Policy Management

Troubleshooting Reference

Release 12.6.1
F46325-02
December 2023

Policy Management Troubleshooting Reference, Release 12.6.1

F46325-02

Contents

Introduction

Introduction

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
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  - Policy Server Alarms (71000-79999)
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Scope and Audience

This guide is intended for trained and qualified system operators and administrators who are responsible for managing a Policy Management system.

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

My Oracle Support

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

Call the Customer Access Support 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:

- For Technical issues such as creating a new Service Request (SR), select **1**.
- For Non-technical issues such as registration or assistance with My Oracle Support, select **2**.
- For Hardware, Networking and Solaris Operating System Support, select **3**.

You are connected to a live agent who can assist you with My Oracle Support registration and opening a support ticket.

My Oracle Support 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 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.

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Incidents, Notifications, and Logs Overview

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:

System incident
An occurrence in the system, such as establishing a connection to a remote server. The system incident is further divided into platform-level and application-level incidents. Platform-level system incidents send alarms and events; application-level system incidents send trace log notifications, and in some cases, alarms and events.

Policy Action incident
Occurs when an operator uses policy actions to generate notifications based on policy execution. Policy action incidents can send trace log notifications, syslog notifications, and alarms and events.

The incident definition contains details about all notifications, such as trace log severity, message text, and alarm 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.
   - **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 for Servers in a Cluster.

The CMPP Log

The CMPP log contains all CMPP messages sent and received on the CMPP client, including state report if **Delivery Receipt** is enabled. This log records details about each message and tracks the success or failure of sending that message to a configured Short Message Service Center (SMSC). If messages are dropped by the short message relay (SMSR) application, then that action is logged so that all triggered messages can be tracked.

You can configure filter notifications by severity level. See Configuring Log Settings for Servers in a Cluster to modify the 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 Servers in a Cluster 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 for Servers in a Cluster 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 for Servers in a Cluster 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 Servers in a Cluster for more information.

Configuring Log Settings for Servers in a Cluster

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 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.

10. 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**—Enter addresses for forwarding. You can forward SMPP log entries to multiple syslog servers.

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.

2 Trace Log Notifications

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

Message
Initialized trace log.

Description
The CMP scheduler has initialized its interface to the trace log.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

2 – OSSI Collector Conn Establish

Message
OSSI collector establishing connection to *{type}*.

Description
The **OSSI** Collector is trying to connect to the specified database address.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

3 – OSSI Collector Error

Message
Error occurred during OSSI collector run: *{type}*.

Description
The application that collects information from the OSS has experienced an error.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the OSS database is online and available.

4 – OSSI Collector Start

Message
Starting OSSI Collector run.

Description
The OSSI Collector task is starting its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

5 – OSSI Collector End

Message
OSSI Collector run completed.

Description
The OSSI Collector task has finished its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

6 – OSSI Collector Abort

Message
OSSI collector run aborted.

Description
The application that collects information from the OSS has been canceled due to user intervention.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

7 – OSSI Collector Config Read Error

Message
OSSI collector error reading configuration file: *{file name}*.

Description
The specified configuration file is not present or not readable.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

8 – OSSI Collector Connection Success

Message
OSSI Collector established connection.

Description
The OSSI Collector has successfully connected to the OSS database.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

9 – OSSI Collector Connection Fail

Message
OSSI collector could not establish connection *{host name: port num}*.

Description
The application that collects information from the OSS cannot connect to the specified OSS network element.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

1. Check that the OSS database is online and available.
2. If the problem persists, contact My Oracle Support.

10 – OSSI Collector No CMTS Nodes

Message
OSSI collector did not find CMTS nodes for CMTS: *{name}*.

Description
The OSSI Collector did not find CMTS nodes for the specified CMTS.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

11 – OSSI Collector No Subs for CMTS

Message
OSSI collector did not find Subscribers for CMTS node: *{name}*.

Description
The OSSI Collector did not find subscribers for the specified CMTS node.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

12 – OSSI Collector Config Param Not Found

Message
OSSI collector did not find configuration parameter: *{parameter name}*.

Description
The specified parameter (for example, the host name, user name, or password) for the OSSI Collector task was not configured.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

13 – OSSI Collector Validate Error

Message
Error validating *{field}*.

Description
The OSSI Collector task retrieved a field from the OSS database that is invalid (for example, a malformed subnet address).

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check the field's value in the OSS database.

14 – DC Started

Message
Data Collector started.

Description
The Data Collector has initialized and started.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

21 – Subnet SNMP Coll Task Start

Message
Starting Subnet SNMP Collector task.

Description
The Subnet SNMP Collector task is starting its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

22 – Subnet SNMP Coll Task Timeout

Message
SNMP timeout while collecting *{1}* Subnet data from CMTS *{name}*.

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the network element is online and available.

23 – Subnet SNMP Coll Task Error

Message
SNMP error *{type}* while collecting *{2}* Subnet data from CMTS *{name}*.

Description
The Subnet SNMP Collector task encountered an error.

The application requesting the specified subnet data from the identified network element received an unexpected response.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the network element is online and available.

24 – Subnet SNMP Coll Task Skip

Message
Skipping *{1}* Subnet collection from CMTS *{name}* because the SNMP community string is empty.

Description
The Subnet SNMP Collector task cannot poll the specified CMTS because the SNMP community string is not configured for it.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

25 – BOD Classifier Not Active

Message
Classifier not active for SUBIP=*{0}*; SUBPORT=*{1}*; DESTIP=*{2}*; DESTPORT=*{3}* - request ignored.

Description
The BoD Classifier for the specified subscriber IP address and port number is not active for the subscriber. The request was ignored.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

26 – BOD Classifier Active Exit Sub IP

Message
Classifier already active for EXTSUBIP=*{0}*; EXTSUBIPMASK=*{1}*; EXTSUBPORTSTART=*{2}*; EXTSUBPORTEND=*{3}*; EXTDESTIP=*{4}*; EXTDESTIPMASK=*{5}*; EXTDESTPORTSTART=*{6}*; EXTDESTPORTEND=*{7}*

Description
The BoD Classifier is already active for the specified exit subscriber IP address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

38 – Subnet SNMP Collector Task Status

Message
Subnet SNMP Collector Task Status CMTSs Processed: *{num}* Failures: *{num}* Subnets Discovered: *{num}* Added: *{num}* Updated: *{num}* Removed: *{num}* Elapsed time: *{time}* sec.

Description
The number of CMTSes processed and the number of subnets discovered by the Subnet SNMP Collector task.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

39 – Subnet SNMP Collector Task End

Message
Finishing Subnet SNMP Collector task.

Description
The Subnet SNMP Collector task finished its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

41 – DC SNMP Collector Start

Message
Starting Service Class Snmp Collector task.

Description
The Service Class SNMP Collector task is starting its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

42 – DC Collect Timeout

Message
SNMP timeout while collecting Service Class data from CMTS *{name}*.

Description
The application requesting the service class data from the network element did not receive a response from the identified network element.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the network element is online and available.

43 – DC Collect Error

Message
SNMP error *{type}* while collecting Service Class data from CMTS *{name}*.

Description
The application requesting the service class data from the network element received an unexpected response.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the network element is online and available.

44 – DC Empty Community

Message
Skipping Service Class collection from CMTS *{name}* because the SNMP community string is empty.

Description
The Service Class SNMP Collector task cannot poll the specified CMTS because the SNMP community string is not configured for it.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

50 – BOD HTTP Request Success

Message
HTTP request success: *{ip address}*

Description
The **BoD** HTTP request was successful for the specified IP address.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

58 – DC SNMP Collector Status

Message
Service Class Snmp Collector Task Status CMTSs Processed: *{num}* Failures: *{num}* Service Classes Discovered: *{num}* Added: *{num}* Updated: *{num}* Removed: *{num}* Elapsed time: *{time}* sec.

Description
The number of CMTSes processed and the number of service classes discovered by the Service Class SNMP Collector task.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

59 – DC SNMP Collector Stop

Message
Finishing Service Class Snmp Collector task.

Description
The Service Class SNMP Collector task finished its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

61 – SNMP Collector Task Start

Message
Starting Subscriber Snmp Collector task.

Description
The Subscriber SNMP Collector task is starting its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

62 – SNMP Timeout

Message
SNMP timeout while collecting Subscriber data from CMTS *{name}*.

Description
The application requesting the subscriber data from the network element did not receive a response from the identified network element.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the network element is online and available.

63 – SNMP Error

Message
SNMP error *{type}* while collecting Subscriber data from CMTS *{name}*.

Description
The application requesting the subscriber data from the network element received an unexpected response.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the network element is online and available.

64 – Invalid Cable Modem MAC

Message
Invalid cable modem MAC address *{MAC address}* retrieved from CMTS *{name}*.

Description
The Subscriber SNMP Collector task retrieved an invalid cable modem IP address from the CMTS.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check the field's value in the network element.

65 – Invalid Cable Modem IP

Message
Invalid cable modem IP address *{ip address}* for **MAC** *{mac address}* retrieved from CMTS *{name}*.

Description
The Subscriber SNMP Collector task retrieved an invalid cable modem IP address from the specified CMTS.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check the field's value in the network element.

66 – Invalid CPE IP

Message
Invalid CPE IP address *{IP address}* behind cable modem *{MAC address}* retrieved from CMTS *{name}*.

Description
The Subscriber SNMP Collector task retrieved an invalid CPE IP address for the specified cable modem from the CMTS.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check the field's value in the network element.

68 – SNMP Community Empty

Message
Skipping Subscriber collection from CMTS *{name}* because the SNMP community string is empty.

Description
The Subscriber SNMP Collector task cannot poll the specified CMTS because the SNMP community string is not configured for it.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

70 – BOD SOAP Request Failure

Message
SOAP request failure: *{0}*

Description
The specified SOAP request failed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

78 – SNMP Collector Task Status

Message
Subscriber Snmp Collector Task Status CMTSs Processed: *{num}* Failures: *{num}* Accounts Discovered: *{num}* Added: *{num}* Updated: *{num}* Removed: *{num}* Elapsed time: *{time}* sec.

Description
The number of CMTSes processed and the number of accounts discovered by the Subscriber SNMP Collector task.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

79 – SNMP Collector Task End

Message
Finishing Subscriber Snmp Collector task.

Description
The Subscriber SNMP Collector task finished its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

80 – BOD SOAP Request Success

Message
SOAP request success: *{0}*

Description
SOAP request is successful for the specified IP address.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

81 – DC CMTS Distributor Task Start

Message
Starting CMTS Distributor task.

Description
The CMTS Distributor task is starting its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

82 – DC CMTS Error

Message
Error while sending CMTS data to Policy Server: *{name}*

Description
The CMP server cannot connect to the specified policy server to push the network element data.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the policy server is online and available.

98 – DC CMTS Distributor Task Status

Message
CMTS Distributer Task Status Policy Server: *{name}* CMTS processed: *{num}* Added: *{num}* Updated: *{num}* Removed: *{num}* Elapsed time: *{time}* sec.

Description
The number of CMTSes processed by the CMTS Distributor task.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

99 – DC CMTS Distributor Task Stop

Message
Finishing the CMTS Distributor task.

Description
The CMTS Distributor task finished its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

100 – BOD Conn

Message
Established policy server connection to *{ip address}*

Description
A successful connection was established to the Policy Server at the specified IP address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

101 – Sub Distributor Task Start

Message
Starting Subscriber Distributor task.

Description
The Subscriber Distributor task is starting its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

102 – Sub Distributor Task Delete Error

Message
Error while deleting Subscriber data from Policy Server: *{name}*

Description
The CMP server cannot connect to the specified policy server to modify the subscriber data.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the policy server is online and available.

103 – Sub Distributor Task Update Error

Message
Error while updating CMTS data on Policy Server: *{name}*

Description
The CMP server cannot connect to the specified Policy Server to modify the network element data.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the policy server is online and available.

104 – Sub Distributor Task Send Reconfig Error

Message
Error while sending "Reconfigure" message to Policy Server: *{name}*

Description
The CMP server cannot communicate a new configuration for the specified Policy Server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the policy server is online and available.

105 – Sub Distributor Task Send Refresh Chann Error

Message
Error while sending "Refresh Channels" message to Policy Server: *{name}*

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the policy server is online and available.

106 – Sub Distributor Task Send Refresh Acct Error

Message
Error while sending "Refresh Accounts" message to Policy Server: *{name}*

Description
The Subscriber Distributor task request for a change to account information failed to send to the specified Policy Server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the policy server is online and available.

107 – Sub Distributor Task Send Tier Error

Message
Error while sending Tier data to Policy Server: *{name}*

Description
The subscriber/account tier information configured in the CMP server did not push successfully to the specified Policy Server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the policy server is online and available.

108 – Sub Distributor Task Send Channel Error

Message
Error while sending Channel data to Policy Server: *{name}*

Description
The CMP server experienced an error while sending channel information for a respective network element to the specified Policy Server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the policy server is online and available.

118 – Sub Distributor Task Status

Message
Subscriber Distributer Task Status CMTSs: *{num}* Accounts processed: *{num}* Added: *{num}* Updated: *{num}* Removed: *{num}* Elapsed time: *{time}* sec.

Description
The number of CMTSes and accounts processed by the Subscriber Distributor task.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

119 – Sub Distributor Task End

Message
Finishing Subscriber Distributor task.

Description
The Subscriber Distributor task finished its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

121 – OSSI Distributor Task Start

Message
Starting OSSI Distributor task.

Description
The OSSI Distributor task is starting its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

122 – OSSI Distributor Task Error

Message
Error occurred during OSSI Distributor run: *{type}*

Description
Failed to send data to the Management Agents.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

123 – OSSI Distributor Task Abort

Message
OSSI Distributor run aborted

Description
A user canceled the distribution of the OSS information within the CMP server to the appropriate Management Agents.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

124 – OSSI Distributor Task Remote MA Error

Message
Error connecting to Remote MA: *{host name}*

Description
The CMP server could not establish a connection to the specified Management Agent.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the Management Agent is online and available.

125 – OSSI Distributor Task Update Acct Error

Message
Error updating Accounts to remote MA: *{host name}*

Description
The CMP server cannot connect to the specified Management Agent in order to update account information.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the Management Agent is online and available.

126 – OSSI Distributor Task Update CMTS Error

Message
Error updating CMTSs to remote MA: *{host name}*

Description
The CMP server cannot connect to the specified Management Agent to update the network element information.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the Management Agent is online and available.

127 – OSSI Distributor Task Update Tiers Error

Message
Error updating Tiers to remote MA: *{host name}*

Description
The CMP server cannot connect to the specified Management Agent to update the subscriber tier information.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the Management Agent is online and available.

128 – OSSI Distributor Task Update Entitle Error

Message
Error updating Entitlements to remote MA: *{host name}*

Description
The CMP server cannot connect to the specified Management Agent to update subscriber entitlement information.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the Management Agent is online and available.

139 – OSSI Distributor Task End

Message
Finishing OSSI Distributor task.

Description
The OSSI Distributor task is completing a scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

141 – CMTS MA Collector Task Start

Message
Starting CMTS MA Collector task.

Description
The CMTS MA Collector task is starting its run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

142 – CMTS MA Collector Task Error

Message
Error while collecting CMTS data from Management Agent: *{name}*

Description
The CMP server cannot collect the assigned network element information from the specified Management Agent.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check that the Management Agent is online and available.

157 – CMTS MA Collector Task Status MAS

Message
CMTS MA Collector Task Status# MA: *{num}*# CMTS processed: *{num}* Updated: *{num}* Skipped: *{num}*# Elapsed time: *{time}* sec.

Description
The CMP displays the CMTS MA Collector task status.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

158 – CMTS MA Collector Task Status CMTS

Message
CMTS MA Collector Task Status MAs processed: *{num}* Failed: *{num}* CMTS processed: *{num}* Updated: *{num}* Skipped: *{num}* Elapsed time: *{time}* sec.

Description
The CMTS MA Collector task results are displayed.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

159 – CMTS MA Collector Task End

Message
Finishing CMTS MA Collector task.

Description
The CMTS MA Collector task is ending.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

161 – PCMM Dist Task Start

Message
Starting PCMM Routing Distribution Task.

Description
The PCMM routing distribution task is starting.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

177 – PCMM Dist Task MPE Status

Message
Pcmm Distribution Task MPE Status# MPE: *{n}*# Status: *{num}*#

Description
The PCMM distribution task displays the status of the MPE device.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

178 – PCMM Dist Task Status

Message
Pcmm Distribution Task Status# MPEs processed: *{num}*# Updated: *{num}*# Failed: *{num}*# Elapsed time: *{time}* sec.

Description
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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

179 – PCMM Dist Task End

Message
Finishing PCMM Routing Distribution task.

Description
The PCMM routing distribution task is ending.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

180 – DC Manual Task Start

Message
Task "*{task name}*" was run manually.

Description
The operator ran the specified task manually.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

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

201 – Healthchecker Task Start

Message
Starting HealthChecker task.

Description
HealthChecker task is starting its run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

219 – Healthchecker Task End

Message
Finishing HealthChecker task.

Description
Healthchecker task is completing its run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

220 – DC AlertAging Task Start

Message
Starting AlertAging task.

Description
The AlertAging task is starting its run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

239 – DC AlertAging Task End

Message
Finishing AlertAging task.

Description
The AlertAging task is ending its run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

240 – OM Stats Task Start

Message
Starting **OM** Statistics task.

Description
The OM Statistics task is starting its scheduled run.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

241 – OM Stats Task Data Available

Message
OM Statistics collection complete and data is available for request.

Description
Data has been saved and is available for OSSI requests, prior to final cleanup tasks.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

243 – OM Stats Task Missing MPE

Message
OM Statistics Task was unable to connect to MPE. UID: *{0} {1}*

Description
The OM Statistics Task was unable to connect to the specified MPE using the specified UID.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

244 – OM Stats Task Missing Stats

Message
OM Statistics Task was unable to retrieve statistics from MPE: *{name}* at hostname: *{host name}*; Error: *{error msg}*

Description
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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

245 – OM Stats task Missing MPE DB

Message
OM Statistics Task was unable to retrieve MPE from the database. UID: *{0}*

Description
The OM Statistics task was unable to retrieve the specified MPE device from the database.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

247 – OM Stats Task Retrieve Error

Message
OM Statistics Task error detected while retrieving statistics from MPE: *{name}*. Request attempt: *{num}*

Description
The OM Statistics task encountered an error while retrieving data from the specified MPE device and indicates the number of attempted requests.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

248 – OM Stats Task Retrieve Fail

Message
OM Statistics Task failed to retrieve statistics from MPE: *{name}*. Request attempt: *{num}*

Description
The OM Statistics task failed to retrieve statistics from the specified MPE devices and indicates the number of attempted requests.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

249 – OM Stats Task Retrieve Incomplete

Message
OM Statistics Task retrieved an incomplete set of statistics from MPE: *{name}*. Request attempt: *{num}*

Description
The OM Statistics task retrieved an incomplete set of statistics from the specified MPE device and indicates the number of request attempts.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

250 – OM Stats Task Proxy Fail

Message
OM Statistics Task failed to retrieve proxy from MPE: *{name}*. Request attempt: *{num}*

Description
The OM Statistics task failed to retrieve proxy data from the specified MPE device and indicates the number of request attempts.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

251 – OM Stats Task Retrieve Error2

Message
OM Statistics Task error retrieving statistics from MPE: *{name}*. Request attempt: *{num}* Error: *{error msg}*

Description
The OM Statistics task encountered the specified error while retrieving statistics from the specified MPE device and the number of request attempts.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

252 – BoD DB Backup Fail

Message
BoD Database backup failed. The reason is : *{msg}*

Description
The BoD database failed to backup for the specified reason.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

253 – BOD DB Backup Start

Message
BoD Database backup started.

