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## **Appendix A: Possible Result Codes During Rx-to-PCMM**

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# Chapter 1

## Introduction

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### Topics:

- *About this Guide.....36*
- *How This Guide Is Organized.....36*
- *Scope and Audience.....36*
- *Documentation Admonishments.....37*
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- *Emergency Response.....39*

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

## About this Guide

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

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

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

- *Platform (31000-32800)*
- *QP (70000-70999)*
- *Policy Server Alarms (71000-79999)*
- *Policy Server Events (80000-89999)*

## 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 (31000-32800)*
  - *QP (70000-70999)*
  - *Policy Server Alarms (71000-79999)*
  - *Policy Server Events (80000-89999)*
- *Possible Result Codes During Rx-to-PCMM Operation*

## 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: (This icon and text indicate the possibility of <i>personal injury</i> .)
 WARNING	Warning: (This icon and text indicate the possibility of <i>equipment damage</i> .)
 CAUTION	Caution: (This icon and text indicate the possibility of <i>service interruption</i> .)
 TOPPLE	Topple: (This icon and text indicate the possibility of <i>personal injury and equipment damage</i> .)

## Related Publications

For information about additional publications related to this document, refer to the Oracle Help Center site. See [Locate Product Documentation on the Oracle Help Center Site](#) for more information on related product publications.

## Locate Product Documentation on the Oracle Help Center Site

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

1. Access the Oracle Help Center site at <http://docs.oracle.com>.
2. Click **Industries**.

3. Under the Oracle Communications subheading, click the **Oracle Communications documentation** link.  
The Communications Documentation page appears. Most products covered by these documentation sets will appear under the headings “Network Session Delivery and Control Infrastructure” or “Platforms.”
4. Click on your Product and then the Release Number.  
A list of the entire documentation set for the selected product and release appears.
5. To download a file to your location, right-click the **PDF** link, select **Save target as** (or similar command based on your browser), and save to a local folder.

## Customer Training

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

<http://education.oracle.com/communication>

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

[www.oracle.com/education/contacts](http://www.oracle.com/education/contacts)

## My Oracle Support (MOS)

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

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

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

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

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

## Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at 1-800-223-1711 (toll-free in the US), or by calling the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

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

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

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

## Incidents, Notifications, and Logs Overview

---

### Topics:

- [About Incidents.....41](#)
- [About Notifications.....41](#)
- [About Logs.....41](#)
- [Viewing Policy Server Logs.....42](#)
- [Activity Logs per Subscriber.....49](#)

This chapter describes the concepts of incidents, notifications, and logs, and provides a procedure for configuring log settings.

## About Incidents

There are two types of incidents:

- |                               |   |
|-------------------------------|---|
| <b>System incident</b>        | 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. |
| <b>Policy Action incident</b> | 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 or event information.

Incidents can generate notifications. An example incident is trace event ID 1004 PCMM: `Lost connection with AM {ID}` which can generate an event in the trace log and an alarm as well as an SNMP trap. Some incidents can generate more than one type of notification. For example, a trace log notification and an alarm. The ID number indicates the source of the alarm or event as shown in the ID ranges below:

- [Platform \(31000-32800\)](#)
- [QP \(70000-70999\)](#)
- [Policy Server Alarms \(71000-79999\)](#)
- [Policy Server Events \(80000-89999\)](#)

## 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 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
- Policy Log
- Syslog
- SMS Log
- SMPP Log
- SMTP Log

- HTTP Log
- Session Synchronization Log

Refer to the *CMP User Guide* for information on viewing logs.

## Viewing Policy Server Logs

The log files trace the activity of a Policy Management device. You can view and configure the logs for an individual cluster.

To view the log:

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

Depending on your mode and release, you can configure the following logs:

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

## Viewing the Trace Log

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

The activity of the Policy Rules Engine is recorded in a trace log at eight levels: Emergency (ID 4560), Alert (ID 4561), Critical (ID 4562), Error (ID 4563), Warning (ID 4564), Notice (ID 4565) Info (ID 4566), and Debug (ID 4567). You can configure the severity level of messages that are recorded in the trace log.

To view the Trace log:

1. Select the device to view:

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

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

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

4. Click **View Trace Log**.

While data is being retrieved, the in-progress message `Scanning Trace Logs` appears.

When the **Trace Log Viewer** window opens in a new browser window, all events contain the following information:

- **Date/Time**

Event timestamp. This time is relative to the server time.

- **Code**

The event code or ID number. For information about event codes and messages, see the *Troubleshooting Reference*.

- **Severity**

Severity level of the event. Application-level trace log entries are not logged at a higher level than Error.

- **Message**

The message associated with the event. If additional information is available, the event entry shows as a link. Click the link to see additional detail in the frame below.

5. Filter the events displayed using the following:

- **Trace Log Viewer for Server**

Select the individual server within the cluster.

- **Start Date/Time**

Click  (calendar icon), select the starting date and time, then click **Enter**.

- **End Date/Time**

Click  (calendar icon), select the ending date and time, then click **Enter**.

- **Trace Codes**

Enter one or a comma-separated list of trace code IDs. Trace code IDs are integer strings up to 10 digits long.

- **Use timezone of remote server for Start Date/Time**

Select to use the time of a remote server (if it is in a different time zone) instead of the time of the CMP server.

- **Severity**

Filter by severity level. Events with the selected severity and higher are displayed. For example, if the severity selected is **Warning**, the trace log displays events with the severity level **Warning** and higher.

- **Contains**

Enter a text string to search for. For example, if you enter **connection**, all events containing the word **connection** display.

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

6. After entering the filtering information, click **Search**.

The selected events are displayed. By default, the window displays 25 events per page.

7. To change the number of events per page, select a value from the **Display results per page** list. You can change this to 50, 75, or 100 events per page.

**Note:** Events that occur after the Trace Log Viewer starts are not visible until you refresh the display.

8. To refresh the display, click any of the following:

- **Show Most Recent**

Applies filter settings and refreshes the display. This displays the most recent log entries that fit the filtering criteria.

- **Next/Prev**

When the number of trace log entries exceeds the page limit, pagination is applied. Use the **Prev** or **Next** buttons to navigate through the trace log entries. When the **Next** button is not visible, you have reached the most recent log entries; when the **Prev** button is not visible, you have reached the oldest log entries.

- **First/Last**

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

9. Click **Close**.

The trace log window closes.

## Syslog Support

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

**Note:** These logs are separate from the TPD syslogs.

You can define multiple destinations for notifications and filter notifications by severity level. For more information, see [Configuring Log Settings](#).

## The SMS Log

The SMS log, `/var/Camiant/log/smsr.log`, contains all Short Message Service (SMS) messages sent by the MPE device as well as any ACK messages received from an SMS Center (SMSC) server or its equivalent. You can configure the severity level as well as the destination IP addresses of messages that are written to the SMS log. The default severity level is WARN. See [Configuring Log Settings](#) for more information.

## 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 information appears on the **Logs** tab of the **Policy Server Administration** page. You can modify the severity of messages that are written to the SMPP log on the MPE configuration page. The default severity is WARN. See [Configuring Log Settings](#) to modify the settings.

## The SMTP Log

The SMTP log contains all Simple Mail Transfer Protocol (SMTP) messages sent by the MPE device, as well as any ACK messages received from a Mail Transfer Agent (MTA). In SMPP or XML mode, the SMTP log information appears on the **Logs** tab of the **Policy Server Administration** page. You can modify the severity level of messages that are written to the SMTP log on the MPE configuration page. The default severity is WARN. See [Configuring Log Settings](#) to modify the settings.

## The HTTP Log

The HTTP log contains all Hypertext Transfer Protocol (HTTP) messages sent by the MPE device. In SMPP or XML mode, the HTTP log information appears on the **Logs** tab of the **Policy Server Administration** page. You can modify the severity level of messages that are written to the HTTP log on the server configuration page. The default severity is WARN. See [Configuring Log Settings](#) for more information.

## Configuring Log Settings

To configure the log settings for the servers in a cluster:

1. From the **Policy Server** section of the navigation pane, select **Configuration**.  
The content tree displays a list of server groups; the initial group is **ALL**.
2. From the content tree, select the **ALL** group.  
The **Policy Server Administration** page opens in the work area.
3. Select an MPE device from the list.  
The **Policy Server Administration** page opens in the work area and details the configuration settings of the selected device.
4. Select the **Logs** tab.  
The **Policy Server Administration** page opens and details the logs configuration settings for the specified device.

5. To edit the logs configuration settings, click **Modify**.  
The editable fields open in the work area.
6. In the **Modify Trace Log Settings** section of the page, select the **Trace Log Level** from the list.  
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 *The BSD syslog Protocol*. 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** (default)  
Designates potentially harmful situations.
  - **Notice**  
Provides messages that may be of significant interest that occur during normal operation.
  - **Info**  
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 log level setting from its default value (for example, from **Warning** to **Info**) causes more notifications to be recorded in the log and can adversely affect performance. Similarly, raising the log level setting (for example, from **Warning** to **Alert**) causes fewer notifications to be recorded in the log and may cause you to miss important notifications.

7. You can enable and configure **Trace Log Forwarding Settings** for individual clusters.  
**Note:** The CMP system provides log forwarding configuration for all products that have trace logs: MPE, MA, BoD, and the CMP itself.  
For each cluster, enter the following:
  - a) Select to enable **Enable Trace Log Forwarding** in the **Modify Trace Log Forwarding Settings** section of the page.  
The Trace Log Forwarding settings become editable.
  - b) Enter a valid **Hostname/IP Address** for each device receiving the trace logs.

**Note:** The system validates the IP address is unique based on the literal value. It does not resolve the host name or check the short pattern IPv6 to the full pattern IPv6 address.

- c) Select the appropriate **Severity** level for the trace logs being forwarded for each cluster. See [Step 6](#) for a description of each level.
8. In the **Modify Policy Log Settings** section of the page, configure the **Policy Log Level**. This setting indicates the minimum severity of messages that are recorded in the policy log for all policies. The levels are:
- **OFF**  
No messages are recorded.
  - **DEBUG**  
All messages are recorded.
  - **INFO**  
Only informational messages are recorded.
  - **WARN (default)**  
Only messages designating potentially harmful situations are recorded.
9. In the **Modify SMPP Log Settings** section of the page, 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 (default)**  
Designates potentially harmful situations.
    - **INFO**  
Designates informational messages highlighting overall progress.
    - **DEBUG**  
Designates information events of lower importance.
    - **TRACE**  
Designates informational events of very low importance.
    - **ALL**  
Records all logging levels.

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

**10. In the *Modify CMPP Log Settings* section of the page configure the **CMPP Log Level**.**

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

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

**11. In the *Modify SMTP Log Settings* section of the page, 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 *The BSD syslog Protocol*. 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 (default)**  
Designates potentially harmful situations.
- **INFO**  
Designates informational messages highlighting overall progress.
- **DEBUG**  
Designates information events of lower importance.

- **TRACE**  
Designates informational events of very low importance.
- **ALL**  
Records all logging levels.

**12. In the **Modify HTTP Log Settings** section of the page, configure the **HTTP Log Level**.**

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

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

**13. Click **Save**.**

The log settings are configured.

## Activity Logs per Subscriber

**Note:** Policy Management release 10.4.2 does not support this feature.

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

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

# Chapter 3

## Trace Log Notifications

---

### Topics:

- [Expanded List.....51](#)

This chapter 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. See [Viewing the Trace Log](#) for details.

**Note:** Trace log codes for all modes are represented in this list (cable, wireline, and wireless).

## Expanded List

**Note:** The trace log number and title are derived from the Identifier and Defining Incident as defined in the system. Some trace log numbers and titles may be duplicated based on the system release and mode (that is, wireless, cable, or wireline).

### 1 – BoD TraceLog Init

<b>Message</b>	Initialized trace log.
<b>Description</b>	The CMP scheduler has initialized its interface to the trace log.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 2 – OSSI Collector Conn Establish

<b>Message</b>	OSSI collector establishing connection to <i>{type}</i> .
<b>Description</b>	The OSSI Collector is trying to connect to the specified database address.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 3 – OSSI Collector Error

<b>Message</b>	Error occurred during OSSI collector run: <i>{type}</i> .
----------------	---

<b>Description</b>	The application that collects information from the OSS has experienced an error.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	Check that the OSS database is online and available.

#### 4 – OSSI Collector Start

<b>Message</b>	Starting OSSI Collector run.
<b>Description</b>	The OSSI Collector task is starting its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

#### 5 – OSSI Collector End

<b>Message</b>	OSSI Collector run completed.
<b>Description</b>	The OSSI Collector task has finished its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**6 – OSSI Collector Abort**

<b>Message</b>	OSSI collector run aborted.
<b>Description</b>	The application that collects information from the OSS has been canceled due to user intervention.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**7 – OSSI Collector Config Read Error**

<b>Message</b>	OSSI collector error reading configuration file: <i>{file name}</i> .
<b>Description</b>	The specified configuration file is not present or not readable.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**8 – OSSI Collector Connection Success**

<b>Message</b>	OSSI Collector established connection.
<b>Description</b>	The OSSI Collector has successfully connected to the OSS database.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

## 9 – OSSI Collector Connection Fail

<b>Message</b>	OSSI collector could not establish connection <i>{host name: port num}</i> .
<b>Description</b>	The application that collects information from the OSS cannot connect to the specified OSS network element.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

### Recovery

1. Check that the OSS database is online and available.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

## 10 – OSSI Collector No CMTS Nodes

<b>Message</b>	OSSI collector did not find CMTS nodes for CMTS: <i>{name}</i> .
<b>Description</b>	The OSSI Collector did not find CMTS nodes for the specified CMTS.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

### Recovery

No action required.

**11 – OSSI Collector No Subs for CMTS**

<b>Message</b>	OSSI collector did not find Subscribers for CMTS node: <i>{name}</i> .
<b>Description</b>	The OSSI Collector did not find subscribers for the specified CMTS node.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**12 – OSSI Collector Config Param Not Found**

<b>Message</b>	OSSI collector did not find configuration parameter: <i>{parameter name}</i> .
<b>Description</b>	The specified parameter (for example, the host name, user name, or password) for the OSSI Collector task was not configured.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**13 – OSSI Collector Validate Error**

<b>Message</b>	Error validating <i>{field}</i> .
<b>Description</b>	The OSSI Collector task retrieved a field from the OSS database that is invalid (for example, a malformed subnet address).
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check the field's value in the OSS database.

**14 – DC Started**

<b>Message</b>	Data Collector started.
<b>Description</b>	The Data Collector has initialized and started.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**21 – Subnet SNMP Coll Task Start**

<b>Message</b>	Starting Subnet SNMP Collector task.
<b>Description</b>	The Subnet SNMP Collector task is starting its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**22 – Subnet SNMP Coll Task Timeout**

<b>Message</b>	SNMP timeout while collecting <i>{1}</i> Subnet data from CMTS <i>{name}</i> .
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<b>Description</b>	The Subnet SNMP Collector task timed out. The application requesting the specified subnet data from the network element did not receive a response from the specified network element.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	Check that the network element is online and available.

### 23 – Subnet SNMP Coll Task Error

<b>Message</b>	SNMP error <i>{type}</i> while collecting <i>{2}</i> Subnet data from CMTS <i>{name}</i> .
<b>Description</b>	The Subnet SNMP Collector task encountered an error. The application requesting the specified subnet data from the identified network element received an unexpected response.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	Check that the network element is online and available.

### 24 – Subnet SNMP Coll Task Skip

<b>Message</b>	Skipping <i>{1}</i> Subnet collection from CMTS <i>{name}</i> because the SNMP community string is empty.
<b>Description</b>	The Subnet SNMP Collector task cannot poll the specified CMTS because the SNMP community string is not configured for it.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

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

**25 – BOD Classifier Not Active**

<b>Message</b>	Classifier not active for SUBIP={0}; SUBPORT={1}; DESTIP={2}; DESTPORT={3} - request ignored.
<b>Description</b>	The BoD Classifier for the specified subscriber IP address and port number is not active for the subscriber. The request was ignored.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**26 – BOD Classifier Active Exit Sub IP**

<b>Message</b>	Classifier already active for EXTSUBIP={0}; EXTSUBIPMASK={1}; EXTSUBPORTSTART={2}; EXTSUBPORTEND={3}; EXTDESTIP={4}; EXTDESTIPMASK={5}; EXTDESTPORTSTART={6}; EXTDESTPORTEND={7}
<b>Description</b>	The BoD Classifier is already active for the specified exit subscriber IP address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**38 – Subnet SNMP Collector Task Status**

<b>Message</b>	Subnet Snmp Collector Task Status CMTSs Processed: <i>{num}</i> Failures: <i>{num}</i> Subnets Discovered: <i>{num}</i> Added: <i>{num}</i> Updated: <i>{num}</i> Removed: <i>{num}</i> Elapsed time: <i>{time}</i> sec.
<b>Description</b>	The number of CMTSes processed and the number of subnets discovered by the Subnet SNMP Collector task.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

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

**39 – Subnet SNMP Collector Task End**

<b>Message</b>	Finishing Subnet Snmp Collector task.
<b>Description</b>	The Subnet SNMP Collector task finished its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**41 – DC SNMP Collector Start**

<b>Message</b>	Starting Service Class Snmp Collector task.
<b>Description</b>	The Service Class SNMP Collector task is starting its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

#### 42 – DC Collect Timeout

<b>Message</b>	SNMP timeout while collecting Service Class data from CMTS <i>{name}</i> .
<b>Description</b>	The application requesting the service class data from the network element did not receive a response from the identified network element.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	Check that the network element is online and available.

#### 43 – DC Collect Error

<b>Message</b>	SNMP error <i>{type}</i> while collecting Service Class data from CMTS <i>{name}</i> .
<b>Description</b>	The application requesting the service class data from the network element received an unexpected response.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	Check that the network element is online and available.

**44 – DC Empty Community**

<b>Message</b>	Skipping Service Class collection from CMTS <i>{name}</i> because the SNMP community string is empty.
<b>Description</b>	The Service Class SNMP Collector task cannot poll the specified CMTS because the SNMP community string is not configured for it.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

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

**50 – BOD HTTP Request Success**

<b>Message</b>	HTTP request success: <i>{ip address}</i>
<b>Description</b>	The BoD HTTP request was successful for the specified IP address.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**58 – DC SNMP Collector Status**

<b>Message</b>	Service Class Snmp Collector Task Status CMTSs Processed: <i>{num}</i> Failures: <i>{num}</i> Service Classes Discovered: <i>{num}</i> Added: <i>{num}</i> Updated: <i>{num}</i> Removed: <i>{num}</i> Elapsed time: <i>{time}</i> sec.
<b>Description</b>	The number of CMTSes processed and the number of service classes discovered by the Service Class SNMP Collector task.
<b>Severity</b>	Info

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

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

**59 – DC SNMP Collector Stop**

<b>Message</b>	Finishing Service Class Snmp Collector task.
<b>Description</b>	The Service Class SNMP Collector task finished its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**61 – SNMP Collector Task Start**

<b>Message</b>	Starting Subscriber Snmp Collector task.
<b>Description</b>	The Subscriber SNMP Collector task is starting its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**62 – SNMP Timeout**

<b>Message</b>	SNMP timeout while collecting Subscriber data from CMTS <i>{name}</i> .
<b>Description</b>	The application requesting the subscriber data from the network element did not receive a response from the identified network element.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

Check that the network element is online and available.

**63 – SNMP Error**

<b>Message</b>	SNMP error <i>{type}</i> while collecting Subscriber data from CMTS <i>{name}</i> .
<b>Description</b>	The application requesting the subscriber data from the network element received an unexpected response.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

Check that the network element is online and available.

**64 – Invalid Cable Modem MAC**

<b>Message</b>	Invalid cable modem MAC address <i>{MAC address}</i> retrieved from CMTS <i>{name}</i> .
<b>Description</b>	The Subscriber SNMP Collector task retrieved an invalid cable modem IP address from the CMTS.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

Check the field's value in the network element.

## 65 – Invalid Cable Modem IP

<b>Message</b>	Invalid cable modem IP address <i>{ip address}</i> for MAC <i>{mac address}</i> retrieved from CMTS <i>{name}</i> .
<b>Description</b>	The Subscriber SNMP Collector task retrieved an invalid cable modem IP address from the specified CMTS.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

Check the field's value in the network element.

## 66 – Invalid CPE IP

<b>Message</b>	Invalid CPE IP address <i>{IP address}</i> behind cable modem <i>{MAC address}</i> retrieved from CMTS <i>{name}</i> .
<b>Description</b>	The Subscriber SNMP Collector task retrieved an invalid CPE IP address for the specified cable modem from the CMTS.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

Check the field's value in the network element.

**68 – SNMP Community Empty**

<b>Message</b>	Skipping Subscriber collection from CMTS <i>{name}</i> because the SNMP community string is empty.
<b>Description</b>	The Subscriber SNMP Collector task cannot poll the specified CMTS because the SNMP community string is not configured for it.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

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

**70 – BOD SOAP Request Failure**

<b>Message</b>	SOAP request failure: <i>{0}</i>
<b>Description</b>	The specified SOAP request failed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**78 – SNMP Collector Task Status**

<b>Message</b>	Subscriber Snmp Collector Task Status CMTSs Processed: <i>{num}</i> Failures: <i>{num}</i> Accounts Discovered: <i>{num}</i> Added: <i>{num}</i> Updated: <i>{num}</i> Removed: <i>{num}</i> Elapsed time: <i>{time}</i> sec.
<b>Description</b>	The number of CMTSes processed and the number of accounts discovered by the Subscriber SNMP Collector task.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

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

**79 – SNMP Collector Task End**

<b>Message</b>	Finishing Subscriber Snmp Collector task.
<b>Description</b>	The Subscriber SNMP Collector task finished its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**80 – BOD SOAP Request Success**

<b>Message</b>	SOAP request success: {0}
<b>Description</b>	SOAP request is successful for the specified IP address.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**81 – DC CMTS Distributor Task Start**

<b>Message</b>	Starting CMTS Distributor task.
<b>Description</b>	The CMTS Distributor task is starting its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**82 – DC CMTS Error**

<b>Message</b>	Error while sending CMTS data to Policy Server: <i>{name}</i>
<b>Description</b>	The CMP server cannot connect to the specified policy server to push the network element data.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	Check that the policy server is online and available.

**98 – DC CMTS Distributor Task Status**

<b>Message</b>	CMTS Distributer Task Status Policy Server: <i>{name}</i> CMTS processed: <i>{num}</i> Added: <i>{num}</i> Updated: <i>{num}</i> Removed: <i>{num}</i> Elapsed time: <i>{time}</i> sec.
<b>Description</b>	The number of CMTSes processed by the CMTS Distributor task.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

### 99 – DC CMTS Distributor Task Stop

<b>Message</b>	Finishing the CMTS Distributor task.
<b>Description</b>	The CMTS Distributor task finished its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

### 100 – BOD Conn

<b>Message</b>	Established policy server connection to <i>{ip address}</i>
<b>Description</b>	A successful connection was established to the Policy Server at the specified IP address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

### 101 – Sub Distributor Task Start

<b>Message</b>	Starting Subscriber Distributor task.
<b>Description</b>	The Subscriber Distributor task is starting its scheduled run.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**102 – Sub Distributor Task Delete Error**

<b>Message</b>	Error while deleting Subscriber data from Policy Server: <i>{name}</i>
<b>Description</b>	The CMP server cannot connect to the specified policy server to modify the subscriber data.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the policy server is online and available.

**103 – Sub Distributor Task Update Error**

<b>Message</b>	Error while updating CMTS data on Policy Server: <i>{name}</i>
<b>Description</b>	The CMP server cannot connect to the specified Policy Server to modify the network element data.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the policy server is online and available.

**104 – Sub Distributor Task Send Reconfig Error**

<b>Message</b>	Error while sending "Reconfigure" message to Policy Server: <i>{name}</i>
<b>Description</b>	The CMP server cannot communicate a new configuration for the specified Policy Server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

Check that the policy server is online and available.

**105 – Sub Distributor Task Send Refresh Chann Error**

<b>Message</b>	Error while sending "Refresh Channels" message to Policy Server: <i>{name}</i>
<b>Description</b>	A communication problem occurred between the CMP server/Management Agent and the specified Policy Server during a data refresh of a channel information change request.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

Check that the policy server is online and available.

**106 – Sub Distributor Task Send Refresh Acct Error**

<b>Message</b>	Error while sending "Refresh Accounts" message to Policy Server: <i>{name}</i>
<b>Description</b>	The Subscriber Distributor task request for a change to account information failed to send to the specified Policy Server.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the policy server is online and available.

**107 – Sub Distributor Task Send Tier Error**

<b>Message</b>	Error while sending Tier data to Policy Server: <i>{name}</i>
<b>Description</b>	The subscriber/account tier information configured in the CMP server did not push successfully to the specified Policy Server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the policy server is online and available.

**108 – Sub Distributor Task Send Channel Error**

<b>Message</b>	Error while sending Channel data to Policy Server: <i>{name}</i>
<b>Description</b>	The CMP server experienced an error while sending channel information for a respective network element to the specified Policy Server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the policy server is online and available.

**118 – Sub Distributor Task Status**

<b>Message</b>	Subscriber Distributer Task Status CMTSs: <i>{num}</i> Accounts processed: <i>{num}</i> Added: <i>{num}</i> Updated: <i>{num}</i> Removed: <i>{num}</i> Elapsed time: <i>{time}</i> sec.
<b>Description</b>	The number of CMTSes and accounts processed by the Subscriber Distributor task.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**119 – Sub Distributor Task End**

<b>Message</b>	Finishing Subscriber Distributor task.
<b>Description</b>	The Subscriber Distributor task finished its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**121 – OSSI Distributor Task Start**

<b>Message</b>	Starting OSSI Distributor task.
<b>Description</b>	The OSSI Distributor task is starting its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

## 122 – OSSI Distributor Task Error

<b>Message</b>	Error occurred during OSSI Distributor run: <i>{type}</i>
<b>Description</b>	Failed to send data to the Management Agents.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

## 123 – OSSI Distributor Task Abort

<b>Message</b>	OSSI Distributor run aborted
<b>Description</b>	A user canceled the distribution of the OSS information within the CMP server to the appropriate Management Agents.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

## 124 – OSSI Distributor Task Remote MA Error

<b>Message</b>	Error connecting to Remote MA: <i>{host name}</i>
<b>Description</b>	The CMP server could not establish a connection to the specified Management Agent.

<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the Management Agent is online and available.

**125 – OSSI Distributor Task Update Acct Error**

<b>Message</b>	Error updating Accounts to remote MA: <i>{host name}</i>
<b>Description</b>	The CMP server cannot connect to the specified Management Agent in order to update account information.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the Management Agent is online and available.

**126 – OSSI Distributor Task Update CMTS Error**

<b>Message</b>	Error updating CMTSs to remote MA: <i>{host name}</i>
<b>Description</b>	The CMP server cannot connect to the specified Management Agent to update the network element information.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the Management Agent is online and available.

### 127 – OSSI Distributor Task Update Tiers Error

<b>Message</b>	Error updating Tiers to remote MA: <i>{host name}</i>
<b>Description</b>	The CMP server cannot connect to the specified Management Agent to update the subscriber tier information.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the Management Agent is online and available.

### 128 – OSSI Distributor Task Update Entitle Error

<b>Message</b>	Error updating Entitlements to remote MA: <i>{host name}</i>
<b>Description</b>	The CMP server cannot connect to the specified Management Agent to update subscriber entitlement information.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check that the Management Agent is online and available.

### 139 – OSSI Distributor Task End

<b>Message</b>	Finishing OSSI Distributor task.
<b>Description</b>	The OSSI Distributor task is completing a scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**141 – CMTS MA Collector Task Start**

<b>Message</b>	Starting CMTS MA Collector task.
<b>Description</b>	The CMTS MA Collector task is starting its run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**142 – CMTS MA Collector Task Error**

<b>Message</b>	Error while collecting CMTS data from Management Agent: <i>{name}</i>
<b>Description</b>	The CMP server cannot collect the assigned network element information from the specified Management Agent.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	Check that the Management Agent is online and available.

**157 – CMTS MA Collector Task Status MAS**

<b>Message</b>	CMTS MA Collector Task Status# MA: <i>{num}</i> # CMTS processed: <i>{num}</i> Updated: <i>{num}</i> Skipped: <i>{num}</i> # Elapsed time: <i>{time}</i> sec.
<b>Description</b>	The CMP displays the CMTS MA Collector task status.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**158 – CMTS MA Collector Task Status CMTS**

<b>Message</b>	CMTS MA Collector Task Status MAs processed: <i>{num}</i> Failed: <i>{num}</i> CMTS processed: <i>{num}</i> Updated: <i>{num}</i> Skipped: <i>{num}</i> Elapsed time: <i>{time}</i> sec.
<b>Description</b>	The CMTS MA Collector task results are displayed.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**159 – CMTS MA Collector Task End**

<b>Message</b>	Finishing CMTS MA Collector task.
<b>Description</b>	The CMTS MA Collector task is ending.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**161 – PCMM Dist Task Start**

<b>Message</b>	Starting PCMM Routing Distribution Task.
<b>Description</b>	The PCMM routing distribution task is starting.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**177 – PCMM Dist Task MPE Status**

<b>Message</b>	Pcmm Distribution Task MPE Status# MPE: {n}# Status: {num}#
<b>Description</b>	The PCMM distribution task displays the status of the MPE device.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the message indicates any failures, check the system logs for specific cause.

**178 – PCMM Dist Task Status**

<b>Message</b>	Pcmm Distribution Task Status# MPEs processed: {num}# Updated: {num}# Failed: {num}# Elapsed time: {time} sec.
<b>Description</b>	The PCMM Distribution task processed the indicated number of MPE devices, updated the specified number, and encountered the specified number of failures within the indicated elapsed number of seconds.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

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

**179 – PCMM Dist Task End**

<b>Message</b>	Finishing PCMM Routing Distribution task.
<b>Description</b>	The PCMM routing distribution task is ending.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**180 – DC Manual Task Start**

<b>Message</b>	Task " <i>{task name}</i> " was run manually.
<b>Description</b>	The operator ran the specified task manually.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

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

**201 – Healthchecker Task Start**

<b>Message</b>	Starting HealthChecker task.
<b>Description</b>	HealthChecker task is starting its run.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**219 – Healthchecker Task End**

<b>Message</b>	Finishing HealthChecker task.
<b>Description</b>	Healthchecker task is completing its run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**220 – DC AlertAging Task Start**

<b>Message</b>	Starting AlertAging task.
<b>Description</b>	The AlertAging task is starting its run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**239 – DC AlertAging Task End**

<b>Message</b>	Finishing AlertAging task.
<b>Description</b>	The AlertAging task is ending its run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**240 – OM Stats Task Start**

<b>Message</b>	Starting OM Statistics task.
<b>Description</b>	The OM Statistics task is starting its scheduled run.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**241 – OM Stats Task Data Available**

<b>Message</b>	OM Statistics collection complete and data is available for request.
<b>Description</b>	Data has been saved and is available for OSSI requests, prior to final cleanup tasks.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

### 243 – OM Stats Task Missing MPE

<b>Message</b>	OM Statistics Task was unable to connect to MPE. UID: {0} {1}
<b>Description</b>	The OM Statistics Task was unable to connect to the specified MPE using the specified UID.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 244 – OM Stats Task Missing Stats

<b>Message</b>	OM Statistics Task was unable to retrieve statistics from MPE: {name} at hostname: {host name}; Error: {error msg}
<b>Description</b>	The OM Stats task was unable to retrieve statistics from the specified MPE device at the specified host name and received the indicated error code.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**245 – OM Stats task Missing MPE DB**

<b>Message</b>	OM Statistics Task was unable to retrieve MPE from the database. UID: {0}
<b>Description</b>	The OM Statistics task was unable to retrieve the specified MPE device from the database.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**247 – OM Stats Task Retrieve Error**

<b>Message</b>	OM Statistics Task error detected while retrieving statistics from MPE: {name}. Request attempt: {num}
<b>Description</b>	The OM Statistics task encountered an error while retrieving data from the specified MPE device and indicates the number of attempted requests.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**248 – OM Stats Task Retrieve Fail**

<b>Message</b>	OM Statistics Task failed to retrieve statistics from MPE: {name}. Request attempt: {num}
<b>Description</b>	The OM Statistics task failed to retrieve statistics from the specified MPE devices and indicates the number of attempted requests.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**249 – OM Stats Task Retrieve Incomplete**

<b>Message</b>	OM Statistics Task retrieved an incomplete set of statistics from MPE: <i>{name}</i> . Request attempt: <i>{num}</i>
<b>Description</b>	The OM Statistics task retrieved an incomplete set of statistics from the specified MPE device and indicates the number of request attempts.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**250 – OM Stats Task Proxy Fail**

<b>Message</b>	OM Statistics Task failed to retrieve proxy from MPE: <i>{name}</i> . Request attempt: <i>{num}</i>
<b>Description</b>	The OM Statistics task failed to retrieve proxy data from the specified MPE device and indicates the number of request attempts.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

## 251 – OM Stats Task Retrieve Error2

<b>Message</b>	OM Statistics Task error retrieving statistics from MPE: <i>{name}</i> . Request attempt: <i>{num}</i> Error: <i>{error msg}</i>
<b>Description</b>	The OM Statistics task encountered the specified error while retrieving statistics from the specified MPE device and the number of request attempts.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

## 252 – BoD DB Backup Fail

<b>Message</b>	BoD Database backup failed. The reason is : <i>{msg}</i>
<b>Description</b>	The BoD database failed to backup for the specified reason.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task

### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

## 253 – BOD DB Backup Start

<b>Message</b>	BoD Database backup started.
<b>Description</b>	BoD Database backup has started.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**254 – BoD DB Backup End**

<b>Message</b>	BoD Database backup finished.
<b>Description</b>	The BoD Database backup has finished.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**256 – OM Stats Task Success**

<b>Message</b>	OM Statistics Task completed successfully.
<b>Description</b>	The OM Statistics task completed successfully.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**257 – OM Stats Task Warn**

<b>Message</b>	OM Statistics Task completed with a warning.#{message}
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<b>Description</b>	The OM Statistics Task completed with the specified warning message.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 258 – OM Stats Task Failed

<b>Message</b>	OM Statistics Task failed. {msg}
<b>Description</b>	The OM Statistics task failed with the indicated failure message.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 259 – OM Stats Task Finish

<b>Message</b>	Finishing OM Statistics task.
<b>Description</b>	The OM Statistics task completed.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP, DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

No action required.

## 260 – BoD Cluster Reinit

<b>Message</b>	The BoD cluster has reinitialized. The indicated blade is now the primary.
<b>Description</b>	The BoD cluster has reinitialized. The indicated server is now the primary server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

## 261 – Bad WGET Status

<b>Message</b>	Bad wget exit status "{code}" for name "{device}"
<b>Description</b>	Invalid status occurred on exit from <code>wget</code> with status <i>code</i> for the specified device.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

## 276 – Stat Rsync Clean Task Success

<b>Message</b>	Statistics Rsync Cleanup Task completed successfully.
<b>Description</b>	Statistics Rsync Cleanup task completed successfully.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 278 – Stat Rsync Clean Task Failed

<b>Message</b>	Statistics Rsync Cleanup Task failed.#{error message}
<b>Description</b>	The Statistics Rsync Cleanup Task failed with the specified message.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 279 – Stat Rsync Cleanup Task Finish

<b>Message</b>	Finishing Statistics Rsync Cleanup Task.
<b>Description</b>	The Statistics Rsync Cleanup Task is finished.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**280 – Subscription Aging Task Start**

<b>Message</b>	Starting Subscription Aging Task.
<b>Description</b>	The Subscription Aging Task is starting.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**289 – Subscription Aging Task End**

<b>Message</b>	Finishing Subscription Aging Task.
<b>Description</b>	The Subscription Aging Task is finishing.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**300 – BoD Send**

<b>Message</b>	Sending {0} to {1} {2}
<b>Description</b>	The BoD is sending the specified item to the specified locations.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD

**Group** Data Collection Task

**Recovery**

No action required.

**301 – BoD Received Debug**

**Message** Received *{msg}* from *{host name}* *{2}*

**Description** The BoD has received the specified message from the specified origin host.

**Severity** Debug

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** BoD

**Group** Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**302 – BoD Request Timed Out**

**Message** *{0}* request to *{1}* timed out

**Description** The specified request to the specified element has time out.

**Severity** Warning

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** BoD

**Group** Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**303 – Quota Aging Task Start**

**Message** Starting Quota Aging Task.

**Description** Starting quota aging task.

**Severity** Info

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 304 – Quota Aging Task End

<b>Message</b>	Finishing Quota Aging Task.
<b>Description</b>	The Quota Aging Task is finishing.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 310 – BOD XML Syntax Error PCM

<b>Message</b>	Incorrect XML syntax in PCMM services file <i>{file name} {error msg}</i>
<b>Description</b>	Incorrect XML syntax in PCMM
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**311 – BOD Missing Service Fields**

<b>Message</b>	Missing required fields for services {0}# Details: #{1}
<b>Description</b>	Missing required fields for services.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**312 – BOD XML Syntax Error**

<b>Message</b>	Incorrect XML syntax in Diameter services file {file name}#{1}
<b>Description</b>	The specified Diameter services file contains incorrect XML syntax.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**313 – BOD Service Index Exists**

<b>Message</b>	Services or service indexes already exists # Details:#{0}
<b>Description</b>	Services or service indexes already exists.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD

**Group** Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 314 – BOD Same Service Mult Times

**Message** Same services or service indexes used multiple times  
#Details:#{0}

**Description** The same services or service indexes are used multiple times.

**Severity** Error

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** BoD

**Group** Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 400 – BOD MAC Translate Conn Fail

**Message** MAC Translation failed due to connection failure for session ID  
{num}; MAC address: {MAC address} {2}.

**Description** MAC Translation failed due to connection failure

**Severity** Warning

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** BoD

**Group** Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 401 – Stats Files Gen Task Start

**Message** Starting Stats Files Generator Task.

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

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**402 – Stats File Gen Task Success**

<b>Message</b>	Stats Files Generator Task completed successfully.
<b>Description</b>	Stats Files Generator Task was completed successfully in the DC process.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

**403 – Stats File Gen Task Failed**

<b>Message</b>	Stats Files Generator Task failed. <i>{#1, 2, 3, or 4}</i>
<b>Description</b>	Error log indicating stats files generator task #1, 2, 3, or 4 failed. A Warning trace log is generated for troubleshooting.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	Use the content of the Trace Log to troubleshoot the error.

**404 – Stats File Gen Task Finish**

<b>Message</b>	Finishing Stats Files Generator task.
<b>Description</b>	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.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**405 – Stats File Gen Task Not Execute**

<b>Message</b>	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.
<b>Description</b>	Stats Files Generator Task was not executed successfully.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**406 – Stats File Gen Task Fail Sync Blade**

<b>Message</b>	Sync utility failed to sync stats files to mates. Reason: <i>#{reason}</i>
<b>Description</b>	Error log generated when the synchronize utility failed to synchronize stats files to mates. The reason for failure is listed in the log message.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	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 File Gen Task Fail Delete File**

<b>Message</b>	<i>{task name}</i> Task has removed some files which were not synced to remote servers{1}
<b>Description</b>	Warning log generated when a stats files generator task has removed some files which were not synchronized 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 synchronized to the remote server, this task raises a Warning trace log.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	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 File Gen Task Fail NoStatsType**

<b>Message</b>	Stats Files Generator Task was not configured any stats type.
<b>Description</b>	Stats Files Generator Task was not configured for any stats type.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC

**Group** Data Collection Task

**Recovery**

1. Configure the Stats File Generator.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**500 – BoD RDR Service Start Msg Received**

**Message** RDR: Start message received for Service Index *{index}*.

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

**Severity** Debug

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** RDR

**Group** RDR

**Recovery**

No action required.

**501 – BoD RDR Unmapped Skip**

**Message** RDR: Skipping unmapped RDR, Service Index: *{index}* from *{1}*.

**Description** BOD RDR Unmapped Skip

**Severity** Info

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** DC

**Group** Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**502 – Stats Sync Task Success**

**Message** *{task num}* Task completed successfully.

<b>Description</b>	Info log generated upon the successful completion of the stats files synchronization for task. The task name number (1 - 4) indicates different synchronization tasks.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

### 503 – Stats Sync Task Fail

<b>Message</b>	<i>{task num}</i> Task failed.#{1}
<b>Description</b>	Error log generated when stats files synchronization task fails; cause of failure is listed in log title. The task name and number (1 - 4) indicates the synchronization task during which the failure occurred.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	Use content of trace log to troubleshoot error.

### 504 – Stats Sync Task End

<b>Message</b>	Finishing <i>{task num}</i> Task.
<b>Description</b>	Info log generated when the stats files synchronization process has finished.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC

**Group** Data Collection Task

**Recovery**

No action required.

**505 – Stats Sync Task Repository Missing**

**Message** 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 – Stats Sync Task Repository Fail**

**Message** *{task num}* Task still failed for sync local repository to remote server(*{host name}*) after retry *{num}* times

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

**Severity** Error

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** DC

**Group** Data Collection Task

**Recovery**

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

**507 – BoD Start Msg Processing Warn**

<b>Message</b>	RDR: Start message processing <i>{0}</i>
<b>Description</b>	Warning log generated when a stats files synchronization task successfully synchronizes the local repository to a remote server after two retries.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

Check the network connection status of the remote server.

**508 – BOD RDR Parse Fail**

<b>Message</b>	RDR: Parsing Failed: <i>{id}</i> from <i>{rdr}</i>
<b>Description</b>	RDR failed to parse the indicated ID from the specified RDR.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**509 – BoD Drop RDR Service**

<b>Message</b>	RDR: Dropping RDR <i>{error message}</i> , Service Index: <i>{index}</i> from <i>{RDR}</i>
<b>Description</b>	The BoD dropping the RDR Service with the indicated error.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

### 510 – BoD RDR Service Stop Msg Received

<b>Message</b>	RDR: Stop message received for Service Index <i>{index}</i> .
<b>Description</b>	RDR received a Stop message for the indicated Service.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 512 – BoD Drop RDR Bucket

<b>Message</b>	RDR: Dropping RDR <i>{error msg}</i> , Bucket Id: <i>{num}</i> from <i>{RDR}</i>
<b>Description</b>	RDR is dropping RDR with the indicated error.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

### 513 – BoD RDR Unmapped Skip2

<b>Message</b>	RDR: Skipping unmapped RDR, Bucket Id: <i>{id}</i> from <i>{rdr}</i> .
<b>Description</b>	The BoD is skipping the indicated unmapped RDR.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 514 – BoD RDR Quota Msg Received

<b>Message</b>	RDR: Quota message received for Bucket Id <i>{id}</i> .
<b>Description</b>	A Quota message was received for the specified Bucket ID.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 515 – BoD RDR Quota Msg Processing Warn | Info | Debug

<b>Message</b>	RDR: Quota message processing <i>{bucket id}</i>
<b>Description</b>	A Quota message is processing for the specified Bucket ID.
<b>Severity</b>	Debug, Info, Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	RDR
<b>Group</b>	RDR
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a>

**550 – XML Request Initiated**

<b>Message</b>	OSSI XML Interface request initiated by: <i>{user name}</i>
<b>Description</b>	OSSI XML Interface request initiated by the specified user.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI
<b>Recovery</b>	No action required.

**552 – Account Send Error**

<b>Message</b>	Error while sending Account data to Policy Server: <i>{name}</i>
<b>Description</b>	An error occurred while sending Account data to the specified Policy Server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Subscriber
<b>Recovery</b>	<ol style="list-style-type: none"> <li>1. If the message indicates any failures, check the system logs for specific cause.</li> <li>2. If the problem persists, contact <a href="#">My Oracle Support (MOS)</a>.</li> </ol>

**553 – XML Export Results**

<b>Message</b>	File <i>{type}</i> Export executed by <i>{user name}</i> . # Status: <i>{status}</i> # Total: <i>{num}</i> xml files
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI
<b>Recovery</b>	
	No action required.

**554 – XML Export Failure**

<b>Message</b>	File <i>{type}</i> Export executed by <i>{user name}</i> . # Status: <i>{status}</i> # Failure Log Message: <i>{fail message}</i>
<b>Description</b>	OSSI XML export status for the indicated file type, exported by the indicated user.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI
<b>Recovery</b>	
	No action required.

**555 – XML Request Complete**

<b>Message</b>	OSSI XML Interface request completed in <i>{mm:ss}</i> by: <i>{user name}</i> . <i>{2}</i>
<b>Description</b>	The completion of a user request to the XML Interface.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI
<b>Recovery</b>	
	No action required.

**600 – Invalid Login Threshold**

<b>Message</b>	User "{ <i>user name</i> }" ( <i>{IP address}</i> ) has hit the invalid login threshold.
<b>Description</b>	The number of allowed failed login tries for this user is equal to or greater than the configured login threshold allowed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	Subscriber
<b>Recovery</b>	<ol style="list-style-type: none"> <li>1. Contact the System Administrator to manually unlock the account.</li> <li>2. If the problem persists, contact <a href="#">My Oracle Support (MOS)</a>.</li> </ol>

**620 – Push Init**

<b>Message</b>	Push of pending account updates initiated by: <i>{user name}</i>
<b>Description</b>	The specified user initiated account updates.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Subscriber
<b>Recovery</b>	No action required.

**621 – Push Done**

<b>Message</b>	Push of pending account updates completed by: <i>{user name}</i> # <i>{status}</i> #Total execution time <i>{time}</i>
<b>Description</b>	The push of pending accounts was completed with the specified status within the indicated time.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Subscriber
<b>Recovery</b>	No action required.

**625 – Subscriber Acct Start**

<b>Message</b>	Reapply of subscriber accounts initiated by <i>{user name}</i> for MPE <i>{name}</i>
<b>Description</b>	The indicated user initiated a reapply of subscriber accounts.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Subscriber
<b>Recovery</b>	No action required.

**626 – Subscriber Acct End**

<b>Message</b>	Reapply of subscriber accounts completed by <i>{user name}</i> for MPE <i>{name}</i> <i>{status}</i> Total execution time <i>{time}</i>
<b>Description</b>	Reapply of subscriber accounts completed.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Subscriber
<b>Recovery</b>	No action required.

**653 – RC Apply Change**

<b>Message</b>	Apply change of {1} to MPE(HostName:{host name}) From {2} to {3}
<b>Description</b>	Configuration change was applied to the specified MPE device.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Configuration
<b>Recovery</b>	No action required.

