# Oracle®Communications Policy Management

Troubleshooting Reference

Release 9.7

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**ORACLE®**

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# 1

## Introduction

**Topics:**

*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 Tekelec contact information and how to locate product documentation on the Tekelec Customer Support site.

# About this Guide

The *Policy Management Troubleshooting Guide* 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 Guide* 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 Tekelec 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 | **Danger**:<br>(This icon and text indicate the possibility of *personal injury*.) |
| WARNING | **Warning**:<br>(This icon and text indicate the possibility of *equipment damage*.) |
| CAUTION | **Caution**:<br>(This icon and text indicate the possibility of *service interruption*.) |
| TOPPLE | **Topple**:<br>(This icon and text indicate the possibility of *personal injury* and *equipment damage*.) |

## Customer Care Center

The Tekelec Customer Care Center is your initial point of contact for all product support needs. A representative takes your call or email, creates a Customer Service Request (CSR) and directs your requests to the Tekelec Technical Assistance Center (TAC). Each CSR includes an individual tracking number. Together with TAC Engineers, the representative will help you resolve your request.

The Customer Care Center is available 24 hours a day, 7 days a week, 365 days a year, and is linked to TAC Engineers around the globe.

Tekelec TAC Engineers are available to provide solutions to your technical questions and issues 7 days a week, 24 hours a day. After a CSR is issued, the TAC Engineer determines the classification of the trouble. If a critical problem exists, emergency procedures are initiated. If the problem is not critical, normal support procedures apply. A primary Technical Engineer is assigned to work on the CSR and provide a solution to the problem. The CSR is closed when the problem is resolved.

Tekelec Technical Assistance Centers are located around the globe in the following locations:

**Tekelec - Global**

Email (All Regions): support@tekelec.com

- **USA and Canada**

  Phone:

  1-888-367-8552 (toll-free, within continental USA and Canada)

  1-919-460-2150 (outside continental USA and Canada)

  TAC Regional Support Office Hours:

  8:00 a.m. through 5:00 p.m. (GMT minus 5 hours), Monday through Friday, excluding holidays

- **Caribbean and Latin America (CALA)**

  Phone:

  +1-919-460-2150

  TAC Regional Support Office Hours (except Brazil):

  10:00 a.m. through 7:00 p.m. (GMT minus 6 hours), Monday through Friday, excluding holidays

  - **Argentina**

    Phone:

    0-800-555-5246 (toll-free)

  - **Brazil**

    Phone:

    0-800-891-4341 (toll-free)

    TAC Regional Support Office Hours:

    8:00 a.m. through 5:48 p.m. (GMT minus 3 hours), Monday through Friday, excluding holidays

  - **Chile**

    Phone:

    1230-020-555-5468

  - **Colombia**

    Phone:

    01-800-912-0537

  - **Dominican Republic**

    Phone:

    1-888-367-8552

  - **Mexico**

    Phone:

    001-888-367-8552

  - **Peru**

Phone:

0800-53-087

- **Puerto Rico**

  Phone:

  1-888-367-8552

- **Venezuela**

  Phone:

  0800-176-6497

- **Europe, Middle East, and Africa**

  Regional Office Hours:

  8:30 a.m. through 5:00 p.m. (GMT), Monday through Friday, excluding holidays

  - **Signaling**

    Phone:

    +44 1784 467 804 (within UK)

  - **Software Solutions**

    Phone:

    +33 3 89 33 54 00

- **Asia**

  - **India**

    Phone:

    +91-124-465-5098 or +1-919-460-2150

    TAC Regional Support Office Hours:

    10:00 a.m. through 7:00 p.m. (GMT plus 5 1/2 hours), Monday through Saturday, excluding holidays

  - **Singapore**

    Phone:

    +65 6796 2288

    TAC Regional Support Office Hours:

    9:00 a.m. through 6:00 p.m. (GMT plus 8 hours), Monday through Friday, excluding holidays

## Emergency Response

In the event of a critical service situation, emergency response is offered by the Tekelec Customer Care Center 24 hours a day, 7 days a week. 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 the Tekelec Customer Care Center.

