

Oracle® Communications
Convergent Charging Controller

BRM Charging Driver Alarms Guide

Release 12.0.0

December 2017

Copyright

Copyright © 2017, Oracle and/or its affiliates. All rights reserved.

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

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

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

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

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

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

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

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

Contents

| | |
|----------------------------------|---|
| Alarm Topic Description | 1 |
| BRM Charging Driver 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. Note: In some cases the entire alarm text is generated from variables. |
|------------|--|

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

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

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

Alarm text and variables

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

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

Further information

For more information about:

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

BRM Charging Driver Alarms

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|--|---|---------|
| 1220001 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:Unsupported message type: %s %d | Received a non BCD slee event in BCD action handler. | Check configuration, control plan, and slee_acs logs. Contact Support for further help. | BCD |
| 1220002 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:BcdActionHandler::dialogCl osedHandler: error occurred creating failure response: %s %d | Error occurred creating failure response | Should not occur Contact Support for further help. | BCD |
| 1220003 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Configuration Loaded | Configuration Loaded correctly. | Normal operation. | BCD |
| 1220004 | WARNING | DEF123slee_acs: slee_acs(%d) WARNING:BCD Configuration Invalid - Cannot reload configuration. | Configuration could not be reloaded. | Check eserv.config file and its permissions. | BCD |
| 1220005 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:VoucherRedeem: Received invalid request object | Received invalid VoucherRedeemRequest object. | check logfiles, and contact support. | BCD |
| 1220006 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:ExtendedWalletInfoRequest: Received invalid request object | Received invalid ExtendedWalletInfoRe quest object. | check logfiles, and contact support. | BCD |
| 1220007 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ExtendedWalletInfo: PIN error | BRM returned an error while processing the flist. | check logfiles, and contact support. | BCD |
| 1220008 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ExtendedWalletInfo: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|--|---|---|---------|
| 1220009 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:BcdActionHandler::dialogClosedHandler: Received a DIALOG_CLOSED SLEE management event. | Received a DIALOG_CLOSED SLEE management event. | Should never occur. Contact Support for further help. | BCD |
| 1220010 | CRITICAL | DEF123slee_acs: slee_acs(%d) CRITICAL:No config file found | No configuration file found. | Check for configuration file and its permissions. | BCD |
| 1220011 | CRITICAL | DEF123slee_acs: slee_acs(%d) CRITICAL:BCD Configuration error: No bcdActionHandler section detected | Configuration file does not have required bcdActionHandler section. | Add missing bcdActionHandler section to configuration file. | BCD |
| 1220012 | CRITICAL | DEF123slee_acs: slee_acs(%d) CRITICAL:BCD Configuration error: %s %d | Configuration file could not be read. | Check configuration file and its permissions. | BCD |
| 1220013 | CRITICAL | DEF123slee_acs: slee_acs(%d) CRITICAL:BCD Configuration error: No ServiceProfileTagMapping section detected | Configuration file does not have required ServiceProfileTagMapping section. | Add missing ServiceProfileTagMapping section to configuration file. | BCD |
| 1220014 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:Error reading config for item %d in ServiceProfileTagMapping. Operation: %s %d | Error reading ServiceProfileTagMapping from the configuration file. | Correct the configuration file. | BCD |
| 1220015 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:Error reading config for item %d in BrmToNccCurrencyMapping. Operation: %s %d | Error reading currency map from the configuration file. | Correct the configuration file. | BCD |
| 1220016 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:TariffPlanOverride: Received invalid request object | Internal error. | Contact Support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|--|--------------------------------------|---------|
| 1220017 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:Error reading config for item %d in NccToBrmFieldMapping. Operation: %s %d | Error reading Convergent Charging Controller to BRM field map from the configuration file. | Correct the configuration file. | BCD |
| 1220018 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ExtendedWalletInfo: Could not create flist | Could not create PCM Flist | check logfiles, and contact support. | BCD |
| 1220019 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:Error reading config for item %d in CustomOpCodeMapping. Operation: %s %d | Error reading custom opcode map from the configuration file. | Correct the configuration file. | BCD |
| 1220020 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:InitialTimeReservation: BRM returned PIN error | BRM returned an error when processing the flist. | check logfiles, and contact support. | BCD |
| 1220021 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:createBasicFlist: Could not create flist | Could not create PCM Flist | check logfiles, and contact support. | BCD |