**1001 – CMTS Conn Lost Clear**

<b>Message</b>	PCMM: Established connection to {id},
<b>Description</b>	A new PCMM connection was established to the specified CMTS or downstream policy server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**1002 – CMTS Conn Lost**

<b>Message</b>	PCMM: Lost connection to {id}
<b>Description</b>	The connection was lost to the specified CMTS or downstream policy server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes

<b>Server</b>	MPE
<b>Group</b>	N/A

**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.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1003 – AM Conn Lost Clear**

<b>Message</b>	PCMM: Connection accepted from AM { <i>id</i> }
<b>Description</b>	A new PCMM connection was accepted from the specified Application Manager or upstream policy server (that is, PCMM Router).  <b>Note:</b> 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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A

**Recovery**

No action required.

**1004 – AM Conn Lost Set**

<b>Message</b>	PCMM: Lost connection with AM { <i>id</i> }
<b>Description</b>	The MPE device lost a connection from the specified application manager (AM) or upstream policy server (that is, a PCMM router).  <b>Note:</b> 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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes

<b>Server</b>	MPE
<b>Group</b>	PCMM

**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 the path from the AM to the MPE device (port 3918) is operational.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1010 – PCMM Received AM**

<b>Message</b>	PCMM:Received <i>{msg type}</i> from AM <i>{id}</i> <i>{msg contents}</i>
<b>Description</b>	This trace log records every received message in both MPE-R and MPE-S devices. If the MPE device receives the PCMM requests containing the CMTSIP field, the CMTSIP is also recorded in this trace log. The PCMM requests may be GateSet   GateInfo   GateDelete.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery**

No action required.

**1011 – PCM Send**

<b>Message</b>	PCMM: Sending <i>{msg type}</i> to <i>{id}</i> <i>{msg contents}</i>
<b>Description</b>	The specified message type was sent to the specified CMTS (or downstream policy server).
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery**

No action required.

### 1012 – PCM Receive Warn

<b>Message</b>	PCMM: Received <i>{msg type}</i> from <i>{id}</i> <i>{msg contents}</i>
<b>Description</b>	The specified message type was received from the specified CMTS (or downstream policy server).  <b>Note:</b> This message is logged at the Warning level when the PCMM message is an error message such as GateSetErr, GateDeleteErr, or GateInfoErr.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 1013 – PCM Send AM Warn

<b>Message</b>	PCMM: Sending <i>{msg type}</i> to AM <i>{id}</i> Details: <i>{msg contents}</i>
<b>Description</b>	The specified message type was sent to the specified AM (or upstream policy server).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 1014 – PCMM Fail Send Message Error

<b>Message</b>	PCMM: Failed ( <i>{num}</i> attempts) to send <i>{msg type}</i> event message to <i>{id}</i> <i>{3}</i>
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<b>Description</b>	A PCMM event message could not be transmitted to the specified record keeping server (RKS).  <b>Note:</b> 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.
<b>Severity</b>	Warning, Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM
<b>Recovery</b>	<ol style="list-style-type: none"> <li>1. Check the configuration and availability of the RKS.</li> <li>2. Ensure the network path from the MPE device to the RKS is available.</li> </ol>

### 1015 – PCMM Success Send Message

<b>Message</b>	PCMM: Successfully sent <i>{msg type}</i> event message to <i>{id}</i> <i>{msg contents}</i>
<b>Description</b>	A PCMM event message was successfully sent to the specified RKS.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM
<b>Recovery</b>	No action required.

### 1016 – PCMM Fail Over RKS

<b>Message</b>	PCMM: Failover initiated for RKS <i>{id}</i> , reverting to <i>{id}</i>
<b>Description</b>	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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	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 – PCMM Fail Too Busy**

<b>Message</b>	PCMM: Failed (TOO BUSY) to send <i>{msg type}</i> event message to <i>{id}</i> <i>{msg contents}</i>
<b>Description</b>	The MPE device is unable to send an event message to the specified RKS because the send queue is full.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	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 – PCM Reject No PEP**

<b>Message</b>	PCMM: Rejecting <i>{msg type}</i> - no PEP available for SubId <i>{ip address}</i>
<b>Description</b>	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.  <b>Note:</b> The request will be rejected with a PCMM error code of 13 (Invalid SubscriberID).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE

**Group** PCMM

**Recovery**

1. Check the configuration of the CMTSes 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 Reject Invalid Gate

**Message** PCMM:Rejecting *{msg type}* - invalid gate id *{gate ID}*

**Description** A PCMM message was received with a Gate ID that does not correspond to any sessions in the MPE database. This checking is only performed if the CMP server has Validate the gate ID enabled 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** Warning

**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 system.
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 Reject AMID Mismatch

**Message** 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 system has Validate the application enabled 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** Warning

**Notification** Trace Log

<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery**

1. If you do not want this checking to be performed, disable it in the CMP system.
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 Reject SubId Mismatch**

**Message** PCMM: Rejecting *{msg type}* - SubId mismatch - request *{msg sub id}* doesn't match gate *{mpe sub 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 system has Validate user enabled for the MPE device (by default this is off).

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

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery**

1. If you do not want this checking to be performed, disable it in the CMP system.
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 Reject Unknown Subscriber**

**Message** PCMM:Rejecting *{msg type}* - Unrecognized Subscriber *{subID}*

**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 system has Validate user enabled for the MPE device (by default this is off).

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

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery**

1. If you do not want this checking to be performed, disable it in the CMP system.
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 Reject Unauth AMID**

<b>Message</b>	PCMM: Rejecting <i>{msg type}</i> - Unauthorized AmId <i>{id}</i>
<b>Description</b>	A PCMM message was received with an AMID that does not correspond to any known application manager in the MPE device. This checking is only performed if the CMP system has Validate the application enabled for the MPE device (by default this is off).  <b>Note:</b> The request will be rejected with a PCMM error code of 14 (Unauthorized AMID).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery**

1. If you do not want this checking to be performed, disable it in the CMP system.
2. Check the application definitions in the CMP system 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 system.

**1026 – PCMM Reject Unknown Service**

<b>Message</b>	PCMM: Rejecting <i>{msg type}</i> - Unrecognized Service Class Name <i>{name}</i>
<b>Description</b>	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 system has Validate the service class enabled 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).

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

#### Recovery

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

## 1027 – PCMM Reject Incompat Envelop

<b>Message</b>	PCMM:Rejecting <i>{msg type}</i> - Incompatible Envelopes - <i>{env type}</i> ENV exceeds <i>{env type}</i> ENV
<b>Description</b>	A PCMM message was received with incompatible Authorized, Reserved and Committed envelopes (QoS parameter specifications). This checking is only performed in the CMP system has Validate traffic profile envelopes enabled for the MPE device (by default this is off).  <b>Note:</b> The request will be rejected with a PCMM error code of 12 (Incompatible Envelope).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

#### Recovery

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

**1028 – PCMM Reject Exceed CMTS Limit**

<b>Message</b>	PCMM: Rejecting <i>{msg type}</i> - Classifier count exceeds CMTS limit
<b>Description</b>	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 system has set the configuration key, PCMM.Check.Classifiers, to true for the MPE device (by default this is off).  <b>Note:</b> The request will be rejected with a PCMM error code of 15 (Number of Classifiers not Supported).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery**

1. If you do not want this checking to be performed, set the configuration key, PCMM.Check.Classifiers, to false in the CMP system. Refer to the *CMP User Guide* for details.
2. Check the Classifier Limit that is provisioned for the CMTS in the CMP system 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 Failed To Send Gate Message**

<b>Message</b>	PCMM: Rejecting <i>{msg type}</i> - I/O Error while sending to <i>{id}</i>
<b>Description</b>	There was no PCMM session connection to the target CMTS (or downstream policy server).  <b>Note:</b> The request will be rejected with a PCMM error code of 255 and a subcode of 211.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery**

Check the network connectivity between systems.

**1050 – Policy Reject2**

<b>Message</b>	Rejecting <i>{msg type}</i> - Rejected by policy " <i>{name}</i> "
<b>Description</b>	The specified message was rejected by the specified policy rule. <b>Note:</b> The request will be rejected with a PCMM error code of 255 and a subcode of 254.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A

**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.
3. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1051 – Policy Reject**

<b>Message</b>	Rejecting <i>{msg type}</i> - Rejected by policy " <i>{name}</i> "
<b>Description</b>	The specified message was rejected by the specified policy rule. <b>Note:</b> The request will be rejected with a PCMM error code of 255 and a subcode of 254.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A

**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.
3. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1101 – DQOS Downstream Connection Closed Clear | Set**

<b>Message</b>	DQOS: Established connection to <i>{id}</i>
<b>Description</b>	A new connection was established to the specified CMTS or downstream policy server.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1102 – MSC Conn Lost | Lost Clear**

<b>Message</b>	DQOS: Lost Connection to <i>{id}</i>
<b>Description</b>	The connection to the specified CMTS or downstream policy server was lost.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	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 AM Connection Closed Clear | Set**

<b>Message</b>	DQOS: Lost connection with CMS <i>{id}</i>
<b>Description</b>	The MPE device lost a connection from the specified CMS.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log

<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	DQOS
<b>Recovery</b>	
	Check availability of the CMS.

**1110 – DQOS Received CMS**

<b>Message</b>	DQOS: Received <i>{msg type}</i> from CMS <i>{id}</i> <i>{2}</i>
<b>Description</b>	The specified message type was received from the specified CMS.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS
<b>Recovery</b>	
	No action required.

**1111 – DQOS Sending**

<b>Message</b>	DQOS: Sending <i>{msg type}</i> to <i>{id}</i>
<b>Description</b>	The specified message type was sent to the specified CMTS.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS
<b>Recovery</b>	
	No action required.

**1112 – DQOS Received**

<b>Message</b>	DQOS: Received <i>{msg type}</i> from <i>{id}</i> <i>{msg contents}</i>
<b>Description</b>	The specified message type was received from the specified CMTS.
<b>Severity</b>	Info, Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS

**Recovery**

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

**1113 - DQOS Send CMS Warn**

<b>Message</b>	DQOS: Sending <i>{msg type}</i> to CMS <i>{id}</i>
<b>Description</b>	The specified message type was sent to the specified CMS.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS

**Recovery**

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

**1120 - DQOS Reject No CMTS**

<b>Message</b>	DQOS: Rejecting <i>{msg type}</i> - no CMTS available for SubId <i>{ip address}</i>
<b>Description</b>	A DQOS message was received with the specified subscriber IP address but there is no configured CMTS to handle this request.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS

**Recovery**

Check the configuration of the CMTSes 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 Reject Gate**

<b>Message</b>	DQOS: Rejecting <i>{msg type}</i> - invalid gate id <i>{id}</i>
<b>Description</b>	A DQOS message was received with a Gate ID that does not correspond to any session in the MPE database. This checking is only performed if the CMP server has enabled Gate checking for the MPE device (by default this is off).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS

**Recovery**

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

**1123 – DQOS Reject Sub ID**

<b>Message</b>	DQOS: Rejecting <i>{msg type}</i> - SubId mismatch - request <i>{msg id}</i> doesn't match gate <i>{mpe id}</i>
<b>Description</b>	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 server has enabled Gate checking for the MPE device (by default this is off).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No

<b>Server</b>	MPE
<b>Group</b>	DQOS

**Recovery**

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

**1124 – DQOS Reject Subscriber**

<b>Message</b>	DQOS: Rejecting <i>{msg type}</i> - Unrecognized Subscriber <i>{id}</i>
<b>Description</b>	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 server has enabled Subscriber checking for the MPE device (by default this is off).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS

**Recovery**

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

**1129 - DQOS Reject**

<b>Message</b>	DQOS: Rejecting <i>{msg type}</i> - DQOS I/O Error while sending to <i>{id}</i>
<b>Description</b>	An unexpected I/O error was encountered while trying to send the specified message to a CMTS.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	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 Policy Reject**

<b>Message</b>	DQOS: Rejecting {0} - Rejected by policy "{name}"
<b>Description</b>	The specified message was rejected by the specified policy rule.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS

**Recovery:**

Check the policy rule and the contents of the message to make sure it is operating as expected. 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.

**1204 - SPC Conn Closed | Closed Clear**

<b>Message</b>	SPC DQOS: Lost connection with CMS {id}
<b>Description</b>	The MPE device lost a connection from the specified CMS.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SPC DQOS

**Recovery**

1. Check availability of the CMS.
2. Check the CMS log for a recent failover or other operations 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 Gate Delete**

<b>Message</b>	SPC DQOS: Deleting gate {gate id}, T1 Timer expired
<b>Description</b>	The specified gate was deleted because it did not transition from the RESERVED state to the COMMITTED state before the T1 Timer expired.

<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	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**

<b>Message</b>	SPC DQOS: Received <i>{msg type}</i> from CMS <i>{id}</i> <i>{msg contents}</i>
<b>Description</b>	The specified message type was received from the specified CMS.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SPC DQOS

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1213 - SPC DQOS Send CMS Warn**

<b>Message</b>	SPC DQOS: Sending <i>{msg type}</i> to CMS <i>{id}</i>
<b>Description</b>	The specified message type was sent to the specified CMS.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SPC DQOS

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1221 - SPC DQOS Global Session Reject**

<b>Message</b>	SPC DQOS: Rejecting <i>{msg type}</i> - invalid global session id <i>{global sess id}</i>
<b>Description</b>	The MPE device received a request to perform an operation on a global session (call) that does not exist in the MPE database.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	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 Ingress Reject**

<b>Message</b>	SPC DQOS: Rejecting <i>{msg type}</i> - invalid ingress id <i>{ingress id}</i>
<b>Description</b>	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)
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	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 Gate Reject**

<b>Message</b>	SPC DQOS: Rejecting <i>{msg type}</i> - no path to root zone for ingress id <i>{ingress id}</i>
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<b>Description</b>	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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	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 Gate Drop**

<b>Message</b>	SPC DQOS:Dropping <i>{msg type}</i> - invalid gate id <i>{gate id}</i>
<b>Description</b>	The MPE device received a request that referenced the specified gate ID and an unrelated session (via the GlobalSessionID).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SPC DQOS

**Recovery**

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

**1250 - SPC DQOS Policy Reject**

<b>Message</b>	SPC DQOS:Rejecting <i>{msg type}</i> - Rejected by policy " <i>{policy name}</i> "
<b>Description</b>	The specified request was rejected because of a policy rule (specified by policy name).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SPC DQOS

**Recovery**

This is usually an indication that a device in the path would have exceeded its capacity limit if the request had been approved. For more details check the Network Topology Viewer in the CMP server.

**1370 - BRAS IP Declared Static**

<b>Message</b>	BRAS: COPS-PR declared an IP address ( <i>{ip address}</i> ) already defined as static in account <i>{account id}</i>
<b>Description</b>	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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A

**Recovery:**

1. Either remove the static IP definition or configure the subscriber on the BRAS to have a static IP address.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1401 – Diam Conn Opened W Peer**

<b>Message</b>	Diameter: Transport connection opened with peer <i>{ip address:port}</i>
<b>Description</b>	A transport level connection (such as TCP) has been established with the specified Diameter peer.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

**Recovery**

No action required.

### 1402 – Connectivity Lost | Lost Clear

<b>Message</b>	Diameter: Connectivity lost with peer <i>{host name}</i> ( <i>{ip address}</i> ), <i>{new alarm   alarm cleared}</i>
<b>Description</b>	A connection with a peer has been closed/opened by peer.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

#### 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, ensure the network path from the MPE device to the element is operational.
4. Verify that the peer is online (although the connection can recover on its own on the next retry attempt).

### 1403 – Connectivity Degraded | Degraded Clear

<b>Message</b>	Diameter: Connectivity degraded with peer <i>{host name}</i> ( <i>{ip address}</i> ), <i>{new alarm   alarm cleared}</i>
<b>Description</b>	A connection with a peer has degraded.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

#### Recovery

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

**1404 – Send Message | Debug | Info**

<b>Message</b>	Diameter: Sent <i>{msg type [device name]}</i> to <i>{device name} {ip address}</i>
<b>Description</b>	A Diameter message has been sent to the specified peer using the specified connection. When the message contains an error, the event logs with a Warning; when the message processes normally, the event logs as Info; for Diameter Watchdog requests and answers, the event logs as Debug.
<b>Severity</b>	Warning, Info, Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter
<b>Recovery</b>	No action required.

**1405 – Receive Message | Debug | Info**

<b>Message</b>	Diameter: Received <i>{msg type [device name]}</i> from <i>{device name} {ip address}</i>
<b>Description</b>	A Diameter message has been received from the specified peer to the specified connection. When the message contains an error, the event logs with a Warning; when the message processes normally, the event logs as Info; for Diameter Watchdog requests and answers, the event logs as Debug.
<b>Severity</b>	Warning, Info, Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter
<b>Recovery</b>	No action required.

**1406 – Receive Message EXC**

<b>Message</b>	Diameter: Error processing message <i>{msg}</i> from <i>{peer id} {conn id}</i>
----------------	---

<b>Description</b>	An error occurred while processing a received message from the specified peer over the specified connection.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter
<b>Recovery</b>	Check the error code and verify that the message received is properly formatted.

### 1407 – Peer Status Change Notice | Warn

<b>Message</b>	Diameter: Peer <i>{name(ip address)}</i> status changed from <i>{INITIAL   OKAY}</i> to <i>{OKAY   DOWN}</i>
<b>Description</b>	The status of a Diameter peer has changed. This event is usually generated after a connection has been established and capability exchange has occurred (Notice level) or after a connection was torn down with a peer (Warning level).
<b>Severity</b>	Notice, Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter
<b>Recovery</b>	<ol style="list-style-type: none"> <li>1. If a Warning level, check configuration and availability of the network element.</li> <li>2. Check the network element for a reboot or other service interruption.</li> <li>3. If the element has not failed, ensure the network path from the MPE device to the element is operational.</li> </ol>

### 1408 – New Conn Rejected | New Conn Rejected Clear

<b>Message</b>	Diameter: New connection <i>{ip address:port}</i> rejected as a valid connection already exists with peer <i>{peer id}</i> [, alarm cleared]
<b>Description</b>	A Diameter peer (identified by its Diameter Identity) attempted to establish a connection with the Policy Management device although it already has a valid connection. The Diameter protocol allows only one connection from a particular peer.

<b>Severity</b>	Error/Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

**Recovery**

1. Check the peer configuration and ensure that from the peer's perspective, it also sees a valid connection with the MPE device.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1409 – Reject Missing AVP**

<b>Message</b>	Diameter: Rejecting <i>{msg type}</i> from <i>{peer id}</i> - <i>{conn id}</i> AVP(s) not found in request <i>{request details}</i>
<b>Description</b>	The 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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

**Recovery**

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

**1410 – Message Timeout**

<b>Message</b>	Diameter: Response timeout for <i>{msg type}</i> sent to <i>{conn id}</i> <i>{msg details}</i>
<b>Description</b>	A response message was not received for the request sent to the destination host.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1411 – Duplicate Message**

<b>Message</b>	Diameter: Received duplicate message <i>{msg type}</i> from <i>{conn id}</i> <i>{msg details}</i>
<b>Description</b>	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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1412 – Send Response Info | Warn | Debug**

<b>Message</b>	Diameter:Sent <i>{msg type}</i> to <i>{peer id}</i> in <i>{time}</i> ms <i>{msg details}</i>
<b>Description</b>	A Diameter message was sent.
<b>Severity</b>	Info, Warning, Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1413 – Receive Response Info | Warn | Debug**

<b>Message</b>	Diameter: Received <i>{msg type}</i> from <i>{peer id}</i> in <i>{time}</i> ms <i>{msg contents}</i>
<b>Description</b>	A Diameter message was received.
<b>Severity</b>	Info, Warning, Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1414 - SCTP Path Status Changed | Changed Clear**

<b>Message</b>	Diameter: SCTP path on association ID <i>{id}</i> address <i>{1}</i> <i>{2}</i>
<b>Description</b>	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.
<b>Severity</b>	Notice, Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1415 - Diam CR Conn Opened W Peer**

<b>Message</b>	ConnectionRouter: Diameter Connection established towards <i>{Primary MRA Identity (IP:port)}</i> for the peer <i>{NE identity (IP:port)}</i> .
<b>Description</b>	PCD Connection established between the secondary MRA and the primary MRA for the NE.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1416 - Diam CR Conn Disconnected W Peer**

<b>Message</b>	ConnectionRouter: Diameter Connection created towards <i>{Peer Identity(IP:port)}</i> for the peer <i>{Peer Identity(IP:port)}</i> is now disconnected.
<b>Description</b>	PCD Connection disconnected between the secondary MRA and the primary MRA.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1417 - CR Message Forwarded**

<b>Message</b>	ConnectionRouter: <i>{Message Type}</i> forwarded by Connection Router from <i>{Source Peer Diameter Identity(IP:port)}</i> to <i>{Destination Peer Diameter Identity(IP:port)}</i> .
<b>Description</b>	Message is forwarded from the External to Internal connection OR vice-versa.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1420 – Diam Reject No PCEF | Warn**

<b>Message</b>	Diameter: Rejecting <i>{app function}</i> - no PCEF available for subscriber
<b>Description</b>	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.
<b>Severity</b>	Error, Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	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 – Diam Missing Profile For Media**

<b>Message</b>	Diameter: No default QoS profile defined for media <i>{type}</i>
<b>Description</b>	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 (QoS) parameters, and there are no default profiles configured in the device for the corresponding media type.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

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

**1440 – Diam No Associated NE**

<b>Message</b>	Diameter: Rejecting request for subscriber <i>{sub id}</i> - No Network Element found for node <i>{node id}</i>
<b>Description</b>	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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

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

**1441 – Rule Fail**

<b>Message</b>	Diameter: PCC/ADC rule <i>{rule name}</i> failed for subscriber <i>{sub id}</i> {2} - Rule failure code <i>{fail code}</i>
<b>Description</b>	A PCEF Charging-Rule-Report indicated that installation of the specified PCC/ADC 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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

No actions are required.

**1442 – Rule Retry**

<b>Message</b>	Diameter: PCC/ADC rule <i>{rule name}</i> retry <i>{num}</i> of <i>{max num}</i> ; RetryCycle <i>{num}</i> for subscriber <i>{sub id}</i> <i>{sess id}</i> . Next retry in <i>{time}</i> seconds.
<b>Description</b>	This event is generated by the MPE device when a PCC rule installation retry has been initiated as a result of a rule installation failure. This event will contain the name of the PCC rule, the retry attempt number and maximum retries (for example, “retry 1 of 3”), current Retry Cycle, the Diameter Session-Id, and subscriber identifier. If this is not the final retry attempt, the event will contain information about when the next retry will be attempted (for example, “next retry in 30 seconds”).
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	No actions are required.

**1443 – Retry Fail Error**

<b>Message</b>	Diameter: PCC/ADC rule <i>{rule name}</i> retry failed after <i>{num}</i> attempts for subscriber <i>{sub id}</i> <i>{sess id}</i>
<b>Description</b>	This log entry is generated by the MPE device when a CCR-U with a Rule failure code and an RAR with a result code of either DIAMETER_PCC_RULE_EVENT (5142), DIAMETER_ADC_RULE_EVENT(5148), or DIAMETER_AN_GW_FAILED (4143) contained in the rule report triggers the last retry RAR attempt of the last retry cycle. The log entry contains the name of the PCC rule, the number of retry attempts (that is, maximum retry cycles * max retry attempts per cycle), the Diameter Session-Id, and the subscriber identifier.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	

If necessary adjust configuration values.

### 1444 – Rule Retry Canceled

<b>Message</b>	Diameter:PCC/ADC rule <i>{rule name}</i> retry canceled for subscriber <i>{sub id}</i> <i>{sess id}</i>
<b>Description</b>	Retrying installation of the specified PCC rule was canceled for the specified subscriber and Diameter session. This can happen because the rule was removed or installed as the result of a policy action. This log will contain the name of the PCC rule, the Diameter Session-Id and subscriber identifier.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	No actions are required.

### 1445 – Rule Retry Error Too Many

<b>Message</b>	Diameter:PCC/ADC rule <i>{rule name}</i> retry aborted for subscriber <i>{sub id}</i> <i>{sess id}</i> - Too many retries in progress ( <i>{num}</i> attempts)
<b>Description</b>	A rule installation retry cannot be initiated because the maximum number of simultaneous retries has been reached.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	If necessary, adjust configuration values.

### 1446 – Max PDN Connections

<b>Message</b>	Diameter: The maximum number of PDN connections per binding has been exceeded for subscriber <i>{sub id}</i>
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<b>Description</b>	The maximum number of PDN connections has been exceeded for a subscriber.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter
<b>Recovery</b>	No actions are required

### 1447 – Diam Too Many Sessions

<b>Message</b>	Diameter: The maximum number of secondary sessions has been exceeded for same IP-CAN session association for subscriber : <i>{subscriber id}</i>
<b>Description</b>	The maximum number of secondary sessions has been exceeded for the same IP-CAN session association for the specified subscriber.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	No action required.

### 1450 – SCE GX No Profile

<b>Message</b>	SceGx:No SCE Profile or Default Profile set for subscriber {0} {1}
<b>Description</b>	For the specified subscriber, there was no SCE Package ID set using either an SCE Traffic Profile in policy or the Diameter PCEF Default Profile.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

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

**1470 – Diam Session Cleanup Start**

<b>Message</b>	Diameter: Starting cleanup task
<b>Description</b>	The Diameter session binding cleanup task has begun.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

No action required.

**1471 – Diam Session Cleanup Send RARs**

<b>Message</b>	Diameter: Finished iterating the database. Starting to send RARs to <i>{num}</i> suspect sessions
<b>Description</b>	The database iterations (listing the potential number of stale sessions identified for cleanup) have ended.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

No action required.

**1472 – Diam Session Cleanup Complete**

<b>Message</b>	Diameter: Completed session cleanup
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<b>Description</b>	The diameter session binding cleanup task has ended and the purging process has started.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	No action required.

### 1473 – PCMM Session Cleanup Send GateInfos

<b>Message</b>	PCMM: Finished iterating the database. Starting to send GateInfos to <i>{num}</i> suspect sessions
<b>Description</b>	PCMM finished iterating the database. Starting to send GateInfos to suspect sessions.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CPE
<b>Group</b>	N/A
<b>Recovery:</b>	No action required.

### 1474 – PCMM Session Cleanup Start

<b>Message</b>	PCMM: Starting cleanup task
<b>Description</b>	Cleanup task is starting
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A

**Recovery:**

No action required.

**1475 – PCMM Session Cleanup Complete**

<b>Message</b>	PCMM: Completed session cleanup
<b>Description</b>	PCMM finished session cleanup
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A

**Recovery**

No action required.

**1476 – Diam Session Cleanup Built Complete**

<b>Message</b>	Diameter: Completed session cleanup list built
<b>Description</b>	Diameter finished building the session cleanup list.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A

**Recovery**

No action required.

**1477 – PCMM Session Cleanup Built Complete**

<b>Message</b>	PCMM:Completed session cleanup list built
<b>Description</b>	PCMM finished building the session cleanup list.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	MPE
<b>Group</b>	N/A

**Recovery:**

No action required.

**1600 – DBPLUGIN No Match Warn**

<b>Message</b>	DBPLUGIN:No matches for {0}
<b>Description</b>	DbPlugin search request did not find any results for the specified criteria.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source
<b>Recovery</b>	
	No actions are required

**1601 – LDAP Conn To**

<b>Message</b>	LDAP: Established connection to {server}
<b>Description</b>	A new LDAP connection to the specified server was established.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required.

**1602 – LDAP Closing Conn To**

<b>Message</b>	LDAP:Closing connection to {server}
<b>Description</b>	The LDAP connection to the specified server was closed.

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

No actions are required.

**1605 – LDAP Conn Failed | Failed Clear**

<b>Message</b>	LDAP: Attempted connection to <i>{ip address}:</i> <i>{port}</i> failed, reason: <i>{msg}</i>
<b>Description</b>	A connection attempt to the indicated server failed for the reason described in msg.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

1. Verify that there is not a problem with the LDAP server or the network path used to reach the server.
2. Check LDAP data source configuration to verify proper connection information is provided.

**1610 – LDAP Search Fail**

<b>Message</b>	LDAP:Search failure for <i>{id}</i> due to the following error: <i>{error msg}</i>
<b>Description</b>	LDAP search failure due to an error.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

No actions are required

**1611 – LDAP Search**

<b>Message</b>	LDAP:Searching for <i>{stype}</i> : <i>{criteria}</i>
<b>Description</b>	A search is being performed for the search type <i>stype</i> using the specified criteria.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required.

**1612 – LDAP Search Results**

<b>Message</b>	LDAP:Search results for <i>{stype}</i> <i>{filter}</i> are: <i>{results}</i>
<b>Description</b>	Displays the results of the search request (if matches found).
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required.

**1613 – LDAP Search No Matches**

<b>Message</b>	LDAP:No matches for <i>{stype}</i> <i>{filter}</i>
<b>Description</b>	A search returned no results.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

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

**1614 – LDAP Multi Match**

<b>Message</b>	LDAP: Multiple matches for <i>{stype} {filter}</i>
<b>Description</b>	A search returned multiple results.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

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

**1615 – LDAP Search Fail2**

<b>Message</b>	LDAP:Unexpected search failure for <i>{stype} {filter}</i> , reason: <i>{msg}</i>
<b>Description</b>	A search was terminated because of an unexpected exception.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

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

**1617 – LDAP Modify Entry**

<b>Message</b>	LDAP: Modify Entry for <i>{process id}</i> : <i>{key}</i>
<b>Description</b>	This is a detailed description of the LDAP modification to be initiated. Example – Modify Entry for <i>Processor ID</i> (for example <i>UserByE164</i> ); LDAP Processor: <i>Processor ID</i> Entry DN: <i>LDAP DN</i> Attribute: <i>LDAP Attribute</i> Value: <i>new value</i>
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	No action required.

**1619 – LDAP Modify Unexpected Error**

<b>Message</b>	LDAP: Unexpected modify failure for <i>{process id}</i> <i>{key}</i> , reason: <i>{msg}</i>
<b>Description</b>	Unexpected LDAP modify failure.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	No actions are required

**1620 – LDAP Queue Distress**

<b>Message</b>	LDAP: Operation queue <i>{process id}</i> in distress. Queue capacity exceeds <i>{event msg}</i> .
<b>Description</b>	An LDAP operations queue is in distress and has exceeded capacity.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1621 – LDAP Queue Cleared**

<b>Message</b>	LDAP: Operation queue <i>{process id}</i> has cleared and is no longer in distress. Capacity is below <i>{event msg}</i> .
<b>Description</b>	An LDAP message that the queue is no longer in distress.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1622 – LDAP Queue Full**

<b>Message</b>	LDAP:Operation queue <i>{process id}</i> is currently at 100% and will begin rejecting new LDAP Modify requests.
<b>Description</b>	An LDAP message queue is at 100% capacity and will reject new LDAP modify requests.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1623 – LDAP Modify Fail2**

<b>Message</b>	LDAP: Modify failure. Unable to modify <i>{fields}</i> at <i>{DN}</i> due to the following error: <i>{msg}</i>
<b>Description</b>	Unable to initiate an LDAP modify operation on the specific External Field specified by the user. Example – Modify failure. Unable to modify <i>External Field Name</i> at <i>LDAP DN</i> due to the following error: <i>reason</i>
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	No actions are required

**1624 – LDAP Modify Fail**

<b>Message</b>	LDAP: Modify failure. Unable to perform modify due to the following error: <i>{msg}</i>
<b>Description</b>	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: <i>Data source is not configured with External Fields and will not support this update.</i>
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	No actions are required

**1626 – No Configured Data Sources**

<b>Message</b>	LDAP:Update unsuccessful: <i>{msg}</i>
<b>Description</b>	Unsuccessful LDAP update.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

### 1630 – DHCP Unexpected Event ID Set | Clear

<b>Message</b>	DHCP: Unexpected problem: {msg}
<b>Description</b>	DHCP: Unexpected problem: 0.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 1631 – DHCP Unable To Bind Event ID

<b>Message</b>	DHCP: Unable to bind to port {port num} for listening
<b>Description</b>	DHCP is unable to bind to the specified port for listening.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**1632 – DHCP Response Timeout Event ID**

<b>Message</b>	DHCP: Timeout waiting for response from <i>{id}</i>
<b>Description</b>	DHCP timed out waiting for a response from the indicated source.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1633 – Bad Relay Address Event ID Set | Clear**

<b>Message</b>	DHCP: Bad relay address <i>{ip address}</i>
<b>Description</b>	DHCP: Bad relay address.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**1634 – Bad Primary Address Event ID Set | Clear**

<b>Message</b>	DHCP:Bad primary address <i>{ip address}</i>
<b>Description</b>	DHCP encountered a bad primary address.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE

**Group** Data Source

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 1635 – Bad Secondary Address Event ID Set | Clear

**Message** DHCP:Bad secondary address *{ip address}*  
**Description** DHCP encountered a bad secondary address.  
**Severity** Error  
**Notification** Trace Log  
**Alarm** No  
**Trap** No  
**Server** MPE  
**Group** Data Source

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 1641 – Searching Event ID

**Message** *{0}: Searching for {event id}*  
**Description** Searching for the specified event ID.  
**Severity** Info  
**Notification** Trace Log  
**Alarm** No  
**Trap** No  
**Server** MPE  
**Group** Data Source

**Recovery**

No action required.

### 1642 – Results Event ID

**Message** *{msg type}: Result for {ip address}: {cpe mac address}, xid: {agent mac address}*  
**Description** Results of a search CPE by IP address.  
**Severity** Info

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source
<b>Recovery:</b>	
	No action required.

**1661 – EL Bad Realm**

<b>Message</b>	SH:Peer Realm <i>{msg details}</i>
<b>Description</b>	A bad realm is configured.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1662 – EL Bad Address**

<b>Message</b>	SH:Bad <i>{primary   secondary}</i> address <i>{ip address}</i>
<b>Description</b>	SH bad IP address configured.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1663 – EL Searching**

<b>Message</b>	SH: Searching for <i>{peer id}; {subscriber id}</i>
<b>Description</b>	Started search for subscriber in Diameter Peer HSS.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1664 – EL Search Results**

<b>Message</b>	SH:Search results for <i>{stype} {filter}</i> are: <i>{results}</i>
<b>Description</b>	Search results for user from Diameter Peer HSS
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1665 – EL No Matches**

<b>Message</b>	SH:No matches for <i>{stype} {filter}</i>
<b>Description</b>	No results found for user from Diameter Peer HSS.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

No actions are required

**1666 – EL Unexpected Search Failure**

<b>Message</b>	SH:Unexpected search failure on <i>{peer id}</i>
<b>Description</b>	Unexpected SH search failure.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

No actions are required

**1667 – EL Subscribing**

<b>Message</b>	SH: Subscribing for <i>{key}: {id}</i>
<b>Description</b>	SH: Subscribing for user profile change notifications for a subscriber.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP

**Recovery**

No actions are required.

**1668 – EL Subscribe Results**

<b>Message</b>	SH: Subscription results for <i>{key} {id}</i> are: <i>{results}</i>
<b>Description</b>	Subscription results for user from Diameter Peer HSS.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
No actions are required	

**1669 – EL Subscribe Fail**

<b>Message</b>	SH:Unexpected subscription failure for <i>{key} {id}</i> , reason: <i>{reason}</i>
<b>Description</b>	SH: Unexpected subscription failure.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
No actions are required	

**1670 – EL Unsubscribing**

<b>Message</b>	SH: Unsubscribing for <i>{key}: {id}</i>
<b>Description</b>	Unsubscribing for user profile change notifications for a user.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
No actions are required	

**1671 – EL Unsubscribe Results**

<b>Message</b>	SH: Unsubscription results for <i>{key} {id}</i> are: <i>{results}</i>
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<b>Description</b>	Unsubscription results for user from Diameter Peer HSS.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1672 – EL Unsubscribe Failure**

<b>Message</b>	SH:Unexpected unsubscription failure for <i>{key} {id}</i> , reason: <i>{reason}</i>
<b>Description</b>	Unexpected unsubscription failure.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1673 – EL Notification**

<b>Message</b>	SH: Received notification: <i>{results}</i>
<b>Description</b>	Received a notification.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	LDAP
<b>Recovery</b>	
	No actions are required

**1674 - EL Updating**

<b>Message</b>	SH: Updating user {key}: {id} {results}
<b>Description</b>	Updating user
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source
<b>Recovery:</b>	
	No action required.

**1675 - EL Update Failure**

<b>Message</b>	SH: Update results for {sub id} {1} are: {reason}
<b>Description</b>	Update for specified subscriber failed for the indicate reason.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**1676 - EL Update Out of Sync**

<b>Message</b>	SH:Update Out-Of-Sync for {sub id} {peer id}
<b>Description</b>	Update out of sync for specified subscriber ID.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source

**Recovery**

No action required.

**1681 – MSR Connection**

<b>Message</b>	MSR: Established connection to <i>{ip address:port num}</i>
<b>Description</b>	A new connection to the server at the specified IP address was established.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR

**Recovery**

No actions are required.

**1682 – MSR Connection Closing**

<b>Message</b>	MSR: Closing connection to <i>{ip address:port num}</i>
<b>Description</b>	The connection to the server at the specified IP address was closed.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR

**Recovery**

No actions are required.

**1684 – SPR Connection Closed**

<b>Message</b>	MSR: Closing connection to <i>{ip address:port num}</i> in order to revert to primary
<b>Description</b>	Closing a secondary MSR connection to revert to a primary connection. Occurs when flipping back from secondary to primary MRA connection.

<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	MSR

**Recovery**

Self recovery; no action required.

**1685 – MSR DB Not Reachable**

<b>Message</b>	MSR: Attempted connection to <i>{ip address:port num}</i> failed, reason: <i>{msg}</i>
<b>Description</b>	Connection attempt to the MSR server at the specified IP address failed for the specified reason.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	MSR

**Recovery**

Verify that there is not a problem with the MSR server or the network path used to reach the server.

**1686 – MSR Search**

<b>Message</b>	MSR: Searching for <i>{stype}: {key}</i>
<b>Description</b>	A search is being performed for the search type using the specified key.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR

**Recovery**

No actions are required.

### 1687 – MSR Search Result

<b>Message</b>	MSR: Search result for <i>{stype}</i> <i>{key}</i> is: <i>{result}</i>
<b>Description</b>	The results of the search request.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	

No actions are required.

### 1690 – MSR Search Fail

<b>Message</b>	MSR: Unexpected search failure for <i>{stype}</i> <i>{key}</i> , reason: <i>{msg}</i>
<b>Description</b>	A search was terminated for the specified unexpected reason.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	

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

### 1691 – MSR Update

<b>Message</b>	MSR: Updating <i>{type}</i> : <i>{key}</i>
<b>Description</b>	An update is being performed for the update type using the specified key.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	
	No actions are required.

### 1692 – MSR Update Result

<b>Message</b>	MSR: Update results for <i>{type} {key}</i> are: <i>{result}</i>
<b>Description</b>	The results of the update request.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	
	No actions are required.

### 1693 – MSR Update Fail

<b>Message</b>	MSR: Unexpected update failure for <i>{type} {key}</i> , reason: <i>{msg}</i>
<b>Description</b>	An update was terminated for the specified unexpected reason.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	
	Check the cause of the exception and check the MSR configuration for any errors that might have caused the problem.

### 1694 – MSR Sub

<b>Message</b>	MSR: Subscribing for <i>{type: {key}}</i>
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<b>Description</b>	A subscription is being performed for the subscription type using the specified key.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	No actions are required.

### 1695 – MSR Sub Result

<b>Message</b>	MSR: Subscription results for <i>{type} {key}</i> are: <i>{result}</i>
<b>Description</b>	The results of the subscription request.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	No actions are required.

### 1696 – MSR Sub Fail

<b>Message</b>	MSR:Unexpected subscription failure for <i>{0} {1}</i> , reason: <i>{2}</i>
<b>Description</b>	A subscription was terminated for the specified unexpected reason.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	

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

### 1697 – MSR Unsub

<b>Message</b>	MSR: Unsubscribing for <i>{type}</i> : <i>{key}</i>
<b>Description</b>	An unsubscription is being performed for the subscription type using the specified key.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	No actions are required.

### 1698 – MSR Unsub Result

<b>Message</b>	MSR: Unsubscription results for <i>{type}</i> <i>{key}</i> are: <i>{result}</i>
<b>Description</b>	The results of the unsubscription request.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR
<b>Recovery</b>	No actions are required.

### 1699 – MSR Unsub Fail

<b>Message</b>	MSR: Unexpected unsubscription failure for <i>{type}</i> <i>{key}</i> , reason: <i>{msg}</i>
<b>Description</b>	An unsubscription was terminated for the specified unexpected reason.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR

**Recovery**

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

**1711 – BRAS Handle DRQ**

<b>Message</b>	COPS-PR: Received <i>{msg type}</i> from <i>{gate id}</i>
<b>Description</b>	The specified message type was received from the specified gateway.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR

**Recovery**

No actions are required.

**1801 – PCMM No PCEF**

<b>Message</b>	PCMM:No PCEF available for SubId <i>{0}</i>
<b>Description</b>	This trace log records every PCMM request when the MPE cannot find PCEF. The tracelog is disabled by default unless the user sets "RC.TrapNoPcefEnabled" to "true" in RcMgr. This update occurs in both MPE-R and MPE-S. The SubId in the log details is CMTSIP if MPE uses CMTSIP to find PCEF when it receives PCMM requests. The PCMM requests may be GateSet   GateInfo   GateDelete.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 1805 - PCMM No Connection PCEF

<b>Message</b>	PCMM: No connection to PCEF. Host name: <i>{host name}</i>
<b>Description</b>	PCMM has no connection to PCEF.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 2198 – SMSR SMSC Switched to Primary

<b>Message</b>	SMPP: Switched back to primary SMSC <i>{ip address   host name}</i> .
<b>Description</b>	SMPP switched back to the primary SMSC located at the indicated IP address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMPP

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 2199 - SMSR SMSC Switched to Secondary

<b>Message</b>	SMPP: Lost connection to primary SMSC <i>{ip address   host name}</i> . Switched to secondary SMSC <i>{ip address   host name}</i> .
<b>Description</b>	SMPP lost the connection to the primary SMSC and switched to the secondary SMSC.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

Alarm	No
Trap	No
Server	MPE
Group	SMPP

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**2210 - Reached Max Gates Event ID | Clear**

Message	MGPI:{ip address} reached max upstream gates
Description	A subscriber at IP address has reached the configured maximum number of upstream gates.
Severity	Warning
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	MGPI

**Recovery**

No action is required.

**2211 – Reached Max GPI Event ID Set | Clear**

Message	MGPI: {ip address} reached max GPI on all upstream gates
Description	A subscriber at IP address has reached the configured maximum grants per interval on all upstream gates.
Severity	Warning
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	MGPI

**Recovery**

1. This subscriber address is exceeding the capacity; attention is required.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**2212 - Incrementing GPI Event ID**

<b>Message</b>	MGPI: Incrementing GPI for gateid:{ <i>gate id</i> }, amid:{ <i>am id</i> }, subscriber:{ <i>sub id</i> } to { <i>num</i> }
<b>Description</b>	The grant per interval for the specified gate, AMID, and subscriber has been increased to num.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MGPI
<b>Recovery</b>	No actions required.

**2213 – Decrementing GPI Event ID**

<b>Message</b>	MGPI: Decrementing GPI for gateid:{ <i>gate id</i> }, amid:{ <i>am id</i> }, subscriber:{ <i>sub id</i> } to { <i>num</i> }
<b>Description</b>	The grant per interval for the specified gate, AMID, and subscriber has been decreased to num.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MGPI
<b>Recovery</b>	No action is required.

**2300 – Time Period Changed**

<b>Message</b>	TOD: Time period(s) changed from { <i>prev time</i> } to { <i>new time</i> }.
<b>Description</b>	The current time period has changed. (This may not affect any sessions.)
<b>Severity</b>	Info
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Time-of-Day
<b>Recovery</b>	
	No actions are required.

**2301 – Transition Started**

<b>Message</b>	TOD: Transition to time period(s) <i>{0}</i> started.
<b>Description</b>	A time period transition has started.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Time-of-Day
<b>Recovery</b>	
	No actions are required.

**2302 – Transition Aborted**

<b>Message</b>	TOD: Transition to time period(s) <i>{new time}</i> was still in progress when time periods changed. Transition aborted.
<b>Description</b>	A time period transition was started before a previous transition was completed. The time transition was canceled.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Time-of-Day
<b>Recovery</b>	
	No actions are required.

### 2303 – Transition Succeeded

<b>Message</b>	TOD: Transition to time period(s) <i>{new time}</i> successfully completed.
<b>Description</b>	A time period transition has finished and all affected sessions have been updated accordingly.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Time-of-Day
<b>Recovery</b>	No actions are required.

### 2304 – Transition Failed

<b>Message</b>	TOD: Transition to time period(s) <i>{new time}</i> failed to complete normally.
<b>Description</b>	A time period transition was not completed due to a communication failure with the policy enforcement device.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Time-of-Day
<b>Recovery</b>	No actions are required.

### 2305 – Transition Aborted On Demand

<b>Message</b>	TOD: Transition to time period(s) <i>{new time}</i> was aborted.
<b>Description</b>	An operator has manually canceled a time period transition.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Time-of-Day

**Recovery**

No actions are required.

**2306 – Tasks Scheduled On Demand**

<b>Message</b>	TOD: Transition to time period(s) <i>{new time}</i> was invoked by the operator.
<b>Description</b>	A transition to a time period was invoked by the operator.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Time-of-Day

**Recovery**

No actions are required.

**2547 – SMS Delivery Date In Past**

<b>Message</b>	SMS: Delivery date lies in past, <i>{delivery date calculated}</i> .
<b>Description</b>	"SMS: Delivery date lies in past, expert setting SendSMSNowWhenDeliveryDateInPast set to false, dropping SMS notification" or "SMS: Delivery date lies in past, expert setting SendSMSNowWhenDeliveryDateInPast set to true, sending SMS with immediate delivery."
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery**

Configure a delivery date in the user profile that is not in the past.

**2548 – SMS Send Global Billing Day**

<b>Message</b>	SMS: Billing day not available for user: <i>{user id}</i> , considering global billing day <i>{global billing day}</i> for delivery date calculations.
<b>Description</b>	This trace log message is displayed when the billing date is configured as '0' in the user profile.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery:**

Configure a valid billing date within the 1-31 range in the user profile. If a valid billing date is not configured, the global billing date will be used by default as the billing date for delivery date calculations.

**2549 – SMSR Queue Full**

<b>Message</b>	SMS: SMSR internal queue is full: <i>{queue name}</i> . Messages will be rejected until space becomes available.
<b>Description</b>	SMSR queue has reached capacity. Messages will be rejected until space becomes available.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes - 72549
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery**

No actions are required.