## Related Publications

The Policy Management product set includes the following publications, which provide information for the configuration and use of Policy Management products in the following environments:

**Cable**

- *Feature Notice*
- *Cable Release Notes*
- *Roadmap to Hardware Documentation*
- *CMP Cable User's Guide*
- *Troubleshooting Reference*
- *SNMP User's Guide*
- *OSSI XML Interface Definitions Reference*
- *Platform Configuration User's Guide*
- *Bandwidth on Demand Application Manager User's Guide*
- *PCMM specification PKT-SP-MM-I06* (third-party document, used as reference material for PCMM)

**Wireless**

- *Feature Notice*
- *Wireless Release Notes*
- *Roadmap to Hardware Documentation*
- *CMP Wireless User's Guide*
- *Multi-Protocol Routing Agent User's Guide*
- *Troubleshooting Reference*

- *SNMP User's Guide*
- *OSSI XML Interface Definitions Reference*
- *Analytics Data Stream Reference*
- *Platform Configuration User's Guide*
- *Message Distribution Function Reference*

**Wireline**

- *Feature Notice*
- *Wireline Release Notes*
- *Roadmap to Hardware Documentation*
- *CMP Wireline User's Guide*
- *Troubleshooting Reference*
- *SNMP User's Guide*
- *OSSI XML Interface Definitions Reference*
- *Platform Configuration User's Guide*

# Locate Product Documentation on the Customer Support Site

Access to Tekelec's Customer Support site is restricted to current Tekelec customers only. This section describes how to log into the Tekelec Customer Support site and locate a document. Viewing the document requires Adobe Acrobat Reader, which can be downloaded at www.adobe.com.

1. Log into the *Tekelec Customer Support* site.

   **Note:** If you have not registered for this new site, click the **Register Here** link. Have your customer number available. The response time for registration requests is 24 to 48 hours.

2. Click the **Product Support** tab.
3. Use the Search field to locate a document by its part number, release number, document name, or document type. The Search field accepts both full and partial entries.
4. Click a subject folder to browse through a list of related files.
5. To download a file to your location, right-click the file name and select **Save Target As**.

# Chapter

# 2

## Incidents, Notifications, and Logs Overview

**Topics:**

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 Tekelec 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
- SMPP Log
- SMTP Log

## Trace Log

The Trace Log is an application-level system notification used to trace and debug application-level incidents, and is available on the Logs tab of the Policy Server Configuration (Administration) page and the MRA Configuration (Administration) page. The Trace Log page displays:

- General application notifications
- Policy Application notifications
- Policy server notifications
- Policy action notifications that generate Trace Log entries

The log entries provide an incident ID and a severity level of Warning, Info, or Debug.

Each Policy server has a distinct and separate set of Trace Log notifications for incidents that occurred on that server. Use the CMP to view the Trace Log notifications from a different server in a cluster. Select the appropriate server from the list at the top of the Trace Log Viewer page.

## Syslog

The Syslog receives notifications only from Policy actions. Syslog notifications are directed to a remote syslog host, and the log supports five destinations. Syslog info appears on the MPE Logs tab of the MPE Configuration page.

## 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 MPE Logs tab of the MPE Configuration page, under the SMS Log Configuration heading. You can configure the severity of messages that are written to the SMPP log as well as set a forwarding address.

## The SMTP Log

The SMTP log contains all Simple Mail Transfer Protocol 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 MPE Logs tab of the MPE Configuration page, under the SMTP Log Configuration heading. 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 Modify Settings 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. On the other hand, 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. For Wireline only, 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.

4. For Wireline only, 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.

5. For Wireline, only, 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.

6. For Wireline only, In the **Modify Log Forwarding Configuration** section of the page, select **Enable Policy Log Forwarding** to forward the policy log to remote locations.

7. 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 IPIPv4 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.

8. 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.

9. 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.

10. 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.

11. When you finish, click **SaveSaveOK** (or **Cancel** to discard your changes).

The log configurations are changed.

# Chapter

# 3

## Trace Log Notifications

**Topics:**

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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*

## 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\nUID2*

**Description:**  OM Statistics Task was unable to connect to MPE. UID: *UID1\nUID2*

**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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

> Contact the Tekelec *Customer Care Center*.


