD admission component busy event

Description: Admission: *3*: Resource *0*: new condition *1* of the criteria *2*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8703 - OMStats task failed

Description: BoD admission component clear event.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

8704 - BoD PCMM too busy set

Description: Admission: *0* is in a *1* state.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: BoD

Group: BoD

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10000 - ADS: Analytics Data Stream connection to *Analytics Client ID* has been established for Channel: *Channel Type, ex Policy Event* Version: *ADS Interface Version* Connection established to the MPE from an Analytics client

Description: Connection established to the MPE from an Analytics client.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: ADS

Recovery:

No action required.

10001 - ADS: Analytics Data Stream connection to *Analytics Client ID* was closed

Description: Connection between the MPE and Analytics client was closed.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: ADS

Recovery:

No action required.

10002 - ADS: Lost Analytics Data Stream connection to *Analytics Client ID*

Description: Connection between MPE and Analytics client was closed due to error.

Severity: Warning

Notification: Trace Log

Alarm: Yes - 78000

Trap: No

Server: MPE

Group: ADS

Recovery:

No action required.

10003 - ADS: Error processing Analytics Data Stream message received from *Analytics Client ID*

Description: Analytics Data Stream Request from Analytics Client resulted in error.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: ADS

Recovery:

No action required.

10004 - ADS: Error sending Analytics Data Stream message to *Analytics Client ID*

Description: Error occurred while sending Analytics Data Stream message from the MPE.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: ADS

Recovery:

No action required.

10005 - ADS: Analytics Data Stream encountered an error

Description: Error occurred during Analytics Data Stream processing.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: ADS

Recovery:

No action required.

10006 - Sy: Received notification from *Sy Identity* message:*Diameter message*

Description: Indicates an SNR was received from the OCS and provides the message details.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No action required.

10007 - Sy: Peer Realm is undefined

Description: Undefined Realm in Sy configuration.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

Check the configured Realm for the connection.

10008 - Sy: Primary address is undefined

Description: Undefined Address in Sy configuration.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

Check the configured Address for the connection.

10009 - Sy: Searching *Sy Identity* for subscriber: *Subscriber IDs*

Description: Indicates a new SLR search has been started for the given subscriber.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No actions required.

10010 - Sy: Search results from peer *Sy Identity* for subscriber *Subscriber IDs* are: *Policy Counter values*

Description: Indicates a successful SLR/SLA lookup and details the contents.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No actions required.

10012 - Sy: Search failure on *Sy Identity*: *Diameter Error Code* subscriber *Subscriber IDs*

Description: Lookups that result in a failure response in the SLA that occur during a Sy SLR lookup with the OCS.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No actions required.

10013 - Bad XML from SPR

Description: XML Parse Failure from SDM.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No actions required.

10014 - Sy:Policy Action failure attempting to send *SLR Request Type* SLR to *Sy data source name* on MPE *MPE name* for subscriber: *Subscriber ID* : *Error Message*

Description: The OCS message to *Sy data source name* for *Subscriber ID* initiated by policy action failed with *Error Message*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No actions required.

10020 - CMP started

Description: CMP Started.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No actions required.

10021 - Import XML add

Description: Import XML add *type*, executed by *user name*, \nSuccessful: *count* \nfailed: *count*, \ntotal execution time *execution time* millisecond.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No actions required.

10022 - Import XML update

Description: Import XML update *0*, executed by *4*, \nSuccessful: *1* \nfailed: *2*, \ntotal execution time *3*millisecond.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No actions required.

10023 - Import XML delete

Description: Import XML delete *0*, executed by *4*, \nSuccessful: *1* \nfailed: *2*, \ntotal execution time *3*millisecond.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No actions required.

10024 - Import XML fail

Description: Import XML fail *0*, executed by *4*, \nSuccessful: *1* \nfailed: *2*, \ntotal execution time *3*millisecond.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No actions required.

10025 - XML add fail

Description: Import XML add *0* to group executed by *4*, \nSuccessful: *1* \nfailed: *2*, \ntotal execution time *3*millisecond.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP

Group: OSSI

Recovery:

No actions required.

10026 - RC proxy apply2

Description: Apply *data type* to MPE (HostName: *IP/hostname*), executed by *user name* \nTotal execution time *execution time* millisecond.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Configuration

Recovery:

No actions required.

10027 - RC proxy apply

Description: Apply *data type* to MPE (HostName: *IP/Hostname*), executed by *user name* \nTotal execution time *execution time* millisecond.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Configuration

Recovery:

No actions required.

10028 - RC proxy send

Description: Send message (*message* to MPE (HostName: *IP/hostname*), executed by *username* \nTotal execution time *execution time* millisecond.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: CMP/MPE

Group: Configuration

Recovery:

No actions required.

10029 - Starting Statistics Rsync Cleanup task

Description: Starting Statistics Rsync Cleanup task

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10031 - Diameter Service Invalid XML

Description: Incorrect XML syntax in Diameter services files *filename* \n *error message* .

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10032 - Starting *task name* task

Description: Starting *name* task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No actions required.

10033 - Task was successful for sync local repository to remote server

Description: *name* Task was successful for sync local repository to remote server *ip address* after retry *count* times.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10036 - Retry fail

Description: Diameter:PCC rule *rulename* retry failed after *count* attempts for subscriber *subscriber ID Session ID*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10037 - DBPLUGIN: No matches for *criteria*, search type *ID*

Description: DbPlugin search request did not find any results

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Data Source

Recovery:

No actions are required

10038 - SMTP: SMTP functionality is not enabled to send message

Description: SMTP: SMTP functionality is not enabled to send message.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SMTP

Recovery:

No actions required.

10039 - RADIUS: Initializing communications on port

Description: RADIUS: Initializing communications on port *port*.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

No actions required.

10040 - RADIUS: Started listening on port

Description: RADIUS: Started listening on port.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

No actions required.

10041 - RADIUS: Dropping invalid message

Description: RADIUS: Dropping invalid message.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10042 - RADIUS: Dropping message with bad MD5, probably bad password

Description: RADIUS: Dropping message with bad MD5, probably bad password.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10043 - RADIUS: Sent

Description: RADIUS: Sent.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

No actions required.

10044 - Policy event

Description: Policy event: *event message*

Severity: Info

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: SMTP

Recovery:

No actions required.

10045 - RADIUS:Start failed on port

Description: RADIUS:Start failed on port *port*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10046 - RADIUS: Received *message code* / status type:*accounting type pocket ID* / *session ID* from *client address.message*

Description: RADIUS: Received RADIUS message.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: RADIUS

Deprecated ID: 2704

Recovery:

No actions are required

10048 - Diameter: SCTP path on association ID address ADDR_CONFIRMED/ADDR_UNREACHABLE/ADDR_AVAILABLE

Description: An SCTP path is unavailable. An info level message is generated when a backup or non-primary path is confirmed by the SCTP association. An error level message is generated when one of the paths fails, whether it is a primary or non-primary path. A notice level message is generated when a path that previously failed recovers.

Severity: Info, Notice, Warning

Notification: Trace Log

Alarm: Yes

Trap: No

Server: MPE, MRA

Group: Diameter

Deprecated ID:1414

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10100 - Average session size exceeds the projected session size, current average session size

Description: Average session size exceeds the projected session size *size*, current average session size: *size*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Admission Control

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10101 - Average session size in below the projected session size

Description: Average session size is below the projected session size *size*, current average session size: *size*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Admission Control

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10102 - Session database size reached threshold percent of session database capacity

Description: Session database size reached threshold percent of session database capacity *threshold*, current database session size percentage: %.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: Admission Control

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10103 - Session database size below threshold percent of session database capacity

Description: Session database size below threshold percent of session database capacity *threshold*, current database session size percentage: %.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MPE

Group: Admission Control

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10104 - Average binding size exceeds the projected binding size

Description: Average binding size exceeds the projected binding size *size*, current average binding size: *size*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: Admission Control

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10105 - Average binding size is below the projected binding size

Description: Average binding size exceeds the projected binding size *size*, current average binding size: *size*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MRA

Group: Admission Control

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10106 - Binding database size reached threshold percent of binding database capacity

Description: Binding database size reached threshold percent of binding database capacity *threshold*, current binding database size percentage: *size*.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MRA

Group: Admission Control

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10107 - Binding database size is below threshold percent of binding database capacity

Description: Binding database size is below threshold percent of binding database capacity *threshold*, current binding database size percentage: *size*.

Severity: Warning

Notification: Trace Log

Alarm: Yes

Trap: Yes

Server: MRA

Group: Admission Control

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10108 - Starting Replication Statistics task

Description: Starting Replication Statistics task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10109 - Replication Statistics Task failed

Description: Replication Statistics Task failed. \n0.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

10110 - Replication Statistics Task completed successfully

Description: Replication Statistics Task completed successfully.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10111 - Finishing Replication Statistics task

Description: Finishing Replication Statistics task.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10112 - Replication Statistics collection complete and data is available for request

Description: Replication Statistics collection complete and data is available for request.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10113 - Tx Conn Unavail Discard

Description: The number of egress Diameter messages that were discarded by the CDL because the egress connection was unavailable.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10114 - Tx Per Conn Queue Full Discard

Description: The number of egress Diameter messages that were discarded because the Per Connection Egress Message Queue was full.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10115 - Diameter Invalid Ancids Warning

Description: Diameter ancids invalid, cannot find related AF flow.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10116 - PCEF Report Timeout

Description: PCRF waiting PCEF reorting timeout for AF.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: DC

Group: Data Collection Task

Recovery:

No action required.

10117 - SUBTRACE DISABLED BUSY STATE

Description: Subscriber Activity Logging has been temporarily disabled do to transition to Busy state.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group:

Recovery:

No action required.

10118 - SUBTRACE ENABLED NORMAL STATE

Description: Subscriber Activity Logging has been enbled do to transition to stable state.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group:

Recovery:

No action required.

10120 - Duplicate Default Bearer Rule

Alarm Type: LOG

Description: Number of times the far end closed the connection.

Severity: Info

Instance:

HA Score: Normal

Auto Clear Seconds: 0

OID: tekelecLogLicenseValidation

Recovery:

No action required.

10121 - Invalid Traffic Profile

Alarm Type: LOG

Description: Number of times the far end closed the connection.

Severity: Info

Instance:

HA Score: Normal

Auto Clear Seconds: 0

OID: tekelecLogLicenseValidation

Recovery:

No action required.

15101 - MEDIATION SPR CONNECTION EXCEPTION

Description: Provision function SDM connection got exception.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15102 - MEDIATION SPR CONNECTION TIMEOUT

Description: Provision function SDM connection got exception.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15103 - MEDIATION SOAP PARAMETER ERROR

Description: SOAP interface request parameter error.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: MF

Recovery:

No action required.

15104 - MEDIATION OPEN COMCOL ERROR

Description: Provision function open COMCOL error.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15105 - MEDIATION OPERATE COMCOL ERROR

Description: Provision function operate COMCOL error.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15106 - MEDIATION SOAP RESULT ERROR

Description: SOAP interface response with any error code.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15107 - MEDIATION SPR CONNECTION REQUEST

Description: Request send to SPR.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15108 - MEDIATION SPR CONNECTION RESPONSE

Description: Request from SPR.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15109 - MEDIATION SOAP REQUEST

Description: SOAP request send from BOSS to MF.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15110 - SPR CONNECTION FAILED

Description: Create connection to SPR *ip* failed.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15111 - SPR CONNECTION FAILED CLEAR

Description: Create connection to SPR *ip* successfully.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15112 - SPR LICENSE LIMIT SET

Description: The Mediation Server reached 80% of the maximum number of users in SPR.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15113 - SPR LICENSE LIMIT CLEAR

Description: The Mediation Server is now below 80% of the maximum number of users in SPR.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15114 - SPR TIMEOUT ERROR

Description: The Mediation Server did not receive an SPR Handle Reply within the alloted time.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15115 - MEDIATION ADMISSION PROTOCOL BUSY EVENT

Description: The Mediation Server is busy.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15116 - MEDIATION ADMISSION PROTOCOL CLEAR EVENT

Description: The Mediation Server is no longer busy.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15117 - MEDIATION ADMISSION COMPONENT BUSY EVENT

Description: The resource monitored by SOAP load shedding is busy.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15118 - MEDIATION ADMISSION COMPONENT CLEAR EVENT

Description: The resource monitored by SOAP load shedding is no longer busy.

Severity: Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15119 - MEDIATION SOAP TOO BUSY SET/MEDIATION SOAP TOO BUSY CLEAR

Description: The SOAP interface state of the Mediation Server has either changed from normal (not busy) to busy or from busy to normal (not busy).

Severity: Warning/Notice

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15120 - Mediation SOAP Response

Description: The SOAP interface has responded.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15121 - SYNC SERVER ERROR

Description: Sync: Exception has occurred in sync server *server*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15122 - SYNC STOP SERVER ERROR

Description: Sync: Could not stop *server* component: *component*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15123 - SYNC THREAD UNCAUGHT EXCEPTION

Description: Sync: Sync thread *server* uncaught exception: *exception*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15124 - SYNC EXEC CMD FAIL

Description: Sync: Command *command* executes failure.

Severity: Fail

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15125 - SYNC EXEC CMD ERROR

Description: Sync: Exception occurred while executes command *type*: *command*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15126 - SYNC ACCEPT APP SYNC REQUEST

Description: Sync: Accepted apply sync request: *request*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

15127 - SYNC REJECT APP SYNC REQUEST

Description: Sync: Sync busy at *request*, reject apply sync request.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

15128 - SYNC APP SYNC REQUEST EXCEPTION

Description: Sync: Exception occurred while process apply sync request: *request*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15129 - SYNC APP SYNC RESPONSE

Description: Sync: Received apply sync response: *type.response*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

15130 - SYNC APP SYNC RESPONSE EXCEPTION

Description: Sync: Exception occurred while process apply sync response: *type*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15131 - SYNC TOO BUSY REJECT REQUEST

Description: Sync: Sync server too busy, reject sync request: *type*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15132 - SYNC INVALID REQUEST

Description: Sync: Invalid sync request: *type*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

15133 - SYNC HANDLE REQUEST EXCEPTION

Description: Sync: Exception occurred while process sync request: *type*.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15134 - SYNC ACCEPT SYNC REQUEST

Description: Sync: Accept sync request: *type*.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

15135 - SYNC OPEN COMCOL FAIL

Description: Sync: failed to open database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15136 - SYNC CLOSE COMCOL FAIL

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15137- SYNC VERIFY SUCCESS

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15138 - SYNC VERIFY FAIL

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15139 - SYNC RESOLVE SUCCESS

Description: Sync: Resolve conflict success.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

15140 - SYNC RESOLVE FAIL

Description: Sync: Failed to resolve conflict : *type*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15141 - SYNC CREATE DATS SUCCESS

Description: Sync: Create sync *type*-data files success.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

15142 - SYNC CREATE DATS FAIL

Description: Sync: Failed to create *type*-data files: *file*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15143 - DO SYNC FAIL

Description: Sync: Failed to do sync, *type*: *file*. All errors that occur during the sync procedure will report this trace log. Examples: (1) failover: already waited *integer* ms, but server is still not ready. (2) receiving: reports can't fully received during *integer* seconds. (3) timeout: task can't be completed during *integer* s. (4) failover: failed to do sync after failover, can't write data to *request file* . (5) failover: can't upload data: *reason*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15144 - SYNC CREATE SYNC RESPONSE

Description: Sync: create sync response: *type*

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15145 - Sync: Exception occurred while processing sync response

Description: Process sync response failed.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15146 - SYNC DISK QUOTA EXCEED

Description: Sync: Backup folder disk quota exceeded. Disk quota: *quota*, total usage: *usage*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15147 - SYNC DISK NO SPACE

Description: Sync: No space left on device: *directory*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15148 - SYNC DISK NO SPACE CLEAR

Description: Disk space cleaned on device, disk space released.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action.

15149 - MRA Sig Device Filter Changed

Description:

Severity:

Notification: Trace Log

Alarm: No

Trap: No

Server:

Group:

Recovery:

No action.

15150 - DRA: Rejecting non-authorized

Description:

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server:

Group:

Recovery:

No action.