**2550 – SMS Not Enabled**

<b>Message</b>	SMS: SMS Relay is not enabled to receive message. <i>{0}</i>
<b>Description</b>	SMS Relay is not enabled. An Info level entry is logged if the event occurs during reconfiguration. A Warning level entry is logged if the event occurs during operation.

<b>Severity</b>	Info, Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery**

No action is required.

**2551 – SMS Config Endpoint**

<b>Message</b>	SMS: Configured SMS Relay endpoint: <i>{host name:port num/path_to_service}</i>
<b>Description</b>	Configured SMS Relay endpoint.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery**

No actions are required

**2552 – SMS Send Success**

<b>Message</b>	SMS: Sent to <i>{0}</i> using SMS Relay defined at <i>{1}</i> # Message: <i>{2}</i>
<b>Description</b>	Sent message using SMS Relay.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery**

No actions are required

**2553 – SMS Billing Day Send Failure**

<b>Message</b>	SMS: Unable to send SMS to <i>{user id}</i> . Invalid Delivery Day <i>{delivery date calculated}</i> configured.
<b>Description</b>	This trace log message is triggered when a user configures an invalid delivery date in the policy action such as using 0 or a negative integer. This trace log message is also triggered if a configured smart string does not resolve to a positive integer.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery:**

Configure a valid billing date in the user profile. Configure the date as a smart string so that it will resolve to a valid day of month.

**2554 – SMS Send Delivery Date**

<b>Message</b>	SMS: Sending SMS <i>{SMS content}</i> to user <i>{user id}</i> on Delivery Date <i>{Calculated delivery date}</i> .
<b>Description</b>	This trace log is triggered when an SMS is sent successfully on the scheduled delivery date. The purpose of this log is to display the date on which an SMS is going to be delivered to the end user.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery:**

No action required.

**2555 – SMS Send Error**

<b>Message</b>	SMS: Error sending SMS to <i>{sub id}</i> using SMS Relay defined at <i>{ip address}</i> # Message: <i>{msg contents}</i>
<b>Description</b>	An error occurred when sending SMS using defined SMS Relay.

<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery**

No actions are required

**2556 – SMS Send Failure**

<b>Message</b>	SMS: Unable to send SMS to <i>{sub id}</i> using SMS Relay defined at <i>{ip address}</i>
<b>Description</b>	Unable to send SMS using defined SMS Relay.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery**

No actions are required

**2557 – SMS Failure No MSISDN**

<b>Message</b>	SMS: Unable to send SMS to <i>{sub id}</i> . User's MSISDN could not be found.
<b>Description</b>	Unable to send SMS because user's MSISDN not found.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMS

**Recovery**

No actions are required.

**2558 – SMS Connection Established To SMSC**

<b>Message</b>	SMS: Connection established to SMSC <i>{ip address}</i>
<b>Description</b>	This trace log is triggered when a connection is established to the SMSC.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMPP
<b>Recovery</b>	No actions are required.

**2559 – SMSR SMSC Conn Closed**

<b>Message</b>	SMS:Connection has been closed to SMSC <i>{ip address}</i>
<b>Description</b>	The connection to the SMSC is lost.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMPP
<b>Recovery</b>	No actions are required.

**2560 – Email Not Enabled Info | Warn**

<b>Message</b>	SMTP: SMTP functionality is not enabled to send message. <i>{0}</i>
<b>Description</b>	SMTP functionality is not enabled to send message.
<b>Severity</b>	Info, Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	MPE
<b>Group</b>	SMTP

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**2561 – Email Config Endpoint**

<b>Message</b>	SMTP: Configured endpoint: <i>{ip address:port num/path/service name}</i>
<b>Description</b>	The SMTP endpoint was configured.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMTP

**Recovery**

No action required.

**2562 – Email Send Success**

<b>Message</b>	SMTP:Sent to id: <i>{sub id}</i> using SMS Relay defined at <i>{ip address:port num/path/service}# Subject:{msg subj}</i>
<b>Description</b>	SMTP sent an email successfully to the specified subscriber using the indicated SMS Relay endpoint.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMTP

**Recovery**

No action required.

**2563 – Email Send Error**

<b>Message</b>	SMTP: Error sending SMTP message to <i>{sub id}</i> using SMS Relay defined at <i>{ip address:port num/path/service name}</i> # Subject: <i>{msg subj}</i> # Message: <i>{msg contents}</i>
<b>Description</b>	An error occurred while sending an email to the specified subscriber using the indicated SMS Relay endpoint. The email subject and contents are detailed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMTP

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**2564 – Email Send Failure**

<b>Message</b>	SMTP: Unable to send SMTP message to <i>{sub id}</i> using SMS Relay defined at <i>{ip address:port num/path/service name}</i>
<b>Description</b>	Unable to send email using the defined SMS Relay endpoint.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMTP

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**2565 – SMSR SMTP Conn Closed**

<b>Message</b>	SMTP: Connection to MTA was closed.
<b>Description</b>	The connection to the MTA was lost.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	Yes – 72565
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMTP
<b>Recovery</b>	
	No actions are required.

**2566 – SMTP Connection Established | Warn**

<b>Message</b>	SMTP: Connection established to MTA <i>{ip address}</i>
<b>Description</b>	A connection to the MTA was established.
<b>Severity</b>	Info, Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMTP
<b>Recovery</b>	
	No actions are required.

**2567 – SMTP Connection Error**

<b>Message</b>	SMTP: Error attempting to establish a new connection to <i>{ip address}</i> . Error: <i>{error msg}</i>
<b>Description</b>	A connection to the specified MTA could not be established.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMTP
<b>Recovery</b>	
	No actions are required.

**2568 – HTTP Connection Established**

<b>Message</b>	Policy Notification: Connection established to server <i>{URL}</i>
<b>Description</b>	A connection established from the SMSR to a configured destination.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	HTTP
<b>Recovery</b>	No action required.

**2569 – HTTP Connection Error | SMSR HTTP Conn Closed**

<b>Message</b>	Policy Notification: Error attempting to establish a new connection to <i>{URL}</i> . Policy Notification: Lost connection with destination <i>{iURL}</i>
<b>Description</b>	A connection between the SMSR and the configured destination was closed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	HTTP
<b>Recovery</b>	<ol style="list-style-type: none"> <li>1. Check the network connectivity between SMSR and configured destination.</li> <li>2. Check configured URL.</li> </ol>

**2570 – HTTP Queue Clear Size Reached**

<b>Message</b>	Notification queue is at <i>{#}</i> % capacity
<b>Description</b>	Warning to indicate that notifications are backing up because of connection or latency problems.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes, 72549
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	HTTP

**Recovery**

Check the network connectivity between the SMSR and configured destination or check for heavy traffic between the SMSR and configured destination.

**2571 – Generic Notification Send Error**

<b>Message</b>	Policy Notification: Error sending Notification to {#} Message:{#}
<b>Description</b>	An error to indicate that the notification message was unable to be sent from the MPE to the SMSR.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	HTTP

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**2611 – MSR Receive Notification**

<b>Message</b>	MSR: Received notification: {msg}
<b>Description</b>	The specified notification was received from the MSR about a subscriber profile change.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MSR

**Recovery**

No actions are required.

## 2700 – Binding Created

<b>Message</b>	DRA: Binding Created for subscriber <i>{sub id}</i> with server identity <i>{device name}</i>
<b>Description</b>	A new DRA binding was created and an MRA device was selected for the subscriber's sessions.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA
<b>Recovery</b>	

No actions are required.

## 2701 – Binding Released

<b>Message</b>	DRA: Binding Released for subscriber <i>{sub id}</i> with server identity <i>{device name}</i>
<b>Description</b>	A DRA binding was released between the named subscriber and MRA device because the subscriber's last session was terminated.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA
<b>Recovery</b>	

No actions are required.

## 2702 – Binding Found

<b>Message</b>	DRA: Binding Found for subscriber <i>{sub id}</i> with server identity <i>{device name}</i>
<b>Description</b>	An existing binding was found (and possibly updated) between the specified subscriber and MRA device.

<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA

**Recovery**

No actions are required.

**2703 - Binding Not Found**

<b>Message</b>	DRA: Binding NOT found for subscriber <i>{sub id}</i>
<b>Description</b>	The MRA device did not find binding information for the named subscriber and has to either query another MRA device or respond to a requesting MRA device.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA

**Recovery**

No actions are required.

**2704 - Binding Release Task**

<b>Message</b>	DRA: Binding Release Task <i>{STARTED   COMPLETED   ABORTED}</i> Total time : <i>{1}{2}</i>
<b>Description</b>	A binding release task has either started, completed, or aborted.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA

**Recovery**

No actions are required.

## 2705 – Duplicate Bindings

<b>Message</b>	DRA: Duplicate bindings have been detected for <i>{sub id list}</i> on <i>{device list}</i>
<b>Description</b>	Duplicate bindings have been found for the list of subscribers on the list of MRA devices.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA
<b>Recovery</b>	

No actions are required.

## 2706 – Suspect Cleanup Start

<b>Message</b>	DRA: Binding cleanup task has been started
<b>Description</b>	Indicates that the cleanup task to look for stale sessions and suspect bindings has started or is currently running.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA
<b>Recovery</b>	

No actions are required.

## 2707 – Suspect Cleanup Finished

<b>Message</b>	DRA: Binding cleanup task is finished and processed <i>{num}</i> stale bindings, <i>{num}</i> duplicate bindings, and <i>{num}</i> stale sessions
<b>Description</b>	Indicates that the cleanup task to look for stale sessions and suspect bindings has finished.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA

**Recovery:**

No actions are required.

**2708 – DRA Cleanup Task Finished Iter**

<b>Message</b>	DRA: Binding Finished iterating the database
<b>Description</b>	Indicates the cleanup task is now finished for its current cycle, and displays the number of stale bindings, duplicate bindings, and stale sessions detected.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	MRA

**Recovery**

No actions are required.

**2710 – RADIUS Cleanup | RADIUS Server Stop**

<b>Message</b>	RADIUS: Clean up task finished. Cleaned up <i>{num}</i> sessions of <i>{1}</i> in <i>{time}</i> seconds. RADIUS: Stopping communication for port <i>{port num}</i>
<b>Description</b>	
<b>Severity</b>	Info, Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS

**Recovery:**

No actions are required

**2711 – RADIUS Cleanup Failed**

<b>Message</b>	RADIUS: Failed to cleanup session <i>{sess id}</i> from BNG <i>{ip address}</i> .
<b>Description</b>	RADIUS failed to cleanup session.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS
<b>Recovery</b>	No actions are required

**2712 – RADIUS Cleanup Started**

<b>Message</b>	RADIUS: Clean up task started at <i>{mm/dd/yy hh:mm AM   PM}</i> .
<b>Description</b>	The RADIUS cleanup task started at the specified day and time.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS
<b>Recovery</b>	No actions are required

**2713 – RADIUS Rejected On TDF Failure | RADIUS Send Failure**

<b>Message</b>	RADIUS: Rejecting request <i>{0}</i> as TDF <i>{1}</i> reported error or timed out. RADIUS: Failed to send <i>{0}</i> / <i>{1}</i> [ <i>{2}</i> / <i>{3}</i> ] from <i>{4}</i> <i>{5}</i>
<b>Description</b>	RADIUS rejected a request because TDF reported an error or the request timed out. RADIUS failed to send the specified message from the specified device.

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS

**Recovery**

No actions are required

**2720 – Mapping Cleanup Start**

<b>Message</b>	DRA: Mapping cleanup task has been started
<b>Description</b>	The Mapping cleanup task has started.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DRA

**Recovery**

No actions are required

**2721 – Mapping Cleanup Finished**

<b>Message</b>	DRA: Mapping cleanup task is finished and processed <i>{num}</i> stale mappings
<b>Description</b>	The Mapping cleanup task is finished and processed the indicated number of stale mappings.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	DRA

**Recovery**

No actions are required

**2900 – ADMISSION Protocol Busy Event**

<b>Message</b>	ADMISSION: System is in busy state : {0}
<b>Description</b>	The current system load is evaluated by an admission controller as exceeding admission criteria thresholds.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Load Admission

**Recovery**

Typically, this condition returns to normal state. If it persists, contact [My Oracle Support \(MOS\)](#).

**2901 – ADMISSION Protocol Clear Event**

<b>Message</b>	ADMISSION: System is in normal state : {0}
<b>Description</b>	The current system load is below clearing admission criteria thresholds and stability timeout is exceeded.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Load Admission

**Recovery**

No actions are required.

**2902 – ADMISSION Component Busy Event**

<b>Message</b>	ADMISSION: {3}: Resource {res name} : new condition {1} of the criteria {threshold}
<b>Description</b>	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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Load Admission

**Recovery**

Typically, this condition returns to normal state. If it persists, contact [My Oracle Support \(MOS\)](#).

**2903 – ADMISSION Component Clear Event**

<b>Message</b>	ADMISSION: {3}: Resource {res name} : new condition {1} of the criteria {threshold}
<b>Description</b>	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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE, MRA
<b>Group</b>	Load Admission

**Recovery**

No actions are required.

**2904 – Diameter Too Busy Set | Clear**

<b>Message</b>	ADMISSION: {0} is in a {1} state
<b>Description</b>	Diameter/RADIUS protocol is in a busy state.
<b>Severity</b>	Warning Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE, MRA
<b>Group</b>	Load Admission

**Recovery**

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

**2905 – RADIUS Too Busy | Clear**

<b>Message</b>	ADMISSION: {0} is in a {1} state
<b>Description</b>	Diameter/RADIUS protocol is in a normal state.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE, MRA
<b>Group</b>	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**

<b>Message</b>	The trace log has throttled <i>{num}</i> messages in the past <i>{time}</i> seconds
<b>Description</b>	Messages are throttled when the message rate is above the configured rate of 10 per second (the default value).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	N/A

**Recovery**

No actions are required.

**3100 – Cert Interval Days**

<b>Message</b>	Certificate Interval less than or equal to zero. SubjectDN name "{0}". Days: {1}
<b>Description</b>	The SSL certificate specified will expire in 1 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.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	Certificate Monitor

**Recovery**

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

**3101 – Cert Interval**

<b>Message</b>	Certificate Interval less than or equal to zero. SubjectDN name "{0}".
<b>Description</b>	The certificate interval is less than or equal to zero.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	Certificate Monitor

**Recovery**

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

**4000 – Policy Critical Alarm | Clear**

<b>Message</b>	Critical Action Alarm: {0}, of policy "{name}" with ID - {sub id}
<b>Description</b>	Arbitrary alarm whose cause (and resolution) depends on the policy definition.
<b>Severity</b>	Critical Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes

<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	Load Admission

**Recovery**

Recovery is based on each individual case.

**4001 – Policy Major Alarm | Clear**

<b>Message</b>	Major Action Alarm: <i>{0}</i> , of policy " <i>{name}</i> " with ID - <i>{sub id}</i>
<b>Description</b>	Arbitrary alarm whose cause (and resolution) depends on the policy definition.
<b>Severity</b>	Error Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	Load Admission

**Recovery**

Recovery is based on each individual case.

**4002 – Policy Minor Alarm | Clear**

<b>Message</b>	Minor Action Alarm: <i>{0}</i> , of policy " <i>{name}</i> " with ID - <i>{sub id}</i>
<b>Description</b>	Arbitrary alarm whose cause (and resolution) depends on the policy definition.
<b>Severity</b>	Warning Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	Load Admission

**Recovery**

Recovery is based on each individual case.

**4048 – PCMM Unknown GateID**

<b>Message</b>	PCMM: Protocol error - unknown gate id. Gate Id: <i>{gate id}</i>
<b>Description</b>	A PCMM message was received with a Gate ID that does not correspond to any session in the MPE database.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**4063 – NAC Session Context Format Error**

<b>Message</b>	CAC: Session context format error for session <i>{sess id}</i> - removing
<b>Description</b>	The MPE device encountered a session context format error for the specified session and removed the session.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**4069 – CAC Remove Fail**

<b>Message</b>	CAC: Attempt to remove non-existent session ID <i>{0}</i> failed
<b>Description</b>	The VoD server attempted to release a session that no longer exists (or never existed).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	MPE
<b>Group</b>	CAC

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**4080 – NAC Session Lookup Fail**

<b>Message</b>	CAC: Error locating session in CAC database: {error msg}
<b>Description</b>	There was a problem reading the session database.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC

**Recovery**

If problem persists, contact [My Oracle Support \(MOS\)](#).

**4143 – CAC DB Write Fail**

<b>Message</b>	CAC: Exception while writing session database.
<b>Description</b>	This is an internal configuration error.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC

**Recovery**

If problem persists, contact [My Oracle Support \(MOS\)](#).

**4154 – NAC VOD Server Activate**

<b>Message</b>	NAC: VOD Server Activate.
<b>Description</b>	The VoD server is now active.
<b>Severity</b>	Info

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC

**Recovery**

If problem persists, contact [My Oracle Support \(MOS\)](#).

**4155 – NAC VOD Server Deactivate**

<b>Message</b>	NAC:VOD Server Deactivate
<b>Description</b>	The VoD Server is now inactive.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC

**Recovery**

If problem persists, contact [My Oracle Support \(MOS\)](#).

**4156 – PCMM Unknown**

<b>Message</b>	PCMM: Protocol error - unknown. Gate Id: <i>{gate id}</i> ; Error Code: <i>{code}</i>
<b>Description</b>	There was an internal error while releasing resources.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC

**Recovery**

If problem persists, contact [My Oracle Support \(MOS\)](#).

**4157 – PCMM Protocol Error**

<b>Message</b>	PCMM: Protocol error. Gate Id: <i>{gate id}</i>
<b>Description</b>	PCMM encountered a protocol error from the specified gate ID.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Recovery</b>	If problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**4208 – CAC Dupe Session Status**

<b>Message</b>	CAC: <i>{0}</i> reserve of duplicate session <i>{1}</i> on <i>{2}</i> complete: status <i>{3}</i> , duration <i>{time}</i> ms
<b>Description</b>	A session with a duplicate ID was successfully reserved.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Recovery</b>	No action required.

**4300 - RC Conn Lost**

<b>Message</b>	Rc <i>{ip address}</i> Unreachable
<b>Description</b>	The CMP-to-MPE connection has failed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes

<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	
	Policy execution INFO trace log

**4301 - RC Conn Restore**

<b>Message</b>	Rc <i>{ip address}</i> Reachable
<b>Description</b>	The CMP-to-MPE connection has been restored.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	CMP, DC
<b>Group</b>	Load Admission
<b>Recovery</b>	
	Policy execution INFO trace log

**4302 – RC Unreachable**

<b>Message</b>	Rc <i>{ip address}</i> Unreachable - Operation: <i>{operation}</i>
<b>Description</b>	The CMP-to-MPE connection failed during the specified operation.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	
	1. Policy execution INFO trace log.
	2. If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**4303 – RC Log Download Fail**

<b>Message</b>	Can not download log file from Rc <i>{ip address}</i>
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<b>Description</b>	Cannot download log file from Rc.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

#### 4550 – Policy Info

<b>Message</b>	Policy Trace {0}: {policy name}
<b>Description</b>	Policy generated Info level Trace Log notification.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	

Policy execution INFO trace log

#### 4551 – Policy Warn

<b>Message</b>	Policy Trace {0}: {policy name}
<b>Description</b>	Policy generated WARNING level Trace Log notification.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	

Policy execution WARN trace log

**4552 – Policy Debug**

<b>Message</b>	Policy Trace {0}: {policy name}
<b>Description</b>	Policy generated Debug level Trace Log notification.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	
	Policy execution DEBUG trace log

**4560 – Policy Trace Action Emergency**

<b>Message</b>	Policy Action Trace: {policy notification}
<b>Description</b>	Policy Action generated Emergency Trace Log notification.
<b>Severity</b>	Emergency
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	
	Policy generated trace log EMERGENCY action

**4561 – Policy Trace Action Alert**

<b>Message</b>	Policy Action Trace: {policy notification}
<b>Description</b>	Policy Action generated Alert Trace Log notification.
<b>Severity</b>	Alert
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission

**Recovery**

Policy generated trace log ALERT action

**4562 – Policy Trace Action Critical**

<b>Message</b>	Policy Action Trace: <i>{policy notification}</i>
<b>Description</b>	Policy Action generated Critical Trace Log notification.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission

**Recovery**

Policy generated trace log CRITICAL action

**4563 – Policy Trace Action Error**

<b>Message</b>	Policy Action Trace: <i>{policy notification}</i>
<b>Description</b>	Policy Action generated Error Trace Log notification.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission

**Recovery**

Policy generated trace log ERROR action

**4564 – Policy Trace Action Warning**

<b>Message</b>	Policy Action Trace: <i>{policy notification}</i>
<b>Description</b>	Policy Action generated Warning Trace Log notification.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	
	Policy generated trace log WARNING action

**4565 – Policy Trace Action Notice**

<b>Message</b>	Policy Action Trace: <i>{policy notification}</i>
<b>Description</b>	Policy Action generated Notice Trace Log notification.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	
	Policy generated trace log NOTICE action

**4566 – Policy Trace Action Info**

<b>Message</b>	Policy Action Trace: <i>{policy notification}</i>
<b>Description</b>	Policy Action generated Info Trace Log notification.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission
<b>Recovery</b>	
	Policy generated trace log INFO action

**4567 – Policy Trace Action Debug**

<b>Message</b>	Policy Action Trace: <i>{policy notification}</i>
<b>Description</b>	Policy Action generated Debug Trace Log notification.

<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Load Admission

**Recovery**

Policy generated trace log DEBUG action

**4600 – Secondary Connection Rejected**

<b>Message</b>	A Secondary connection from <i>{ip address}</i> has been rejected because a Primary connection is already established.
<b>Description</b>	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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE, MRA
<b>Group</b>	Georedundancy

**Recovery**

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

**4601 – Secondary Connection Reverted**

<b>Message</b>	A Secondary connection from <i>{ip address}</i> has been disconnected because a Primary connection has been established.
<b>Description</b>	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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes

<b>Trap</b>	Yes
<b>Server</b>	MPE, MRA
<b>Group</b>	Georedundancy

**Recovery**

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

**4610 – SH Connection OPT**

<b>Message</b>	<i>{0} # {1}</i>
<b>Description</b>	The CMP server performed a global operation to enable (or disable) Sh on all MPE devices with the results specified (MPE devices for which it was successful are listed; MPE devices for which the operation failed are also listed).
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	SH

**Recovery**

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

**4700 – UME CMD Return Msg**

<b>Message</b>	Upgrade Manager: execute command <i>{cmd}</i> <i>{msg}</i>
<b>Description</b>	Upgrade Manager executes command on remote server and gets the return message, then generates the Info Trace Log notification.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	Upgrade

**Recovery**

No action required.

#### 4701 – Diam Msg Send Failed

<b>Message</b>	Diameter: Unable to send msg as peer seems to be disconnected: {peer id}
<b>Description</b>	Diameter unable to send message because peer node seems to be disconnected.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	Upgrade
<b>Recovery</b>	No action required.

#### 6000 – Sync Log | Wireline Subact Log

<b>Message</b>	{log}
<b>Description</b>	The log describes the subscriber account information which can be associated to the VoD reserve, release, etc.
<b>Severity</b>	Emergency
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MPE
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

#### 6001 – Subact Log | Wireline Sync Log

<b>Message</b>	{0} {1} {log}
<b>Description</b>	The log describes the synchronized information of the synchronization sessions.

<b>Severity</b>	Emergency
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	MPE

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6102 – State Sync Mgr Endpoint**

<b>Message</b>	Gx-Plus: Learnt new endpoint <i>{ip address}, {sess id}</i> from gateway <i>{gw ip address}</i>
<b>Description</b>	The PCRF has learned a new subscriber endpoint with the specified session ID from the gateway. The <i>gw ip address</i> 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 returned.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1756

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6103 – VOD Terminate CAC Session**

<b>Message</b>	VOD: Terminate CAC Session. Server Type: <i>{0}</i> ; Ip: <i>{ip address}</i> ; Id: <i>{id}</i>
<b>Description</b>	This is an internal configuration error. <b>Note:</b> Supersedes event 4068.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

Trap	No
Server	MPE
Group	CAC
Deprecated ID	4201

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6105 – PCMM XML Syntax Error**

Message	Incorrect XML syntax in PCMM services file <i>{error msg}#{file name}</i>
Description	BoD received an error message from file name.
Severity	Error
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	PCMM

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6200 – NAC Abnormal Session Delete**

Message	NAC: Abnormal delete of session. <i>{sess id}</i> , Reason Code: <i>{code}</i> , Text: <i>{msg}</i> .
Description	Session deleted abnormally. An element-level statistic in the MPE device tracks total normal disconnects per network element. The CMP server retrieves this statistic as part of the current call for network element statistics using the OM Stats Task.
Severity	Warning
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	NAC
Deprecated ID	1314

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

## 6201 – NAC Normal Session Delete

<b>Message</b>	NAC: Normal delete of session. <i>{sess detail}</i> .
<b>Description</b>	The session is deleted normally. The <i>sess detail</i> 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 device tracks total normal disconnects per network element. The CMP server retrieves this stat as part of the current call for network element stats using the OM Stats Task.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	1315
<b>Recovery</b>	No action required.

## 6202 – NAC Allow Session

<b>Message</b>	NAC: Allowed session. <i>{sess detail}</i> .
<b>Description</b>	The MPE device allowed the session. Upon completion of each session request (blocked or allowed) from the VoD server, the MPE device 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, and full network path.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	1316
<b>Recovery</b>	No action required.

**6203 – NAC Reject No Path**

<b>Message</b>	NAC: Rejecting <i>{msg type}</i> - no path available from <i>{sub ip address}</i> to <i>{server ip address}</i>
<b>Description</b>	A request was received but there was no provisioned path that could be used to satisfy the endpoints in the request.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	1320

**Recovery**

1. Check the specified subscriber IP address and Server IP address 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 device in the CMP server.

**6204 – NAC Reject Sub**

<b>Message</b>	NAC: Rejecting <i>{msg type}</i> - subscriber with address <i>{sub ip address}</i> is unknown (session ID <i>{vod id}</i> )
<b>Description</b>	A subscriber without an associated account requested a VoD session. The session request was denied.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	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 of the network element in the account is a B-RAS that is associated with the MPE device in the CMP server.

**6205 – NAC Allow Sub**

<b>Message</b>	NAC: Allowing <i>{msg type}</i> - subscriber with unknown address <i>{sub ip address}</i> (session ID <i>{vod id}</i> )
<b>Description</b>	A subscriber without an associated account requested a VoD session. The session request was allowed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	1322

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6206 – NAC Missing Sub Account**

<b>Message</b>	NAC: No account information for subscriber <i>{sub ip address}</i> (session ID <i>{vod id}</i> )
<b>Description</b>	A subscriber with dynamic IP address and without an associated account requested a VoD session. The session request was denied.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	1323

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6207 – NAC Unknown Sub**

<b>Message</b>	NAC: Subscriber with address <i>{sub ip address}</i> is unknown (session ID <i>{vod id}</i> )
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<b>Description</b>	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.  <b>Note:</b> If event 1324 is generated, either event 1321 or 1322 is also generated.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	1324
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

## 6208 – NAC Policy Reject

<b>Message</b>	NAC: Rejecting {msg type} - Rejected by policy "{name}"
<b>Description</b>	The specified message was rejected by the specified policy rule.  <b>Note:</b> The MPE device returns a numeric code specified as part of a reject action to the VoD server. The reject code is configured on the CMP server 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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	1350
<b>Recovery</b>	<ol style="list-style-type: none"> <li>1. Check the policy rule and the contents of the message to make sure it is operating as expected.</li> <li>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.</li> </ol>

**6209 – NAC Static Dynamic Defn**

<b>Message</b>	NAC: Both static and dynamic definitions for subscriber IP address <i>{sub ip address}</i> , using <i>{dynamic}</i> definition
<b>Description</b>	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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID</b>	1351

**Recovery**

Either remove the static IP definition or configure the subscriber on the BRAS to have a static IP address.

**6210 – NAC Reject No Endpoint**

<b>Message</b>	NAC: Could not find BRAS endpoint <i>{endpoint}</i> in path <i>{path}</i> - rejecting
<b>Description</b>	An IP subnet pool is improperly associated with a network element (for example, subnet 10.1.x.x is associated with NE1, but NE2 has assigned a subscriber in the same range.)
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	NAC
<b>Deprecated ID:</b>	1352

**Recovery**

Ensure that the IP subnet ranges do not overlap on the network elements.

**6211 – IP Already Static**

<b>Message</b>	COPS-PR: Declared an IP address ( <i>{ip address}</i> ) already defined as static in account <i>{account id}</i>
<b>Description</b>	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.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	BRAS
<b>Deprecated ID</b>	1370

**Recovery**

Either remove the static IP definition or configure the subscriber on the BRAS to have a static IP address.

**6400 – BRAS Extension**

<b>Message</b>	BRAS: Extension - Remote Address: <i>{ip address}</i> ; old size: <i>{x}</i> ; new size: <i>{y}</i>
<b>Description</b>	The transmit buffer has extended from <i>x</i> to <i>y</i> . The <i>ip address</i> refers to the remote ERX's IP address learned from the COPS socket connection.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	BRAS
<b>Deprecated ID</b>	1740

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6401 – BRAS Contraction**

<b>Message</b>	BRAS: Contraction - Remote Address: <i>{ip address}</i> ; old size: <i>{x}</i> ; new size: <i>{y}</i>
<b>Description</b>	The transmit buffer has decreased from <i>x</i> to <i>y</i> . The <i>ip address</i> refers to the ERX's IP address learned from COPS socket connection.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	BRAS
<b>Deprecated ID</b>	1741

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6402 – BRAS Overflow**

<b>Message</b>	BRAS: Overflow. Remote address: <i>{ip address}</i> ; needed: <i>{x}</i> ; remaining: <i>{y}</i>
<b>Description</b>	The transmit buffer size for the remote endpoint at IP address needed <i>x</i> bytes but only had <i>y</i> bytes available.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	BRAS
<b>Deprecated ID</b>	1742

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6403 – COPS Connection Accepted**

<b>Message</b>	COPS-PR: Connection accepted from gateway IP: <i>{ip address}</i> , port: <i>{port num}</i>
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<b>Description</b>	A new COPS-PR connection was accepted from the specified gateway. The <i>ip-address</i> refers to the remote ERX's IP address learned from the COPS socket connection, and <i>port num</i> refers to the port number.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1701

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6404 – BRAS Connection Closed | Clear**

<b>Message</b>	COPS-PR: Lost connection with gateway <i>{gw id}</i>
<b>Description</b>	The MPE device lost a connection from the gateway. The <i>gw id</i> refers to the remote ERX's IP address learned from the COPS socket connection.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	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 Unknown Gateway | Clear**

<b>Message</b>	COPS-PR: Rejecting OPN message from <i>{ip address}</i> . Unknown gateway
<b>Description</b>	An unknown gateway is trying to establish a COPS-PR connection to the MPE device. The <i>ip address</i> refers to the remote ERX's IP address learned from the COPS socket connection, if it's retrieved. Otherwise, "unknown address" is returned.

<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1703

**Recovery**

1. Check the configuration of the network elements in the CMP server. There should be a B-RAS network element for this gateway and that B-RAS must be associated with this MPE device.
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 server must match the provisioned router name on the gateway.

**6406 – BRAS Conn Closed**

<b>Message</b>	COPS-PR: BRAS IP:{ <i>ip address</i> }, port:{ <i>num</i> } no longer associated with this MPE. Closing connection
<b>Description</b>	BRAS is no longer connected with this MPE device and the connection is being closed.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1704

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6407 – BRAS Handle OPN**

<b>Message</b>	COPS-PR: Received { <i>msg type</i> } from { <i>gw id</i> }
<b>Description</b>	The specified message type was received from the specified gateway. The <i>gw id</i> refers to the remote ERX's IP address learned from the COPS socket connection.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1711
<b>Recovery</b>	
	No action required.

### 6408 – BRAS Send Dec Debug

<b>Message</b>	BRAS: Send DEC. DEC: <i>{msg type}</i> ; Remote address: <i>{gw id}</i>
<b>Description</b>	The specified message type was sent to the specified gateway. The <i>gw id</i> refers the ERX's IP address learned from COPS socket connection.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1712
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 6409 – BRAS Send SSQ

<b>Message</b>	BRAS: Send SSQ. Remote address: <i>{gw ip}</i>
<b>Description</b>	The MPE is starting full state synchronization with the specified gateway.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1713

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6410 – BRAS State Sync Complete**

<b>Message</b>	BRAS: State sync complete. Remote address: <i>{gw ip}</i>
<b>Description</b>	The MPE synchronization with the specified gateway has completed
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1714

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6411 – BRAS Endpoint**

<b>Message</b>	BRAS: Endpoint - Ip Addr: <i>{ip address}</i> ; Sub Id: <i>{sub id}</i> ; Router Addr: <i>{ip address}</i>
<b>Description</b>	The MPE has learned a new endpoint from the specified gateway.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1715

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6412 – BRAS Handle DRQ Msg**

<b>Message</b>	BRAS: DRQ Message - Sub Ip Addr: <i>{sub ip address}</i> ; Sub Id: <i>{sub id}</i> ; Router Addr: <i>{gw ip}</i>
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<b>Description</b>	The MPE device deleted the endpoint <i>sub ip addresss, sub-id</i> after the ERX device at <i>gw ip</i> sent a DRQ message.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1716
<b>Recovery</b>	
	No action required.

### 6413 – NAC Stale BRAS Endpoint

<b>Message</b>	NAC: Stale BRAS Endpoint. Ip: <i>{ip address}</i> ; Sub Id: <i>{sub id}</i> ; BRAS Addr: <i>{gw ip}</i>
<b>Description</b>	The MPE device deleted an endpoint <i>ip address, sub id</i> as stale.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1717
<b>Recovery</b>	
	No action required.

### 6414 – BRAS Send DEC

<b>Message</b>	COPS-PR: Send DEC. Gw name: <i>{gw ip}</i> ; Local addr: <i>{mpe ip}</i>
<b>Description</b>	The ERX <i>gw ip</i> requests fast synchronization with Policy Server <i>mpe ip</i> .
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1722
<b>Recovery</b>	
	No action required.

## 6415 – Update Session

<b>Message</b>	Handling update. Session Id: <i>{sess id}</i> ; Subscriber Id: <i>{sub id}</i> Router Address: <i>{gw ip}</i>
<b>Description</b>	The MPE device received a credit control request for an initial request (CCR-I) with session ID <i>sess id</i> and subscriber <i>sub id</i> from the gateway <i>gw ip</i> . The <i>gw ip</i> 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 returned.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1750
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

## 6416 – Handle Delete

<b>Message</b>	Handling delete. Session Id: <i>{sess id}</i> ; Router Address: <i>{gw ip}</i>
<b>Description</b>	The gateway <i>gw ip</i> 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. The <i>gw ip</i> 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 returned.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1751
<b>Recovery</b>	No action required.

### 6417 – Handle Ack

<b>Message</b>	Handling ack. Endpoint Ip: <i>{ip address}</i> ; Gx Subscriber Id: <i>{sub id}</i> ; Router Address: <i>{gw ip}</i>
<b>Description</b>	The PCRF has learned of a new subscriber endpoint with <i>ip address</i> and subscriber <i>sub id</i> from the gateway <i>gw ip</i> .
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1756
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 6418 – State Sync Mgr Sync Start

<b>Message</b>	Gx-Plus: Start state synchronization with gateway <i>{gw ip}</i>
<b>Description</b>	The gateway <i>gw ip</i> starts a state synchronization with the MPE device. The <i>gw ip</i> 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.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1763
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 6419 – State Sync Mgr Gateway

<b>Message</b>	Gx-Plus: State synchronization with gateway <i>{gw ip}</i> has completed
<b>Description</b>	This event signals the completion of state synchronization between the gateway <i>gw ip</i> and the MPE device. The <i>gw ip</i> 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 returned.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1764

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 6420 – State Sync Mgr Cold Reboot

<b>Message</b>	Gx-Plus: Drop all the bras endpoints and diameter sessions because of cold reboot from gateway <i>{gw ip}</i>
<b>Description</b>	When the MPE device receives a JSER from the GWR indicating a cold boot event, it purges all the sessions that were created by requests from the gateway <i>gw ip</i> . The <i>gw ip</i> 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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1765

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6421 – Handle Delete Subscriber**

<b>Message</b>	Handling delete. Endpoint Ip: <i>{ip address}</i> ; Gx Subscriber Id: <i>{sub id}</i> ; Router Address: <i>{gw ip}</i>
<b>Description</b>	This event is generated when an endpoint is deleted from the MPE database upon successfully processing a CCR-T message from the gateway <i>gw ip</i> . The <i>gw ip</i> 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 returned.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1766
<b>Recovery</b>	No action required.

**6422 – State Sync Mgr Delete Stale**

<b>Message</b>	Gx-Plus: Deleting stale entry for IP <i>{ip address}</i> , <i>{1}</i> from gateway <i>{gw ip}</i>
<b>Description</b>	Once the state synchronization is complete or upon receiving a discovery request, the MPE device performs a scrub operation, by which it deletes all the subscriber information for the gateway <i>gw ip</i> , which was not reported by the gateway in the JSDA messages. This removes stale entries from the MPE databases. The <i>gw ip</i> refers to the GX-MX's IP address the from the session logon.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1767
<b>Recovery</b>	No action required.

**6423 – State Sync Mgr Warn Reboot**

<b>Message</b>	Gx-Plus: Received warm reboot message from gateway <i>{gw ip}</i>
<b>Description</b>	When the gateway is warm-booted, the gateway <i>gw ip</i> sends a JSER to indicate a warm boot event. The <i>gw ip</i> 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
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1768

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6424 – State Sync Mgr AYT**

<b>Message</b>	Gx-Plus: Received AYT message from gateway <i>{gw ip}</i>
<b>Description</b>	The AYT (are you there) event is a ping request from the gateway for the state synchronization application.  This event occurs when the router received no receives no response from the MPE device. This can be caused by a broken connection, a MPE device failover, or a router cold boot. The appearance of this event implies the connection between the router and the MPE device has been recovered. The <i>gw ip</i> refers to the GX-MX's Host Name / IP Address configured in the Network Elements tab, if it is set. Otherwise, it is empty.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID</b>	1769

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**6425 – State Sync Mgr AWD**

<b>Message</b>	Gx-Plus: Received AWD message from gateway <i>{gw ip}</i>
<b>Description</b>	This is the application watchdog event generated by the gateway <i>gw ip</i> for the state synchronization application. The <i>gw ip</i> 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.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Gx-Plus
<b>Deprecated ID:</b>	1770
<b>Recovery</b>	No action required.

**6426 – BRAS Drop**

<b>Message</b>	COPS-PR: Dropping <i>{msg type}</i> from <i>{gw ip}</i> - <i>{reason}</i>
<b>Description</b>	There was a protocol error while processing the specified COPS-PR message from the specified gateway. The <i>reason</i> provides a more detailed description of the specific protocol error that occurred.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR
<b>Deprecated ID</b>	1721
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**6427 – BRAS Scrubber Logout**

<b>Message</b>	BRAS: Scrubber logout - Ip Addr: <i>{sub ip address}</i> ; Sub Id: <i>{sub id}</i> ; Router Addr: <i>{ip address}</i>
<b>Description</b>	BRAS Scrubber Logout.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	COPS-PR

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7001 – CAC Session Create Error**

<b>Message</b>	CAC: Exception while recreating Tandberg session.
<b>Description</b>	An exception occurred in a VoD server.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4003

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7002 – CAC Sync Session Recreate**

<b>Message</b>	CAC: Recreating Tandberg session <i>{sess id}</i> due to sync operation with <i>{url}</i> .
<b>Description</b>	Session is being recreated because of synchronization operation with <i>url</i> .
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4004

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7003 – CAC Session Recreate Fail**

<b>Message</b>	CAC: Failed to recreate Tandberg session <i>{sd}</i> due to sync with <i>{url}</i> : code = <i>{code}</i> , desc = <i>{description}</i>
<b>Description</b>	Failed to recreate Tandberg session <i>sess id</i> due to synchronization with <i>url</i> .
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4005

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7010 – CAC Session ID List Read Error**

<b>Message</b>	CAC: Exception while reading local session ID list.
<b>Description</b>	This is an internal configuration error.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4065

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7011 – CAC Session Create Fail**

<b>Message</b>	CAC: Failed to create CAC session ID <i>{sess id}</i>
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<b>Description</b>	Could not create CAC Session ID. <b>Note:</b> Superseded by event 4200.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4066

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7013 – CAC Sync Error2**

<b>Message</b>	CAC: Exception while sync operation terminated CAC session ID <i>{sess id}</i> .
<b>Description</b>	This is an internal configuration error. <b>Note:</b> Superseded by event 4201.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4068

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7014 – CAC Remove Session Failed**

<b>Message</b>	CAC: Attempt to remove non-existent session ID <i>{sess id}</i> failed
<b>Description</b>	The VoD server attempted to release a session that no longer exists (or never existed).
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4069

**Recovery**

If problem persists, contact [My Oracle Support \(MOS\)](#).

**7015 – CAC Resource Release Fail**

<b>Message</b>	CAC: Failed to release resources for session ID <i>{sess id}</i>
<b>Description</b>	A gate could not be set from a rejected reserve request.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4070

**Recovery**

If problem persists, contact [My Oracle Support \(MOS\)](#).

**7019 – CAC Session Create**

<b>Message</b>	CAC: Created CAC session ID <i>{sess id}</i> due to request from VoD server at <i>{ip address}</i>
<b>Description</b>	The session ID was created successfully.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4096

**Recovery**

No action required.

**7023 – NAC VOD Server Sync**

<b>Message</b>	NAC: VOD Server Synchronization.
<b>Description</b>	The VOD server is synchronized.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4110

**Recovery**

No action required.

**7025 – NAC Handle Error**

<b>Message</b>	NAC: Handle Error. Code: <i>{code}</i> ; Subcode: <i>{subcode}</i>
<b>Description</b>	The MPE device received a VoD request, but the subscriber IP address cannot be found in the COPS-PR table
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4113

**Recovery**

Check your network configuration.

**7027 – NAC Send Error Reply**

<b>Message</b>	NAC: Send error reply. Session. <i>{sess id}</i> .
<b>Description</b>	This is an internal configuration error.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

Trap	No
Server	MPE
Group	CAC
Deprecated ID	4115

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7031 – Exception Writing Session**

Message	CAC: Exception while writing session database
Description	This is an internal configuration error.
Severity	Error
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	CAC
Deprecated ID	4143

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7032 – CAC Resource Error**

Message	CAC: Exception while reserving resources for {id}: {error msg}
Description	This is an internal configuration error.
Severity	Error
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	CAC
Deprecated ID	4144

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7034 – CAC Session Remove Sync Mismatch**

<b>Message</b>	CAC: Locally removing session <i>{sess id}</i> due to synchronization mismatch with <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i>
<b>Description</b>	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.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4172
<b>Recovery</b>	No action required.

**7035 – CAC Session Remove Sync Timeout**

<b>Message</b>	CAC: Locally removing session <i>{sess id}</i> due to synchronization timeout with <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i>
<b>Description</b>	Specified session removed due to a synchronization timeout with server with the given IP address.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4173
<b>Recovery</b>	No action required.

**7036 – CAC Sync Mismatch Session Removal**

<b>Message</b>	CAC: Requesting removal of session <i>{sess id}</i> from <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i> due to synchronization mismatch
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<b>Description</b>	Requesting removal of the specified session due to a synchronization mismatch with server with the given IP address.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4175
<b>Recovery</b>	
	No action required.

### 7038 – NAC VOD Synchronizer Activate

<b>Message</b>	CAC: This blade is now active
<b>Description</b>	This server is active.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4154
<b>Recovery</b>	
	No action required.

### 7039 – NAC VOD Synchronizer Deactivate

<b>Message</b>	CAC: This blade is now inactive. Canceling any synchronization in progress.
<b>Description</b>	Indicates the primary server has failed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE

<b>Group</b>	CAC
<b>Deprecated ID</b>	4155

**Recovery**

1. Failover to secondary server.
2. If problem persists, contact [My Oracle Support \(MOS\)](#).

**7047 – CAC Sync Start**

<b>Message</b>	CAC: Starting synchronization with <i>{ip address}</i>
<b>Description</b>	Synchronization is started between the MPE device and a VoD server. <b>Note:</b> Superseded by event 4205.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4164
<b>Recovery</b>	No action required.

**7048 – CAC Sync End**

<b>Message</b>	CAC: Synchronization with <i>{0}</i> complete. Status = <i>{True   False}</i>
<b>Description</b>	Synchronization is complete. If Status is True, the synchronization completed successfully. If Status is False, the synchronization was aborted after 20 minutes of retries. <b>Note:</b> Superseded by event 4206.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4165

**Recovery**

If synchronization continues to fail, contact [My Oracle Support \(MOS\)](#).

**7052 – CAC Resource Reserve Fail**

<b>Message</b>	CAC: Failed to reserve resources for <i>{sess id}</i>
<b>Description</b>	The request for resources for the session were denied.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4169

**Recovery**

If problem persists, contact [My Oracle Support \(MOS\)](#).

**7054 – CAC Dupe Session**

<b>Message</b>	CAC: Rejecting create of session ID <i>{sess id}</i> from server at <i>{ip address}</i> : duplicate session
<b>Description</b>	The creation of the specified session ID was rejected because of a duplicate session.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4177

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7055 – CAC Session Missing**

<b>Message</b>	CAC: Tandberg session ID <i>{sess id}</i> missing in session list on Tandberg server. Issuing specific query to <i>{ip address}</i>
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<b>Description</b>	Tandberg session ID missing in session list on Tandberg server. Issuing specific query to <i>url</i> .
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4178
<b>Recovery</b>	
	No action required.

### 7056 – CAC Session Missing Remove

<b>Message</b>	CAC: Tandberg Session ID <i>{sess id}</i> still missing on Tandberg server at <i>{ip address}</i> - scheduling removal
<b>Description</b>	Tandberg session ID <i>id</i> still missing in session list on Tandberg server at <i>url</i> – scheduling removal.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4179
<b>Recovery</b>	
	No action required.

### 7057 – CAC Keep Alive Request

<b>Message</b>	CAC: Keepalive status request from Tandberg server at <i>{ip address}</i>
<b>Description</b>	Keep alive status request from Tandberg server at the specified IP address.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4180
<b>Recovery</b>	
	No action required.

**7058 – CAC Session List Status**

<b>Message</b>	CAC: Session list status request from <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i>
<b>Description</b>	Session list status request from indicated server at <i>ip-address</i> .
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4181
<b>Recovery</b>	
	No action required.

**7059 – CAC Session Detail Status**

<b>Message</b>	CAC: Session detail status request from Tandberg server at <i>{ip address}</i> for session ID <i>{sess id}</i>
<b>Description</b>	Session detail status request from Tandberg server at the specified IP address for the session ID.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4182
<b>Recovery</b>	

No action required.