Description
BoD Database backup has started.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

254 – BoD DB Backup End

Message
BoD Database backup finished.

Description
The BoD Database backup has finished.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

256 – OM Stats Task Success

Message
OM Statistics Task completed successfully.

Description
The OM Statistics task completed successfully.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Collection Task

Recovery

- No action required.

257 – OM Stats Task Warn

Message
OM Statistics Task completed with a warning.#*{message}*

Description
The OM Statistics Task completed with the specified warning message.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

258 – OM Stats Task Failed

Message
OM Statistics Task failed. *{msg}*

Description
The OM Statistics task failed with the indicated failure message.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

259 – OM Stats Task Finish

Message
Finishing OM Statistics task.

Description
The OM Statistics task completed.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP, DC

Group
Data Collection Task

Recovery

- No action required.

260 – BoD Cluster Reinit

Message
The BoD cluster has reinitialized. The indicated blade is now the primary.

Description
The BoD cluster has reinitialized. The indicated server is now the primary server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

261 – Bad WGET Status

Message
Bad wget exit status "*{code}*" for name "*{device}*"

Description
Invalid status occurred on exit from `wget` with status *code* for the specified device.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

276 – Stat Rsync Clean Task Success

Message
Statistics Rsync Cleanup Task completed successfully.

Description
Statistics Rsync Cleanup task completed successfully.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

278 – Stat Rsync Clean Task Failed

Message
Statistics Rsync Cleanup Task failed.#*{error message}*

Description
The Statistics Rsync Cleanup Task failed with the specified message.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

279 – Stat Rsync Cleanup Task Finish

Message
Finishing Statistics Rsync Cleanup Task.

Description
The Statistics Rsync Cleanup Task is finished.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

280 – Subscription Aging Task Start

Message
Starting Subscription Aging Task.

Description
The Subscription Aging Task is starting.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

289 – Subscription Aging Task End

Message
Finishing Subscription Aging Task.

Description
The Subscription Aging Task is finishing.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

300 – BoD Send

Message
Sending *{0}* to *{1} {2}*

Description
The BoD is sending the specified item to the specified locations.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
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.

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.

303 – Quota Aging Task Start

Message
Starting Quota Aging Task.

Description
Starting quota aging task.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

304 – Quota Aging Task End

Message
Finishing Quota Aging Task.

Description
The Quota Aging Task is finishing.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

310 – BOD XML Syntax Error PCM

Message
Incorrect XML syntax in PCMM services file *{file name} {error msg}*

Description
Incorrect XML syntax in PCMM

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

311 – BOD Missing Service Fields

Message
Missing required fields for services *{0}*# Details: #*{1}*

Description
Missing required fields for services.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

312 – BOD XML Syntax Error

Message
Incorrect XML syntax in Diameter services file *{file name}*#*{1}*

Description
The specified Diameter services file contains incorrect XML syntax.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

313 – BOD Service Index Exists

Message
Services or service indexes already exists # Details:#*{0}*

Description
Services or service indexes already exists.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

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.

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.

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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

402 – Stats File Gen Task Success

Message
Stats Files Generator Task completed successfully.

Description
Stats Files Generator Task was completed successfully in the DC process.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

403 – Stats File Gen Task Failed

Message
Stats Files Generator Task failed. *{#1, 2, 3, or 4}*

Description
Error log indicating stats files generator task #1, 2, 3, or 4 failed. A Warning trace log is generated for troubleshooting.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Use the content of the Trace Log to troubleshoot the error.

404 – Stats File Gen Task Finish

Message
Finishing Stats Files Generator task.

Description
Info log generated at the completion of a stats files generator task. To verify these stat files, navigate to the local repository defined in this task configuration.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

405 – Stats File Gen Task Not Execute

Message
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.

Description
Stats Files Generator Task was not executed successfully.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

406 – Stats File Gen Task Fail Sync Blade

Message
Sync utility failed to sync stats files to mates. Reason: #*{reason}*

Description
Error log generated when the synchronize utility failed to synchronize stats files to mates. The reason for failure is listed in the log message.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

1. Based on the failure message, check the server exchange SSH Key in CMP site1 Cluster and site2 Cluster.
2. Check the network connection status to other servers in both Clusters.

407 – Stats File Gen Task Fail Delete File

Message
{task name} Task has removed some files which were not synced to remote servers*{1}*

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check status of starting stats files synchronization #1,2,3,and 4, and ensure the Enabled stats were configured normally and successfully.

408 – Stats File Gen Task Fail NoStatsType

Message
Stats Files Generator Task was not configured any stats type.

Description
Stats Files Generator Task was not configured for any stats type.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

1. Configure the Stats File Generator.
2. If the problem persists, contact My Oracle Support.

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.

502 – Stats Sync Task Success

Message
{task num} Task completed successfully.

Description
Info log generated upon the successful completion of the stats files synchronization for task. The task name number (1 to 4) indicates different synchronization tasks.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

503 – Stats Sync Task Fail

Message
{task num} Task failed.#*{1}*

Description
Error log generated when stats files synchronization task fails; cause of failure is listed in log title. The task name and number (1 to 4) indicates the synchronization task during which the failure occurred.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Use content of trace log to troubleshoot error.

504 – Stats Sync Task End

Message
Finishing *{task num}* Task.

Description
Info log generated when the stats files synchronization process has finished.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

505 – 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 synchroonize 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

Message
RDR: Start message processing *{0}*

Description
Warning log generated when a stats files synchronization task successfully synchronizes the local repository to a remote server after two retries.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- Check the network connection status of the remote server.

508 – BOD RDR Parse Fail

Message
RDR: Parsing Failed: *{id}* from *{rdr}*

Description
RDR failed to parse the indicated ID from the specified RDR.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

509 – BoD Drop RDR Service

Message
RDR: Dropping RDR *{error message}*, Service Index: *{index}* from *{RDR}*

Description
The BoD dropping the RDR Service with the indicated error.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

510 – BoD RDR Service Stop Msg Received

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

Description
RDR received a Stop message for the indicated Service.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

512 – BoD Drop RDR Bucket

Message
RDR: Dropping RDR *{error msg}*, Bucket Id: *{num}* from *{RDR}*

Description
RDR is dropping RDR with the indicated error.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

513 – BoD RDR Unmapped Skip2

Message
RDR: Skipping unmapped RDR, Bucket Id: *{id}* from *{rdr}*.

Description
The BoD is skipping the indicated unmapped RDR.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

514 – BoD RDR Quota Msg Received

Message
RDR: Quota message received for Bucket Id *{id}*.

Description
A Quota message was received for the specified Bucket ID.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
Data Collection Task

Recovery

- No action required.

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

Message
RDR: Quota message processing *{bucket id}*

Description
A Quota message is processing for the specified Bucket ID.

Severity
Debug, Info, Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
RDR

Group
RDR

Recovery

- If the problem persists, contact My Oracle Support.

550 – XML Request Initiated

Message
OSSI XML Interface request initiated by: *{user name}*

Description
OSSI XML Interface request initiated by the specified user.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No action required.

552 – Account Send Error

Message
Error while sending Account data to Policy Server: *{name}*

Description
An error occurred while sending Account data to the specified Policy Server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Subscriber

Recovery

1. If the message indicates any failures, check the system logs for specific cause.
2. If the problem persists, contact My Oracle Support.

553 – XML Export Results

Message
File *{type}* Export executed by *{user name}*. # Status: *{status}* # Total: *{num}* xml files

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No action required.

554 – XML Export Failure

Message
File *{type}* Export executed by *{user name}*. # Status: *{status}* # Failure Log Message: *{fail message}*

Description
OSSI XML export status for the indicated file type, exported by the indicated user.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No action required.

555 – XML Request Complete

Message
OSSI XML Interface request completed in *{mm:ss}* by:*{user name}*. *{2}*

Description
The completion of a user request to the XML Interface.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No action required.

620 – Push Init

Message
Push of pending account updates initiated by: *{user name}*

Description
The specified user initiated account updates.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Subscriber

Recovery

- No action required.

621 – Push Done

Message
Push of pending account updates completed by: *{user name}* #*{status}* #Total execution time *{time}*

Description
The push of pending accounts was completed with the specified status within the indicated time.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Subscriber

Recovery

- No action required.

625 – Subscriber Acct Start

Message
Reapply of subscriber accounts initiated by *{user name}* for MPE *{name}*

Description
The indicated user initiated a reapply of subscriber accounts.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Subscriber

Recovery

- No action required.

626 – Subscriber Acct End

Message
Reapply of subscriber accounts completed by *{user name}* for MPE *{name} {status}*
Total execution time *{time}*

Description
Reapply of subscriber accounts completed.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Subscriber

Recovery

- No action required.

653 – RC Apply Change

Message
Apply change of *{1}* to MPE(HostName:*{host name}*) From *{2}* to *{3}*

Description
Configuration change was applied to the specified MPE device.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Configuration

Recovery

- No action required.

1001 – CMTS Conn Lost Clear

Message
PCMM: Established connection to *{id}*,

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

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
N/A

Recovery

- If the problem persists, contact My Oracle Support.

1002 – CMTS Conn Lost

Message
PCMM: Lost connection to *{id}*

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

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
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.

1003 – AM Conn Lost Clear

Message
PCMM: Connection accepted from AM *{id}*

Description
A new PCMM connection was accepted from the specified Application Manager or upstream policy server (that is, PCMM Router).

> **Note:**
>
> Because of protocol limitations, the MPE device cannot distinguish between an AM and a PCMM router, so it always identifies the incoming connection as an AM.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
N/A

Recovery

- No action required.

1004 – AM Conn Lost Set

Message
PCMM: Lost connection with AM *{id}*

Description
The MPE device lost a connection from the specified application manager (AM) or upstream policy server (that is, a PCMM router).

> **Note:**
>
> Because of protocol limitations, the MPE device cannot distinguish between an AM and a PCMM router, so it always identifies the incoming connection as an AM.

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
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.

1010 – PCMM Received AM

Message
PCMM:Received *{msg type}* from AM *{id} {msg contents}*

Description
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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Recovery

- No action required.

1011 – PCM Send

Message
PCMM: Sending *{msg type}* to *{id}* *{msg contents}*

Description
The specified message type was sent to the specified CMTS (or downstream policy server).

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Recovery

- No action required.

1012 – PCM Receive Warn

Message
PCMM: Received *{msg type}* from *{id}* *{msg contents}*

Description
The specified message type was received from the specified CMTS (or downstream policy server).

> **Note:**
>
> This message is logged at the Warning level when the PCMM message is an error message such as GateSetErr, GateDeleteErr, or GateInfoErr.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
N/A

Recovery

- If the problem persists, contact My Oracle Support.

1013 – PCM Send AM Warn

Message
PCMM: Sending *{msg type}* to AM *{id}* Details: *{msg contents}*

Description
The specified message type was sent to the specified AM (or upstream policy server).

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Recovery

- If the problem persists, contact My Oracle Support.

1014 – PCMM Fail Send Message Error

Message
PCMM: Failed (*{num}* attempts) to send *{msg type}* event message to *{id} {3}*

Description
A PCMM event message could not be transmitted to the specified record keeping server (RKS).

> **Note:**
>
> The last attempt that fails is logged as an Error. If there are additional retries to be attempted then this is logged as a Warning.

Severity
Warning, Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Recovery

1. Check the configuration and availability of the RKS.
2. Ensure the network path from the MPE device to the RKS is available.

1015 – PCMM Success Send Message

Message
PCMM: Successfully sent *{msg type}* event message to *{id} {msg contents}*

Description
A PCMM event message was successfully sent to the specified **RKS**.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Recovery

- No action required.

1016 – PCMM Fail Over RKS

Message
PCMM: Failover initiated for RKS *{id}*, reverting to *{id}*

Description
The system has lost communication with the primary RKS, and is attempting to establish a connection with the secondary RKS. The identities of both the primary and secondary RKSs are specified.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
PCMM

Recovery

1. Check the configuration and availability of the RKS.
2. Ensure the network path from the MPE device to the RKS is operational.

1017 – PCMM Fail Too Busy

Message
PCMM: Failed (TOO BUSY) to send *{msg type}* event message to *{id} {msg contents}*

Description
The MPE device is unable to send an event message to the specified RKS because the send queue is full.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Recovery

- This is normal behavior under heavy PCMM load. It can also occur if there is a communication problem with the RKS because the send queue may fill while the retry messages are being sent.

1020 – PCM Reject No PEP

Message
PCMM: Rejecting *{msg type}* - no PEP available for SubId *{ip address}*

Description
A PCMM message was received with the specified subscriber IP address but there is no configured CMTS (or downstream policy server) to handle this request.

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

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
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

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 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).

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 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).

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 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

Message
PCMM: Rejecting *{msg type}* - Unauthorized AmId *{id}*

Description
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).

> **Note:**
>
> The request will be rejected with a PCMM error code of 14 (Unauthorized AMID).

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 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

Message
PCMM: Rejecting *{msg type}* - Unrecognized Service Class Name *{name}*

Description
A PCMM message was received with a Service Class Name that does not correspond to any service class that is known to exist for the CMTS to which this message is being sent. This checking is only performed if the CMP 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).

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 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

Message
PCMM:Rejecting *{msg type}* - Incompatible Envelopes - *{env type}* ENV exceeds *{env type}* ENV

Description
A PCMM message was received with incompatible Authorized, Reserved and Committed envelopes (QoS parameter specifications). This checking is only performed in the CMP system has Validate traffic profile envelopes enabled for the MPE device (by default this is off).

> **Note:**
>
> The request will be rejected with a PCMM error code of 12 (Incompatible Envelope).

Severity
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 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

Message
PCMM: Rejecting *{msg type}* - Classifier count exceeds CMTS limit

Description
A PCMM message was received with more classifiers than the provisioned limit for the CMTS to which this message is being sent. This checking is performed only if the CMP system has set the configuration key, PCMM.Check.Classifiers, to true for the MPE device (by default this is off).

> **Note:**
>
> The request will be rejected with a PCMM error code of 15 (Number of Classifiers not Supported).

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
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

Message
PCMM: Rejecting *{msg type}* - I/O Error while sending to *{id}*

Description
There was no PCMM session connection to the target CMTS (or downstream policy server).

> **Note:**
>
> The request will be rejected with a PCMM error code of 255 and a subcode of 211.

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
PCMM

Recovery

- Check the network connectivity between systems.

1050 – Policy Reject2

Message
Rejecting *{msg type}* - Rejected by policy "*{name}*"

Description
The specified message was rejected by the specified policy rule.

> **Note:**
>
> The request will be rejected with a PCMM error code of 255 and a subcode of 254.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
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.

1051 – Policy Reject

Message
Rejecting *{msg type}* - Rejected by policy "*{name}*"

Description
The specified message was rejected by the specified policy rule.

> **Note:**
>
> The request will be rejected with a PCMM error code of 255 and a subcode of 254.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
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.

1101 – DQOS Downstream Connection Closed Clear | Set

Message
DQOS: Established connection to *{id}*

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

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
DQOS

Recovery

- If the problem persists, contact My Oracle Support.

1102 – MSC Conn Lost | Lost Clear

Message
DQOS: Lost Connection to *{id}*

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

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
DQOS

Recovery

1. Check configuration and availability of the network element.
2. Check the network element for a reboot or other service interruption.
3. If the element has not failed, make sure the network path from the MPE device to the element (port 3918) is operational.

1104 – DQOS AM Connection Closed Clear | Set

Message
DQOS: Lost connection with CMS *{id}*

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

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
DQOS

Recovery

- Check availability of the CMS.

1110 – DQOS Received CMS

Message
DQOS: Received *{msg type}* from CMS *{id} {2}*

Description
The specified message type was received from the specified CMS.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
DQOS

Recovery

- No action required.

1111 – DQOS Sending

Message
DQOS: Sending *{msg type}* to *{id}*

Description
The specified message type was sent to the specified CMTS.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
DQOS

Recovery

- No action required.

1112 – DQOS Received

Message
DQOS: Received *{msg type}* from *{id} {msg contents}*

Description
The specified message type was received from the specified CMTS.

Severity
Info, Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
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

Message
DQOS: Sending *{msg type}* to CMS *{id}*

Description
The specified message type was sent to the specified CMS.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
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

Message
DQOS: Rejecting *{msg type}* - no CMTS available for SubId *{ip address}*

Description
A DQOS message was received with the specified subscriber IP address but there is no configured CMTS to handle this request.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
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

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

Description
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).

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
DQOS

Recovery

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

1123 – DQOS Reject Sub ID

Message
DQOS: Rejecting *{msg type}* - SubId mismatch - request *{msg id}* doesn't match gate *{mpe id}*

Description
A DQOS message was received with a Subscriber ID that does not match the Subscriber ID for the corresponding session in the MPE database. This checking is only performed if the CMP server has enabled Gate checking for the MPE device (by default this is off).

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
DQOS

Recovery

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

1124 – DQOS Reject Subscriber

Message
DQOS: Rejecting *{msg type}* - Unrecognized Subscriber *{id}*

Description
A DQOS message was received with a Subscriber ID that does not correspond to a provisioned subscriber in the MPE database of known subscribers (CPEs). This checking is only performed if the CMP server has enabled Subscriber checking for the MPE device (by default this is off).

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
DQOS

Recovery

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

1129 - DQOS Reject

Message
DQOS: Rejecting *{msg type}* - DQOS I/O Error while sending to *{id}*

Description
An unexpected I/O error was encountered while trying to send the specified message to a CMTS.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
DQOS

Recovery

1. Check the logs for further details on the I/O error.
2. Check the availability of the destination CMTS and the operational status of the network to the CMTS.

1150 - DQOS Policy Reject

Message
DQOS: Rejecting {0} - Rejected by policy "*{name}*"

Description
The specified message was rejected by the specified policy rule.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
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

Message
SPC DQOS: Lost connection with CMS *{id}*

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

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
SPC DQOS

Recovery

1. Check availability of the CMS.

2. Check the CMS log for a recent failover or other 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

Message
SPC DQOS: Deleting gate *{gate id}*, T1 Timer expired

Description
The specified gate was deleted because it did not transition from the RESERVED state to the COMMITTED state before the T1 Timer expired.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SPC DQOS

Recovery

- Check the logs and status in the CMS to determine why the gate did not get committed. This may be a normal situation in which the call was aborted before it was fully set up.

1210 - SPC DQOS Received

Message
SPC DQOS: Received *{msg type}* from CMS *{id}* *{msg contents}*

Description
The specified message type was received from the specified CMS.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SPC DQOS

Recovery

- If the problem persists, contact My Oracle Support.

1213 - SPC DQOS Send CMS Warn

Message
SPC DQOS: Sending *{msg type}* to CMS *{id}*

Description
The specified message type was sent to the specified CMS.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SPC DQOS

Recovery

- If the problem persists, contact My Oracle Support.

