

**Oracle® Communications**  
**Convergent Charging Controller**  
Subscriber Event Service Alarms Guide  
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# Contents

|                                      |   |
|--------------------------------------|---|
| Alarm Topic Description .....        | 1 |
| Subscriber Event Service Alarms..... | 3 |



# Alarm Topic Description

## Alarm generation

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

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

## Severity levels

This table describes the alarms severity levels.

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

## Alarm format

Alarms usually follow this format:

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

Where:

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

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

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

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

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

## Alarm text and variables

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

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

## Further information

For more information about:

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

## Subscriber Event Service Alarms

| Alarm  | Severity | Text   | Cause  | Resolution   | Service    |
|--------|----------|--|--------|--|------------|
| 390014 | WARNING  | sesTrigger(%d) WARNING: dlclose failed: %z                 | 390014 | No action needed.  | sesTrigger |
| 390015 | ERROR    | sesTrigger(%d) ERROR: dlopen %z failed: %z                 | 390015 | Check (1) that the configuration has the correct shared library file name, (2) that the file exists and is readable, (3) that the directory is in LD_LIBRARY_PATH. | sesTrigger |
| 390016 | ERROR    | sesTrigger(%d) ERROR: dlsym %z %z failed: %z               | 390016 | Check configuration. Refer to application expert or support.   | sesTrigger |
| 390017 | WARNING  | sesTrigger(%d) WARNING: IDP has no IMSI                    | 390017 | This code is not intended for customer usage. Contact support.   | sesTrigger |
| 390018 | WARNING  | sesTrigger(%d) WARNING: IDP has no calling party number    | 390018 | This code is not intended for customer usage. Contact support.   | sesTrigger |
| 390019 | WARNING  | sesTrigger(%d) WARNING: No trigger rule for %z .           | 390019 | Refer to application expert or support. Update configuration to match packet.  | sesTrigger |
| 390020 | ERROR    | sesTrigger(%d) ERROR: Failed to create dialog to slee_acs. | 390020 | Check that slee_acs is running. Contact support.   | sesTrigger |
| 390021 | WARNING  | sesTrigger(%d) WARNING: Received event with no components  | 390021 | Refer to network expert or support. Check that only desired network traffic is delivered to sesTrigger.  | sesTrigger |
| 390033 | WARNING  | sesTrigger(%d) WARNING: Failed to send NoteMM response.    | 390033 | If problem persists, contact support.  | sesTrigger |

| Alarm  | Severity | Text  | Cause  | Resolution  | Service    |
|--------|----------|---|--------|---|------------|
| 390034 | ERROR    | slee_acs(%d) ERROR: SES Service: no PIN in InitialDP.                                     | 390034 | Contact support. Check that only sesTrigger is sending events to the sesService service key.  | sesTrigger |
| 390035 | ERROR    | slee_acs(%d) ERROR: SES Service: Illegal PIN length.                                      | 390035 | Contact support. Check that only sesTrigger is sending events to the sesService service key.  | sesTrigger |
| 390036 | ERROR    | slee_acs(%d) ERROR: SES Service: Malformed PIN.   | 390036 | Contact support. Check that only sesTrigger is sending events to the sesService service key.  | sesTrigger |
| 390037 | WARNING  | slee_acs(%d) WARNING: SES Service: Failed to find global call plan %z .                   | 390037 | Check that the call plans referred to in SES trigger rules exist in the database. Correct trigger rules or create call plans as needed. | sesTrigger |
| 390038 | WARNING  | slee_acs(%d) WARNING: SES Service: Failed to find provider %z , call plan %z .            | 390038 | Check that the call plans referred to in SES trigger rules exist in the database. Correct trigger rules or create call plans as needed. | sesTrigger |
| 390040 | ERROR    | slee_acs(%d) ERROR: Error initialising ses::InRoamerMessagesSelection: %z                 | 390040 | Check SES.sesMacroNodes.InRoamerMessagesSelection section in config file  | slee_acs   |
| 390041 | ERROR    | slee_acs(%d) ERROR: ses::InboundMessageSelection: Error extracting general messages: %z   | 390041 | Check status of database and contact support.   | slee_acs   |
| 390042 | ERROR    | slee_acs(%d) ERROR: ses::InRoamerMessageSelection: Error extracting specific messages: %z | 390042 | Check status of database and contact support.   | slee_acs   |



| Alarm  | Severity | Text  | Cause  | Resolution  | Service  |
|--------|----------|---|--------|---|----------|
| 390043 | ERROR    | slee_acs(%d) ERROR:<br>ses::InRoamerMessageSelection:<br>error: %z                                  | 390043 | Contact support.  | slee_acs |
| 390044 | ERROR    | slee_acs(%d) ERROR: Error<br>initialising<br>ses::OutRoamerContactCheck: %z                         | 390044 | Check<br>SES.sesMacroNodes.OutRoamerMessa<br>gesSelection section in config<br>file | slee_acs |
| 390045 | ERROR    | slee_acs(%d) ERROR: Error<br>initialising<br>ses::OutRoamerMessagesSelection:<br>%z                 | 390045 | Check<br>SES.sesMacroNodes.OutRoamerConta<br>ctCheck section in config file         | slee_acs |
| 390046 | ERROR    | slee_acs(%d) ERROR:<br>ses::OutRoamerMessageSelection:<br>Error extracting general<br>messages: %z  | 390046 | Check status of database and<br>contact support.                                    | slee_acs |
| 390047 | ERROR    | slee_acs(%d) ERROR:<br>ses::OutRoamerMessageSelection:<br>Error extracting specific<br>messages: %z | 390047 | Check status of database and<br>contact support.                                    | slee_acs |
| 390048 | ERROR    | slee_acs(%d) ERROR:<br>ses::OutRoamerMessageSelection:<br>error: %z                                 | 390048 | Contact support.  | slee_acs |