

**Oracle® Communications
Convergent Charging Controller**

CAP3 SMS Gateway Alarms Guide

Release 6.0

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Alarm Topic Description

Alarm generation

Alarms on each configured node are written to the syslog and are then captured by the smsAlarmDaemon for entry in the SMF database.

For management of these alarms, refer to *Service Management System Technical Guide*.

Severity levels

This table describes the alarms severity levels.

| Level | Abbr | Description |
|----------|------|--|
| Critical | C | These alarms are raised when the application has encountered an error which indicates that the system is unable to function. |
| Error | E | These alarms indicate the application has encountered a serious problem completing a necessary task and could not complete the task. |
| Warning | W | Warnings are raised to indicate the application encountered a problem completing a non-mission critical task. |
| Notice | N | Notices are raised to indicate that the application has completed a task successfully. |

Alarm format

Alarms usually follow this format:

```
Mon DD 24:MM:SS hostname process name: [ID alarmID user.severity] process(PID)
SEVERITY: Alarm text with possible variables
```

Where:

| Variable | Description |
|--------------|---|
| Mon DD | Month and date the alarm was logged. |
| 24:MM:SS | Time the alarm was logged in 24 hour format. |
| hostname | Name of the machine on which the alarm was generated. |
| process name | Name of the process which logged the alarm. |
| alarmID | ID number of the alarm. |
| severity | Alarm severity. |
| process | Name of the process which logged the alarm. |
| PID | Process ID of the process which logged the alarm. |
| SEVERITY | Alarm severity. |

| | |
|------------|--|
| Alarm text | Alarm text. This may include variables such as node number. Note: In some cases the entire alarm text is generated from variables. |
|------------|--|

Note: Some alarms from some subsystems may have a different format.

Example: This text shows an smsMaster alarm about pending update queues.

```
Mar 30 13:34:54 prodsmp1 smsMaster: [ID 953149 user.warning] smsMaster(17833)
WARNING: Pending queue now above 15 (Worst Node 317)
```

Alarm text and variables

The %d and %s symbols represent variables within the alarm text. These values are generated by the subsystem and added to the message when the alarm is raised.

Usually the %d is a number and the %s is text in the context of the message to complete the alarm message. Occasionally other % symbols are also used (for example, %u) for different variables.

Further information

For more information about:

- The SMS Alarms subsystem, see *Service Management System Technical Guide*
- Creating and maintaining the SMS Alarm Relay rule set, see *Service Management System User's Guide*

CAP3 SMS Gateway Alarms

| Alarm | Severity | Text | Cause | Resolution | Service |
|-----------|----------|--|---|--|---------|
| 106000001 | NOTICE | %z Starting up. | Information only. | No resolution. | CAP3_GW |
| 106000002 | CRITICAL | %z Unable to obtain an instance of SLEE Application API. | Problem attaching to the SLEE | Restart the SLEE. | CAP3_GW |
| 106000003 | CRITICAL | %z Unable to register for SIGHUP: %s %d | Unable to register for the reload configuraion signal | Contact Support | CAP3_GW |
| 106000004 | CRITICAL | %z Unable to initialise: %s %d | A problem was found trying to initialise the daemon | Refer to the error text for more information | CAP3_GW |
| 106000005 | NOTICE | %z Startup successful. | Information only. | No resolution. | CAP3_GW |
| 106000006 | NOTICE | %z Configuration reloaded | Information only. | No resolution. | CAP3_GW |
| 106000007 | ERROR | %z Unable to reload configuration: %s %d | There was a problem re-reading the configuration file. | Check file permissions and syntax. | CAP3_GW |
| 106000008 | NOTICE | %z capgw shutdown. | Information only. | No resolution. | CAP3_GW |
| 106000009 | NOTICE | %z Non-SLEE event type with no dialog. Type: %s %d | Information only. | No resolution. | CAP3_GW |
| 106000010 | ERROR | %z Unable to process interaction: %s %d | There was an error processing the interaction between the MSC and SMCB. | See the details for more information. | CAP3_GW |
| 106000011 | NOTICE | %z Service enabled: %s %d | Information only. | No resolution. | CAP3_GW |

| Alarm | Severity | Text | Cause | Resolution | Service |
|-----------|----------|--|--|--|---------|
| 106000021 | NOTICE | %z Service disabled: %s %d | Information only. | No resolution. | CAP3_GW |
| 106000022 | NOTICE | %z Received APPLICATION_END. | Information only. | No resolution. | CAP3_GW |
| 106000023 | NOTICE | %z Received APPLICATION_KILL. | Information only. | No resolution. | CAP3_GW |
| 106000024 | NOTICE | %z Re-reading configuration | Information only. | No resolution. | CAP3_GW |
| 106000025 | NOTICE | %z Received INTERFACE_END. | Information only. | No resolution. | CAP3_GW |
| 106000026 | NOTICE | %z Received INTERFACE_KILL. | Information only. | No resolution. | CAP3_GW |
| 106000027 | NOTICE | %z Received Unknown SLEE event type: %s %d | Information only. | No resolution. | CAP3_GW |
| 106000030 | ERROR | %z Unknown command line option %s %d | Bad command line option passed to capgw | Correct startup script option by referring to Technical Guide. | CAP3_GW |
| 106000031 | ERROR | %z Missing argument for %s %d option | For the specified command line option an argument was expected | Correct startup parameters by referring to the Technical Guide | CAP3_GW |
| 106000032 | ERROR | %z getopt error. Status: %d. | There was a problem reading the command line arguments. | Correct the startup parameters by referring to the Technical Guide | CAP3_GW |
| 106000040 | NOTICE | %z Using configuration section: %s %d | Information only. | No resolution. | CAP3_GW |
| 106000045 | WARNING | %z Incorrect config: Option %s %d, value must be in range 0 to 7. Using default %d | An invalid value was set for this configuration option. | Correct the eserv.config by supplying a valid value. | CAP3_GW |