| 1220022 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:createBasicFlist: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220023 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmTimeReservation: BRM returned PIN error | BRM returned an error when processing the flist. | check logfiles, and contact support. | BCD |
| 1220024 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:InitialTimeReservation: Received invalid request object | Received invalid InitialTimeReservationRequest object. | check logfiles, and contact support. | BCD |
| 1220025 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:DirectNamedEvent: Received invalid request object | Received invalid DirectNamedEventRequest object. | check logfiles, and contact support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|---|--------------------------------------|---------|
| 1220026 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:InitialTimeReservation: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220027 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:InitialTimeReservation: Could not retrieve quantity from returned flist | No quantity field in successful authorisation response. | check logfiles, and contact support. | BCD |
| 1220028 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectNamedEvent: Invalid number of events: %d | Invalid number of events requested | check logfiles, and contact support. | BCD |
| 1220029 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:RevokeTimeReservation: BRM returned PIN error | BRM returned an error when processing the flist. | check logfiles, and contact support. | BCD |
| 1220030 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ExtendTimeReservation: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220031 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:ExtendTimeReservation: Received invalid request object | Received invalid request object | Contact support. | BCD |
| 1220032 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ExtendTimeReservation: Could not retrieve quantity from returned flist | Could not retrieve quantity from returned flist | check logfiles, and contact support. | BCD |
| 1220033 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:VoucherInfo: BRM returned PIN error | BRM returned an error when processing the flist. | check logfiles, and contact support. | BCD |
| 1220034 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ExtendTimeReservationResponse: BRM returned PIN error | BRM returned an error when processing the flist. | check logfiles, and contact support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|---|--------------------------------------|---------|
| 1220035 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:RevokeNamedEventReservation: Received invalid request object | Received invalid request object | Contact support. | BCD |
| 1220036 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:RevokeNamedEventReservation: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220037 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:RevokeNamedEventReservation: Could not retrieve field from returned flist | Could not retrieve quantity from returned flist | check logfiles, and contact support. | BCD |
| 1220038 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:RevokeNamedEventReservation: PIN error | BRM returned an error while processing the flist. | check logfiles, and contact support. | BCD |
| 1220039 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:RevokeTimeReservation: Received invalid request object | Received invalid request object | Contact support. | BCD |
| 1220040 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:ConfirmNamedEventReservation: Received invalid request object | Received invalid request object | Contact support. | BCD |
| 1220041 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmNamedEventReservation: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220042 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmNamedEventReservation: Could not retrieve rating status from returned flist | No rating status field in successful authorisation response. | check logfiles, and contact support. | BCD |
| 1220043 | CRITICAL | DEF123slee_acs: slee_acs(%d) CRITICAL:bcdActions: %s %d | An internal error has occurred while registering the BCD actions. | Contact Support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|--|---|---------------------------------|---------|
| 1220044 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: maxOutstandingRequests=%d | * @causeNotification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220045 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: loggedNotificationPeriod=%d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220046 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: serviceDomainInterfaceName=%s %d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220047 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: lowCreditBufferTime=%d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220048 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:Error reading config for item %d in BrmFieldToEdrMapping. Operation: %s %d | Error reading BRM field to EDR map from the configuration file. | Correct the configuration file. | BCD |
| 1220049 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: roundingScheme=%d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220050 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: cacheTimeout=%d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|--|---|-------------------------|---------|
| 1220051 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: nccInfoFieldNumber=%d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220052 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: nccInfoFieldDumyEntryNumber=%d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220053 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: poidPrefix=%s %d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220054 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: brmEdrObjectType=%s %d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220055 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: sendBadPinEdr=%d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220056 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: brmBadPinResourceId=%d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |
| 1220057 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:BCD Actions config: accountString=%s %d | Notification of config item value for informational purposes only. Not a fault. | No resolution required. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|--|---|---------|
| 1220060 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:CreateEDR: Received invalid request object | Received invalid request object | Contact support. | BCD |
| 1220061 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:GetNamedEventRates: Received invalid request object | Received invalid request object | Contact support. | BCD |
| 1220062 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectTimeCharge: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220063 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:DirectTimeCharge: Received invalid request object | Internal error. | Contact Support. | BCD |
| 1220064 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectTimeCharge: Could not retrieve rating status from returned flist | No rating status field in successful authorisation response. | check logfiles, and contact support. | BCD |
| 1220065 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectTimeCharge: PIN error | The PIN macros raised an error when processing the flist. | check logfiles, and contact support. | BCD |
| 1220066 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:BadPIN: Received invalid request object | Internal error. | Contact Support. | BCD |
| 1220067 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectTimeCharge: Rating error | BRM has failed to rate the resources used, probably due to mis- configuration. | Check the BRM configuration. | BCD |
| 1220068 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:InitialTimeReservation: PIN error | The PIN macros raised an error when processing the flist. | check logfiles, and contact support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|--|--|--|---------|
| 1220070 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmNamedEventReservation: PIN macro error | The PIN macros raised an error when processing the flist. | check logfiles, and contact support. | BCD |
| 1220071 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmNamedEventReservation: Rating error for conirmation of named event %s %d.%s %d | BRM has failed to rate the event, probably due to mis-configuration. | Check the BRM configuration for the named event concerned. | BCD |
| 1220072 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmNamedEventReservation: PIN error | BRM returned an error while processing the flist. | check logfiles, and contact support. | BCD |
| 1220073 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:ConfirmTimeReservation: Received invalid request object | Received invalid request object | Contact support. | BCD |
| 1220074 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmTimeReservation: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220076 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmTimeReservation: Could not retrieve authorization ID from returned flist | Could not retrieve authorization ID from returned flist | check logfiles, and contact support. | BCD |
| 1220077 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmTimeReservation: Could not retrieve rating status from returned flist | No rating status field in successful authorisation response. | check logfiles, and contact support. | BCD |
| 1220078 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmTimeReservation: PIN error | The PIN macros raised an error when processing the flist. | check logfiles, and contact support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|--|--|---------|
| 1220079 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:ConfirmTimeReservation: Rating error | BRM has failed to rate the resources used, probably due to mis-configuration. | Check the BRM configuration. | BCD |
| 1220080 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:DirectNamedEvent: No deal found error | Billable event name does not match any BRM deals available to this subscriber. | check logfiles, and contact support. | BCD |
| 1220082 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectNamedEvent: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220083 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectNamedEvent: Could not create flist | Could not create PCM Flist | check logfiles, and contact support. | BCD |
| 1220084 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectNamedEvent: Could not retrieve quantity from returned flist | No quantity field in successful accounting response. | check logfiles, and contact support. | BCD |
| 1220085 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectNamedEvent: PIN error | BRM returned an error when processing the flist. | check logfiles, and contact support. | BCD |
| 1220086 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectNamedEvent: Could not retrieve rating status from returned flist | No rating status field in successful accounting response. | check logfiles, and contact support. | BCD |
| 1220087 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectNamedEvent: Rating error for direct named event %s %d.%s %d | BRM has failed to rate the event, probably due to mis-configuration. | Check the BRM configuration for the named event concerned. | BCD |
| 1220090 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:NamedEventReservation: Received invalid request object | Received invalid NamedEventReservationRequest object. | check logfiles, and contact support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|--|---|--------------------------------------|---------|
| 1220091 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:NamedEventReservation: Invalid number of events: %d | Invalid number of events requested | check logfiles, and contact support. | BCD |
| 1220092 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:NamedEventReservation: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220093 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:NamedEventReservation: Could not retrieve quantity from returned flist | No quantity field in successful authorisation response. | check logfiles, and contact support. | BCD |