1221 - SPC DQOS Global Session Reject

Message
SPC DQOS: Rejecting *{msg type}* - invalid global session id *{global sess id}*

Description
The MPE device received a request to perform an operation on a global session (call) that does not exist in the MPE database.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
SPC DQOS

Recovery

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

1231 - SPC DQOS Ingress Reject

Message
SPC DQOS: Rejecting *{msg type}* - invalid ingress id *{ingress id}*

Description
The MPE device received a request to set up a gate for a zone that does not exist (as specified by the ingress ID in the request)

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
SPC DQOS

Recovery

- Ensure that the topology information in the MPE device is up-to-date and consistent with the topology information in the CMS that issued the request.

1232 - SPC DQOS Gate Reject

Message
SPC DQOS: Rejecting *{msg type}* - no path to root zone for ingress id *{ingress id}*

Description
The MPE device received a request to set up a gate for a zone that does not have a valid path to the root zone.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
SPC DQOS

Recovery:

- Although in theory this is possible, it should not happen unless there is a problem in the configuration of the network topology. Verify that the network topology is defined correctly.

1233 - SPC DQOS Gate Drop

Message
SPC DQOS:Dropping *{msg type}* - invalid gate id *{gate id}*

Description
The MPE device received a request that referenced the specified gate ID and an unrelated session (via the GlobalSessionID).

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
SPC DQOS

Recovery

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

1250 - SPC DQOS Policy Reject

Message
SPC DQOS:Rejecting *{msg type}* - Rejected by policy "*{policy name}*"

Description
The specified request was rejected because of a policy rule (specified by policy name).

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
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

Message
BRAS: COPS-PR declared an IP address (*{ip address}*) already defined as static in account *{account id}*

Description
A subscriber attached to the network with a static IP address, but the BRAS to which the subscriber is connected also assigned a dynamic IP address.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
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.

1401 – Diam Conn Opened W Peer

Message
Diameter: Transport connection opened with peer *{ip address:port}*

Description
A transport level connection (such as TCP) has been established with the specified Diameter peer.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE, MRA

Group
Diameter

Recovery

- No action required.

1402 – Connectivity Lost | Lost Clear

Message
Diameter: Connectivity lost with peer *{host name}*(*{ip address}*), *{new alarm* | *alarm cleared}*

Description
A connection with a peer has been closed/opened by peer.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE, MRA

Group
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

Message
Diameter: Connectivity degraded with peer *{host name}* (*{ip address}*), *{new alarm* | *alarm cleared}*

Description
A connection with a peer has degraded.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE, MRA

Group
Diameter

Recovery

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

1404 – Send Message | Debug | Info

Message
Diameter: Sent *{msg type [device name]}* to *{device name} {ip address}*

Description
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.

Severity
Warning, Info, Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- No action required.

1405 – Receive Message | Debug | Info

Message
Diameter: Received *{msg type [device name]}* from *{device name} {ip address}*

Description
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.

Severity
Warning, Info, Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- No action required.

1406 – Receive Message EXC

Message
Diameter: Error processing message *{msg}* from *{peer id} {conn id}*

Description
An error occurred while processing a received message from the specified peer over the specified connection.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- Check the error code and verify that the message received is properly formatted.

1407 – Peer Status Change Notice | Warn

Message
Diameter: Peer *{name(ip address)}* status changed from *{INITIAL* | *OKAY}* to *{OKAY* | *DOWN}*

Description
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).

Severity
Notice, Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

1. If a Warning level, 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.

1408 – New Conn Rejected | New Conn Rejected Clear

Message
Diameter: New connection *{ip address:port}* rejected as a valid connection already exists with peer *{peer id}*[, alarm cleared]

Description
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.

Severity
Error/Info

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE, MRA

Group
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.

1409 – Reject Missing AVP

Message
Diameter: Rejecting *{msg type}* from *{peer id}* - *{conn id}* AVP(s) not found in request *{request details}*

Description
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.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

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

1410 – Message Timeout

Message
Diameter: Response timeout for *{msg type}* sent to *{conn id} {msg details}*

Description
A response message was not received for the request sent to the destination host.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

1411 – Duplicate Message

Message
Diameter: Received duplicate message *{msg type}* from *{conn id} {msg details}*

Description
The received message was discarded because it was received previously by another message containing the same Diameter End-to-End Identifier from the same origin host.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

1412 – Send Response Info | Warn | Debug

Message
Diameter:Sent *{msg type}* to *{peer id}* in *{time}* ms *{msg details}*

Description
A Diameter message was sent.

Severity
Info, Warning, Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

1413 – Receive Response Info |Warn | Debug

Message
Diameter: Received *{msg type}* from *{peer id}* in *{time}* ms *{msg contents}*

Description
A Diameter message was received.

Severity
Info, Warning, Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

1414 - SCTP Path Status Changed | Changed Clear

Message
Diameter: SCTP path on association ID *{id}* address *{1} {2}*

Description
An SCTP path is unavailable. An Info level message is generated when a backup or non-primary path is confirmed by the SCTP association. An Error level message is generated when one of the paths fails, whether it is a primary or non-primary path. A Notice level message is generated when a path that previously failed recovers.

Severity
Notice, Error

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

1415 - Diam CR Conn Opened W Peer

Message
ConnectionRouter: Diameter Connection established towards *{Primary MRA Identity (IP:port)}* for the peer *{NE identity (IP:port)}*.

Description
PCD Connection established between the secondary MRA and the primary MRA for the NE.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

1416 - Diam CR Conn Disconnected W Peer

Message
ConnectionRouter: Diameter Connection created towards *{Peer Identity(IP:port)}* for the peer *{Peer Identity(IP:port)}* is now disconnected.

Description
PCD Connection disconnected between the secondary MRA and the primary MRA.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MRA

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

1417 - CR Message Forwarded

Message
ConnectionRouter: *{Message Type}* forwarded by Connection Router from *{Source Peer Diameter Identity(IP:port)}* to *{Destination Peer Diameter Identity(IP:port)}*.

Description
Message is forwarded from the External to Internal connection OR vice-versa.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

1420 – Diam Reject No PCEF | Warn

Message
Diameter: Rejecting *{app function}* - no PCEF available for subscriber

Description
Request from an application function (such as P-CSCF) was rejected by the MPE device as there was no corresponding session with the PCEF (such as a GGSN) for the subscriber.

Severity
Error, Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- Check the provided subscriber identification and IP address and verify that it corresponds to a subscriber who is attached to the network.

1421 – Diam Missing Profile For Media

Message
Diameter: No default QoS profile defined for media *{type}*

Description
The MPE device received a request (such as Rx) from an application to set up policy rules on the enforcement device, but the application function did not provide enough information in the request for the device to derive corresponding quality of service (QoS) parameters, and there are no default profiles configured in the device for the corresponding media type.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

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

Message
Diameter: Rejecting request for subscriber *{sub id}* - No Network Element found for node *{node id}*

Description
The MPE device rejected a request (such as Gx) from an enforcement device (such as a GGSN) because it did not recognize it as a “known” network element.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

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

Message
Diameter: PCC/ADC rule *{rule name}* failed for subscriber *{sub id} {2}* - Rule failure code *{fail code}*

Description
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.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No actions are required.

1442 – Rule Retry

Message
Diameter: PCC/ADC rule *{rule name}* retry *{num}* of *{max num}*; RetryCycle *{num}* for subscriber *{sub id}* *{sess id}*. Next retry in *{time}* seconds.

Description
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”).

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No actions are required.

1443 – Retry Fail Error

Message
Diameter: PCC/ADC rule *{rule name}* retry failed after *{num}* attempts for subscriber *{sub id}* *{sess id}*

Description
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.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If necessary adjust configuration values.

1444 – Rule Retry Canceled

Message
Diameter:PCC/ADC rule *{rule name}* retry canceled for subscriber *{sub id} {sess id}*

Description
Retrying installation of the specified PCC rule was canceled for the specified subscriber and Diameter session. This can happen because the rule was removed 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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No actions are required.

1445 – Rule Retry Error Too Many

Message
Diameter:PCC/ADC rule *{rule name}* retry aborted for subscriber *{sub id} {sess id}* - Too many retries in progress (*{num}* attempts)

Description
A rule installation retry cannot be initiated because the maximum number of simultaneous retries has been reached.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If necessary, adjust configuration values.

1446 – Max PDN Connections

Message
Diameter: The maximum number of PDN connections per binding has been exceeded for subscriber *{sub id}*

Description
The maximum number of **PDN** connections has been exceeded for a subscriber.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- No actions are required

1447 – Diam Too Many Sessions

Message
Diameter: The maximum number of secondary sessions has been exceeded for same IP-CAN session association for subscriber : *{sub id}*

Description
The maximum number of secondary sessions has been exceeded for the same IP-CAN session association for the specified subscriber.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

1450 – SCE GX No Profile

Message
SceGx:No SCE Profile or Default Profile set for subscriber {0} {1}

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

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

1470 – Diam Session Cleanup Start

Message
Diameter: Starting cleanup task

Description
The Diameter session binding cleanup task has begun.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

1471 – Diam Session Cleanup Send RARs

Message
Diameter: Finished iterating the database. Starting to send RARs to *{num}* suspect sessions

Description
The database iterations (listing the potential number of stale sessions identified for cleanup) have ended.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

1472 – Diam Session Cleanup Complete

Message
Diameter: Completed session cleanup

Description
The diameter session binding cleanup task has ended and the purging process has started.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

1473 – PCMM Session Cleanup Send GateInfos

Message
PCMM: Finished iterating the database. Starting to send GateInfos to *{num}* suspect sessions

Description
PCMM finished interating the database. Starting to send GateInfos to suspect sessions.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CPE

Group
N/A

Recovery:

- No action required.

1474 – PCMM Session Cleanup Start

Message
PCMM: Starting cleanup task

Description
Cleanup task is starting

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
N/A

Recovery:

- No action required.

1475 – PCMM Session Cleanup Complete

Message
PCMM: Completed session cleanup

Description
PCMM finished session cleanup

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
N/A

Recovery

- No action required.

1476 – Diam Session Cleanup Built Complete

Message
Diameter: Completed session cleanup list built

Description
Diameter finished building the session cleanup list.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
N/A

Recovery

- No action required.

1477 – PCMM Session Cleanup Built Complete

Message
PCMM:Completed session cleanup list built

Description
PCMM finished building the session cleanup list.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
N/A

Recovery:

- No action required.

1600 – DBPLUGIN No Match Warn

Message
DBPLUGIN:No matches for *{0}*

Description
DbPlugin search request did not find any results for the specified criteria.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery

- No actions are required

1601 – LDAP Conn To

Message
LDAP: Established connection to *{server}*

Description
A new LDAP connection to the specified server was established.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required.

1602 – LDAP Closing Conn To

Message
LDAP:Closing connection to *{server}*

Description
The LDAP connection to the specified server was closed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required.

1605 – LDAP Conn Failed | Failed Clear

Message
LDAP: Attempted connection to *{ip address}*:*{port}* failed, reason: *{msg}*

Description
A connection attempt to the indicated server failed for the reason described in msg.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
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

Message
LDAP:Search failure for *{id}* due to the following error: *{error msg}*

Description
LDAP search failure due to an error.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1611 – LDAP Search

Message
LDAP:Searching for *{stype}*: *{criteria}*

Description
A search is being performed for the search type *stype* using the specified criteria.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required.

1612 – LDAP Search Results

Message
LDAP:Search results for *{stype} {filter}* are: *{results}*

Description
Displays the results of the search request (if matches found).

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required.

1613 – LDAP Search No Matches

Message
LDAP:No matches for *{stype} {filter}*

Description
A search returned no results.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

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

1614 – LDAP Multi Match

Message
LDAP: Multiple matches for *{stype} {filter}*

Description
A search returned multiple results.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

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

1615 – LDAP Search Fail2

Message
LDAP:Unexpected search failure for *{stype} {filter}*, reason: *{msg}*

Description
A search was terminated because of an unexpected exception.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

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

1617 – LDAP Modify Entry

Message
LDAP: Modify Entry for *{process id}*: *{key}*

Description
This is a detailed description of the LDAP modification to be initiated. Example – Modify Entry for *Processor ID* (for example *UserByE164*); LDAP Processor: *Processor ID* Entry DN: *LDAP DN* Attribute: *LDAP Attribute* Value: *new value*

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No action required.

1619 – LDAP Modify Unexpected Error

Message
LDAP: Unexpected modify failure for *{process id}* *{key}*, reason: *{msg}*

Description
Unexpected LDAP modify failure.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1620 – LDAP Queue Distress

Message
LDAP: Operation queue *{process id}* in distress. Queue capacity exceeds *{event msg}*.

Description
An LDAP operations queue is in distress and has exceeded capacity.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1621 – LDAP Queue Cleared

Message
LDAP: Operation queue *{process id}* has cleared and is no longer in distress. Capacity is below *{event msg}*.

Description
An LDAP message that the queue is no longer in distress.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1622 – LDAP Queue Full

Message
LDAP:Operation queue *{process id}* is currently at 100% and will begin rejecting new LDAP Modify requests.

Description
An LDAP message queue is at 100% capacity and will reject new LDAP modify requests.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1623 – LDAP Modify Fail2

Message
LDAP: Modify failure. Unable to modify *{fields}* at *{DN}* due to the following error: *{msg}*

Description
Unable to initiate an LDAP modify operation on the specific External Field specified by the user. Example – Modify failure. Unable to modify *External Field Name* at *LDAP DN* due to the following error: *reason*

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1624 – LDAP Modify Fail

Message
LDAP: Modify failure. Unable to perform modify due to the following error: *{msg}*

Description
Unable to initiate an **LDAP** modify operation because the LDAP data source does not support this operation. Example – Modify failure. Unable to perform modify due to the

following error: *Data source is not configured with External Fields and will not support this update.*

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1626 – No Configured Data Sources

Message
LDAP:Update unsuccessful: *{msg}*

Description
Unsuccessful LDAP update.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1630 – DHCP Unexpected Event ID Set | Clear

Message
DHCP: Unexpected problem: *{msg}*

Description
DHCP: Unexpected problem: *0*.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery

- If the problem persists, contact My Oracle Support.

1631 – DHCP Unable To Bind Event ID

Message
DHCP: Unable to bind to port *{port num}* for listening

Description
DHCP is unable to bind to the specified port for listening.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery

- If the problem persists, contact My Oracle Support.

1632 – DHCP Response Timeout Event ID

Message
DHCP: Timeout waiting for response from *{id}*

Description
DHCP timed out waiting for a response from the indicated source.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery

- If the problem persists, contact My Oracle Support.

1633 – Bad Relay Address Event ID Set | Clear

Message
DHCP: Bad relay address *{ip address}*

Description
DHCP: Bad relay address.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

1634 – Bad Primary Address Event ID Set | Clear

Message
DHCP:Bad primary address *{ip address}*

Description
DHCP encountered a bad primary address.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery

- If the problem persists, contact My Oracle Support.

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.

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

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery:

- No action required.

1661 – EL Bad Realm

Message
SH:Peer Realm *{msg details}*

Description
A bad realm is configured.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1662 – EL Bad Address

Message
SH:Bad *{primary* | *secondary}* address *{ip address}*

Description
SH bad IP address configured.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1663 – EL Searching

Message
SH: Searching for *{peer id}*: *{subscriber id}*

Description
Started search for subscriber in Diameter Peer HSS.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1664 – EL Search Results

Message
SH:Search results for *{stype} {filter}* are: *{results}*

Description
Search results for user from Diameter Peer HSS

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1665 – EL No Matches

Message
SH:No matches for *{stype} {filter}*

Description
No results found for user from Diameter Peer HSS.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1666 – EL Unexpected Search Failure

Message
SH:Unexpected search failure on *{peer id}*

Description
Unexpected SH search failure.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1667 – EL Subscribing

Message
SH: Subscribing for *{key}*: *{id}*

Description
SH: Subscribing for user profile change notifications for a subscriber.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required.

1668 – EL Subscribe Results

Message
SH: Subscription results for *{key} {id}* are: *{results}*

Description
Subscription results for user from Diameter Peer HSS.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1669 – EL Subscribe Fail

Message
SH:Unexpected subscription failure for *{key} {id}*, reason: *{reason}*

Description
SH: Unexpected subscription failure.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1670 – EL Unsubscribing

Message
SH: Unsubscribing for *{key}*: *{id}*

Description
Unsubscribing for user profile change notifications for a user.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1671 – EL Unsubscribe Results

Message
SH: Unsubscription results for *{key} {id}* are: *{results}*

Description
Unsubscription results for user from Diameter Peer HSS.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1672 – EL Unsubscribe Failure

Message
SH:Unexpected unsubscription failure for *{key} {id}*, reason: *{reason}*

Description
Unexpected unsubscription failure.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1673 – EL Notification

Message
SH: Received notification: *{results}*

Description
Received a notification.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
LDAP

Recovery

- No actions are required

1674 - EL Updating

Message
SH: Updating user *{key}*: *{id} {results}*

Description
Updating user

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery:

- No action required.

1675 - EL Update Failure

Message
SH: Update results for *{sub id} {1}* are: *{reason}*

Description
Update for specified subscriber failed for the indicate reason.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery

- If the problem persists, contact My Oracle Support.

1676 - EL Update Out of Sync

Message
SH:Update Out-Of-Sync for *{sub id} {peer id}*

Description
Update out of sync for specified subscriber ID.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery

- No action required.

1681 – MSR Connection

Message
MSR: Established connection to *{ip address:port num}*

Description
A new connection to the server at the specified IP address was established.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1682 – MSR Connection Closing

Message
MSR: Closing connection to *{ip address:port num}*

Description
The connection to the server at the specified IP address was closed.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1684 – SPR Connection Closed

Message
MSR: Closing connection to *{ip address:port num}* in order to revert to primary

Description
Closing a secondary MSR connection to revert to a primary connection. Occurs when flipping back from secondary to primary MRA connection.

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
MSR

Recovery

- Self recovery; no action required.

1685 – MSR DB Not Reachable

Message
MSR: Attempted connection to *{ip address:port num}* failed, reason: *{msg}*

Description
Connection attempt to the MSR server at the specified IP address failed for the specified reason.

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
MSR

Recovery

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

1686 – MSR Search

Message
MSR: Searching for *{stype}*: *{key}*

Description
A search is being performed for the search type using the specified key.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1687 – MSR Search Result

Message
MSR: Search result for *{stype} {key}* is: *{result}*

Description
The results of the search request.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1690 – MSR Search Fail

Message
MSR: Unexpected search failure for *{stype} {key}*, reason: *{msg}*

Description
A search was terminated for the specified unexpected reason.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

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

1691 – MSR Update

Message
MSR: Updating *{type}*: *{key}*

Description
An update is being performed for the update type using the specified key.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1692 – MSR Update Result

Message
MSR: Update results for *{type}* *{key}* are: *{result}*

Description
The results of the update request.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1693 – MSR Update Fail

Message
MSR: Unexpected update failure for *{type} {key}*, reason: *{msg}*

Description
An update was terminated for the specified unexpected reason.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

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

1694 – MSR Sub

Message
MSR: Subscribing for *{type*: *{key}*

Description
A subscription is being performed for the subscription type using the specified key.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1695 – MSR Sub Result

Message
MSR: Subscription results for *{type} {key}* are: *{result}*

Description
The results of the subscription request.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1696 – MSR Sub Fail

Message
MSR:Unexpected subscription failure for *{0}* *{1}*, reason: *{2}*

Description
A subscription was terminated for the specified unexpected reason.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

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

1697 – MSR Unsub

Message
MSR: Unsubscribing for *{type}*: *{key}*

Description
An unsubscription is being performed for the subscription type using the specified key.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1698 – MSR Unsub Result

Message
MSR: Unsubscription results for *{type} {key}* are: *{result}*

Description
The results of the unsubscription request.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

1699 – MSR Unsub Fail

Message
MSR: Unexpected unsubscription failure for *{type} {key}*, reason: *{msg}*

Description
An unsubscription was terminated for the specified unexpected reason.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

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

1711-BRAS Handle DRQ

Message
COPS-PR: Received {*msg type*} from {*gate id*}

Description
The specified message type was received from the specified gateway.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

No actions are required.

