Oracle® Communications
Convergent Charging Controller

Short Message Charging Bundle Alarms Guide

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ORACLE®

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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*

Short Message Charging Bundle Alarms

Alarm	Severity	Text	Cause	Resolution	Service
270000	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1001: No rating rule found for source %s %d and destination %s %d (ACS_CUST_ID %d)	No rating rule was found for the given CLI and DN, the default action will be executed.	Check the source and destination regular expressions to ensure no errors. Refer to SMCB Application expert.	SMCB
270001	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1002: E2BE action failed : %z	The E2BE action has failed, this may be caused by insufficient credit or a BE failure. The cause message is included in the alarm text. A CDR may also be generated.	Refer to Billing expert. Check BeClient, BeServer, BeVWARS logs for more information.	SMCB
270002	NOTICE	SLEE[%d]: slee_acs(%d) NOTICE: CCS SMCB_FN (55): 1003: Rating cache updated	The source database has changed and the cache has been updated. New settings will be used for all subsequent requests.	No action required.	SMCB
270003	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1004: Invalid rating type found	The rating type retrieved from the cache is invalid, this may be caused by a corrupt rating cache. The feature node cannot continue and will exit on the General Failure branch.	Refer to ORACLE expert. Check replication has occurred as expected and database table CCS_SMCB_RATING_TYPE contains data.	SMCB

Alarm	Severity	Text	Cause	Resolution	Service
270004	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1005: Invalid ACS chassis action response	The response received from the ACS chassis for an action is invalid. The feature node will terminate.	Contact support. Refer to ACS application expert. Check slee_acs logs for more information.	SMCB
270005	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1006: Rating cache is empty	No data has been retrieved from the database for either the rating rules or rating types. The feature node cannot continue and will exit on the General Failure branch.	Refer to ORACLE expert. Check replication has occurred as expected and database tables CCS_SMCB_RATING_TYPE and CCS_SMCB_RATING_RULE contain data.	SMCB
270006	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1007: Failed to find named event for type: %s %d	The rating type specifies an invalid named event class or name. Check the database has not become corrupt. The feature node cannot continue and will exit on the General Failure branch.	Refer to Billing expert. Check BeVWARS log for more information.	SMCB
270007	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1008: Cache Update Database Error: %s %d:%z : %z	The rating cache cannot be updated due to a database error. The specific error message is included. This may indicate that the data has not been replicated from the USMS.	Refer to ORACLE expert. Check replication has occurred as expected and database tables CCS_SMCB_RATING_TYPE and CCS_SMCB_RATING_RULE contain data.	SMCB

Alarm	Severity	Text	Cause	Resolution	Service
270008	CRITICAL	SLEE[%d]: slee_acs(%d) CRITICAL: CCS SMCB_FN (55): 1009: Cannot find config section %s %d.%s %d cannot continue, Aborting.	The configuration file does not contain the SMCB config section. It may indicate that the file is corrupt or unreadable.	Check the config file exists and is readable by acs_oper. Check that the required section (as listed in the error message) exists. Refer to CCS application expert.	SMCB
270009	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1010: Failed to reserve TimeToBill amount, max seconds = %d	The IRR has failed to reserve the required amount of time. This may be caused by incorrect settings in the CCS tariffing setup. It may also indicate that the account does not have sufficient credit.	Refer to Billing expert. Check that the account has enough credit. Check the tariffing rules are correct.	SMCB
270010	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1011: Failed to send auto-reply text message	The auto-reply text message has failed to be sent.	Check that the SSM Dispatcher service is running has no errors (check the syslog and SSM log files). Refer to SSM Application expert.	SMCB
270011	CRITICAL	SLEE[%d]: slee_acs(%d) CRITICAL: CCS SMCB_FN (55): 1012: Invalid config <%s %d>, cannot continue. Aborting	The configuration file does not contain the required SMCB config item. It may indicate that the file is corrupt or out-of-date.	Check the config file exists and is readable by acs_oper. Check that the SMCB section contains the required item (as listed in the error message) and has the correct value within a valid range. Refer to CCS application expert.	SMCB

Alarm	Severity	Text	Cause	Resolution	Service
270012	ERROR	SLEE[%d]: slee_acs(%d) ERROR: CCS SMCB_FN (55): 1013: Serious E2BE failure : %z	The E2BE action has had a serious failure, this may be caused by a communications failure with the BE server. The cause message is included in the alarm text. A CDR may also be generated.	Refer to Billing expert. Check BeClient, BeServer, BeVWARS logs for more information.	SMCB
270013	NOTICE	SLEE[%d]: slee_acs(%d) NOTICE: CCS SMCB_FN (55): 1014: Reservation Revoked: Message delivery failed (source %s %d, destination %s %d)	The destination SME failed to deliver the message because the recipient was unreachable.	Refer to application expert. Check the destination exists and is valid. Check the MMX logs (and syslog) for the errors.	SMCB
270014	NOTICE	SLEE[%d]: slee_acs(%d) NOTICE: CCS SMCB_FN (%d): AlwaysSendContinue flag set, always sending Continue	Configuration item.	No action required.	SMCB