

**Oracle® Communications
Convergent Charging Controller**

Data Access Pack Alarms Guide

Release 6.0

May 2016

Copyright

Copyright © 2016, Oracle and/or its affiliates. All rights reserved.

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

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

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

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

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

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Alarm Topic Description 1

Data Access Pack Alarms 3

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

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*

Data Access Pack Alarms

Alarm	Severity	Text	Cause	Resolution	Service
710001	NOTICE	DEF123dapIF(%d) NOTICE: Start of dapIF instance	DAP Interface was started	Normal operation. No action needed.	DAP
710002	NOTICE	DEF123dapIF(%d) NOTICE: Startup Successful	DAP Interface was started successfully	Normal operation. No action needed.	DAP
710003	ERROR	DEF123dapIF(%d) ERROR: cannot send request to ASP %s %d. write() failed	Error on connection.	Check network status, and remote peer.	DAP
710004	ERROR	DEF123dapIF(%d) ERROR: cannot establish SSL connection with handshake	SSL negotiation error.	Check network, SSL certificates, and peer configuration.	DAP
710005	ERROR	DEF123dapIF(%d) ERROR: Server Authentication failed for ASP %s %d	Authentication failed.	Check validity of certificate.	DAP
710006	ERROR	DEF123dapIF(%d) ERROR: received correlated DAP request without configured listen port.	Template not suitable for given configuration.	Correct template, or specify listen port.	DAP
710020	WARNING	DEF123dapIF(%d) WARNING: Received SLEE event of unknown type.	SLEE execution error.	Check SLEE Configuration.	DAP
710021	ERROR	DEF123dapIF(%d) ERROR: Internal error: tried to remove dialogue that is not in the map.	Internal error.	Refer to application expert.	DAP
710022	ERROR	DEF123dapIF(%d) ERROR: Internal error: tried to add a dialogue that is already in the map.	Internal error.	Refer to application expert.	DAP

Alarm	Severity	Text	Cause	Resolution	Service
710023	ERROR	DEF123dapIF(%d) ERROR: Received (%d) response pairs in ASP response, maximum of (%d) can be sent in DAP response, truncating to (%d) response pairs.	DAP template definition error.	Check DAP template definition used in call plan.	DAP
710024	ERROR	DEF123dapIF(%d) ERROR: failed to send SLEE event:%z	SLEE execution error.	Check SLEE Configuration.	DAP
710025	ERROR	DEF123dapIF(%d) ERROR: Received unexpected message ID in response (%d), was expecting message ID (%d). Not sending DAP response.	Internal error.	Check DAP template definition used in call plan or remote ASP is at fault.	DAP
710030	CRITICAL	DEF123dapIF(%d) CRITICAL: %z this process is now aborting to produce a core file for analysis	Internal error.	Refer core file to application expert. Restart dapIF process.	DAP
710031	ERROR	DEF123dapIF(%d) ERROR: Error reading configuration file: %z	Configuration error.	Properly define configuration file and restart dapIF process.	DAP
710032	ERROR	DEF123dapIF(%d) ERROR: Found configured poll interval of %z , defaulting to 1.000000 (seconds).	Configured poll interval is defined as 0.	Define configured poll interval and restart dapIF process.	DAP
710033	ERROR	DEF123dapIF(%d) ERROR: select() failed with error %z	Internal error.	Should continue to process calls.	DAP
710040	CRITICAL	DEF123dapIF(%d) CRITICAL: Could not open pending queue, reason:%z	Internal error.	Check permissions of files used by filewriter.	DAP
710041	CRITICAL	DEF123dapIF(%d) CRITICAL: Failed to create pending queue, reason:%z	Internal error.	Check permissions of files used by filewriter.	DAP
710042	ERROR	DEF123dapIF(%d) ERROR: Failed to record pending file entry. Reason:%z	Internal error.	Check permissions of files used by filewriter. Check available disk space.	DAP