1801 – PCMM No PCEF

Message
PCMM:No PCEF available for SubId *{0}*

Description
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.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Recovery:

- If the problem persists, contact My Oracle Support.

1805 - PCMM No Connection PCEF

Message
PCMM: No connection to PCEF. Host name: *{host name}*

Description
PCMM has no connection to PCEF.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Recovery

- If the problem persists, contact My Oracle Support.

2198 – SMSR SMSC Switched to Primary

Message
SMPP: Switched back to primary SMSC *{ip address* | *host name}*.

Description
SMPP switched back to the primary SMSC located at the indicated IP address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMPP

Recovery

- If the problem persists, contact My Oracle Support.

2199 - SMSR SMSC Switched to Secondary

Message
SMPP: Lost connection to primary SMSC *{ip address* | *host name}*. Switched to secondary SMSC *{ip address* | *host name}*.

Description
SMPP lost the connection to the primary SMSC and switched to the secondary SMSC.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMPP

Recovery

- If the problem persists, contact My Oracle Support.

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.

2212 - Incrementing GPI Event ID

Message
MGPI: Incrementing GPI for gateid:*{gate id}*, amid:*{am id}*, subscriber:*{sub id}* to *{num}*

Description
The grant per interval for the specified gate, AMID, and subscriber has been increased to num.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MGPI

Recovery

- No actions required.

2213 – Decrementing GPI Event ID

Message
MGPI: Decrementing GPI for gateid:{gate id}, amid:{am id}, subscriber:{sub id} to {num}

Description
The grant per interval for the specified gate, AMID, and subscriber has been decreased to num.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MGPI

Recovery

- No action is required.

2300 – Time Period Changed

Message
TOD: Time period(s) changed from *{prev time}* to *{new time}*.

Description
The current time period has changed. (This may not affect any sessions.)

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Time-of-Day

Recovery

- No actions are required.

2301 – Transition Started

Message
TOD: Transition to time period(s) *{0}* started.

Description
A time period transition has started.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Time-of-Day

Recovery

- No actions are required.

2302 – Transition Aborted

Message
TOD: Transition to time period(s) *{new time}* was still in progress when time periods changed. Transition aborted.

Description
A time period transition was started before a previous transition was completed. The time transition was canceled.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Time-of-Day

Recovery

- No actions are required.

2303 – Transition Succeeded

Message
TOD: Transition to time period(s) *{new time}* successfully completed.

Description
A time period transition has finished and all affected sessions have been updated accordingly.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Time-of-Day

Recovery

- No actions are required.

2304 – Transition Failed

Message
TOD: Transition to time period(s) *{new time}* failed to complete normally.

Description
A time period transition was not completed due to a communication failure with the policy enforcement device.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Time-of-Day

Recovery

- No actions are required.

2305 – Transition Aborted On Demand

Message
TOD: Transition to time period(s) *{new time}* was aborted.

Description
An operator has manually canceled a time period transition.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Time-of-Day

Recovery

- No actions are required.

2306 – Tasks Scheduled On Demand

Message
TOD: Transition to time period(s) *{new time}* was invoked by the operator.

Description
A transition to a time period was invoked by the operator.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Time-of-Day

Recovery

- No actions are required.

2547 – SMS Delivery Date In Past

Message
SMS: Delivery date lies in past, *{delivery date calcuated}*.

Description
"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."

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery

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

2548 – SMS Send Global Billing Day

Message
SMS: Billing day not available for user: *{user id}*, considering global billing day *{global billing day}* for delivery date calculations.

Description
This trace log message is displayed when the billing date is configured as ‘0’ in the user profile.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery:

- Configure a valid billing date within the range of 1 to 31 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

Message
SMS: SMSR internal queue is full: *{queue name}*. Messages will be rejected until space becomes available.

Description
SMSR queue has reached capacity. Messages will be rejected until space becomes available.

Severity
Warning

Notification
Trace Log

Alarm
Yes - 72549

Trap
No

Server
MPE

Group
SMS

Recovery

- No actions are required.

2550 – SMS Not Enabled

Message
SMS: SMS Relay is not enabled to receive message. *{0}*

Description
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.

Severity
Info, Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery

- No action is required.

2551 – SMS Config Endpoint

Message
SMS: Configured SMS Relay endpoint: *{host name:port num/path_to_service}*

Description
Configured SMS Relay endpoint.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery

- No actions are required

2552 – SMS Send Success

Message
SMS: Sent to *{0}* using SMS Relay defined at *{1}*# Message:*{2}*

Description
Sent message using SMS Relay.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery

- No actions are required

2553 – SMS Billing Day Send Failure

Message
SMS: Unable to send SMS to *{user id}*. Invalid Delivery Day *{delivery date calculated}* configured.

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
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

Message
SMS: Sending SMS {*SMS content*} to user {*user id*} on Delivery Date {*Calculated delivery date* }

Description
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.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery

No action required.

2555 – SMS Send Error

Message
SMS: Error sending SMS to *{sub id}* using SMS Relay defined at *{ip address}*# Message:*{msg contents}*

Description
An error occurred when sending SMS using defined SMS Relay.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery

- No actions are required

2556 – SMS Send Failure

Message
SMS: Unable to send SMS to *{sub id}* using SMS Relay defined at *{ip address}*

Description
Unable to send SMS using defined SMS Relay.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery

- No actions are required

2557 – SMS Failure No MSISDN

Message
SMS: Unable to send SMS to *{sub id}*. User's MSISDN could not be found.

Description
Unable to send SMS because user's MSISDN not found.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMS

Recovery

- No actions are required.

2558 – SMS Connection Established To SMSC

Message
SMS: Connection established to SMSC *{ip address}*

Description
This trace log is triggered when a connection is established to the SMSC.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMPP

Recovery

- No actions are required.

2559 – SMSR SMSC Conn Closed

Message
SMS:Connection has been closed to SMSC *{ip address}*

Description
The connection to the SMSC is lost.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMPP

Recovery

- No actions are required.

2560 – Email Not Enabled Info | Warn

Message
SMTP: SMTP functionality is not enabled to send message. *{0}*

Description
SMTP functionality is not enabled to send message.

Severity
Info, Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMTP

Recovery

- If the problem persists, contact My Oracle Support.

2561 – Email Config Endpoint

Message
SMTP: Configured endpoint: *{ip address:port num/path/service name}*

Description
The SMTP endpoint was configured.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMTP

Recovery

- No action required.

2562 – Email Send Success

Message
SMTP:Sent to id: *{sub id}* using SMS Relay defined at *{ip address:port num/path/service}*# Subject:*{msg subj}*

Description
SMTP sent an email successfully to the specified subscriber using the indicated SMS Relay endpoint.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMTP

Recovery

- No action required.

2563 – Email Send Error

Message
SMTP: Error sending SMTP message to *{sub id}* using SMS Relay defined at *{ip address:port num/path/service name}*# Subject: *{msg subj}*# Message: *{msg contents}*

Description
An error occurred while sending an email to the specified subscriber using the indicated SMS Relay endpoint. The email subject and contents are detailed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMTP

Recovery

- If the problem persists, contact My Oracle Support.

2564 – Email Send Failure

Message
SMTP: Unable to send SMTP message to *{sub id}* using SMS Relay defined at *{ip address:port num/path/service name}*

Description
Unable to send email using the defined SMS Relay endpoint.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMTP

Recovery

- If the problem persists, contact My Oracle Support.

2565 – SMSR SMTP Conn Closed

Message
SMTP: Connection to MTA was closed.

Description
The connection to the MTA was lost.

Severity
Warning

Notification
Trace Log

Alarm
Yes – 72565

Trap
No

Server
MPE

Group
SMTP

Recovery

- No actions are required.

2566 – SMTP Connection Established | Warn

Message
SMTP: Connection established to **MTA** *{ip address}*

Description
A connection to the MTA was established.

Severity
Info, Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMTP

Recovery

- No actions are required.

2567 – SMTP Connection Error

Message
SMTP: Error attempting to establish a new connection to *{ip address}*. Error: *{error msg}*

Description
A connection to the specified MTA could not be established.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMTP

Recovery

- No actions are required.

2568 – HTTP Connection Established

Message
Policy Notification: Connection established to server *{URL}*

Description
A connection established from the SMSR to a configured destination.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
HTTP

Recovery

- No action required.

2569 – HTTP Connection Error | SMSR HTTP Conn Closed

Message
Policy Notification: Error attempting to establish a new connection to *{URL}*.

Policy Notification: Lost connection with destination *{iURL}*

Description
A connection between the SMSR and the configured destination was closed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
HTTP

Recovery

1. Check the network connectivity between SMSR and configured destination.
2. Check configured URL.

2570 – HTTP Queue Clear Size Reached

Message
Notification queue is at *{#}*% capacity

Description
Warning to indicate that notifications are backing up because of connection or latency problems.

Severity
Warning

Notification
Trace Log

Alarm
Yes, 72549

Trap
No

Server
MPE

Group
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

Message
Policy Notification: Error sending Notification to *{#}*

Message:*{#}*

Description
An error to indicate that the notification message was unable to be sent from the MPE to the SMSR.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
HTTP

Recovery

- If the problem persists, contact My Oracle Support.

2611 – MSR Receive Notification

Message
MSR: Received notification: *{msg}*

Description
The specified notification was received from the MSR about a subscriber profile change.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MSR

Recovery

- No actions are required.

2700 – Binding Created

Message
DRA: Binding Created for subscriber *{sub id}* with server identity *{device name}*

Description
A new **DRA** binding was created and an MRA device was selected for the subscriber's sessions.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery

- No actions are required.

2701 – Binding Released

Message
DRA: Binding Released for subscriber *{sub id}* with server identity *{device name}*

Description
A DRA binding was released between the named subscriber and MRA device because the subscriber’s last session was terminated.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery

- No actions are required.

2702 – Binding Found

Message
DRA: Binding Found for subscriber *{sub id}* with server identity *{device name}*

Description
An existing binding was found (and possibly updated) between the specified subscriber and MRA device.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery

- No actions are required.

2703 - Binding Not Found

Message
DRA: Binding NOT found for subscriber *{sub id}*

Description
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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery

- No actions are required.

2704 - Binding Release Task

Message
DRA: Binding Release Task *{STARTED* | *COMPLETED* | *ABORTED}* Total time : *{1}* *{2}*

Description
A binding release task has either started, completed, or aborted.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery

- No actions are required.

2705 – Duplicate Bindings

Message
DRA: Duplicate bindings have been detected for *{sub id list}* on *{device list}*

Description
Duplicate bindings have been found for the list of subscribers on the list of MRA devices.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery

- No actions are required.

2706 – Suspect Cleanup Start

Message
DRA: Binding cleanup task has been started

Description
Indicates that the cleanup task to look for stale sessions and suspect bindings has started or is currently running.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery

- No actions are required.

2707 – Suspect Cleanup Finished

Message
DRA: Binding cleanup task is finished and processed *{num}* stale bindings, *{num}* duplicate bindings, and *{num}* stale sessions

Description
Indicates that the cleanup task to look for stale sessions and suspect bindings has finished.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery:

- No actions are required.

2708 – DRA Cleanup Task Finished Iter

Message
DRA: Binding Finished iterating the database

Description
Indicates the cleanup task is now finished for its current cycle, and displays the number of stale bindings, duplicate bindings, and stale sessions detected.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
MRA

Recovery

- No actions are required.

2710 – RADIUS Cleanup | RADIUS Server Stop

Message
RADIUS: Clean up task finished. Cleaned up *{num}* sessions of *{1}* in *{time}* seconds.

RADIUS: Stopping communication for port *{port num}*

Description

Severity
Info, Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery:

- No actions are required

2711 – RADIUS Cleanup Failed

Message
RADIUS: Failed to cleanup session *{sess id}* from **BNG** *{ip address}*.

Description
RADIUS failed to cleanup session.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- No actions are required

2712 – RADIUS Cleanup Started

Message
RADIUS: Clean up task started at *{mm/dd/yy hh:mm AM* | *PM}*.

Description
The RADIUS cleanup task started at the specified day and time.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- No actions are required

2713 – RADIUS Rejected On TDF Failure | RADIUS Send Failure

Message
RADIUS: Rejecting request *{0}* as TDF *{1}* reported error or timed out.

RADIUS: Failed to send *{0}* / *{1}* [*{2}* / *{3}*] from *{4}* *{5}*

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- No actions are required

2720 – Mapping Cleanup Start

Message
DRA: Mapping cleanup task has been started

Description
The Mapping cleanup task has started.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
DRA

Recovery

- No actions are required

2721 – Mapping Cleanup Finished

Message
DRA: Mapping cleanup task is finished and processed *{num}* stale mappings

Description
The Mapping cleanup task is finished and processed the indicated number of stale mappings.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
DRA

Recovery

- No actions are required

2900 – ADMISSION Protocol Busy Event

Message
ADMISSION: System is in busy state : *{0}*

Description
The current system load is evaluated by an admission controller as exceeding admission criteria thresholds.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Load Admission

Recovery

- Typically, this condition returns to normal state. If it persists, contact My Oracle Support.

2901 – ADMISSION Protocol Clear Event

Message
ADMISSION: System is in normal state : *{0}*

Description
The current system load is below clearing admission criteria thresholds and stability timeout is exceeded.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Load Admission

Recovery

- No actions are required.

2902 – ADMISSION Component Busy Event

Message
ADMISSION: *{3}*: Resource *{res name}* : new condition *{1}* of the criteria *{threshold}*

Description
The load of the monitored resource is evaluated by an admission controller as exceeding the admission criteria threshold. This event carries only an informative value and can be disabled by the `ResourceStateLog` property.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Load Admission

Recovery

- Typically, this condition returns to normal state. If it persists, contact My Oracle Support.

2903 – ADMISSION Component Clear Event

Message
ADMISSION: *{3}*: Resource *{res name}* : new condition *{1}* of the criteria *{threshold}*

Description
The load of the monitored resource is below the clearing criteria threshold. This event carries only an informative value and can be disabled by the `ResourceStateLog` property.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE, MRA

Group
Load Admission

Recovery

- No actions are required.

2904 – Diameter Too Busy Set | Clear

Message
ADMISSION: *{0}* is in a *{1}* state

Description
Diameter/RADIUS protocol is in a busy state.

Severity
Warning

Error

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE, MRA

Group
Load Admission

Recovery

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

2905 – RADIUS Too Busy | Clear

Message
ADMISSION: {0} is in a {1} state

Description
Diameter/RADIUS protocol is in a normal state.

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE, MRA

Group
Load Admission

Recovery

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

3000 – Trace Log Rate Limit

Message
The trace log has throttled *{num}* messages in the past *{time}* seconds

Description
Messages are throttled when the message rate is above the configured rate of 10 per second (the default value).

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
N/A

Recovery

- No actions are required.

3100 – Cert Interval Days

Message
Certificate Interval less than or equal to zero. SubjectDN name "*{0}*". Days: *{1}*

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
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

Message
Certificate Interval less than or equal to zero. SubjectDN name "*{0}*".

Description
The certificate interval is less than or equal to zero.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
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

Message
Critical Action Alarm: *{0}*, of policy "*{name}*" with ID - *{sub id}*

Description
Arbitrary alarm whose cause (and resolution) depends on the policy definition.

Severity
Critical

Notice

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
Load Admission

Recovery

- Recovery is based on each individual case.

4001 – Policy Major Alarm | Clear

Message
Major Action Alarm: *{0}*, of policy "*{name}*" with ID - *{sub id}*

Description
Arbitrary alarm whose cause (and resolution) depends on the policy definition.

Severity
Error

Notice

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
Load Admission

Recovery

- Recovery is based on each individual case.

4002 – Policy Minor Alarm | Clear

Message
Minor Action Alarm: *{0}*, of policy "*{name}*" with ID - *{sub id}*

Description
Arbitrary alarm whose cause (and resolution) depends on the policy definition.

Severity
Warning

Notice

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
Load Admission

Recovery

- Recovery is based on each individual case.

4048 – PCMM Unknown GateID

Message
PCMM: Protocol error - unknown gate id. Gate Id: *{gate id}*

Description
A PCMM message was received with a Gate ID that does not correspond to any session in the MPE database.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- If the problem persists, contact My Oracle Support.

4063 – NAC Session Context Format Error

Message
CAC: Session context format error for session *{sess id}* - removing

Description
The MPE device encountered a session context format error for the specified session and removed the session.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- If the problem persists, contact My Oracle Support.

4069 – CAC Remove Fail

Message
CAC: Attempt to remove non-existent session ID *{0}* failed

Description
The VoD server attempted to release a session that no longer exists (or never existed).

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- If the problem persists, contact My Oracle Support.

4080 – NAC Session Lookup Fail

Message
CAC: Error locating session in CAC database: *{error msg}*

Description
There was a problem reading the session database.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- If problem persists, contact My Oracle Support.

4143 – CAC DB Write Fail

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

Recovery

- If problem persists, contact My Oracle Support.

4154 – NAC VOD Server Activate

Message
NAC: VOD Server Activate.

Description
The VoD server is now active.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- If problem persists, contact My Oracle Support.

4155 – NAC VOD Server Deactivate

Message
NAC:VOD Server Deactivate

Description
The VoD Server is now inactive.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- If problem persists, contact My Oracle Support.

4156 – PCMM Unknown

Message
PCMM: Protocol error - unknown. Gate Id: *{gate id}*; Error Code: *{code}*

Description
There was an internal error while releasing resources.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- If problem persists, contact My Oracle Support.

4157 – PCMM Protocol Error

Message
PCMM: Protocol error. Gate Id: *{gate id}*

Description
PCMM encountered a protocol error from the specified gate ID.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- If problem persists, contact My Oracle Support.

4208 – CAC Dupe Session Status

Message
CAC: *{0}* reserve of duplicate session *{1}* on *{2}* complete: status *{3}*, duration *{time}*ms

Description
A session with a duplicate ID was successfully reserved.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Recovery

- No action required.

4300 - RC Conn Lost

Message
Rc *{ip address}* Unreachable

Description
The CMP-to-MPE connection has failed.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
Load Admission

Recovery

- Policy execution INFO trace log

4301 - RC Conn Restore

Message
Rc *{ip address}* Reachable

Description
The CMP-to-MPE connection has been restored.