## 261 - Bad wget exit status on *IP address {1}* for *name {1}*

**Description:**  Bad wget exit status on *IP address {1}* for *name {1}*

**Severity:** Critical

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** Data Collection Task

**Recovery:**

> Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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

**Severity:** Debug

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** Data Collection Task

**Recovery:**

　Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

### 500 - RDR: Start message received for Service Index *index*

**Severity:** Debug

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** RDR

**Group:** RDR

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 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 - *task name* Task completed successfully

**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 - *task name* Task failed. \n *error message*

**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 - Finishing *task name* Task

**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 - The Local Repository does not exist, you need to check whether Stats Files Generator Task was executed successfully or not

**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 - *task name* Task still failed for sync local repository to remote server (*IP Address/Hostname*) after retry *count* times

**Description:** Error log generated when a stats files 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 - *task name* Task was successful for sync local repository to remote server (*IP address/Hostname*) after retry *count* times

**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 - RDR: Parsing Failed

**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 - RDR: Dropping RDR Service Index

**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 - RDR: Stop message received for Service Index

**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:**

   Contact the Tekelec *Customer Care Center*.

## 512 - Dropping 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 - RDR: Skipping unmapped RDR, Bucket Id

**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 - RDR: Quota message received for Bucket Id

**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:**

Contact the Tekelec *Customer Care Center*

### 515 - RDR: Quota message processing

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

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** RDR

**Group:** RDR

**Recovery:**

Contact the Tekelec *Customer Care Center*

### 550 - OSSI XML Interface request initiated

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

**Severity:** Info

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** CMP

**Group:** OSSI

**Recovery:**

No action required.

## 552 - Error while sending Account data to Policy Server

**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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

## 620 - Push of pending account updates initiated

**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 - Subscriber accounts initiated

**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 - Re-application of subscriber accounts completed

**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 - Apply name to MPE

**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:**

   Contact the Tekelec *Customer Care Center*.

## 1002 - CMTS conn lost

**Description:**  PCMM: Lost connection to *0*.

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** NA

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 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*

**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:** Warn

**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:**

Contact the Tekelec *Customer Care Center*.


## 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.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 1101 - DQOS: Established connection to *id*

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

**Severity:** Warn

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** DQOS

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 1102 - DQOS: Lost connection to *id*

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

**Severity:** Warn

**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*

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

**Severity:** Warn

**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, 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.

## 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

**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:**

Contact the Tekelec *Customer Care Center*.

## 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.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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

**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

**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

**Notification:** Trace Log

**Alarm:** Yes

**Trap:** Yes

**Server:** MPE, MRA

**Group:** Diameter

**Recovery:**

Check connectivity with peer; contact the Tekelec *Customer Care Center*.

## 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 Customer Support.

## 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 Customer Support.

## 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

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE, MRA

**Group:** Diameter

**Recovery:**

    If the problem persists, contact Customer Support.

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

**Description:** A Diameter message was received.

**Severity:**

- 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:**

    If the problem persists, contact Customer Support.

## 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

**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:** Warning

**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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

   Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

## 2210 - MGPI: Reached max upstream gates

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

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** MGPI

**Recovery:**

   Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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 - RADIUS:Initializing communications on port *port number*

**Description:** RADIUS: Initializing communications on a specified port.

**Severity:** Info

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** RADIUS

**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 - RADIUS:Start failed on port *port number*

**Description:** RADIUS: Failed to start listening on a specified port.

**Severity:** Error

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** RADIUS

**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

## 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 Customer Support.

## 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 Customer Support.

## 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

**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:**

      Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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.


## 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:** Warning

**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. Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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.  Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

### 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 specified (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.

## 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:**

  Contact the Tekelec *Customer Care Center*.


## 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:**

  Contact the Tekelec *Customer Care Center*.


## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.


## 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:**

    Contact the Tekelec *Customer Care Center*.


## 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:**

    Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

### 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:**

   Contact the Tekelec *Customer Care Center*.

### 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:**

   Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

> Contact the Tekelec *Customer Care Center*.

## 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:**

> Contact the Tekelec *Customer Care Center*.

## 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:** Error

**Notification:** Trace Log

**Alarm:** Yes

**Trap:** No

**Server:** MPE

**Group:** COPS-PR

**Deprecated ID:**1721

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.