Alarm	Severity	Text	Cause	Resolution	Service
710043	ERROR	DEF123dapIF(%d) ERROR: Failed to delete pending file entry. Reason:%z	Internal error.	Check permissions of files used by filewriter.	DAP
710044	ERROR	DEF123dapIF(%d) ERROR: Failed to read pending file entry. Reason:%z	Internal error.	Check permissions of files used by filewriter.	DAP
710045	WARNING	DEF123dapIF(%d) WARNING: Could not parse line in pending file	Internal error.	Refer to application expert.	DAP
710050	ERROR	DEF123dapIF(%d) ERROR: ORACLE returned %z when trying to %z	Oracle error.	Depends on nature of Oracle error. Refer to application expert.	DAP
710060	ERROR	DEF123dapIF(%d) ERROR: cannot establish TCP/IP connection to ASP %z failed with %z	ASP or ASP definition error.	Check ASP configuration, and that the ASP is alive.	DAP
710065	ERROR	DEF123dapIF(%d) ERROR: cannot establish TCP/IP connection to ASP %z maximum number of connections reached	ASP or ASP definition error.	Add more secondary connections.	DAP
710066	ERROR	DEF123dapIF(%d) ERROR: received DAP request event with unknown XML request template ID %d	DAP template definition error.	Check DAP template definition used in call plan.	DAP
710068	WARNING	DEF123dapIF(%d) WARNING: Pending queue for ASP %z contains %d entries.	Information only.	Information only.	DAP
710069	ERROR	DEF123dapIF(%d) ERROR: failed to substitute parameter %z in template %d	DAP template definition error.	Check DAP template definition used in call plan.	DAP
710070	WARNING	DEF123dapIF(%d) WARNING: Returned value of %z (for nameTag %z) truncated to %z	Information only.	Information only.	DAP
710071	ERROR	DEF123dapIF(%d) ERROR: Parameter mismatch in response for %z	DAP template definition error.	Check DAP template definition used in call plan.	DAP

Alarm	Severity	Text	Cause	Resolution	Service
710072	WARNING	DEF123dapIF(%d) WARNING: Received malformed data on listening socket	DAP template definition error.	Check DAP template definition used in call plan or remote ASP is at fault.	DAP
710073	ERROR	DEF123dapIF(%d) ERROR: Correlation response received for unknown IDZZZ	DAP template definition error.	Check DAP template definition used in call plan or remote ASP is at fault.	DAP
710074	ERROR	DEF123dapIF(%d) ERROR: select() failed with %z	Internal error.	Check DAP template definition used in call plan or remote ASP is at fault.	DAP
710075	ERROR	DEF123dapIF(%d) ERROR: unable to listen on port %z socket() failed with %z	Listening port error.	Check listening port configuration.	DAP
710076	ERROR	DEF123dapIF(%d) ERROR: unable to listen on port %z bind() failed with %z	Listening port error.	Check listening port configuration.	DAP
710077	ERROR	DEF123dapIF(%d) ERROR: unable to listen on port %z listen() failed with %z	Listening port error.	Check listening port configuration.	DAP
710081	ERROR	DEF123dapIF(%d) ERROR :timeout while waiting for response from ASP %z	Timeout on response.	Check ASP configuration, and that the ASP is alive.	DAP
710082	ERROR	DEF123dapIF(%d) ERROR: cannot establish TCP/IP connection to ASP %z getsockopt() failed with %z	Port error.	Check ASP configuration, and that the ASP is alive.	DAP
710083	ERROR	DEF123dapIF(%d) ERROR: cannot establish TCP/IP connection to ASP %z connect() failed with %z	Port error.	Check ASP configuration, and that the ASP is alive.	DAP
710090	WARNING	DEF123dapIF(%d) WARNING: received unexpected data from ASP %z	Information only.	Information only.	DAP