| 1220094 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:NamedEventReservation: PIN error | BRM returned an error while processing the flist. | check logfiles, and contact support. | BCD |
| 1220100 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:RevokeTimeReservation: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220101 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:RevokeTimeReservation: Could not retrieve field from returned flist | Could not retrieve quantity from returned flist | check logfiles, and contact support. | BCD |
| 1220105 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:VoucherInfoRequest: Received invalid request object | Received invalid VoucherInfoRequest object. | check logfiles, and contact support. | BCD |
| 1220106 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:VoucherInfo: PIN error | The PIN macros raised an error when processing the flist. | check logfiles, and contact support. | BCD |
| 1220107 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:VoucherInfo: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|--|---|--------------------------------------|---------|
| 1220108 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:VoucherInfo: Could not create flist | Could not create PCM Flist | check logfiles, and contact support. | BCD |
| 1220110 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:VoucherRedeem: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220120 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:WalletInfoRequest: Received invalid request object | Received invalid WalletInfoRequest object. | check logfiles, and contact support. | BCD |
| 1220121 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:WalletInfo: PIN error | BRM returned an error while processing the flist. | check logfiles, and contact support. | BCD |
| 1220122 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:WalletInfo: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220123 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:WalletInfo: Could not create flist | Could not create PCM Flist | check logfiles, and contact support. | BCD |
| 1220130 | ERROR | DEF123slee_acs: slee_acs(%d) ERROR:WalletRecharge: Received invalid request object | Internal error. | Contact Support. | BCD |
| 1220131 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:WalletRecharge: Could not add items to flist | Could not add items to flist | check logfiles, and contact support. | BCD |
| 1220501 | NOTICE | DEF123brmBeClient: brmBeClient(%d) NOTICE:Terminating with INTERFACE_END | Received INTERFACE_END slee management event | No action required. | BCD |
| 1220502 | NOTICE | DEF123brmBeClient: brmBeClient(%d) NOTICE:Terminated with INTERFACE_KILL | Received INTERFACE_KILL slee management event | No action required. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|---|--|---------|
| 1220503 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Received unknown event type %s %d | Received unknown slee event | Check slee.cfg file. Contact Support for further help. | BCD |
| 1220504 | CRITICAL | DEF123brmBeClient: brmBeClient(%d) CRITICAL:Failed to get SLEE API handle: %s %d | Failed to get SLEE API handle | Check slee.cfg file. Contact Support for further help. | BCD |
| 1220505 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Failed to load configuration: %s %d | Failed to load configuration | Check eserv.config file. Contact Support for further help. | BCD |
| 1220506 | WARNING | DEF123brmBeClient: brmBeClient(%d) WARNING:Terminating due to signal | Terminating due to signal. | No action necessary. | BCD |
| 1220507 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Could not close previously opened BRM context during openContext. | Could not close previously opened BRM context during openContext | Check ConnectionManager section of configuration file Check BRM server status Contact Support for further help. | BCD |
| 1220508 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error creating input flist during context open. | Error creating input flist to open context. | Check ConnectionManager section of configuration file Check brmBeClient.pinlog log file. Contact Support for further help. | BCD |
| 1220509 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error creating PCM POID during context open. | Error creating POID to open context. | Check ConnectionManager section of configuration file Check brmBeClient.pinlog log file. Contact Support for further help. | BCD |
| 1220510 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error adding fields to flist during open context. | Error adding fields to flist during open context. | Check ConnectionManager section of configuration file Check brmBeClient.pinlog log file. Contact Support for further help. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|--|--|---------|
| 1220511 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error opening PCM context. | Error opening PCM context | Check ConnectionManager section of configuration file Check BRM server status. Check brmBeClient.pinlog log file. Contact Support for further help. | BCD |
| 1220512 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Could not close previously opened BRM context. | Could not close previously opened BRM context | Check ConnectionManager section of configuration file Check BRM server status Check brmBeClient.pinlog log file. Contact Support for further help. | BCD |
| 1220513 | WARNING | DEF123brmBeClient: brmBeClient(%d) WARNING:Attempting to get the FD for an unitialised context. | Attempt to get the file descriptor for closed context. | Contact Support for further help. | BCD |
| 1220514 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Failed to send BcdSleeEvent event. | Failed to send BcdSleeEvent slee event | Check slee.cfg Contact Support for further help. | BCD |
| 1220515 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Failed to create BcdSleeEvent event. | Failed to create slee event | Check slee processes and log files. Contact Support for further help. | BCD |