### 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 the Tekelec *Customer Care Center*.


## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 7054 - CAC: Rejecting create of session ID $id$ from server at $ip\text{-}address$: 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:**

Contact the Tekelec *Customer Care Center*.

## 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.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.


### 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

### 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 the Tekelec *Customer Care Center*.

### 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:**

> Contact the Tekelec *Customer Care Center*.

### 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 the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

### 7085 - CAC: Sync with *Seachange/Tandberg* at *ip-address*: MPE has # session *id*

**Description:** Occurs when MPE and VOD begin sync. Specifies the current number of local sessions on the MPE, and lists the VOD server's IP address.

**Severity:** Warn

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** CAC

**Deprecated ID:** 4210

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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.

## 8021 - BoD failure HTTP

**Description:**  HTTP request failed: *0 \n1*.

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

   Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

## 8050 - BoD success HTTP

**Description:**  HTTP request success: *0*.

**Severity:** Debug

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 8070 - BoD failure SOAP

**Description:**  SOAP request failure: *0*.

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 8080 - BoD success SOAP

**Description:**  SOAP request success: *0*.

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

Contact the Tekelec *Customer Care Center*.

### 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.

### 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:**

Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 8411 - BoD session notification return success

**Description:** Notification for *0* is sent.

**Severity:** Debug

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 8413 - BoD session notification expire

**Description:** Notification expired: *0*.

**Severity:** Debug

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

    Contact the Tekelec *Customer Care Center*.

## 8414 - BoD session notification retry

**Description:** Notification retry *0*.

**Severity:** Debug

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

    Contact the Tekelec *Customer Care Center*.

## 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.

## 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 - HTTP request failed

**Description:**  HTTP request failed: *0 \n1*

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 8502 - BoD classifier already active for subid

**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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

### 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:**

>   Contact the Tekelec *Customer Care Center*.


### 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:**

>   Contact the Tekelec *Customer Care Center*.


### 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:**

>   Contact the Tekelec *Customer Care Center*.

### 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:**

   Contact the Tekelec *Customer Care Center*.


### 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:**

   Contact the Tekelec *Customer Care Center*.


### 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

   Contact the Tekelec *Customer Care Center*.

## 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:**

   Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.

### 8703 - OMStats task failed

**Description:** BoD admission component clear event.

**Severity:** Notice

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** BoD

**Group:** BoD

**Recovery:**

Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

### 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.

## 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.

## 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.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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: Initilizating communications on port

**Description:** RADIUS: Initilizating 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: Initilizating communications on port *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: Initilizating communications on port *port*.

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** Radius

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 10042 - RADIUS: Dropping message with bad MD5, probably bad password

**Description:** RADIUS:Dropping message with bad MD5, probably bad password in *0*.

**Severity:** Warning

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** Radius

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 10043 - RADIUS:Sent

**Description:** RADIUS: Initilizating communications on port *port*.

**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:**

Contact the Tekelec *Customer Care Center*.

## 10046 - RADIUS: Received *message code* / **status type:***accounting type pocket ID* / *session ID* **from** *client address.message*

**Description:** RADIUS: Recieved 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 Customer Support.

## 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:**

    Contact the Tekelec *Customer Care Center*.

## 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:**

    Contact the Tekelec *Customer Care Center*.

### 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:**

> Contact the Tekelec *Customer Care Center*.

### 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:**

> Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

> Contact the Tekelec *Customer Care Center*.


## 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:**

> Contact the Tekelec *Customer Care Center*.


## 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:**

> Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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:**

Contact the Tekelec *Customer Care Center*.


## 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.


## 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.

## 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 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 the Tekelec *Customer Care Center*.

# 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 used internally to Tekelec
- 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.  Contact Tekelec *Customer Care Center*.


## 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.  Contact Tekelec *Customer Care Center*.


## 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.  Contact Tekelec *Customer Care Center*.

## 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.  Contact Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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. Contact Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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. Contact Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*

## 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 the Tekelec *Customer Care Center*.

## 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. Contact Tekelec *Customer Care Center*.

## 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. Contact Tekelec *Customer Care Center* 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 the Tekelec *Customer Care Center*.