### 7060 – CAC Version Status Report

<b>Message</b>	CAC: Version status request from Tandberg server at <i>{ip address}</i>
<b>Description</b>	Version status request from Tandberg server at the specified IP address.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4183

#### Recovery

No action required.

### 7061 – CAC Reserve Session Status

<b>Message</b>	CAC: <i>{Seachange   Tandberg}</i> reserve of session <i>{sess id}</i> on <i>{ip address}</i> complete: status <i>{status}</i> , duration <i>{time}</i> ms
<b>Description</b>	A session was successfully reserved.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4184

#### Recovery

No action required.

### 7062 – CAC Session Release Status

<b>Message</b>	CAC: <i>{Seachange   Tandberg}</i> release of session <i>{sess id}</i> complete: status <i>{status}</i> , duration <i>{time}</i> ms
<b>Description</b>	A session was successfully released.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4185
<b>Recovery</b>	
	No action required.

### 7063 – CAC Keep Alive No Response

<b>Message</b>	CAC: No keepalive response from Tandberg server at <i>{ip address}</i>
<b>Description</b>	No keepalive response from Tandberg server at the specified IP address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4188
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 7064 – CAC Session Release Error

<b>Message</b>	CAC: Exception while releasing session <i>{sess id}</i> from Tandberg server
<b>Description</b>	Exception occurred while releasing the specified session id from Tandberg server.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE

<b>Group</b>	CAC
<b>Deprecated ID</b>	4189

**Recovery**

No action required.

**7065 – CAC Session Release**

<b>Message</b>	CAC: Tandberg server requesting release of session ID <i>{session id}</i> : Code = <i>{code}</i> , Text = <i>{description}</i>
<b>Description</b>	Tandberg server requesting release of session ID with indicated code and description.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4190

**Recovery**

No action required.

**7066 – CAC Version Status**

<b>Message</b>	CAC: No version status response from Tandberg server at <i>{ip address}</i>
<b>Description</b>	No version status response from Tandberg server
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4191

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7067 – CAC Version Report**

<b>Message</b>	CAC: Version report from Tandberg server at <i>{ip address}</i> : software: <i>{sw ver}</i> , interface: <i>{int ver}</i>
<b>Description</b>	Software and interface version report from Tandberg server at the specified IP address.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4192
<b>Recovery</b>	No action required.

**7068 – CAC Invalid Version Report**

<b>Message</b>	CAC: Invalid version report from Tandberg server at <i>{ip address}</i>
<b>Description</b>	Invalid version report from Tandberg server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4193
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**7069 – CAC Keep Alive Send**

<b>Message</b>	CAC: Sending keepalive request to Tandberg server at <i>{ip address}</i>
<b>Description</b>	Sending keepalive request to Tandberg server.
<b>Severity</b>	Info

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4194

**Recovery**

No action required.

**7070 – CAC Keep Alive Response**

<b>Message</b>	CAC: Received keepalive response from Tandberg server at <i>{ip address}</i> , code = <i>{code}</i> , text = <i>{description}</i> , duration <i>{time}</i> ms
<b>Description</b>	Received a keepalive response from a Tandberg server with a status of <i>code</i> and a status <i>description</i> .
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4195

**Recovery**

No action required.

**7071 – CAC Sync Mismatch**

<b>Message</b>	CAC: Sync mismatch with <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i> : VoD server has <i>{num}</i> sessions missing on MPE
<b>Description</b>	Synchronization mismatch with indicated server at <i>ip-address</i> : VoD server has <i>num</i> sessions missing on MPE device.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC

**Deprecated ID** 4196

**Recovery**

No action required.

## 7072 – CAC Sync Mismatch VOD

**Message** CAC: Sync mismatch with *{Seachange | Tandberg}* server at *{ip address}*: MPE has *{num}* session *{sess id}* missing on VoD server

**Description** Synchronization mismatch with indicated server: MPE device has *num* session *sess id* missing on VoD server.

**Severity** Info

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** MPE

**Group** CAC

**Deprecated ID** 4197

**Recovery**

No action required.

## 7073 – Invalid Bit Rate

**Message** VOD: Invalid bit rate. Session Id: *{sess id}*; Reservation Client: *{ip address}*; Bit Rate: *{bit rate}*

**Description** Session *sess id* from *ip address* was rejected due to invalid bit rate (*bit-rate*)

**Severity** Error

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** MPE

**Group** CAC

**Deprecated ID** 4198

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7075 – CAC Session Create VOD Fail**

<b>Message</b>	CAC: Failed to create CAC session ID <i>{sess id}</i> from VoD Server at <i>{server ip}</i> for subscriber IP <i>{sub ip}</i> : <i>{status}</i>
<b>Description</b>	Could not create CAC session ID. <b>Note:</b> Supersedes event 4066.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4200

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7076 – CAC Sync Error**

<b>Message</b>	CAC: Exception while <i>{Seachange   Tandberg}</i> sync operation with <i>{ip address}</i> terminated CAC session ID <i>{sess id}</i>
<b>Description</b>	This is an internal configuration error. <b>Note:</b> Supersedes event 4068.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4201

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7078 – CAC Session List Error**

<b>Message</b>	CAC: Error requesting session list from <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i>
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<b>Description</b>	This is an internal configuration error. <b>Note:</b> Supersedes event 4159.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4203

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7079 – VOD Sync Now**

<b>Message</b>	CAC: Forcing synchronization with <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i> VOD: Sync Now. Type: <i>{Seachange   Tandberg}</i> URL: <i>{ip address}</i>
<b>Description</b>	A manual synchronization has been initiated by a user using the CMP server. <b>Note:</b> Supersedes event 4163.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4204

**Recovery**

No action required.

**7080 – CAC Sync Start Server**

<b>Message</b>	CAC: Starting synchronization with <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i>
<b>Description</b>	Synchronization has started between the MPE device and a VoD server. <b>Note:</b> Supersedes event 4164.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4205

**Recovery**

No action required.

**7081 – CAC Sync Status**

<b>Message</b>	CAC: Synchronization with <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i> complete. Status = <i>{True   False}</i>
<b>Description</b>	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.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4206

**Recovery**

If synchronization continues to fail, contact [My Oracle Support \(MOS\)](#).

**7082 – CAC Max Sync Fail**

<b>Message</b>	CAC: Max sync failures with <i>{Seachange   Tandberg}</i> server at <i>{ip address}</i> : removing <i>{num}</i> session <i>{3}</i>
<b>Description</b>	Synchronization timed out; <i>num</i> sessions were removed from the indicated server at the indicated IP address.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

Trap	No
Server	MPE
Group	CAC
Deprecated ID	4207

**Recovery**

No action required.

**7083 – CAC Dupe Session Status Info**

Message	CAC: {Seachange   Tandberg} reserve of duplicate session {sess id} on {ip address} complete: status {status}, duration {time}ms
Description	A session with a duplicate ID was successfully reserved.
Severity	Info
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	CAC
Deprecated ID	4208

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**7084 – CAC Sync VOD Session**

Message	CAC: Sync with {Seachange   Tandberg} server at {ip address}: VoD server has {num} session {sess id}
Description	Synchronization of VoD session occurred with the indicated server at the specified IP address.
Severity	Info
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	CAC
Deprecated ID	4209

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 7085 - CAC Sync Session

<b>Message</b>	CAC: Sync with {Seachange   Tandberg} server at {ip address}: MPE has {num} session {3}
<b>Description</b>	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.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	CAC
<b>Deprecated ID</b>	4210

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8001 – BoD Initial Event Log

<b>Message</b>	Inited EventLog
<b>Description</b>	Initial event log.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8020 – BoD Missing Params HTTP

<b>Message</b>	Invalid HTTP request: missing required arg(s): {arguments}
<b>Description</b>	Invalid HTTP request: missing required arguments.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8021 – BoD Failure HTTP**

<b>Message</b>	HTTP request failed: {0}#{1}
<b>Description</b>	This trace log records failed HTTP requests in BoD. If the value of the CMTSIP that is passed in does not pass the validation of HTTP APIs, then BoD records “Invalid CMTS IP address format encountered (CMTSIP)” in this trace log.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8022 – BoD Unknown SVC Name HTTP**

<b>Message</b>	Invalid HTTP request: unknown SERVICENAME: {svc name}
<b>Description</b>	Invalid HTTP request: unknown service name.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8023 – BoD Expected Params HTTP**

<b>Message</b>	Invalid HTTP request: expected parameters for SERVICENAME { <i>svc name</i> }: { <i>params</i> }
<b>Description</b>	Invalid HTTP request: expected parameters for service name.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8024 - BoD Classifier Already Active HTTP**

<b>Message</b>	Classifier already active for { <i>sub ip</i> } - request ignored.
<b>Description</b>	Classifier already active for <i>subscriber's IP</i> - request ignored.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8025 - BoD Classifier Not Active HTTP**

<b>Message</b>	Classifier not active for { <i>sub ip</i> }; - request ignored.
<b>Description</b>	Classifier not active for: <i>subscriber's IP address</i> - request ignored.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8050 - BoD Success HTTP**

<b>Message</b>	HTTP request success: {0}
<b>Description</b>	HTTP request success: {0}.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8070 – BoD Failure SOAP**

<b>Message</b>	SOAP request failure: {cmts ip}
<b>Description</b>	This trace log records failed SOAP requests in BoD. If the value of CMTSIP that is passed in does not pass the validation of SOAP APIs, BoD records “Invalid CMTS IP address format encountered (CMTSIP)” in this trace log.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Deprecated ID</b>	70

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8080 - BoD Success SOAP**

<b>Message</b>	SOAP request success: <i>{ip address}</i>
<b>Description</b>	SOAP request success.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	No action required.

**8100 - BoD Establish Connection PS**

<b>Message</b>	Established policy server connection to <i>{ip address}</i>
<b>Description</b>	Established connection to <i>server ip address</i> .
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**8102 – BOD Retry Connection PS**

<b>Message</b>	Retry reconnect to policy server <i>{ip address}</i> ; retry attempt <i>{num}</i>
<b>Description</b>	Attempt is made to reconnect to policy server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD

**Group** BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8103 - BOD Drop Connection PS

**Message** Policy server connection dropped from *{ip 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 device via the CMP server GUI, and make sure the MPE device is online to provide service.

### 8104 - BoD Disconnect Connection PS

**Message** Disconnected policy server connection *{ip address}*

**Description** Disconnected Policy Server connection at the specified IP address.

**Severity** Warning

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** BoD

**Group** BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8105 - BoD Disconnect Connection Failure PS**

<b>Message</b>	Disconnection failure from policy server <i>{ip address}</i>
<b>Description</b>	Disconnection failure from policy server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8106 - BoD Establish Connection Failure PS**

<b>Message</b>	Could not establish policy server connection to <i>{ip address}</i>
<b>Description</b>	Could not establish a policy server connection.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8200 - BoD Change Event Log Level**

<b>Message</b>	BoD Event log level changed to: <i>{new level}</i>
<b>Description</b>	Change trace log level. Available levels are: <ul style="list-style-type: none"> <li>• Emergency</li> <li>• Alert</li> <li>• Critical</li> <li>• Error</li> <li>• Warning</li> <li>• Notice</li> <li>• Info - default</li> </ul>

	• Debug
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8250 – BoD Start Session Cleanup Task**

<b>Message</b>	BoD session cleanup task starts.
<b>Description</b>	BoD session cleanup task starts.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8251 – BoD Complete Session Cleanup Task**

<b>Message</b>	BoD has completed session cleanup task. <i>{num}</i> stale sessions have been deleted. It is recommended you perform a database backup before the next auto-delete occurs.
<b>Description</b>	BoD has completed session cleanup task. The number of stale sessions have been deleted. It is recommended you perform a database backup before the next auto-delete occurs.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8252 – BoD Database Backup Failed**

<b>Message</b>	BoD Database backup failed. The reason is : <i>{reason}</i>
<b>Description</b>	BoD database backup failed for the indicated reason.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8253 – BoD Start Database Backup**

<b>Message</b>	BoD Database backup started.
<b>Description</b>	BoD database backup started.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8254 – BoD Finish Database Backup**

<b>Message</b>	BoD Database backup finished.
<b>Description</b>	BoD database backup finished.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

Trap	No
Server	BoD
Group	BoD
Recovery	
No action required.	

### 8260 – BoD Cluster Reinitialized

Message	The BoD cluster has reinitialized. The indicated blade is now the primary.
Description	The BoD cluster has reinitialized. The specified server is now the primary.
Severity	Info
Notification	Trace Log
Alarm	No
Trap	No
Server	BoD
Group	BoD
Recovery	
No action required.	

### 8300 – BoD Send Message | Debug

Message	Sending <i>{msg type}</i> to <i>{cmts ip}</i> <i>{msg contents}</i>
Description	This trace log records all messages sent in BoD. If BoD sessions are created containing CMTSIP, the PCMM requests sent from BoD also contain the CMTSIP. The PCMM requests may be GateSet/GateInfo/GateDelete.
Severity	Info, Debug
Notification	Trace Log
Alarm	No
Trap	No
Server	BoD
Group	BoD
Recovery	
If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .	

**8301 – BoD Receive Message | Debug | Warning**

<b>Message</b>	Received <i>{msg type}</i> from <i>{ip address}</i> <i>{msg contents}</i>
<b>Description</b>	The specified message type was received from the specified CMTS (or downstream policy server).
<b>Severity</b>	Info, Debug, Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8302 – BoD Request Timeout**

<b>Message</b>	<i>{req}</i> request to <i>{ip address}</i> timed out
<b>Description</b>	The specified request to the specified element has time out.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8310 – BoD PCMM Incorrect Service XML Syntax**

<b>Message</b>	Incorrect XML syntax in PCMM services file <i>{file name}</i> #{ <i>error msg</i> }
<b>Description</b>	Incorrect XML syntax in PCMM services file.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8311 – BoD PCMM Miss Required Fields**

<b>Message</b>	Missing required fields for services <i>{service name}#Details:#{details}</i>
<b>Description</b>	Missing fields required for services.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8312 – BoD Diameter Incorrect Service XML Syntax**

<b>Message</b>	Incorrect XML syntax in Diameter services file <i>{file name}#details</i>
<b>Description</b>	Incorrect XML syntax in Diameter services file.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8313 – BoD Duplicate Service**

<b>Message</b>	Services or service indexes already exists#Details:#{details}
<b>Description</b>	Services or service indexes already exist.

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8314 – BoD Service Multiple Used**

<b>Message</b>	Same services or service indexes used multiple times#Details:#{details}
<b>Description</b>	Same services or service indexes used multiple times.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8315 – BoD Active Session Existed**

<b>Message</b>	Active session exists for service(s): {service name}
<b>Description</b>	Active session exists for the specified service.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8320 – BoD PCMM Create Session Failed**

<b>Message</b>	PCMM error encountered for creating session with duration = <i>{time}</i> , this is a recoverable error, scheduling a retry for gate set, sessionId = <i>{sess id}</i> , retry attempt <i>{num}</i> .
<b>Description</b>	BoD PCMM failed to create a session. A retry is scheduled.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8321 – BoD PCMM Delete Session Failed**

<b>Message</b>	PCMM error encountered for deleting session, scheduling a retry for gate deletion, sessionId = <i>{sess id}</i> , retry attempt <i>{num}</i> .
<b>Description</b>	BoD PCMM encountered an error when deleting the session. A retry is scheduled.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8400 – BoD MAC Translation Failed Due to Session ID Connection Failed**

<b>Message</b>	MAC Translation failed due to connection failure for session ID <i>{sess id}</i> : MAC address: <i>{mac address}</i> {2}.
<b>Description</b>	MAC Translation failed due to connection failure.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8401 – BoD MAC Translation Succeeded**

<b>Message</b>	MAC Translation succeeded for session ID <i>{sess id}</i> on retry attempt <i>{num}</i> . MAC address: <i>{mac address}</i> . Translated IP address: <i>{ip address}</i> .
<b>Description</b>	BoD succeeded in translating the MAC address for the session ID.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8402 – BoD MAC Translation Failed Due To No IP Address For Session ID**

<b>Message</b>	MAC Translation failed due to no IP Address returned for session ID <i>{sess id}</i> ; MAC address: <i>{mac address}</i> {2}.
<b>Description</b>	MAC Translation failed due to no IP Address returned for session ID.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8403 – BoD MAC Translation Failed Due To Response Failed For Session ID**

<b>Message</b>	MAC Translation failed due to response parse failure for session ID <i>{sess id}</i> : MAC address: <i>{mac address}</i> {2}.
<b>Description</b>	MAC Translation failed due to response parse failure for session ID.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8404 – BoD MAC Translation Failed Due To Incorrect MAC Translation URL for Session ID**

<b>Message</b>	MAC Translation failed due to incorrect MAC Translation URL for session ID <i>{sess id}</i> : MAC Translation URL: <i>{mac trans ip}</i> {2}.
<b>Description</b>	MAC Translation failed due to incorrect MAC Translation URL for session ID.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8405 – BoD MAC Translation Failed Due To MAC Address Connection Failure**

<b>Message</b>	MAC Translation failed due to connection failure for MAC address: <i>{mac address}</i> .
<b>Description</b>	MAC Translation failed due to connection failure for specified MAC address.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8406 – BoD MAC Translation Failed Due To No IP Address For MAC Address**

<b>Message</b>	MAC Translation failed due to no IP Address returned for MAC address: <i>{mac address}</i> .
<b>Description</b>	MAC Translation failed due to no IP address for specified MAC address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8407 – BoD MAC Translation Failed Due To Response Failed For MAC Address**

<b>Message</b>	MAC Translation failed due to response parse failure for MAC address: <i>{mac address}</i> .
<b>Description</b>	MAC Translation failed due to parse failure for MAC address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8408 – BoD MAC Translation Failed Due To Incorrect MAC Translation URL For MAC Address**

<b>Message</b>	MAC Translation failed due to incorrect MAC Translation URL for MAC Translation URL: <i>{mac address}</i> .
<b>Description</b>	MAC Translation failed due to incorrect MAC Translation URL for MAC Address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8410 – BoD MAC Translation Failed Due to Configuration Error**

<b>Message</b>	MAC Translation failed due to configuration error.
<b>Description</b>	A configuration error caused the MAC Translation to fail.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8411 – BoD Session Notification Return Success**

<b>Message</b>	Notification for <i>{sess id}</i> is sent to <i>{ip address}</i> .
<b>Description</b>	BoD session notification returns success.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

Server	BoD
Group	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8412 – BoD Session Notification Return Other Status**

Message	Server returns <i>{status}</i> when send notification <i>{sess id}</i> out.
Description	Server returns <i>status</i> when notification sent out.
Severity	Debug
Notification	Trace Log
Alarm	No
Trap	No
Server	BoD
Group	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8413 – BoD Session Notification Expire**

Message	Notification for <i>{sess id}</i> expired <i>{time}</i> .
Description	The notification for the session id expired at the indicated time.
Severity	Debug
Notification	Trace Log
Alarm	No
Trap	No
Server	BoD
Group	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8414 – BoD Session Notification Retry**

Message	Notification retry <i>{sess id}</i> .
Description	Notification retried.

<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8420 – IPv6 Subnets Filtering Stats**

<b>Message</b>	<i>{server}</i> : Discovered IPv6 subnets were filtered for CMTS( <i>{ip address}</i> ), Before: <i>{num}</i> ; After: <i>{num}</i>
<b>Description</b>	On CMP server or DC, the discovered subnets were filtered on a certain CMTS, and show the number of subnets before and after the filtering.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP, DC
<b>Group</b>	N/A

**Recovery**

No action required.

**8421 – IPv6 Subnets Filtering Stats All**

<b>Message</b>	<i>{server}</i> : Discovered IPv6 subnets were filtered for all CMTS, Before: <i>{num}</i> ; After: <i>{num}</i>
<b>Description</b>	On CMP server or DC, the discovered subnets were filtered on all the CMTS, and show the number of subnets before and after the filtering.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP, DC

**Group** N/A

**Recovery**

No action required.

### 8422 - IPv6 Subnets Aggregation Stats

**Message** *{server}: Discovered IPv6 subnets were aggregated for CMTS({cmts ip}), Before:{num}; After:{num}*

**Description** On CMP server 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 - IPv6 Subnets Aggregation Stats All

**Message** *{server}: Discovered IPv6 subnets were aggregated for all CMTS, Before:{num}; After:{num}*

**Description** On CMP server 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 Subnets Setting To MA Success**

<b>Message</b>	IPv6 subnet settings were deployed to <i>{num}</i> MA(s), <i>{num}</i> successful, <i>{num}</i> fail. <i>{3}</i>
<b>Description</b>	IPv6 subnet settings were deployed to all MAs successfully.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	MA
<b>Recovery</b>	No action required.

**8425 – IPv6 Subnet Setting To MA Failure**

<b>Message</b>	IPv6 subnet settings were deployed to <i>{num}</i> MA(s), <i>{num}</i> successful, <i>{num}</i> fail. <i>{3}</i>
<b>Description</b>	IPv6 subnet settings were deployed and some MAs failed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	MA
<b>Recovery</b>	Reapply on corresponding MA by the content of trace log.

**8426 – Subnets Overlapped | Details**

<b>Message</b>	Total of <i>{num}</i> subnets duplicate or overlapping. Total of <i>{num}</i> subnets duplicate or overlapping. Details:#{ <i>details</i> }
<b>Description</b>	Subnets are duplicated or overlapping in the CMTS.
<b>Severity</b>	Warning Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	N/A

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8427 – Subnet Overlap Detect Task Start**

<b>Message</b>	Starting Subnet Overlap Detecting task.
<b>Description</b>	The task to detect duplicate or overlapping subnets in the CMTS has started.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	N/A

**Recovery:**

No action required.

**8428 – Subnet Overlap Detect Task End**

<b>Message</b>	Finishing Subnet Overlap Detecting task.
<b>Description</b>	The task to detect duplicate or overlapping subnets in the CMTS has ended.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	N/A

**Recovery**

No action required.

**8429 – IPv4 Subnets Filtering Stats All**

<b>Message</b>	<i>{0}</i> : Discovered IPv4 subnets were filtered for all CMTS, Before: <i>{1}</i> ; After <i>{2}</i> .
<b>Description</b>	The IPv4 subnets filtering stats.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	N/A

**Recovery:**

1. Go to **Global Configuration Settings->Route by CMTS IP**.
2. Set the value of **Route by CMTS IP** to **True**.
3. Go to **System Administration -> Scheduled Tasks**.
4. Run **Subnet SNMP Collector**.

**8430 – IPv4 Subnets Filtering Stats**

<b>Message</b>	<i>{0}</i> : Discovered IPv4 subnets were filtered for CMTS( <i>{3}</i> ), Before: <i>{1}</i> ; After: <i>{2}</i> .
<b>Description</b>	The IPv4 subnets filtering stats.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	N/A

**Recovery:**

1. Go to **Global Configuration Settings->Route by CMTS IP**.
2. Set the value of **Route by CMTS IP** to **True**.
3. Go to **System Administration -> Scheduled Tasks**.
4. Run **Subnet SNMP Collector**.

**8431 – OSSI Triggered CMTS Rediscovery**

<b>Message</b>	OSSI triggered CMTS rediscovery: <i>{0}</i> successful, <i>{1}</i> failed. <i>{2}</i>
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<b>Description</b>	The OSSI triggered CMTS rediscovery trace log includes the discovery success count and the discovery failure count.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	N/A

**Recovery:**

For a CMTS discovery failure, send an OSSI request to query the CMTS and trigger rediscovery. Refer to *OSSI XML Interface Definitions Reference* for more information.

**8432 – Subnets Overlapped CMTS Details**

<b>Message</b>	Compare CMTS {0} ({1}) subnets overlap with above CMTSs, Learned IPv4 Subnets:{2}, Learned IPv6 Subnets:{3}, Total IPv4 Subnets:{4}, Total IPv6 Subnets:{5}, Duplicate/Overlapping IPv4 Subnets {6}, Duplicate/Overlapping IPv6 Subnets {7}. Details: {8}
<b>Description</b>	The task to detect duplicate or overlapping subnets in the detailed CMTS.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	N/A

**Recovery**

No action required.

**8500 – MA Server Start**

<b>Message</b>	MA Server started
<b>Description</b>	MA server has started.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Deprecated ID</b>	3
<b>Recovery</b>	No action required.

### 8501 – BoD HTTP Request Fail

<b>Message</b>	HTTP request failed: {sess id}#{error msg}
<b>Description</b>	The HTTP request failed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Deprecated ID</b>	21
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 8502 – BoD Classifier Active SubIP

<b>Message</b>	Classifier already active for SUBIP={sub ip}; SUBPORT={sub port}; DESTIP={dest ip}; DESTPORT={dest port} - request ignored.
<b>Description</b>	The classifier is already active for the specified subscriber IP address. The request is ignored.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Deprecated ID</b>	24
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**8503 – BoD PS Conn Drop**

<b>Message</b>	Policy server connection dropped from <i>{ip address}</i> . BoD has scheduled policy server reconnect task.
<b>Description</b>	The Policy server connection was dropped. BoD has scheduled a reconnect task.
<b>Severity</b>	Alert
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8504 – BoD Disconn**

<b>Message</b>	Disconnected policy server connection <i>{ip address}</i>
<b>Description</b>	BoD disconnected the policy server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8505 – BoD Disconn Fail**

<b>Message</b>	Disconnection failure from policy server <i>{ip address}</i>
<b>Description</b>	The BoD failed to disconnect the policy server.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

**Server** BoD

**Group** BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

## 8506 – BoD Conn Fail

**Message** Could not establish policy server connection to *{ip address}*

**Description** The Bod could not establish a connection.

**Severity** Warning

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** BoD

**Group** BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

## 8507 – BoD DB Auto Delete Start

**Message** BoD has reached the maximum number of historic sessions (*{num}*) allowed in the BoD database. BoD is minimally auto-deleting the oldest *{num}* sessions to get back to this limit.

**Description** BoD has exceeded the maximum number of sessions and will delete the minimum number of oldest sessions to return to the threshold.

**Severity** Warning

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** BoD

**Group** BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8508 – BoD DB Auto Delete End**

<b>Message</b>	BoD has completed the auto-deletion of the oldest historic sessions in the BoD database; <i>{num}</i> 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.
<b>Description</b>	BoD has completed the auto-deletion of the oldest historic sessions in the BoD database; the specified number of 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.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8509 – BoD Send Debug**

<b>Message</b>	Sending <i>{info}</i> to <i>{dest ip}</i> <i>{2}</i>
<b>Description</b>	BoD sending the specified information to the specified locations.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8510 – BoD Received Info**

<b>Message</b>	Received <i>{info}</i> from <i>{location}</i> <i>{2}</i>
<b>Description</b>	BoD received the specified information from the specified locations.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8511 – BoD Received Warn**

<b>Message</b>	Received <i>{warning}</i> from <i>{location}</i> <i>{2}</i>
<b>Description</b>	BoD received the specified warning from the specified locations.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8512 – BoD MAC Translate Success**

<b>Message</b>	MAC Translation succeeded for session ID <i>{sess id}</i> on retry attempt <i>{num}</i> . MAC address: <i>{mac address}</i> . Translated IP address: <i>{trans ip}</i> .
<b>Description</b>	The Bod successfully translated the specified MAC address to the indicated IP address for the specified session.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8513 – BoD MAC Translate IP Fail

<b>Message</b>	MAC Translation failed due to no IP Address returned for session ID <i>{sess id}</i> : MAC address: <i>{mac address}</i> {2}.
<b>Description</b>	The BoD failed to translate the specified MAC address for the indicated session.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8514 – BoD MAC Translate Parse Fail

<b>Message</b>	MAC Translation failed due to response parse failure for session ID <i>{sess id}</i> : MAC address: <i>{mac address}</i> <i>{error msg}</i> .
<b>Description</b>	The BoD failed to translate the specified MAC address because of a response parse failure for the specified session.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8515 – BoD MAC Translate MAC Fail

<b>Message</b>	MAC Translation failed due to incorrect MAC Translation URL for session ID <i>{sess id}</i> : MAC Translation URL: <i>{trans ip}</i> <i>{error msg}</i> .
<b>Description</b>	MAC translation failed due to incorrect MAC Translation URL for the specified session.

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8516 – BoD MAC Translate Conn MAC Fail**

<b>Message</b>	MAC Translation failed due to connection failure for MAC address: <i>{mac address}</i> .
<b>Description</b>	MAC Translation failed due to to connection failure for the specified MAC address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8517 – BoD MAC Translate IP MAC Fail**

<b>Message</b>	MAC Translation failed due to no IP Address returned for MAC address: <i>{mac address}</i> .
<b>Description</b>	MAC Translation failed because no IP Address was returned for the specified MAC address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8518 – BoD MAC Translate Parse MAC Fail

<b>Message</b>	MAC Translation failed due to response parse failure for MAC address: <i>{mac address}</i> .
<b>Description</b>	MAC Translation failed because of a response parse failure for the specified MAC address.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8519 – BoD MAC Translate Incorrect MAC Fail

<b>Message</b>	MAC Translation failed due to incorrect MAC Translation URL for MAC Translation URL: <i>{trans ip}</i> .
<b>Description</b>	MAC Translation failed due to incorrect MAC Translation URL.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 8520 – Bod Service Parse Fail

<b>Message</b>	RDR: Failed to parse service index: <i>{index}</i> . Skipping this RDR.
<b>Description</b>	RDR failed to parse the specified service index. This RDR will be skipped.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	
	No action required.

**8521 – BoD Socket Closed**

<b>Message</b>	RDR: Client or Server has closed the socket connection
<b>Description</b>	The client of server has closed the socket connection.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	
	No action required.

**8522 – BoD RDR Start Error**

<b>Message</b>	RDR: Error starting RDR service on port <i>{port num}</i> . Error is: <i>{error msg}</i>
<b>Description</b>	BoD encountered an error while starting the RDR service on the indicated port.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**8523 – BoD RDR Port Busy**

<b>Message</b>	RDR: port <i>{port num}</i> busy, retrying. Attempt number: <i>{num}</i>
<b>Description</b>	The RDR service port is busy. BoD will retry. The number of the attempt is indicated.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	No action required.

**8524 – BoD RDR Fatal Error**

<b>Message</b>	RDR: Fatal error starting RDR service on port <i>{port num}</i>
<b>Description</b>	Bod encountered a fatal error while starting the RDR service on the indicated port.
<b>Severity</b>	Critical
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**8525 – BoD Start MSG Processing Debug**

<b>Message</b>	RDR: Start message processing <i>{0}</i>
<b>Description</b>	Start message processing
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8526 – BoD Stop MSG Processing**

<b>Message</b>	RDR: Stop message processing {0}
<b>Description</b>	Stop message processing
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8527 – BoD Start MSG Processing Info**

<b>Message</b>	RDR: Start message processing {0}
<b>Description</b>	Info level log generated when RDR service starts message processing.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8528 – Edge OAM Device Discovered**

<b>Message</b>	Edge QAM Device {0} discovered from the policy server {ip address}
<b>Description</b>	The BoD discovered the specified Edge OAM device.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8529 – PCMM Send AM Info**

<b>Message</b>	PCMM: Sending <i>{msg type}</i> to AM <i>{ip address:port}</i> Details: <i>{details}</i>
<b>Description</b>	The specified message type was sent to the specified AM (or upstream policy server).  <b>Note:</b> This message is logged at the Warning level when the PCMM message type 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.

<b>Severity</b>	Info Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM
<b>Deprecated ID</b>	1013

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8530 – PCMM Receive**

<b>Message</b>	PCMM: Received <i>{msg type}</i> from <i>{DownstreamPS ip address:port}</i> {2}
<b>Description</b>	The specified message type was received from the specified CMTS (or downstream policy server).  <b>Note:</b> 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.

<b>Severity</b>	Info Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	PCMM
<b>Deprecated ID</b>	1012

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8531 – DQOS Send CMS Info**

<b>Message</b>	DQOS: Sending <i>{msg type}</i> to CMS <i>{ip address}</i>
<b>Description</b>	The specified message type was sent to the specified CMS.  <b>Note:</b> 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.
<b>Severity</b>	Info Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	DQOS
<b>Deprecated ID</b>	1113

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8532 – SPC DQOS Send CMS Info**

<b>Message</b>	SPC DQOS: Sending <i>{msg type}</i> to CMS <i>{ip address}</i>
<b>Description</b>	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.
<b>Severity</b>	Info

	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SPC DQOS
<b>Deprecated ID</b>	1213

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8534 – BoD RDR Quota MSG Processing Debug**

<b>Message</b>	RDR: Quota message processing <i>{msg type}</i>
<b>Description</b>	BoD is processing a Quota message of the specified type.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8535 – BoD RDR Quota MSG Processing Info**

<b>Message</b>	RDR: Quota message processing <i>{msg type}</i>
<b>Description</b>	BoD is processing a Quota message of the specified type.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8540 – BoD Received Debug**

<b>Message</b>	Received {0} from {1} {2}
<b>Description</b>	BoD received a message of the specified type from the indicated device.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	No action required.

**8541 – BoD Start Msg Processing Warn**

<b>Message</b>	RDR: Start message processing {0}.
<b>Description</b>	RDR: Started message processing.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	No action required.

**8600 – BoD Invalid Session ID Arg**

<b>Message</b>	Can't find session from COMCOL which SSID is {sess id}.
<b>Description</b>	BoD cannot find the COMCOL session because the session ID is invalid.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8601 – BoD PCMM Request Reject**

<b>Message</b>	Reject PCMM request by load shedding, request type is <i>{req type}</i> , reason is <i>{reason}</i> .
<b>Description</b>	BoD rejected the PCMM request by load shedding. The request type and reason are indicated.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8602 – BoD PCMM Mode Not Enabled**

<b>Message</b>	PCMM mode was not enabled! Can't handle PCMM request <i>{req type}</i> for session <i>{sess id}</i> !
<b>Description</b>	BoD cannot handle the specified PCMM request type for the indicated session because PCMM mode is not enabled.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8603 – BoD Diameter Mode Not Enabled**

<b>Message</b>	Diameter mode was not enabled! Can't handle diameter request <i>{req type}</i> for session <i>{sess id}</i> !
<b>Description</b>	BoD cannot handle the specified Diameter request type for the indicated session because Diameter mode is not enabled.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8700 – BoD Admission Protocol Busy Event**

<b>Message</b>	ADMISSION: <i>{svr name}</i> : Busy : criteria <i>{threshold}</i>
<b>Description</b>	The current load on the specified server exceeds the indicated admission criteria thresholds.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

Typically, this condition returns to a normal state. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8701 – BoD Admission Protocol Clear Event**

<b>Message</b>	ADMISSION: <i>{svr name}</i> : Normal : criteria <i>{threshold}</i>
<b>Description</b>	The current load on the specified server is below the indicated admission criteria thresholds.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8702 – BoD Admission Component Busy Event**

<b>Message</b>	ADMISSION: {3}: Resource {res name} : new condition {1} of the criteria {threshold}
<b>Description</b>	The load of the monitored resource is evaluated by an admission controller as exceeding admission criteria threshold.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

Typically, this condition returns to a normal state. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**8703 – BoD Admission Component Clear Event**

<b>Message</b>	ADMISSION: {3}: Resource {res name} : new condition {1} of the criteria {threshold}
<b>Description</b>	The load of the monitored resource is below clearing criteria threshold.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD

**Recovery**

No action required.

**8704 – BoD PCMM Too Busy Set | Clear**

<b>Message</b>	ADMISSION: <i>{res name}</i> is in a <i>{Busy   Normal}</i> state
<b>Description</b>	The specified resource name is in the indicated state (that is, busy or normal). A busy (or Set event) state triggers a Warning log event; a normal (or Clear event) state triggers an Error log event.
<b>Severity</b>	Warning Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	BoD
<b>Group</b>	BoD
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**10000 – ADS Connection Established**

<b>Message</b>	ADS: Analytics Data Stream connection to <i>{ads client}</i> has been established for Channel: <i>{chan type}</i> and Version: <i>{ads ver}</i>
<b>Description</b>	A connection established to the MPE device from the specified Analytics client. The channel type and ADS interface version are indicated.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	ADS
<b>Recovery</b>	No action required.

**10001 - ADS Connection Closed**

<b>Message</b>	ADS: Analytics Data Stream connection to <i>analytics client id</i> was closed.
<b>Description</b>	The connection between the MPE device and the Analytics client was closed.

<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	ADS

**Recovery**

No action required.

**10002 - ADS Connection Lost Set | Lost Clear**

<b>Message</b>	ADS: Lost Analytics Data Stream connection to <i>{analytics client id}</i>
<b>Description</b>	The connection between the MPE device and the Analytics client was closed due to an error.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes - 78000
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	ADS

**Recovery**

No action required.

**10003 – ADS Receive Error**

<b>Message</b>	ADS: Error processing Analytics Data Stream message received from <i>analytics client id. {1}</i>
<b>Description</b>	The Analytics Data Stream request from the Analytics Client resulted in an error.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	ADS

**Recovery**

No action required.

### 10004 – ADS Send Error

<b>Message</b>	ADS: Error sending Analytics Data Stream message to <i>analytics client id. {1}</i>
<b>Description</b>	An error occurred while sending the Analytics Data Stream message from the MPE device.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	ADS
<b>Recovery</b>	No action required.

### 10005 – ADS Error

<b>Message</b>	ADS: Analytics Data Stream encountered an error. <i>{0}</i>
<b>Description</b>	An error occurred during the Analytics Data Stream processing.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	ADS
<b>Recovery</b>	No action required.

### 10006 – Sy Receive Notification

<b>Message</b>	SY: Received notification from <i>sy identity</i> message: <i>diameter_message</i>
<b>Description</b>	This trace log event indicates that an SNR was received from the OCS and provides the message details.
<b>Severity</b>	Info

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SY
<b>Recovery</b>	
	No action required.

**10007 – Sy Bad Realm**

<b>Message</b>	SY: Peer Realm {0}
<b>Description</b>	There is an undefined realm in the Sy configuration.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SY
<b>Recovery</b>	
	Check the configured Realm for the connection.

**10008 – Sy Bad Address**

<b>Message</b>	SY:{0} address {1}
<b>Description</b>	The primary address in the Sy configuration is undefined.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SY
<b>Recovery</b>	
	Check the configured Address for the connection.

**10009 – Sy Search**

<b>Message</b>	SY: Searching <i>sy identity</i> for subscriber: <i>subscriber id</i>
<b>Description</b>	This trace log event indicates that a new SLR search has been started for the given subscriber.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SY
<b>Recovery</b>	No actions required.

**10010 – SY Search Results**

<b>Message</b>	SY: Search results from peer <i>sy_identity</i> for subscriber <i>subscriber_id</i> are: <i>policy_counter_values</i>
<b>Description</b>	This trace log indicates a successful SLR/SLA lookup and details the contents.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SY
<b>Recovery</b>	No actions required.

**10012 – Sy Search Error**

<b>Message</b>	SY: Search failure on <i>sy identity: {1}</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SY
<b>Recovery</b>	
	No actions required.

**10013 – Bad XML from SPR**

<b>Message</b>	XML Parse Failure from SDM. Subscriber="{0}". {1}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SY
<b>Recovery</b>	
	No actions required.

**10014 – TDF Connection Closed**

<b>Message</b>	Unable to set policy for TDF session establishment, destination host={host name}, realm={realm} for TDF {2}
<b>Description</b>	Unable to set policy to establish a traffic detection function (TDF) session for the specified destination. The connection was closed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**10015 – Exceeds Max Allowed AVP Conditional Policy Info AVP**

<b>Message</b>	More than four Conditional-Policy-Information AVPs provisioned, considering four Conditional-Policy-Information AVPs with earliest Execution-Time.
<b>Description</b>	This tracelog is displayed when there is an attempt to provision more than four instances of Conditional-Policy-Information AVP per CCA/RAR.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	

**Recovery**

1. Recheck the policies deployed which provision Conditional-Policy-information AVP in CCA/RAR to make sure no more than four instances are provisioned.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10020 – CMP Started**

<b>Message</b>	CMP started
<b>Description</b>	The CMP server is started.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI

**Recovery**

No actions required.

**10021 – Import XML Add**

<b>Message</b>	Import XML Add {0} executed by {4} Successful: {1} Failed: {2} Total execution time {3} millisecond
<b>Description</b>	

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI

**Recovery**

No actions required.

**10022 – Import XML Update**

<b>Message</b>	Import XML Update {0} executed by {4} Successful: {1} Failed: {2} Total execution time {3} millisecond
<b>Description</b>	An XML file was imported that updated data.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI

**Recovery**

No actions required.

**10023 – Import XML Delete**

<b>Message</b>	Import XML Delete {0} executed by {4} Successful: {1} Failed: {2} Total execution time {3} millisecond
<b>Description</b>	XML file was imported that deleted data.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI

**Recovery**

No actions required.

**10024 – Import XML Fail**

<b>Message</b>	Import XML Remove {0} From Group executed by {4} Successful: {1} Failed: {2} Total execution time {3} millisecond
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI
<b>Recovery</b>	No actions required.

**10025 – XML Add Fail**

<b>Message</b>	Import XML Add {0} To Group executed by {4} Successful: {1} Failed: {2} Total execution time {3} millisecond
<b>Description</b>	An Add action using XML failed.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP
<b>Group</b>	OSSI
<b>Recovery</b>	No actions required.

**10026 – RC proxy apply2**

<b>Message</b>	Apply <i>data_type</i> to MPE (HostName: <i>ip/hostname</i> ) executed by <i>user name</i> Total execution time <i>execution time</i> millisecond
<b>Description</b>	Data type that pushed to an MPE by admin.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Configuration
<b>Recovery</b>	No actions required.

**10027 – RC proxy apply**

<b>Message</b>	Apply <i>number data_type(s)</i> to MPE (HostName: <i>ip/hostname</i> ) executed by <i>user_name</i> Total execution time <i>execution_time</i> millisecond.
<b>Description</b>	The number of network elements that pushed data to an MPE by admin.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Configuration
<b>Recovery</b>	No actions are required.

**10028 – RC proxy send**

<b>Message</b>	Send Message( <i>message</i> ) to MPE (HostName: <i>ip/hostname</i> ) executed by <i>user_name</i> Total execution time <i>execution_time</i> millisecond
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	CMP/MPE
<b>Group</b>	Configuration
<b>Recovery</b>	No actions required.

**10029 – Stat Rsync Clean Task Start**

<b>Message</b>	Starting Statistics Rsync Cleanup task.
<b>Description</b>	The Statistics Rsync Cleanup task is starting.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	No action required.

**10031 – Diam Service Invalid XML File**

<b>Message</b>	Incorrect XML syntax in Diameter services file <i>file_name</i> <i>error_message</i>
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**10032 – Stats Sync Task Start**

<b>Message</b>	Starting <i>task name</i> Task.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC

<b>Group</b>	Data Collection Task
<b>Recovery</b>	No actions required.

### 10033 – Stats Sync Task Repository Success

<b>Message</b>	<i>name</i> Task was successful for sync local repository to remote server( <i>ip address</i> ) after retry <i>{count}</i> times
<b>Description</b>	The Stats Sync task successfully synchronized the local repository to the specified remote server. The number of attempts is indicated.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 10036 – Retry fail

<b>Message</b>	Diameter: PCC/ADC rule <i>{0}</i> retry failed after <i>{1}</i> attempts for subscriber <i>{2}</i> <i>{3}</i>
<b>Description</b>	This trace log is generated when there is an RAA error or if an RAA timeout triggers the last retry RAR attempt.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	Check network connectivity. If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 10037 – DBPLUGIN No Match Debug

<b>Message</b>	DBPLUGIN: No matches for <i>criteria</i> , search type <i>id</i>
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<b>Description</b>	
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Data Source
<b>Recovery</b>	
	No actions are required

### 10038 – Email Not Enabled Info

<b>Message</b>	SMTP: SMTP functionality is not enabled to send message. <i>{svr ip address}</i>
<b>Description</b>	SMTP functionality is not enabled on the specified server to send notification.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	SMTP
<b>Recovery</b>	
	No actions required.

### 10039 – RADIUS Server Init

<b>Message</b>	RADIUS: Initializing communications on port <i>{port}</i>
<b>Description</b>	RADIUS is initializing communications on the specified port.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS

**Recovery**

No action required.

**10040 – RADIUS Server Start Notice**

<b>Message</b>	RADIUS: Started listening on port <i>{port}</i>
<b>Description</b>	The RADIUS server has started listening on the specified port.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS

**Recovery**

No action required.

**10041 – RADIUS Drop Invalid Warn**

<b>Message</b>	RADIUS: Dropping invalid message <i>{msg type}</i> . <i>{msg details}</i>
<b>Description</b>	RADIUS is dropping an invalid message.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10042 – RADIUS Drop Bad MD5 Warn**

<b>Message</b>	RADIUS: Dropping message with bad MD5, probably bad password in <i>{msg type}</i>
<b>Description</b>	RADIUS is dropping a message with a bad MD5 checksum file.
<b>Severity</b>	Warning

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10043 – RADIUS Sent**

<b>Message</b>	RADIUS: Sent <i>{msg type}</i> [{ <i>identifier</i> } / { <i>sess id</i> }] to { <i>ip address:port num</i> } { <i>details</i> }
<b>Description</b>	RADIUS sent a message with the indicated specifications.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS

**Recovery**

No action required.

**10044 – Policy Info Event**

<b>Message</b>	Policy Event: <i>{event message}</i>
<b>Description</b>	A policy event was logged.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	SMTP

**Recovery**

No actions required.