Severity
Info

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
CMP, DC

Group
Load Admission

Recovery

- Policy execution INFO trace log

4302 – RC Unreachable

Message
Rc *{ip address}* Unreachable - Operation: *{operation}*

Description
The CMP-to-MPE connection failed during the specified operation.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
Load Admission

Recovery

1. Policy execution INFO trace log.
2. If the problem persists, contact My Oracle Support.

4303 – RC Log Download Fail

Message
Can not download log file from Rc *{ip address}*

Description
Cannot download log file from Rc.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

4550 – Policy Info

Message
Policy Trace *{0}*: *{policy name}*

Description
Policy generated Info level Trace Log notification.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy execution INFO trace log

4551 – Policy Warn

Message
Policy Trace *{0}*: *{policy name}*

Description
Policy generated WARNING level Trace Log notification.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy execution WARN trace log

4552 – Policy Debug

Message
Policy Trace *{0}*: *{policy name}*

Description
Policy generated Debug level Trace Log notification.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy execution DEBUG trace log

4560 – Policy Trace Action Emergency

Message
Policy Action Trace: *{policy notification}*

Description
Policy Action generated Emergency Trace Log notification.

Severity
Emergency

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy generated trace log EMERGENCY action

4561 – Policy Trace Action Alert

Message
Policy Action Trace: *{policy notification}*

Description
Policy Action generated Alert Trace Log notification.

Severity
Alert

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy generated trace log ALERT action

4562 – Policy Trace Action Critical

Message
Policy Action Trace: *{policy notification}*

Description
Policy Action generated Critical Trace Log notification.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy generated trace log CRITICAL action

4563 – Policy Trace Action Error

Message
Policy Action Trace: *{policy notification}*

Description
Policy Action generated Error Trace Log notification.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy generated trace log ERROR action

4564 – Policy Trace Action Warning

Message
Policy Action Trace: *{policy notification}*

Description
Policy Action generated Warning Trace Log notification.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy generated trace log WARNING action

4565 – Policy Trace Action Notice

Message
Policy Action Trace: *{policy notification}*

Description
Policy Action generated Notice Trace Log notification.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy generated trace log NOTICE action

4566 – Policy Trace Action Info

Message
Policy Action Trace: *{policy notification}*

Description
Policy Action generated Info Trace Log notification.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy generated trace log INFO action

4567 – Policy Trace Action Debug

Message
Policy Action Trace: *{policy notification}*

Description
Policy Action generated Debug Trace Log notification.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Load Admission

Recovery

- Policy generated trace log DEBUG action

4600 – Secondary Connection Rejected

Message
A Secondary connection from *{ip address}* has been rejected because a Primary connection is already established.

Description
A Secondary connection has been rejected due to a Primary connection already existing from the same Diameter identity. This could indicate a split brain situation at the remote identity.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE, MRA

Group
Georedundancy

Recovery

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

4601 – Secondary Connection Reverted

Message
A Secondary connection from *{ip address}* has been disconnected because a Primary connection has been established.

Description
A connection has reverted from a Secondary connection to a Primary connection. While this could happen normally during a remote failover, it could also indicate a potential split brain situation at the remote cluster.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE, MRA

Group
Georedundancy

Recovery

1. Fix network problems and restore connectivity.

2. Place one of the Active servers in the cluster into Forced Standby mode.
3. If alarm persists, contact My Oracle Support.

4610 – SH Connection OPT

Message
{0} # {1}

Description
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).

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
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

Message
Upgrade Manager: execute command *{cmd} {msg}*

Description
Upgrade Manager executes command on remote server and gets the return message, then generates the Info Trace Log notification.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
Upgrade

Recovery

- No action required.

4701 – Diam Msg Send Failed

Message
Diameter: Unable to send msg as peer seems to be disconnected: *{peer id}*

Description
Diameter unable to send message because peer node seems to be disconnected.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
Upgrade

Recovery

- No action required.

6000 – Sync Log | Wireline Subact Log

Message
{log}

Description
The log describes the subscriber account information which can be associated to the VoD reserve, release, etc.

Severity
Emergency

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MPE

Recovery

- If the problem persists, contact My Oracle Support.

6001 – Subact Log | Wireline Sync Log

Message
{0}

{1}

{log}

Description
The log describes the synchronized information of the synchronization sessions.

Severity
Emergency

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
MPE

Recovery

- If the problem persists, contact My Oracle Support.

6102 – State Sync Mgr Endpoint

Message
Gx-Plus: Learnt new endpoint *{ip address}*, *{sess id}* from gateway *{gw ip address}*

Description
The PCRF has learned a new subscriber endpoint with the specified session ID from the gateway. The *gw ip address* 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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1756

Recovery

- If the problem persists, contact My Oracle Support.

6103 – VOD Terminate CAC Session

Message
VOD: Terminate CAC Session. Server Type: *{0}*; Ip: *{ip address}*; Id: *{id}*

Description
This is an internal configuration error.

> **Note:**
>
> Supersedes event 4068.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4201

Recovery

- If the problem persists, contact My Oracle Support.

6105 – PCMM XML Syntax Error

Message
Incorrect XML syntax in PCMM services file *{error msg}*#*{file name}*

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.

6200 – NAC Abnormal Session Delete

Message
NAC: Abnormal delete of session. *{sess id}*, Reason Code: *{code}*, Text: *{msg}*.

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.

6201 – NAC Normal Session Delete

Message
NAC: Normal delete of session. *{sess detail}*.

Description
The session is deleted normally. The *sess detail* includes the Subscriber ID, the format of which changes depending on whether the subscriber has a dynamic or static IP address (static IP subscribers do not have the @BRAS on their ID). An element-level stat in the MPE 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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
NAC

Deprecated ID
1315

Recovery

- No action required.

6202 – NAC Allow Session

Message
NAC: Allowed session. *{sess detail}*.

Description
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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
NAC

Deprecated ID
1316

Recovery

- No action required.

6203 – NAC Reject No Path

Message
NAC: Rejecting *{msg type}* - no path available from *{sub ip address}* to *{server ip address}*

Description
A request was received but there was no provisioned path that could be used to satisfy the endpoints in the request.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
NAC

Deprecated ID
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

Message
NAC: Rejecting *{msg type}* - subscriber with address *{sub ip address}* is unknown (session ID *{vod id}*)

Description
A subscriber without an associated account requested a VoD session. The session request was denied.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
NAC

Deprecated ID
1321

Recovery

1. Check to make sure that there is an account for the specified subscriber in the OSS.
2. Make sure that the name 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

Message
NAC: Allowing *{msg type}* - subscriber with unknown address *{sub ip address}* (session ID *{vod id}*)

Description
A subscriber without an associated account requested a VoD session. The session request was allowed.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
NAC

Deprecated ID
1322

Recovery

- If the problem persists, contact My Oracle Support.

6206 – NAC Missing Sub Account

Message
NAC: No account information for subscriber *{sub ip address* (session ID *{vod id}*)

Description
A subscriber with dynamic IP address and without an associated account requested a VoD session. The session request was denied.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
NAC

Deprecated ID
1323

Recovery

- If the problem persists, contact My Oracle Support.

6207 – NAC Unknown Sub

Message
NAC: Subscriber with address *{sub ip address}* is unknown (session ID *{vod id}*)

Description
A subscriber with an unknown IP address requested a VoD session. The subscriber does not have a static IP address assigned to it, and the subscriber's associated BRAS has not notified the MPE that it has attached to the network.

> **Note:**
>
> If event 1324 is generated, either event 1321 or 1322 is also generated.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
NAC

Deprecated ID
1324

Recovery

- If the problem persists, contact My Oracle Support.

6208 – NAC Policy Reject

Message
NAC: Rejecting *{msg type}* - Rejected by policy "*{name}*"

Description
The specified message was rejected by the specified policy rule.

> **Note:**
>
> 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.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
NAC

Deprecated ID
1350

Recovery

1. Check the policy rule and the contents of the message to make sure it is operating as expected.
2. It may be helpful to increase the logging level of the policy log and then repeat this request to examine the details of the policy execution.

6209 – NAC Static Dynamic Defn

Message
NAC: Both static and dynamic definitions for subscriber IP address *{sub ip address}*, using *{dynamic}* definition

Description
In making a video request, a subscriber added a static IP address to an account, but the BRAS to which the subscriber is connected also assigned it a dynamic IP address.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
NAC

Deprecated ID
1351

Recovery

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

6210 – NAC Reject No Endpoint

Message
NAC: Could not find BRAS endpoint *{endpoint}* in path *{path}* - rejecting

Description
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.)

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
NAC

Deprecated ID:
1352

Recovery

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

6211 – IP Already Static

Message
COPS-PR: Declared an IP address (*{ip address}*) already defined as static in account *{account id}*

Description
A subscriber attached to the network with a static IP address but the BRAS to which the subscriber is connected also assigned a dynamic IP address.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
BRAS

Deprecated ID
1370

Recovery

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

6400 – BRAS Extension

Message
BRAS: Extension - Remote Address: *{ip address}*; old size: *{x}*; new size: *{y}*

Description
The transmit buffer has extended from *x* to *y*. The *ip address* refers to the remote ERX's IP address learned from the COPS socket connection.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
BRAS

Deprecated ID
1740

Recovery

- If the problem persists, contact My Oracle Support.

6401 – BRAS Contraction

Message
BRAS: Contraction - Remote Address: *{ip address}*; old size: *{x}*; new size: *{y}*

Description
The transmit buffer has decreased from *x* to *y*. The *ip address* refers to the ERX's IP address learned from COPS socket connection.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
BRAS

Deprecated ID
1741

Recovery

- If the problem persists, contact My Oracle Support.

6402 – BRAS Overflow

Message
BRAS: Overflow. Remote address: *{ip address}*; needed: *{x}*; remaining: *{y}*

Description
The transmit buffer size for the remote endpoint at IP address needed *x* bytes but only had *y* bytes available.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
BRAS

Deprecated ID
1742

Recovery

- If the problem persists, contact My Oracle Support.

6403 – COPS Connection Accepted

Message
COPS-PR: Connection accepted from gateway IP:*{ip address}*, port:*{port num}*

Description
A new COPS-PR connection was accepted from the specified gateway. The *ip-address* refers to the remote ERX's IP address learned from the COPS socket connection, and *port num* refers to the port number.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1701

Recovery

- If the problem persists, contact My Oracle Support.

6404 – BRAS Connection Closed | Clear

Message
COPS-PR: Lost connection with gateway *{gw id}*

Description
The MPE device lost a connection from the gateway. The *gw id* refers to the remote ERX's IP address learned from the COPS socket connection.

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1702

Recovery

1. Check availability of the gateway.
2. If the gateway has not failed, make sure the path from the gateway to the MPE is operational.

6405 – COPS Unknown Gateway | Clear

Message
COPS-PR: Rejecting OPN message from *{ip address}*. Unknown gateway

Description
An unknown gateway is trying to establish a COPS-PR connection to the MPE device. The *ip address* refers to the remote ERX's IP address learned from the COPS socket connection, if it's retrieved. Otherwise, "unknown address" is returned.

Severity
Error

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1703

Recovery

1. Check the configuration of the network elements in the CMP 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

Message
COPS-PR: BRAS IP:*{ip address}*, port:*{num}* no longer associated with this MPE. Closing connection

Description
BRAS is no longer connected with this MPE device and the connection is being closed.

Severity
Info

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1704

Recovery

- If the problem persists, contact My Oracle Support.

6407 – BRAS Handle OPN

Message
COPS-PR: Received *{msg type}* from *{gw id}*

Description
The specified message type was received from the specified gateway. The *gw id* refers to the remote ERX's IP address learned from the COPS socket connection.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1711

Recovery

- No action required.

6408 – BRAS Send Dec Debug

Message
BRAS: Send DEC. DEC: *{msg type}*; Remote address: *{gw id}*

Description
The specified message type was sent to the specified gateway. The *gw id* refers the ERX's IP address learned from COPS socket connection.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1712

Recovery

- If the problem persists, contact My Oracle Support.

6409 – BRAS Send SSQ

Message
BRAS: Send SSQ. Remote address: *{gw ip}*

Description
The MPE is starting full state synchronization with the specified gateway.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1713

Recovery

- If the problem persists, contact My Oracle Support.

6410 – BRAS State Sync Complete

Message
BRAS: State sync complete. Remote address: *{gw ip}*

Description
The MPE synchronization with the specified gateway has completed

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1714

Recovery

- If the problem persists, contact My Oracle Support.

6411 – BRAS Endpoint

Message
BRAS: Endpoint - Ip Addr: *{ip address}*; Sub Id: *{sub id}*; Router Addr: *{ip address}*

Description
The MPE has learned a new endpoint from the specified gateway.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1715

Recovery

- If the problem persists, contact My Oracle Support.

6412 – BRAS Handle DRQ Msg

Message
BRAS: DRQ Message - Sub Ip Addr: *{sub ip address}*; Sub Id: *{sub id}*; Router Addr: *{gw ip}*

Description
The MPE device deleted the endpoint *sub ip addresss*, *sub-id* after the ERX device at *gw ip* sent a DRQ message.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1716

Recovery

- No action required.

6413 – NAC Stale BRAS Endpoint

Message
NAC: Stale BRAS Endpoint. Ip: *{ip address}*; Sub Id: *{sub id}*; BRAS Addr: *{gw ip}*

Description
The MPE device deleted an endpoint *ip address*, *sub id* as stale.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1717

Recovery

- No action required.

6414 – BRAS Send DEC

Message
COPS-PR: Send DEC. Gw name: *{gw ip}*; Local addr: *{mpe ip}*

Description
The ERX *gw ip* requests fast synchronization with Policy Server *mpe ip*.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1722

Recovery

- No action required.

6415 – Update Session

Message
Handling update. Session Id: *{sess id}*; Subscriber Id: *{sub id}* Router Address: *{gw ip}*

Description
The MPE device received a credit control request for an initial request (CCR-I) with session ID *sess id* and subscriber *sub id* from the gateway *gw ip*. The *gw ip* 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.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1750

Recovery

- If the problem persists, contact My Oracle Support.

6416 – Handle Delete

Message
Handling delete. Session Id: *{sess id}*; Router Address: *{gw ip}*

Description
The gateway *gw ip* 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 *gw ip* 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.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1751

Recovery

- No action required.

6417 – Handle Ack

Message
Handling ack. Endpoint Ip: *{ip address}*; Gx Subscriber Id: *{sub id}*; Router Address: *{gw ip}*

Description
The PCRF has learned of a new subscriber endpoint with *ip address* and subscriber *sub id* from the gateway *gw ip*.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1756

Recovery

- If the problem persists, contact My Oracle Support.

6418 – State Sync Mgr Sync Start

Message
Gx-Plus: Start state synchronization with gateway *{gw ip}*

Description
The gateway *gw ip* starts a state synchronization with the MPE device. The *gw ip* refers to the GX-MX's Host Name/IP Address configured in the GUI Network Elements tab, if it's set. Otherwise, it's empty.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1763

Recovery

- If the problem persists, contact My Oracle Support.

6419 – State Sync Mgr Gateway

Message
Gx-Plus: State synchronization with gateway *{gw ip}* has completed

Description
This event signals the completion of state synchronization between the gateway *gw ip* and the MPE device. The *gw ip* 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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1764

Recovery

- If the problem persists, contact My Oracle Support.

6420 – State Sync Mgr Cold Reboot

Message
Gx-Plus: Drop all the bras endpoints and diameter sessions because of cold reboot from gateway *{gw ip}*

Description
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 *gw ip*. The *gw ip* refers to the GX-MX's Host Name/IP Address configured in the GUI Network Elements tab, if it's set. Otherwise, it's empty.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1765

Recovery

- If the problem persists, contact My Oracle Support.

6421 – Handle Delete Subscriber

Message
Handling delete. Endpoint Ip: *{ip address}*; Gx Subscriber Id: *{sub id}*; Router Address: *{gw ip}*

Description
This event is generated when an endpoint is deleted from the MPE database upon successfully processing a CCR-T message from the gateway *gw ip*. The *gw ip* 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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1766

Recovery

- No action required.

6422 – State Sync Mgr Delete Stale

Message
Gx-Plus: Deleting stale entry for IP *{ip address}*,*{1}* from gateway *{gw ip}*

Description
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 *gw ip*, which was not reported by the gateway in the JSDA messages. This removes stale entries from the MPE databases. The *gw ip* refers to the GX-MX's IP address the from the session logon.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1767

Recovery

- No action required.

6423 – State Sync Mgr Warn Reboot

Message
Gx-Plus: Received warm reboot message from gateway *{gw ip}*

Description
When the gateway is warm-booted, the gateway *gw ip* sends a JSER to indicate a warm boot event. The *gw ip* refers to the Gx-MX's Host Name/IP Address configured in the GUI Network Elements tab, if it's set. Otherwise it's empty

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1768

Recovery

- If the problem persists, contact My Oracle Support.

6424 – State Sync Mgr AYT

Message
Gx-Plus: Received AYT message from gateway *{gw ip}*

Description
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 *gw ip* refers to the GX-MX's Host Name / IP Address configured in the Network Elements tab, if it is set. Otherwise, it is empty.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID
1769

Recovery

- If the problem persists, contact My Oracle Support.

6425 – State Sync Mgr AWD

Message
Gx-Plus: Received AWD message from gateway *{gw ip}*

Description
This is the application watchdog event generated by the gateway *gw ip* for the state synchronization application. The *gw ip* refers to the GX-MX's Host Name/IP Address configured in the GUI Network Elements tab if it's set. Otherwise, it's empty.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Gx-Plus

Deprecated ID:
1770

Recovery

- No action required.

6426 – BRAS Drop

Message
COPS-PR: Dropping *{msg type}* from *{gw ip}* - *{reason}*

Description
There was a protocol error while processing the specified COPS-PR message from the specified gateway. The *teason* provides a more detailed description of the specific protocol error that occurred.

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
COPS-PR

Deprecated ID
1721

Recovery

- If the problem persists, contact My Oracle Support.

6427 – BRAS Scrubber Logout

Message
BRAS: Scrubber logout - Ip Addr: *{sub ip address}*; Sub Id: *{sub id}*; Router Addr: *{ip address}*

Description
BRAS Scrubber Logout.

Severity
Info

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE

Group
COPS-PR

Recovery

- If the problem persists, contact My Oracle Support.

7001 – CAC Session Create Error

Message
CAC: Exception while recreating Tandberg session.

Description
An exception occurred in a VoD server.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4003

Recovery

- If the problem persists, contact My Oracle Support.

7002 – CAC Sync Session Recreate

Message
CAC: Recreating Tandberg session *{sess id}* due to sync operation with *{url}*.

Description
Session is being recreated because of synchronization operation with *url*.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4004

Recovery

- If the problem persists, contact My Oracle Support.

7003 – CAC Session Recreate Fail

Message
CAC: Failed to recreate Tandberg session *{sd}* due to sync with *{url}*: code = *{code}*, desc = *{description}*

Description
Failed to recreate Tandberg session *sess id* due to synchronization with *url*.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4005

Recovery

- If the problem persists, contact My Oracle Support.

7010 – CAC Session ID List Read Error

Message
CAC: Exception while reading local session ID list.

Description
This is an internal configuration error.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4065

Recovery

- If the problem persists, contact My Oracle Support.

7011 – CAC Session Create Fail

Message
CAC: Failed to create CAC session ID *{sess id}*

Description
Could not create CAC Session ID.

> **Note:**
>
> Superseded by event 4200.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4066

Recovery

- If the problem persists, contact My Oracle Support.

7013 – CAC Sync Error2

Message
CAC: Exception while sync operation terminated CAC session ID *{sess id}*.

Description
This is an internal configuration error.

> **Note:**
>
> Superseded by event 4201.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4068

Recovery

- If the problem persists, contact My Oracle Support.