15152 - Diameter Rerouted

Description:

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server:

Group:

Recovery:

No action.

15160 - Batch Operation Error

Description:

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15161 - Batch Request Validation

Description: Batch request has been validated.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15162 - Batch Handle Request

Description: The task is finished.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15163 - Batch Disk Quota Exceeded

Description: The batch disk quota is exceeded.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15164 - Batch Disk No Space

Description: No space left on device.

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15165 - Batch Clean Up

Description: Clean up batch directory.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15166 - Scheduled Task RAR Sent

Description: Clean up batch directory.

Severity: Debug

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15167 - Rebuild Diameter Peers

Description: Clean up batch directory.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Provision

Recovery:

No action required.

15200 - PM GEN STATS SYNC TASK START

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15201 - PPM GEN STATS SYNC TASK SUCCESS

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15202 - PM GEN STATS SYNC TASK FAIL

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15203 - PM GEN STATS SYNC TASK END

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15204 - PM STATS SYNC TASK START

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15205 - PM STATS SYNC TASK SUCCESS

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15206 - PM STATS SYNC TASK FAIL

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15207 - PM STATS SYNC TASK END

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15208 - PM STATS SYNC TASK REPOSITORY SUCCESS

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15209 - PM STATS SYNC TASK REPOSITORY FAIL

Description: Sync: failed to close database *type*: *database*

Severity: Error

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

15300 - TDF-Application-Instance-Identifier / Flow-Information AVP in CCR[HopByHopId:EndToEndId /SessionID] is missing in Application-Detection-Information AVP.. CCR detail

Description: If PCEF report for APPLICATION_START, TDF-Application-Instance-Identifier AVP shall be provided when the Flow-Information AVP is included under Application-Detection-Information AVP. If they don't present at the same time, PCRF shall generate a warning level trace log.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: Diameter

Recovery:

No action.

17100 - MDF Soap Result Error

Description: MDF: SOAP result error.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17102 - MDF Soap Parameter Error

Description: MDF: SOAP Request Parameter Error

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17103 - MDF No QP Name Error

Description: MDF: Cannot get quota profile name.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17104 - MDF Soap Illegal OPMD Change

Description: MDF: SOAP request illegal OPMD change.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17105 - MDF Soap Client Result Error

Description: MDF: SOAP client result error.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17106 - MDF Cannot Parse SDM Response

Description: MDF: SDM client cannot parse SDM response.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17107 - MDF IMSI Not In Range

Description: MDF: IMSI is not in the SPR IMSI range.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17108 - MDF Soap Client Request

Description: MDF: Send SOAP request from MDF with special userid.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17109 - MDF Soap Client Response

Description: MDF: Received SOAP response with special userid.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17110 - MDF SPR Message

Description: MDF: SPR message.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17111 - MDF Get Subscriber

Description: MDF: Get subscriber.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17112 - MDF Illegal Notify Subscriber

Description: MDF: Illegal notify subscriber.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17113 - MDF Soap Request

Description: MDF: SOAP request message.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17114 - MDF Soap Response

Description: MDF: SOAP response message.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17115 - MDF Out SPR Message

Description: MDF: SPR out message.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17116 - MDF IMSI Not In SPR

Description: MDF: IMSI is not in SPR IMSI range.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17118 - MDF IMSI In SPR

Description: MDF: IMSI is in SPR IMSI range.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17119 - MDF IMSI In S-SPR

Description: MDF: IMSI is in S-SPR IMSI range.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17120 - MDF DYQ Was Expired

Description: MDF: Discard expired dynamic quota.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17121 - MDF Quota Was Expired

Description: MDF: Discard quota because its based-dynamic-quota is expired.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: Sync

Recovery:

No action required.

17122 - MDF Failed to deduct usage

Description: MDF: Discard quota because its based-dynamic-quota is expired.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: QuotaRequest

Recovery:

No action required.

17123 - MDF Deductible quotas

Description: MDF: Discard quota because its based-dynamic-quota is expired.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: QuotaRequest

Recovery:

No action required.

17124 - MDF Next reset time arrived

Description: MDF: Discard quota because its based-dynamic-quota is expired.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: QuotaRequest

Recovery:

No action required.

17125 - MDF Deduct quota usage

Description: MDF: Discard quota because its based-dynamic-quota is expired.

Severity: Warning

Notification: Trace Log

Alarm: No

Trap: No

Server: Mediation

Group: QuotaRequest

Recovery:

No action required.

40015 - Load is OK

Description: CPU load is okay.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No actions required.

40024 - Home reports blade is master

Description: Indicates the current blade is the master in the cluster.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No actions required.

50008 - Home reports fully redundant

Description: Indicates that replication between blades in one cluster is working correctly.

Severity: Info

Notification: Trace Log

Alarm: No

Trap: No

Server: MPE

Group: SY

Recovery:

No actions required.

Chapter 4

Alarms and Events

Topics:

- *Alarms formatting information.....317*
- *Alarm and Event Severity Levels.....317*
- *Platform (31000-32700).....317*
- *QBus Platform (70000-70999).....367*
- *Policy Server (71000-89999).....378*

Alarms and Events provides general alarm and event information, and lists the types of alarms and events that can occur on the system. Alarms and events are recorded in a database log table. Note that alarms for all modes are represented in this list (cable, wireline, and wireless).

Note: If you encounter an alarm not in this document, contact *My Oracle Support (MOS)*.

Alarms formatting information

This section of the document provides information to help you understand why an alarm occurred and to provide a recovery procedure to help correct the condition that caused the alarm.

The information provided about each alarm includes:

- **Alarm Type**--The type of alarm that has occurred.
- **Description**--Describes the reason for the alarm
- **Default Severity**--The severity of the alarm. This severity may vary, depending on user-defined and specific application settings.
- **OID**--Alarm identifier that appears in SNMP traps
- **Alarm ID**--Alarm identifier that is used internally
- **Recovery**--Provides any necessary steps for correcting or preventing the alarm

Alarm and Event Severity Levels

Alarms can be one of three severity levels:

1. Critical
2. Major
3. Minor

Events note the occurrence of an expected condition and are logged in the Trace Log. Events have these severity levels:

1. Emergency
2. Alert
3. Critical
4. Error
5. Warning
6. Notice
7. Info
8. Debug

Platform (31000-32700)

This section provides information and recovery procedures for the Platform alarms, ranging from 31000-32700.

31000 - S/W Fault

Alarm Type: SW

Description: Program impaired by s/w fault

Default Severity: Minor

OID: comcolSwFaultNotify

Recovery:

1. Export event history for the given server and the given process.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31001 - S/W Status

Alarm Type: SW

Description: Program status

Default Severity: Info

OID: comcolSWStatusNotify

Recovery:

No action required.

31002 - Process Watchdog Failure

Alarm Type: SW

Description: Process watchdog timed out

Default Severity: Minor

OID: comcolProcWatchdogFailureNotify

Recovery:

1. Export event history for the given server and the given process.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31003 - Thread Watchdog Failure

Alarm Type: SW

Description: Thread watchdog timed out

Default Severity: Minor

OID: comcolThreadWatchdogFailureNotify

Recovery:

1. Export event history for the given server and the given process.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31100 - DB Replication Fault

Alarm Type: SW

Description: The DB replication process is impaired by a s/w fault.

Default Severity: Minor

OID: comcolDbReplicationFaultNotify

Recovery:

1. Export event history for the given server.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31101 - DB Replication To Slave Failure

Alarm Type: REPL

Description: DB replication to a slave DB has failed

Default Severity: Minor

OID: comcolDbRepToSlaveFailureNotify

Recovery:

1. Check network connectivity between the affected servers.
2. If there are no issues with network connectivity, contact *My Oracle Support (MOS)*.

31102 - DB Replication From Master Failure

Alarm Type: REPL

Description: DB replication from a master DB has failed

Default Severity: Minor

OID: comcolDbRepFromMasterFailureNotify

Recovery:

1. Check network connectivity between the affected servers.
2. If there are no issues with network connectivity, contact *My Oracle Support (MOS)*.

31103 - DB Replication Update Fault

Alarm Type: REPL

Description: DB replication process cannot apply update to DB

Default Severity: Minor

OID: comcolDbRepUpdateFaultNotify

Recovery:

1. Export event history for the given server and inetsync task.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31104 - DB Replication Latency Over Threshold

Alarm Type: REPL

Description: DB replication latency has exceeded thresholds

Default Severity: Minor

OID: comcolDbRepLatencyNotify

Recovery:

1. If this alarm is raised occasionally for short time periods (a couple of minutes or less), it may indicate network congestion or spikes of traffic pushing servers beyond their capacity. Consider re-engineering network capacity or subscriber provisioning.
2. If this alarm does not clear after a couple of minutes, contact *My Oracle Support (MOS)*.

31105 - DB Merge Fault

Alarm Type: SW

Description: The DB merge process (inetmerge) is impaired by a s/w fault

Default Severity: Minor

OID: comcolDbMergeFaultNotify

Recovery:

1. Export event history for the given server and inetmerge task.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31106 - DB Merge To Parent Failure

Alarm Type: COLL

Description: DB merging to the parent Merge Node has failed

Default Severity: Minor

OID: comcolDbMergeToParentFailureNotify

Recovery:

1. Check network connectivity between the affected servers.
2. If there are no issues with network connectivity, contact *My Oracle Support (MOS)*.

31107 - DB Merge From Child Failure

Alarm Type: COLL

Description: DB merging from a child Source Node has failed

Default Severity: Minor

OID: comcolDbMergeFromChildFailureNotify

Recovery:

1. Check network connectivity between the affected servers.
2. If there are no issues with network connectivity, contact *My Oracle Support (MOS)*.

31108 - DB Merge Latency Over Threshold

Alarm Type: COLL

Description: DB Merge latency has exceeded thresholds

Default Severity: Minor

OID: comcolDbMergeLatencyNotify

Recovery:

1. If this alarm is raised occasionally for short time periods (a couple of minutes or less), it may indicate network congestion or spikes of traffic pushing servers beyond their capacity. Consider re-engineering network capacity or subscriber provisioning.
2. If this alarm does not clear after a couple of minutes, contact *My Oracle Support (MOS)*

31109 - Topology Config Error

Alarm Type: DB

Description: Topology is configured incorrectly

Default Severity: Minor

OID: comcolTopErrorNotify

Recovery:

1. This alarm may occur during initial installation and configuration of a server. No action is necessary at that time.
2. If this alarm occurs after successful initial installation and configuration of a server, contact *My Oracle Support (MOS)*.

31110 - DB Audit Fault

Alarm Type: SW

Description: The DB audit process (iaudit) is impaired by a s/w fault

Default Severity: Minor

OID: comcolDbAuditFaultNotify

Recovery:

1. Export event history for the given server and idbsvc task.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31111 - DB Merge Audit in Progress

Alarm Type: COLL

Description: DB Merge Audit between mate nodes in progress

Default Severity: Minor

OID: comcolDbMergeAuditNotify

Recovery:

No action required.

31112 - DB Replication Update Log Transfer Timed Out

Alarm Type: REPL

Description: DB Replicated data may not have transferred in the time allotted.

Default Severity: Minor

OID: comcolDbRepUpLogTransTimeoutNotify

Recovery:

No action required. If the problem persists, contact *My Oracle Support (MOS)* if this occurs frequently.

31113 - DB Replication Manually Disabled

Alarm Type: REPL

Description: Replication Manually Disabled

Default Severity: Minor

OID: comcolDbReplicationManuallyDisabledNotify

Recovery:

No action required.

31114 - DB Replication over SOAP has failed

Alarm Type: REPL

Description: DB replication of configuration data via SOAP has failed

Default Severity: Minor

OID: comcolDbReplicationSoapFaultNotify

Recovery:

1. Check network connectivity between the affected servers.
2. If there are no issues with network connectivity, contact *My Oracle Support (MOS)*.

31115 - DB Service Fault

Alarm Type: SW

Description: The DB service process (idbsvc) is impaired by a s/w fault

Default Severity: Minor

OID: comcolDbServiceFaultNotify

Recovery:

1. Export event history for the given server and idbsvc task.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31116 - Excessive Shared Memory

Alarm Type: MEM

Description: The amount of shared memory consumed exceeds configured thresholds

Default Severity: Major

OID: comcolExcessiveSharedMemoryConsumptionNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31117 - Low Disk Free

Alarm Type: DISK

Description: The amount of free disk is below configured thresholds

Default Severity: Major

OID: comcolLowDiskFreeNotify

Recovery:

1. Remove unnecessary or temporary files from partitions.
2. If there are no files known to be unneeded, contact *My Oracle Support (MOS)*.

31118 - DB Disk Store Fault

Alarm Type: DISK

Description: Writing the database to disk failed

Default Severity: Minor

OID: comcolDbDiskStoreFaultNotify

Recovery:

1. Remove unnecessary or temporary files from partitions.

2. If there are no files known to be unneeded, contact *My Oracle Support (MOS)*.
3. When configuring/reconfiguration a system, changing the NTP server and/or the OAM IP from initial configuration screen in platcfg without stopping the Policy application and COMCOL can cause this alarm. Resolution: Mark standby CMP cluster as "force-standby", and clear the COMCOL database to solve this issue. To avoid this alarm while changing the NTP server and/or OAM IP(s) is to:
   a) Stop qp_procmgr and COMCOL services
   b) Perform the NTP server / OAM IP change
   c) Restart qp_procmgr and COMCOL services

31119 - DB Updatelog Overrun

Alarm Type: DB

Description: The DB update log was overrun increasing risk of data loss

Default Severity: Minor

OID: comcolDbUpdateLogOverrunNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31120 - DB Updatelog Write Fault

Alarm Type: DB

Description: A DB change cannot be stored in the updatelog

Default Severity: Minor

OID: comcolDbUpdateLogWriteFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31121 - Low Disk Free Early Warning

Alarm Type: DISK

Description: The amount of free disk is below configured early warning thresholds

Default Severity: Minor

OID: comcolLowDiskFreeEarlyWarningNotify

Recovery:

1. Remove unnecessary or temporary files from partitions that are greater than 80% full.
2. If there are no files known to be unneeded, contact *My Oracle Support (MOS)*.

31122 - Excessive Shared Memory Early Warning

Alarm Type: MEM

Description: The amount of shared memory consumed exceeds configured early warning thresholds

Default Severity: Minor

OID: comcolExcessiveSharedMemoryConsumptionEarlyWarnNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31123 - ADIC Complete

Alarm Type: REPL

Description: ADIC found one or more errors that are not automatically fixable.

Default Severity: Info

OID: comcolDbRepAuditCompleteNotify

Recovery:

No action required.

31124 - ADIC Error

Alarm Type: REPL

Description: An ADIC detected errors.

Default Severity: Minor

OID: comcolDbRepAuditCmdErrNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31125 - DB Durability Degraded

Alarm Type: REPL

Description: DB durability has dropped below configured durability level

Default Severity: Major

OID: comcolDbDurabilityDegradedNotify

Recovery:

1. Check configuration of all servers, and check for connectivity problems between server addresses.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31126 - Audit Blocked

Alarm Type: REPL

Description: Site Audit Controls blocked an inter-site replication audit due to the number in progress per configuration.

Default Severity: Major

OID: comcolAuditBlockedNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31127 - DB Replication Audit Complete

Alarm Type: REPL

Description: DB replication audit completed.

Default Severity: Info

OID: comcolDbRepAuditComplete

Recovery:

No action required.

31128 - ADIC Found Error

Alarm Type: REPL

Description: ADIC found one or more errors that are not automatically fixable.

Default Severity: Major

OID: comcolDbADICError

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31129 - ADIC Found Minor Issue

Alarm Type: REPL

Description: ADIC found one or more minor issues that can most likely be ignored.

Severity: Minor

HA Score: Normal

Auto Clear Seconds: 14400

OID: comcolDbADICWarn

Recovery:

No action required.

31130 - Network Health Warning

Alarm Type: NET

Description: Network health issue detected

Default Severity: Minor

OID: comcolNetworkHealthWarningNotify

Recovery:

1. Check configuration of all servers, and check for connectivity problems between server addresses.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31131 - DB Ousted Throttle Behind

Alarm Type: DB

Description: DB ousted throttle may be affecting processes.