**10045 – RADIUS Server Start Fail**

<b>Message</b>	RADIUS: Start failed on port <i>{port}</i>
<b>Description</b>	RADIUS failed to start on the indicated port.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10046 – RADIUS Received**

<b>Message</b>	RADIUS: Received <i>message code / accounting type</i> [ <i>pocket id / session id</i> ] from <i>client address message</i>
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	RADIUS
<b>Recovery</b>	

No actions are required

**10048 – SCTP Path Status**

<b>Message</b>	Diameter: SCTP path on association ID <i>{0}</i> address <i>{1}</i> <i>{2}</i>
<b>Description</b>	
<b>Severity</b>	Info, Error, Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	No

<b>Server</b>	MPE, MRA
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10100 – Avg Sess Size Exceeds Projected Set**

<b>Message</b>	Average session size exceeds the projected session size <i>size</i> , current average session size: <i>size</i>
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**Description**

<b>Severity</b>	Warning
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<b>Notification</b>	Trace Log
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<b>Alarm</b>	No
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<b>Trap</b>	No
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<b>Server</b>	MPE
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<b>Group</b>	Admission Control
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**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10101 – Avg Sess Size Exceeds Projected Clear**

<b>Message</b>	Average session size is below the projected session size <i>size</i> , current average session size: <i>size</i>
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**Description**

<b>Severity</b>	Warning
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<b>Notification</b>	Trace Log
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<b>Alarm</b>	No
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<b>Trap</b>	No
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<b>Server</b>	MPE
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<b>Group</b>	Admission Control
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**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10102 – Sess Size Reached Threshold Set**

<b>Message</b>	Session database size reached threshold percent of session database capacity <i>percent</i> , current database session size percentage: <i>percent</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	Admission Control
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10103 – Sess Size Reached Threshold Clear**

<b>Message</b>	Session database size below threshold percent of session database capacity <i>percent</i> , current database session size percentage: <i>percent</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MPE
<b>Group</b>	Admission Control
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10104 – Avg Bind Size Exceeds Projected Set**

<b>Message</b>	Average binding size exceeds the projected binding size <i>{0}</i> , current average binding size: <i>{1}</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	Admission Control
<b>Recover</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 10105 – Avg Bind Size Exceeds Projected Clear

<b>Message</b>	Average binding size is below the projected binding size <i>size</i> , current average binding size: <i>size</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	Admission Control

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 10106 – Bind Size Reached Threshold Set

<b>Message</b>	Binding database size reached threshold percent of binding database capacity <i>threshold</i> , current binding database size percentage: <i>size</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MRA
<b>Group</b>	Admission Control

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10107 – Bind Size Reached Threshold Clear**

<b>Message</b>	Binding database size is below threshold percent of binding database capacity <i>size</i> , current binding database size percentage: <i>size</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	Yes
<b>Trap</b>	Yes
<b>Server</b>	MRA
<b>Group</b>	Admission Control
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10108 – ReplicationStats Task Start**

<b>Message</b>	Starting Replication Statistics task.
<b>Description</b>	The Replication Statistics task is starting.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

No action required.

**10109 – ReplicationStats Task Failed**

<b>Message</b>	Replication Statistics Task failed. {0}
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10110 – ReplicationStats Task Success**

<b>Message</b>	Replication Statistics Task completed successfully.
<b>Description</b>	The Replication Statistics Task completed successfully.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**10111 – ReplicationStats Task Finish**

<b>Message</b>	Finishing Replication Statistics task.
<b>Description</b>	The Replication Statistics task is finishing.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task

**Recovery**

No action required.

**10112 – ReplicationStats Task Data Available**

<b>Message</b>	Replication Statistics collection complete and data is available for request.
<b>Description</b>	Replication Statistics collection is complete. The data is available for request.

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 10113 – Sy On Demand Policy Action Failure

<b>Message</b>	SY: Policy Action failure attempting to send <i>{msg type}</i> SLR to <i>{1}</i> on MPE <i>{ip address}</i> for subscriber: <i>{3}</i> : <i>{4}</i>
<b>Description</b>	SY encountered a policy action failure while attempting to sent a message to the indicated destination.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 10114 – Diam Session Cleanup Results

<b>Message</b>	Diameter Session cleanup task is finished and iterated <i>{0}</i> sessions, detected <i>{1}</i> stale sessions, and audited <i>{2}</i> sessions
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	

No action required.

### 10115 – Diameter Invalid Ancids Warning

<b>Message</b>	Diameter:{0} "{1}" for subscriber {2} in {3} is invalid, can not find related AF flow. {4}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 10116 – PCEF Report Timeout

<b>Message</b>	PCRF waiting PCEF reporting timeout for AF: {0} : {1} {2}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	DC
<b>Group</b>	Data Collection Task
<b>Recovery</b>	
	No action required.

### 10117 – Subtrace Disabled Busy State

<b>Message</b>	Subscriber Activity Logging has been temporarily disabled due to transition to Busy state.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	
<b>Recovery</b>	
	No action required.

**10118 – Subtrace Enabled Normal State**

<b>Message</b>	Subscriber Activity Logging has been enabled due to transition to stable state.
<b>Description</b>	
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	
<b>Recovery</b>	
	No action required.

**10119 – X1 Connection Lost**

<b>Message</b>	X1 Connectivity from Mediation Function: {0} with MPE: {1} lost.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Lawful Intercept
<b>Recovery</b>	
	<ol style="list-style-type: none"> <li>1. Diagnose the X1 Connection between the MF and Policy Server.</li> <li>2. If problem persists contact <a href="#">My Oracle Support (MOS)</a>.</li> </ol>

**10120 – Duplicate Default Bearer Rule**

<b>Message</b>	Duplicate default bearer rules detected with precedence {0}: {1}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
	No action required.

**10121 – Invalid Traffic Profile**

<b>Message</b>	Invalid traffic profile: {profile id}
<b>Description</b>	The specified traffic profile is invalid.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
	No action required.

**10122 – X2 Connection Lost**

<b>Message</b>	X2 Connectivity from MPE {0} with Mediation Function {1} lost.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

1. Diagnose the X2 Connection between the MF and Policy Server.
2. If problem persists contact [My Oracle Support \(MOS\)](#).

**10123 – Policy Logging Overflow**

<b>Message</b>	Policy logging has overflowed, data will be missing after this time.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10124 – Subtrace Policy Logging Overflow**

<b>Message</b>	Subscriber Tracing has overflowed, data will be missing after this time.
<b>Description</b>	The logging of subscriber tracing data has overflowed. Data will be missing after this event's time.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10125 – AN GW Failed**

<b>Message</b>	An-Gw failure for: {0}
<b>Description</b>	The AN-GW encountered an error.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10126 – Max Wait Time Exceeded**

<b>Message</b>	Request Maximum Wait Time has Exceeded, This Request is ignored. {0}
<b>Description</b>	The request exceeded the maximum wait time. The request is ignored.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10127 – Diameter Newer Session Detected**

<b>Message</b>	A newer session is detected, This Request is rejected with DIAMETER_NEWER_SESSION_DETECTED. {0}
<b>Description</b>	A more recent session has been detected. This request is rejected.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log

Alarm	No
Trap	No
Server	MPE
Group	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10128 – SY Reconciliation Status**

Message	SY: Reconciliation Status: {0}
Description	This trace log indicates the current status of the Sy Reconciliation task.
Severity	Notice
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10129 – Sy Reconciliation Stats**

Message	SY: Reconciliation Stats: Total Session Audited: {0}
Description	This trace log indicates the statistics about the most recent pass of the Sy Reconciliation task, only if the status is Stopped or Complete.
Severity	Notice
Notification	Trace Log
Alarm	No
Trap	No
Server	MPE
Group	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10130 – Unauthorized Non Emergency Session**

<b>Message</b>	Reject a non-emergency request <i>{0}</i> from AF binding to an emergency APN: <i>{1}</i>
<b>Description</b>	This trace log is triggered when a non-emergency Rx session binding to an emergency APN is requested.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10131 – PCEF Initiated Emergency Request**

<b>Message</b>	Reject a PCEF-initiated emergency request <i>{0}</i> to an emergency APN: <i>{1}</i>
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10132 – Sy Reconciliation QP Notif**

<b>Message</b>	SY: Notify of split-brain resolved. Split-brain start time: <i>{0}</i>
<b>Description</b>	Notification of split brain recovery was received by the MPE device from the QP with the time stamp for when the QP believes the event began.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 10133 – SYNC MRA Session Binding

<b>Message</b>	Cleanup {0} session id or PDN connection in message {1} message type with result code {2} message result code.
<b>Description</b>	Trigger if a session binding or PDN connection is cleaned up when receiving Gx RAA with rc=5002 or Rx AAA with rc=5065.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 10140 – Diameter App Not Found Message

<b>Message</b>	Diameter: Application {0} not found among running applications.
<b>Description</b>	The specified application was not found among the running applications.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

#### Recovery

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10141 – Diameter Peer Config Fail**

<b>Message</b>	Diameter: Peer Configuration Failure. {0}
<b>Description</b>	The specified Diameter Peer configuration failed.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10160 – Diam Invalid App Detect Info Warning**

<b>Message</b>	Diameter:{0} AVP in {1} is missing in Application-Detection-Information AVP. {2}
<b>Description</b>	The specified Diameter AVP in the specified device is missing in the Application-Detection-Information AVP.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**10200 – VNF server create**

<b>Message</b>	VNF: Creating Instance: {VNFC details}
<b>Description</b>	The VNFC details include the Cluster Name (VNF), Server Name (Instance), Network Addresses, Config Drive enabled, Flavor, Host ID, Instance ID, Image, Security Groups, Status, Tenant ID, User ID, and Availability Zone being created.
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log

Alarm	No
Trap	No
Server	VNF
Group	Diameter
Recovery:	

**10201 – VNF server update**

Message	VNF: Updating Instance: Previous Instance: <i>{VNFC_details}</i> Updated Instance <i>{VNFC_details}</i>
Description	The VNFC details include the Cluster Name (VNF), Server Name (Instance), Network Addresses, Config Drive enabled, Flavor, Host ID, Instance ID, Image, Security Groups, Status, Tenant ID, User ID, and Availability Zone begin updated.
Severity	Notice
Notification	Trace Log
Alarm	No
Trap	No
Server	VNF
Group	Diameter
Recovery:	

**10202 – VNF server delete**

Message	VNF: Removing Instance: <i>{VNF name}</i>
Description	The name of the VNFC being removed.
Severity	Notice
Notification	Trace Log
Alarm	No
Trap	No
Server	VNF
Group	Diameter
Recovery:	

**10203 – VNFMGR get**

<b>Message</b>	VNF: Retrieving data for id: <i>{VNF name}</i>
<b>Description</b>	Returns VNFC details for VNF instances.
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	VNF
<b>Group</b>	Diameter
<b>Recovery:</b>	

**10204 – VNFMGR get error**

<b>Message</b>	VNF: Retrieving data for id: <i>{VNF name}</i>
<b>Description</b>	Name of the VNF where a data retrieve failure occurred.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	VNF
<b>Group</b>	Diameter
<b>Recovery:</b>	

**10205 – VNF operation error set**

<b>Message</b>	VNF: Operation: <i>{POST/PUT/DELETE}</i> Error Instance: <i>{VNF name}</i> HTTP Operation: <i>{GET/POST/PUT/DELETE}</i> HTTP Error; <i>{Error from HTTP Operation}</i> HTTP URI: <i>{URI of HTTP request}</i> HTTP Answer: <i>{Response data}</i> VIM Error; <i>{Error msg from VIM}</i> Instance Data: <i>{VNF details}</i>
<b>Description</b>	A VNF operation caused a failure.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

**Server** VNF  
**Group** Diameter

**Recovery:**

### 10206 – VNF operation error clear

**Message** VNF: Operation Alarm Cleared: *{VNF name}* Instance Data: *{VNF details}*

**Description** Alarm 78850 - Create, update, or delete operation failed on the VNF cluster - has been cleared.

**Severity** Warning

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** VNF

**Group** Diameter

**Recovery:**

### 10207 – VNF rest operation

**Message** VNF: REST Operation: *{GET/POST/PUT/DELETE}* URI: *{URI of operation}* Data: *{Msg data}*

**Description** An outbound REST operation has been attempted.

**Severity** Debug

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** VNF

**Group** Diameter

**Recovery:**

### 10208 – VNF API unsupported version

**Message** VNF: API Version unsupported: *{API name}* Configured Port: *{API port}* Handler Configured Version: *{API version from configuration}* API Version Data: *{Retrieved API version data}*

**Description** The configured version of a REST API being used is not supported by the end server.

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	VNF
<b>Group</b>	Diameter
<b>Recovery:</b>	

**10209 – VNF Operation Error**

<b>Message</b>	VNF: Error: Operation: {0} Details: {1}
<b>Description</b>	Error in the VNF operation.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	VNF
<b>Group</b>	Diameter
<b>Recovery:</b>	

**10210 – POI Incoming Request**

<b>Message</b>	VNF-POI: Incoming: Resource: {0}, Operation:{1}, TaskID; {2} Data: {3}
<b>Description</b>	The accepted incoming request from POA.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	VNFMGR
<b>Group</b>	NA
<b>Recovery:</b>	No action is required.

**10211 – POI Outgoing Request to PPI**

<b>Message</b>	VNF-POI: TaskId: {0}, PPI Operation; {1}, PPI Component Data; {2}
<b>Description</b>	The PPI request send by POI to PPI.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	VNFMGR
<b>Group</b>	NA

**Recovery:** No action is required.

**10212 – POI Return Response to POA**

<b>Message</b>	VNF-POI: Returning: Resource: {0}, Operation; {1}, TaskId; {2} Data: {3}
<b>Description</b>	The return message to POA.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	VNFMGR
<b>Group</b>	NA

**Recovery:** No action is required.

**10213 – POI Operation Error**

<b>Message</b>	VNF-POI: Error occurs in task: <i>task_name</i> Error description: <i>description</i>
<b>Description</b>	An error occurred in the named task. The error description is displayed. (The description can be a stack trace.)
<b>Severity</b>	Error
<b>Notification</b>	Trace Log

Alarm	No
Trap	No
Server	VNFMGR
Group	NA

**Recovery:**

Contact [My Oracle Support \(MOS\)](#).

**10214 – Rest Response**

Message	VNF:REST received Response: <i>response_namr</i> URI: <i>uri</i> Response: <i>response</i>
Description	The VNF received a REST response of type <i>response_namr</i> . The request and response are displayed.
Severity	Debug
Notification	Trace Log
Alarm	No
Trap	No
Server	VNFMGR
Group	NA

**Recovery:** No action is required.

**10215 – POI Operation Error**

Message	VNF:PPI Error: Operation: <i>operation_name</i> Details: <i>details</i>
Description	An error was returned for the named operation. The error is displayed.
Severity	Error
Notification	Trace Log
Alarm	No
Trap	No
Server	VNFMGR
Group	NA

**Recovery:** No action is required.

**11001 – Remote Diversion Set | Clear**

Message	Remote diversion is not possible, alarm {0}
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<b>Description</b>	This trace log occurs when all other associated MRA devices are currently unavailable for remote diversion. The Clear event occurs when MRA devices become available.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	Diameter
<b>Recovery</b>	No action is required.

**15000 – SCMP Sync Trace Succ**

<b>Message</b>	S-CMP reference sync succeeded.
<b>Description</b>	
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**15010 – SCMP Init Succ**

<b>Message</b>	S-CMP {0} initialization succeeded.
<b>Description</b>	
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 15101 – Mediation SPR Connection Exception

<b>Message</b>	SOAP: SPR {0} connection exception: {1}
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 15102 – Mediation SPR Connection Timeout

<b>Message</b>	SOAP: SPR {0} connection time out.
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Mediation
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 15103 – Mediation SOAP Parameter Error

<b>Message</b>	SOAP: Mediation SOAP interface parameter error: {0}.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	Mediation
<b>Group</b>	MF
<b>Recovery</b>	
	No action required.

**15104 – Mediation Open COMCOL Error**

<b>Message</b>	SOAP: {0}: Could not open database,the usrId is: {1}.
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**15105 – Mediation Operate COMCOL Error**

<b>Message</b>	SOAP: {0}: fail to oprate db,the usrId is: {1}, the oprateType is: {2}.
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**15106 – Mediation SOAP Result Error**

<b>Message</b>	MEDIATION: Mediation SOAP request get error result, resultcode: {0},UsrId: {1},oprateType: {2}.
<b>Description</b>	

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15107 – Mediation SPR Connection Request**

<b>Message</b>	MDF: Sent SPR message {0} to SPR {1}.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15108 – Mediation SPR Connection Response**

<b>Message</b>	MDF: Received SPR message {0} received from SPR {1}.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15109 – Mediation SOAP Request**

<b>Message</b>	SOAP: Receiving SOAP operation {0}.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	No action required.

**15110 – SPR Connection Failed**

<b>Message</b>	SPR: Create connection to SPR {0} failed.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**15111 – SPR Connection Failed Clear**

<b>Message</b>	SPR: Create connection to SPR {0} successfully.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15112 – SPR License Limit Set**

<b>Message</b>	MEDIATION: Achieve 80% maximum number of users in SPR.
<b>Description</b>	The mediation server has reached 80% of the maximum number of users in SPR.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15113 – SPR License Limit Clear**

<b>Message</b>	MEDIATION: Below 80% maximum number of users in SPR.
<b>Description</b>	The mediation server is now below 80% of the maximum number of users in SPR.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15114 – SPR Timeout Error**

<b>Message</b>	MEDIATION: HandleReply failed for timeout,UsrId is: {0},operateType is: {1}.
<b>Description</b>	
<b>Severity</b>	Error

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15115 – Mediation Admission Protocol Busy Event**

<b>Message</b>	ADMISSION: {0}: Busy : criteria {1}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15116 – Mediation Admission Protocol Clear Event**

<b>Message</b>	ADMISSION: {0}: Normal : criteria {1}
<b>Description</b>	
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15117 – Mediation Admission Component Busy Event**

<b>Message</b>	ADMISSION: {3}: Resource {0} : new condition {1} of the criteria {2}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	No action required.

**15118 – Mediation Admission Component Clear Event**

<b>Message</b>	ADMISSION: {3}: Resource {0} : new condition {1} of the criteria {2}
<b>Description</b>	
<b>Severity</b>	Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	No action required.

**15119 – Mediation SOAP Too Busy Set | Clear**

<b>Message</b>	ADMISSION: {0} is in a {1} state
<b>Description</b>	The SOAP interface state of the Mediation server has either changed from normal (not busy) to busy or from busy to normal (not busy).
<b>Severity</b>	Warning/Notice
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	No action required.

**15120 – Mediation SOAP Response**

<b>Message</b>	SOAP: SOAP response message: {0}.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	No action required.

**15121 – Sync Server Error**

<b>Message</b>	Sync: Exception has occurred in sync server: <i>server</i>
<b>Description</b>	An exception has occurred in the sync server.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

**15122 – Sync Stop Server Error**

<b>Message</b>	Sync: Could not stop <i>server</i> component: <i>component</i>
<b>Description</b>	

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15123 – Sync Thread Uncaught Exception**

<b>Message</b>	Sync: Sync Thread- <i>server</i> , uncaught exception: <i>exception</i>
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15124 – Sync Exec CMD Fail**

<b>Message</b>	Sync: Command <i>command</i> executes failure
<b>Description</b>	The command failed to execute.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15125 – Sync Exec CMD Error**

<b>Message</b>	Sync: Exception occurred while executes command <i>type: command</i>
<b>Description</b>	An exception occurred while the specified command was executed.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15126 - Sync Accept App Sync Request**

<b>Message</b>	Sync: Accepted apply sync request: <i>request</i> .
<b>Description</b>	The apply sync request is accepted.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

No action required.

**15127 - Sync Reject App Sync Request**

<b>Message</b>	Sync: Sync busy at <i>request</i> , reject apply sync request.
<b>Description</b>	The sync server is busy. The apply sync request is rejected.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

No action required.

**15128 - Sync App Sync Request Exception**

<b>Message</b>	Sync: Exception occurred while process apply sync request: <i>request</i>
<b>Description</b>	An exception occurred while processing the apply sync request.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15129 - Sync App Sync Response**

<b>Message</b>	Sync: Received apply sync response: <i>type. response</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

No action required.

**15130 - Sync App Sync Response Exception**

<b>Message</b>	Sync: Exception occurred while process apply sync response: <i>type</i>
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<b>Description</b>	An exception occurred while processing the apply sync response.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15131 - Sync TooBusy Reject Request**

<b>Message</b>	Sync: Sync server too busy, reject sync request: <i>type</i>
<b>Description</b>	The sync server is too busy. The sync request is rejected.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15132 - Sync Invalid Request**

<b>Message</b>	Sync: Invalid sync request: <i>type</i>
<b>Description</b>	The sync request is invalid.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

No action required.

**15133 – Sync Handle Request Exception**

<b>Message</b>	Sync: Exception occurred while process sync request: <i>type</i>
<b>Description</b>	An exception occurred while processing the sync request.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15134 - Sync Accept Sync Request**

<b>Message</b>	Sync: Accepted sync request: <i>type</i> .
<b>Description</b>	The sync request is accepted.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	

No action required.

**15135 - Sync Open COMCOL Fail**

<b>Message</b>	Sync: Failed to open database <i>type: database</i>
<b>Description</b>	The sync operation failed to open the database.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15136 - Sync Close COMCOL Fail**

<b>Message</b>	Sync: Failed to close database <i>type: database</i>
<b>Description</b>	The sync operation failed to close the database.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15137 – Sync Verify Success**

<b>Message</b>	Sync: Verify {0} success
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15138 - Sync Verify Fail**

<b>Message</b>	Sync: Failed to verify <i>type: database</i>
<b>Description</b>	The sync operation failed to verify the database type.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

Trap	No
Server	Mediation
Group	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15139 – Sync Resolve Success**

Message	Sync: Resolve conflict success
Description	The sync operation has successfully resolved a conflict.
Severity	Info
Notification	Trace Log
Alarm	No
Trap	No
Server	Mediation
Group	Sync

**Recovery**

No action required.

**15140 - Sync Resolve Fail**

Message	Sync: Failed to resolve conflict: <i>type</i>
Description	The sync operation failed to resolve a conflict.
Severity	Warning
Notification	Trace Log
Alarm	No
Trap	No
Server	Mediation
Group	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15141 – Sync Create DATS Success**

Message	Sync: Create sync {0} -data files success
Description	

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

### 15142 - Sync Create DATS Fail

<b>Message</b>	Sync: Failed to create {0}-data files: {1}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 15143 - Do Sync Fail

<b>Message</b>	Sync: Failed to do sync, {type}:{file}
<b>Description</b>	<p>The sync failed. All errors that occur during the synchronization procedure will be reported in the trace log. Examples:</p> <ol style="list-style-type: none"> <li>1. failover: already waited <i>time</i> ms, but server is still not ready.</li> <li>2. receiving: reports can't fully received during <i>time</i> seconds.</li> <li>3. timeout: task can't be completed during <i>time</i> s.</li> <li>4. failover: failed to do sync after failover, can't write data to <i>request file</i>.</li> <li>5. failover: can't upload data: <i>reason</i>.</li> </ol>
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation

**Group** Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15144 - Sync Create Sync Response**

**Message** Sync: Created sync response: {0}

**Description**

**Severity** Warning

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** Mediation

**Group** Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15145 – Sync Handle Response Exception**

**Message** Sync: Exception occurred while process sync response: {0}

**Description**

**Severity** Error

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** Mediation

**Group** Provision

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15146 - Sync Disk Quota Exceed**

**Message** Sync: Backup folder disk quota exceeds. Disk quota: {0}, total usage: {1}.

**Description**

**Severity** Error

<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15147 – Sync Disk No Space**

<b>Message</b>	Sync: No space left on device: {0} "REMAINING"
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15148 – Sync Disk No Space Clear**

<b>Message</b>	Sync: Disk space cleaned on device: {0}, cleaned {1} files, released {2} disk spaces.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision

**Recovery**

No action required.

**15149 – MRA Sig Device Filter Changed**

<b>Message</b>	MRA Sig device filter changed from <i>{prev value}</i> to <i>{new value}</i>
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MRA
<b>Group</b>	
<b>Recovery</b>	No action required.

**15150 –Reject Non-Authorized Connection**

<b>Message</b>	DRA: Rejecting non-authorized <i>{0}</i> , no associate <i>{1}</i> found.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	
<b>Group</b>	
<b>Recovery</b>	No action required.

**15151 – Accept Authorized Connection**

<b>Message</b>	DRA: Accepted authorized <i>{0}</i> .
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

**Server****Group****Recovery**

No action required.

**15152 – Retransmit Message****Message**

Diameter: Rerouted {0} to {1} ({2} attempts)

**Description****Severity**

Warning

**Notification**

Trace Log

**Alarm**

No

**Trap**

No

**Server****Group****Recovery**

No action required.

**15153 – MPE Sig Device Filter Changed****Message**

MPE Sig device filter changed from {prev value} to {new value}

**Description****Severity**

Warning

**Notification**

Trace Log

**Alarm**

No

**Trap**

No

**Server**

MPE

**Group****Recovery**

No action required.

**15160 – Batch Operation Error****Message**

Batch: Exception has occurred in batch operation:{0}.

**Description**

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	No action required.

### 15161 – Batch Request Validation

<b>Message</b>	Batch: validation result of batch request, data file name: {0}, operation time: {1}, result: {2}.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	No action required.

### 15162 – Batch Handle Result

<b>Message</b>	Batch: Finished handling task: {0}, totally processed: {1} lines, successfully processed {2} lines, time consumed: {3}, ACK file: {4}.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	

No action required.

### 15163 – Batch Disk Quota Exceed

<b>Message</b>	Batch: Batch folder disk quota exceeds. Disk quota: <i>{0}</i> , total usage: <i>{1}</i> .
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	No action required.

### 15164 – Batch Disk No Space

<b>Message</b>	Batch: No space left on device: <i>{0}</i> . "REMAINING"
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	No action required.

### 15165 – Batch Clean Up

<b>Message</b>	Batch: Clean up batch "DIRECTORY" <i>{0}</i> , cleaned <i>{1}</i> files, released <i>{2}</i> disk spaces.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	No action required.

**15166 – Scheduled Task RAR Sent**

<b>Message</b>	Scheduled: RAR sent for user {0}, for task {1}
<b>Description</b>	
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	No action required.

**15167 – Rebuild Diameter Peers**

<b>Message</b>	Diameter: Rebuild node({0}) peers {1} => {2}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Provision
<b>Recovery</b>	
	No action required.

**15200 – PM Gen Stats Sync Task Start**

<b>Message</b>	Starting {0} Task.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15201 – PM Gen Stats Sync Task Success**

<b>Message</b>	{0} Task completed successfully.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15202 – PM Gen Stats Sync Task Fail**

<b>Message</b>	{0} Task failed. {1}
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation

**Group** Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15203 – PM Gen Stats Sync Task End**

**Message** Finishing {0} Task.

**Description**

**Severity** Info

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** Mediation

**Group** Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15204 – PM Stats Sync Task Start**

**Message** Starting {0} Task.

**Description**

**Severity** Info

**Notification** Trace Log

**Alarm** No

**Trap** No

**Server** Mediation

**Group** Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15205 – PM Stats Sync Task Success**

**Message** {0} Task completed successfully.

**Description**

**Severity** Info

**Notification** Trace Log

<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 15206 – PM Stats Sync Task Fail

<b>Message</b>	{0} Task failed. {1}
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 15207 – PM Stats Sync Task End

<b>Message</b>	Finishing {0} Task.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15208 – PM Stats Sync Task Repository Success**

<b>Message</b>	{2} Task was successful for sync local repository to remote server({1}) after retry {0} times
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15209 – PM Stats Sync Task Repository Fail**

<b>Message</b>	{2} Task still failed for sync local repository to remote server({1}) after retry {0} times
<b>Description</b>	
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**15301 – SMS Stats Sync Task Start**

<b>Message</b>	Starting {0} Task.
<b>Description</b>	Starting SMS Notification Statistics Uploading Task.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery:</b>	
	No action.

**15302 – SMS Stats Sync Task Success**

<b>Message</b>	{0}Task completed successfully.
<b>Description</b>	SMS Notification Statistics Uploading Task completed successfully.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery:</b>	
	No action.

**15303 – SMS Stats Sync Task Fail**

<b>Message</b>	{0} Task failed. {1}
<b>Description</b>	SMS Notification Statistics Uploading Task Failure(s): <ol style="list-style-type: none"> <li>1. Error in network I/O</li> <li>2. Error in file I/O</li> <li>3. Timeout in data send/receive</li> <li>4. Invalid user name and password.</li> <li>5. Unknown error. Actual FTP exit code is {}</li> </ol>
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery:</b>	
	No action.

**15304 – SMS Status Sync Task End**

<b>Message</b>	Finishing {0} Task.
<b>Description</b>	Finishing SMS Notification Statistics Uploading Task.
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery:</b>	
	No action.

**15305 – SMS Stats Sync Task Repository Success**

<b>Message</b>	{2}Task was successful for sync local repository to remote server {1} after retry {0} times.
<b>Description</b>	SMS Notification Statistics Uploading Task was successful by sync local repository to remote server after 2 retries.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery:</b>	
	No action.

**15306 – SMS Stats Sync Task Repository Fail**

<b>Message</b>	{2} Task still failed for sync local repository to remote server {1} after retry {0} times.
<b>Description</b>	SMS Notification Statistics Uploading Task failed for sync local repository to remote server after 3 retries.
<b>Severity</b>	Error
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery:</b>	
No action.	

### 17000 – Quota usage daily reset complete

**Description:** Completed KT usage daily reset.

**Severity:** Info

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** Diameter

**Recovery:**

    No action required.

### 17001 – Quota usage daily reset task start

**Description:** Starting usage daily reset task.

**Severity:** Info

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** Diameter

**Recovery:**

    No action required.

### 17002 – Quota usage daily reset task is ready to send RARs.

**Description:** Finished iterating the database. Starting to send RARs to suspect session.

**Severity:** Info

**Notification:** Trace Log

**Alarm:** No

**Trap:** No

**Server:** MPE

**Group:** Diameter

**Recovery:**

No action required.

### 17100 – MDF Soap Result Error

<b>Message</b>	MDF: SOAP request {0} error result: {1}.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

### 17102 – MDF Soap Parameter Error

<b>Message</b>	MDF: SOAP request parameter error: {0}.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

### 17103 – MDF No QP Name Error

<b>Message</b>	MDF: Add.{0}({1}): cannot get quota profile name.
<b>Description</b>	

<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17104 – MDF Soap Illegal OPMD Change**

<b>Message</b>	MDF: SOAP request illegal opmd change: {0} -> {1}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17105 – MDF Soap Client Result Error**

<b>Message</b>	MDF: SOAP client request({0}) error result: {1}.
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17106 – MDF Cannot Parse SDM Response**

<b>Message</b>	MDF: SDM client cannot parse SDM response {0}: {1}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17107 – MDF IMSI Not In Range**

<b>Message</b>	MDF: Cannot {0} - not in SPR IMSI range
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17108 – MDF Soap Client Request**

<b>Message</b>	MDF: Sent request to MGW: {0}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

No action required.

**17109 – MDF Soap Client Response**

<b>Message</b>	MDF: Received response from MGW: {0}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17110 – MDF SPR Message**

<b>Message</b>	MDF: {0} - SPR messages: {1}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17111 – MDF Get Subscriber**

<b>Message</b>	MDF: {0} - Query result: {1}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
No action required.	

**17112 – MDF Illegal Notify Subscriber**

<b>Message</b>	MDF: Illegal {0}: {1}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
No action required.	

**17113 – MDF Soap Request**

<b>Message</b>	MDF: SOAP request message: {0}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
No action required.	

**17114 – MDF Soap Response**

<b>Message</b>	MDF: SOAP response message: {0}
<b>Description</b>	

<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
No action required.	

**17115 – MDF Out SPR Message**

<b>Message</b>	MDF: {0} - SPR messages: => {1}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
No action required.	

**17116 – MDF IMSI Not In SPR**

<b>Message</b>	MDF: IMSI({0}) not in SPR IMSI range
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
No action required.	

**17118 – MDF IMSI In SPR**

<b>Message</b>	MDF: IMSI({0}) in SPR IMSI range: {1}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17119 – MDF IMSI In S-SPR**

<b>Message</b>	MDF: IMSI({0}) in S-SPR IMSI range: {1}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17120 – MDF DYQ Was Expired**

<b>Message</b>	MDF: Discard expired dynamic quota: {0}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync

**Recovery**

No action required.

**17121 – MDF Quota Was Expired**

<b>Message</b>	MDF: Discard initial quota usage because it based-dynamic-quota was expired: {0}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	Sync
<b>Recovery</b>	
	No action required.

**17122 – MDF Deduct Usage Fail**

<b>Message</b>	MDF: Failed to deduct usage ({0}) for {1}: {2}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	QuotaRequest
<b>Recovery</b>	
	No action required.

**17123 – MDF Deductible Quotas**

<b>Message</b>	MDF: Deductible quotas: {0}
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No

<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	QuotaRequest
<b>Recovery</b>	No action required.

**17124 – MDF Reset For Deduct**

<b>Message</b>	MDF: Next reset time arrived, reset quota({0} -> {1}, {2} -> {3}) from {4}.{5}({6})
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	QuotaRequest
<b>Recovery</b>	No action required.

**17125 – MDF Do Deduct Usage**

<b>Message</b>	MDF: Deduct quota usage({0} -> {1}) from {2}.{3}({4})
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	Mediation
<b>Group</b>	QuotaRequest
<b>Recovery</b>	No action required.

**17301 – Clearance Started**

<b>Message</b>	Clearance: MPE session clearance will start. Active sessions are {0}.
----------------	---

<b>Description</b>	
<b>Severity</b>	Always
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
	No action required.

### 17302 – Clearance Duplicating

<b>Message</b>	Clearance: MPE session clearance has been started.
<b>Description</b>	The MPE session clearance is started.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
	No action required.

### 17303 – Clearance Abort

<b>Message</b>	Clearance: MPE session clearance transaction is aborted.
<b>Description</b>	The MPE session clearance transaction was aborted.
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
	No action required.

**17304 – Clearance Session Terminate**

<b>Message</b>	Clearance: Session {0} will be terminated.
<b>Description</b>	
<b>Severity</b>	Debug
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
	No action required.

**17305 – Clearance Finished**

<b>Message</b>	Clearance: Task finished, terminate {0} sessions: success {1} and failed {2}.
<b>Description</b>	
<b>Severity</b>	Info
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
	No action required.

**17306 – KT Reject Invalid Sub**

<b>Message</b>	Diameter: Rejecting invalid KT sub-subscriber on session: {0}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No

<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
No action required.	

**17307 – PUA Failure of Reset**

<b>Message</b>	SH: Received PUA failure related to quota reset for subscriber: {0}
<b>Description</b>	
<b>Severity</b>	Warning
<b>Notification</b>	Trace Log
<b>Alarm</b>	No
<b>Trap</b>	No
<b>Server</b>	MPE
<b>Group</b>	Diameter
<b>Recovery</b>	
No action required.	

# Chapter 4

## Alarms and Events

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### Topics:

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This chapter 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:** Alarms for all modes are represented in this list (cable, wireline, and wireless).

**Note:** If you encounter an alarm not in this document, contact [My Oracle Support \(MOS\)](#).

## Alarms formatting information

This section of the document provides information to help you understand why an alarm occurred and to provide a recovery procedure to help correct the condition that caused the alarm.

The information provided about each alarm includes:

<b>Alarm Group</b>	The type of alarm that has occurred. For a list of Event types see <a href="#">Alarm and event types</a> .
<b>Description</b>	The reason or cause for the alarm.
<b>Severity</b>	The severity of the alarm. This severity may vary, depending on user-defined and specific application settings.
<b>Instance</b>	
<b>HA Score</b>	The HA impact of the alarm: Normal, Failed, or Degraded.
<b>Auto Clear Seconds</b>	The number of seconds required for the alarm to automatically clear (if applicable).
<b>OID</b>	The alarm identifier that appears in SNMP traps.
<b>Alarm ID</b>	The alarm identifier that is used internally (if applicable).
<b>Recovery</b>	Lists any necessary steps for correcting or preventing the alarm.

## Alarm and event types

[Table 2: Alarm and Event Types](#) describes the possible alarm/event types that can be displayed.

**Note:** Not all applications use all of the alarm types listed.

**Table 2: Alarm and Event Types**

Type Name	Type
APPL	Application
CAF	Communication Agent (ComAgent)
CAPM	Computer-Aided Policy Making (Diameter Mediation)
CFG	Configuration
CHG	Charging
CNG	Congestion Control
COLL	Collection
DAS	Diameter Application Server (Message Copy)
DB	Database
DIAM	Diameter

Type Name	Type
DISK	Disk
DNS	Domain Name Service
DPS	Data Processor Server
ERA	Event Responder Application
FABR	Full Address Based Resolution
HA	High Availability
HTTP	Hypertext Transfer Protocol
IDIH	Integrated DIH
IF	Interface
IP	Internet Protocol
IPFE	IP Front End
LOADGEN	Load Generator
LOG	Logging
MEAS	Measurements
MEM	Memory
NAT	Network Address Translation
NP	Number Portability
OAM	Operations, Administration & Maintenance
PCRF	Policy Charging Rules Function
PDRA	Policy Diameter Routing Agent
PLAT	Platform
PROC	Process
PROV	Provisioning
pSBR	Policy SBR
QP	QBus
RBAR	Range-Based Address Resolution
REPL	Replication
SCTP	Stream Control Transmission Protocol
SDS	Subscriber Database Server
SIGC	Signaling Compression
SIP	Session Initiation Protocol Interface

Type Name	Type
SL	Selective Logging
SS7	Signaling System 7
SSR	SIP Signaling Router
STK	EXG Stack
SW	Software (generic event type)
TCP	Transmission Control Protocol

## 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 (31000-32800)

This section provides information and recovery procedures for the Platform alarms, ranging from 31000-32800.

### 31000 - S/W fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	Program impaired by s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolSwFaultNotify

**Recovery:**

No action is required. This event is used for command-line tool errors only.

**31001 - S/W status**

<b>Alarm Group:</b>	SW
<b>Description:</b>	Program status
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolSwStatusNotify

**Recovery:**

No action required.

**31002 - Process watchdog failure**

<b>Alarm Group:</b>	SW
<b>Description:</b>	Process watchdog timed out.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	comcolProcWatchdogFailureNotify

**Recovery:**

1. Alarm indicates a stuck process was automatically recovered, so no additional steps are needed.
2. If this problem persists, collect savelogs ,and it is recommended to contact [My Oracle Support \(MOS\)](#).

**31003 - Tab thread watchdog failure**

<b>Alarm Group:</b>	SW
<b>Description:</b>	Tab thread watchdog timed out

<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolThreadWatchdogFailureNotify
<b>Recovery:</b>	<ol style="list-style-type: none"> <li>1. Alarm indicates a stuck process was automatically recovered, so no additional steps are needed.</li> <li>2. If this problem persists, collect savelogs, and it is recommended to contact <a href="#">My Oracle Support (MOS)</a>.</li> </ol>

### 31004 - Test Status

<b>Alarm Type:</b>	TEST
<b>Description:</b>	For testing purposes only
<b>Severity:</b>	Info
<b>OID:</b>	comcolTestStatNotify
<b>Recovery:</b>	Test message. No action necessary.

### 31005 - Test Fault

<b>Alarm Type:</b>	TEST
<b>Description:</b>	For testing purposes only
<b>Severity:</b>	Minor
<b>OID:</b>	comcolTestFaultNotify
<b>Recovery:</b>	Test message. No action necessary.

### 31100 - Database replication fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	The Database replication process is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300

**OID:** comcolDbReplicationFaultNotify

**Recovery:**

1. Export event history for the given server and inetsync task.
2. It is recommended to contact [My Oracle Support \(MOS\)](#).

### 31101 - Database replication to slave failure

**Alarm Group:** REPL

**Description:** Database replication to a slave database has failed. This alarm is generated when:

- The replication master finds the replication link is disconnected from the slave.
- The replication master's link to the replication slave is OOS, or the replication master cannot get the slave's correct HA state because of a failure to communicate.
- The replication mode is relayed in a cluster and either:
  - No nodes are active in cluster, or
  - None of the nodes in cluster are getting replication data.

**Severity:** Critical

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 300

**OID:** comcolDbRepToSlaveFailureNotify

**Recovery:**

1. Verify the path for all services on a node by typing `path.test -a <toNode>` in a command interface to test the paths for all services.
2. Use the path test command to test the communication between nodes by typing `igt -pE NodeInfo` to get the node ID. Then type `path.test -a <nodeid>` to test the paths for all services.
3. Examine the Platform savelogs on all MPs, SO, and NO by typing `sudo /usr/TKLC/plat/sbin/savelogs_plat` in the command interface. The plat savelogs are in the /tmp directory.
4. Check network connectivity between the affected servers.
5. If there are no issues with network connectivity, contact [My Oracle Support \(MOS\)](#).

### 31102 - Database replication from master failure

**Alarm Group:** REPL

<b>Description:</b>	Database replication from a master database has failed. This alarm is generated when the replication slave finds the replication link is disconnected from the master.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbRepFromMasterFailureNotify

**Recovery:**

1. Verify the path for all services on a node by typing `path.test -a <toNode>` in a command interface to test the paths for all services.
2. Use the path test command to test the communication between nodes by typing `igt -pE NodeInfo` to get the node ID. Then type `path.test -a <nodeid>` to test the paths for all services.
3. Examine the Platform savelogs on all MPs, SO, and NO by typing `sudo /usr/TKLC/plat/sbin/savelogs_plat` in the command interface. The plat savelogs are in the /tmp directory.
4. Indicates replication subsystem is unable to contact a server, due to networking issues or because the server is not available. Investigate the status of the server and verify network connectivity.
5. If no issues with network connectivity or the server are found and the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31103 - DB Replication update fault**

<b>Alarm Group:</b>	REPL
<b>Description:</b>	Database replication process cannot apply update to DB.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbRepUpdateFaultNotify

**Recovery:**

1. This alarm indicates a transient error occurred within the replication subsystem, but the system has recovered, so no additional steps are needed.
2. If the problem persists, collect savelogs, and it is recommended to contact [My Oracle Support \(MOS\)](#).

**31104 - DB Replication latency over threshold**

<b>Alarm Group:</b>	REPL
---------------------	------

<b>Description:</b>	Database replication latency has exceeded thresholds
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	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, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31105 - Database merge fault**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The database merge process (inetmerge) is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbMergeFaultNotify

**Recovery:**

1. This alarm indicates a transient error occurred within the merging subsystem, but the system has recovered, so no additional steps are needed.
2. If the problem persists, collect savelogs, and it is recommended to contact [My Oracle Support \(MOS\)](#).

**31106 - Database merge to parent failure**

<b>Alarm Group:</b>	COLL
<b>Description:</b>	Database merging to the parent Merge Node has failed.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)

**OID:** comcolDbMergeToParentFailureNotify

**Recovery:**

1. This alarm indicates the merging subsystem is unable to contact a server, due to networking issues or because the server is not available. Investigate the status of the server and verify network connectivity.
2. If no issues with network connectivity or the server are found and the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31107 - Database merge from child failure

**Alarm Group:** COLL

**Description:** Database merging from a child Source Node has failed.

**Severity:** Minor

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 300

**OID:** comcolDbMergeFromChildFailureNotify

**Recovery:**

1. This alarm indicates the merging subsystem is unable to contact a server, due to networking issues or because the server is not available. Investigate the status of the server and verify network connectivity.
2. If no issues with network connectivity or the server are found and the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31108 - Database merge latency over threshold

**Alarm Group:** COLL

**Description:** Database Merge latency has exceeded thresholds

**Severity:** Minor

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 300

**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, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31109 - Topology config error

<b>Alarm Group:</b>	DB
<b>Description:</b>	Topology is configured incorrectly
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	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, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31110 - Database audit fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	The Database service process (idbsvc) is impaired by a s/w fault.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbAuditFaultNotify

**Recovery:**

1. Alarm indicates an error occurred within the database audit system, but the system has recovered, so no additional steps are needed.
2. If this problem persists, collect savelogs, and it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31111 - Database merge audit in progress

<b>Alarm Group:</b>	COLL
<b>Description:</b>	Database Merge Audit between mate nodes in progress

<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbMergeAuditNotify
<b>Recovery:</b>	No action required.

### 31112 - DB replication update log transfer timed out

<b>Alarm Group:</b>	REPL
<b>Description:</b>	DB Replicated data may not have transferred in the time allotted.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	30
<b>OID:</b>	comcolDbRepUpLogTransTimeoutNotify
<b>Recovery:</b>	<ol style="list-style-type: none"> <li>1. No action required.</li> <li>2. It is recommended to contact <a href="#">My Oracle Support (MOS)</a> if this occurs frequently.</li> </ol>

### 31113 - DB replication manually disabled

<b>Alarm Group:</b>	REPL
<b>Description:</b>	DB Replication Manually Disabled
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	comcolDbReplicationManuallyDisabledNotify
<b>Recovery:</b>	No action required.

**31114 - DB replication over SOAP has failed**

<b>Alarm Group:</b>	REPL
<b>Description:</b>	Database replication of configuration data via SOAP has failed.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	3600
<b>OID:</b>	comcolDbReplicationSoapFaultNotify

**Recovery:**

1. This alarm indicates a SOAP subsystem is unable to connect to a server, due to networking issues or because the server is not available. Investigate the status of the server and verify network connectivity.
2. If no issues with network connectivity or the server are found and the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31115 - Database service fault**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The Database service process (idbsvc) is impaired by a s/w fault.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbServiceFaultNotify

**Recovery:**

1. Alarm indicates an error occurred within the database disk service subsystem, but the system has recovered, so no additional steps are needed.
2. If this problem persists, collect savelogs, and it is recommended to contact [My Oracle Support \(MOS\)](#).

**31116 - Excessive shared memory**

<b>Alarm Group:</b>	MEM
<b>Description:</b>	The amount of shared memory consumed exceeds configured thresholds.
<b>Severity:</b>	Major

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolExcessiveSharedMemoryConsumptionNotify

**Recovery:**

This alarm indicates that a server has exceeded the engineered limit for shared memory usage and there is a risk that application software will fail. Because there is no automatic recovery for this condition, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31117 - Low disk free**

<b>Alarm Group:</b>	DISK
<b>Description:</b>	The amount of free disk is below configured thresholds
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolLowDiskFreeNotify

**Recovery:**

1. Remove unnecessary or temporary files from partitions.
2. If there are no files known to be unneeded, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31118 - Database disk store fault**

<b>Alarm Group:</b>	DISK
<b>Description:</b>	Writing the database to disk failed
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbDiskStoreFaultNotify

**Recovery:**

1. Remove unnecessary or temporary files from partitions.
2. If there are no files known to be unneeded, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31119 - Database updatelog overrun

<b>Alarm Group:</b>	DB
<b>Description:</b>	The Database update log was overrun increasing risk of data loss
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbUpdateLogOverrunNotify

**Recovery:**

1. This alarm indicates a replication audit transfer took too long to complete and the incoming update rate exceeded the engineered size of the update log. The system will automatically retry the audit, and if successful, the alarm will clear and no further recovery steps are needed.
2. If the alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31120 - Database updatelog write fault

<b>Alarm Group:</b>	DB
<b>Description:</b>	A Database change cannot be stored in the updatelog
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbUpdateLogWriteFaultNotify

**Recovery:**

1. This alarm indicates an error has occurred within the database update log subsystem, but the system has recovered.
2. If the alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31121 - Low disk free early warning

<b>Alarm Group:</b>	DISK
<b>Description:</b>	The amount of free disk is below configured early warning thresholds
<b>Severity:</b>	Minor

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	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, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31122 - Excessive shared memory early warning**

<b>Alarm Group:</b>	MEM
<b>Description:</b>	The amount of shared memory consumed exceeds configured early warning thresholds
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolExcessiveShMemConsumptionEarlyWarnNotify

**Recovery:**

1. This alarm indicates that a server is close to exceeding the engineered limit for shared memory usage and the application software is at risk to fail. There is no automatic recovery or recovery steps.
2. It is recommended to contact [My Oracle Support \(MOS\)](#).