### 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.  Contact Tekelec *Customer Care Center*.


### 31116 - Excessive Shared Memory

**Alarm Type:** MEM

**Description:** The amount of shared memory consumed exceeds configured thresholds

**Default Severity:** Major

**OID:**  comcolExcessiveSharedMemoryConsumptionNotify

**Recovery:**

   Contact Tekelec *Customer Care Center*.


### 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 Tekelec *Customer Care Center*.


### 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 Tekelec *Customer Care Center*.

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:**

   Contact Tekelec *Customer Care Center*.

## 31120 - DB Updatelog Write Fault

**Alarm Type:** DB

**Description:** A DB change cannot be stored in the updatelog

**Default Severity:** Minor

**OID:** comcolDbUpdateLogWriteFaultNotify

**Recovery:**

   Contact Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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:**

Contact Tekelec *Customer Care Center*.

## 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:**

Contact Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

### 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:**

Contact Tekelec *Customer Care Center*.

### 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:**

Contact Tekelec *Customer Care Center*.

### 31129 - ADIC Found Minor Issue

**Alarm Type:** REPL

**Description:** ADIC found one or more minor issues that can most likely be ignored.

**Default Severity:** Minor

**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 Tekelec *Customer Care Center*.

## 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:**

   Contact Tekelec *Customer Care Center*.

## 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. Contact Tekelec *Customer Care Center*.

## 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.** Contact Tekelec *Customer Care Center*.


## 31147 - DB UpSyncLog Overrun

**Alarm Type:** SW

**Description:** UpSyncLog is not big enough for (WAN) replication.

**Default Severity:** Minor

**OID:** comcolDbUpSyncLogOverrunNotify

**Recovery:**

Contact Tekelec *Customer Care Center*.


## 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:**

Contact Tekelec *Customer Care Center*.


## 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.** Contact Tekelec *Customer Care Center*.


## 31201 - Process Not Running

**Alarm Type:** PROC

**Description:** A managed process cannot be started or has unexpectedly terminated

**Default Severity:** Major

**OID:**  comcolProcNotRunningNotify

**Recovery:**

Contact Tekelec *Customer Care Center*.

## 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.  Contact Tekelec *Customer Care Center*.

## 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:**

Contact Tekelec *Customer Care Center*.

## 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:**

Contact Tekelec *Customer Care Center*.

## 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:**

Contact Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.
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:**

Contact Tekelec *Customer Care Center*.

## 31214 - Scheduled Process Fault

**Alarm Type:** PROC

**Description:** A scheduled process cannot be executed or abnormally terminated

**Default Severity:** Minor

**OID:** comcolScheduleProcessFaultNotify

**Recovery:**

Contact Tekelec *Customer Care Center*.

## 31215 - Process Resources Exceeded

**Alarm Type:** SW

**Description:** A process is consuming excessive system resources

**Default Severity:** Minor

**OID:** comcolProcResourcesExceededFaultNotify

**Recovery:**

Contact Tekelec *Customer Care Center*.

## 31216 - SysMetric Configuration Error

**Alarm Type:** SW

**Description:** A SysMetric Configuration table contains invalid data

**Default Severity:** Minor

**OID:** comcolSysMetricConfigErrorNotify

**Recovery:**

Contact Tekelec *Customer Care Center*.

## 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:**

Contact Tekelec *Customer Care Center*.

## 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:**

Contact Tekelec *Customer Care Center*.

## 31222 - HA Not Configured

**Alarm Type:** HA

**Description:** High availability is disabled due to system configuration

**Default Severity:** Minor

**OID:**  comcolHaNotConfiguredNotify

**Recovery:**

Contact Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 31224 - HA Configuration Error

**Alarm Type:** HA

**Description:** High availability configuration error

**Default Severity:** Major

**OID:** comcolHaCfgErrorNotify

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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. Contact Tekelec *Customer Care Center*.


## 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:**

 Contact Tekelec *Customer Care Center*.