| 1220516 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Attempt to send a BRM opcode on an uninitialised context. | Attempt to send BRM opcode on an uninitialised context. | Check log files. Contact Support for further help. | BCD |
| 1220517 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Failed to retrieve flist from BcdSleeEvent. | Failed to retrieve flist from BcdSleeEvent | Check brmBeClient.pinlog file. Contact Support for further help. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|--|---|---|---------|
| 1220518 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error when sending BRM opcode. | Error when sending BRM opcode. | Check log files. Check BRM server status Check brmBeClient.pinlog log file. Contact Support for further help. | BCD |
| 1220519 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Attempt to retrieve results on an uninitialised context. | Attempt to retrieve results on an uninitialised context. | Check log files. Contact Support for further help. | BCD |
| 1220520 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error receiving PCM results. | Error receiving PCM results | Check brmBeClient.pinlog log file. Contact Support for further help. | BCD |
| 1220521 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error returning BRM results via slee. | Error returning BRM results via slee. | Check log files. Contact Support for further help. | BCD |
| 1220522 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Failed to create a BcdSleeEvent to return BRM results. | Failed to create a BcdSleeEvent to return BRM results | Check log files. Contact Support for further help. | BCD |
| 1220523 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Do not have a stored flist for a retry. | Do not have a stored flist for a retry | Check log files. Contact Support for further help. | BCD |
| 1220525 | WARNING | DEF123brmBeClient: brmBeClient(%d) WARNING:Couldnt read BCD Login from database. | Couldnt read BCD Login from database. | Contact support. | BCD |
| 1220526 | NOTICE | DEF123brmBeClient: brmBeClient(%d) NOTICE:BCD configuration successfully reread. | BCD configuration successfully reread. | None required. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|---|---|--|---------|
| 1220534 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Already have the maximum allowed number of connections to BRM for all working connection managers. | Higher levels of traffic than the BRM servers can cope with, sub-optimal setting in the eserv.commfig file for BCD.bcdBillingClient .ConnectionManager.c mPointers[n].poolSiz e, BRM server failure or IP network problems. | Use IP network analysis tools and / or SMS statistics to work out which BRM servers have this problem and to isolate the cause. Correct the eserv.config problem or apply maintenance to the IP network or BRM servers as appropriate. | BCD |
| 1220536 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Activity on fd with NULL connection. | Internal error. | Contract Support. | BCD |
| 1220537 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Activity on fd with NULL dialog, connection manager: %s %d. | BRM server error or IP network problems. | Use IP network tools to look for IP network problems. Make sure the IP connection from the SLC to the BRM connection manager is reliable. Examine log files on the BRM connection manager converned. | BCD |
| 1220538 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Activity on fd for a connection not in the map. | Telephony, data or messaging network timeout or problems with the slee_acs process have resulted in the conversation between slee_acs and brmBeClient being cut before results are returned.. | Examine log files and errors from slee_acs, MMX and control agents to determine the cause. If timeouts are occurring, ensure BCD timeouts are consistent with netwrok timeouts i.e. brmBeClient should time out before the telephony network or control agent times out. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|---------|----------|--|-------------------------------------|------------------|---------|
| 1220550 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Failed to load config file: %s %d | Failed to load config file. | Contact support. | BCD |
| 1220551 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Configuration section %s %d not found. | Configuration section not found. | Contact support. | BCD |
| 1220552 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error reading config for item %d in opCodeMapping. Operation: %s %d | Error reading config. | Contact support. | BCD |
| 1220553 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Configuration key BCD.bcdBillingClient.opCodeMappi ng not found. | Configuration key not found. | Contact support. | BCD |
| 1220554 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error reading config for item %d in OperationTimeouts. Operation: %s %d | Error reading config. | Contact support. | BCD |
| 1220555 | NOTICE | DEF123brmBeClient: brmBeClient(%d) NOTICE:Configuration key BCD.bcdBillingClient.OperationTi meouts not found. | Configuration key not found. | Contact support. | BCD |
| 1220556 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Error processing config section %s %d | Error processing config section. | Contact support. | BCD |
| 1220557 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Configuration section BCD.bcdBillingClient.ConnectionM anager.cmPointers not found. | Configuration section not found. | Contact support. | BCD |

| Alarm | Severity | Text | Cause | Resolution | Service |
|----------|----------|---|---|---|---------|
| 1220559 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Configuration section %s %d.%s %d not found. | Configuration section not found. | Contact support. | BCD |
| 1220560 | NOTICE | DEF123slee_acs: slee_acs(%d) NOTICE:DirectNamedEvent: Service error | BRM returned an error when processing the flist. | check logfiles, and contact support. | BCD |
| 12205558 | ERROR | DEF123brmBeClient: brmBeClient(%d) ERROR:Configuration section BCD.bcdBillingClient.ConnectionM anager not found. | Configuration section not found. | Contact support. | BCD |