**31123 - Database replication audit command complete**

<b>Alarm Group:</b>	REPL
<b>Description:</b>	ADIC found one or more errors that are not automatically fixable.
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbRepAuditCmdCompleteNotify

**Recovery:**

No action required.

### 31124 - ADIC error

<b>Alarm Group:</b>	REPL
<b>Description:</b>	An ADIC detected errors
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbRepAuditCmdErrNotify

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

### 31125 - Database durability degraded

<b>Alarm Group:</b>	REPL
<b>Description:</b>	Database durability has dropped below configured durability level
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbDurabilityDegradedNotify

**Recovery:**

1. Check configuration of all servers, and check for connectivity problems between server addresses.
2. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31126 - Audit blocked

<b>Alarm Group:</b>	REPL
<b>Description:</b>	Site Audit Controls blocked an inter-site replication audit due to the number in progress per configuration.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal

**Auto Clear Seconds:** 300  
**OID:** comcolAuditBlockedNotify

**Recovery:**

This alarm indicates that WAN network usage has been limited following a site recovery. No recovery action is needed.

**31127 - DB Replication Audit Complete**

**Alarm Group:** REPL  
**Description:** DB replication audit completed  
**Severity:** Info  
**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr  
**HA Score:** Normal  
**Auto Clear Seconds:** 300  
**OID:** comcolDbRepAuditCompleteNotify

**Recovery:**

No action required.

**31128 - ADIC Found Error**

**Alarm Group:** REPL  
**Description:** ADIC found one or more errors that are not automatically fixable.  
**Severity:** Major  
**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr  
**HA Score:** Normal  
**Auto Clear Seconds:** 300  
**OID:** comcolDbADICErrorNotify

**Recovery:**

1. This alarm indicates a data integrity error was found by the background database audit mechanism, and there is no automatic recovery.
2. It is recommended to contact [My Oracle Support \(MOS\)](#).

**31129 - ADIC Found Minor Issue**

**Alarm Group:** REPL

<b>Description:</b>	ADIC found one or more minor issues that can most likely be ignored
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	14400
<b>OID:</b>	comcolDbADICWarn
<b>Recovery:</b>	No action required.

### 31130 - Network health warning

<b>Alarm Group:</b>	NET
<b>Description:</b>	Network health issue detected
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolNetworkHealthWarningNotify
<b>Recovery:</b>	<ol style="list-style-type: none"> <li>1. Check configuration of all servers, and check for connectivity problems between server addresses.</li> <li>2. If the problem persists, it is recommended to contact <a href="#">My Oracle Support (MOS)</a>.</li> </ol>

### 31131 - DB Ousted Throttle Behind

<b>Alarm Group:</b>	DB
<b>Description:</b>	DB ousted throttle may be affecting processes.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	comcolOustedThrottleWarnNotify
<b>Recovery:</b>	<ol style="list-style-type: none"> <li>1. This alarm indicates that a process has failed to release database memory segments which is preventing new replication audits from taking place. There is no automatic recovery for this failure.</li> </ol>

2. Run 'procshd -o' to identify involved processes.
3. It is recommended to contact [My Oracle Support \(MOS\)](#).

### 31140 - Database perl fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	Perl interface to Database is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbPerlFaultNotify

**Recovery:**

1. This alarm indicates an error has occurred within a Perl script, but the system has recovered.
2. If the alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31145 - Database SQL fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	SQL interface to Database is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbSQLFaultNotify

**Recovery:**

1. This alarm indicates an error has occurred within the MySQL subsystem, but the system has recovered.
2. If this alarm occurs frequently, it is recommended to collect savelogs and contact [My Oracle Support \(MOS\)](#).

### 31146 - DB mastership fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	DB replication is impaired due to no mastering process (inetrep/inetrep).
<b>Severity:</b>	Major

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbMastershipFaultNotify
<b>Recovery:</b>	
	<ol style="list-style-type: none"> <li>1. Export event history for the given server.</li> <li>2. It is recommended to contact <a href="#">My Oracle Support (MOS)</a>.</li> </ol>

### 31147 - DB upsynclog overrun

<b>Alarm Group:</b>	SW
<b>Description:</b>	UpSyncLog is not big enough for (WAN) replication.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbUpSyncLogOverrunNotify
<b>Recovery:</b>	
	<ol style="list-style-type: none"> <li>1. This alarm indicates that an error occurred within the database replication subsystem. A replication audit transfer took too long to complete, and during the audit the incoming update rate exceeded the engineered size of the update log. The replication subsystem will automatically retry the audit, and if successful, the alarm will clear.</li> <li>2. If the alarm occurs repeatedly, it is recommended to contact <a href="#">My Oracle Support (MOS)</a>.</li> </ol>

### 31148 - DB lock error detected

<b>Alarm Group:</b>	DB
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolDbLockErrorNotify

**Recovery:**

1. This alarm indicates an error occurred within the database disk service subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31200 - Process management fault**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The process manager (procmgr) is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolProcMgmtFaultNotify

**Recovery:**

1. This alarm indicates an error occurred within the process management subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31201 - Process not running**

<b>Alarm Group:</b>	PROC
<b>Description:</b>	A managed process cannot be started or has unexpectedly terminated
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolProcNotRunningNotify

**Recovery:**

1. This alarm indicates that the managed process exited unexpectedly due to a memory fault, but the process was automatically restarted.
2. It is recommended to collect savelogs and contact [My Oracle Support \(MOS\)](#).

**31202 - Unkillable zombie process**

<b>Alarm Group:</b>	PROC
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<b>Description:</b>	A zombie process exists that cannot be killed by procmgr. procmgr will no longer manage this process.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolProcZombieProcessNotify

**Recovery:**

1. This alarm indicates managed process exited unexpectedly and was unable to be restarted automatically.
2. It is recommended to collect savelogs and contact [My Oracle Support \(MOS\)](#).

**31206 - Process mgmt monitoring fault**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The process manager monitor (pm.watchdog) is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolProcMgmtMonFaultNotify

**Recovery:**

1. This alarm indicates an error occurred within the process management subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31207 - Process resource monitoring fault**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The process resource monitor (ProcWatch) is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300

**OID:** comcolProcResourceMonFaultNotify

**Recovery:**

1. This alarm indicates an error occurred within the process monitoring subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31208 - IP port server fault

**Alarm Group:** SW

**Description:** The run environment port mapper (re.portmap) is impaired by a s/w fault

**Severity:** Minor

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 300

**OID:** comcolPortServerFaultNotify

**Recovery:**

1. This alarm indicates an error occurred within the port mapping subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31209 - Hostname lookup failed

**Alarm Group:** SW

**Description:** Unable to resolve a hostname specified in the NodeInfo table

**Severity:** Minor

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 300

**OID:** comcolHostLookupFailedNotify

**Recovery:**

1. This typically indicates 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, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31213 - Process scheduler fault**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The process scheduler (ProcSched/runat) is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolProcSchedulerFaultNotify

**Recovery:**

1. This alarm indicates an error occurred within the process management subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31214 - Scheduled process fault**

<b>Alarm Group:</b>	PROC
<b>Description:</b>	A scheduled process cannot be executed or abnormally terminated
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolScheduleProcessFaultNotify

**Recovery:**

1. This alarm indicates that a managed process exited unexpectedly due to a memory fault, but the system has recovered.
2. It is recommended to contact [My Oracle Support \(MOS\)](#).

**31215 - Process resources exceeded**

<b>Alarm Group:</b>	SW
<b>Description:</b>	A process is consuming excessive system resources.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	14400
<b>OID:</b>	comcolProcResourcesExceededFaultNotify

**Recovery:**

1. This alarm indicates a process has exceeded the engineered limit for heap usage and there is a risk the application software will fail.
2. Because there is no automatic recovery for this condition, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31216 - SysMetric configuration error**

<b>Alarm Group:</b>	SW
<b>Description:</b>	A SysMetric Configuration table contains invalid data
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolSysMetricConfigErrorNotify

**Recovery:**

1. This alarm indicates a system metric is configured incorrectly.
2. It is recommended to contact [My Oracle Support \(MOS\)](#).

**31220 - HA configuration monitor fault**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The HA configuration monitor is impaired by a s/w fault.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaCfgMonitorFaultNotify

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**31221 - HA alarm monitor fault**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The high availability alarm monitor is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaAlarmMonitorFaultNotify

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**31222 - HA not configured**

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability is disabled due to system configuration
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaNotConfiguredNotify

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**31223 - HA Heartbeat transmit failure**

<b>Alarm Group:</b>	HA
<b>Description:</b>	The high availability monitor failed to send heartbeat.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	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, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31224 - HA configuration error

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability configuration error
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaCfgErrorNotify

**Recovery:**

1. This alarm indicates a platform configuration error in the High Availability or VIP management subsystem.
2. Because there is no automatic recovery for this condition, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31225 - HA service start failure

<b>Alarm Group:</b>	HA
<b>Description:</b>	The required high availability resource failed to start.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0
<b>OID:</b>	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, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31226 - HA availability status degraded

<b>Alarm Group:</b>	HA
<b>Description:</b>	The high availability status is degraded due to raised alarms.

<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0
<b>OID:</b>	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, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31227 - HA availability status failed**

<b>Alarm Group:</b>	HA
<b>Description:</b>	The high availability status is failed due to raised alarms.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	N/A
<b>OID:</b>	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, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31228 - HA standby offline**

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability standby server is offline.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	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, it is recommended to look for network connectivity issues and/or contact [My Oracle Support \(MOS\)](#).

### 31229 - HA score changed

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability health score changed
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaScoreChangeNotify

**Recovery:**

Status message - no action required.

### 31230 - Recent alarm processing fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	The recent alarm event manager (raclerk) is impaired by a s/w fault.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolRecAlarmEvProcFaultNotify

**Recovery:**

1. This alarm indicates an error occurred within the alarm management subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31231 - Platform alarm agent fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	The platform alarm agent impaired by a s/w fault

<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolPlatAlarmAgentNotify

**Recovery:**

1. This alarm indicates an error occurred within the alarm management subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31232 - Late heartbeat warning**

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability server has not received a message on specified path within the configured interval.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaLateHeartbeatWarningNotify

**Recovery:**

No action is required. This is a warning and can be due to transient conditions. If there continues to be no heartbeat from the server, alarm [31228 - HA standby offline](#) occurs.

**31233 - HA Path Down**

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability path loss of connectivity
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaPathDownNotify

**Recovery:**

1. If loss of communication between the active and standby servers over the secondary path is caused intentionally by maintenance activity, alarm can be ignored; it clears automatically when communication is restored between the two servers.
2. If communication fails at any other time, look for network connectivity issues on the secondary network.
3. It is recommended to contact [My Oracle Support \(MOS\)](#).

### 31234 - Untrusted Time Upon Initialization

<b>Alarm Group:</b>	REPL
<b>Description:</b>	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.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	comcolUtrustedTimeOnInitNotify
<b>Recovery:</b>	<ol style="list-style-type: none"><li>1. Correct NTP configuration.</li><li>2. If the problem persists, it is recommended to contact <a href="#">My Oracle Support (MOS)</a>.</li></ol>

### 31235 - Untrusted Time After Initialization

<b>Alarm Group:</b>	REPL
<b>Description:</b>	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.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	comcolUtrustedTimePostInitNotify
<b>Recovery:</b>	

1. Correct NTP configuration.
2. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31236 - HA Link Down

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability TCP link is down.
<b>Severity:</b>	Critical
<b>Instance:</b>	Remote node being connected to plus the path identifier
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaLinkDownNotify

#### Recovery:

1. If loss of communication between the active and standby servers over the specified path is caused intentionally by maintenance activity, alarm can be ignored; it clears automatically when communication is restored between the two servers.
2. If communication fails at any other time, look for network connectivity issues on the primary network and/or contact [My Oracle Support \(MOS\)](#).

### 31240 - Measurements collection fault

<b>Alarm Group:</b>	SW
<b>Description:</b>	The measurements collector (statclerk) is impaired by a s/w fault.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolMeasCollectorFaultNotify

#### Recovery:

1. This alarm indicates that an error within the measurement subsystem has occurred, but that the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to collect savelogs and contact [My Oracle Support \(MOS\)](#).

### 31250 - RE port mapping fault

<b>Alarm Group:</b>	SW
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<b>Description:</b>	The IP service port mapper (re.portmap) is impaired by a s/w fault
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolRePortMappingFaultNotify

**Recovery:**

This typically indicates a DNS Lookup failure. Verify all server hostnames are correct in the GUI configuration on the server generating the alarm.

**31260 - SNMP Agent**

<b>Alarm Group:</b>	SW
<b>Description:</b>	The SNMP agent (cmsnmpa) is impaired by a s/w fault.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	eagleXgDsrDbcomcolSnmpAgentNotify

**Recovery:**

1. This alarm indicates an error occurred within the SNMP subsystem, but the system has recovered.
2. If this alarm occurs repeatedly, it is recommended to collect savelogs and contact [My Oracle Support \(MOS\)](#).

**31270 - Logging output**

<b>Alarm Group:</b>	SW
<b>Description:</b>	Logging output set to Above Normal
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolLoggingOutputNotify

**Recovery:**

Extra diagnostic logs are being collected, potentially degrading system performance. Turn off the debugging log.

### 31280 - HA Active to Standby transition

<b>Alarm Group:</b>	HA
<b>Description:</b>	HA active to standby activity transition
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolActiveToStandbyTransNotify

**Recovery:**

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31281 - HA Standby to Active transition

<b>Alarm Group:</b>	HA
<b>Description:</b>	HA standby to active activity transition
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolStandbyToActiveTransNotify

**Recovery:**

1. If this alarm occurs during routine maintenance activity, it may be ignored.
2. Otherwise, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31282 - HA Management Fault

<b>Alarm Group:</b>	HA
<b>Description:</b>	The HA manager (cmha) is impaired by a software fault.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaMgmtFaultNotify

**Recovery:**

1. This alarm indicates an error occurred within the High Availability subsystem, but the system has automatically recovered.
2. If the alarm occurs frequently, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31283 - Lost Communication with server**

<b>Alarm Group:</b>	HA
<b>Description:</b>	Highly available server failed to receive mate heartbeats
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	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 it is recommended to contact [My Oracle Support \(MOS\)](#) for assistance.

**31284 - HA Remote Subscriber Heartbeat Warning**

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability remote subscriber has not received a heartbeat within the configured interval.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	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, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 31285 - HA Node Join Recovery Entry

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability node join recovery entered
<b>Severity:</b>	Info
<b>Instance:</b>	Cluster set key of the DC outputting the event
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaSbrEntryNotify

**Recovery:**

No action required; this is a status message generated when one or more unaccounted for nodes join the designated coordinators group.

### 31286 - HA Node Join Recovery Plan

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability node join recovery plan
<b>Severity:</b>	Info
<b>Instance:</b>	Names of HA Policies (as defined in HA policy configuration)
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaSbrPlanNotify

**Recovery:**

No action required; this is a status message output when the designated coordinator generates a new action plan during node join recovery.

### 31287 - HA Node Join Recovery Complete

<b>Alarm Group:</b>	HA
<b>Description:</b>	High availability node join recovery complete
<b>Severity:</b>	Info
<b>Instance:</b>	Names of HA Policies (as defined in HA policy configuration)
<b>HA Score:</b>	Normal

**Auto Clear Seconds:** 300  
**OID:** comcolHaSbrCompleteNotify

**Recovery:**

No action required; this is a status message output when the designated coordinator finishes running an action plan during node join recovery.

**31290 - HA Process Status**

**Alarm Group:** HA  
**Description:** HA manager (cmha) status  
**Severity:** Info  
**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr  
**HA Score:** Normal  
**Auto Clear Seconds:** 300  
**OID:** comcolHaProcessStatusNotify

**Recovery:**

This event is used for internal logging. No action is required.

**31291 - HA Election Status**

**Alarm Group:** HA  
**Description:** HA DC Election status  
**Severity:** Info  
**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr  
**HA Score:** Normal  
**Auto Clear Seconds:** 300  
**OID:** comcolHaElectionStatusNotify

**Recovery:**

This event is used for internal logging. No action is required.

**31292 - HA Policy Status**

**Alarm Group:** HA  
**Description:** HA Policy plan status  
**Severity:** Info

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaPolicyStatusNotify

**Recovery:**

This event is used for internal logging. No action is required.

**31293 - HA Resource Link Status**

<b>Alarm Group:</b>	HA
<b>Description:</b>	This alarm is raised for nodes in our topology that we should be connected to (i.e., not OOS), but that we do not have any TCP links to it over any configured paths. It does not matter why the links were not established (networking connectivity, node not running, etc.).
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaRaLinkStatusNotify

**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.
3. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**31294 - HA Resource Status**

<b>Alarm Group:</b>	HA
<b>Description:</b>	HA Resource registration status
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaResourceStatusNotify

**Recovery:**

This event is used for internal logging. No action is required.

### 31295 - HA Action Status

<b>Alarm Group:</b>	HA
<b>Description:</b>	HA Resource action status
<b>Severity:</b>	Info
<b>Instance</b>	N/A
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaActionStatusNotify

**Recovery:**

This event is used for internal logging. No action is required.

### 31296 - HA Monitor Status

<b>Alarm Group:</b>	HA
<b>Description:</b>	HA Monitor action status
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaMonitorStatusNotify

**Recovery:**

This event is used for internal logging. No action is required.

### 31297 - HA Resource Agent Info

<b>Alarm Group:</b>	HA
<b>Description:</b>	HA Resource Agent Info
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaRaInfoNotify

**Recovery:**

This event is used for internal logging. No action is required.

**31298 - HA Resource Agent Detail**

<b>Alarm Group:</b>	HA
<b>Description:</b>	Resource Agent application detailed information
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaRaDetailNotify

**Recovery:**

This event is used for internal logging. No action is required.

**31299 - HA Notification Status**

<b>Alarm Group:</b>	HA
<b>Description:</b>	HA Notification status
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300
<b>OID:</b>	comcolHaNotificationNotify

**Recovery:**

No action required.

**31300 - HA Control Status**

<b>Alarm Group:</b>	HA
<b>Description:</b>	HA Control action status
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	300

**OID:** comcolHaControlNotify

**Recovery:**  
No action required.

### 31301 - HA Topology Events

**Alarm Group:** HA

**Description:** HA Topology events

**Severity:** Info

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** eagleXgDsrHaTopologyNotify

**Recovery:**  
No action required.

### 32100 - Breaker Panel Feed Unavailable

**Alarm Group:** PLAT

**Description:** Breaker Panel Breaker Unavailable

**Severity:** Critical

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** tpdBrkPnlFeedUnavailable

**Recovery:**  
It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

### 32101 - Breaker Panel Breaker Failure

**Alarm Group:** PLAT

**Description:** Breaker Panel Breaker Failure

**Severity:** Critical

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)  
**OID:** tpdBrkPnlBreakerFailure

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32102 - Breaker Panel Monitoring Failure**

**Alarm Group:** PLAT

**Description:** Breaker Panel Monitoring Failure

**Severity:** Critical

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** tpdBrkPnlMntFailureNotify

**Recovery**

Contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32103 - Power Feed Unavailable**

**Alarm Group:** PLAT  
**Description:** Power Feed Unavailable  
**Severity:** Critical  
**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr  
**HA Score:** Normal  
**Auto Clear Seconds:** 0 (zero)  
**OID:** tpdPowerFeedUnavail

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32104 - Power Supply 1 Failure**

**Alarm Group:** PLAT  
**Description:** Power Supply 1 Failure  
**Severity:** Critical

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdPowerSupply1Failure

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32105 - Power Supply 2 Failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Power Supply 2 Failure
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdPowerSupply2Failure

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32106 - Power Supply 3 Failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Power Supply 3 Failure
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdPowerSupply3FailureNotify

**Recovery**

Contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32107 - Raid Feed Unavailable**

<b>Alarm Group:</b>	PLAT
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<b>Description:</b>	Raid Feed Unavailable
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdRaidFeedUnavailable

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32108 - Raid Power 1 Failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Raid Power 1 Failure
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdRaidPower1Failure

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32109 - Raid Power 2 Failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Raid Power 2 Failure
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdRaidPower2Failure

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

### 32110 - Raid Power 3 Failure

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Raid Power 3 Failure
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdRaidPower3Failure

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

### 32111 - Device Failure

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Device Failure
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDeviceFailure

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

### 32112 - Device Interface Failure

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Device Interface Failure
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDeviceIfFailure

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

### 32113 - Uncorrectable ECC memory error

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdEccUncorrectableError
<b>Alarm ID:</b>	TKSPLATCR14

**Recovery:**

Contact the hardware vendor to request hardware replacement.

### 32114 - SNMP get failure

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	The server failed to receive SNMP information from the switch.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdSNMPGetFailure
<b>Alarm ID:</b>	TKSPLATCR15

**Recovery:**

1. Verify device is active and responds to the ping command.
2. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 32115 - TPD NTP Daemon Not Synchronized Failure

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates the server's current time precedes the timestamp of the last known time the servers time was good.

<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdNTPDaemonNotSynchronizedFailure
<b>Alarm ID:</b>	TKSPLATCR16

**Recovery:**

1. Verify NTP settings and that NTP sources are providing accurate time.
  - a) Ensure ntpd service is running with correct options: -x -g.
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Type /usr/sbin/ntpdc -c sysinfo to check the current state of the ntpd daemon.
  - d) Verify the ntp peer configuration; execute ntpq -np; and analyze the output. Verify peer data, such as tally code (first column before remote), remote, refid, stratum (st), and jitter, are valid for server.
  - e) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server, then ping the ntp peer to determine if peer can be reached.

2. If ntp peer is reachable, then restart the ntpd service.

3. If problem persists, then a reset the NTP date may resolve the issue.

**Note:** Before resetting the ntp date, the applications may need to be stopped; and subsequent to the ntp reset, the application restarted.

a) Reset ntpd:

- sudo service ntpd stop
- sudo ntpdate <ntp server ip>
- sudo service ntpd start

4. Conform to recommended NTP topology and strategy.

- No fewer than three references are recommended.
- If selecting a different number, the number should be odd.
- No intermediate reference should be a virtualized server.
- Additional recommendations and topology are available in NTP Strategy section in the DSR Hardware and Software Installation 1/2 customer document

5. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32116 - TPD Server's Time Has Gone Backwards**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates the server's current time precedes the timestamp of the last known time the servers time was good.
<b>Severity:</b>	Critical

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdNTPTimeGoneBackwards
<b>Alarm ID:</b>	TKSPLATCR17

**Recovery:**

1. Verify NTP settings and NTP sources are providing accurate time.
  - a) Ensure ntpd service is running with correct options: -x -g
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Type /usr/sbin/ntpdc -c sysinfo to check the current state of the ntpd daemon.
  - d) Verify the ntp peer configuration; execute ntpq -p; and analyze the output. Verify peer data, such as tally code (first column before remote), remote, refid, stratum (st), and jitter, are valid for server.
  - e) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server, then ping the ntp peer to determine if peer can be reached.
2. If ntp peer is reachable, then restart the ntpd service.
3. If problem persists, then a reset the NTP date may resolve the issue.

**Note:** Before resetting the ntp date, the applications may need to be stopped; and subsequent to the ntp reset, the application restarted.

- a) Reset ntpd:
  - sudo service ntpd stop
  - sudo ntpdate <ntp server ip>
  - sudo service ntpd start
4. Conform to recommended NTP topology and strategy.
  - No fewer than three references are recommended.
  - If selecting a different number, the number should be odd.
  - No intermediate reference should be a virtualized server.
  - Additional recommendations and topology are available in NTP Strategy section in the DSR Hardware and Software Installation 1/2 customer document
5. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32117 - TPD NTP Offset Check Failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates the NTP offset of the server that is currently being synced to is greater than the critical threshold.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	ntpOffsetCheckFailure
<b>Alarm ID:</b>	TKSPLATCR18

**Recovery:**

1. Verify NTP settings and NTP sources can be reached.
  - a) Ensure ntpd service is running using `ps -ef | grep` or `service ntpd status`.
  - b) Verify the content of the `/etc/ntp.conf` file is correct for the server.
  - c) Type `/usr/sbin/ntpdc -c sysinfo` to check the current state of the ntpd daemon.
  - d) Verify the ntp peer configuration; execute `ntpq -p`; and analyze the output. Verify peer data, such as tally code (first column before remote), remote, refid, stratum (st), and jitter, are valid for server.
  - e) Execute `ntpstat` to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server, then ping the ntp peer to determine if peer can be reached.
2. If ntp peer is reachable, then restart the ntpd service.
3. If problem persists, then a reset the NTP date may resolve the issue.
 

**Note:** Before resetting the ntp date, the applications may need to be stopped; and subsequent to the ntp reset, the application restarted.

  - a) To reset date:
    - `sudo service ntpd stop`
    - `sudo ntpdate <ntp server ip>`
    - `sudo service ntpd start`
4. Conform to recommended NTP topology and strategy.
  - No fewer than three references are recommended.
  - If selecting a different number, the number should be odd.
  - No intermediate reference should be a virtualized server.
  - Additional recommendations and topology are available in NTP Strategy section in the DSR Hardware and Software Installation 1/2 customer document
5. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32300 - Server fan failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal

**Auto Clear Seconds:** 0 (zero)  
**OID:** tpdFanError  
**Alarm ID:** TKSPLATMA1

**Recovery:**

1. Run Syscheck in Verbose mode to determine which server fan assemblies is failing and replace the fan assembly.
2. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32301 - Server internal disk error**

**Alarm Group:** PLAT  
**Description:** 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.  
**Severity:** Major  
**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr  
**HA Score:** Normal  
**Auto Clear Seconds:** 0 (zero)  
**OID:** tpdIntDiskError  
**Alarm ID:** TKSPLATMA2

**Recovery:**

1. Run syscheck in verbose mode.
2. Determine the raid state of the mirrored disks, collect data:

```
cat /proc/mdstat
```

```
cat /etc/raidtab
```

3. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output and collected data.

**32303 - Server Platform error**

**Alarm Group:** PLAT  
**Description:** This alarm indicates an error such as a corrupt system configuration or missing files.  
**Severity:** Major  
**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdPlatformError
<b>Alarm ID:</b>	TKSPLATMA4

**Recovery:**

1. Run syscheck in verbose mode.
2. Determine the raid state of the mirrored disks, collect data:

```
cat /proc/mdstat
```

```
cat /etc/raidtab
```

3. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output and collected data.

**32304 - Server file system error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates unsuccessful writing to at least one of the server's file systems.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdFileSystemError
<b>Alarm ID:</b>	TKSPLATMA5

**Recovery:**

1. Run syscheck in verbose mode.
2. Address full file systems identified in syscheck output, and run syscheck in verbose mode.
3. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

**32305 - Server Platform process error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Major

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdPlatProcessError
<b>Alarm ID:</b>	TKSPLATMA6

**Recovery:**

1. Rerun syscheck in verbose mode.
2. If the alarm has been cleared then the problem is solved..
3. If the alarm has not been cleared then determine the run level of the system.
4. If system run level is not 4 then determine why the system is operating at that run level.
5. If system run level is 4, determine why the required number of instances process(es) are not running.
6. If the alarm persists, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

**32306 - Server RAM shortage error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Not Implemented.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdRamShortageError

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**32307 - Server swap space shortage failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)

**OID:** tpdSwapSpaceShortageError

**Alarm ID:** TKSPLATMA8

**Recovery:**

1. Run syscheck in verbose mode.
2. Determine processes using swap.

**Note:** One method to determine the amount of swap being used by process is:

```
grep VmSwap /proc/<process id>/status
```

3. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output and process swap usage.

### 32308 - Server provisioning network error

**Alarm Group:** PLAT

**Description:** This alarm indicates that the connection between the server's ethernet interface and the customer network is not functioning properly.

**Severity:** Major

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** tpdProvNetworkError

**Alarm ID:** TKSPLATMA9

**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, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 32309 - Eagle Network A Error

**Alarm Group:** 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.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdEagleNetworkAError

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32310 - Eagle Network B Error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdEagleNetworkBError

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

**32311 - Sync Network Error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Critical
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)

**OID:** tpdSyncNetworkError

**Recovery**

It is recommended to contact [My Oracle Support \(MOS\)](#) to request hardware replacement.

### 32312 - Server disk space shortage error

**Alarm Group:** PLAT

**Description:** This alarm indicates that one of the following conditions has occurred:

- A file system has exceeded a failure threshold, which means that more than 90% of the available disk storage has been used on the file system.
- More than 90% of the total number of available files have been allocated on the file system.
- A file system has a different number of blocks than it had when installed.

**Severity:** Major

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** tpdDiskSpaceShortageError

**Alarm ID:** TKSPLATMA13

**Recovery:**

1. Run syscheck in verbose mode.
2. Examine contents of identified volume in syscheck output to determine if any large files are in the file system. Delete unnecessary files, or move files off of server. Capture output from "du -sx <file system>".
3. Capture output from "df -h" and "df -i" commands.
4. Determine processes using the file system(s) that have exceeded the threshold.
5. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output and provide additional file system output.

### 32313 - Server default route network error

**Alarm Group:** PLAT

**Description:** 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.

<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDefaultRouteNetworkError

**Recovery:**

1. Run syscheck in verbose mode.
2. If the syscheck output is: The default router at <IP\_address> cannot be pinged, the router may be down or unreachable. Do the following:
  - a) Verify the network cables are firmly attached to the server and the network switch, router, hub, etc.
  - b) Verify that the configured router is functioning properly. Check with the network administrator to verify the router is powered on and routing traffic as required.
  - c) Check with the router administrator to verify that the router is configured to reply to pings on that interface.
  - d) Rerun syscheck.
  - e) If the alarm has not been cleared, it is recommended to collect the syscheck output and contact [My Oracle Support \(MOS\)](#).
3. If the syscheck output is: The default route is not on the provisioning network, it is recommended to collect the syscheck output and contact [My Oracle Support \(MOS\)](#).
4. If the syscheck output is: An active route cannot be found for a configured default route, it is recommended to collect the syscheck output and contact [My Oracle Support \(MOS\)](#).

**32314 - Server temperature error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	The internal temperature within the server is unacceptably high.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdServerTemperatureError
<b>Alarm ID:</b>	TKSPLATMA15
<b>Recovery:</b>	

1. Ensure that nothing is blocking the fan 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. Run syscheck.
  - a) If the alarm has been cleared, the problem is resolved.
  - b) If the alarm has not been cleared, continue troubleshooting.
4. Replace the filter.
 

**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. The alarm may take up to five minutes to clear after conditions improve. It may take about ten minutes after the filter is replaced before syscheck shows the alarm cleared.
5. Re-run syscheck.
  - a) If the alarm has been cleared, the problem is resolved.
  - b) If the alarm has not been cleared, continue troubleshooting.
6. If the problem has not been resolved, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 32315 - Server mainboard voltage error

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdServerMainboardVoltageError
<b>Alarm ID:</b>	TKSPLATMA16

#### Recovery:

1. Run syscheck in verbose mode.
2. If the alarm persists, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

### 32316 - Server power feed error

<b>Alarm Group:</b>	PLAT
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<b>Description:</b>	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.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdPowerFeedError
<b>Alarm ID:</b>	TKSPLATMA17

**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, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32317 - Server disk health test error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Either the hard drive has failed or failure is imminent.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDiskHealthError

**Alarm ID:** TKSPLATMA18

**Recovery:**

1. Run syscheck in verbose mode.
2. Replace the hard drives that have failed or are failing.
3. Re-run syscheck in verbose mode.
4. Perform the recovery procedures for the other alarms that may accompany this alarm.
5. If the problem has not been resolved, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output. .

### 32318 - Server disk unavailable error

**Alarm Group:** PLAT

**Description:** 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.

**Severity:** Major

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** tpdDiskUnavailableError

**Alarm ID:** TKSPLATMA19

**Recovery:**

1. Run syscheck in verbose mode.
2. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

### 32319 - Device error

**Alarm Group:** PLAT

**Description:** This alarm indicates that the offboard storage server had a problem with its disk volume filling up.

**Severity:** Major

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** tpdDeviceError

**Alarm ID:** TKSPLATMA20

**Recovery**

It is recommended to contact the [My Oracle Support \(MOS\)](#).

**32320 - Device interface error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the IP bond is either not configured or down.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDeviceIfError
<b>Alarm ID:</b>	TKSPLATMA21

**Recovery:**

1. Run syscheck in verbose mode.
2. Investigate the failed bond, and slave devices, configuration:
  1. Navigate to /etc/sysconfig/network-scripts for the persistent configuration of a device.
3. Determine if the failed bond, and slave devices, has been administratively shut down or has operational issues:
  1. cat /proc/net/bonding/bondX, where X is bond designation
  2. ethtool <slave device>
4. If bond, and slaves, are healthy attempt to administratively bring bond up:
  1. ifup bondX
5. If the problem has not been resolved, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output and the output of the above investigation.

**32321 - Correctable ECC memory error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdEccCorrectableError
<b>Alarm ID:</b>	TKSPLATMA22

**Recovery:**

1. No recovery necessary.
2. If the condition persists, verify the server firmware. Update the firmware if necessary, and re-run syscheck in verbose mode. Otherwise if the condition persists and the firmware is up to date, contact the hardware vendor to request hardware replacement.

**32322 - Power Supply A error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that power supply 1 (feed A) has failed.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdPowerSupply1Error
<b>Alarm ID:</b>	TKSPLATMA23

**Recovery:**

1. Verify that nothing is obstructing the airflow to the fans of the power supply.
2. Run syscheck in verbose mode. The output will provide details about what is wrong with the power supply.
3. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the syscheck verbose output. Power supply 1 (feed A) will probably need to be replaced.

**32323 - Power Supply B error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that power supply 2 (feed B) has failed.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdPowerSupply2Error
<b>Alarm ID:</b>	TKSPLATMA24

**Recovery:**

1. Verify that nothing is obstructing the airflow to the fans of the power supply.
2. Run syscheck in verbose mode. The output will provide details about what is wrong with the power supply.

3. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the syscheck verbose output. Power supply 2 (feed B) will probably need to be replaced.

### 32324 - Breaker panel feed error

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the server is not receiving information from the breaker panel relays.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdBrkPnlFeedError
<b>Alarm ID:</b>	TKSPLATMA25

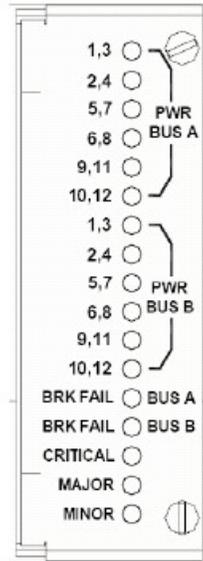
#### Recovery:

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, it is recommended to contact [My Oracle Support \(MOS\)](#) to request that the breaker panel be replaced.

### 32325 - Breaker panel breaker error

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	<p>This alarm indicates that a power fault has been identified by the breaker panel. The LEDs on the center of the breaker panel (see <a href="#">Figure 1: Breaker Panel LEDs</a>) identify whether the fault occurred on the input power or the output power, as follows:</p> <ul style="list-style-type: none"> <li>• A power fault on input power (power from site source to the breaker panel) is indicated by one of the LEDs in the PWR BUS A or PWR BUS B group illuminated Red. In general, a fault in the input power means that power has been lost to the input power circuit.</li> </ul> <p><b>Note:</b> LEDs in the PWR BUS A or PWR BUS B group that correspond to unused feeds are not illuminated; LEDs in these groups that are not illuminated do not indicate problems.</p>

- A power fault on output power (power from the breaker panel to other frame equipment) is indicated by either BRK FAIL BUS A or BRK FAIL BUS B illuminated RED. This type of fault can be caused by a surge or some sort of power degradation or spike that causes one of the circuit breakers to trip.

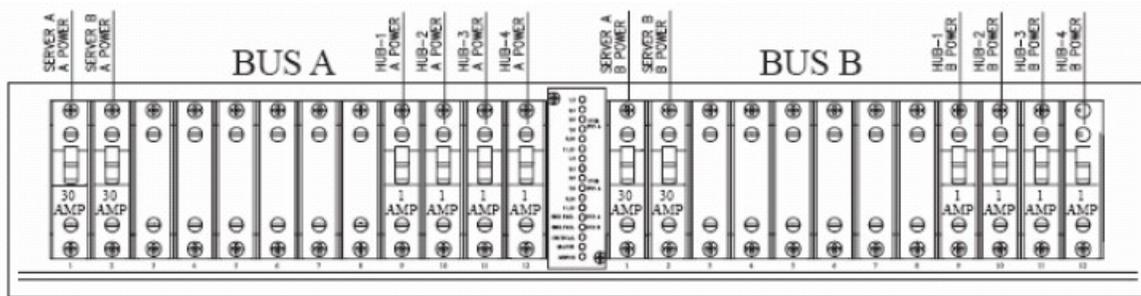


**Figure 1: Breaker Panel LEDs**

<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	TPDBrkPnlBreakerError
<b>Alarm ID:</b>	TKSPLATMA26

**Recovery:**

1. Verify that the same alarm is displayed by both servers. The single breaker panel normally sends alarm information to both 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 both servers, go to the next step.
2. For each breaker assignment, verify that the corresponding LED in the PWR BUS A group and the PWR BUS B group is illuminated Green.



**Figure 2: Breaker Panel Setting**

If one of the LEDs in the PWR BUS A group or the PWR BUS B group is illuminated Red, a problem has been detected with the corresponding input power feed. Perform the following steps to correct this problem:

- Verify that the customer provided source for the affected power feed is operational. If the power source is properly functioning, have an electrician remove the plastic cover from the rear of the breaker panel and verify the power source is indeed connected to the input power feed connector on the rear of the breaker panel. Correct any issues found.
- Check the LEDs in the PWR BUS A group and the PWR BUS B group again.
  1. If the LEDs are now illuminated Green, the issue has been resolved. Proceed to step 4 to verify that the alarm has been cleared.
  2. If the LEDs are still illuminated Red, continue to the next sub-step.
- Have the electrician verify the integrity of the input power feed. The input voltage should measure nominally -48VDC (that is, between -41VDC and -60VDC). If the supplied voltage is not within the acceptable range, the input power source must be repaired or replaced.

**Note:**

Be sure the voltmeter is connected properly. The locations of the BAT and RTN connections are in mirror image on either side of the breaker panel.

If the measured voltage is within the acceptable range, the breaker panel may be malfunctioning. The breaker panel must be replaced.

- Check the LEDs in the PWR BUS A group and the PWR BUS B group again after the necessary actions have been taken to correct any issues found
  1. If the LEDs are now illuminated Green, the issue has been resolved and proceed to step 4 to verify that the alarm has been cleared.
  2. If the LEDs are still illuminated Red, skip to step 5
- 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, run syscheck and contact [My Oracle Support \(MOS\)](#)

4. 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, there is most likely a problem with the serial connection between the server and the breaker panel. This connection is used by the system health check to monitor the breaker panel for failures. Verify that both ends of the labeled serial cables are properly secured. If any issues are discovered with these cable connections, make the necessary corrections and continue to the next step to verify that the alarm has been cleared, otherwise it is recommended to run syscheck and contact [My Oracle Support \(MOS\)](#)
5. Run syscheck.
  - If the alarm has been cleared, the problem is resolved.
  - If the problem has not been resolved, it is recommended to contact [My Oracle Support \(MOS\)](#)

### 32326 - Breaker panel monitoring error

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.  <b>Note:</b> 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: <ul style="list-style-type: none"> <li>• 32324 – Breaker panel feed error</li> <li>• 32325 – Breaker panel breaker error</li> </ul> until the Breaker Panel Monitoring Error has been corrected.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdBrkPnlMntError
<b>Alarm ID:</b>	TKSPLATMA27

#### Recovery:

1. Verify that the same alarm is displayed by both servers (the single breaker panel normally sends alarm information to both 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 both 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. Run syscheck..
  - If the alarm has been cleared, the problem is resolved.
  - If the alarm has not been cleared, it is recommended to contact [My Oracle Support \(MOS\)](#)

### 32327 - Server HA Keepalive error

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that heartbeat process has detected that it has failed to receive a heartbeat packet within the timeout period.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHaKeepaliveError
<b>Alarm ID:</b>	TKSPLATMA28

#### 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 heartbeat is running (service TKLCha status).
  - Note:** This step may require command line ability.
4. It is recommended to contact [My Oracle Support \(MOS\)](#).

### 32328 - DRBD is unavailable

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that DRBD is not functioning properly on the local server. The DRBD state (disk state, node state, and/or connection state) indicates a problem.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDrbdUnavailable
<b>Alarm ID:</b>	TKSPLATMA29

#### Recovery

It is recommended to contact [My Oracle Support \(MOS\)](#).

### 32329 - DRBD is not replicating

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that DRBD is not replicating to the peer server. Usually this indicates that DRBD is not connected to the peer server. It is possible that a DRBD Split Brain has occurred.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDrbdNotReplicating
<b>Alarm ID:</b>	TKSPLATMA30

#### Recovery

It is recommended to contact [My Oracle Support \(MOS\)](#).

### 32330 - DRBD peer problem

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that DRBD is not functioning properly on the peer server. DRBD is connected to the peer server, but the DRBD state on the peer server is either unknown or indicates a problem.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDrbdPeerProblem
<b>Alarm ID:</b>	TKSPLATMA31

#### Recovery

It is recommended to contact the [My Oracle Support \(MOS\)](#).

### 32331 - HP disk problem

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.

<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHpDiskProblem
<b>Alarm ID:</b>	TKSPLATMA32

**Recovery:**

1. Run syscheck in verbose mode.
2. If "Cache Status" is OK and "Cache Status Details" reports a cache error was detected so diagnostics should be run, there probably is no battery and data was left over in the write cache not getting flushed to disk and won't since there is no battery.
3. If "Cache Status" is "Permanently Disabled" and "Cache Status Details" indicated the cache is disabled, if there is no battery then the firmware should be upgraded.
4. Re-run syscheck in verbose mode if firmware upgrade was necessary.
5. If the condition persists, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output. The disk may need to be replaced.

**32332 - HP Smart Array controller problem**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHpDiskCtrlrProblem
<b>Alarm ID:</b>	TKSPLATMA33

**Recovery:**

1. Run syscheck in verbose mode.
2. If condition persists, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

**32333 - HP hpacucliStatus utility problem**

<b>Alarm Group:</b>	PLAT
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<b>Description:</b>	This major alarm indicates that there is an issue with the process that caches the HP disk subsystem status. This usually means that the hpacucliStatus/hpDiskStatus daemon is either not running, or hung.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHPACUCLIProblem
<b>Alarm ID:</b>	TKSPLATMA34

**Recovery:**

1. Run syscheck in verbose mode.
2. Verify the firmware is up to date for the server, if not up to date upgrade firmware, and re-run syscheck in verbose mode.
3. Determine if the HP disk status daemon is running. If not running verify that it was not administratively stopped.

**Note:** The disk status daemon is named either TKLChpacucli or TPDhpDiskStatus in more recent versions of TPD.

- a) Executing "status TPDhpDiskStatus", or "status TKLChpacucli" depending on TPD release, should produce output indicating that the process is running.
4. If not running, attempt to start the HP disk status process : "start TPDhpDiskStatus", or if appropriate "start TKLChpacucli" .
  5. Verify that there are no hpssacli, or hpacucli, error messages in /var/log/messages. If there are this could indicate that the HP utility is hung. If the HP hpssacli utility, or hpacucli utility, is hung, proceed with next step.
  6. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output, and savelogs\_plat output.

**32334 - Multipath device access link problem**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	One or more "access paths" of a multipath device are failing or are not healthy, or the multipath device does not exist.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdMpathDeviceProblem

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**32335 - Switch link down error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	The link is down.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdSwitchLinkDownError
<b>Alarm ID:</b>	TKSPLATMA36

**Recovery:**

1. Verify the cabling between the port and the remote side.
2. Verify networking on the remote end.
3. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#) to determine who should verify port settings on both the server and the switch.

**32336 - Half Open Socket Limit**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHalfOpenSockLimit
<b>Alarm ID:</b>	TKSPLATMA37

**Recovery:**

1. Run syscheck in verbose mode.
2. Determine what process and address reports a state of SYN\_RECV and collect data:
  - netstat -nap.

- It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output and collected data.

### 32337 - Flash program failure

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that there was an error while trying to update the firmware flash on the E5-APP-B cards.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdFlashProgramFailure
<b>Alarm ID:</b>	TKSPLATMA38

#### Recovery

Contact [My Oracle Support \(MOS\)](#).

### 32338 - E5-APP-B Serial mezzanine seating

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that a connection to the serial mezzanine board may not be properly seated.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdSerialMezzUnseated
<b>Alarm ID:</b>	TKSPLATMA39

#### Recovery

- Ensure that both ends of both cables connecting the serial mezzanine card to the main board are properly seated into their connectors.
- It is recommended to contact [My Oracle Support \(MOS\)](#) if reseating the cables does not clear the alarm.

### 32339 - TPD Max Number Of Running Processes Error

<b>Alarm Group:</b>	PLAT
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<b>Description:</b>	This alarm indicates that the maximum number of running processes has reached the major threshold.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdMaxPidLimit
<b>Alarm ID:</b>	TKSPLATMA40

**Recovery:**

1. Run syscheck in verbose mode.
2. Execute 'pstree' to see what pids are on the system and what process created them. Collect the output of command, and review the output to determine the process responsible for the alarm.
3. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output, and pid output.

**32340 - TPD NTP Daemon Not Synchronized Error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the server is not synchronized to an NTP source and has not been synchronized for an extended number of hours and has reached the major threshold.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdNTPDaemonNotSynchronizedError
<b>Alarm ID:</b>	TKSPLATMA41

**Recovery:**

1. Verify NTP settings and that NTP sources can be reached.
  - a) Ensure ntpd service is running.
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Verify the ntp peer configuration; execute ntpq -p and analyze the output. Verify peer data, (such as tally code (first column before "remote"), remote, refid, stratum (st), and jitter), are valid for server.
  - d) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server then ping the ntp peer to determine if peer can be reached.
2. If ntp peer is reachable, restart the ntpd service.
3. If problem persists then a reset the NTP date may resolve the issue.

**Note:** Prior to the reset of the ntp date the applications may need to be stopped, and subsequent to the ntp reset, the application restarted.