## 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.

**Default Severity:** Critical

**OID:** comcolUtrustedTimeOnInit

**Recovery:**

1. Correct NTP configuration.
2. If required, contact Tekelec *Customer Care Center*.

## 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.

**Default Severity:** Critical

**OID:**  comcolUtrustedTimePostInit

**Recovery:**

1.  Correct NTP configuration.
2.  If required, contact Tekelec *Customer Care Center*.

## 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.  Contact Tekelec *Customer Care Center*.

## 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.

## 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. Contact Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center* 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 the Tekelec *Customer Care Center*.

### 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

**OID:** tpdNTPDaemonNotSynchronizedFailure

**Recovery**

1. Verify NTP settings and that NTP sources can be reached.
2. If the problem persists, contact the Tekelec *Customer Care Center*.

### 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

**OID:** tpdNTPTimeGoneBackwards

**Recovery**

1. Verify NTP settings and that NTP sources are providing accurate time.
2. If the problem persists, contact the Tekelec *Customer Care Center*.

### 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

**OID:** ntpOffsetCheckFailure descr

**Recovery**

1. Verify NTP settings, and that NTP sources are providing accurate time.
2. If the problem persists, contact the Tekelec *Customer Care Center*.

### 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**

    Contact the Tekelec *Customer Care Center*.


## 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**

    Contact the Tekelec *Customer Care Center*.


## 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**

    Contact the Tekelec *Customer Care Center*.


## 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**

    Contact the Tekelec *Customer Care Center*.


## 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**

Contact the Tekelec *Customer Care Center*.


## 32305 - Server Platform Process Error

**Alarm Type:** PLAT

**Description:** Server Platform 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:** Major

**OID:** tpdPlatProcessError

**Recovery**

Contact the Tekelec *Customer Care Center*.


## 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**

Contact the Tekelec *Customer Care Center*.


## 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 the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.


## 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 the Tekelec *Customer Care Center* 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 the Tekelec *Customer Care Center*.


## 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 the Tekelec *Customer Care Center*.

## 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, call the Tekelec *Customer Care Center* 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 the Tekelec *Customer Care Center*.

- 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 the Tekelec *Customer Care Center*.

## 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 or
- 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 the Tekelec *Customer Care Center*.

## 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. Contact the Tekelec *Customer Care Center*.

## 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**

   Contact the Tekelec *Customer Care Center*.

## 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**

   Contact the Tekelec *Customer Care Center*.

## 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 daemon is either not running, or hung.

**Default Severity:** Major

**OID:**  tpdHPACUCLIProblem

**Recovery**

   Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*, 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**

Contact the Tekelec *Customer Care Center*.

## 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

**OID:** tpdMaxPidLimit

**Recovery**

1. Run syscheck in verbose mode.
2. Contact the Tekelec *Customer Care Center*.

### 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

**OID:** tpdNTPDaemonNotSynchronizedError

**Recovery**

1. Verify NTP settings and that NTP sources can be reached.
2. Contact the Tekelec *Customer Care Center*.

### 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

**OID:** tpdNTPDaemonNeverSynchronized

**Recovery**

1. Verify NTP settings and that NTP sources can be reached.
2. Contact the Tekelec *Customer Care Center*.

### 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

**OID:** ntpOffsetCheckError

**Recovery**

1. Verify NTP settings and that NTP sources are providing accurate time.
2. Contact the Tekelec *Customer Care Center*.

### 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

**OID:** tpdDiskProblem

**Recovery**

1. Run syscheck in verbose mode.
2. Contact the Tekelec *Customer Care Center*.

## 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

**OID:** tpdDiskCtrlrProblem

**Recovery**

1. Run syscheck in verbose mode.
2. Contact the Tekelec *Customer Care Center*.

## 32345 - Server Upgrade snapshot(s) invalid

**Alarm Type:** PLAT

**Description:** This alarms indicates that upgrade snapshot(s) are invalid and backout is no longer possible.

**Default Severity:** Major

**OID:** tpdUpgradeSnapshotInvalid

**Recovery**

1. Run syscheck in verbose mode.
2. Contact Customer Care Center *Customer Care Center*.

## 32346 - OEM hardware management service reports an error

**Alarm Type:** PLAT

**Description:** This alarms indicates that OEM hardware management service reports an error.

**Default Severity:** Major

**OID:** tpdOEMHardwareProblem

**Recovery**

1. Run syscheck in verbose mode.
2. Contact Customer Care Center *Customer Care Center*.

## 32347 - The hwmgmtcliStatus daemon needs intervention

**Alarm Type:** PLAT

**Description:** This alarms 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 Customer Care Center *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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 Tekelec specifications (refer to the appropriate hardware manual).