Alarm	Severity	Text	Cause	Resolution	Service
710091	ERROR	DEF123dapIF(%d) ERROR: connection closed by remote host while waiting for response from ASP %z	Remote peer error.	Check DAP template definition used in call plan or remote ASP is at fault.	DAP
710092	ERROR	DEF123dapIF(%d) ERROR: ASP %z returned HTTP error code %z	Remote peer error.	Check DAP template definition used in call plan or remote ASP.	DAP
710110	CRITICAL	DEF123slee_acs(%d) CRITICAL: failed to initialise DAP Send chassis action	SLEE execution error.	Check SLEE Configuration.	DAP
710111	CRITICAL	DEF123slee_acs(%d) CRITICAL: failed to initialise DAP IDP chassis action	SLEE execution error.	Check SLEE Configuration.	DAP
710112	ERROR	DEF123slee_acs(%d) ERROR: failed to obtain i/f handle	SLEE execution error.	Check SLEE Configuration.	DAP
710113	ERROR	DEF123slee_acs(%d) ERROR: failed to create SLEE dialogue	SLEE execution error.	Check SLEE Configuration.	DAP
710114	ERROR	DEF123slee_acs(%d) ERROR: failed to register event handler	SLEE execution error.	Check SLEE Configuration.	DAP
710115	ERROR	DEF123slee_acs(%d) ERROR: failed to send SLEE event: %z	SLEE execution error.	Check SLEE Configuration.	DAP
710116	ERROR	DEF123slee_acs(%d) ERROR: %z : unknown action	SLEE execution error.	Check SLEE Configuration.	DAP
710117	ERROR	DEF123slee_acs(%d) ERROR: %z : invalid event type	SLEE execution error.	Check SLEE Configuration.	DAP
710130	ERROR	DEF123slee_acs(%d) ERROR: failed to initialise macro-node with fast-key %z	Internal error.	Check SLEE Configuration.	DAP
710131	ERROR	DEF123slee_acs(%d) ERROR: failed to register macro-node with fast-key %z	Internal error.	Check SLEE Configuration.	DAP

Alarm	Severity	Text	Cause	Resolution	Service
710132	WARNING	DEF123slee_acs(%d) WARNING: DAP sendRequest node rejected %d requests (SLEE queue length exceeded %z	SLEE execution error.	Check SLEE Configuration. Increase SLEE queue size	DAP
710133	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: could not increment statistic %z	Send Request Node error.	Check Statistics Configuration.	DAP
710134	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: unknown run-time parameter %z	Send Request Node error.	Check Send Request Node Configuration.	DAP
710135	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: could not read configuration:%z	Send Request Node error.	Check Send Request Node Configuration.	DAP
710136	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: empty InterfaceHandle list.	Send Request Node error.	Check Send Request Node Configuration.	DAP
710137	CRITICAL	DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not lookup IDP chassis action handler	Send Request Node error.	Check Send Request Node Configuration.	DAP
710138	CRITICAL	DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not compile regular expression	Send Request Node error.	Check Send Request Node Configuration.	DAP
710139	CRITICAL	DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not retrieve node pointer	Send Request Node error.	Check Send Request Node Configuration.	DAP
710140	CRITICAL	DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not retrieve parameter string	Send Request Node error.	Check Send Request Node Configuration.	DAP
710141	CRITICAL	DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not parse parameter string	Send Request Node error.	Check Send Request Node Configuration.	DAP