Severity: Minor

HA Score: Normal

Auto Clear Seconds: 0

OID: comcolOustedThrottleWarnNotify

Recovery:

1.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31140 - DB Perl Fault

Alarm Type: SW

Description: Perl interface to DB is impaired by a s/w fault

Default Severity: Minor

OID: comcolDbPerlFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31145 - DB SQL Fault

Alarm Type: SW

Description: SQL interface to DB is impaired by a s/w fault

Default Severity: Minor

OID: comcolDbSQLFaultNotify

Recovery:

1. Export event history for the given server, and Imysqld task.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31146 - DB Mastership Fault

Alarm Type: SW

Description: DB replication is impaired due to no mastering process (inetsync/inetrep).

Default Severity: Major

OID: comcolDbMastershipFaultNotify

Recovery:

1. Export event history for the given server.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31147 - DB UpSyncLog Overrun

Alarm Type: SW

Description: UpSyncLog is not big enough for (WAN) replication.

Default Severity: Minor

OID: comcolDbUpSyncLogOverrunNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31148 - DB Lock Error Detected

Alarm Type: DB

Description: DB lock integrity error detected -- The DB service process (idbsvc) has detected an IDB lock-related error caused by another process. The alarm likely indicates a DB lock-related programming error, or it could be a side effect of a process crash.

Default Severity: Minor

OID: comcolDbLockErrorNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31200 - Process Management Fault

Alarm Type: SW

Description: The process manager (procmgr) is impaired by a s/w fault

Default Severity: Minor

OID: comcolProcMgmtFaultNotify

Recovery:

1. Export event history for the given server, all processes.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31201 - Process Not Running

Alarm Type: PROC

Description: A managed process cannot be started or has unexpectedly terminated

Default Severity: Major

OID: comcolProcNotRunningNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31202 - Unkillable Zombie Process

Alarm Type: PROC

Description: A zombie process exists that cannot be killed by procmgr. procmgr will no longer manage this process. If the process does not exit, it may be necessary to reboot the server to eliminate the zombie process.

Default Severity: Major

OID: comcolProcZombieProcessNotify

Recovery:

1. If the process does not exit, it may be necessary to reboot the server to eliminate the zombie process.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31206 - Process Mgmt Monitoring Fault

Alarm Type: SW

Description: The process manager monitor (pm.watchdog) is impaired by a s/w fault

Default Severity: Minor

OID: comcolProcMgmtMonFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31207 - Process Resource Monitoring Fault

Alarm Type: SW

Description: The process resource monitor (ProcWatch) is impaired by a s/w fault

Default Severity: Minor

OID: comcolProcResourceMonFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31208 - IP Port Server Fault

Alarm Type: SW

Description: The run environment port mapper (re.portmap) is impaired by a s/w fault

Default Severity: Minor

OID: comcolPortServerFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31209 - Hostname Lookup Failed

Alarm Type: SW

Description: Unable to resolve a hostname specified in the NodeInfo table.

Default Severity: Minor

OID: comcolHostLookupFailedNotify

Recovery:

1. This typically indicate a DNS Lookup failure. Verify all server hostnames are correct in the GUI configuration on the server generating the alarm.
2. If the problem persists, contact *My Oracle Support (MOS)*.
3. When configuring/reconfiguration a system, the Primary Site/Secondary Site fields in Topology Settings are used to identify the site in which this cluster is located. If The default value "Unspecified" is kept unchanged while configuring Topology as Geo-redundant sites, the other servers in topology may raise this alarm. Resolution: Select the correct site for each cluster being configured in Topology Settings.

31213 - Process Scheduler Fault

Alarm Type: SW

Description: The process scheduler (ProcSched/runat) is impaired by a s/w fault

Default Severity: Minor

OID: comcolProcSchedulerFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31214 - Scheduled Process Fault

Alarm Type: PROC

Description: A scheduled process cannot be executed or abnormally terminated

Default Severity: Minor

OID: comcolScheduleProcessFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31215 - Process Resources Exceeded

Alarm Type: SW

Description: A process is consuming excessive system resources

Default Severity: Minor

OID: comcolProcResourcesExceededFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31216 - SysMetric Configuration Error

Alarm Type: SW

Description: A SysMetric Configuration table contains invalid data

Default Severity: Minor

OID: comcolSysMetricConfigErrorNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31220 - HA Config Monitor Fault

Alarm Type: SW

Description: The HA manager (cmha) is impaired by a s/w fault

Default Severity: Minor

OID: comcolHaCfgMonitorFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31221 - HA Alarm Monitor Fault

Alarm Type: SW

Description: The high availability alarm monitor is impaired by a s/w fault

Default Severity: Minor

OID: comcolHaAlarmMonitorFaultNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31222 - HA Not Configured

Alarm Type: HA

Description: High availability is disabled due to system configuration

Default Severity: Minor

OID: comcolHaNotConfiguredNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31223 - HA Heartbeat Transmit Failure

Alarm Type: HA

Description: The high availability monitor failed to send heartbeat

Default Severity: Major

OID: comcolHaHbTransmitFailureNotify

Recovery:

1. This alarm clears automatically when the server successfully registers for HA heartbeating.
2. If this alarm does not clear after a couple minutes, contact *My Oracle Support (MOS)*.

31224 - HA Configuration Error

Alarm Type: HA

Description: High availability configuration error

Default Severity: Major

OID: comcolHaCfgErrorNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31225 - HA Service Start Failure

Alarm Type: HA

Description: The high availability service failed to start

Default Severity: Major

OID: comcolHaSvcStartFailureNotify

Recovery:

1. This alarm clears automatically when the HA daemon is successfully started.
2. If this alarm does not clear after a couple minutes, contact *My Oracle Support (MOS)*.

31226 - HA Availability Status Degraded

Alarm Type: HA

Description: The high availability status is degraded due to raised alarms

Default Severity: Major

OID: comcolHaAvailDegradedNotify

Recovery:

1. View alarms dashboard for other active alarms on this server.
2. Follow corrective actions for each individual alarm on the server to clear them.
3. If the problem persists, contact *My Oracle Support (MOS)*.

31227 - HA Availability Status Failed

Alarm Type: HA

Description: The high availability status is failed due to raised alarms

Default Severity: Critical

OID: comcolHaAvailFailedNotify

Recovery:

1. View alarms dashboard for other active alarms on this server.
2. Follow corrective actions for each individual alarm on the server to clear them.
3. If the problem persists, contact *My Oracle Support (MOS)*.

31228 - HA Standby Server Offline

Alarm Type: HA

Description: HA Standby Server Offline

Default Severity: Critical

OID: comcolHaStandbyOfflineNotify

Recovery:

1. If loss of communication between the active and standby servers is caused intentionally by maintenance activity, alarm can be ignored; it clears automatically when communication is restored between the two servers.
2. If communication fails at any other time, look for network connectivity issues and/or contact *My Oracle Support (MOS)*.

31229 - HA Score Changed

Alarm Type: HA

Description: High availability health score changed

Default Severity: Info

OID: comcolHaScoreChangeNotify

Recovery:

Status message - no action required.

31230 - Recent Alarm Processing Fault

Alarm Type: SW

Description: The recent alarm event manager (raclerk) is impaired by a s/w fault

Default Severity: Minor

OID: comcolRecAlarmEvProcFaultNotify

Recovery:

1. Export event history for the given server and raclerk task.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31231 - Platform Alarm Agent Fault

Alarm Type: SW

Description: The platform alarm agent impaired by a s/w fault

Default Severity: Minor

OID: comcolPlatAlarmAgentNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

31232 - HA Late Heartbeat Warning

Alarm Type: HA

Description: High availability server has not received a heartbeat within the configured interval

Default Severity: Minor

OID: comcolHaLateHeartbeatWarningNotify

Recovery:

No action required; this is a warning and can be due to transient conditions. If there continues to be no heartbeat from the server, alarm 31228 occurs.

31233 - HA Secondary Path Down

Alarm Type: HA

Description: High availability secondary path loss of connectivity

Default Severity: Major

OID: comcolHaSecPathDown

Recovery:

1. If loss of communication between the active and standby servers over the secondary path is caused intentionally by maintenance activity, the alarm can be ignored; it clears automatically when communication is restored between the two servers.
2. If communication fails at any other time, look for network connectivity issues on the secondary network and/or contact *My Oracle Support (MOS)*.

31234 - Untrusted Time Upon Initialization

Alarm Type: SW

Description: Upon system initialization, the system time is not trusted, probably because NTP is misconfigured or the NTP servers are unreachable. There are often accompanying Platform alarms to guide correction. Generally, applications are not started if time is not believed to be correct on start-up. Recovery will often will require rebooting the server.

Severity: Critical

HA Score : Normal

Auto Clear Seconds: 0

OID: comcolUtrustedTimeOnInit

Recovery:

1. Correct NTP configuration.
2. If required, contact *My Oracle Support (MOS)*.

31235 - Untrusted Time After Initialization

Alarm Type: SW

Description: After system initialization, the system time has become untrusted, probably because NTP has reconfigured improperly, time has been manually changed, the NTP servers are unreachable, etc. There are often accompanying Platform alarms to guide correction. Generally, applications remain running, but time-stamped data is likely incorrect, reports may be negatively affected, some behavior may be improper, etc.

Severity: Critical

HA Score : Normal

Auto Clear Seconds: 86400

OID: comcolUtrustedTimePostInit

Recovery:

1. Correct NTP configuration.
2. If required, contact *My Oracle Support (MOS)*.

31236 - HA Link Down

Alarm Group: HA

Description: High availability TCP link is down.

Severity: Critical

Instance: Remote node being connected to plus the path identifier

HA Score: Normal

Auto Clear Seconds: 300

OID: comcolHaLinkDownNotify

Recovery:

1. If loss of communication between the active and standby servers over the specified path is caused intentionally by maintenance activity, alarm can be ignored; it clears automatically when communication is restored between the two servers.
2. If communication fails at any other time, look for network connectivity issues on the primary network and/or contact *My Oracle Support (MOS)*.

31240 - Measurements Collection Fault

Alarm Type: SW

Description: The measurments collector (statclerk) is impaired by a s/w fault

Default Severity: Minor

OID: comcolMeasCollectorFaultNotify

Recovery:

1. Export event history for the given server and statclerk task.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31250 - RE Port Mapping Fault

Alarm Type: SW

Description: The IP service port mapper (re.portmap) is impaired by a s/w fault

Default Severity: Minor

OID: comcolRePortMappingFaultNotify

Recovery:

This typically indicate a DNS Lookup failure. Verify all server hostnames are correct in the GUI configuration on the server generating the alarm.

31260 - DB SNMP Agent

Alarm Type: SW

Description: The DB SNMP agent (snmpIdbAgent) is impaired by a s/w fault

Default Severity: Minor

OID: comcolDbSnmpAgentNotify

Recovery:

1. Export event history for the given server and all processes.
2. If the problem persists, contact *My Oracle Support (MOS)*.

31270 - Logging Output

Alarm Type: SW

Description: Logging output set to Above Normal

Default Severity: Minor

OID: comcolLoggingOutputNotify

Recovery:

Extra diagnostic logs are being collected, potentially degrading system performance. If the problem persists, contact *My Oracle Support (MOS)*.

31280 - HA Active to Standby Transition

Alarm Type: HA

Description: HA active to standby activity transition

Default Severity: Info

OID: comcolActiveToStandbyTransNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31281 - HA Standby to Active Transition

Alarm Type: HA

Description: HA standby to active activity transition

Default Severity: Info

OID: comcolStandbyToActiveTransNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31282 - HA Management Fault

Alarm Type: HA

Description: The HA manager (cmha) is impaired by a s/w fault.

Default Severity: Minor

OID: comcolHaMgmtFaultNotify

Recovery:

Export event history for the given server and cmha task, then contact *My Oracle Support (MOS)*.

31283 - HA Server Offline

Alarm Type: HA

Description: High availability server is offline

Default Severity: Critical

OID: comcolHAServerOfflineNotify

Recovery

1. If loss of communication between the active and standby servers is caused intentionally by maintenance activity, alarm can be ignored; it clears automatically when communication is restored between the two servers.
2. If communication fails at any other time, look for network connectivity issues and/or contact *My Oracle Support (MOS)*.

31284 - HA Remote Subscriber Heartbeat Warning

Alarm Type: HA

Description: High availability remote subscriber has not received a heartbeat within the configured interval

Default Severity: Minor

OID: comcolHARemoteHeartbeatWarningNotify

Recovery

1. No action required; this is a warning and can be due to transient conditions. The remote subscriber will move to another server in the cluster.
2. If there continues to be no heartbeat from the server, contact *My Oracle Support (MOS)*.

31285 - HA Split Brain Recovery Entry

Alarm Group: HA

Description: High availability split brain recovery entered

Severity: Info

Instance: Cluster set key of the DC outputting the event

HA Score: Normal

Auto Clear Seconds: 300

OID: comcolHaSbrEntryNotify

Recovery:

No action required; this is a status message generated when one or more unaccounted for nodes join the designated coordinators group.

31286 - HA Split Brain Recovery Plan

Alarm Group: HA

Description: High availability split brain recovery plan

Severity: Info

Instance: Names of HA Policies (as defined in HA policy configuration)

HA Score: Normal

Auto Clear Seconds: 300

OID: comcolHaSbrPlanNotify

Recovery:

No action required; this is a status message output when the designated coordinator generates a new action plan during split brain recovery.

31287 - HA Split Brain Recovery Complete

Alarm Group: HA

Description: High availability split brain recovery complete

Severity: Info

Instance: Names of HA Policies (as defined in HA policy configuration)

HA Score: Normal

Auto Clear Seconds: 300

OID: comcolHaSbrCompleteNotify

Recovery:

No action required; this is a status message output when the designated coordinator finishes running an action plan during split brain recovery.

31290 - HA Process Status

Alarm Type: HA

Description: HA manager (cmha) status

Default Severity: Info

OID: comcolHaProcessStatusNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31291 - HA Election Status

Alarm Type: HA

Description: HA DC Election status

Default Severity: Info

OID: comcolHAElectionStatusNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31292 - HA Policy Status

Alarm Type: HA

Description: HA Policy plan status

Default Severity: Info

OID: comcolHaPolicyStatusNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31293 - HA Resource Link Status

Alarm Type: HA

Description: HA Resource Agent Link status

Default Severity: Info

OID: comcolHaRaLinkStatusNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31294 - HA Resource Status

Alarm Type: HA

Description: HA Resource registration status

Default Severity: Info

OID: comcolHaResourceStatusNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31295 - HA Action Status

Alarm Type: HA

Description: HA Resource action status

Default Severity: Info

OID: comcolHaActionStatusNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31296 - HA Monitor Status

Alarm Type: HA

Description: HA Monitor action status

Default Severity: Info

OID: comcolHaMonitorStatusNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31297 - HA Resource Agent Info

Alarm Type: HA

Description: HA Resource Agent application information

Default Severity: Info

OID: comcolHaRaInfoNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31298 - HA Resource Agent Detail

Alarm Type: HA

Description: HA Resource Agent application detailed information

Default Severity: Info

OID: comcolHaRaDetailNotify

Recovery:

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, contact *My Oracle Support (MOS)*.

31299 - HA Notification Status

Alarm Type: HA

Description: HA Notification Status

Default Severity: Info

OID: comcolHaNotification

Recovery:

No action required.

31300 - HA Control Status

Alarm Type: HA

Description: HA Control action status

Default Severity: Info

OID: comcolHaControl

Recovery:

No action required.

32113 - Uncorrectable ECC Memory Error

Alarm Type: PLAT

Description: Uncorrectable ECC Memory Error -- This alarm indicates that chipset has detected an uncorrectable (multiple-bit) memory error that the ECC (Error-Correcting Code) circuitry in the memory is unable to correct.

Default Severity: Critical

OID: tpdEccUncorrectableError

Recovery

If the problem persists, contact *My Oracle Support (MOS)* to request hardware replacement.

32114 - SNMP Get Failure

Alarm Type: PLAT

Description: SNMP Get Failure -- The server failed to receive SNMP information from the switch.