**Default Severity:** Minor

**OID:** tpdHardwareConfigError

**Recovery**

    Contact the Tekelec *Customer Care Center*.

## 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**

    Contact the Tekelec *Customer Care Center*.

## 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**

    Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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**

   Contact the Tekelec *Customer Care Center*.

## 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**

   Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center* 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**

Contact the Tekelec *Customer Care Center* 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**

Contact the Tekelec *Customer Care Center*.

## 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. Contact the Tekelec *Customer Care Center* to get a replacement switch. Verify the ambient air temperature around the switch is as low as possible until the switch is replaced.
2. Tekelec *Customer Care Center* 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center* 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**

Contact the Tekelec *Customer Care Center*.

## 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**

Contact the Tekelec *Customer Care Center*.


## 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**

Contact the Tekelec *Customer Care Center*.


## 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**

Contact the Tekelec *Customer Care Center*.


## 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. Contact the Tekelec *Customer Care Center*.

## 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. Contact the Tekelec *Customer Care Center*.

## 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 dependant 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 the Tekelec *Customer Care Center*.

## 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 persist for several hours (Server rebuild of the array may take multiple hours to finish, depending on the load of the server), contact the Tekelec *Customer Care Center*.

# 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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.

## 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 |

| Error Code | Meaning |
|---|---|
| 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 |
| 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 600 seconds (10 minutes).

**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 600 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 600 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 600 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

## 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 Tekelec *Customer Care Center*.

### 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 Tekelec *Customer Care Center*.

### 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 Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 71204 - SPC CONN CLOSED

**Alarm Type:** PCRF

**Description:** SPC SPC connection closed.

**Default Severity:** Minor

**Instance:** N/A

**HA Score:** Normal

**Clearing Action:** Connection to a remote peer is restored.

**OID:** pcrfMIBNotificationsSPCConnClosedNotify

**Recovery:**

Contact the Tekelec *Customer Care Center*.

## 71402 - TRANSPORT CLOSED

**Alarm Type:** PCRF

**Description:** Diameter Transport Closed -- 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.

**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 the Tekelec *Customer Care Center*.

## 71403 - TRANSPORT DISCONNECTED

**Alarm Type:** PCRF

**Description:** Diameter Transport Disconnected -- Diameter connection socket is closed.

**Default Severity:** Minor

**Instance:** N/A

**HA Score:** Normal

**Clearing Action:** This alarm clears automatically after 7200 seconds.

**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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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.

**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 the Tekelec *Customer Care Center*.

## 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:**

>   Contact the Tekelec *Customer Care Center*.

## 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.

**OID:** pcrfMIBNotificationsDHCPUnableToBindEventIdNotify

**Recovery:**

>   If this alarm occurs infrequently, then monitor the health of the system. If this alarm occurs frequently, contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 71801 - PCMM NO PCEF

**Alarm Type:** PCRF

**Description:** PCMM no PCEF.

**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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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:** pcrfMIBNotificationsSMSRSMTPConnectionClosedNotify

**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:** pcrfMIBNotificationsSMSRSMTPConnectionClosedNotify

**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 the Tekelec *Customer Care Center*.

## 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. Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:** pcrfMIBNotificationsSMSRSMTPConnectionClosedNotify

**Recovery:**

> Contact the Tekelec *Customer Care Center*.

## 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

**OID:** pcrfMIBNotificationsSMSRSMTPConnectionClosed

**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

**OID:** pcrfMIBNotificationsSMSRSMTPConnectionClosedNotify

**Recovery:**

> Contact the Tekelec *Customer Care Center*.

### 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:**

Contact the Tekelec *Customer Care Center*.


### 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:** pcrfMIBNotificationsRADIUSServerCorrupAuthNotify

**Recovery:**

Contact the Tekelec *Customer Care Center*.


### 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:**

Contact the Tekelec *Customer Care Center*.