- a) To reset date:
- sudo service ntpd stop
  - sudo ntpdate <ntp server ip>
  - sudo service ntpd start

4. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 32341 - TPD NTP Daemon Not Synchronized Error

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the server is not synchronized to an NTP source and has never been synchronized since the last configuration change.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdNTPDaemonNeverSynchronized
<b>Alarm ID:</b>	TKSPLATMA42

**Recovery:**

1. Verify NTP settings and that NTP sources can be reached.
  - a) Ensure ntpd service is running.
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Verify the ntp peer configuration; execute ntpq -p and analyze the output. Verify peer data, (such as tally code (first column before "remote"), remote, refid, stratum (st), and jitter), are valid for server.
  - d) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server then ping the ntp peer to determine if peer can be reached.
2. If the ntp peer is reachable, restart the ntpd service.
3. If the problem persists then a reset the NTP date may resolve the issue.

**Note:** Prior to the reset of the ntp date the applications may need to be stopped, and subsequent to the ntp reset, the application restarted.

- a) To reset date:
- sudo service ntpd stop
  - sudo ntpdate <ntp server ip>
  - sudo service ntpd start

4. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32342 - NTP Offset Check Error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates the NTP offset of the server that is currently being synced to is greater than the major threshold.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	ntpOffsetCheckError
<b>Alarm ID:</b>	TKSPLATMA43

**Recovery:**

1. Verify NTP settings and that NTP sources can be reached.
  - a) Ensure ntpd service is running.
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Verify the ntp peer configuration; execute ntpq -p and analyze the output. Verify peer data, (such as tally code (first column before "remote"), remote, refid, stratum (st), and jitter), are valid for server.
  - d) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server then ping the ntp peer to determine if peer can be reached.
2. If the ntp peer is reachable, restart the ntpd service.
3. If the problem persists then a reset the NTP date may resolve the issue.

**Note:** Prior to the reset of the ntp date the applications may need to be stopped, and subsequent to the ntp reset, the application restarted.

- a) To reset date:
    - sudo service ntpd stop
    - sudo ntpdate <ntp server ip>
    - sudo service ntpd start
4. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32343 - TPD RAID disk**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarms indicates that physical disk or logical volume on RAID controller is not in optimal state as reported by syscheck.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDiskProblem
<b>Alarm ID:</b>	TKSPLATMA44

**Recovery:**

1. Run syscheck in verbose mode.
2. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

**32344 - TPD RAID controller problem**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarms indicates that RAID controller needs intervention.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDiskCtrlrProblem
<b>Alarm ID:</b>	TKSPLATMA45

**Recovery:**

1. Run syscheck in verbose mode.
2. Verify firmware is up to date for the server, if not up to date upgrade firmware, and re-run syscheck in verbose mode.
3. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

**32345 - Server Upgrade snapshot(s) invalid**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that upgrade snapshot(s) are invalid and backout is no longer possible.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdUpgradeSnapshotInvalid
<b>Alarm ID:</b>	TKSPLATMA46

**Recovery:**

1. Run accept to remove invalid snapshot(s) and clear alarms.
2. If the alarm persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32346 - OEM hardware management service reports an error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarms indicates that OEM hardware management service reports an error.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdOEMHardware
<b>Alarm ID:</b>	TKSPLATMA47

**Recovery:**

1. Run syscheck in verbose mode.
2. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

**32347 - The hwmgmtcliStatus daemon needs intervention**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarms indicates the hwmgmtcliStatus daemon is not running or is not responding.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHWMGMTCLIProblem
<b>Alarm ID:</b>	TKSPLATMA47

**Recovery:**

1. Run syscheck in verbose mode.
2. Verify the firmware is up to date for the server, if not up to date upgrade firmware, and re-run syscheck in verbose mode.
3. Determine if the hwmgmt process is running. If not running verify that it was not administratively stopped.

- Executing "service hwmgmt status" should produce output indicating that the process is running.
  - If not running attempt to start process "service hwmgmt status".
4. Determine if the TKLChwmgmtcli process is running. If not running verify that it was not administratively stopped.
    - Executing "status TKLChwmgmtcli" should produce output indicating that the process is running.
    - If not running attempt to start process "start TKLChwmgmtcli".
  5. Verify that there are no hwmgmt error messages in /var/log/messages. If there are this could indicate that the Oracle utility is hung. If hwmgmt process is hung, proceed with next step.
  6. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

### 32348 - FIPS subsystem problem

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates the FIPS subsystem is not running or has encountered errors.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdFipsSubsystemProblem

#### Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact [My Oracle Support \(MOS\)](#) and provide the system health check output.

### 32349 - File tampering

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates HIDS has detected file tampering.
<b>Severity:</b>	Major
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHidsFileTampering

#### Recovery:

Contact [My Oracle Support \(MOS\)](#).

**32350 - Security Process Terminated**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the security process monitor is not running.
<b>Severity:</b>	Major
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdSecurityProcessDown
<b>Recovery:</b>	Contact <a href="#">My Oracle Support (MOS)</a> .

**32500 - Server disk space shortage warning**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that one of the following conditions has occurred: <ul style="list-style-type: none"> <li>• 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.</li> <li>• More than 80% (but less than 90%) of the total number of available files have been allocated on the file system.</li> </ul>
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDiskSpaceShortageWarning
<b>Alarm ID:</b>	TKSPLATMI1
<b>Recovery:</b>	<ol style="list-style-type: none"> <li>1. Run syscheck in verbose mode.</li> <li>2. Examine contents of identified volume in syscheck output to determine if any large files are in the file system. Delete unnecessary files, or move files off of server. Capture output from "du -sx &lt;file system&gt;".</li> <li>3. Capture output from "df -h" and "df -i" commands.</li> <li>4. Determine processes using the file system(s) that have exceeded the threshold.</li> <li>5. It is recommended to contact <a href="#">My Oracle Support (MOS)</a>, provide the system health check output, and provide additional file system output.</li> </ol>

**32501 - Server application process error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdApplicationProcessError
<b>Alarm ID:</b>	TKSPLATMI2

**Recovery:**

1. Run syscheck in verbose mode.
2. If the alarm has been cleared, then the problem is solved.
3. If the alarm has not been cleared, determine the run level of the system.
  - If system run level is not 4, determine why the system is operating at that run level.
  - If system run level is 4, determine why the required number of instances processes are not running.
4. For additional assistance, it is recommended to contact [My Oracle Support \(MOS\)](#) and provide the syscheck output.

**32502 - Server hardware configuration error**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that one or more of the server's hardware components are not in compliance with specifications (refer to the appropriate hardware manual).
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHardwareConfigError
<b>Alarm ID:</b>	TKSPLATMI3

**Recovery:**

1. Run syscheck in verbose mode.
2. Contact the hardware vendor to request a hardware replacement.

### 32503 - Server RAM shortage warning

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm is generated by the MPS syscheck software package and is not part of the TPD distribution.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdRamShortageWarning
<b>Alarm ID:</b>	TKSPLATMI4

#### Recovery

1. Refer to MPS-specific documentation for information regarding this alarm.
2. It is recommended to contact the [My Oracle Support \(MOS\)](#).

### 32504 - Software Configuration Error

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm is generated by the MPS syscheck software package and is not part of the PLAT distribution.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdSoftwareConfigError

#### Recovery

It is recommended to contact [My Oracle Support \(MOS\)](#).

### 32505 - Server swap space shortage warning

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.  <b>Note:</b> 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.

<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdSwapSpaceShortageWarning
<b>Alarm ID:</b>	TKSPLATMI6

**Recovery:**

1. Run syscheck in verbose mode.
2. Determine which processes are using swap.
  - a) List application processes and determine the process id.
  - b) Determine how much swap each process is using. One method to determine the amount of swap being used by process is:
    - `grep VmSwap /proc/<process id>/status`
3. It is recommended to contact [My Oracle Support \(MOS\)](#), provide the system health check output, and process swap usage.

**32506 - Server default router not defined**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the default network route is either not configured or the current configuration contains an invalid IP address or hostname.



**Caution:** When changing the server's network routing configuration it is important to verify that the modifications will not impact the method of connectivity for the current login session. It is also crucial that this information not be entered incorrectly or set to improper values. Incorrectly modifying the server's routing configuration may result in total loss of remote network access.

<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDefaultRouteNotDefined
<b>Alarm ID:</b>	TKSPLATMI7

**Recovery:**

1. Run syscheck in verbose mode.
2. If the syscheck output is: The default router at <IP\_address> cannot be pinged, the router may be down or unreachable. Do the following:
  - a) Verify the network cables are firmly attached to the server and the network switch, router, hub, etc.
  - b) Verify that the configured router is functioning properly. Check with the network administrator to verify the router is powered on and routing traffic as required.
  - c) Check with the router administrator to verify that the router is configured to reply to pings on that interface.
  - d) Rerun syscheck.
3. If the alarm has not cleared, it is recommended to collect the syscheck output and contact [My Oracle Support \(MOS\)](#).

### 32507 - Server temperature warning

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdServerTemperatureWarning
<b>Alarm ID:</b>	TKSPLATMI8

#### Recovery:

1. Ensure that nothing is blocking the fan 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. Run syscheck.
4. 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.

5. Run syscheck.
6. If the problem has not been resolved, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32508 - Server core file detected**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that an application process has failed and debug information is available.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdServerCoreFileDetected
<b>Alarm ID:</b>	TKSPLATMI9

**Recovery:**

1. It is recommended to contact [My Oracle Support \(MOS\)](#) to create a service request.
2. On the affected server, execute this command:

```
ll /var/TKLC/core
```

Add the command output to the service request. Include the date of creation found in the command output.

3. Attach core files to the [My Oracle Support \(MOS\)](#) service request.
4. The user can remove the files to clear the alarm with this command:

```
rm -f /var/TKLC/core/<coreFileName>
```

**32509 - Server NTP Daemon not synchronized**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the NTP daemon (background process) has been unable to locate a server to provide an acceptable time reference for synchronization.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdNTPDaemonNotSynchronizedWarning
<b>Alarm ID:</b>	TKSPLATMI10

**Recovery:**

1. Verify NTP settings and that NTP sources can be reached.
  - a) Ensure ntpd service is running.
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Verify the ntp peer configuration; execute ntpq -p and analyze the output. Verify peer data, (such as tally code (first column before "remote"), remote, refid, stratum (st), and jitter), are valid for server.
  - d) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server then ping the ntp peer to determine if peer can be reached.
2. If ntp peer is reachable, restart the ntpd service.
3. If problem persists then a reset the NTP date may resolve the issue.
 

**Note:** Before resetting the ntp date, the applications may need to be stopped; and subsequent to the ntp reset, the application restarted.

  - a) To reset date:
    - sudo service ntpd stop
    - sudo ntpdate <ntp server ip>
    - sudo service ntpd start
4. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 32510 - CMOS battery voltage low

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdCMOSBatteryVoltageLow
<b>Alarm ID:</b>	TKSPLATMI11
<b>Recovery:</b>	It is recommended to contact <a href="#">My Oracle Support (MOS)</a> .

### 32511 - Server disk self test warning

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	A non-fatal disk issue (such as a sector cannot be read) exists.
<b>Severity:</b>	Minor

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdSmartTestWarn
<b>Alarm ID:</b>	TKSPLATMI12
<b>Recovery:</b>	
	1. Run syscheck in verbose mode.
	2. It is recommended to contact <a href="#">My Oracle Support (MOS)</a> .

### 32512 - Device warning

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDeviceWarn
<b>Alarm ID:</b>	TKSPLATMI13
<b>Recovery:</b>	
	1. Run syscheck in verbose mode.
	2. It is recommended to contact <a href="#">My Oracle Support (MOS)</a> .

### 32513 - Device interface warning

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm can be generated by either an SNMP trap or an IP bond error.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDeviceIfWarn

**Alarm ID:** TKSPLATMI14

**Recovery:**

1. Run syscheck in verbose mode.
2. It is recommended to contact [My Oracle Support \(MOS\)](#).

### 32514 - Server reboot watchdog initiated

**Alarm Group:** PLAT

**Description:** 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.

**Severity:** Minor

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** tpdWatchdogReboot

**Alarm ID:** TKSPLATMI15

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

### 32515 - Server HA failover inhibited

**Alarm Group:** PLAT

**Description:** This alarm indicates that the server has been inhibited and therefore HA failover is prevented from occurring.

**Severity:** Minor

**Instance:** May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

**HA Score:** Normal

**Auto Clear Seconds:** 0 (zero)

**OID:** tpdHaInhibited

**Alarm ID:** TKSPLATMI16

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**32516 - Server HA Active to Standby transition**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the server is in the process of transitioning HA state from Active to Standby.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHaActiveToStandbyTrans
<b>Alarm ID:</b>	TKSPLATMI17

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**32517 - Server HA Standby to Active transition**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the server is in the process of transitioning HA state from Standby to Active.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHaStandbyToActiveTrans
<b>Alarm ID:</b>	TKSPLATMI18

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**32518 - Platform Health Check failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm is used to indicate a configuration error.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal

<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHealthCheckFailed
<b>Alarm ID:</b>	TKSPLATMI19

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**32519 - NTP Offset Check failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	ntpOffsetCheckWarning
<b>Alarm ID:</b>	TKSPLATMI20

**Recovery:**

1. Verify NTP settings and that NTP sources can be reached.
  - a) Ensure ntpd service is running.
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Verify the ntp peer configuration; execute ntpq -p and analyze the output. Verify peer data, (such as tally code (first column before "remote"), remote, refid, stratum (st), and jitter), are valid for server.
  - d) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server then ping the ntp peer to determine if peer can be reached.
2. If ntp peer is reachable, restart the ntpd service.
3. If problem persists then a reset the NTP date may resolve the issue.

**Note:** Before resetting the ntp date, the applications may need to be stopped; and subsequent to the ntp reset, the application restarted.

  - a) To reset date:
    - sudo service ntpd stop
    - sudo ntpdate <ntp server ip>
    - sudo service ntpd start
4. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32520 - NTP Stratum Check failure**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	ntpStratumCheckFailed
<b>Alarm ID:</b>	TKSPLATMI21

**Recovery:**

1. Verify NTP settings and that NTP sources can be reached.
  - a) Ensure ntpd service is running.
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Verify the ntp peer configuration; execute ntpq -p and analyze the output. Verify peer data, (such as tally code (first column before "remote"), remote, refid, stratum (st), and jitter), are valid for server.
  - d) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server then ping the ntp peer to determine if peer can be reached.
2. If ntp peer is reachable, restart the ntpd service.
3. If problem persists then a reset the NTP date may resolve the issue.

**Note:** Before resetting the ntp date, the applications may need to be stopped; and subsequent to the ntp reset, the application restarted.

- a) To reset date:
  - sudo service ntpd stop
  - sudo ntpdate <ntp server ip>
  - sudo service ntpd start
4. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32521 - SAS Presence Sensor Missing**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the T1200 server drive sensor is not working.
<b>Severity:</b>	Minor

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	sasPresenceSensorMissing
<b>Alarm ID:</b>	TKSPLATMI22

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#) to get a replacement sensor.

**32522 - SAS Drive Missing**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the number of drives configured for this server is not being detected.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	sasDriveMissing
<b>Alarm ID:</b>	TKSPLATMI23

It is recommended to contact [My Oracle Support \(MOS\)](#).

**32523 - DRBD failover busy**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that a DRBD sync is in progress from the peer server to the local server. The local server is not ready to act as the primary DRBD node, since it's data is not up to date.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDrbdFailoverBusy
<b>Alarm ID:</b>	TKSPLATMI24

**Recovery**

A DRBD sync should not take more than 15 minutes to complete. Please wait for approximately 20 minutes, and then check if the DRBD sync has completed. If the alarm persists longer than this time period, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 32524 - HP disk resync

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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 dependent on the size of the disk and the amount of activity on the system.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHpDiskResync
<b>Alarm ID:</b>	TKSPLATMI25
<b>Recovery:</b>	<ol style="list-style-type: none"> <li>1. Run syscheck in verbose mode.</li> <li>2. If the percent recovering is not updating, wait at least 5 minutes between subsequent runs of syscheck.</li> <li>3. If the alarm persists, it is recommended to contact <a href="#">My Oracle Support (MOS)</a> and provide the syscheck output.</li> </ol>

### 32525 - Telco Fan Warning

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the Telco switch has detected an issue with an internal fan.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdTelcoFanWarning
<b>Alarm ID:</b>	TKSPLATMI26

**Recovery:**

Contact the vendor to get a replacement switch. Verify the ambient air temperature around the switch is as low as possible until the switch is replaced.

**Note:** *My Oracle Support (MOS)* personnel can perform an `snmpget` command or log into the switch to get detailed fan status information.

**32526 - Telco Temperature Warning**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the Telco switch has detected the internal temperature has exceeded the threshold.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdTelcoTemperatureWarning
<b>Alarm ID:</b>	TKSPLATMI27

**Recovery:**

1. Lower the ambient air temperature around the switch as low as possible.
2. If the problem persists, it is recommended to contact *My Oracle Support (MOS)*.

**32527 - Telco Power Supply Warning**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the Telco switch has detected that one of the duplicate power supplies has failed.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdTelcoPowerSupplyWarning
<b>Alarm ID:</b>	TKSPLATMI28

**Recovery:**

1. Verify the breaker was not tripped.
2. If the breaker is still good and problem persists, it is recommended to contact *My Oracle Support (MOS)* who can perform a `snmpget` command or log into the switch to determine which power supply is failing. If the power supply is bad, the switch must be replaced.

### 32528 - Invalid BIOS value

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdInvalidBiosValue
<b>Alarm ID:</b>	TKSPLATMI29

**Recovery:**

Change the BIOS values to the expected values which involves re-booting the server. It is recommended to contact [My Oracle Support \(MOS\)](#) for directions on changing the BIOS.

### 32529 - Server Kernel Dump File Detected

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the kernel has crashed and debug information is available.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdServerKernelDumpFileDetected
<b>Alarm ID:</b>	TKSPLATMI30

**Recovery:**

1. Run syscheck in verbose mode.
2. It is recommended to contact [My Oracle Support \(MOS\)](#).

### 32530 - TPD Upgrade Failed

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that a TPD upgrade has failed.
<b>Severity:</b>	Minor

<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	TpdServerUpgradeFailed
<b>Alarm ID:</b>	TKSPLATMI31
<b>Recovery:</b>	It is recommended to contact <a href="#">My Oracle Support (MOS)</a> .

### 32531 - Half Open Socket Warning Limit

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdHalfOpenSocketWarning
<b>Alarm ID:</b>	TKSPLATMI32
<b>Recovery:</b>	<ol style="list-style-type: none"> <li>1. Run syscheck in verbose mode.</li> <li>2. It is recommended to contact <a href="#">My Oracle Support (MOS)</a>.</li> </ol>

### 32532 - Server Upgrade Pending Accept/Reject

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that an upgrade occurred but has not been accepted or rejected yet.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdServerUpgradePendingAccept
<b>Alarm ID:</b>	TKSPLATMI33

**Recovery:**

Follow the steps in the application procedure to accept or reject the upgrade.

**32533 - TPD Max Number Of Running Processes Warning**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the maximum number of running processes has reached the minor threshold.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdMaxPidWarning
<b>Alarm ID:</b>	TKSPLATMI34

**Recovery:**

1. Run syscheck in verbose mode.
2. It is recommended to contact [My Oracle Support \(MOS\)](#).

**32534 - TPD NTP Source Is Bad Warning**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that an NTP source has been rejected by the NTP daemon and is not being considered as a time source.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdNTPSourceIsBad
<b>Alarm ID:</b>	TKSPLATMI35

**Recovery:**

1. Verify NTP settings and that NTP sources can be reached.
  - a) Ensure ntpd service is running.
  - b) Verify the content of the /etc/ntp.conf file is correct for the server.
  - c) Verify the ntp peer configuration; execute ntpq -p and analyze the output. Verify peer data, (such as tally code (first column before "remote"), remote, refid, stratum (st), and jitter), are valid for server.
  - d) Execute ntpstat to determine the ntp time synchronization status. If not synchronized or the stratum is not correct for server then ping the ntp peer to determine if peer can be reached.

2. If ntp peer is reachable, restart the ntpd service.
3. If problem persists then a reset the NTP date may resolve the issue.

**Note:** Before resetting the ntp date, the applications may need to be stopped; and subsequent to the ntp reset, the application restarted.

- a) To reset date:
  - sudo service ntpd stop
  - sudo ntpdate <ntp server ip>
  - sudo service ntpd start

4. If the problem persists, it is recommended to contact [My Oracle Support \(MOS\)](#).

### 32535 - TPD RAID disk resync

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates that the RAID logical volume is currently resyncing after a failed/replaced drive, or some other change in the configuration. The output of the message will include the disk that is resyncing. This alarm should eventually clear once the resync of the disk is completed. The time it takes for this is dependent on the size of the disk and the amount of activity on the system (rebuild of 600G disks without any load takes about 75min).
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdDiskResync
<b>Alarm ID:</b>	TKSPLATMI36

#### Recovery:

1. Run syscheck in verbose mode.
2. If this alarm persists for several hours (depending on a load of a server, rebuilding an array can take multiple hours to finish), it is recommended to contact [My Oracle Support \(MOS\)](#).

### 32536 - TPD Server Upgrade snapshot(s) warning

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	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 full and invalid.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdUpgradeSnapshotWarning
<b>Alarm ID:</b>	TKSPLATMI37

**Recovery:**

1. Run accept or reject of current LVM upgrade before snapshots become invalid.
2. It is recommended to contact [My Oracle Support \(MOS\)](#)

**32537 - FIPS subsystem warning event**

<b>Alarm Type:</b>	PLAT
<b>Description:</b>	This alarm indicates that the FIPS subsystem requires a reboot in order to complete configuration.
<b>Severity:</b>	Minor
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdFipsSubsystemWarning

**Recovery**

If alarm doesn't clear on its own, it is recommended to contact [My Oracle Support \(MOS\)](#).

**32538 - Platform Data Collection Error**

<b>Alarm Group</b>	PLAT
<b>Description</b>	Platform Data Collection Error
<b>Severity</b>	Minor
<b>Instance</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score</b>	Normal
<b>Auto Clear Seconds</b>	0 (zero)
<b>OID</b>	tpdPdcError

**Recovery**

1. Run `/usr/TKLC/plat/bin/pdcAdm`. If ran as `admusr`, use `sudo` to run the command.
2. If this command fails, it is recommended to collect the output and contact [My Oracle Support \(MOS\)](#).

**32539 - Server Patch Pending Accept/Reject**

<b>Alarm Group</b>	PLAT
<b>Description</b>	Server Patch Pending Accept/Reject
<b>Severity</b>	Minor
<b>Instance</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score</b>	Normal
<b>Auto Clear Seconds</b>	0 (zero)
<b>OID</b>	tpdServerPatchPendingAccept

**Recovery**

Accept or reject the patch per the application documentation procedure.

**32540 - CPU Power limit mismatch**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	The BIOS setting for CPU Power Limit is different than expected.
<b>Severity:</b>	Minor
<b>Instance:</b>	N/A
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	0 (zero)
<b>OID:</b>	tpdCpuPowerLimitMismatch
<b>Alarm ID:</b>	TKSPLATMI41

**Recovery:**

It is recommended to contact [My Oracle Support \(MOS\)](#).

**32700 - Telco Switch Notification**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	Telco Switch Notification
<b>Severity:</b>	Info
<b>Instance:</b>	May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr
<b>HA Score:</b>	Normal
<b>Throttle Seconds:</b>	86400
<b>OID:</b>	tpdTelcoSwitchNotification

**Recovery:**

Contact [My Oracle Support \(MOS\)](#).

**32701 - HIDS Initialized**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	This alarm indicates HIDS was initialized.
<b>Severity:</b>	Info
<b>Instance:</b>	N/A
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	N/A
<b>OID:</b>	tpdHidsBaselineCreated

**Recovery:**

N/A

**32702 - HIDS Baseline Deleted**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	HIDS baseline was deleted.
<b>Severity:</b>	Info
<b>Instance:</b>	N/A
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	N/A
<b>OID:</b>	tpdHidsBaselineDeleted

**Recovery:**

Contact [My Oracle Support \(MOS\)](#).

**32703 - HIDS Enabled**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	HIDS was enabled.
<b>Severity:</b>	Info
<b>Instance:</b>	N/A
<b>HA Score:</b>	Normal
<b>Auto Clear Seconds:</b>	N/A
<b>OID:</b>	tpdHidsEnabled

**Recovery:**

Contact [My Oracle Support \(MOS\)](#).

### 32704 - HIDS Disabled

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	HIDS was disabled.
<b>Severity:</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Auto Clear Seconds</b>	N/A
<b>OID:</b>	tpdHidsDisabled

**Recovery:**

Contact [My Oracle Support \(MOS\)](#).

### 32705 - HIDS Monitoring Suspended

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	HIDS monitoring suspended.
<b>Severity:</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Auto Clear Seconds</b>	N/A
<b>OID:</b>	tpdHidsSuspended

**Recovery:**

Contact [My Oracle Support \(MOS\)](#).

### 32706 - HIDS Monitoring Resumed

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	HIDS monitoring resumed.
<b>Severity:</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Auto Clear Seconds</b>	N/A
<b>OID:</b>	tpdHidsResumed

**Recovery:**

Contact [My Oracle Support \(MOS\)](#).

**32707 - HIDS Baseline Updated**

<b>Alarm Group:</b>	PLAT
<b>Description:</b>	HIDS baseline updated.
<b>Severity:</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Auto Clear Seconds</b>	N/A
<b>OID:</b>	tpdHidsBaselineUpdated

**Recovery:**

Contact [My Oracle Support \(MOS\)](#).

**QP (70000-70999)**

The QBus Platform (QP) software provides an execution environment for Java-based applications, which are the Multiprotocol Routing Agent (MRA) devices, Multimedia Policy Engine (MPE) devices, or the Configuration Management Platform (CMP) server. QP provides common interfaces into databases, event logging, SNMP, and cluster state. Two servers in the cluster provide 1+1 High-Availability (HA) protection. The application executes on one server. The other server acts as a hot standby in case the first server fails to provide service.

**70001 – QP\_procmgr failed**

<b>Alarm Type</b>	QP
<b>Description</b>	The QP-procmgr process has failed. This process manages all PCRf software.
<b>Default Severity</b>	Critical
<b>Instance</b>	N/A
<b>HA Score</b>	Failed
<b>Clearing Action</b>	This alarm is cleared by qp-procmgr after qp-procmgr is restarted.
<b>OID</b>	QPProcMgrFailed

**Recovery:**

If the alarm does not clear automatically within a few seconds, or if the alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**70002 – QP Critical process failed**

<b>Alarm Type</b>	QP
<b>Description</b>	The QP_procMgr has detected that one of the critical processes it monitors has failed.
<b>Default Severity</b>	Critical
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically.
<b>OID</b>	QPCriticalProcFailed

**Recovery:**

1. This alarm automatically clears as Policy processes are restarted.
2. If the alarm does not clear automatically within a few seconds, or if the alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**70003 – QP Non-critical process failed**

<b>Alarm Type</b>	QP
<b>Description</b>	The QP_procMgr has detected that one of the non-critical processes it monitors has failed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 60 seconds.
<b>OID</b>	QPNonCriticalProcFailed

**Recovery:**

1. If the alarm occurs infrequently, monitor the health of the system.
2. If the alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**70004 – QP Processes down for maintenance**

<b>Alarm Type</b>	QP
<b>Description</b>	The QP processes have been brought down for maintenance.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Failed
<b>Clearing Action</b>	This alarm clears when the QP processes are restarted and exit maintenance.

**OID** QPMaintShutdown

**Recovery:**

If the alarm is occurring, confirm that the server is down for maintenance.

## 70007 - QP Resource Not Ready

**Alarm Type:** QP

**Description:** Not all QP resources are ready.

**Severity:** Critical

**Instance:** N/A

**HA Score:** Failed

**Clearing Action:** To clear the alarm, one of the following conditions must be met:

- All route resources managed by QP are functional.
- The alarm auto clears after 300 sec.

**OID:** QPResourceNotReady

**Recovery:**

**Note:** Static routes will be reapplied during the promotion of a node to Active. If a failure occurs while reapplying static routes, promoting a node to Active in turn will fail.

**Note:** Currently, only the route resource is managed by QP.

**Note:** The main log location for troubleshooting route resource not ready issues is here: `/var/camiant/log/qpRouteTool.log`. Trace logs for `qp_procmgr` and `routemgr` may be needed for troubleshooting. Trace logs can be captured using commands: `tr.cat qp_procmgr > /qp_procmgr.trace` `tr.cat routemgr > /routemgr.trace`

1. If the original Active node can go back to Active, the current node will be demoted after failure. In this situation, no workaround is needed because the system will recover automatically. However, you need to check the reason that applying routes fails so that it does not occur in the next failover.
2. If the original Active node can not go back to Active, the current node will repeatedly attempt to go Active. It will not become Active until the application of static routes is successful. In this situation, the reason for the failure needs to be checked case by case so that the system can be recovered.

## 70010 – QP Failed Server-backup Remote Archive Rsync

<b>Alarm Type</b>	QP
<b>Description</b>	A scheduled backup failed to synchronize the local server-backup archive with the remote server-backup archive. <ul style="list-style-type: none"> <li>• Hostname=&lt;hostname   IPaddr&gt;</li> <li>• path=&lt;path&gt;</li> <li>• errorcode=&lt;rsync error&gt;</li> </ul>
<b>Default Severity</b>	Major

<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 64800 seconds (18 hours).
<b>OID</b>	QPServerBackupRsyncFailed

**Recovery:**

Check that the parameters are correct; take corrective action based on the returned error code details for alarms 70010 and 70011. Then re-attempt server-backup remote archive synchronization.

**70011 – QP Failed System-backup Remote Archive Rsync**

<b>Alarm Type</b>	QP
<b>Description</b>	A scheduled backup failed to synchronize the local system-backup archive with the remote system-backup archive. Hostname=<host name   IP addr>, user=<user>, path=<path>,errorcode=<rsync error>
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 64800 seconds (18 hours).
<b>OID</b>	QPSystemBackupRsyncFailed

**Recovery:**

Check that the parameters are correct; take corrective action based on the returned error code details for alarms 70010 and 70011. Then re-attempt server-backup remote archive synchronization.

**70012 – QP Failed To Create Server Backup**

<b>Alarm Type</b>	QP
<b>Description</b>	A scheduled backup failed to create the local server-backup file. Failure-reason=<errorcode>
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 64800 seconds (18 hours).
<b>OID</b>	QPServerBackupFailed

**Recovery:**

Check that the parameters are correct; take corrective action based on the returned error code details for alarms 70010 and 70011. Then re-attempt server-backup remote archive synchronization.

**70013 – QP Failed To Create System Backup**

<b>Alarm Type</b>	QP
<b>Description</b>	A scheduled backup failed to create the local system-backup file. Failure-reason=<errorcode>
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 64800 seconds (18 hours).
<b>OID</b>	QPSystemBackupFailed

**Recovery:**

Check that the parameters are correct; take corrective action based on the returned error code details for alarms 70010 and 70011. Then re-attempt server-backup remote archive synchronization.

**70015 – Route Add Failed**

<b>Alarm Type</b>	QP
<b>Description</b>	VIP Route Add Failed — VIP route add failed to re-apply during VIP event. The alarm displays the following information: <ul style="list-style-type: none"> <li>• IP-Type</li> <li>• Route-Type</li> <li>• Network</li> <li>• Destination</li> <li>• Gateway-Address</li> <li>• Error Message</li> </ul>
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 3600 seconds (60 minutes).
<b>OID</b>	QpAddRouteFailed

**Recovery:**

Use Platcfg Routing menu to repair the route manually.

**70016 – No Available VIP Route**

<b>Alarm Type</b>	QP
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<b>Description</b>	This alarm is raised when the application of a route item with VIP as the preferred source fails because the VIP is not configured.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	When VIP becomes available, this alarm is cleared. If the route item is deleted, this alarm is also cleared.
<b>OID</b>	QPNoVipForRoute

**Recovery:**

1. Check route configuration.
2. If route is configured correctly, this alarm can be ignored.

**70017 – No Available Static IP**

<b>Alarm Type</b>	QP
<b>Description</b>	This alarm is raised when the application of a route item with STATIC IP as preferred source fails because the STATIC IP is not available.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	When a STATIC IP becomes available, this alarm is cleared. If the route item is deleted, this alarm is also cleared.
<b>OID</b>	QPNoStaticIPForRoute

**Recovery:**

1. Check the route configuration and check the STATIC IP status.
2. Check route configuration; if route is configured correctly, this alarm can be ignored.

**70020 – QP Master database is outdated**

<b>Alarm Type</b>	QP
<b>Description</b>	The current MYSQL master server has an outdated database.
<b>Default Severity</b>	Critical
<b>Instance</b>	N/A
<b>HA Score</b>	Degraded
<b>Clearing Action</b>	This alarm clears when the master server either is made a slave server or if a database restore action clears the condition.
<b>OID</b>	QPMySQLMasterOutdated

**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 restart and its DB Level will not be known until after the restart 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 forced standby.
4. If the best secondary server is in the same cluster (the most common case), perform a failover by restarting the current active blade. If the best secondary server 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**

<b>Alarm Type</b>	QP
<b>Description</b>	The MySQL slave is not connected to the master.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Failed
<b>Clearing Action</b>	This alarm clears automatically when the slave server connects to the master server.
<b>OID</b>	QPMySQLSlaveUnconnected

**Recovery:**

1. No action required unless the alarm does not clear within a few hours.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**70022 – QP Slave database failed to synchronize**

<b>Alarm Type</b>	QP
<b>Description</b>	The MySQL slave failed to synchronize with the master.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Failed
<b>Clearing Action</b>	This alarm clears when the slave server synchronizes with the master server.

**OID** QPMySQLSlaveSyncFailure

**Recovery:**

1. No action required unless the alarm does not clear within a few hours.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**70023 – QP Slave database lagging the master**

<b>Alarm Type</b>	QP
<b>Description</b>	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.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Degraded
<b>Clearing Action</b>	This alarm clears automatically when the slave database is synchronized with the master database.
<b>OID</b>	QPMySQLSlaveLagging

**Recovery:**

1. No action required unless the alarm does not clear within a few hours or the condition is repeatedly set and cleared.
2. If either of the problems persists, contact [My Oracle Support \(MOS\)](#).

**70024 - QP Slave database is prevented from synchronizing with the master**

<b>Alarm Type</b>	QP
<b>Description</b>	The MySQL slave has been prevented from synchronizing with the master -- The MySQL slave database has been prevented from synchronization with the master database because the master database is outdated.
<b>Default Severity</b>	Critical
<b>Instance</b>	N/A
<b>HA Score</b>	Degraded
<b>Clearing Action</b>	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.
<b>OID</b>	QPMySQLSlaveSyncPrevented

**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**

<b>Alarm Type</b>	QP
<b>Description</b>	The MySQL slave has a different schema version than the master. 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.
<b>Default Severity</b>	Critical
<b>Instance</b>	N/A
<b>HA Score</b>	DegradedNormal
<b>Clearing Action</b>	The slave server clears the alarm when the master DB version is equal to the slave DB version.
<b>OID</b>	QPMySQLSchemaVersionMismatch

**Recovery:**

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**

<b>Alarm Type</b>	QP
<b>Description</b>	Server is performing a Symantec NetBackup Operation.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Alarm clears when the NetBackup client operation has completed.
<b>OID</b>	QPNetBackupInProgress

**Recovery:**

1. When operation is complete, alarm should clear.
2. If the alarm does not clear within a few hours, then check the NetBackup Server logs.
3. If the NetBackup Server logs have no errors or if the alarm is occurring over and over, contact [My Oracle Support \(MOS\)](#).

**70027 – QP Server Network Config Error**

<b>Alarm Type</b>	QP
<b>Description</b>	QP Server Network Error.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A

<b>HA Score</b>	Normal
<b>Clearing Action</b>	Autoclears in 1800 seconds (30 minutes).
<b>OID</b>	QPServerNetworkConfigError

**Recovery**

1. Correct the indicated networking configuration.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**70028 – QP bonded interface is down**

<b>Alarm Type</b>	QP
<b>Description</b>	OAM bonded interface bond0 is down; Signaling bonded interface bond1 is down; Signaling bonded interface bond2 is down.
<b>Default Severity</b>	Critical
<b>Instance</b>	OAM, SIGA, SIGB
<b>HA Score</b>	Degraded
<b>Clearing Action</b>	Process <code>qp_hamonitor</code> has detected the VIP is not defined on this bonded network interface; VIP is defined on this bonded network interface and <code>qp_hamonitor</code> process has detected the interface is up.
<b>OID</b>	QPBondedInterfaceDown

**Recovery:**

1. Reset the OAM network interface and run process `qp_hamonitor` to clear the alarm.
2. If the `qp_hamonitor` process does not clear the alarm, or if the alarm does not clear automatically, or if the alarm is persists, contact [My Oracle Support \(MOS\)](#)

**70029 – QP peer node bonded interface is down**

<b>Alarm Type</b>	QP
<b>Description</b>	QP Peer Node <code> \${host name} ( \${ip addr} )</code> bonded interface bond0 (OAM) is down.
<b>Default Severity</b>	Critical
<b>Instance</b>	Peer_OAM
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Process <code>qp_hamonitor</code> will clear the alarm once the OAM network interface is up. The alarm will also clear automatically after 60 seconds.
<b>OID</b>	QPPeerBondedInterfaceDown

**Recovery:**

1. Reset the OAM network interface and run process `qp_hamonitor` to clear the alarm.

2. If the `qp_hamonitor` process does not clear the alarm, or if the alarm does not clear automatically, or if the alarm is persists, contact [My Oracle Support \(MOS\)](#)

### 70030 – QP backplane bonded interface is down

<b>Alarm Type</b>	QP
<b>Description</b>	Backplane bonded interface is down.
<b>Default Severity</b>	Critical
<b>Instance</b>	Backplane_bond3
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Process <code>qp_hamonitor</code> has detected the bonded backplane network interface has been restored or the alarm has been raised for 60 seconds.
<b>OID</b>	QPBackplaneBondedInterfaceDown

#### Recovery:

Restore the bonded backplane network interface that is down and the `qp_hamonitor` process will clear the alarm.

### 70031 – QP degrade because one or more interfaces are down

<b>Alarm Type</b>	QP
<b>Description</b>	HA status is degraded because selected interface(s) ( <code>OAM</code> , <code>SIGA</code> , or <code>SIGB</code> ) are down.
<b>Default Severity</b>	Critical
<b>Instance</b>	OAM or SIGA or SIGB
<b>HA Score</b>	Failed
<b>Clearing Action</b>	Alarm clears when process <code>qp_hamonitor</code> has detected all OAM, SIGA and SIGB network interfaces are up. Alarm also clears automatically after 60 seconds.
<b>OID</b>	QPInterfacesDegrade

#### Recovery:

1. Reset the interfaces that are down and run the `qp_hamonitor` process to clear the alarm.
2. If this does not clear the alarm, or if the alarm does not automatically clear, or if the alarm persists, contact [My Oracle Support \(MOS\)](#).

### 70032 – QP direct link does not work as configuration

<b>Alarm Type</b>	QP
<b>Description</b>	QP degrade because one or more interfaces are down.

	This alarm is due to the incorrect configuration of backplane so that it cannot be applied to the system.
<b>Default Severity</b>	Notice
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	QPBPMismatch

**Recovery:**

Check the validity of backplane IP Address and Comcol table LogicPath.

**70038 – QP has blocked IPv4 traffic on an OAM interface**

<b>Alarm Type</b>	QP
<b>Description</b>	This alarm is raised on each server if IPv4 is blocked on an OAM. After <code>qpIPv4Harvest --block_oam_ipv4</code> is finished successfully, this alarm is raised.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm is cleared by <code>qpIPv4Harvest -harvest_oam_only</code> or <code>qpIPv4Harvest -harvest_oam_all</code> .
<b>OID</b>	QPHasBlockedIPv4

**Recovery:**

Rollback changes in `qpIPv4Harvest -block_oam_ipv4`; Or continue to run `qpIPv4Harvest -harvest_oam_only`.

**70039 – QP has blocked IPv4 traffic on all interfaces**

<b>Alarm Type</b>	QP
<b>Description</b>	This alarm is raised on each server if IPv4 is blocked on all interfaces. After <code>qpIPv4Harvest -block_all_ipv4</code> is finished successfully, this alarm is raised.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm is cleared by <code>qpIPv4Harvest -harvest_all</code> .
<b>OID</b>	QPHasBlockedIPv4

**Recovery:**

Rollback changes in `qpIPv4Harvest -block_all_ipv4`; Or continue to run `qpIPv4Harvest -harvest_all`.

**70040 – Failure to block IPv4 on the OAM interface**

<b>Alarm Type</b>	QP
<b>Description</b>	This alarm is raised when there is a failure to block IPv4 on an OAM interface.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm will be cleared automatically in 60 minutes. Or it can be cleared once the cluster/site has successfully blocked IPv4 on an OAM interface.
<b>OID</b>	QPFailedToBlockOAMIPv4

**Recovery:**

Correct the error conditions and run `qpIPv4Harvest -block_oam_ipv4` again.

**70041 – Failure to block IPv4 on the all interfaces**

<b>Alarm Type</b>	QP
<b>Description</b>	This alarm is raised when there is a failure to block IPv4 on all interfaces.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm will be cleared automatically in 1 hour. Or it can be cleared once the cluster/site has successfully blocked IPv4 on all interfaces.
<b>OID</b>	QPFailedToBlockAllIPv4

**Recovery:**

Correct the error conditions, and run `qpIPv4Harvest -block_all_ipv4` again.

**70042 – Failure to remove OAM IPv4 addresses from the cluster/site**

<b>Alarm Type</b>	QP
<b>Description</b>	This alarm is raised when there is a failure to remove OAM IPv4 addresses from cluster/site
<b>Default Severity</b>	Minor

<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm will be cleared automatically in 1 hour. Or it can be cleared once the OAM IPv4 addresses are successfully removed.
<b>OID</b>	QPFailedToRemoveOAMIpv4

**Recovery:**

Correct the error conditions and do the harvest again.

**70043 – Failure to remove all IPv4 addresses from the cluster/site**

<b>Alarm Type</b>	QP
<b>Description</b>	This alarm is raised when there is a failure to remove all IPv4 addresses from cluster/site.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm will be cleared automatically in 1 hour. Or it can be cleared once all IPv4 addresses are successfully removed.
<b>OID</b>	QPFailedToRemoveAllIpv4

**Recovery:**

Correct the error conditions and do harvest again.

**70044 – Failure to rollback changes for removing IPv4 addresses**

<b>Alarm Type</b>	QP
<b>Description</b>	This alarm is raised when there is a failure to rollback changes for removing IPv4 addresses.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm will be cleared automatically in 1 hour. Or it can be cleared once the rollback action finished successfully.
<b>OID</b>	QPFailedToRollbackRecaptureIpv4

**Recovery:**

Correct the error conditions and do the rollback again.

**70045 – DNS Server is not available**

<b>Alarm Type</b>	QP
<b>Description</b>	If DNS servers are configured on PCRF nodes, those nodes will use DNS servers. Process qp_monitor will check DNS availability at the runtime of every node. If a DNS server is found unavailable, QP alarm 70045 is triggered.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm will be cleared automatically after 120 seconds.
<b>OID</b>	QPDNSServerIsNotAvailable

**Recovery:**

1. If the alarm message is **No reply from server**, the server could not be reached or the connection has timed out. To resolve:
  - a) Check the route and firewall settings from the PCRF node reporting the alarm to determine if a DNS server can be accessed.
  - b) Repair the access to the specific DNS server.
2. If the alarm message is **Internal error** the DNS server IP address format is incorrect. To resolve:
  - a) Use Platcfg commands `Policy Configuration -> Perform Initial Configuration` to check the IP address format of the DNS server:

**70050 – QP Timezone change detected**

<b>Alarm Type</b>	QP
<b>Description</b>	Time zone has been changed using platcfg commands <code>Server Configuration -&gt; Time Zone -&gt; Edit</code> . The application needs to be restarted after this change.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears when the application is restarted (qp_procmgr restarted). This is not an auto-clear alarm.
<b>OID</b>	QPTimezonechangedetected

**Recovery:**

1. Log in to the server with root privileges.
2. Execute the command `service qp_procmgr restart`.
3. If the alarm persists, collect savelogs and contact [My Oracle Support \(MOS\)](#).

**70500 – System Mixed Version**

<b>Alarm Type</b>	QP
<b>Description</b>	There are multiple software versions running in the system because of an upgrade or backout. This alarm is raised when the upgrade director determines that different versions of code are running in the topology. This is expected during an upgrade. It is intended to be a signal that further upgrade activity is required before the system is fully consistent.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	SystemMixedVersion

**Recovery:**

1. The upgrade director will clear this condition once all servers are running a consistent version.
2. If the alarm does not clear automatically, contact [My Oracle Support \(MOS\)](#).

**70501 – Cluster Mixed Version**

<b>Alarm Type</b>	QP
<b>Description</b>	There are multiple software versions running in a cluster because of an upgrade or backout. Since the cluster is in mixed version, its behavior is likely to be impaired (for example, loss of redundancy/replication). Certain operations may not be possible for the cluster while this alarm is asserted. This alarm is raised when the upgrade director determines that different versions of code are running in the specified cluster. This is expected during an upgrade. It is intended to be a signal that further upgrade activity is required before the cluster is fully consistent.
<b>Default Severity</b>	Minor
<b>Instance</b>	The Comcol ID of the cluster.
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	ClusterMixedVersion

**Recovery:**

1. The upgrade director will clear this condition once all servers in the cluster are running a consistent version.
2. If the alarm does not clear automatically, contact [My Oracle Support \(MOS\)](#).

**70502 – Cluster Replication Inhibited**

<b>Alarm Type</b>	QP
<b>Description</b>	The upgrade director will inhibit replication to a server if it determines that replication would result in a corrupted database. This can happen if there is an incompatibility between different versions.
<b>Default Severity</b>	Minor
<b>Instance</b>	The Comcol ID of the server. <b>Note:</b> The alarm text will contain the proper host name of the server.
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	ClusterReplicationInhibited

**Recovery:**

1. Once the server completes the upgrade or backout, the upgrade director will clear the inhibition and the alarm.
2. If the alarm does not clear automatically, contact [My Oracle Support \(MOS\)](#).

**70503 – Server Forced Standby**

<b>Alarm Type</b>	QP
<b>Description</b>	The upgrade director will place a server into forced standby if it is NOT running the same version of software as the active server in the cluster. This alarm signals that the upgrade director has taken this action.
<b>Default Severity</b>	Minor
<b>Instance</b>	The Comcol ID of the server. <b>Note:</b> The alarm text will contain the proper hostname of the server.
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	ServerForcedStandby

**Recovery:**

1. When the server completes the upgrade or backout, the upgrade director will take the server out of forced standby.
2. If the alarm does not clear automatically, contact [My Oracle Support \(MOS\)](#).