Default Severity: Critical

OID: tpdSNMPGetFailure

Within this trap is one bind variable, the OID of which is 1.3.6.1.2.1.1.5 <sysname>, where <sysname> is the name of the switch where the failure occurred.

Recovery

1. Use the following command to verify the switch is active: `ping switch1A/B` (this requires command line access).
2. If the problem persists, contact *My Oracle Support (MOS)*.

32115 - TPD NTP Daemon Not Synchronized Failure

Alarm Type: PLAT

Description: This alarm indicates that the server is not synchronized to an NTP source, has not been synchronized for an extended number of hours, and has reached the critical threshold.

Default Severity: Critical

HA Score: Normal

OID: tpdNTPDaemonNotSynchronizedFailure

Recovery

1. Verify NTP settings and that NTP sources can be reached.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32116 - TPD Server's Time Has Gone Backwards

Alarm Type: PLAT

Description: This alarm indicates that the server's current time precedes the timestamp of the last known time that the server's time was good.

Default Severity: Critical

HA Score: Normal

OID: tpdNTPTimeGoneBackwards

Recovery

1. Verify NTP settings and that NTP sources are providing accurate time.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32117 - TPD NTP Offset Check Failure

Alarm Type: PLAT

Description: This alarm indicates the NTP offset of the server that is currently being synced to is greater than the critical threshold.

Default Severity: Critical

HA Score: Normal

OID: ntpOffsetCheckFailure descr

Recovery

1. Verify NTP settings, and that NTP sources are providing accurate time.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32300 – Server Fan Failure

Alarm Type: PLAT

Description: Server Fan Failure -- This alarm indicates that a fan on the application server is either failing or has failed completely. In either case, there is a danger of component failure due to overheating.

Default Severity: Major

OID: tpdFanError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32301 - Server Internal Disk Error

Alarm Type: PLAT

Description: Server Internal Disk Error -- This alarm indicates the server is experiencing issues replicating data to one or more of its mirrored disk drives. This could indicate that one of the server's disks has either failed or is approaching failure.

Default Severity: Major

OID: tpdIntDiskError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32302 – Server RAID Disk Error

Alarm Type: PLAT

Description: Server RAID Disk Error -- This alarm indicates that the offboard storage server had a problem with its hardware disks.

Default Severity: Major

OID: tpdRaidDiskError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32303 - Server Platform Error

Alarm Type: PLAT

Description: Server Platform Error - This alarm indicates an error such as a corrupt system configuration or missing files.

Default Severity: Major

OID: tpdPlatformError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32304 - Server File System Error

Alarm Type: PLAT

Description: Server File System Error -- This alarm indicates unsuccessful writing to at least one of the server's file systems.

Default Severity: Major

OID: tpdFileSystemError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32305 - Server Platform process error

Alarm Group: PLAT

Description: This alarm indicates that either the minimum number of instances for a required process are not currently running or too many instances of a required process are running.

Severity: Major

Instance: May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score: Normal

Auto Clear Seconds: 0 (zero)

OID: tpdPlatProcessError

Recovery

Contact *My Oracle Support (MOS)*.

32307 - Server Swap Space Shortage Error

Alarm Type: PLAT

Description: Server Swap Space Shortage Error -- This alarm indicates that the server's swap space is in danger of being depleted. This is usually caused by a process that has allocated a very large amount of memory over time.

Default Severity: Major

OID: tpdSwapSpaceShortageError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32308 - Server Provisioning Network Error

Alarm Type: PLAT

Description: Server Provisioning Network Error -- This alarm indicates that the connection between the server's ethernet interface and the customer network is not functioning properly. The eth1 interface is at the upper right port on the rear of the server on the EAGLE backplane.

Default Severity: Major

OID: tpdProvNetworkError

Recovery

1. Verify that a customer-supplied cable labeled TO CUSTOMER NETWORK is securely connected to the appropriate server. Follow the cable to its connection point on the local network and verify this connection is also secure.
2. Test the customer-supplied cable labeled TO CUSTOMER NETWORK with an Ethernet Line Tester. If the cable does not test positive, replace it.
3. Have your network administrator verify that the network is functioning properly.
4. If no other nodes on the local network are experiencing problems and the fault has been isolated to the server or the network administrator is unable to determine the exact origin of the problem, contact *My Oracle Support (MOS)*.

32312 - Server Disk Space Shortage Error

Alarm Type: PLAT

Description: Server Disk Space Shortage Error -- This alarm indicates that one of the following conditions has occurred:

- A filesystem has exceeded a failure threshold, which means that more than 90% of the available disk storage has been used on the filesystem.
- More than 90% of the total number of available files have been allocated on the filesystem.
- A filesystem has a different number of blocks than it had when installed.

Default Severity: Major

OID: tpdDiskSpaceShortageError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32313 - Server Default Route Network Error

Alarm Type: PLAT

Description: Server Default Route Network Error -- This alarm indicates that the default network route of the server is experiencing a problem.

Caution: When changing the network routing configuration of the server, verify that the modifications will not impact the method of connectivity for the current login session. The route information must be entered correctly and set to the correct values. Incorrectly modifying the routing configuration of the server may result in total loss of remote network access.

Default Severity: Major

OID: tpdDefaultRouteNetworkError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32314 - Server Temperature Error

Alarm Type: PLAT

Description: Server Temperature Error -- The internal temperature within the server is unacceptably high.

Default Severity: Major

OID: tpdTemperatureError

Recovery

1. Ensure that nothing is blocking the fan's intake. Remove any blockage.
2. Verify that the temperature in the room is normal. If it is too hot, lower the temperature in the room to an acceptable level.

   Note: Be prepared to wait the appropriate period of time before continuing with the next step. Conditions need to be below alarm thresholds consistently for the alarm to clear. It may take about ten minutes after the room returns to an acceptable temperature before the alarm cleared.

3. If the problem has not been resolved, contact *My Oracle Support (MOS)*.

32315 – Server Mainboard Voltage Error

Alarm Type: PLAT

Description: Server Mainboard Voltage Error -- This alarm indicates that one or more of the monitored voltages on the server mainboard have been detected to be out of the normal expected operating range.

Default Severity: Major

OID: tpdServerMainboardVoltageError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32316 – Server Power Feed Error

Alarm Type: PLAT

Description: Server Power Feed Error -- This alarm indicates that one of the power feeds to the server has failed. If this alarm occurs in conjunction with any Breaker Panel alarm, there might be a problem with the breaker panel.

Default Severity: Major

OID: tpdPowerFeedError

Recovery

1. Verify that all the server power feed cables to the server that is reporting the error are securely connected.

2. Check to see if the alarm has cleared
   - If the alarm has been cleared, the problem is resolved.
   - If the alarm has not been cleared, continue with the next step.
3. Follow the power feed to its connection on the power source. Ensure that the power source is ON and that the power feed is properly secured.
4. Check to see if the alarm has cleared
   - If the alarm has been cleared, the problem is resolved.
   - If the alarm has not been cleared, continue with the next step.
5. If the power source is functioning properly and the wires are all secure, have an electrician check the voltage on the power feed.
6. Check to see if the alarm has cleared
   - If the alarm has been cleared, the problem is resolved.
   - If the alarm has not been cleared, continue with the next step.
7. If the problem has not been resolved, contact *My Oracle Support (MOS)*.

32317 - Server Disk Health Test Error

Alarm Type: PLAT

Description: Server Disk Health Test Error -- Either the hard drive has failed or failure is imminent.

Default Severity: Major

OID: tpdDiskHealthError

Recovery

1. Perform the recovery procedures for the other alarms that accompany this alarm.
2. If the problem has not been resolved, contact *My Oracle Support (MOS)*.

32318 - Server Disk Unavailable Error

Alarm Type: PLAT

Description: Server Disk Unavailable Error -- The `smartd` service is not able to read the disk status because the disk has other problems that are reported by other alarms. This alarm appears only while a server is booting.

Default Severity: Major

OID: tpdDiskUnavailableError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32320 – Device Interface Error

Alarm Type: PLAT

Description: Device Interface Error -- This alarm indicates that the IP bond is either not configured or down.

Default Severity: Major

OID: tpdDeviceIfError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32321 – Correctable ECC memory error

Alarm Type: PLAT

Description: Correctable ECC Memory Error -- This alarm indicates that chipset has detected a correctable (single-bit) memory error that has been corrected by the ECC (Error-Correcting Code) circuitry in the memory.

Default Severity: Major

OID: tpdEccCorrectableError

Recovery

No recovery necessary. If the condition persists, contact *My Oracle Support (MOS)* to request hardware replacement.

32322 – Power Supply A error

Alarm Type: PLAT

Description: Power Supply A Error -- This alarm indicates that power supply 1 (feed A) has failed.

Default Severity: Major

OID: tpdPowerSupply1Error

Recovery

1. Verify that nothing is obstructing the airflow to the fans of the power supply.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32323 – Power Supply B Error

Alarm Type: PLAT

Description: Power Supply B Error -- This alarm indicates that power supply 2 (feed B) has failed.

Default Severity: Major

OID: tpdPowerSupply2Error

Recovery

1. Verify that nothing is obstructing the airflow to the fans of the power supply.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32324 – Breaker panel Feed Error

Alarm Type: PLAT

Description: Breaker Panel Feed Error -- This alarm indicates that the server is not receiving information from the breaker panel relays.

Default Severity: Major

OID: tpdBrkPnlFeedError

Recovery

1. Verify that the same alarm is displayed by multiple servers:
   - If this alarm is displayed by only one server, the problem is most likely to be with the cable or the server itself. Look for other alarms that indicate a problem with the server and perform the recovery procedures for those alarms first.
   - If this alarm is displayed by multiple servers, go to the next step.
2. Verify that the cables that connect the servers to the breaker panel are not damaged and are securely fastened to both the Alarm Interface ports on the breaker panel and to the serial ports on both servers.
3. If the problem has not been resolved, contact *My Oracle Support (MOS)* to request that the breaker panel be replaced.

32325 – Breaker Panel Breaker Error

Alarm Type: PLAT

Description: Breaker Panel Breaker Error -- This alarm indicates that a power fault has been identified by the breaker panel.

Default Severity: Major

OID: tpdBrkPnlBreakerError

Recovery

1. Verify that the same alarm is displayed by multiple servers:
   - If this alarm is displayed by only one server, the problem is most likely to be with the cable or the server itself. Look for other alarms that indicate a problem with the server and perform the recovery procedures for those alarms first.
   - If this alarm is displayed by multiple servers, go to the next step.
2. Look at the breaker panel assignments and verify that the corresponding LED in the PWR BUS A group and the PWR BUS B group is illuminated Green.
3. Check the BRK FAIL LEDs for BUS A and for BUS B.
   - If one of the BRK FAIL LEDs is illuminated Red, then one or more of the respective Input Breakers has tripped. (A tripped breaker is indicated by the toggle located in the center position.) Perform the following steps to repair this issue:

   a) For all tripped breakers, move the breaker down to the open (OFF) position and then back up to the closed (ON) position.

b) After all the tripped breakers have been reset, check the BRK FAIL LEDs again. If one of the BRK FAIL LEDs is still illuminated Red, contact *My Oracle Support (MOS)*.

- If all of the BRK FAIL LEDs and all the LEDs in the PWR BUS A group and the PWR BUS B group are illuminated Green, continue with the next step.

4. If the problem has not been resolved, contact *My Oracle Support (MOS)*.

32326 – Breaker Panel Monitoring Error

Alarm Type: PLAT

Description: Breaker Panel Monitoring Error -- This alarm indicates a failure in the hardware and/or software that monitors the breaker panel. This could mean there is a problem with the file I/O libraries, the serial device drivers, or the serial hardware itself.

Note: When this alarm occurs, the system is unable to monitor the breaker panel for faults. Thus, if this alarm is detected, it is imperative that the breaker panel be carefully examined for the existence of faults. The LEDs on the breaker panel will be the only indication of the occurrence of either alarm:

- 32324 – Breaker panel feed error
- 32325 – Breaker panel breaker error

until the Breaker Panel Monitoring Error has been corrected.

Default Severity: Major

OID: tpdBrkPnlMntError

Recovery

1. Verify that the same alarm is displayed by multiple servers:
   - If this alarm is displayed by only one server, the problem is most likely to be with the cable or the server itself. Look for other alarms that indicate a problem with the server and perform the recovery procedures for those alarms first.
   - If this alarm is displayed by multiple servers, go to the next step.
2. Verify that both ends of the labeled serial cables are secured properly (for locations of serial cables, see the appropriate hardware manual).
3. If the alarm has not been cleared, contact *My Oracle Support (MOS)*.

32327 – Server HA Keepalive Error

Alarm Type: PLAT

Description: Server HA Keepalive Error -- This alarm indicates that heartbeat process has detected that it has failed to receive a heartbeat packet within the timeout period.

Default Severity: Major

OID: tpdHaKeepaliveError

Recovery

1. Determine if the mate server is currently down and bring it up if possible.
2. Determine if the keepalive interface is down.

3. Determine if heartbeart is running (service TKLCha status).

   Note: This step may require command line ability.

4. If the problem persists, contact *My Oracle Support (MOS)*.

32331 – HP disk problem

Alarm Type: TPD

Description: HP disk problem -- This major alarm indicates that there is an issue with either a physical or logical disk in the HP disk subsystem. The message will include the drive type, location, slot and status of the drive that has the error.

Default Severity: Major

OID: tpdHpDiskProblemNotify

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32332 – HP Smart Array controller problem

Alarm Type: PLAT

Description: HP Smart Array controller problem -- This major alarm indicates that there is an issue with an HP disk controller. The message will include the slot location, the component on the controller that has failed, and status of the controller that has the error.

Default Severity: Major

OID: tpdHpDiskCtrlrProblemNotify

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32333 – HP hpacucliStatus utility problem

Alarm Type: PLAT

Description: HP hpacucliStatus utility problem -- This major alarm indicates that there is an issue with the process that caches the HP disk subsystem status. This usually means that the hpacucliStatus/hpDiskStatus daemon is either not running, or hung.

Default Severity: Major

OID: tpdHPACUCLIProblem

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32335 - Switch Link Down Error

Alarm Type: PLAT

Description: Swith Link Down Error -- The link is down.

Default Severity: Major

OID: tpdSwitchLinkDownError

Within this trap are two bind variables, the OIDs of which are:

- 1.3.6.1.2.1.1.5 <sysname>, where <sysname> is the name of the switch where the failure occurred.
- 1.3.6.1.2.1.2.2.1.1 <link index>, where <link index> is the index of the failed link.

Recovery

1. Verify the cabling between the port and the remote side.
2. Verify networking on the remote end.
3. If the problem persists, contact *My Oracle Support (MOS)*, who should verify port settings on both the server and the switch.

32336 – Half open socket limit

Alarm Type: PLAT

Description: Half open socket limit -- This alarm indicates that the number of half open TCP sockets has reached the major threshold. This problem is caused by a remote system failing to complete the TCP 3-way handshake.

Default Severity: Major

OID: tpdHalfOpenSockLimit

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32339 - TPD Max Number Of Running Processes Error

Alarm Type: PLAT

Description: This alarm indicates that the maximum number of running processes has reached the major threshold.

Default Severity: Major

HA Score: Normal

OID: tpdMaxPidLimit

Recovery

1. Run syscheck in verbose mode.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32340 - TPD NTP Daemon Not Synchronized Error

Alarm Type: PLAT

Description: This alarm indicates that the server is not synchronized to an NTP source, has not been synchronized for an extended number of hours, and has reached the major threshold.

Default Severity: Major

HA Score: Normal

OID: tpdNTPDaemonNotSynchronizedError

Recovery

1. Verify NTP settings and that NTP sources can be reached.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32341 - TPD NTP Daemon Never Synchronized Error

Alarm Type: PLAT

Description: This alarm indicates that the server is not synchronized to an NTP source and has never been synchronized since the last configuration change.

Default Severity: Major

HA Score: Normal

OID: tpdNTPDaemonNeverSynchronized

Recovery

1. Verify NTP settings and that NTP sources can be reached.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32342 - TPD NTP Offset Check Error

Alarm Type: PLAT

Description: This alarm indicates the NTP offset of the server that is currently being synced to is greater than the major threshold.