Alarm	Severity	Text	Cause	Resolution	Service
710142	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: value %z has reached maximumZZZ	DAP template definition error.	Check DAP template and call plan.	DAP
710143	ERROR	DEF123slee_acs(%d) ERROR: Failed to initialise type conversion libraries	DAP type conversion definition error.	Check configuration of pluggable dap type conversions.	DAP
710144	ERROR	DEF123dapIF(%d) ERROR: XPath parsing error - %z	Error parsing configured response xpaths.	Check configuration of responses.	DAP
710145	ERROR	DEF123dapIF(%d) ERROR: XML request template ID %d contains invalid destination URL	Invalid URL specified for ASP	Correct URL in ASP configuration screen	DAP
710146	ERROR	DEF123dapIF(%d) ERROR: Response failed to parse as XML	The response from the ASP was not valid XML	Contact ASP for details about invalid response	DAP
710147	ERROR	DEF123dapIF(%d) ERROR: Unable to retrieve ASP for template ID %d	The operation is incorrectly configured	Check configuration of ASP and operation	DAP
710148	CRITICAL	DEF123slee_acs: slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not lookup StoreHierarchicalProfile Field chassis action handler	The DAP macro node could not find one of the required chassis actions.	Ensure that the ACS pluggable chassis action library is loaded before the DAP macro node library and restart ACS.	DAP
710149	CRITICAL	DEF123slee_acs: slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not lookup RetrieveHierarchicalProfile Field chassis action handler	The DAP macro node could not find one of the required chassis actions.	Ensure that the ACS pluggable chassis action library is loaded before the DAP macro node library and restart ACS.	DAP
710150	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: unable to obtain interface handle %z	SLEE execution error.	Check SLEE Configuration.	DAP

Alarm	Severity	Text	Cause	Resolution	Service
710151	CRITICAL	DEF123slee_acs: slee_acs(%d) CRITICAL: DAP Send Request macro-node: received unexpected response for type %d	An unexpected response was received.	Refer to platform expert.	DAP
710152	CRITICAL	DEF123slee_acs: slee_acs(%d) CRITICAL: DAP Send Request macro-node: retrieved unexpected response for type %d	An invalid message was received by the macro node.	Refer to platform expert.	DAP
710153	CRITICAL	DEF123slee_acs: slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not retrieve profile fields.	An unexpected response was received.	Refer to platform expert.	DAP
710154	ERROR	DEF123slee_acs(%d) ERROR: cannot send more than %z request parameters	DAP template definition error.	Check DAP template and call plan.	DAP
710155	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: badly formed response parameter: %z	DAP template definition error.	Check DAP template and call plan.	DAP
710157	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: dest %z has reached maximum length of %z characters	DAP template definition error.	Check DAP template and call plan.	DAP
710158	ERROR	DEF123slee_acs(%d) ERROR: cannot send more than %z response parameters	DAP template definition error.	Check DAP template and call plan.	DAP
710159	ERROR	DEF123slee_acs(%d) ERROR: Unknown field to updateZZZ	DAP template definition error.	Check DAP template and call plan.	DAP
710160	ERROR	DEF123slee_acs(%d) ERROR: Parameter setting problem for : aCC with valueZZZ	DAP template definition error.	Check DAP template and call plan.	DAP

Alarm	Severity	Text	Cause	Resolution	Service
710161	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: No item found in profile(s) for field %z for Call ID %z	DAP template definition error.	Check DAP template and call plan.	DAP
710162	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: profile value %z (associated with parameter %z) has reached maximum %z	DAP template definition error.	Check DAP template and call plan.	DAP
710163	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: invoked with invalid state %z	Internal error.	Check DAP template and call plan.	DAP
710164	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: %z is an invalid profile tag specification	SLEE execution error.	Check SLEE Configuration.	DAP
710165	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: name %z has reached maximum length of %z characters	DAP template definition error.	Check DAP template and call plan.	DAP
710166	ERROR	DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: value %z (associated with name %z) has reached maximumZZZ	DAP template definition error.	Check DAP template and call plan.	DAP
710167	CRITICAL	DEF123slee_acs: slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not store profile fields.	The system was unable to store a value into a profile field.	There will be additional error messages in the system log indicating in more detail the cause. Refer to platform expert.	DAP
710168	WARNING	DEF123slee_acs(%d) WARNING: %z : unable to reset bound dialog	SLEE execution error.	Check SLEE Configuration.	DAP