7014 – CAC Remove Session Failed

Message
CAC: Attempt to remove non-existent session ID *{sess id}* failed

Description
The VoD server attempted to release a session that no longer exists (or never existed).

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4069

Recovery

- If problem persists, contact My Oracle Support.

7015 – CAC Resource Release Fail

Message
CAC: Failed to release resources for session ID *{sess id}*

Description
A gate could not be set from a rejected reserve request.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4070

Recovery

- If problem persists, contact My Oracle Support.

7019 – CAC Session Create

Message
CAC: Created CAC session ID *{sess id}* due to request from VoD server at *{ip address}*

Description
The session ID was created successfully.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4096

Recovery

- No action required.

7023 – NAC VOD Server Sync

Message
NAC: VOD Server Synchronization.

Description
The VOD server is synchronized.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4110

Recovery

- No action required.

7025 – NAC Handle Error

Message
NAC: Handle Error. Code: *{code}*; Subcode: *{subcode}*

Description
The MPE device received a VoD request, but the subscriber IP address cannot be found in the COPS-PR table

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4113

Recovery

- Check your network configuration.

7027 – NAC Send Error Reply

Message
NAC: Send error reply. Session. *{sess id}*.

Description
This is an internal configuration error.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4115

Recovery

- If the problem persists, contact My Oracle Support.

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.

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.

7034 – CAC Session Remove Sync Mismatch

Message
CAC: Locally removing session *{sess id}* due to synchronization mismatch with *{Seachange* | *Tandberg}* server at *{ip address}*

Description
The CAC AM has a session that is not on the VoD server. As a result, the session is removed and all associated resources are released.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4172

Recovery

- No action required.

7035 – CAC Session Remove Sync Timeout

Message
CAC: Locally removing session *{sess id}* due to synchronization timeout with *{Seachange* | *Tandberg}* server at *{ip address}*

Description
Specified session removed due to a synchronization timeout with server with the given IP address.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4173

Recovery

- No action required.

7036 – CAC Sync Mismatch Session Removal

Message
CAC: Requesting removal of session *{sess id}* from *{Seachange* | *Tandberg}* server at *{ip address}* due to synchronization mismatch

Description
Requesting removal of the specified session due to a synchronization mismatch with server with the given IP address.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4175

Recovery

- No action required.

7038 – NAC VOD Synchronizer Activate

Message
CAC: This blade is now active

Description
This server is active.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4154

Recovery

- No action required.

7039 – NAC VOD Synchronizer Deactivate

Message
CAC: This blade is now inactive. Canceling any synchronization in progress.

Description
Indicates the primary server has failed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4155

Recovery

1. Failover to secondary server.
2. It is recommended to contact #unique_494 if further assistance is needed.

7047 – CAC Sync Start

Message
CAC: Starting synchronization with *{ip address}*

Description
Synchronization is started between the MPE device and a VoD server.

> **Note:**
>
> Superseded by event 4205.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4164

Recovery

- No action required.

7048 – CAC Sync End

Message
CAC: Synchronization with *{0}* complete. Status = *{True* | *False}*

Description
Synchronization is complete. If Status is True, the synchronization completed successfully. If Status is False, the synchronization was aborted after 20 minutes of retries.

> **Note:**
>
> Superseded by event 4206.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4165

Recovery

- If synchronization continues to fail, contact My Oracle Support.

7052 – CAC Resource Reserve Fail

Message
CAC: Failed to reserve resources for *{sess id}*

Description
The request for resources for the session were denied.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4169

Recovery

- If problem persists, contact My Oracle Support.

7054 – CAC Dupe Session

Message
CAC: Rejecting create of session ID *{sess id}* from server at *{ip address}*: duplicate session

Description
The creation of the specified session ID was rejected because of a duplicate session.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4177

Recovery

- If the problem persists, contact My Oracle Support.

7055 – CAC Session Missing

Message
CAC: Tandberg session ID *{sess id}* missing in session list on Tandberg server. Issuing specific query to *{ip address}*

Description
Tandberg session ID missing in session list on Tandberg server. Issuing specific query to *url*.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4178

Recovery

- No action required.

7056 – CAC Session Missing Remove

Message
CAC: Tandberg Session ID *{sess id}* still missing on Tandberg server at *{ip address}* - scheduling removal

Description
Tandberg session ID *id* still missing in session list on Tandberg server at *url* – scheduling removal.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4179

Recovery

- No action required.

7057 – CAC Keep Alive Request

Message
CAC: Keepalive status request from Tandberg server at *{ip address}*

Description
Keep alive status request from Tandberg server at the specified IP address.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4180

Recovery

- No action required.

7058 – CAC Session List Status

Message
CAC: Session list status request from *{Seachange* | *Tandberg}* server at *{ip address}*

Description
Session list status request from indicated server at *ip-address*.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4181

Recovery

- No action required.

7059 – CAC Session Detail Status

Message
CAC: Session detail status request from Tandberg server at *{ip address}* for session ID *{sess id}*

Description
Session detail status request from Tandberg server at the specified IP address for the session ID.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4182

Recovery

- No action required.

7060 – CAC Version Status Report

Message
CAC: Version status request from Tandberg server at *{ip address}*

Description
Version status request from Tandberg server at the specified IP address.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4183

Recovery

- No action required.

7061 – CAC Reserve Session Status

Message
CAC: *{Seachange* | *Tandberg}* reserve of session *{sess id}* on *{ip address}* complete: status *{status}*, duration *{time}*ms

Description
A session was successfully reserved.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4184

Recovery

- No action required.

7062 – CAC Session Release Status

Message
CAC: *{Seachange* | *Tandberg}* release of session *{sess id}* complete: status *{status}*, duration *{time}*ms

Description
A session was successfully released.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4185

Recovery

- No action required.

7063 – CAC Keep Alive No Response

Message
CAC: No keepalive response from Tandberg server at *{ip address}*

Description
No keepalive response from Tandberg server at the specified IP address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4188

Recovery

- If the problem persists, contact My Oracle Support.

7064 – CAC Session Release Error

Message
CAC: Exception while releasing session *{sess id}* from Tandberg server

Description
Exception occurred while releasing the specified session id from Tandberg server.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4189

Recovery

- No action required.

7065 – CAC Session Release

Message
CAC: Tandberg server requesting release of session ID *{sess id}*: Code = *{code}*, Text = *{description}*

Description
Tandberg server requesting release of session ID with indicated code and description.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4190

Recovery

- No action required.

7066 – CAC Version Status

Message
CAC: No version status response from Tandberg server at *{ip address}*

Description
No version status response from Tandberg server

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4191

Recovery

- If the problem persists, contact My Oracle Support.

7067 – CAC Version Report

Message
CAC: Version report from Tandberg server at *{ip address}*: software: *{sw ver}*, interface: *{int ver}*

Description
Software and interface version report from Tandberg server at the specified IP address.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4192

Recovery

- No action required.

7068 – CAC Invalid Version Report

Message
CAC: Invalid version report from Tandberg server at *{ip address}*

Description
Invalid version report from Tandberg server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4193

Recovery

- If the problem persists, contact My Oracle Support.

7069 – CAC Keep Alive Send

Message
CAC: Sending keepalive request to Tandberg server at *{ip address}*

Description
Sending keepalive request to Tandberg server.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4194

Recovery

- No action required.

7070 – CAC Keep Alive Response

Message
CAC: Received keepalive response from Tandberg server at *{ip address}*, code = *{code}*, text = *{description}*, duration *{time}*ms

Description
Received a keepalive response from a Tandberg server with a status of *code* and a status *description*.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4195

Recovery

- No action required.

7071 – CAC Sync Mismatch

Message
CAC: Sync mismatch with *{Seachange* | *Tandberg}* server at *{ip address}*: VoD server has *{num}* sessions missing on MPE

Description
Synchronization mismatch with indicated server at *ip-address*: VoD server has *num* sessions missing on MPE device.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
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.

7075 – CAC Session Create VOD Fail

Message
CAC: Failed to create CAC session ID *{sess id}* from VoD Server at *{server ip}* for subscriber IP *{sub ip}*: *{status}*

Description
Could not create CAC session ID.

> **Note:**
>
> Supersedes event 4066.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4200

Recovery

- If the problem persists, contact My Oracle Support.

7076 – CAC Sync Error

Message
CAC: Exception while *{Seachange* | *Tandberg}* sync operation with *{ip address}* terminated CAC session ID *{sess id}*

Description
This is an internal configuration error.

> **Note:**
>
> Supersedes event 4068.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4201

Recovery

- If the problem persists, contact My Oracle Support.

7078 – CAC Session List Error

Message
CAC: Error requesting session list from *{Seachange* | *Tandberg}* server at *{ip address}*

Description
This is an internal configuration error.

> **Note:**
>
> Supersedes event 4159.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4203

Recovery

- If the problem persists, contact My Oracle Support.

7079 – VOD Sync Now

Message
CAC: Forcing synchronization with *{Seachange* | *Tandberg}* server at *{ip address}*

VOD: Sync Now. Type: *{Seachange* | *Tandberg}* URL: *{ip address}*

Description
A manual synchronization has been initiated by a user using the CMP server.

> **Note:**
>
> Supersedes event 4163.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4204

Recovery

- No action required.

7080 – CAC Sync Start Server

Message
CAC: Starting synchronization with *{Seachange* | *Tandberg}* server at *{ip address}*

Description
Synchronization has started between the MPE device and a VoD server.

> **Note:**
>
> Supersedes event 4164.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4205

Recovery

- No action required.

7081 – CAC Sync Status

Message
CAC: Synchronization with *{Seachange* | *Tandberg}* server at *{ip address}* complete. Status = *{True* | *False}*

Description
Synchronization is complete. If Status is True, the synchronization completed successfully. If Status is False, the synchronization is aborted after 20 minutes of retries.

> **Note:**
>
> Supersedes event 4165.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4206

Recovery

- If synchronization continues to fail, contact My Oracle Support.

7082 – CAC Max Sync Fail

Message
CAC: Max sync failures with *{Seachange* | *Tandberg}* server at *{ip address}*: removing *{num}* session *{3}*

Description
Synchronization timed out; *num* sessions were removed from the indicated server at the indicated IP address.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4207

Recovery

- No action required.

7083 – CAC 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.

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.

7085 - CAC Sync Session

Message
CAC: Sync with *{Seachange* | *Tandberg}* server at *{ip address}*: MPE has *{num}* session {3}

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

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
CAC

Deprecated ID
4210

Recovery

- If the problem persists, contact My Oracle Support.

8001 – BoD Initial Event Log

Message
Inited EventLog

Description
Initial event log.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8020 – BoD Missing Params HTTP

Message
Invalid HTTP request: missing required arg(s): *{arguments}*

Description
Invalid HTTP request: missing required arguments.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8021 – BoD Failure HTTP

Message
HTTP request failed: *{0}#{1}*

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8022 – BoD Unknown SVC Name HTTP

Message
Invalid HTTP request: unknown SERVICENAME: *{svc name}*

Description
Invalid HTTP request: unknown service name.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8023 – BoD Expected Params HTTP

Message
Invalid HTTP request: expected parameters for SERVICENAME *{svc name}*: *{params}*

Description
Invalid HTTP request: expected parameters for service name.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8024 - BoD Classifier Already Active HTTP

Message
Classifier already active for *{sub ip}* - request ignored.

Description
Classifier already active for *subscriber's IP* - request ignored.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8025 - BoD Classifier Not Active HTTP

Message
Classifier not active for *{sub ip}*; - request ignored.

Description
Classifier not active for: *subscriber's IP address* - request ignored.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8050 - BoD Success HTTP

Message
HTTP request success: *{0}*

Description
HTTP request success: *{0}*.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8070 – BoD Failure SOAP

Message
SOAP request failure: *{cmts ip}*

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Deprecated ID
70

Recovery

- If the problem persists, contact My Oracle Support.

8080 - BoD Success SOAP

Message
SOAP request success: *{ip address}*

Description
SOAP request success.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8100 - BoD Establish Connection PS

Message
Established policy server connection to *{ip address}*

Description
Established connection to *server ip address*.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8102 – BOD Retry Connection PS

Message
Retry reconnect to policy server *{ip address}*; retry attempt *{num}*

Description
Attempt is made to reconnect to policy server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

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.

8105 - BoD Disconnect Connection Failure PS

Message
Disconnection failure from policy server *{ip address}*

Description
Disconnection failure from policy server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8106 - BoD Establish Connection Failure PS

Message
Could not establish policy server connection to *{ip address}*

Description
Could not establish a policy server connection.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8200 - BoD Change Event Log Level

Message
BoD Event log level changed to: *{new level}*

Description
Change trace log level. Available levels are:

- Emergency
- Alert
- Critical
- Error
- Warning
- Notice
- Info - default
- Debug

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8250 – BoD Start Session Cleanup Task

Message
BoD session cleanup task starts.

Description
BoD session cleanup task starts.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8251 – BoD Complete Session Cleanup Task

Message
BoD has completed session cleanup task. *{num}* stale sessions have been deleted. It is recommended you perform a database backup before the next auto-delete occurs.

Description
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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8252 – BoD Database Backup Failed

Message
BoD Database backup failed. The reason is : *{reason}*

Description
BoD database backup failed for the indicated reason.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8253 – BoD Start Database Backup

Message
BoD Database backup started.

Description
BoD database backup started.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8254 – BoD Finish Database Backup

Message
BoD Database backup finished.

Description
BoD database backup finished.

Severity
Info

Notification
Trace Log

Alarm
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 *{msg type}* to *{cmts ip}* *{msg contents}*

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 My Oracle Support.

8301 – BoD Receive Message | Debug | Warning

Message
Received *{msg type}* from *{ip address} {msg contents}*

Description
The specified message type was received from the specified CMTS (or downstream policy server).

Severity
Info, Debug, Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8302 – BoD Request Timeout

Message
{req} request to *{ip address}* 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
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8310 – BoD PCMM Incorrect Service XML Syntax

Message
Incorrect XML syntax in PCMM services file *{file name}*#*{error msg}*

Description
Incorrect XML syntax in PCMM services file.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8311 – BoD PCMM Miss Required Fields

Message
Missing required fields for services *{service name}*#Details:#*{details}*

Description
Missing fields required for services.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8312 – BoD Diameter Incorrect Service XML Syntax

Message
Incorrect XML syntax in Diameter services file *{file name}*#*{details}*

Description
Incorrect XML syntax in Diameter services file.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8313 – BoD Duplicate Service

Message
Services or service indexes already exists#Details:#*{details}*

Description
Services or service indexes already exist.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8314 – BoD Service Multiple Used

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

Description
Same services or service indexes used multiple times.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8315 – BoD Active Session Existed

Message
Active session exists for service(s): *{service name}*

Description
Active session exists for the specified service.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8320 – BoD PCMM Create Session Failed

Message
PCMM error encountered for creating session with duration = *{time}*, this is a recoverable error, scheduling a retry for gate set, sessionId = *{sess id}*, retry attempt *{num}*.

Description
BoD PCMM failed to create a session. A retry is scheduled.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8321 – BoD PCMM Delete Session Failed

Message
PCMM error encountered for deleting session, scheduling a retry for gate deletion, sessionId = *{sess id}*, retry attempt *{num}*.

Description
BoD PCMM encountered an error when deleting the session. A retry is scheduled.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8400 – BoD MAC Translation Failed Due to Session ID Connection Failed

Message
MAC Translation failed due to connection failure for session ID *{sess id}*: 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
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8401 – BoD MAC Translation Succeeded

Message
MAC Translation succeeded for session ID *{sess id}* on retry attempt *{num}*. MAC address: *{mac address}*. Translated IP address: *{ip address}*.

Description
BoD succeeded in translating the MAC address for the session ID.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8402 – BoD MAC Translation Failed Due To No IP Address For Session ID

Message
MAC Translation failed due to no IP Address returned for session ID *{sess id}*: MAC address: *{mac address} {2}*.

Description
MAC Translation failed due to no IP Address returned for session ID.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8403 – BoD MAC Translation Failed Due To Response Failed For Session ID

Message
MAC Translation failed due to response parse failure for session ID *{sess id}*: MAC address: *{mac address} {2}*.

Description
MAC Translation failed due to response parse failure for session ID.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8404 – BoD MAC Translation Failed Due To Incorrect MAC Translation URL for Session ID

Message
MAC Translation failed due to incorrect MAC Translation URL for session ID *{sess id}*: MAC Translation URL: *{mac trans ip} {2}*.

Description
MAC Translation failed due to incorrect MAC Translation URL for session ID.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8405 – BoD MAC Translation Failed Due To MAC Address Connection Failure

Message
MAC Translation failed due to connection failure for MAC address: *{mac address}*.

Description
MAC Translation failed due to connection failure for specified MAC address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8406 – BoD MAC Translation Failed Due To No IP Address For MAC Address

Message
MAC Translation failed due to no IP Address returned for MAC address: *{mac address}*.

Description
MAC Translation failed due to no IP address for specified MAC address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8407 – BoD MAC Translation Failed Due To Response Failed For MAC Address

Message
MAC Translation failed due to response parse failure for MAC address: *{mac address}*.

Description
MAC Translation failed due to parse failure for MAC address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8408 – BoD MAC Translation Failed Due To Incorrect MAC Translation URL For MAC Address

Message
MAC Translation failed due to incorrect MAC Translation URL for MAC Translation URL: *{mac address}*.

Description
MAC Translation failed due to incorrect MAC Translation URL for MAC Address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8410 – BoD MAC Translation Failed Due to Configuration Error

Message
MAC Translation failed due to configuration error.

Description
A configuration error caused the MAC Translation to fail.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8411 – BoD Session Notification Return Success

Message
Notification for *{sess id}* is sent to *{ip address}*.

Description
BoD session notification returns success.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8412 – BoD Session Notification Return Other Status

Message
Server returns *{status}* when send notification *{sess id}* out.

Description
Server returns *status* 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.

8413 – BoD Session Notification Expire

Message
Notification for *{sess id}* expired *{time}*.

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.

8414 – BoD Session Notification Retry

Message
Notification retry *{sess id}*.

Description
Notification retried.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8420 – IPv6 Subnets Filtering Stats

Message
{server}: Discovered IPv6 subnets were filtered for CMTS(*{ip address}*), Before:*{num}*; After:*{num}*

Description
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.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP, DC

Group
N/A

Recovery

- No action required.

8421 – IPv6 Subnets Filtering Stats All

Message
{server}: Discovered IPv6 subnets were filtered for all CMTS, Before:*{num}*; After:*{num}*

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
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

Message
IPv6 subnet settings were deployed to *{num}* MA(s), *{num}* successful, *{num}* fail.*{3}*

Description
IPv6 subnet settings were deployed to all MAs successfully.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
MA

Recovery

- No action required.

8425 – IPv6 Subnet Setting To MA Failure

Message
IPv6 subnet settings were deployed to *{num}* MA(s), *{num}* successful, *{num}* fail.*{3}*

Description
IPv6 subnet settings were deployed and some MAs failed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
MA

Recovery

- Reapply on corresponding MA by the content of trace log.

8426 – Subnets Overlapped | Details

Message
Total of *{num}* subnets duplicate or overlapping.

Total of *{num}* subnets duplicate or overlapping. Details:#*{details}*

Description
Subnets are duplicated or overlapping in the CMTS.

Severity
Warning

Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
N/A

Recovery

- If the problem persists, contact My Oracle Support.