Default Severity: Major

HA Score: Normal

OID: ntpOffsetCheckError

Recovery

1. Verify NTP settings and that NTP sources are providing accurate time.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32343 - TPD RAID disk problem

Alarm Type: PLAT

Description: This alarm indicates that physical disk or logical volume on RAID controller is not in optimal state as reported by syscheck.

Default Severity: Major

HA Score: Normal

OID: tpdDiskProblem

Recovery

1. Run syscheck in verbose mode.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32344 - RAID controller problem

Alarm Type: PLAT

Description: This alarm indicates that RAID controller needs intervention. State reported by syscheck is not "Normal" and/or BBU (backup battery unit) state is not "Operational."

Default Severity: Major

HA Score: Normal

OID: tpdDiskCtrlrProblem

Recovery

1. Run syscheck in verbose mode.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32345 - Server Upgrade snapshot(s) invalid

Alarm Type: PLAT

Description: This alarm indicates that upgrade snapshot(s) are invalid and backout is no longer possible.

Default Severity: Major

HA Score: Normal

OID: tpdUpgradeSnapshotInvalid

Recovery

1. Run syscheck in verbose mode.
2. Contact *My Oracle Support (MOS)*.

32346 - OEM hardware management service reports an error

Alarm Type: PLAT

Description: This alarm indicates that OEM hardware management service reports an error.

Default Severity: Major

HA Score: Normal

OID: tpdOEMHardwareProblem

Recovery

1. Run syscheck in verbose mode.
2. Contact *My Oracle Support (MOS)*.

32347 - The hwmgmtcliStatus daemon needs intervention

Alarm Type: PLAT

Description: This alarm indicates the hwmgmtcliStatus daemon is not running or is not responding.

Default Severity: Major

OID: tpdHWMGMTCLIProblem

Recovery

1. Run syscheck in verbose mode.
2. Contact *My Oracle Support (MOS)*.

32500 – Server Disk Space Shortage Warning

Alarm Type: PLAT

Description: Server Disk Space Shortage Warning -- This alarm indicates that one of the following conditions has occurred:

- A file system has exceeded a warning threshold, which means that more than 80% (but less than 90%) of the available disk storage has been used on the file system.
- More than 80% (but less than 90%) of the total number of available files have been allocated on the file system.

Default Severity: Minor

OID: tpdDiskSpaceShortageWarning

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32501 – Server Application Process Error

Alarm Type: PLAT

Description: Server Application Process Error -- This alarm indicates that either the minimum number of instances for a required process are not currently running or too many instances of a required process are running.

Default Severity: Minor

OID: tpdApplicationProcessError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32502 – Server Hardware Configuration Error

Alarm Type: PLAT

Description: Server Hardware Configuration Error -- This alarm indicates that one or more of the server's hardware components are not in compliance with required specifications (refer to the appropriate hardware manual).

Default Severity: Minor

OID: tpdHardwareConfigError

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32505 – Server Swap Space Shortage Warning

Alarm Type: PLAT

Description: Server Swap Space Shortage Warning -- This alarm indicates that the swap space available on the server is less than expected. This is usually caused by a process that has allocated a very large amount of memory over time.

Note: For this alarm to clear, the underlying failure condition must be consistently undetected for a number of polling intervals. Therefore, the alarm may continue to be reported for several minutes after corrective actions are completed.

Default Severity: Minor

OID: tpdSwapSpaceShortageWarning

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32506 – Server Default Router not Defined

Alarm Type: PLAT

Description: Server Default Router not Defined -- This alarm indicates that the default network route is either not configured or the current configuration contains an invalid IP address or hostname.

Default Severity: Minor

OID: tpdDefaultRouteNotDefined

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32507 – Server Temperature Warning

Alarm Type: PLAT

Description: Server Temperature Warning -- This alarm indicates that the internal temperature within the server is outside of the normal operating range. A server Fan Failure may also exist along with the Server Temperature Warning.

Default Severity: Minor

OID: tpdTemperatureWarning

Recovery

1. Ensure that nothing is blocking the fan's intake. Remove any blockage.
2. Verify that the temperature in the room is normal. If it is too hot, lower the temperature in the room to an acceptable level.

   Note: Be prepared to wait the appropriate period of time before continuing with the next step. Conditions need to be below alarm thresholds consistently for the alarm to clear. It may take about ten minutes after the room returns to an acceptable temperature before the alarm cleared.

3. Replace the filter (refer to the appropriate hardware manual).

   Note: Be prepared to wait the appropriate period of time before continuing with the next step. Conditions need to be below alarm thresholds consistently for the alarm to clear. It may take about ten minutes after the filter is replaced before the alarm cleared.

4. If the problem has not been resolved, contact *My Oracle Support (MOS)*.

32508 – Server Core File Detected

Alarm Type: PLAT

Description: Server Core File Detected -- This alarm indicates that an application process has failed and debug information is available.

Default Severity: Minor

OID: tpdCoreFileDetected

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32509 – Server NTP Daemon Not Synchronized

Alarm Type: PLAT

Description: Server NTP Daemon Not Synchronized -- This alarm indicates that the NTP daemon (background process) has been unable to locate a server to provide an acceptable time reference for synchronization.

Default Severity: Minor

OID: tpdNTPDeamonNotSynchronized

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32510 – CMOS Battery Voltage Low

Alarm Type: PLAT

Description: CMOS Battery Voltage Low -- The presence of this alarm indicates that the CMOS battery voltage has been detected to be below the expected value. This alarm is an early warning indicator of CMOS battery end-of-life failure which will cause problems in the event the server is powered off.

Default Severity: Minor

OID: tpdCMOSBatteryVoltageLow

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32511 – Server Disk Self Test Warning

Alarm Type: PLAT

Description: Server Disk Self Test Warning -- A non-fatal disk issue (such as a sector cannot be read) exists.

Default Severity: Minor

OID: tpdSmartTestWarn

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32512 – Device Warning

Alarm Type: PLAT

Description: Device Warning -- This alarm indicates that either we are unable to perform an snmpget command on the configured SNMP OID or the value returned failed the specified comparison operation.

Default Severity: Minor

OID: tpdDeviceWarn

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32513 – Device Interface Warning

Alarm Type: PLAT

Description: Device Interface Warning -- This alarm can be generated by either an SNMP trap or an IP bond error.

Default Severity: Minor

OID: tpdDeviceIfWarn

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32514 – Server Reboot Watchdog Initiated

Alarm Type: PLAT

Description: Server Reboot Watchdog Initiated -- This alarm indicates that the hardware watchdog was not strobed by the software and so the server rebooted the server. This applies to only the last reboot and is only supported on a T1100 application server.

Default Severity: Minor

OID: tpdWatchdogReboot

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32515 – Server HA Failover Inhibited

Alarm Type: PLAT

Description: Server HA Failover Inhibited -- This alarm indicates that the server has been inhibited and therefore HA failover is prevented from occurring.

Default Severity: Minor

OID: tpdHaInhibited

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32516 – Server HA Active To Standby Transition

Alarm Type: PLAT

Description: Server HA Active To Standby Transition -- This alarm indicates that the server is in the process of transitioning HA state from Active to Standby.

Default Severity: Minor

OID: tpdHaActiveToStandbyTrans

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32517 – Server HA Standby To Active Transition

Alarm Type: PLAT

Description: Server HA Standby To Active Transition -- This alarm indicates that the server is in the process of transitioning HA state from Standby to Active.

Default Severity: Minor

OID: tpdHaStandbyToActiveTrans

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32518 – Platform Health Check Failure

Alarm Type: PLAT

Description: Platform Health Check Failure -- This alarm is used to indicate a configuration error.

Default Severity: Minor

OID: tpdHealthCheckFailed

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32519 – NTP Offset Check Failure

Alarm Type: PLAT

Description: NTP Offset Check Failure -- This minor alarm indicates that time on the server is outside the acceptable range (or offset) from the NTP server. The Alarm message will provide the offset value of the server from the NTP server and the offset limit that the application has set for the system.

Default Severity: Minor

OID: ntpOffsetCheckFailed

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32520 – NTP Stratum Check Failure

Alarm Type: PLAT

Description: NTP Stratum Check Failure -- This alarm indicates that NTP is syncing to a server, but the stratum level of the NTP server is outside of the acceptable limit. The Alarm message will provide the stratum value of the NTP server and the stratum limit that the application has set for the system.

Default Severity: Minor

OID: ntpStratumCheckFailed

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32521 – SAS Presence Sensor Missing

Alarm Type: PLAT

Description: SAS Presence Sensor Missing -- This alarm indicates that the T1200 server drive sensor is not working.

Default Severity: Minor

OID: sasPresenceSensorMissing

Recovery

If the problem persists, contact *My Oracle Support (MOS)* to get a replacement server.

32522 – SAS Drive Missing

Alarm Type: PLAT

Description: SAS Drive Missing -- This alarm indicates that the number of drives configured for this server is not being detected.

Default Severity: Minor

OID: sasDriveMissing

Recovery

If the problem persists, contact *My Oracle Support (MOS)* to determine whether the issue is with a failed drive or failed configuration.

32524 – HP disk resync

Alarm Type: PLAT

Description: HP disk resync -- This minor alarm indicates that the HP disk subsystem is currently resynchronizing after a failed or replaced drive, or some other change in the configuration of the HP disk subsystem. The output of the message will include the disk that is resynchronizing and the percentage complete. This alarm should eventually clear once the resync of the disk is completed. The time it takes for this is dependant on the size of the disk and the amount of activity on the system.

Default Severity: Minor

OID: tpdHpDiskResync

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32525 – Telco Fan Warning

Alarm Type: PLAT

Description: Telco Fan Warning -- This alarm indicates that the Telco switch has detected an issue with an internal fan.

Default Severity: Minor

OID: tpdTelcoFanWarning

Recovery

1. If the problem persists, contact *My Oracle Support (MOS)* to get a replacement switch. Verify the ambient air temperature around the switch is as low as possible until the switch is replaced.
2. *My Oracle Support (MOS)* personnel can perform an snmpget command or log into the switch to get detailed fan status information.

32526 – Telco Temperature Warning

Alarm Type: PLAT

Description: Telco Temperature Warning -- This alarm indicates that the Telco switch has detected the internal temperature has exceeded the threshold.

Default Severity: Minor

OID: tpdTelcoTemperatureWarning

Recovery

1. Lower the ambient air temperature around the switch as low as possible.
2. If problem persists, contact *My Oracle Support (MOS)*.

32527 – Telco Power Supply Warning

Alarm Type: PLAT

Description: Telco Power Supply Warning -- This alarm indicates that the Telco switch has detected that one of the duplicate power supplies has failed.

Default Severity: Minor

OID: tpdTelcoPowerSupplyWarning

Recovery

1. Verify breaker wasn't tripped.
2. If breaker is still good and problem persists, contact *My Oracle Support (MOS)* who can perform a **snmpget** command or log into the switch to determine which power supply is failing. If the power supply is bad, the switch must be replaced.

32528 – Invalid BIOS value

Alarm Type: PLAT

Description: Invalid BIOS value -- This alarm indicates that the HP server has detected that one of the setting for either the embedded serial port or the virtual serial port is incorrect.

Default Severity: Minor

OID: tpdInvalidBiosValue

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32529 – Server Kernel Dump File Detected

Alarm Type: PLAT

Description: Server Kernel Dump File Detected -- This alarm indicates that the kernel has crashed and debug information is available.

Default Severity: Minor

OID: tpdServerKernelDumpFileDetected

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32530 – TPD Upgrade Fail Detected

Alarm Type: PLAT

Description: Server Upgrade Fail Detected -- This alarm indicates that a TPD upgrade has failed.

Default Severity: Minor

OID: tpdUpgradeFailed

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32531 – Half Open Socket Warning

Alarm Type: PLAT

Description: Half Open Socket Warning -- This alarm indicates that the number of half open TCP sockets has reached the major threshold. This problem is caused by a remote system failing to complete the TCP 3-way handshake.

Default Severity: Minor

OID: tpdHalfOpenSocketWarning

Recovery

If the problem persists, contact *My Oracle Support (MOS)*.

32532 – Server Upgrade Pending Accept/Reject

Alarm Type: PLAT

Description: Server Upgrade Pending Accept/Reject -- This alarm indicates that an upgrade occurred but has not been accepted or rejected yet.

Default Severity: Minor

OID: tpdServerUpgradePendingAccept

Recovery

Follow the steps in the application's upgrade procedure for accepting or rejecting the upgrade.

32533 -TPD Max Number Of Running Processes Warning

Alarm Type: PLAT

Description: This alarm indicates that the maximum number of running processes has reached the minor threshold.

Default Severity: Minor

OID: tpdMaxPidWarning

Recovery

1. Run syscheck in verbose mode.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32534 -TPD NTP Source Is Bad Warning

Alarm Type: PLAT

Description: This alarm indicates that an NTP source has been rejected by the NTP daemon and is not being considered as a time source.

Default Severity: Minor

OID: tpdNTPSourceIsBad

Recovery

1. Verify NTP settings and that NTP sources are providing accurate time.
2. If the problem persists, contact *My Oracle Support (MOS)*.

32535 -TPD RAID disk resync

Alarm Type: PLAT

Description: This alarm indicates that the RAID logical volume is currently resyncing after a failed/replaced drive or another change in the configuration. The output of the message includes the disk that is resyncing. This alarm eventually clears once the resync of the disk is completed. The time it takes for this is dependent on the size of the disk and the amount of activity on the system (rebuild of 600G disks without any load takes about 75min).

Default Severity: Minor

OID: tpdNTPSourceIsBad

Recovery

1. Run syscheck in verbose mode.

2. If this alarm persist for several hours (Server rebuild of the array may take multiple hours to finish, depending on the load of the server), contact *My Oracle Support (MOS)*.

32536 - Server Upgrade Snapshot(s) warning

Alarm Type: PLAT

Description: This alarm indicates that upgrade snapshot(s) are above configured threshold and either accept or reject of LVM upgrade has to be run soon otherwise snapshots will become 100% full and invalid.

Default Severity: Minor

OID: tpdUpgradeSnapshotWarning

Recovery

1. Run syscheck in verbose mode.
2. If this alarm persists for several hours, (the server rebuild of the array may take multiple hours to finish, depending on the load of the server), contact *My Oracle Support (MOS)*.

QBus Platform (70000-70999)

The QBus Platform (QP) software provides an execution environment for Java-based applications, which are the Multiprotocol Routing Agent (MRA), Multimedia Policy Engine (MPE), or the Configuration Management Platform (CMP). QP provides common interfaces into databases, event logging, SNMP, and cluster state. Two blades in the cluster provides 1+1 High-Availability (HA) protection. The application executes on one blade. The other blade acts as a hot standby in case the first blade fails to provide service.

70001 - QP_procmgr failed

Alarm Type: QP

Description: The QP-procmgr process has failed. This process manages all pcrf software.

Default Severity: Critical

Instance: N/A

HA Score: Failed

Clearing Action: This alarm is cleared by qp-procmgr after qp-procmgr is restarted.

OID: pcrfMIBNotificationsQPProcmgrFailedNotify

Recovery:

If the alarm does not clear automatically within a few seconds, or if the alarm occurs frequently, contact *My Oracle Support (MOS)*.

70002 - QP Critical process failed

Alarm Type: QP

Description: The QP-procmgr has detected that one of the critical processes it monitors has failed.

Default Severity: Critical

Instance: N/A

HA Score: Normal

Clearing Action: This alarm is cleared automatically.

OID:pcrfMIBNotificationsQPCriticalProcFailedNotify

Recovery:

This alarm automatically clears as Policy processes are restarted. If the alarm does not clear automatically within a few seconds, or if the alarm occurs frequently, contact *My Oracle Support (MOS)*.

70003 - QP Non-critical process failed

Alarm Type: QP

Description: The QP-procmgr has detected that one of the non-critical processes it monitors has failed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 60 seconds.

OID: pcrfMIBNotificationsQPNonCriticalProcFailedNotify

Recovery:

If the alarm occurs infrequently, monitor the health of the system. If the alarm occurs frequently, contact *My Oracle Support (MOS)*.