| Alarm | Severity | Text | Cause | Resolution | Service |
|-----------|----------|---|--|--|---------|
| 106000046 | WARNING | %z Incorrect config: Option %s %d, value must be in range 0 to 15. Using default %d | An invalid value was set for this configuration option. | Correct the eserv.config by supplying a valid value. | CAP3_GW |
| 106000050 | WARNING | %z Incorrect config type: Option %s %d, expecting type %s %d, got %s %d. Option ignored | There was a problem with the type of values supplied in the eserv.config | Correct the eserv.config configuration. | CAP3_GW |
| 106000060 | WARNING | %z Option value overflow: Option %s %d,value: %z | Too large a value was passed for this configuration option. | Correct the eserv.config by supplying a smaller value. | CAP3_GW |
| 106000065 | WARNING | %z Incorrect config: Option %s %d, values must be in range 0 to 7. Using default %s %d | An invalid value was set for this configuration option. | Correct the eserv.config by supplying a valid value. | CAP3_GW |
| 106000069 | NOTICE | %z IDPs use NOA maps parameter set to: %s %d | Information only. | No resolution. | CAP3_GW |
| 106000070 | NOTICE | %z Destination SLEE service key set to: %d | Information only. | No resolution. | CAP3_GW |
| 106000071 | NOTICE | %z Calling IDP noa parameter set to to: %d | Information only. | No resolution. | CAP3_GW |
| 106000072 | NOTICE | %z Calling IDP plan parameter set to: %d | Information only. | No resolution. | CAP3_GW |
| 106000073 | NOTICE | %z Calling IDP screening parameter set to: %d | Information only. | No resolution. | CAP3_GW |
| 106000074 | NOTICE | %z Calling IDP present parameter set to: %d | Information only. | No resolution. | CAP3_GW |
| 106000075 | NOTICE | %z Calling IDP InnOrNI parameter set to: %d | Information only. | No resolution. | CAP3_GW |

| Alarm | Severity | Text | Cause | Resolution | Service |
|-----------|----------|---|--|--|---------|
| 106000076 | NOTICE | %z ConnectSMS Called Party NoA mapping parameter set to: %d,%d,%d,%d,%d,%d,%d,%d | Information only. | No resolution. | CAP3_GW |
| 106000077 | NOTICE | %z ConnectSMS Calling Party NoA mapping parameter set to: %d,%d,%d,%d,%d,%d,%d,%d | Information only. | No resolution. | CAP3_GW |
| 106000078 | NOTICE | %z ConnectSMS sMscAddress NoA parameter set to: %d | Information only. | No resolution. | CAP3_GW |
| 106000079 | NOTICE | %z ConnectSMS sMscAddress Plan parameter set to: %d | Information only. | No resolution. | CAP3_GW |
| 106000080 | ERROR | %z TCAP_BEGIN received from SMCB side. | Unexpected message sequence. | Contact Support. | CAP3_GW |
| 106000090 | ERROR | %z Unknown event type received from %s %d. Type: %s %d | Unexpected event type received. | Contact Support | CAP3_GW |
| 106000100 | ERROR | %z Non-InitialDPSMS received in TCAP_BEGIN: Operation/Error ID: %d. | Unexpected message type received. | Check that other traffic isnt using this service key. Contact Support. | CAP3_GW |
| 106000101 | ERROR | %z InitialDPSMS does not contain a calling party number. | No calling party number was in the InitialDPSMS. | Get the sending party to supply a calling party number. | CAP3_GW |
| 106000102 | ERROR | %z InitialDPSMS does not contain a destination subscriber number. Calling Party Number: %s %d | No destination party number was supplied in the InitialDPSMS | Get the sending party to supply a called party number. | CAP3_GW |
| 106000103 | ERROR | %z Unable to create dialogue to destination application with service key: %d | Unable to pass the request to an application on the specified service key. | Check that the service key is correct and the application that provides that service is running. | CAP3_GW |
| 106000110 | ERROR | %z Unknown operation received in TCAP_CONTINUE: Operation/Error ID: d. | Unexpected operation received in message sequence. | Check the message sequence is correct. Contact Support | CAP3_GW |

| Alarm | Severity | Text | Cause | Resolution | Service |
|-----------|----------|--|--|------------------|---------|
| 106000120 | ERROR | %z Unknown operation received in TCAP_CONTINUE from MSC: Operation/Error ID: d. | Unexpected operation received from MSC | Contact Support. | CAP3_GW |