8427 – Subnet Overlap Detect Task Start

Message
Starting Subnet Overlap Detecting task.

Description
The task to detect duplicate or overlapping subnets in the CMTS has started.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
N/A

Recovery:

- No action required.

8428 – Subnet Overlap Detect Task End

Message
Finishing Subnet Overlap Detecting task.

Description
The task to detect duplicate or overlapping subnets in the CMTS has ended.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
N/A

Recovery

- No action required.

8429 – IPv4 Subnets Filtering Stats All

Message
{0}: Discovered IPv4 subnets were filtered for all CMTS, Before:*{1}*; After *{2}*.

Description
The IPv4 subnets filtering stats.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
N/A

Recovery:

1. Go to **Global Configuration Settings**, and then **Route by CMTS IP**.
2. Set the value of **Route by CMTS IP** to **True**.
3. Go to **System Administration**, and then **Scheduled Tasks**.
4. Run Subnet SNMP Collector.

8430 – IPv4 Subnets Filtering Stats

Message
{0}: Discovered IPv4 subnets were filtered for CMTS(*{3}*), Before:*{1}*; After:*{2}* .

Description
The IPv4 subnets filtering stats.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
N/A

Recovery:

1. Go to **Global Configuration Settings**, and then **Route by CMTS IP**.
2. Set the value of **Route by CMTS IP** to **True**.

3. Go to **System Administration**, and then **Scheduled Tasks** .
4. Run Subnet SNMP Collector.

8431 – OSSI Triggered CMTS Rediscovery

Message
OSSI triggered CMTS rediscovery: *{0}* successful, *{1}* failed. *{2}*

Description
The OSSI triggered CMTS rediscovery trace log includes the discovery success count and the discovery failure count.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
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

Message
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}

Description
The task to detect duplicate or overlapping subnets in the detailed CMTS.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
N/A

Recovery

- No action required.

8500 – MA Server Start

Message
MA Server started

Description
MA server has started.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Deprecated ID
3

Recovery

- No action required.

8501 – BoD HTTP Request Fail

Message
HTTP request failed: *{sess id}*#*{error msg}*

Description
The HTTP request failed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Deprecated ID
21

Recovery

- If the problem persists, contact My Oracle Support.

8502 – BoD Classifier Active SubIP

Message
Classifier already active for SUBIP=*{sub ip}*; SUBPORT=*{sub port}*; DESTIP=*{dest ip}*; DESTPORT=*{dest port}* - request ignored.

Description
The classifier is already active for the specified subscriber IP address. The request is ignored.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Deprecated ID
24

Recovery

- If the problem persists, contact My Oracle Support.

8503 – BoD PS Conn Drop

Message
Policy server connection dropped from *{ip address}*. BoD has scheduled policy server reconnect task.

Description
The Policy server connection was dropped. BoD has scheduled a reconnect task.

Severity
Alert

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8504 – BoD Disconn

Message
Disconnected policy server connection *{ip address}*

Description
BoD disconnected the policy server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8505 – BoD Disconn Fail

Message
Disconnection failure from policy server *{ip address}*

Description
The BoD failed to disconnect the policy server.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

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.

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.

8508 – BoD DB Auto Delete End

Message
BoD has completed the auto-deletion of the oldest historic sessions in the BoD database; *{num}* 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.

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8509 – BoD Send Debug

Message
Sending *{info}* to *{dest ip} {2}*

Description
BoD sending the specified information to the specified locations.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8510 – BoD Received Info

Message
Received *{info}* from *{location} {2}*

Description
BoD received the specified information from the specified locations.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8511 – BoD Received Warn

Message
Received *{warning}* from *{location} {2}*

Description
BoD received the specified warning from the specified locations.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8512 – BoD MAC Translate Success

Message
MAC Translation succeeded for session ID *{sess id}* on retry attempt *{num}*. MAC address: *{mac address}*. Translated IP address: *{trans ip}*.

Description
The Bod successfully translated the specified MAC address to the indicated IP address for the specified session.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8513 – BoD MAC Translate IP Fail

Message
MAC Translation failed due to no IP Address returned for session ID *{sess id}*: MAC address: *{mac address} {2}*.

Description
The BoD failed to translate the specified MAC address for the indicated session.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8514 – BoD MAC Translate Parse Fail

Message
MAC Translation failed due to response parse failure for session ID *{sess id}*: MAC address: *{mac address} {error msg}*.

Description
The BoD failed to translate the specified MAC address because of a response parse failure for the specified session.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8515 – BoD MAC Translate MAC Fail

Message
MAC Translation failed due to incorrect MAC Translation URL for session ID *{sess id}*: MAC Translation URL: *{trans ip} {error msg}*.

Description
MAC translation failed due to incorrect MAC Translation URL for the specified session.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8516 – BoD MAC Translate Conn MAC Fail

Message
MAC Translation failed due to connection failure for MAC address: *{mac address}*.

Description
MAC Translation failed due to connection failure for the specified MAC address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8517 – BoD MAC Translate IP MAC Fail

Message
MAC Translation failed due to no IP Address returned for MAC address: *{mac address}*.

Description
MAC Translation failed because no IP Address was returned for the specified MAC address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8518 – BoD MAC Translate Parse MAC Fail

Message
MAC Translation failed due to response parse failure for MAC address: *{mac address}*.

Description
MAC Translation failed because of a response parse failure for the specified MAC address.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8519 – BoD MAC Translate Incorrect MAC Fail

Message
MAC Translation failed due to incorrect MAC Translation URL for MAC Translation URL: *{trans ip}*.

Description
MAC Translation failed due to incorrect MAC Translation URL.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8520 – Bod Service Parse Fail

Message
RDR: Failed to parse service index: *{index}*. Skipping this RDR.

Description
RDR failed to parse the specified service index. This RDR will be skipped.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8521 – BoD Socket Closed

Message
RDR: Client or Server has closed the socket connection

Description
The client of server has closed the socket connection.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8522 – BoD RDR Start Error

Message
RDR: Error starting RDR service on port *{port num}*. Error is: *{error msg}*

Description
BoD encountered an error while starting the RDR service on the indicated port.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8523 – BoD RDR Port Busy

Message
RDR: port *{port num}* busy, retrying. Attempt number: *{num}*

Description
The RDR service port is busy. BoD will retry. The number of the attempt is indicated.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8524 – BoD RDR Fatal Error

Message
RDR: Fatal error starting RDR service on port *{port num}*

Description
Bod encountered a fatal error while starting the RDR service on the indicated port.

Severity
Critical

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8525 – BoD Start MSG Processing Debug

Message
RDR: Start message processing *{0}*

Description
Start message processing

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8526 – BoD Stop MSG Processing

Message
RDR: Stop message processing *{0}*

Description
Stop message processing

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8527 – BoD Start MSG Processing Info

Message
RDR: Start message processing *{0}*

Description
Info level log generated when RDR service starts message processing.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8528 – Edge OAM Device Discovered

Message
Edge QAM Device {0} discovered from the policy server *{ip address}*

Description
The BoD discovered the specified Edge OAM device.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8529 – PCMM Send AM Info

Message
PCMM: Sending *{msg type}* to AM *{ip address:port}* Details: *{details}*

Description
The specified message type was sent to the specified AM (or upstream policy server).

> **Note:**
>
> This message is logged at the Warning level when the PCMM message 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.

Severity
Info

Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Deprecated ID
1013

Recovery

- If the problem persists, contact My Oracle Support.

8530 – PCMM Receive

Message
PCMM: Received *{msg type}* from *{DownstreamPS ip address:port} {2}*

Description
The specified message type was received from the specified CMTS (or downstream policy server).

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

Severity
Info

Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
PCMM

Deprecated ID
1012

Recovery

- If the problem persists, contact My Oracle Support.

8531 – DQOS Send CMS Info

Message
DQOS: Sending *{msg type}* to CMS *{ip address}*

Description
The specified message type was sent to the specified CMS.

> **Note:**
>
> 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.

Severity
Info

Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
DQOS

Deprecated ID
1113

Recovery

- If the problem persists, contact My Oracle Support.

8532 – SPC DQOS Send CMS Info

Message
SPC DQOS: Sending *{msg type}* to CMS *{ip address}*

Description
The specified message type was sent to the specified CMTS. If the message is reporting an error, then this message is logged at the Warning level, otherwise it is logged at the Info level.

Severity
Info

Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SPC DQOS

Deprecated ID
1213

Recovery

- If the problem persists, contact My Oracle Support.

8534 – BoD RDR Quota MSG Processing Debug

Message
RDR: Quota message processing *{msg type}*

Description
BoD is processing a Quota message of the specified type.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8535 – BoD RDR Quota MSG Processing Info

Message
RDR: Quota message processing *{msg type}*

Description
BoD is processing a Quota message of the specified type.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8540 – BoD Received Debug

Message
Received *{0}* from *{1} {2}*

Description
BoD received a message of the specified type from the indicated device.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8541 – BoD Start Msg Processing Warn

Message
RDR: Start message processing *{0}*.

Description
RDR: Started message processing.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8600 – BoD Invalid Session ID Arg

Message
Can't find session from COMCOL which SSID is *{sess id}*.

Description
BoD cannot find the COMCOL session because the session ID is invalid.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8601 – BoD PCMM Request Reject

Message
Reject PCMM request by load shedding, request type is *{req type}*, reason is *{reason}*.

Description
BoD rejected the PCMM request by load shedding. The request type and reason are indicated.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8602 – BoD PCMM Mode Not Enabled

Message
PCMM mode was not enabled! Can't handle PCMM request *{req type}* for session *{sess id}*!

Description
BoD cannot handle the specified PCMM request type for the indicated session because PCMM mode is not enabled.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8603 – BoD Diameter Mode Not Enabled

Message
Diameter mode was not enabled! Can't handle diameter request *{req type}* for session *{sess id}*!

Description
BoD cannot handle the specified Diameter request type for the indicated session because Diameter mode is not enabled.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

8700 – BoD Admission Protocol Busy Event

Message
ADMISSION: *{svr name}*: Busy : criteria *{threshold}*

Description
The current load on the specified server exceeds the indicated admission criteria thresholds.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- Typically, this condition returns to a normal state. If the problem persists, contact My Oracle Support.

8701 – BoD Admission Protocol Clear Event

Message
ADMISSION: *{svr name}*: Normal : criteria *{threshold}*

Description
The current load on the specified server is below the indicated admission criteria thresholds.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8702 – BoD Admission Component Busy Event

Message
ADMISSION: *{3}*: Resource *{res name}* : new condition *{1}* of the criteria *{threshold}*

Description
The load of the monitored resource is evaluated by an admission controller as exceeding admission criteria threshold.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- Typically, this condition returns to a normal state. If the problem persists, contact My Oracle Support.

8703 – BoD Admission Component Clear Event

Message
ADMISSION: *{3}*: Resource *{res name}* : new condition *{1}* of the criteria *{threshold}*

Description
The load of the monitored resource is below clearing criteria threshold.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- No action required.

8704 – BoD PCMM Too Busy Set | Clear

Message
ADMISSION: *{res name}* is in a *{Busy* | *Normal}* state

Description
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.

Severity
Warning

Error

Notification
Trace Log

Alarm
No

Trap
No

Server
BoD

Group
BoD

Recovery

- If the problem persists, contact My Oracle Support.

10000 – ADS Connection Established

Message
ADS: Analytics Data Stream connection to *{ads client}* has been established for Channel: *{chan type}* and Version: *{ads ver}*

Description
A connection established to the MPE device from the specified Analytics client. The channel type and ADS interface version are indicated.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
ADS

Recovery

- No action required.

10001 - ADS Connection Closed

Message
ADS: Analytics Data Stream connection to *analytics client id* was closed.

Description
The connection between the MPE device and the Analytics client was closed.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
ADS

Recovery

- No action required.

10002 - ADS Connection Lost Set | Lost Clear

Message
ADS: Lost Analytics Data Stream connection to *{analytics client id}*

Description
The connection between the MPE device and the Analytics client was closed due to an error.

Severity
Warning

Notification
Trace Log

Alarm
Yes - 78000

Trap
No

Server
MPE

Group
ADS

Recovery

- No action required.

10003 – ADS Receive Error

Message
ADS: Error processing Analytics Data Stream message received from *analytics client id*. *{1}*

Description
The Analytics Data Stream request from the Analytics Client resulted in an error.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
ADS

Recovery

- No action required.

10004 – ADS Send Error

Message
ADS: Error sending Analytics Data Stream message to *analytics client id*. *{1}*

Description
An error occurred while sending the Analytics Data Stream message from the MPE device.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
ADS

Recovery

- No action required.

10005 – ADS Error

Message
ADS: Analytics Data Stream encountered an error. *{0}*

Description
An error occurred during the Analytics Data Stream processing.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
ADS

Recovery

- No action required.

10006 – Sy Receive Notification

Message
SY: Received notification from *sy identity* message:

diameter_message

Description
This trace log event indicates that an SNR was received from the OCS and provides the message details.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SY

Recovery

- No action required.

10007 – Sy Bad Realm

Message
SY: Peer Realm *{0}*

Description
There is an undefined realm in the Sy configuration.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SY

Recovery

- Check the configured Realm for the connection.

10008 – Sy Bad Address

Message
SY:*{0}* address *{1}*

Description
The primary address in the Sy configuration is undefined.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SY

Recovery

- Check the configured Address for the connection.

10009 – Sy Search

Message
SY: Searching *sy identity* for subscriber: *subscriber id*

Description
This trace log event indicates that a new SLR search has been started for the given subscriber.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SY

Recovery

- No actions required.

10010 – SY Search Results

Message
SY: Search results from peer *sy_identity* for subscriber *subscriber_id* are:

policy_counter_values

Description
This trace log indicates a successful SLR/SLA lookup and details the contents.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SY

Recovery

- No actions required.

10012 – Sy Search Error

Message
SY: Search failure on *sy identity*: *{1}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SY

Recovery

- No actions required.

10013 – Bad XML from SPR

Message
XML Parse Failure from SDM. Subscriber="*{0}*". *{1}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SY

Recovery

- No actions required.

10014 – TDF Connection Closed

Message
Unable to set policy for TDF session establishment, destination host=*{host name}*, realm=*{realm}* for TDF *{2}*

Description
Unable to set policy to establish a traffic detection function (TDF) session for the specified destination. The connection was closed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group

Recovery

- If the problem persists, contact My Oracle Support.

10015 – Exceeds Max Allowed AVP Conditional Policy Info AVP

Message
More than four Conditional-Policy-Information AVPs provisioned, considering four Conditional-Policy-Information AVPs with earliest Execution-Time.

Description
This tracelog is displayed when there is an attempt to provision more than four instances of Conditional-Policy-Information AVP per CCA/RAR.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group

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.

10020 – CMP Started

Message
CMP started

Description
The CMP server is started.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No actions required.

10021 – Import XML Add

Message
Import XML Add *{0}* executed by *{4}*

Successful: *{1}* Failed: *{2}* Total execution time *{3}* millisecond

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No actions required.

10022 – Import XML Update

Message
Import XML Update *{0}* executed by *{4}* Successful: *{1}* Failed: *{2}* Total execution time *{3}* millisecond

Description
An XML file was imported that updated data.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No actions required.

10023 – Import XML Delete

Message
Import XML Delete *{0}* executed by *{4}* Successful: *{1}* Failed: *{2}* Total execution time *{3}* millisecond

Description
XML file was imported that deleted data.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No actions required.

10024 – Import XML Fail

Message
Import XML Remove *{0}* From Group executed by *{4}* Successful: *{1}* Failed: *{2}* Total execution time *{3}* millisecond

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No actions required.

10025 – XML Add Fail

Message
Import XML Add *{0}* To Group executed by *{4}* Successful: *{1}* Failed: *{2}* Total execution time *{3}* millisecond

Description
An Add action using XML failed.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP

Group
OSSI

Recovery

- No actions required.

10026 – RC proxy apply2

Message
Apply *data_type* to MPE (HostName: *ip/hostname*) executed by *user name*

Total execution time *execution time* millisecond

Description
Data type that pushed to an MPE by admin.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Configuration

Recovery

- No actions required.

10027 – RC proxy apply

Message
Apply *number data_type*(s) to MPE (HostName:*ip/hostname*) executed by *user_name*

Total execution time *execution_time* millisecond.

Description
The number of network elements that pushed data to an MPE by admin.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Configuration

Recovery

- No actions are required.

10028 – RC proxy send

Message
Send Message(*message*) to MPE (HostName:*ip/hostname*) executed by *user_name*

Total execution time *execution_time* millisecond

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
CMP/MPE

Group
Configuration

Recovery

- No actions required.

10029 – Stat Rsync Clean Task Start

Message
Starting Statistics Rsync Cleanup task.

Description
The Statistics Rsync Cleanup task is starting.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10031 – Diam Service Invalid XML File

Message
Incorrect XML syntax in Diameter services file *file_name*

error_message

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

10032 – Stats Sync Task Start

Message
Starting *task name* Task.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No actions required.

10033 – Stats Sync Task Repository Success

Message
name Task was successful for sync local repository to remote server(*{ip address}*) after retry *{count}* times

Description
The Stats Sync task successfully synchronized the local repository to the specified remote server. The number of attempts is indicated.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

10036 – Retry fail

Message
Diameter: PCC/ADC rule *{0}* retry failed after *{1}* attempts for subscriber *{2} {3}*

Description
This trace log is generated when there is an RAA error or if an RAA timeout triggers the last retry RAR attempt.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- Check network connectivity. If the problem persists, contact My Oracle Support.

10037 – DBPLUGIN No Match Debug

Message
DBPLUGIN: No matches for *criteria*, search type *id*

Description

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Data Source

Recovery

- No actions are required

10038 – Email Not Enabled Info

Message
SMTP: SMTP functionality is not enabled to send message. *{svr ip address}*

Description
SMTP functionality is not enabled on the specified server to send notification.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
SMTP

Recovery

- No actions required.

10039 – RADIUS Server Init

Message
RADIUS: Initializing communications on port *{port}*

Description
RADIUS is initializing communications on the specified port.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- No action required.

10040 – RADIUS Server Start Notice

Message
RADIUS: Started listening on port *{port}*

Description
The RADIUS server has started listening on the specified port.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- No action required.

10041 – RADIUS Drop Invalid Warn

Message
RADIUS: Dropping invalid message *{msg type}*. *{msg details}*

Description
RADIUS is dropping an invalid message.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- If the problem persists, contact My Oracle Support.

10042 – RADIUS Drop Bad MD5 Warn

Message
RADIUS: Dropping message with bad MD5, probably bad password in *{msg type}*

Description
RADIUS is dropping a message with a bad MD5 checksum file.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- If the problem persists, contact My Oracle Support.

10043 – RADIUS Sent

Message
RADIUS: Sent *{msg type}* [*{identifier}* / *{sess id}*] to *{ip address:port num}* *{details}*

Description
RADIUS sent a message with the indicated specifications.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- No action required.

10044 – Policy Info Event

Message
Policy Event: *{event message}*

Description
A policy event was logged.

Severity
Info

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
SMTP

Recovery

- No actions required.

10045 – RADIUS Server Start Fail

Message
RADIUS: Start failed on port *{port}*

Description
RADIUS failed to start on the indicated port.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- If the problem persists, contact My Oracle Support.