70004 - QP Processes down for maintenance

Alarm Type: QP

Description: The QP processes have been brought down for maintenance.

Default Severity: Major

Instance: N/A

HA Score: Failed

Clearing Action: This alarm clears when the QP processes are restarted and exit maintenance.

OID: pcrfMIBNotificationsQPMaintShutdownNotify

Recovery:

If the alarm is occurring, confirm that the server is down for maintenance.

70005 - QP Cluster Status

Alarm Type: QP

Description: One or more servers in the cluster are not at QP Blade Status -- The QP Blade Status is not available for one or more servers in the cluster.

Default Severity: Major/Critical

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears when all server blades have QP blade status of Available.

OID:pcrfMIBNotificationsQPClusterStatusNotify

Recovery:

If the alarm occurs infrequently, monitor the health of the system. If the alarm occurs frequently, contact *My Oracle Support (MOS)*.

Error Code Details for Alarms 70010 and 70011

Table 2: Error Code and Meaning - Alarms 70010/70011

Error Code	Meaning
1	Syntax or usage error
2	Protocol incompatibility
3	Errors selecting input/output files, dirs
4	Requested action not supported: an attempt was made to manipulate 64-bit files on a platform that cannot support them; or an option was specified that is supported by the client and not by the server
5	Error starting client-server protocol
6	Daemon unable to append to log-file
10	Error in socket I/O
11	Error in file I/O
12	Error in rsync protocol data stream
13	Errors with program diagnostics
14	Error in IPC code
20	Received SIGUSR1 or SIGINT
21	Some error returned by waitpid()
22	Error allocating core memory buffers

Error Code	Meaning
23	Partial transfer due to error
24	Partial transfer due to vanished source files
25	The --max-delete limit stopped deletions 30 Timeout in data send/receive
101	No mate found. Blade may be in degraded state
102	Called from master with '--fromMaster' option
103	Incorrect usage
104	Failed in key exchange with remote host

70010 - QP Failed Server-backup Remote Archive Rsync

Alarm Type: QP

Description: A scheduled backup failed to synchronize the local server-backup archive with the remote server-backup archive.

- Hostname=<hostname | IPaddr>
- path=<path>
- errorcode=<rsync error>

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 64800 seconds.

OID: pcrfMIBNotificationsQPServerBackupRsyncFailedNotify

Recovery:

Check that the parameters are correct. Take corrective action based on the returned *Error Code Details for Alarms 70010 and 70011*.

70011 - QP Failed System-backup Remote Archive Rsync

Alarm Type: QP

Description: A scheduled backup failed to synchronize the local system-backup archive with the remote system-backup archive.

Hostname=<hostname | IPaddr>, user=<user>, path=<path>,errorcode=<rsync error>

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 64800 seconds.

OID: pcrfMIBNotificationsQPSystemBackupRsyncFailedNotify

Recovery:

Check that the parameters are correct. Take corrective action based on the returned *Error Code Details for Alarms 70010 and 70011*.

70012 - QP Failed To Create Server Backup

Alarm Type: QP

Description: A scheduled backup failed to create the local server-backup file.

Failure-reason=<errorcode>

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 64800 seconds.

OID: pcrfMIBNotificationsQPServerBackupFailedNotify

Recovery:

Take corrective action based on the returned error message.

70013 - QP Failed To Create System Backup

Alarm Type: QP

Description: A scheduled backup failed to create the local system-backup file.

Failure-reason=<errorcode>

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 64800 seconds.

OID: pcrfMIBNotificationsQPSystemBackupFailedNotify

Recovery:

Take corrective action based on the returned error message.

70015 - VIP Route Add Failed

Alarm Type: QP

Description: VIP Route Add Failed -- VIP route add failed to re-apply during VIP event.

The alarm displays the following information:

- IP-Type
- Route-Type

- Network
- Destination
- Gateway-Address
- Error Message

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 3600 seconds.

OID: pcrfMIBNotificationsQpAddRouteFailedNotify

Recovery:

Use server UI (Platcfg Routing Menu) to repair the route manually.

70020 - QP Master database is outdated

Alarm Type: QP

Description: The current MYSQL master server has an outdated database.

Default Severity: Critical

Instance: N/A

HA Score: Degraded

Clearing Action: This alarm clears when the master server either is made a slave server or if a database restore action clears the condition.

OID: pcrfMIBNotificationsQPMySQLMasterOutdatedNotify

Recovery:

1. Once the condition has occurred, the 80003 event will be sent once a minute. Wait until all of the expected servers are being reported. It is important to wait because the best slave might be undergoing a reboot and its DB Level will not be known until after the reboot completes.
2. Use the information in 80003 to select the new master candidate.
3. Except for the current master and the master candidate, put all of the other servers into forcedStandby.
4. If the best slave is in the same cluster (the most common case), simply perform a failover by restarting the current active blade. If the best slave is in a separate cluster, then a site promotion is necessary.
5. Remove the forced standby settings on the other slaves.
6. If none of the slaves are good candidates, perform a database restore.
   a) Put all of the slave servers into forced standby state
   b) Perform a restore on the active server.
      The restore will clear the condition.
   c) Take the slave servers out of the standby state.

70021 - QP slave database is unconnected to the master

Alarm Type: QP

Description: The MySQL slave is not connected to the master.

Default Severity: Major

Instance: N/A

HA Score: Failed

Clearing Action: This alarm clears automatically when the slave server connects to the master server.

OID:pcrfMIBNotificationsQPMySQLSlaveUnconnectedNotify

Recovery:

1. No action required unless the alarm does not clear within a few hours.
2. If the problem persists, contact *My Oracle Support (MOS)*.

70022 - QP Slave database failed to synchronize

Alarm Type: QP

Description: The MySQL slave failed to synchronize with the master.

Default Severity: Major

Instance: N/A

HA Score: Failed

Clearing Action: This alarm clears when the slave server synchronizes with the master server.

OID: pcrfMIBNotificationsQPMySQLSlaveSyncFailureNotify

Recovery:

1. No action required unless the alarm does not clear within a few hours.
2. If the problem persists, contact *My Oracle Support (MOS)*.

70023 - QP Slave database lagging the master

Alarm Type: QP

Description: The MySQL slave is lagging the master -- The MYSQL slave server is connected to the master server but its database has fallen behind the master database.

Default Severity: Minor

Instance: N/A

HA Score: Degraded

Clearing Action: This alarm clears automatically when the slave database is synchronized with the master database.

OID: pcrfMIBNotificationsQPMySQLSlaveLaggingNotify

Recovery:

1. No action required unless the alarm does not clear within a few hours or the condition is repeatedly set and unset.
2. If either of the problems persists, contact *My Oracle Support (MOS)*.

70024 - QP Slave database is prevented from synchronizing with the master

Alarm Type: QP

Description: The MySQL slave has been prevented from sychronizing with the master -- The MySQL slave database has been prevented from synchronization with the master database because the master database is outdated.

Default Severity: Critical

Instance: N/A

HA Score: Degraded

Clearing Action: This alarm clears when the slave database is synchronized with the master database. This alarm is set on the slave server and will only occur when the active server on the primary site has set alarm 70020. This alarm clears automatically when the slave database is synchronized with the master database.

OID:pcrfMIBNotificationsQPMySQLSlaveSyncPreventedNotify

Recovery:

1. Diagnose the CMP master server to clear its 70020 alarm.
2. Once alarm 70020 is cleared, the slave server will clear alarm 70024.

70025 - QP Slave database is a different version than the master

Alarm Type: QP

Description: The MySQL slave has a different schema version than the master.

Default Severity: Critical

Instance: N/A

HA Score: DegradedNormal

Clearing Action: The slave server clears the alarm when the master DB version is equal to the slave DB version.

OID:pcrfMIBNotificationsQPMySQLSchemaVersionMismatchNotify

Recovery:

This alarm is set by the CMP Slave Server during a CMP Server Upgrade or Backout, when the CMP Master Server DB is a different version than the CMP Slave Server DB. The Slave Server clears the alarm when the Master Server and the Slave Server again have the same version.

70026 - QP Server Symantec NetBackup Operation in Progress

Alarm Type: QP

Description: Server is performing a Symantec NetBackup Operation.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Alarm clears when the NetBackup client operation has completed.

OID: pcrfMIBNotificationsQPNetBackupInProgressNotify

Recovery:

1. When operation is complete, alarm should clear.
2. If the alarm does not clear within a few hours, then check the NetBackup Server logs.
3. If the NetBackup Server logs have no errors, or if the alarm is occurring over and over, contact *My Oracle Support (MOS)*.

70027 - QP Server Network Config Error

Alarm Type: QP

Description: QP Server Network Error.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Autoclears in 1800 seconds.

OID: pcrfMIBNotificationsQPServerNetworkConfigErrorNotify

Recovery:

1. Correct the indicated networking configuration.
2. If the problem persists, contact *My Oracle Support (MOS)*.

70028 - QP Signaling Bonded Interface is Down

Alarm Type: QP

Description: Indicates both bond interfaces SIGA and SIGB are disconnected, and a failover has occurred. The cluster status changes to Degraded.

Default Severity: Critical

Instance: N/A

HA Score: Degraded

Clearing Action: N/A

OID: pcrfMIBNotificationsQPSignalBondedInterfaceDownNotify

Recovery:

1. If the alarm does not clear within a few seconds automatically or if the alarm is occurring over and over, contact *My Oracle Support (MOS)*.

70029 - QP Peer Node Bonded Interface is Down

Alarm Type: QP

Description: Indicates QP peer node bonded interface is down.

Default Severity: Critical

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsQPPeerBondedInterfaceDown

Recovery:

1. If the alarm does not clear within a few seconds automatically or if the alarm is occurring over and over, contact *My Oracle Support (MOS)*.

70030 - QP Backplane Bonded Interface is Down

Alarm Type: QP

Description: Indicates Backplane bonded interface bond3 is down.

Default Severity: Critical

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsQPBackplaneBondedInterfaceDown

Recovery:

1. If the alarm does not clear within a few seconds automatically or if the alarm is occurring over and over, contact *My Oracle Support (MOS)*.

70031 - QP degrade because one or more interfaces are down

Alarm Type: QP

Description: QP degrade because one or more interfaces are down

Default Severity: Critical

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsQPInterfacesDegradeNotify

Recovery:

1. If the alarm does not clear within a few seconds automatically or if the alarm is occurring over and over, contact *My Oracle Support (MOS)*.

70032 - QP direct link does not work as configuration

Alarm Type: QP

Description: QP degrade because one or more interfaces are down

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsQPBpMismatchNotify

Recovery:

1. This alarm is due to the incorrect configuration of backplane so that it cannot be applied to the system. Check the validity of backplane IP Address and Comcol table LogicPath.

70050 - QP Timezone Change Detected

Alarm Type: QP

Description: Timezone has been changed using platcfg. Application needs to be restarted.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears when the application is restarted (qp_procmgr restarted). This is not an auto-clear alarm.

OID: QPTimezonechangedetected

Recovery:

1. If the alarm does not clear within a few seconds automatically or if the alarm is occurring over and over, contact *My Oracle Support (MOS)*.

Policy Server (71000-89999)

This section provides a list of Policy Server alarms (71000-79999) and events (80000-89999) which are generated by servers such as MPEs and MRAs.

71004 - AM CONN LOST

Alarm Type: PCRF

Description: AM socket closed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: AM connection restored to remote peer.

OID: pcrfMIBNotificationsAMConnLostNotify

Recovery:

1. Check the availability of the AM.
2. Check the AM log for a recent failover or other operations that can interrupt communications.
3. If the AM has not failed, make sure that the path from the AM to the MPE device (port 3918) is operational.
4. If the problem persists, contact *My Oracle Support (MOS)*.

71101 - DQOS DOWNSTREAM CONNECTION CLOSED

Alarm Type:PCRF

Description: DQoS Downstream connection is closed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: DQOS connection restored to a remote peer.

OID: pcrfMIBNotificationsDqosDownstreamConnectionClosedNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

71102 - MSC CONN LOST

Alarm Type: PCRF

Description: MSC Conn Lost -- The connection was lost to the specified CMTS or downstream policy server.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to a remote peer is restored.

OID: pcrfMIBNotificationsMSCConnLostNotify

Recovery:

1. Check configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the element has not failed, make sure that the network path from the MPE device to the element (port 3918) is operational.
4. If the problem persists, contact *My Oracle Support (MOS)*.

71103 - PCMM CONN LOST

Alarm Type: PCRF

Description: PCMM Conn Lost -- The connection was lost to the specified CMTS or downstream policy server.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to a remote peer is restored.

OID: pcrfMIBNotificationsPCMMConnLostNotify

Recovery:

1. Check configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the element has not failed, make sure that the network path from the MPE device to the element (port 3918) is operational.
4. If the problem persists, contact *My Oracle Support (MOS)*.

71104 - DQOS AM CONNECTION CLOSED

Alarm Type: PCRF

Description: DQoS AM Connection Closed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to a remote peer is restored.

OID: pcrfMIBNotificationsDqosAmConnectionClosedNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

71204 - SPC CONN CLOSED

Alarm Type: PCRF

Description: SPC connection closed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to a remote peer is restored.

OID: pcrfMIBNotificationsSPCConnClosedNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

71402 - TRANSPORT CLOSED

Alarm Type: PCRF

Description: Diameter Transport Closed -- Diameter connection socket is closed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 7200 seconds or the connection to a Diameter peer is restored.

OID: pcrfMIBNotificationsTransportClosedNotify

Recovery:

1. Check the configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the network element has not failed, ensure the network path from the device to the network element is operational.
4. If the problem persists, contact *My Oracle Support (MOS)*.

71403 - TRANSPORT DISCONNECTED

Alarm Type: PCRF

Description: Diameter Transport Disconnected -- A connection with a Diameter peer has been closed by a network element.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 7200 seconds or the connection to a Diameter peer is restored.

OID: pcrfMIBNotificationsTransportDisconnectedNotify

Recovery:

1. Check the configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the network element has not failed, ensure the network path from the device to the network element is operational.
4. If the problem persists, contact *My Oracle Support (MOS)*.

71408 - DIAMETER NEW CONN REJECTED

Alarm Type: PCRF

Description: Diameter new connection rejected as an already functioning one exists. A Diameter peer (identified by its Diameter Identity) attempted to establish a connection with the device although it already has a valid connection. The Diameter protocol allows only one connection from a particular peer.

Note: This situation only occurs when DIAMETER.AllowMultipleConnectionsPerPeer is set to false, or when the multiple connections setting is turned off on the advanced tab of the policy server tab in the CMP GUI.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 300 seconds.

OID: pcrfMIBNotificationsDIAMETERNewConnRejectedNotify

Recovery:

1. Check the peer configuration and ensure that the peer sees a valid connection with the device.
2. If the problem persists, contact *My Oracle Support (MOS)*.

71414 - SCTP PATH STATUS CHANGED

Alarm Type: PCRF

Description: SCTP Path Status Changed -- Occurs when an MPE or MRA is multihoming. The alarm occurs when one path fails, and clears when the path becomes available again. If the path that is currently transmitting diameter messages fails, the alarm is triggered when the SCTP association tries

to send the next diameter message. If the path is not transmitting diameter messages (it is a backup) then it may take up to 30 seconds for the alarm to be triggered, since heartbeat chunks are sent every 30 seconds.

Default Severity: Minor

Instance: Peer address + Association ID

HA Score: Normal

Clearing Action: This alarm clears automatically after 7200 seconds.

OID: pcrfMIBNotificationsSctpPathStatusChangedNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

71605 - LDAP CONN FAILED

Alarm Type: PCRF

Description: Connection to LDAP server failed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to LDAP server is restored or clears automatically after 7200 seconds.

OID: pcrfMIBNotificationsLdapConnFailedNotify

Recovery:

Verify that there is no problem with the LDAP server or the network path used to reach the server. If the problem persists, contact *My Oracle Support (MOS)*.

71630 - DHCP UNEXPECTED EVENT ID

Alarm Type: PCRF

Description: DHCP Communication exception.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Next successful DHCP operation will clear this alarm.