**70505 – ISO Mismatch**

<b>Alarm Type</b>	QP
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<b>Description</b>	The server's ISO is not the expected version. This alarm is raised when the upgrade director determines that the 'pending ISO' (the one that would be installed if we attempted an upgrade) is not consistent with what is expected (for example, the wrong version).
<b>Default Severity</b>	Minor
<b>Instance</b>	The Comcol ID of the server. <b>Note:</b> The alarm text will contain the proper host name of the server.
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	ISOMismatch

**Recovery:**

1. Have the operator remove the offending ISO from `/var/TKLC/log` on the affected machine.
2. If the alarm does not clear automatically, contact [My Oracle Support \(MOS\)](#).

**70506 – Upgrade Operation Failed**

<b>Alarm Type</b>	QP
<b>Description</b>	An action initiated by the upgrade director has failed. Click <b>Alarm Details</b> associated with the alarm in the CMP GUI to find the root cause of the failed upgrade action.
<b>Default Severity</b>	Minor
<b>Instance</b>	The Comcol ID of the server. <b>Note:</b> The alarm text will contain the proper host name of the server.
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	UpgradeOperationFailed

**Recovery:**

1. Make changes as detailed in the **Alarm Detail** associated with the alarm and then re-attempt the failed upgrade action.
2. If the issues cannot be resolved, collect savelogs and contact [My Oracle Support \(MOS\)](#).

**70507 – Upgrade In Progress**

<b>Alarm Type</b>	QP
<b>Description</b>	An upgrade or backout action on a server is in progress.
<b>Default Severity</b>	Minor

<b>Instance</b>	The Comcol ID of the server. <b>Note:</b> The alarm text will contain the proper host name of the server.
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	UpgradeInProgress

**Recovery:**

1. Once the upgrade/backout process has completed, the upgrade director will clear this alarm.
2. If the alarm does not clear automatically, contact [My Oracle Support \(MOS\)](#).

**70508 – Server Is Zombie**

<b>Alarm Type</b>	QP
<b>Description</b>	A server has failed an upgrade or backout and now is in an unknown state.
<b>Default Severity</b>	Critical
<b>Instance</b>	The Comcol ID of the server. <b>Note:</b> The alarm text will contain the proper host name of the server.
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	ServerIsZombie

**Recovery:**

1. If alarm 70506 is also triggered, make changes as detailed in the **Alarm Detail** associated with alarm 70506 and then re-attempt the failed upgrade action to resolve both alarms.
2. If the alarm persists, collect savelogs and contact [My Oracle Support \(MOS\)](#).

**Policy Server Alarms (71000-79999)**

This section provides a list of Policy Server alarms (71000-79999) which are generated by policy devices, such as MPE devices and MRA devices.

**71001 – Remote Diversion Not Possible**

<b>Alarm Type</b>	PCRF
<b>Description</b>	This alarm occurs when all other associated MRA devices are currently unavailable for remote diversion.

<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Auto clear after 7200 seconds.
<b>OID</b>	RemoteDiversionNotPossible

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71002 – OM Stats Parse Error**

<b>Alarm Type</b>	PCRF
<b>Description</b>	OM statistics task could not parse statistics information.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Auto clears after 7200 seconds or when OM statistics are run again.
<b>OID</b>	OmStatsParseError

**Recovery:**

Check to ensure Policy server version is the same as the CMP version. If the versions are different, upgrade the server version to be the same as the CMP version.

**71003 – OM Stats Exception Error**

<b>Alarm Type</b>	PCRF
<b>Description</b>	OM statistics task could not generate particular statistics due to an exception.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Auto clear after 7200 seconds (120 minutes) or when OM statistics are run again.
<b>OID</b>	OmStatsExceptionError

**Recovery:**

1. Check to ensure Policy server version is the same as the CMP version. If the versions are different, upgrade the server version to be the same as the CMP version.
2. Check MySQL status to ensure there is not an exception in the DC log.

**71004 – AM Conn Lost**

<b>Alarm Type</b>	PCRF
<b>Description</b>	AM socket closed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	AM connection restored to remote peer.
<b>OID</b>	AMConnLost

**Recovery:**

1. Check the availability of the AM.
2. Check the AM log for a recent failover or other operations that can interrupt communications.
3. If the AM has not failed, make sure that the path from the AM to the MPE device (port 3918) is operational.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71005 – OM Stats Value Exceed Error**

<b>Alarm Type</b>	PCRF
<b>Description</b>	OM statistics value has been truncated to fit the data size.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Auto clears after 7200 seconds or when OM statistics are run again.
<b>OID</b>	OmStatsValueExceedError

**Recovery:**

Check whether the list of IP addresses in a Network Element Diameter SCTP connection association value exceeds 255 in length. If found, correct the value length.

**71101 – DQOS Downstream Connection Closed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	DQoS Downstream connection is closed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	DQoS connection restored to a remote peer.

**OID** DqosDownstreamConnectionClosed

**Recovery:**

1. Check configuration and availability of the downstream element.
2. Check the downstream element for a reboot or other service interruption.
3. If the downstream element has not failed, make sure that the network path from the MPE device to the downstream element is operational.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71102 – MSC Conn Lost**

<b>Alarm Type</b>	PCRF
<b>Description</b>	MSC connection lost. The connection was lost to the specified CMTS or downstream policy server.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to a remote peer is restored.
<b>OID</b>	MSCConnLost

**Recovery:**

1. Check configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the element has not failed, make sure that the network path from the MPE device to the element (port 3918) is operational.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71103 – PCMM Conn Lost**

<b>Alarm Type</b>	PCRF
<b>Description</b>	PCMM connection lost. The connection was lost to the specified CMTS or downstream policy server.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Alarm clears when the connection to a remote peer is restored. The alarm also clears automatically after 7200 seconds.
<b>OID</b>	PCMMConnLost

**Recovery:**

1. Check configuration and availability of the network element.

2. Check the network element for a reboot or other service interruption.
3. If the element has not failed, make sure that the network path from the MPE device to the element (port 3918) is operational.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 71104 – DQOS AM Connection Closed

<b>Alarm Type</b>	PCRF
<b>Description</b>	DQoS AM Connection Closed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to a remote peer is restored.
<b>OID</b>	DqosAmConnectionClosed

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 71204 – SPC Conn Closed

<b>Alarm Type</b>	PCRF
<b>Description</b>	SPC connection closed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to a remote peer is restored.
<b>OID</b>	SPCConnClosed

**Recovery:**

1. Check configuration and availability of the SPC element. Check the MPE device for a reboot or other service interruption.
2. If the MPE device has not failed, make sure that the network path from the MPE device to the SPC device is operational.
3. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 71402 – Connectivity Lost

<b>Alarm Type</b>	PCRF
<b>Description</b>	Diameter connection socket is closed.
<b>Default Severity</b>	Minor

<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 7200 seconds or the connection to a Diameter peer is restored.
<b>OID</b>	ConnectivityLost

**Recovery:**

1. Check the configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the network element has not failed, ensure the network path from the device to the network element is operational.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71403 – Connectivity Degraded**

<b>Alarm Type</b>	PCRF
<b>Description</b>	A connection with a Diameter peer has been closed by a network element.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 7200 seconds or the connection to a Diameter peer is restored.
<b>OID</b>	ConnectivityDegraded

**Recovery:**

1. Check the configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the network element has not failed, ensure the network path from the device to the network element is operational.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71408 – Diameter New Conn Rejected**

<b>Alarm Type</b>	PCRF
<b>Description</b>	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.  <b>Note:</b> This situation only occurs when DIAMETER.AllowMultipleConnectionsPerPeer is set to false, or when

the multiple connections setting is turned off on the Advanced Settings of the Policy Server tab in the CMP system.

<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 300 seconds.
<b>OID</b>	DIAMETERNewConnRejected

**Recovery:**

1. Check the peer configuration and ensure that the peer sees a valid connection with the device.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71414 – SCTP Path Status Changed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	SCTP Path Status Changed. Occurs when an MPE or MRA device 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.
<b>Default Severity</b>	Minor
<b>Instance</b>	Peer address + Association ID
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 7200 seconds (2 hours).
<b>OID</b>	SctpPathStatusChanged

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71605 – LDAP Conn Failed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Connection to LDAP server failed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to LDAP server is restored or clears automatically after 7200 seconds (2 hours).
<b>OID</b>	LdapConnFailed

**Recovery:**

1. Verify that there is no problem with the LDAP server or the network path used to reach the server.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71630 – DHCP Unexpected Event ID**

<b>Alarm Type</b>	PCRF
<b>Description</b>	DHCP Communication exception.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Next successful DHCP operation will clear this alarm.
<b>OID</b>	DHCPUnexpectedEventId

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71631 – DHCP Unable to Bind Event ID**

<b>Alarm Type</b>	PCRF
<b>Description</b>	DHCP unable to bind event ID.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Next successful DHCP bind operation will clear this alarm or clears automatically after 60 seconds.
<b>OID</b>	DHCPUnableToBindEventId

**Recovery:**

1. If this alarm occurs infrequently, monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**71632 – DHCP Response Timeout Event ID**

<b>Alarm Type</b>	PCRF
<b>Description</b>	DHCP Response Timeout Event Id.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 60 seconds.

**OID** DHCPResponseTimeoutEventId

**Recovery:**

1. If this alarm occurs infrequently, then monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**71633 – DHCP Bad Relay Address Event ID**

<b>Alarm Type</b>	PCRF
<b>Description</b>	DHCP bad relay address event id.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 30 seconds.
<b>OID</b>	DHCPBadRelayAddressEventId

**Recovery:**

1. If this alarm occurs infrequently, then monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**71634 – DHCP Bad Primary Address Event ID**

<b>Alarm Type</b>	PCRF
<b>Description</b>	DHCP no primary address specified.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 30 seconds.
<b>OID</b>	DHCPBadPrimaryAddressEventId

**Recovery:**

1. If this alarm occurs infrequently, then monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**71635 – DHCP Bad Secondary Address Event ID**

<b>Alarm Type</b>	PCRF
<b>Description</b>	DHCP no secondary address specified.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A

<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 30 seconds.
<b>OID</b>	DHCPBadSecondaryAddressEventId

**Recovery:**

1. If this alarm occurs infrequently, then monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**71684 – SPR Connection Closed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	SPR Closing a secondary connection to revert to primary connection.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to SPR is restored.
<b>OID</b>	SPRConnectionClosed

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71685 – MSR DB Not Reachable**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Unable to connect to Multimedia Subscriber Repository (MSR) after several attempts.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to MSR is restored.
<b>OID</b>	MSRDBNotReachable

**Recovery:**

1. Verify that there is no problem with the MSR server or the network path used to reach the server.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71702 – BRAS Connection Closed**

<b>Alarm Type</b>	PCRF
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<b>Description</b>	BRAS Connection Closed. The MPE device lost a connection to the B-RAS element of the gateway.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to BRAS is restored.
<b>OID</b>	BrasConnectionClosed

**Recovery:**

1. Check availability of the gateway.
2. If the gateway has not failed, make sure that the path from the gateway to the MPE is operational.
3. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71703 – COPS Unknown Gateway**

<b>Alarm Type</b>	PCRF
<b>Description</b>	COPS Unknown Gateway. An unknown gateway is trying to establish a COPS-PR connection to the MPE device.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	COPS network element is associated with MPE device.
<b>OID</b>	COPSUnknownGateway

**Recovery:**

1. Check the configuration of the network elements in the CMP system. There should be a B-RAS network element for this gateway and that B-RAS must be associated with this MPE device.
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 system must match the provisioned router name on the gateway.
3. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**71801 – PCMM No PCEF**

<b>Alarm Type</b>	PCRF
<b>Description</b>	This alarm is raised when the MPE cannot find the PCEF. The alarm is disabled by default unless the user sets <code>RC.TrapNoPcefEnabled</code> to true in <code>RCMgr</code> . This update occurs in both the MPE-R and MPE-S. The SubId in the alarm details is actually CMTSIP if the MPE uses CMTSIP to find PCEF when it receives PCMM requests. The PCMM requests may be GateSet/GateInfo/GateDelete.

<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 60 seconds.
<b>OID</b>	PCMMNoPCEF

**Recovery:**

1. If this alarm occurs infrequently, monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**71805 – PCMM Non Connection PCEF**

<b>Alarm Type</b>	PCRF
<b>Description</b>	PCMM Non Connection to PCEF.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 60 seconds.
<b>OID</b>	PCMMNonConnectionPCEF

**Recovery:**

1. If this alarm occurs infrequently, monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**72198 – SMSR SMSC Switched to Primary**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Switched to primary Short Message Service Center (SMSC). Switched from Secondary to Primary SMSC.
<b>Default Severity</b>	Minor
<b>Instance</b>	SMSC address
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm automatically clears after 60 minutes (3600 seconds).
<b>OID</b>	SMSRSMSCSwitchedToPrimary

**Recovery:**

No action necessary.

**72199 – SMSR SMSC Switched to Secondary**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Switched to Secondary Short Message Service Center (SMSC). Switched from Primary to Secondary SMSC.
<b>Default Severity</b>	Minor
<b>Instance</b>	SMSC Address
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm automatically clears after 60 minutes (3600 seconds).
<b>OID</b>	SMSRSMSCSwitchedToSecondary

**Recovery:**

No action necessary.

**72210 – PCMM Reached Max Gates Event ID**

<b>Alarm Type</b>	PCRF
<b>Description</b>	PCMM Reached Maximum Gates. A subscriber at IP address <i>ip-addr</i> has reached the configured maximum number of upstream gates.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 60 seconds.
<b>OID</b>	PCMMReachedMaxGatesEventId

**Recovery:**

1. If this alarm occurs infrequently, monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**72211 – PCMM Reached Max GPI Event ID**

<b>Alarm Type</b>	PCRF
<b>Description</b>	PCMM Reached Maximum GPI. A subscriber at IP address <i>ip-addr</i> has reached the configured maximum grants per interval on all upstream gates.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 60 seconds.

**OID** PCMMReachedMaxGPIEventId

**Recovery:**

1. This subscriber address is exceeding the capacity; attention is required.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**72501 – SCE Connection Lost**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Service Control Engine (SCE) Connection is lost.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to SCE is restored.
<b>OID</b>	SCEConnectionLost

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**72549 – SMSR Queue Full**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Short Message Service Relay (SMSR) internal queue is full: notification internal queue has reached capacity. Messages will be rejected until the queue space becomes available.
<b>Default Severity</b>	Minor
<b>Instance</b>	SMSR queue
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Available capacity is restored and queue begins to accept new messages or automatically clears after 60 minutes (3600 seconds).
<b>OID</b>	SMSRQueueFull

**Recovery:**

Check configuration and availability of the destination service to ensure there are no connections problems and that the network path from the MPE device to the element (host/port/resource location) is operational.

**72559 – SMSR SMSC Connection Closed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	SMSC connection closed.

<b>Default Severity</b>	Minor
<b>Instance</b>	SMSC address
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm automatically clears after 60 minutes (3600 seconds) or when the SMSC connection is restored.
<b>OID</b>	SMSRSMSCConnectionClosed
<b>Recovery:</b>	No action necessary.

### 72565 – SMSR SMTP Connection Closed

<b>Alarm Type</b>	PCRF
<b>Description</b>	Simple Mail Transfer Protocol (SMTP) connection closed. SMTP connection has been closed to MTA <i>{IP Address}</i> .
<b>Default Severity</b>	Minor
<b>Instance</b>	<i>{host name of MTA}</i>
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm automatically clears after 60 minutes (3600 seconds) or when the SMTP connection is restored.
<b>OID</b>	SMSRSMTPConnectionClosed
<b>Recovery:</b>	If the problem persists, contact <a href="#">My Oracle Support (MOS)</a> .

### 72575 – Policy Notification:Lost connection with destination URL

<b>Alarm Type</b>	PCRF
<b>Description</b>	The connection to a configured Policy Notification destination was lost.
<b>Default Severity</b>	Minor
<b>Instance</b>	Destination Name
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Auto clears after 60 minutes (3600 seconds) or when HTTP connection is restored.
<b>OID</b>	SMSRHTTPConnectionClosed
<b>Recovery:</b>	<ol style="list-style-type: none"> <li>1. Check configuration, including URL, and availability of the destination service.</li> <li>2. Check the client for reboot or other service interruption.</li> </ol>

3. If the element has not failed, make sure that the network path from the MPE device to the element (host/port/resource location) is operational.
4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 72703 – RADIUS Server Failed

<b>Alarm Type</b>	PCRF
<b>Description</b>	RADIUS server start failed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	N/A
<b>Clearing Action</b>	N/A
<b>OID</b>	RADIUSServerFailed

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 72706 - RADIUS Server Corrupt Auth

<b>Alarm Type</b>	PCRF
<b>Description</b>	RADIUS authenticator is corrupted.
<b>Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	N/A
<b>Clearing Action</b>	N/A
<b>OID</b>	RADIUSServerCorrupAuth

**Recovery:**

Check the connectivity and configuration of the RADIUS server.

### 72904 – Diameter Too Busy

<b>Alarm Type</b>	PCRF
<b>Description</b>	System has entered a busy state.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	The Diameter load drops below admission criteria thresholds or this alarm clears automatically after 30 seconds.
<b>OID</b>	DiameterTooBusy

**Recovery:**

1. If this alarm occurs infrequently, then monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**72905 – Radius Too Busy**

<b>Alarm Type</b>	PCRF
<b>Description</b>	RADIUS load shedding set a busy state.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	The RADIUS load drops below admission criteria thresholds or this alarm clears automatically after 30 seconds.
<b>OID</b>	RadiusTooBusy

**Recovery:**

1. If this alarm occurs infrequently, then monitor the health of the system.
2. If this alarm occurs frequently, contact [My Oracle Support \(MOS\)](#).

**74000 – Policy Server Critical Alarm**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Critical Policy alarm.
<b>Default Severity</b>	Critical
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm can be cleared by a policy or clears automatically after 3600 seconds (60 minutes).
<b>OID</b>	PolicyServerCriticalAlarm

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**74001 – Policy Server Major Alarm**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Major Policy alarm.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal

**Clearing Action** This alarm can be cleared by a policy or clears automatically after 3600 seconds (60 minutes).

**OID** PolicyServerMajorAlarm

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 74002 – Policy Server 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 (60 minutes).

**OID** PolicyServerMinorAlarm

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 74020 – Stats Files Generator Delete Expire Files

**Alarm Type** PCRF

**Description** Delete expire files. Stats Files Generator Task has removed some files which were not synchronized to remote servers (*{external system IP}, {external system IP}, etc*).

**Default Severity** Major

**Instance** Stats files generator

**HA Score** Normal

**Clearing Action** The alarm is automatically cleared after 300 seconds (5 minutes).

**OID** StatsFilesGeneratorDeleteExpireFiles

**Recovery:**

1. Check all enabled Stats Files Synchronization tasks status in the DC (Data Collection) tasks of CMP system and ensure they are configured successfully.
2. Exchange SSL key with mate server in cluster.

### 74021 – Files Synchronization Failure

**Alarm Type** PCRF

<b>Description</b>	Files synchronization failure. Files Synchronization <i>#{num}</i> task failed to synchronize local to remote server ( <i>{external system Host Name/IP}</i> ) after retry <i>{num}</i> times, where: <ul style="list-style-type: none"> <li>• <i>{num}</i> is task #</li> <li>• <i>{num}</i> is retry times (1 to 5)</li> <li>• <i>{external system Host Name/IP}</i> is the user-defined remote server's IP address to which files are synchronized</li> </ul>
<b>Default Severity</b>	Minor
<b>Instance</b>	Stats files synchronization
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Auto clear 300 seconds
<b>OID</b>	FilesSynchronizationFailure

**Recovery:**

1. Check the network status of the remote server which you configured in the Stats Files Synchronization task.
2. Ensure remote server supports SSH protocol and you configured the user name and password correctly.

**74022 - Files Uploading Failure**

<b>Alarm Type</b>	PCRF
<b>Description</b>	PM Statistics Files Uploading Task failed to upload local statistics files to FTP server <i>FTP server Host Name/IP</i> after retry <i>number</i> times.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm automatically clears after 5 minutes (300 seconds).
<b>OID</b>	FilesUploadingFailureNotify

**Recovery:**

1. Fix network problems or verify FTP configuration information, which is defined in the scheduler task of the CMP system.
2. If the issue does not resolve, contact [My Oracle Support \(MOS\)](#).

**74102 - CMTS Subnet Overlapped**

<b>Alarm Type</b>	
<b>Description</b>	Overlapped subnets are present on the CMTS.
<b>Default Severity</b>	Minor

<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Auto clears when task runs again.
<b>OID</b>	CmtsSubnetOverlapped

**Recovery:**

1. Go to Schedule Tasks Administration with menu item **System Administration > Scheduled Tasks**.
2. Open Subnet Overlap Detector Task hyperlink.
3. Open Subnet Overlapping Report by clicking 'details' hyperlink in Exit Status Message.
4. Refer to Subnet Overlap Report for overlapped subnets of CMTS detail information.
5. Reconfigure the subnets of CMTS to resolve the overlap.
6. Run the Subnet Overlap Detector task again.
7. If the issue still exists, repeat the previous steps.

**74103 - NES Without CMTS IP**

<b>Alarm Type</b>	
<b>Description</b>	This alarm is raised when Routing by CMTS IP is enabled and Network Elements exist without CMTS IP addresses assigned.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm automatically clears after 120 seconds. Also cleared by when the <i>Route by CMTS IP</i> setting is disabled.
<b>OID</b>	NeWithoutCmtsIp

**Recovery:**

1. Check whether the global configuration setting **Route by CMTS IP** is enabled and disable it if the feature is not needed.
2. If *Route by CMTS IP* setting is needed, ensure **CMTS IP** is available in every network element.

**74602 - Multiple Active In Cluster Failure**

<b>Alarm Type</b>	QP
<b>Description</b>	Multiple Active servers have been detected in the same cluster; the cluster is in Split Brain state.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal

**Clearing Action** This alarm clears when HA recovers or clears automatically after 30 minutes (1800 seconds). When HA recovers there will be only one Active server in a cluster.

**OID** QPMultipleActiveInClusterFailure

**Recovery:**

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

### 74603 - Max Primary Cluster Failure Threshold

**Alarm Type** QP

**Description** The number of failed MPE pairs reaches the threshold of *configured threshold value* at *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 (1800 seconds).

**OID** QPMaxMPEPrimaryClusterFailure

**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 does not clear automatically, contact [My Oracle Support \(MOS\)](#).

### 74604 - MPE 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 (1800 seconds).

**OID** QPMPEClusterOfflineFailure

**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 does not clear automatically, contact [My Oracle Support \(MOS\)](#).

### 74605 - Subscriber Trace Backup Failure

<b>Alarm Type</b>	QP
<b>Description</b>	The script responsible for backing up the subscriber trace log has failed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	
<b>OID</b>	SubscriberTraceBackupFailure

**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 does not clear automatically, contact [My Oracle Support \(MOS\)](#).

### 75000 - Policy Library Loading Failed

<b>Alarm Type</b>	PCRF
<b>Description</b>	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.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Performing a reapply config may fix the problem.
<b>OID</b>	PolicyLoadingLibraryFailed

**Recovery:**

1. Perform a reapply config from the CMP system to reload the library.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 77904 - BOD PCMM Too Busy

<b>Alarm Type</b>	PCRF
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<b>Description</b>	BOD PCMM load shedding set a busy state.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 30 seconds.
<b>OID</b>	BODPCMMTooBusy

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**77905 - BOD DIAMETER Too Busy**

<b>Alarm Type</b>	PCRF
<b>Description</b>	BOD DIAMETER Too Busy
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 30 seconds.
<b>OID</b>	BODDiameterTooBusy

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**78000 - ADS Connection Lost**

<b>Alarm Type</b>	PCRF
<b>Description</b>	ADS Connection Lost. The Analytics Data Stream (ADS) connection was lost to the specified client.
<b>Default Severity</b>	Minor
<b>Instance</b>	Analytics Client ID
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Connection to a remote peer is restored by the same client (ID), or automatically clears in 60 minutes (3600 seconds).
<b>OID</b>	ADSConnectionLost

**Recovery:**

1. Check configuration and availability of the analytics client.
2. Check the client for reboot or other service interruption.
3. If the element has not failed, make sure that the network path from the MPE device to the element (port 222) is operational.

4. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 78001 - Rsync Failed

<b>Alarm Type</b>	PCRf
<b>Description</b>	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 server when a policy change is made or a Reapply Configuration is performed. It can be raised by the standby server during startup if it was unable to get the policy jar file from the active server during startup.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	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 be cleared when the issue is fixed internally on the affected blades.
<b>OID</b>	RsyncFailed

#### Recovery:

1. This alarm can be ignored during a mixed version upgrade (for example, 7.5/7.6 to 9.1) and when rebooting both servers on the MPE device.
2. If the alarm is seen on the MRA device, it indicates the logback config files are not transferring, which is harmless to the operation.
3. The most likely cause is that the ssh keys have not been exchanged; ensure they are exchanged correctly.
4. Perform a Reapply Configuration.
5. If performing a Reapply Configuration does not fix the problem, another alarm will be raised by the active server for that particular operation. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 78850 - VNF operation error

<b>Alarm Type</b>	PCRf
<b>Description</b>	There was an error while performing the requested operation on the VNF cluster.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	The event will clear when the VM is in the Active state or the event must be cleared manually.
<b>OID</b>	VNFOperationError

**Recovery:**

Trace Logs provide details of the operation failure and which VMs were impacted. Validate information that was submitted as part of the request. Correct Topology and repeat the failed operation or take corrective action on the VM directly.

**79002 - Sess Size Reached Threshold**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Total session database size reached maximum threshold percentage of planned session database size.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Total session database size goes below minimum threshold percentage of planned session database size.
<b>OID</b>	SessDBSizeReachedThreshold

**Recovery:**

1. Check the threshold configuration to make sure that it matches the customer's expectation.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**79003 - Avg Sess Size Exceed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Average session size exceeded the projected size.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 60 minutes (3600 seconds).
<b>OID</b>	AvgSessSizeReachedThreshold

**Recovery:**

1. Check the threshold configuration to make sure that it matches the customer's expectation.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**79004 - Bind Size Reached Threshold**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Total binding database size reached maximum threshold percentage of planned binding database size.

<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Total binding database size goes below minimum threshold percentage of planned binding database size or clears automatically after 60 minutes (3600 seconds).
<b>OID</b>	BindDBSizeReachedThreshold

**Recovery:**

1. Check the threshold configuration to make sure that it matches the customer's expectation.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**79005 - Avg Bind Size Exceed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Average binding size exceeded the projected size.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 60 minutes (3600 seconds).
<b>OID</b>	AvgBindSizeReachedThreshold

**Recovery:**

1. Check the threshold configuration to make sure that it matches the customer's expectation.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**79105 - Mediation SOAP Too Busy**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Mediation Server SOAP provisioning interface reaches busy state; load shedding begins.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 30 seconds or when the Mediation load recovers.
<b>OID</b>	MediationSOAPTTooBusy

**Recovery:**

1. Check that OCUDR is in a normal state to handle a SOAP provisioning request.

2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 79106 - SPR Connection Failed

<b>Alarm Type</b>	PCRF
<b>Description</b>	Created connection to SPR failed.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears when provisioning the connection between the Mediation and OCUDR recovers.
<b>OID</b>	SPRConnectionFailed

**Recovery:**

1. Check that the provisioning data source configuration on the Mediation server is correct.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 79107 - Mediation Disk Quota Exceed

<b>Alarm Type</b>	PCRF
<b>Description</b>	Sync directory disk quota exceeded.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 3600 seconds or when the disk usage of the Mediation server is decreased to value less than the quota limit.
<b>OID</b>	MSDiskQuotaExceed

**Recovery:**

1. Release disk usage to ensure that 32G of free disk space is available in the sync directory.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

### 79108 - Mediation Disk No Space

<b>Alarm Type</b>	PCRF
<b>Description</b>	No space left on device.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal

<b>Clearing Action</b>	This alarm clears when the disk space is not fully used.
<b>OID</b>	MSDiskNoSpace

**Recovery:**

1. Release disk usage to ensure that 32G of free disk space is available in the sync directory.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**79109 - SPR License Limit**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Achieve 80% maximum number of users in SPR.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	SPRLicenseLimit

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**79110 - Files Uploading Failure**

<b>Alarm Type</b>	PCRF
<b>Description</b>	SMS Notification Statistics Upload Task failed to upload stats files to remote FTP server after retry.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	Auto clears after 300 seconds or the next time the task is run.
<b>OID</b>	FilesUploadingFailure

**Recovery:**

1. Check the FTP server configuration is correct in schedule task *SMS Notification Statistics Uploading Task*.
2. Check and ensure remote FTP server is accessible and service is available.

**79120 - Batch Disk Quota Exceeds**

<b>Alarm Type</b>	PCRF
<b>Description</b>	The batch folder disk quota exceeds.
<b>Default Severity</b>	Minor

<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	BatchDiskQuotaExceeds

**Recovery:**

If the problem persists, contact [My Oracle Support \(MOS\)](#).

**79995 - X1 Connection Lost**

<b>Alarm Type</b>	PCRF
<b>Description</b>	The X1 Connection between the Mediation Function and Policy Server is Lost.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 7200 seconds.
<b>OID</b>	X1ConnectionLost

**Recovery:**

1. Check if the X1 Connection is down.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

**79996 - X2 Connection Lost**

<b>Alarm Type</b>	PCRF
<b>Description</b>	X2 Connection between the Policy Server and Mediation Function is Lost.
<b>Default Severity</b>	Minor
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm clears automatically after 7200 seconds.
<b>OID</b>	X2ConnectionLost

**Recovery:**

1. Check if the X2 Connection is down.
2. If the problem persists, contact [My Oracle Support \(MOS\)](#).

## Policy Server Events (80000-89999)

This section provides a list of Policy Server events (80000-89999) which are generated by policy devices, such as MPE devices and MRA devices.

### 80001 - DB State Transition

<b>Alarm Type</b>	QP
<b>Description</b>	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.
<b>Default Severity</b>	Info
<b>Instance</b>	MySQL
<b>HA Score</b>	Normal
<b>Clearing Action</b>	This alarm is cleared by <code>qp-procmgr</code> as <code>qp-procmgr</code> shuts down.
<b>OID</b>	QPDBStateChange

**Recovery:**

Because this is an information-only message, there is no recovery action required.

### 80002 - MySQL Relay Log Dropped

<b>Alarm Type</b>	QP
<b>Description</b>	A portion of the MySQL relay log was dropped as the secondary server was shutting down. This event is raised when a secondary server times out while trying to apply its relay log during a secondary stop. The server may not be hurt, but there may be after effects. This event is raised to trigger a debug for possible after effects.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	QPMySQLRelayLogDropped

**Recovery:**

Debug the system for possible after effects caused by the timeout.

**80003 - QP MySQL DB Level**

<b>Alarm Type</b>	QP
<b>Description</b>	The ranking of secondaries when the primary database is outdated. If the primary database is outdated, the server raises this event once per minute. The server will rank the secondaries, from best to worst, based on their database level.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	QPMySQLDBLevel

**Recovery:**

Use the information of this event to help resolve an outdated primary database raised by alarm 70020.

**82704 - Binding Release Task**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Binding Release Task. The binding release task has started, completed, or aborted.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	BindingReleaseTask

**Recovery:**

No action required.

**84004 - Policy Info Event**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Policy Info Event. Application is ready.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	PolicyInfoEvent

**Recovery:**

No action required.

**86001 – Application Is Ready**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Application is ready for service.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	ApplicationIsReady

**Recovery:**

No action required.

**86100 - CMP User Login**

<b>Alarm Type</b>	PCRF
<b>Description</b>	CMP user login was successful.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	CMPUserLogin

**Recovery:**

No action required. Recovery is immediate.

**86101 - CMP User Login Failed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	CMP user login failed.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	CMPUserLoginFailed

**Recovery:**

No action required. Recovery is immediate.

### 86102 - CMP User Logout

<b>Alarm Type</b>	PCRF
<b>Description</b>	CMP User performed logout.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	CMPUserLogout

**Recovery:**

No action required. Recovery is immediate.

### 86200 - CMP User Promoted Server

<b>Alarm Type</b>	PCRF
<b>Description</b>	CMP user promoted server. The current site becomes the Primary site.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	CMPUserPromotedServer

**Recovery:**

No action required. Recovery is immediate.

### 86201 - CMP User Demoted Server

<b>Alarm Type</b>	PCRF
<b>Description</b>	CMP user demoted server. The current site becomes the Secondary site.
<b>Default Severity</b>	Info
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	CMPUserDemotedServer

**Recovery:**

No action required. Recovery is immediate.

**86300 - Sh Enable Failed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Enable Sh Connection failed. The CMP server performed a global operation to enable Sh on all MPE devices and it failed on the specified MPE.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	CMPSHConEnableFailed

**Recovery:**

The operation can be retried. If repeated attempts fail, there may be other management issues with the associated MPE devices and connectivity to those devices should be verified.

**86301 - Sh Disable Failed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	Disable Sh Connection failed. The CMP performed a global operation to disable Sh on all MPE devices and it failed on the specified MPE.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	CMPSHConDisableFailed

**Recovery:**

The operation can be retried. If repeated attempts fail, there may be other management issues with the associated MPE devices and connectivity to those devices should be verified.

**86303 - NW-CMP Apply Failed**

<b>Alarm Type</b>	PCRF
<b>Description</b>	NW-CMP failed to apply settings to S-CMP.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A

<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	NWCMPApplyFailed

**Recovery:**

The alarm on the NW-CMP will be cleared once the NW-CMP successfully applies the configuration to the S-CMP.

**86304 - S-CMP Unreachable**

<b>Alarm Type</b>	PCRF
<b>Description</b>	The S-CMP is offline or unreachable by the NW-CMP. This alarm will be raised on the NW-CMP.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	SCMPUNREACHABLE

**Recovery:**

This alarm will be cleared once the S-CMP is reachable.

**86305 - S-CMP Split Brain**

<b>Alarm Type</b>	PCRF
<b>Description</b>	When a geo-redundant S-CMP is in split brain (that is, both sites are reporting as Primary), an alarm is raised on NW-CMP.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	SCMPSplitBrain

**Recovery:**

This alarm will be cleared automatically when the split brain on the S-CMP is gone.

**86306 - CMP Apply Failed**

<b>Alarm Type</b>	PCRF
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<b>Description</b>	When a CMP system failed to apply settings to any MRA or MPE device, this alarm is raised on this S-CMP.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	CMPApplyFailed

**Recovery:**

This alarm will be cleared automatically when the next applying to that MRA or MPE device is successful.

**86307 - S-CMP Sync Fails**

<b>Alarm Type</b>	PCRF
<b>Description</b>	If the connection between the NW-CMP and the S-CMP is broken and the synchronization fails, an alarm will be raise in S-CMP.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	SCMPSYNCFAILS

**Recovery:**

The alarm will be cleared once the synchronization is successful in the next cycle.

**86308 - NCMP Ref Obj Miss**

<b>Alarm Type</b>	PCRF
<b>Description</b>	The top level object is missing in NW-CMP but is referred by S-CMP server. This alarm will be raised in the NW-CMP server.
<b>Default Severity</b>	Major
<b>Instance</b>	N/A
<b>HA Score</b>	Normal
<b>Clearing Action</b>	N/A
<b>OID</b>	NCMPReferdObjMiss

**Recovery:**

This alarm will be cleared once there is no referred but missing top level object.

## Possible Result Codes During Rx-to-PCMM Operation

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### Topics:

- [Error Codes and Conditions .....528](#)

The Rx-to-PCMM function of the Multimedia Policy Engine allows the MPE to fulfill the PacketCable Application Manager (PAM) function defined by CableLabs, in addition to the Policy Server (PS) role. Diameter Rx messages are accepted, triggering policy decisions as well as PacketCable MultiMedia/2.0 (PCMM) messages to CMTS devices. In some cases, events at the CMTS or in the network cause a PCMM error code to be returned. In other cases, events or policy logic within the MPE may trigger a non-successful result code on the Rx interface.

## Error Codes and Conditions

The [Table 3: PCMM Error Codes to Diameter Result-Codes Mapping](#) table summarizes the mapping between received PCMM error codes and the Rx status code that are communicated as a result.

**Table 3: PCMM Error Codes to Diameter Result-Codes Mapping**

PCMM Error Code	Diameter Result-Codes
1 Insufficient Resources	5006 DIAMETER_RESOURCES_EXCEEDED
2 Unknown GateID	5012 DIAMETER_UNABLE_TO_COMPLY
6 Missing Required Object	5012 DIAMETER_UNABLE_TO_COMPLY
7 Invalid Object	5012 DIAMETER_UNABLE_TO_COMPLY
8 Volume Based Usage Limit Exceeded	5006 DIAMETER_RESOURCES_EXCEEDED
9 Time Based Usage Limit Exceeded	5006 DIAMETER_RESOURCES_EXCEEDED
10 Session Class Limit Exceeded	5006 DIAMETER_RESOURCES_EXCEEDED
11 Undefined Service Class Name	5003 DIAMETER_AUTHORIZATION_REJECTED
12 Incompatible Envelope	5012 DIAMETER_UNABLE_TO_COMPLY
13 Invalid SubscriberID	5030 DIAMETER_USER_UNKNOWN (defined in RFC 4006)
14 Unauthorized AMID	5003 DIAMETER_AUTHORIZATION_REJECTED
15 Number of Classifiers Not Supported	5012 DIAMETER_UNABLE_TO_COMPLY
16 Policy Exception	5003 DIAMETER_AUTHORIZATION_REJECTED
17 Invalid Field Value in Object	5012 DIAMETER_UNABLE_TO_COMPLY
18 Transport Error	5012 DIAMETER_UNABLE_TO_COMPLY
19 Unknown Gate Command	5012 DIAMETER_UNABLE_TO_COMPLY
20 DOCSIS 1.0 CM	5012 DIAMETER_UNABLE_TO_COMPLY
21 Number of SIDs exceeded in CM	5006 DIAMETER_RESOURCES_EXCEEDED
22 Number of SIDs exceeded in CMTS	5006 DIAMETER_RESOURCES_EXCEEDED
23 Unauthorized PSID	5003 DIAMETER_AUTHORIZATION_REJECTED
127 Other/Unspecified Error	5012 DIAMETER_UNABLE_TO_COMPLY

The [Table 4: Non-PCMM Error Conditions to Diameter Result-Codes Mapping](#) table summarizes Rx status codes that are generated by the MPE based on a non-PCMM-related condition.

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

<b>Error Condition</b>	<b>Diameter Result-Code</b>
ERRCODE_RESOURCES_EXCEEDED	5006 DIAMETER_RESOURCES_EXCEEDED
ERRCODE_USER_UNKNOWN	5030 DIAMETER_USER_UNKNOWN
ERRCODE_ENFORCEMENT_SESSION_NOT_FOUND	5030 DIAMETER_USER_UNKNOWN
ERRCODE_AUTHORIZATION_REFECTED	5003 DIAMETER_AUTHORIZATION_REJECTED
ERRCODE_POLICY_REJECTED	5003 DIAMETER_AUTHORIZATION_REJECTED
Other	5012 DIAMETER_UNABLE_TO_COMPLY

### A

ADC	<p>Application Detection and Control</p> <p>Policy rules that enable detection and control of application traffic and associated enforcement action.</p>
ADS	<p>Analytics Data Stream</p> <p>A data feed containing real-time analytic data generated from one or more MPE devices by events that occur in the Policy Management system.</p>
AM	<p>Application Manager</p> <p>A server within a network that is responsible for establishing and managing subscriber sessions associated with a specific application.</p>
AMID	<p>Application Manager ID</p>

### B

BNG	<p>Broadband Network Gateway is an example of a BNG device is a broadband remote access server (B-RAS).</p>
BoD	<p>Bandwidth on Demand</p> <p>An application that provides dynamic allocation of bandwidth; for example, a broadband speed promotion.</p>

**B**

**B-RAS** Broadband Remote Access Server

Routes traffic to and from broadband remote access devices such as DSL multiplexers. The locations where policy management and DQoS functions occur. Also see BNG.

**C**

**CAC** Carrier access code

**CMOS** Complementary Metal Oxide Semiconductor

CMOS semiconductors use both NMOS (negative polarity) and PMOS (positive polarity) circuits. Since only one of the circuit types is on at any given time, CMOS chips require less power than chips using just one type of transistor.

**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.

**CMS** Central Management Server

Central repository that holds a list of managed servers.

**CMTS** Cable Modem Termination System

An edge device connecting to subscribers' cable modems in a

## C

broadband network. A CMTS device can function as a PCEF device; see PCEF.

Equipment used by cable companies to provide high speed data services to cable subscribers.

COPS-PR

Common open policy servers protocol for support of policy provisioning

CPE

Customer Premise Equipment

## D

DB

Database

DC

Data Collection

DHCP

Dynamic Host Configuration Protocol

A protocol used by computers to obtain unique IP address, default router, subnet mask, and IP addresses for DNS servers from a DHCP server. DHCP allows devices to be added to the network with little or no manual configuration.

Diameter

Diameter can also be used as a signaling protocol for mobility management which is typically associated with an IMS or wireless type of environment. Diameter is the successor to the RADIUS protocol. The MPE device supports a range of Diameter interfaces, including Rx, Gx, Gy, and Ty.

Protocol that provides an Authentication, Authorization, and

**D**

Accounting (AAA) framework for applications such as network access or IP mobility. Diameter works in both local and roaming AAA situations. Diameter can also be used as a signaling protocol for mobility management which is typically associated with an IMS or wireless type of environment.

DNS

Domain Name System

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.

**F**

FABR

Full Address Based Resolution

Provides an enhanced DSR routing capability to enable network operators to resolve the designated Diameter server addresses based on individual user identity addresses in the incoming Diameter request messages.

FIPS

Federal Information Processing Standard

Full Address Based Resolution

See FABR.

**G**

**G**

GUI  
Graphical User Interface  
The term given to that set of items and facilities which provides you 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.

HIDS  
Host Intrusion Detection System

HP  
Hewlett-Packard

**I**

IP  
Internet Protocol - IP specifies the format of packets, also called datagrams, and the addressing scheme. The network layer for the TCP/IP protocol suite widely used on Ethernet networks, defined in STD 5, RFC 791. IP is a connectionless, best-effort packet switching protocol. It provides packet routing, fragmentation and re-assembly through the data link layer.

**L**

LDAP  
Lightweight Directory Access Protocol  
A protocol for providing and receiving directory information in a TCP/IP network.

**M**

## M

MA	Management Agent
MAC	Media Access Control Address The unique serial number burned into the Ethernet adapter that identifies that network card from all others.
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
MGW	Mediation Gateway. A standalone hardware system, situated between a carrier's proprietary subscriber profile repository and a Policy Management network, that converts the interfaces and data schemas embedded in the carrier's systems to the interfaces and data schemas required by Policy Management.
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

**M**

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.
MTA	Mail Transfer Agent (or Message Transfer Agent)  Email server software that transfers electronic mail messages from one computer to another.
Multimedia Policy Engine	See MPE.
Multiprotocol Routing Agent	See MRA.

**N**

NAC	Network Admission Control
NE	Network Element  An independent and identifiable piece of equipment closely associated with at least one processor, and within a single location.  Network Entity
NTP	Network Time Protocol
NTP daemon	Network Time Protocol daemon – NTP process that runs in the background.

## N

NW-CMP

Network Configuration  
Management Platform

The NW-CMP server configures Network tier objects. Examples of Network tier objects are policies, network elements, and configuration templates.

## 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.

OM

Operational Measurement

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**

PCC	<p>Policy and Charging Control</p> <p>Policy rules that define the conditions and actions used by a carrier network to control how subscribers and applications are treated and how network resources are allocated and used.</p>
PCEF	<p>Policy and Charging Enforcement Function</p> <p>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.</p>
PCMM	<p>PacketCable MultiMedia</p>
PCRF	<p>Policy and Charging Rules Function</p> <p>The ability to dynamically control access, services, network capacity, and charges in a network.</p> <p>Software node designated in real-time to determine policy rules in a multimedia network.</p>
PDN	<p>Packet Data Network</p> <p>A digital network technology that divides a message into packets for transmission.</p>
Perl	<p>An object-oriented, event-driven programming language.</p>
PUA	<p>Profile-Update-Answer</p>

**P**

Command sent by a client in response to the Profile-Update-Request command.

**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**

RADIUS

Remote Authentication Dial-In User Service

A client/server protocol and associated software that enables remote access servers to communicate with a central server to authorize their access to the requested service. The MPE device functions with RADIUS servers to authenticate messages received from remote gateways. See also Diameter.

RBAR

Range Based Address Resolution

A DSR enhanced routing application which allows you to route Diameter end-to-end transactions based on Application ID, Command Code, Routing Entity Type, and Routing Entity address ranges.

RDR

Resource Data Record

**R**

realm  
A fundamental element in Diameter is the realm, which is loosely referred to as domain. Realm IDs are owned by service providers and are used by Diameter nodes for message routing.

RKS  
Record Keeping Server

**S**

SCE  
Service Control Engine  
A deep-packet inspection product.

S-CMP  
System Configuration Management Platform  
The S-CMP servers configure System tier objects. System tier objects are MPE and MRA devices.

SCTP  
The transport layer for all standard IETF-SIGTRAN protocols.  
SCTP is a reliable transport protocol that operates on top of a connectionless packet network such as IP and is functionally equivalent to TCP. It establishes a connection between two endpoints (called an association; in TCP, these are sockets) for transmission of user messages.

Session ID  
Each Diameter session includes a Session-Id in every Diameter message that is part of the session. The Diameter Session Id is used to look up session information in the session database.

SMSR  
SMS Relay Application

**S**

An interface between the MPE and SMSC or other specific SMS web service(s).

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 (MIB). The SNMP protocol arranges managed objects into groups.

SOAP

Simple Object Access Protocol

SPC

Service Provisioning over COPS (Common Open Policy Service protocol)

split brain

Event where multiple active servers have been detected in the same cluster.

**T**

TCP

Transmission Control Protocol

A connection-oriented protocol used by applications on networked hosts to connect to one another and to exchange streams of data in a reliable and in-order manner.

TDF

Traffic Detection Function

**V**

**V**

VIP

Virtual IP Address

Virtual IP is a layer-3 concept employed to provide HA at a host level. A VIP enables two or more IP hosts to operate in an active/standby HA manner. From the perspective of the IP network, these IP hosts appear as a single host.

VoD

Video on Demand

**X**

XML

eXtensible Markup Language

A version of the Standard Generalized Markup Language (SGML) that allows Web developers to create customized tags for additional functionality.