## 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:** pcrfMIBNotificationsFilesGeneratorDeleteExpireFilesNotify

**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 the Tekelec *Customer Care Center*.

## 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. Contact the Tekelec *Customer Care Center*.

## 74603 - QP Max Primary Cluster Failure Threshold

**Alarm Type:** QP

**Description:** The number of failed MPE pairs reaches the threshold of {Max Primary Site Failure Threshold} at {Site}, where:

• Max Primary Site Failure Threshold is the configured threshold value
• Site is 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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:** N/A

**OID:** pcrfMIBNotificationsBODPCMMTooBusyNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 77905 - BOD DIAMETER TOO BUSY

**Alarm Type:** PCRF

**Description:** BOD DIAMETER TOO BUSY

**Severity:** Minor

**Instance:** N/A

**HA Score:** Normal

**Clearing Action:** N/A

**OID:** pcrfMIBNotificationsBODDiameterTooBusyNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.

## 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 the Tekelec *Customer Care Center*.
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:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 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:** N/A

**OID:** pcrfMIBNotificationsAvgSessSizeReachedThresholdNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 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.

**OID:** pcrfMIBNotificationsBindDBSizeReachedThresholdNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 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:** N/A

**OID:** pcrfMIBNotificationsAvgBindSizeReachedThresholdNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 79105 - MEDIATION_SOAP_TOO_BUSY

**Alarm Type:** PCRF

**Description:** Mediation Server SOAP provisioning interface reaches busy state; load shedding begins.

**Default Severity:** Minor

**Instance:** N/A

**HA Score:** Normal

**Clearing Action:** N/A

**OID:** pcrfMIBNotificationsAvgBindSizeReachedThresholdNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 79106 - SPR_CONNECTION_FAILED

**Alarm Type:** PCRF

**Description:** Created connection to SPR failed.

**Default Severity:** Minor

**Instance:** N/A

**HA Score:** Normal

**Clearing Action:** N/A

**OID:** pcrfMIBNotificationsAvgBindSizeReachedThresholdNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 79107 - MEDIATION_DISK_QUOTA_EXCEED

**Alarm Type:** PCRF

**Description:** Created connection to SPR failed.

**Default Severity:** Minor

**Instance:** N/A

**HA Score:** Normal

**Clearing Action:** N/A

**OID:** pcrfMIBNotificationsAvgBindSizeReachedThresholdNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 79108 - MEDIATION_DISK_NO_SPACE

**Alarm Type:** PCRF

**Description:** Created connection to SPR failed.

**Default Severity:** Minor

**Instance:** N/A

**HA Score:** Normal

**Clearing Action:** N/A

**OID:** pcrfMIBNotificationsAvgBindSizeReachedThresholdNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

## 79109 - SPR_LICENSE_LIMIT

**Alarm Type:** PCRF

**Description:** Created connection to SPR failed.

**Default Severity:** Minor

**Instance:** N/A

**HA Score:** Normal

**Clearing Action:** N/A

**OID:** pcrfMIBNotificationsAvgBindSizeReachedThresholdNotify

**Recovery:**

If the problem persists, contact the Tekelec *Customer Care Center*.

### 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.

# 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.

**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

A central database for subscriber information.

**L**

**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 PCRF load across multiple Policy Server devices.

MSR

Multimedia Subscriber Repository

**M**

| | |
|---|---|
| MTA | Major Trading Area |
| Multimedia Policy Engine | See MPE. |
| Multiprotocol Routing Agent | See MRA. |

**N**

| | |
|---|---|
| NTP | Network Time Protocol |

**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, 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**

**P**

| | |
|---|---|
| PCEF | Policy and Charging Enforcement Function |
| | 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. |
| 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**

| | |
|---|---|
| RKS | Record Keeping Server |

**S**

**S**

| | |
|---|---|
| SCTP | Stream Control Transmission Protocol |
| | An IETF transport layer protocol, similar to TCP that sends a message in one operation. |
| | 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. |
| 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 management information base |

**S**

|  |  |
|---|---|
|  | (MIB). The SNMP protocol arranges managed objects into groups. |
| SOAP | Simple Object Access Protocol |
| SPC | Service Provisioning over COPS (Common Open Policy Service protocol) |