OID: pcrfMIBNotificationsDHCPUnexpectedEventIdNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

71631 - DHCP UNABLE TO BIND EVENT ID

Alarm Type: PCRF

Description: DHCP unable to bind event ID.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Next successful DHCP bind operation will clear this alarm or clears automatically after 60 seconds.

OID: pcrfMIBNotificationsDHCPUnableToBindEventIdNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

71632 - DHCP RESPONSE TIMEOUT EVENT ID

Alarm Type: PCRF

Description: DHCP Response Timeout Event Id.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 60 seconds.

OID: pcrfMIBNotificationsDHCPResponseTimeoutEventIdNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

71633 - BAD RELAY ADDRESS EVENT ID

Alarm Type: PCRF

Description: DHCP bad relay address event id.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 30 seconds.

OID: pcrfMIBNotificationsDHCPBadRelayAddressEventIdNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

71634 - DHCP BAD PRIMARY ADDRESS EVENT ID

Alarm Type: PCRF

Description: DHCP no primary address specified.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 30 seconds.

OID: pcrfMIBNotificationsDHCPBadPrimaryAddressEventIdNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

71635 - DHCP BAD SECONDARY ADDRESS_EVENT ID

Alarm Type: PCRF

Description: DHCP no secondary address specified.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 30 seconds.

OID: pcrfMIBNotificationsDHCPBadSecondaryAddressEventIdNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

71684 - SPR CONNECTION CLOSED

Alarm Type: PCRF

Description: SPR Closing a secondary connection to revert to primary connection.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to SPR is restored.

OID: pcrfMIBNotificationsSPRConnectionClosedNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

71685 - MSR DB NOT REACHABLE

Alarm Type: PCRF

Description: Unable to connect to MSR after several attempts.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to MSR is restored.

OID: pcrfMIBNotificationsMSRDBNotReachableNotify

Recovery:

Verify that there is no problem with the MSR server or the network path used to reach the server. If the problem persists, contact *My Oracle Support (MOS)*.

71702 - BRAS CONNECTION CLOSED

Alarm Type: PCRF

Description: Bras Connection Closed -- The MPE lost a connection to the B-RAS element of the gateway.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to BRAS is restored.

OID: pcrfMIBNotificationsBrasConnectionClosedNotify

Recovery:

1. Check availability of the gateway.
2. If the gateway has not failed, make sure that the path from the gateway to the MPE is operational.
3. If the problem persists, contact *My Oracle Support (MOS)*.

71703 - COPS UNKNOWN GATEWAY

Alarm Type: PCRF

Description: COPS Unknown Gateway -- An unknown gateway is trying to establish a COPS-PR connection to the MPE.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: COPS network element is associated with MPE.

OID: pcrfMIBNotificationsCOPSUnknownGatewayNotify

Recovery:

1. Check the configuration of the network elements in the CMP. There should be a B-RAS network element for this gateway and that B-RAS must be associated with this MPE.
   Make sure that the configuration of the B-RAS network element is consistent with the provisioned information on the gateway. The network element name in the CMP must match the provisioned router name on the gateway.
2. If the problem persists, contact *My Oracle Support (MOS)*.

71801 - PCMM NO PCEF

Alarm Type: PCRF

Description: No PCEF available for subscriber IP.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 60 seconds.

OID: pcrfMIBNotificationsPCMMNoPCEFNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

71805 - PCMM NOCONNECTION PCEF

Alarm Type: PCRF

Description: PCMM Non Connection to PCEF.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 60 seconds.

OID: pcrfMIBNotificationsPCMMNonConnectionPCEFNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

72198 - SMSR SMSC SWITCHED TO PRIMARY

Alarm Type: SMS

Description: Switched to primary SMSC -- Switched from Secondary to Primary SMSC.

Default Severity: Minor

Instance: SMSC address

HA Score: Normal

Clearing Action: Auto clear after 60 minutes

OID: SMSRSMSCSwitchedToPrimary

Recovery:

No action necessary.

72199 - SMSR SMSC SWITCHED TO SECONDARY

Alarm Type: SMPP

Description: Switched to Secondary SMSC -- Switched from Primary to Secondary SMSC.

Default Severity: Minor

Instance: SMSC Address

HA Score: Normal

Clearing Action: Auto clear after 60 minutes

OID: SMSRSMSCSwitchedToSecondary

Recovery:

No action necessary.

72210 - PCMM REACHED MAX GATES EVENT ID

Alarm Type: PCRF

Description: PCMM Reached Maximum Gates -- A subscriber at IP address ip-addr has reached the configured maximum number of upstream gates.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 60 seconds.

OID: pcrfMIBNotificationsPCMMReachedMaxGatesEventIdNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

72211 - PCMM REACHED MAX GPI EVENT ID

Alarm Type: PCRF

Description: PCMM Reached Maximum GPI -- PCMM reached maximum GPI. A subscriber at IP address ip-addr has reached the configured maximum grants per interval on all upstream gates.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears automatically after 60 seconds.

OID: pcrfMIBNotificationsPCMMReachedMaxGPIEventIdNotify

Recovery:

1. This subscriber address is exceeding the capacity; attention is required.
2. If the problem persists, contact *My Oracle Support (MOS)*.

72501 - SCE CONNECTION LOST

Alarm Type: PCRF

Description: SCE Connection is lost.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Connection to SCE is restored.

OID: pcrfMIBNotificationsSCEConnectionLostNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

72549 - SMSR QUEUE FULL

Alarm Type: PCRF

Description: SMSR queue full -- SMSR internal queue has reached capacity. This will result in messages being dropped until the queue is free to accept new messages.

Default Severity: Minor

Instance: SMSR queue

HA Score: Normal

Clearing Action: Auto clear after 60 minutes

OID: SMSRQueueFull

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

72559 - SMSR SMSC CONN CLOSED

Alarm Type: PCRF

Description: SMSC connection closed.

Default Severity: Minor

Instance: SMSC address

HA Score: Normal

Clearing Action: Auto clear after 60 minutes or SMSC connection is restored.

OID: SMSRSMSCConnectionClosed

Recovery:

No action necessary.

72565 - SMSR SMTP CONN CLOSED

Alarm Type: PCRF

Description: SMTP connection closed -- SMTP connection has been closed to MTA {IP Address}.

Default Severity: Minor

Instance: {hostname of MTA}

HA Score: Normal

Clearing Action: Auto clear after 60 minutes or SMTP connection is restored.

OID: pcrfMIBNotificationsSMSRSMTPConnectionClosedNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

72703 - RADIUS SERVER START FAILED

Alarm Type: PCRF

Description: RADIUS server start failed.

Default Severity: Minor

Instance: N/A

HA Score: N/A

Clearing Action: TBD

OID: pcrfMIBNotificationsRADIUSServerFailedNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

72706 - RADIUS SERVER CORRUPT AUTH

Alarm Type: PCRF

Description: RADIUS authenticator is corrupted.

Default Severity: Minor

Instance: N/A

HA Score: N/A

Clearing Action: TBD

OID: pcrfMIBNotificationsRADIUServerCorrupAuthNotify

Recovery:

Check the connectivity and cofiguration of the Radius server.

72904 - DIAMETER TOO BUSY

Alarm Type: PCRF

Description: Diameter load shedding set a busy state.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: The Diameter load drops below admission criteria thresholds or this alarm clears automatically after 30 seconds.

OID: pcrfMIBNotificationsDiameterTooBusyNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

72905 - RADIUS TOO BUSY

Alarm Type: PCRF

Description: RADIUS load shedding set a busy state.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: The RADIUS load drops below admission criteria thresholds or this alarm clears automatically after 30 seconds.

OID: pcrfMIBNotificationsRadiusTooBusyNotify

Recovery:

If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact *My Oracle Support (MOS)*.

74000 - POLICY CRITICAL ALARM

Alarm Type: PCRF

Description: Critical Policy alarm.

Default Severity: Critical

Instance: N/A

HA Score: Normal

Clearing Action: This alarm can be cleared by a policy or clears automatically after 3600 seconds (one hour).

OID: pcrfMIBNotificationsPolicyServerCriticalAlarmNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

74001 - POLICY MAJOR ALARM

Alarm Type: PCRF

Description: Major Policy alarm.

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: This alarm can be cleared by a policy or clears automatically after 3600 seconds (one hour).

OID: pcrfMIBNotificationsPolicyServerMajorAlarmNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

74002 - POLICY MINOR ALARM

Alarm Type: PCRF

Description: Minor Policy alarm.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: This alarm can be cleared by a policy or clears automatically after 3600 seconds (one hour).

OID: pcrfMIBNotificationsPolicyServerMajorAlarmNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

74020 - DELETE EXPIRE FILES

Alarm Type: PCRF

Description: Delete expire files -- Stats Files Generator Task has removed some files which weren't synced to remote servers (<external system IP>,<external system IP>, etc).

Default Severity: Major

Instance: Stats files generator

HA Score: Normal

Clearing Action: Auto clear 300 seconds

OID: StatsFilesGeneratorDeleteExpireFiles

Recovery:

Check all enabled Stats Files Synchronization tasks status in the DC (Data Collection) tasks of CMP, and ensure they are configured successfully.

74021 - FILE SYNCHRONIZATION FAILURE

Alarm Type: PCRF

Description: Files synchronization failure -- Stats Files Synchronization #<X> task failed to sync local to remote server (<external system Host Name/IP>) after retry <N> times, where:

- X: task #
- N: 1-5 retry times
- External system Host Name/IP: user-defined remote server's address to which files are synced

Default Severity: Minor

Instance: Stats files synchronization

HA Score: Normal

Clearing Action: Auto clear 300 seconds

OID: pcrfMIBNotificationsFilesSynchronizationFailureNotify

Recovery:

Check the network status of the remote server which you configured in the Stats Files Synchronization task; ensure remote server supports SSH protocol and you configured the user name and password correctly.

74022 - FILES UPLOADING FAILURE

Alarm Type: PCRF

Description: PM Statistics Files Uploading Task failed to upload local stat files to FTP server *FTP server Host Name/IP* after retry *number* times.

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: Auto clear 300 seconds

OID: FilesUploadingFailureNotify

Recovery:

1. Fix network problems or verify FTP configuration info, which is defined in the scheduler task of CMP.
2. If issue does not resolve, contact *My Oracle Support (MOS)*.

74102 - CMTS SUBNET OVERLAPPED

Alarm Type:

Description: Overlapped subnets are present on the CMTS.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Auto clear when task runs again.

OID: pcrfMIBNotificationsCmtsSubnetOverlappedNotify

Recovery:

1. Go to Schedule Tasks Administration with menu item System Administration -> Scheduled Tasks.
2. Open Subnet Overlap Detector Task hyperlink.
3. Open Subnet Overlapping Report by clicking 'details' hyperlink in Exit Status Message.
4. Refer to Subnet Overlap Report for overlapped subnets of CMTS detail information.
5. Reconfigure the subnets of CMTS to resolve the overlap.
6. Run the Subnet Overlap Detector task again.
7. If the issue still exists, do the previous steps again.

74602 - QP Multiple Active In Cluster Failure

Alarm Type: QP

Description: Multiple Active servers have been detected in the same cluster; the cluster is in Split Brain state.

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears when HA recovers or can clears automatically after 30 minutes. When HA recovers there will be only one Active server in a cluster.

OID: pcrfMIBNotificationsQPMultipleActiveInClusterFailureNotify

Recovery:

1. Fix network problems and restore connectivity.
2. Place one of the Active servers in the cluster into Forced Standby mode.
3. If the problem persists, contact *My Oracle Support (MOS)*.

74603 - QP Max Primary Cluster Failure Threshold

Alarm Type: QP

Description: The number of failed MPE pairs reaches the threshold of *the configured threshold value* at *the site name.*

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears when the number of failed MPE pairs remain at a lower value than the threshold of {Max Primary Site Failure Threshold} at {Site}, or clears automatically after 30 minutes.

OID: pcrfMIBNotificationsQPMaxMPEPrimaryClusterFailureNotify

Recovery:

1. When the failure count drops below the threshold value and stays below the threshold for 30 seconds, the alarm is cleared. (The 30 seconds delay prevents the alarm from being cleared too soon.)
2. If alarm doesn't clear automatically, contact *My Oracle Support (MOS)*.

74604 - QP Policy Cluster Offline Failure

Alarm Type: QP

Description: Policy Cluster is offline.

Default Severity: Critical

Instance: N/A

HA Score: Normal

Clearing Action: This alarm clears when a server in the MPE cluster comes online. The alarm clears automatically after 30 minutes.

OID: pcrfMIBNotificationsQPMPEClusterOfflineFailureNotify

Recovery:

1. When a server comes online (in Active, Standby, or Spare state), the alarm is cleared. Please check whether all servers are powered down or rebooted at that time.
2. If alarm doesn't clear automatically, contact *My Oracle Support (MOS)*.

74605 - SUBSCRIBER TRACE BACKUP FAILURE

Alarm Type: QP

Description: The script responsible for backing up the subscriber trace log has failed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action:

OID: pcrfMIBNotificationsSubscriberTraceBackupFailureNotify

Recovery:

1. When a server comes online (in Active, Standby, or Spare state), the alarm is cleared. Please check whether all servers are powered down or rebooted at that time.
2. If alarm doesn't clear automatically, contact *My Oracle Support (MOS)*.

75000 - POLICY LIBRARY LOADING FAILED

Alarm Type: PCRF

Description: Policy library loading failed -- PCRF was unable to load the latest policy library. If this alarm occurred at startup time or at failover, this indicates the PCRF does not have any policies deployed. If this alarm occurred on a new policy push when PCRF was running with some existing policies, this alarm indicates that the PCRF will continue to run with those existing policies.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Performing a reapply config may fix the problem.

OID: pcrfMIBNotificationsPolicyLoadingLibraryFailedNotify

Recovery:

1. Perform a reapply config from the CMP to reload the library.

2. If the problem persists, contact *My Oracle Support (MOS)*.

75105 - Mediation SOAP load shedding set a busy state

Alarm Type: Mediation

Description: The Mediation Server SOAP provisioning interface has become busy, and has begun load shedding.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: MediationSOAPTooBusyNotify

Recovery:

No action required.

75106 - SPR: Create connection to SPR *ip-address* failed

Alarm Type: Mediation

Description: Create connection to SPR *ip-address* failed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: SPRConnectionFailedNotify

Recovery:

No action required.

75107 - Sync: Backup folder disk quota exceeded. Disk quota: *percentage*, total usage: *space used*

Alarm Type: Mediation

Description: Mediation sync directory disk quota has been exceeded.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: MSDiskQuotaExceedNotify

Recovery:

No action required.

75108 - No space left on device

Alarm Type: Mediation

Description: No space left on device.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: MSDiskNoSpaceNotify

Recovery:

No action required.

75109 - The Mediation Server has achieved 80% of the maximum number of users in SPR.

Alarm Type: Mediation

Description: Achieve 80% maximum number of users in SPR.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: SPRLicenselimitNotify

Recovery:

No action required.

77904 - BOD PCMM TOO BUSY

Alarm Type: PCRF

Description: BOD PCMM TOO BUSY

Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Clears automatically after 30 seconds.

OID: pcrfMIBNotificationsBODPCMMTooBusyNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

77905 - BOD DIAMETER TOO BUSY

Alarm Type: PCRF

Description: BOD DIAMETER TOO BUSY

Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Clears automatically after 30 seconds.

OID: pcrfMIBNotificationsBODDiameterTooBusyNotify

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

78000 - ADS CONNECTION LOST

Alarm Type: PCRF

Description: ADS Connection Lost -- The Analytics Data Stream (ADS) connection was lost to the specified client.

Default Severity: Minor

Instance: Analytics Client ID

HA Score: Normal

Clearing Action: Connection to a remote peer is restored by the same client (ID), or in one hour by auto clear.

OID: pcrfMIBNotificationsADSConnectionLostNotify

Recovery:

1. Check configuration and availability of the analytics client.
2. Check the client for reboot or other service interruption.
3. If the element has not failed, make sure that the network path from the MPE device to the element (port 222) is operational.
4. If the problem persists, contact *My Oracle Support (MOS)*.

78001 - RSYNC FAILED

Alarm Type: PCRF

Description: Transfer of Policy jar files failed -- PCRF was unable to transfer the latest policy library from the active to the standby server. The alarm can be raised by the active when a policy change is

made or a Reapply Configuration is performed. It can be raised by the standby during startup if it was unable to get the policy jar file from the active during startup.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Since the alarm can be raised by both the active and standby servers, the alarm will not clear once the problem is fixed; it will auto-clear in an hour.

OID: pcrfMIBNotificationsRsyncFailedNotify

Recovery:

1. This alarm can be ignored during a mixed version upgrade (eg. 7.5/7.6 -> 9.1) and when rebooting both servers on the MPE.
2. If the alarm is seen on the MRA, it indicates the logback config files are not transferring, which is harmless to the operation.
3. The most likely cause is that the ssh keys have not been exchanged; ensure they are exchanged correctly.
4. Perform a Reapply Configuration.
5. If performing a Reapply Configuration does not fix the problem, another alarm will be raised by the active server for that particular operation. If the problem persists, contact *My Oracle Support (MOS)*.
6. The original alarm will auto-clear in an hour.

79002 - SESS_SIZE_REACHED_THRESHOLD

Alarm Type: PCRF

Description: Total session database size reached maximum threshold percentage of planned session database size.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Total session database size goes below minimum threshold percentage of planned session database size.

OID: pcrfMIBNotificationsSessDBSizeReachedThresholdNotify

Recovery:

1. Check the threshold configuration to make sure that it matches the customer's expectation.
2. If the problem persists, contact *My Oracle Support (MOS)*.

79003 - AVERAGE_SESS_SIZE_EXCEED

Alarm Type: PCRF

Description: Average session size exceeded the projected size.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Clears automatically after 3600 seconds.

OID: pcrfMIBNotificationsAvgSessSizeReachedThresholdNotify

Recovery:

1. Check the threshold configuration to make sure that it matches the customer's expectation.
2. If the problem persists, contact *My Oracle Support (MOS)*.

79004 - BIND_SIZE_REACHED_THRESHOLD

Alarm Type: PCRF

Description: Total binding database size reached maximum threshold percentage of planned binding database size.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Total binding database size goes below minimum threshold percentage of planned binding database size or clears automatically after 3600 seconds.

OID: pcrfMIBNotificationsBindDBSizeReachedThresholdNotify

Recovery:

1. Check the threshold configuration to make sure that it matches the customer's expectation.
2. If the problem persists, contact *My Oracle Support (MOS)*.

79005 - AVERAGE_BIND_SIZE_EXCEED

Alarm Type: PCRF

Description: Average binding size exceeded the projected size.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: Clears automatically after 3600 seconds.

OID: pcrfMIBNotificationsAvgBindSizeReachedThresholdNotify

Recovery:

1. Check the threshold configuration to make sure that it matches the customer's expectation.
2. If the problem persists, contact *My Oracle Support (MOS)*.

79105 - Mediation SOAP interface load shedding set a busy state

Alarm Type: Mediation

Description: Mediation SOAP interface load shedding set a busy state, some requests will be rejected.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: MediationSOAPTooBusy

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

79106 - Create connection to SPR

Alarm Type: Mediation

Description: Mediation created connection to SPR failed.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: SPRConnectionFailed

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

79107 - Sync: Backup folder disk quota exceeded

Alarm Type: Mediation

Description: Mediation server backup folder of sync function exceeds quota.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A.

OID: MediationDiskQuotaExceed

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

79108 - Sync: Backup folder disk quota exceeded.

Alarm Type: Mediation

Description: No space left on Mediation server.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: MediatonDiskNoSpace

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

79109 - 80% maximum number of users in SPR achieved.

Alarm Type: Mediation

Description: Achieve 80% maximum number of users in SPR.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: SPRLicenselimit

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

79110 - PM Stats File Upload Fail, PM Stats File Upload Fail Clear

Alarm Type: PCRF

Description:

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: NA

OID: StatsFileUploadFailure

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

79120 - Batch Folder Disk Quota Exceeded

Alarm Type: Mediation

The batch folder disk quota has been exceeded.

Default Severity: Minor

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: BatchDiskQuotaExceeds

Recovery:

If the problem persists, contact *My Oracle Support (MOS)*.

80001 - QP DB State Transition

Alarm Type: QP

Description: The DB status of the blade is not fully ready -- The MySQL database manager generates a "MySQL state transition" event every time it makes a state-machine transition. The event text describes the transition.

Default Severity: Info

Instance: MySQL

HA Score: Normal

Clearing Action: This alarm is cleared by qp-procmgr as qp-procmgr shuts down.

OID: pcrfMIBNotificationsQPDBStateChangeNotify

Recovery:

No action required.

80002 - QP MySQL Relay Log Dropped

Alarm Type: QP

Description: A portion of the MySQL relay log was dropped as the slave was shutting down -- This event is raised when a slave server times out while trying to apply its relay log during a slave stop. The server may not be hurt, but there may be aftereffects. This event is raised to trigger a debug for possible aftereffects.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsQPMySQLRelayLogDroppedNotify

Recovery:

Debug the system for possible aftereffects caused by the timeout.

80003 - QP MySQL Database Level Advertisement

Alarm Type: QP

Description: The ranking of slaves when the master is outdated -- If the master database is outdated, the server raises this event once per minute. The server will rank the slaves, from best to worst, based on their database level .

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsQPMySQLDBLevelNotify

Recovery:

Use the information of this event to help resolve an outdated master database raised by alarm 70020.

82704 - BINDING RELEASE TASK

Alarm Type: PCRF

Description: Binding Release Task -- The binding release task has started, completed, or aborted.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsBindingReleaseTaskNotify

Recovery:

No action required.

84004 - POLICY INFO EVENT

Alarm Type: PCRF

Description: Policy Info Event -- Application is ready.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsPolicyInfoEventNotify

Recovery:

No action required.

86001 - APPLICATION IS READY

Alarm Type: PCRF

Description: Application is ready for service.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsApplicationIsReadyNotify

Recovery:

No action required.

86100 - CMP USER LOGIN

Alarm Type: PCRF

Description: CMP User login was succesful.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsCMPUserLoginNotify

Recovery:

No action required.

86101 - CMP USER LOGIN FAILED

Alarm Type: PCRF

Description: CMP User login failed.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsCMPUserLoginFailedNotify

Recovery:

No action required.

86102 - CMP USER LOGOUT

Alarm Type: PCRF

Description: CMP User performed logout.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsCMPUserLogoutNotify

Recovery:

No action required.

86200 - CMP USER PROMOTED SERVER

Alarm Type: PCRF

Description: CMP User promoted server -- Application is ready.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsCMPUserPromotedServerNotify

Recovery:

No action required.

86201 - CMP USER DEMOTED SERVER

Alarm Type: PCRF

Description: CMP User demoted either CMP 1 or CMP 2.

Default Severity: Info

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID:pcrfMIBNotificationsCMPUserDemotedServerNotify

Recovery:

No action required.

86300 - SH ENABLE FAILED

Alarm Type: PCRF

Description: Enable Sh Connection failed -- The CMP performed a global operation to enable Sh on all MPE's and it failed on the specified MPE.

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsCMPShConEnableFailedNotify

Recovery:

The operation can be retried. If repeated attempts fail then there may be other management issues with the associated MPEs and connectivity to those devices should be verified.

86301 - SH DISABLE FAILED

Alarm Type: PCRF

Description: Disable Sh Connection failed -- The CMP performed a global operation to disable Sh on all MPE's and it failed on the specified MPE.

Default Severity: Major

Instance: N/A

HA Score: Normal

Clearing Action: N/A

OID: pcrfMIBNotificationsCMPShConDisableFailedNotify

Recovery:

The operation can be retried. If repeated attempts fail then there may be other management issues with the associated MPEs and connectivity to those devices should be verified.

Appendix A

Possible Result Codes During Rx-to-PCMM Operation

Topics:

- *Error Codes and Conditions 409*

The Rx-to-PCMM function of the Multimedia Policy Engine allows the MPE to fulfill the PacketCable Application Manager (PAM) function defined by CableLabs, in addition to the Policy Server (PS) role. Diameter Rx messages are accepted, triggering policy decisions as well as PacketCable MultiMedia/2.0 (PCMM) messages to CMTS devices. In some cases, events at the CMTS or in the network cause a PCMM error code to be returned. In other cases, events or policy logic within the MPE may trigger a non-successful result code on the Rx interface.

Error Codes and Conditions

The *Table 3: PCMM Error Codes to Diameter Result-Codes Mapping* table summarizes the mapping between received PCMM error codes and the Rx status code that are communicated as a result:

Table 3: PCMM Error Codes to Diameter Result-Codes Mapping

PCMM Error Code	Diameter Result-Codes
1 Insufficient Resources	5006 DIAMETER_RESOURCES_EXCEEDED
2 Unknown GateID	5012 DIAMETER_UNABLE_TO_COMPLY
6 Missing Required Object	5012 DIAMETER_UNABLE_TO_COMPLY
7 Invalid Object	5012 DIAMETER_UNABLE_TO_COMPLY
8 Volume Based Usage Limit Exceeded	5006 DIAMETER_RESOURCES_EXCEEDED
9 Time Based Usage Limit Exceeded	5006 DIAMETER_RESOURCES_EXCEEDED
10 Session Class Limit Exceeded	5006 DIAMETER_RESOURCES_EXCEEDED
11 Undefined Service Class Name	5003 DIAMETER_AUTHORIZATION_REJECTED
12 Incompatible Envelope	5012 DIAMETER_UNABLE_TO_COMPLY
13 Invalid SubscriberID	5030 DIAMETER_USER_UNKNOWN (defined in RFC 4006)
14 Unauthorized AMID	5003 DIAMETER_AUTHORIZATION_REJECTED
15 Number of Classifiers Not Supported	5012 DIAMETER_UNABLE_TO_COMPLY
16 Policy Exception	5003 DIAMETER_AUTHORIZATION_REJECTED
17 Invalid Field Value in Object	5012 DIAMETER_UNABLE_TO_COMPLY
18 Transport Error	5012 DIAMETER_UNABLE_TO_COMPLY
19 Unknown Gate Command	5012 DIAMETER_UNABLE_TO_COMPLY
20 DOCSIS 1.0 CM	5012 DIAMETER_UNABLE_TO_COMPLY
21 Number of SIDs exceeded in CM	5006 DIAMETER_RESOURCES_EXCEEDED
22 Number of SIDs exceeded in CMTS	5006 DIAMETER_RESOURCES_EXCEEDED
23 Unauthorized PSID	5003 DIAMETER_AUTHORIZATION_REJECTED
127 Other/Unspecified Error	5012 DIAMETER_UNABLE_TO_COMPLY

The *Table 4: Non-PCMM Error Conditions to Diameter Result-Codes Mapping* table summarizes Rx status codes that are generated by the MPE based on a non-PCMM-related condition.

Table 4: Non-PCMM Error Conditions to Diameter Result-Codes Mapping

Error Condition	Diameter Result-Code
ERRCODE_RESOURCES_EXCEEDED	5006 DIAMETER_RESOURCES_EXCEEDED
ERRCODE_USER_UNKNOWN	5030 DIAMETER_USER_UNKNOWN
ERRCODE_ENFORCEMENT_SESSION_NOT_FOUND	5030 DIAMETER_USER_UNKNOWN
ERRCODE_AUTHORIZATION_REFECTED	5003 DIAMETER_AUTHORIZATION_REJECTED
ERRCODE_POLICY_REJECTED	5003 DIAMETER_AUTHORIZATION_REJECTED
Other	5012 DIAMETER_UNABLE_TO_COMPLY

Glossary

A

AM	application manager A server within a network that is responsible for establishing and managing subscriber sessions associated with a specific application.
AMID	Application Manager ID

B

B-RAS	broadband remote access server

C

CMP	Configuration Management Platform A centralized management interface to create policies, maintain policy libraries, configure, provision, and manage multiple distributed MPE policy server devices, and deploy policy rules to MPE devices. The CMP has a web-based interface.
CMTS	Cable Modem Termination System: Equipment used by cable companies to provide high speed data services to cable subscribers.

D

DC	Data Collection
DNS	Domain Name System

D

	A system for converting Internet host and domain names into IP addresses.
DQoS	Dynamic Quality of Service A COPS-based protocol that is part of the Packet Cable standards used to communicate between a CMS and a CMTS for setting up voice calls. An MPE device can be inserted between these two entities to apply additional policy rules as sessions are established.

E

event	In Policy Management, an expected incident that is logged. Events can be used for debugging purposes.

G

GUI	Graphical User Interface The term given to that set of items and facilities which provide the user with a graphic means for manipulating screen data rather than being limited to character based commands.

H

HA	High Availability High Availability refers to a system or component that operates on a continuous basis by utilizing redundant connectivity, thereby circumventing unplanned outages.
HP	Hewlett-Packard
HSS	Home Subscriber Server

H

A central database for subscriber information.

L

LDAP

Lightweight Directory Access Protocol

A protocol for providing and receiving directory information in a TCP/IP network.

M

MGPI

Multiple Grants Per Interval

The ability to map multiple application flows using identical UGS (Unsolicited Grant Service) traffic profiles destined for the same subscriber into a single flow at the DOCSIS (service flow) level. Supports applications interacting with an MPE device over a Diameter-based Rx interface. See also Diameter, DOCSIS

MPE

Multimedia Policy Engine

A high-performance, high-availability platform for operators to deliver and manage differentiated services over high-speed data networks. The MPE includes a protocol-independent policy rules engine that provides authorization for services based on policy conditions such as subscriber information, application information, time of day, and edge resource utilization.

MRA

Multi-Protocol Routing Agent

Scales the Policy Management infrastructure by distributing the

M

	PCRF load across multiple Policy Server devices.
MSR	Multimedia Subscriber Repository
MTA	Major Trading Area
Multimedia Policy Engine	See MPE.
Multiprotocol Routing Agent	See MRA.

N

NTP	Network Time Protocol
NTP daemon	Network Time Protocol daemon – NTP process that runs in the background.

O

OID	Object Identifier An identifier for a managed object in a Management Information Base (MIB) hierarchy. This can be depicted as a tree, the levels of which are assigned by different organizations. Top level MIB OIDs belong to different standard organizations. Vendors define private branches that include managed objects for their own products.
OSS	Operations Support System Computer systems used by telecommunications service providers, supporting processes such as maintaining network inventory, provisioning services,

O

	configuring network components, and managing faults.
OSSI	Operation Support System Interface An interface to a "back-end" (office) system. The Configuration Management Platform includes an OSSI XML interface.

P

PCMM	PacketCable MultiMedia
PCRF	Policy and Charging Rules Function. The ability to dynamically control access, services, network capacity, and charges in a network. Maintains rules regarding a subscriber's use of network resources. Responds to CCR and AAR messages. Periodically sends RAR messages. All policy sessions for a given subscriber, originating anywhere in the network, must be processed by the same PCRF.

Q

QBus Platform	See QP.
QP	QBus Platform Software that provides an execution environment for Java-based applications, providing common interfaces into databases, event logging, SNMP, and cluster state.

R

REPL	Replication

R

RKS	Record Keeping Server

S

SCTP	The transport layer for all standard IETF-SIGTRAN protocols. SCTP is a reliable transport protocol that operates on top of a connectionless packet network such as IP and is functionally equivalent to TCP. It establishes a connection between two endpoints (called an association; in TCP, these are sockets) for transmission of user messages.
Short Message Service	See SMS.
SMPP	Short Message Peer-to-Peer Protocol An open, industry standard protocol that provides a flexible data communications interface for transfer of short message data.
SMSR	SMS Relay Application An interface between the MPE and SMSC or other specific SMS web service(s).
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol. An industry-wide standard protocol used for network management. The SNMP agent maintains data variables that represent aspects of the network. These variables are called managed objects and are stored in a

S

	management information base (MIB). The SNMP protocol arranges managed objects into groups.
SOAP	Simple Object Access Protocol
SPC	Service Provisioning over COPS (Common Open Policy Service protocol)