10046 – RADIUS Received

Message
RADIUS: Received *message code* / *accounting type* [*pocket id* / *session id*] from *client address message*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
RADIUS

Recovery

- No actions are required

10048 – SCTP Path Status

Message
Diameter: SCTP path on association ID *{0}* address *{1} {2}*

Description

Severity
Info, Error, Notice

Notification
Trace Log

Alarm
Yes

Trap
No

Server
MPE, MRA

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10100 – Avg Sess Size Exceeds Projected Set

Message
Average session size exceeds the projected session size *size*, current average session size: *size*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Admission Control

Recovery

- If the problem persists, contact My Oracle Support.

10101 – Avg Sess Size Exceeds Projected Clear

Message
Average session size is below the projected session size *size*, current average session size: *size*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Admission Control

Recovery

- If the problem persists, contact My Oracle Support.

10102 – Sess Size Reached Threshold Set

Message
Session database size reached threshold percent of session database capacity *percent*, current database session size percentage: *percent*

Description

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
Admission Control

Recovery

- If the problem persists, contact My Oracle Support.

10103 – Sess Size Reached Threshold Clear

Message
Session database size below threshold percent of session database capacity *percent*, current database session size percentage: *percent*

Description

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MPE

Group
Admission Control

Recovery

- If the problem persists, contact My Oracle Support.

10104 – Avg Bind Size Exceeds Projected Set

Message
Average binding size exceeds the projected binding size *{0}*, current average binding size: *{1}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
Admission Control

Recover

- If the problem persists, contact My Oracle Support.

10105 – Avg Bind Size Exceeds Projected Clear

Message
Average binding size is below the projected binding size *size*, current average binding size: *size*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
Admission Control

Recovery

- If the problem persists, contact My Oracle Support.

10106 – Bind Size Reached Threshold Set

Message
Binding database size reached threshold percent of binding database capacity *threshold*, current binding database size percentage: *size*

Description

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MRA

Group
Admission Control

Recovery

- If the problem persists, contact My Oracle Support.

10107 – Bind Size Reached Threshold Clear

Message
Binding database size is below threshold percent of binding database capacity *size*, current binding database size percentage: *size*

Description

Severity
Warning

Notification
Trace Log

Alarm
Yes

Trap
Yes

Server
MRA

Group
Admission Control

Recovery

- If the problem persists, contact My Oracle Support.

10108 – ReplicationStats Task Start

Message
Starting Replication Statistics task.

Description
The Replication Statistics task is starting.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10109 – ReplicationStats Task Failed

Message
Replication Statistics Task failed.

{0}

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- If the problem persists, contact My Oracle Support.

10110 – ReplicationStats Task Success

Message
Replication Statistics Task completed successfully.

Description
The Replication Statistics Task completed successfully.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10111 – ReplicationStats Task Finish

Message
Finishing Replication Statistics task.

Description
The Replication Statistics task is finishing.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10112 – ReplicationStats Task Data Available

Message
Replication Statistics collection complete and data is available for request.

Description
Replication Statistics collection is complete. The data is available for request.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10113 – Sy On Demand Policy Action Failure

Message
SY: Policy Action failure attempting to send *{msg type}* SLR to *{1}* on MPE *{ip address}* for subscriber: *{3}*: *{4}*

Description
SY encountered a policy action failure while attempting to sent a message to the indicated destination.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10114 – Diam Session Cleanup Results

Message
Diameter Session cleanup task is finished and iterated *{0}* sessions, detected *{1}* stale sessions, and audited *{2}* sessions

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10115 – Diameter Invalid Ancids Warning

Message
Diameter:*{0}* "*{1}*" for subscriber *{2}* in *{3}* is invalid, can not find related AF flow. *{4}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10116 – PCEF Report Timeout

Message
PCRF waiting PCEF reporting timeout for AF: *{0}* : *{1}*

{2}

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
DC

Group
Data Collection Task

Recovery

- No action required.

10117 – Subtrace Disabled Busy State

Message
Subscriber Activity Logging has been temporarily disabled due to transition to Busy state.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group

Recovery

- No action required.

10118 – Subtrace Enabled Normal State

Message
Subscriber Activity Logging has been enabled due to transition to stable state.

Description

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group

Recovery

- No action required.

10119 – X1 Connection Lost

Message
X1 Connectivity from Mediation Function: *{0}* with MPE: *{1}* lost.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Lawful Intercept

Recovery

1. Diagnose the X1 Connection between the MF and Policy Server.
2. If problem persists contact My Oracle Support.

10120 – Duplicate Default Bearer Rule

Message
Duplicate default bearer rules detected with precedence *{0}*:

{1}

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

10121 – Invalid Traffic Profile

Message
Invalid traffic profile: *{profile id}*

Description
The specified traffic profile is invalid.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

10122 – X2 Connection Lost

Message
X2 Connectivity from MPE *{0}* with Mediation Function *{1}* lost.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

1. Diagnose the X2 Connection between the MF and Policy Server.
2. If problem persists contact My Oracle Support.

10123 – Policy Logging Overflow

Message
Policy logging has overflowed, data will be missing after this time.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10124 – Subtrace Policy Logging Overflow

Message
Subscriber Tracing has overflowed, data will be missing after this time.

Description
The logging of subscriber tracing data has overflowed. Data will be missing after this event's time.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10125 – AN GW Failed

Message
An-Gw failure for: *{0}*

Description
The AN-GW encountered an error.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10126 – Max Wait Time Exceeded

Message
Request Maximum Wait Time has Exceeded, This Request is ignored.

{0}

Description
The request exceeded the maximum wait time. The request is ignored.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

1. Verify NTP consistency across the network.
2. Check for misbehaving network element.
3. If the problem persists, contact My Oracle Support.

10127 – Diameter Newer Session Detected

Message
A newer session is detected, This Request is rejected with DIAMETER_NEWER_SESSION_DETECTED.

{0}

Description
A more recent session has been detected. This request is rejected.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

1. Verify NTP consistency across the network.
2. Check for misbehaving network element.
3. Verify that a race condition does not exist between multiple PGWs.
4. If the problem persists, contact My Oracle Support.

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.

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.

10130 – Unauthorized Non Emergency Session

Message
Reject a non-emergency request *{0}* from AF binding to an emergency APN: *{1}*

Description
This trace log is triggered when a non-emergency Rx session binding to an emergency APN is requested.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10131 – PCEF Initiated Emergency Request

Message
Reject a PCEF-initiated emergency request *{0}* to an emergency APN: *{1}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10132 – Sy Reconciliation QP Notif

Message
SY: Notify of split-brain resolved. Split-brain start time: *{0}*

Description
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.

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10133 – SYNC MRA Session Binding

Message
Cleanup *{0} session id or PDN connection* in message *{1} message type* with result code *{2} message result code*.

Description
Trigger if a session binding or PDN connection is cleaned up when receiving Gx RAA with rc=5002 or Rx AAA with rc=5065.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact server.

10135 - High Bandwidth Attempt

Message:
The attempt of bandwidth greater than 2^32-1 bps when PCEF not support Extended-BW-NR feature. \nSession Id: {0} \nBandwidth attempted: {1} \nValue: {2}

Description:
Displays when there is an attempt to add bandwidth greater than 2^32-1 bps but the PCEF is not support Extended-BW-NR feature.

Severity:
Warning

Notification:
Warning

Alarm:
Normal

Trap:
None

Server:
MPE

Group:
Diameter

Recovery:

- If the problem persists, contact My Oracle Support.

10140 – Diameter App Not Found Message

Message
Diameter: Application *{0}* not found among running applications.

Description
The specified application was not found among the running applications.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10141 – Diameter Peer Config Fail

Message
Diameter: Peer Configuration Failure. *{0}*

Description
The specified Diameter Peer configuration failed.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

10160 – Diam Invalid App Detect Info Warning

Message
Diameter:*{0}* AVP in *{1}* is missing in Application-Detection-Information AVP. *{2}*

Description
The specified Diameter AVP in the specified device is missing in the Application-Detection-Information AVP.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- If the problem persists, contact My Oracle Support.

31151 – DB Storage Persistent Failure

Alarm Group
DB

Description
Persistent database failure

Severity
Critical

Instance:
xxx

HA Score:
xxx

Auto Clear Seconds:
##

OID:
xxx

Recovery:

- If the problem persists, it is recommended to contact #unique_494

10201 – VNF server update

Message
VNF: Updating Instance:

Previous Instance: *{VNFC_details}*

Updated Instance *{VNFC_details}*

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: *{VNF name}*

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

Message
VNF: Retrieving data for id: *{VNF name}*

Description
Returns VNFC details for VNF instances.

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
VNF

Group
Diameter

Recovery:

10204 – VNFMGR get error

Message
VNF: Retrieving data for id: *{VNF name}*

Description
Name of the VNF where a data retrieve failure occurred.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
VNF

Group
Diameter

Recovery:

10205 – VNF operation error set

Message
VNF: Operation: *{POST/PUT/DELETE}* Error Instance: *{VNF name}* HTTP Operation: *{GET/POST/PUT/DELETE}* HTTP Error; *{Error from HTTP Operation}* HTTP URI: *{URI of HTTP request}* HTTP Answer: *{Response data}* VIM Error; *{Error msg from VIM}* Instance Data: *{VNF details}*

Description
A VNF operation caused a failure.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
VNF

Group
Diameter

Recovery:

10209 – VNF Operation Error

Message
VNF: Error: Operation: {0}

Details:

{1}

Description
Error in the VNF operation.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
VNF

Group
Diameter

Recovery:

10210 – POI Incoming Request

Message
VNF-POI: Incoming: Resource: {0}, Operation:{1}, TaskID; {2}

Data:

{3}

Description
The accepted incoming request from POA.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
VNFMGR

Group
NA

Recovery: No action is required.

10211 – POI Outgoing Request to PPI

Message
VNF-POI: TaskId: {0},

PPI Operation; {1}, PPI Component Data;

{2}

Description
The PPI request send by POI to PPI.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
VNFMGR

Group
NA

Recovery: No action is required.

10212 – POI Return Response to POA

Message
VNF-POI: Returning: Resource: {0}, Operation; {1}, TaskId; {2}

Data:

{3}

Description
The return message to POA.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
VNFMGR

Group
NA

Recovery: No action is required.

10213 – POI Operation Error

Message
VNF-POI: Error occurs in task: *task_name* Error description: *description*

Description
An error occurred in the named task. The error description is displayed. (The description can be a stack trace.)

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
VNFMGR

Group
NA

Recovery:

- Contact My Oracle Support.

10214 – Rest Response

>

Message
VNF:REST received Response: *response_namr* URI: *uri* Response: *response*

Description
The VNF received a REST response of type *response_namr*. 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: *operation_name* Details: *details*

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}*

Description
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.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group
Diameter

Recovery

- No action is required.

15000 – SCMP Sync Trace Succ

Message
S-CMP reference sync succeeded.

Description

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- If the problem persists, contact My Oracle Support.

15010 – SCMP Init Succ

Message
S-CMP *{0}* initialization succeeded.

Description

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- If the problem persists, contact My Oracle Support.

15101 – Mediation SPR Connection Exception

Message
SOAP: SPR *{0}* connection exception: *{1}*

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- If the problem persists, contact My Oracle Support.

15102 – Mediation SPR Connection Timeout

Message
SOAP: SPR *{0}* connection time out.

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Mediation

Recovery

- If the problem persists, contact My Oracle Support.

15103 – Mediation SOAP Parameter Error

Message
SOAP: Mediation SOAP interface parameter error: *{0}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
MF

Recovery

- No action required.

15104 – Mediation Open COMCOL Error

Message
SOAP: *{0}*: Could not open database,the usrId is: *{1}*.

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- If the problem persists, contact My Oracle Support.

15105 – Mediation Operate COMCOL Error

Message
SOAP: *{0}*: fail to oprate db,the usrId is: *{1}*, the oprateType is: *{2}*.

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- If the problem persists, contact My Oracle Support.

15106 – Mediation SOAP Result Error

Message
MEDIATION: Mediation SOAP request get error result, resultcode: *{0}*,UsrId: *{1}*,oprateType: *{2}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15107 – Mediation SPR Connection Request

Message
MDF: Sent SPR message *{0}* to SPR *{1}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15108 – Mediation SPR Connection Response

Message
MDF: Received SPR message *{0}* received from SPR *{1}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15109 – Mediation SOAP Request

Message
SOAP: Receiving SOAP operation *{0}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15110 – SPR Connection Failed

Message
SPR: Create connection to SPR *{0}* failed.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- If the problem persists, contact My Oracle Support.

15111 – SPR Connection Failed Clear

Message
SPR: Create connection to SPR *{0}* successfully.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15112 – SPR License Limit Set

Message
MEDIATION: Achieve 80% maximum number of users in SPR.

Description
The mediation server has reached 80% of the maximum number of users in SPR.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- If the problem persists, contact My Oracle Support.

15113 – SPR License Limit Clear

Message
MEDIATION: Below 80% maximum number of users in SPR.

Description
The mediation server is now below 80% of the maximum number of users in SPR.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15114 – SPR Timeout Error

Message
MEDIATION: HandleReply failed for timeout,UsrId is: *{0}*,operateType is: *{1}*.

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15115 – Mediation Admission Protocol Busy Event

Message
ADMISSION: *{0}*: Busy : criteria *{1}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15116 – Mediation Admission Protocol Clear Event

Message
ADMISSION: *{0}*: Normal : criteria *{1}*

Description

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15117 – Mediation Admission Component Busy Event

Message
ADMISSION: *{3}*: Resource *{0}* : new condition *{1}* of the criteria *{2}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15118 – Mediation Admission Component Clear Event

Message
ADMISSION: *{3}*: Resource *{0}* : new condition *{1}* of the criteria *{2}*

Description

Severity
Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15119 – Mediation SOAP Too Busy Set | Clear

Message
ADMISSION: *{0}* is in a *{1}* state

Description
The SOAP interface state of the Mediation server has either changed from normal (not busy) to busy or from busy to normal (not busy).

Severity
Warning/Notice

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15120 – Mediation SOAP Response

Message
SOAP: SOAP response message: *{0}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15121 – Sync Server Error

Message
Sync: Exception has occurred in sync server: *server*

Description
An exception has occurred in the sync server.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15122 – Sync Stop Server Error

Message
Sync: Could not stop *server* component: *component*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15123 – Sync Thread Uncaught Exception

Message
Sync: Sync Thread-*server*, uncaught exception: *exception*

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15124 – Sync Exec CMD Fail

Message
Sync: Command *command* executes failure

Description
The command failed to execute.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15125 – Sync Exec CMD Error

Message
Sync: Exception occurred while executes command *type*: *command*

Description
An exception occurred while the specified command was executed.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15126 - Sync Accept App Sync Request

Message
Sync: Accepted apply sync request: *request*.

Description
The apply sync request is accepted.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

15127 - Sync Reject App Sync Request

Message
Sync: Sync busy at *request*, reject apply sync request.

Description
The sync server is busy. The apply sync request is rejected.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

15128 - Sync App Sync Request Exception

Message
Sync: Exception occurred while process apply sync request: *request*

Description
An exception occurred while processing the apply sync request.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15129 - Sync App Sync Response

Message
Sync: Received apply sync response: *type*. *response*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

15130 - Sync App Sync Response Exception

Message
Sync: Exception occurred while process apply sync response: *type*

Description
An exception occurred while processing the apply sync response.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15131 - Sync TooBusy Reject Request

Message
Sync: Sync server too busy, reject sync request: *type*

Description
The sync server is too busy. The sync request is rejected.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15132 - Sync Invalid Request

Message
Sync: Invalid sync request: *type*

Description
The sync request is invalid.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

15133 – Sync Handle Request Exception

Message
Sync: Exception occurred while process sync request: *type*

Description
An exception occurred while processing the sync request.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15134 - Sync Accept Sync Request

Message
Sync: Accepted sync request: *type*.

Description
The sync request is accepted.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

15135 - Sync Open COMCOL Fail

Message
Sync: Failed to open database *type*: *database*

Description
The sync operation failed to open the database.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15136 - Sync Close COMCOL Fail

Message
Sync: Failed to close database *type*: *database*

Description
The sync operation failed to close the database.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15137 – Sync Verify Success

Message
Sync: Verify *{0}* success

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15138 - Sync Verify Fail

Message
Sync: Failed to verify *type*: *database*

Description
The sync operation failed to verify the database type.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

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: *type*

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.

15141 – Sync Create DATS Success

Message
Sync: Create sync *{0}* -data files success

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

15142 - Sync Create DATS Fail

Message
Sync: Failed to create *{0}*-data files: *{1}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15143 - Do Sync Fail

Message
Sync: Failed to do sync, *{type}*:*{file}*

Description
The sync failed. All errors that occur during the synchronization procedure will be reported in the trace log. Examples:

1. failover: already waited *time* ms, but server is still not ready.
2. receiving: reports can't fully received during *time* seconds.
3. timeout: task can't be completed during *time* s.
4. failover: failed to do sync after failover, can't write data to *request file*.
5. failover: can't upload data: *reason*.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

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.

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.

15146 - Sync Disk Quota Exceed

Message
Sync: Backup folder disk quota exceeds. Disk quota: *{0}*, total usage: *{1}*.

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15147 – Sync Disk No Space

Message
Sync: No space left on device: *{0}* "REMAINING"

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15148 – Sync Disk No Space Clear

Message
Sync: Disk space cleaned on device: *{0}*, cleaned *{1}* files, released *{2}* disk spaces.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15149 – MRA Sig Device Filter Changed

Message
MRA Sig device filter changed from *{prev value}* to *{new value}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MRA

Group

Recovery

- No action required.

15150 –Reject Non-Authorized Connection

Message
DRA: Rejecting non-authorized *{0}*, no associate *{1}* found.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server

Group

Recovery

- No action required.

15151 – Accept Authorized Connection

Message
DRA: Accepted authorized *{0}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
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

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15161 – Batch Request Validation

Message
Batch: validation result of batch request, data file name: *{0}*, operation time: *{1}*, result: *{2}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15162 – Batch Handle Result

Message
Batch: Finished handling task: *{0}*, totally processed: *{1}* lines, successfully processed *{2}* lines, time consumed: *{3}*, ACK file: *{4}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15163 – Batch Disk Quota Exceed

Message
Batch: Batch folder disk quota exceeds. Disk quota: *{0}*, total usage: *{1}*.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15164 – Batch Disk No Space

Message
Batch: No space left on device: *{0}*. "REMAINING"

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15165 – Batch Clean Up

Message
Batch: Clean up batch "DIRECTORY" *{0}*, cleaned *{1}* files, released *{2}* disk spaces.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15166 – Scheduled Task RAR Sent

Message
Scheduled: RAR sent for user *{0}*, for task *{1}*

Description

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15167 – Rebuild Diameter Peers

Message
Diameter: Rebuild node(*{0}*) peers

{1}

=>

{2}

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Provision

Recovery

- No action required.

15200 – PM Gen 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.

15201 – PM Gen Stats Sync Task Success

Message
{0} Task completed successfully.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15202 – PM Gen Stats Sync Task Fail

Message
{0} Task failed.

{1}

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

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.

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.

15205 – PM Stats Sync Task Success

Message
{0} Task completed successfully.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15206 – PM Stats Sync Task Fail

Message
{0} Task failed.

{1}

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15207 – PM 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.

15208 – PM Stats Sync Task Repository Success

Message
{2} Task was successful for sync local repository to remote server(*{1}*) after retry *{0}* times

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15209 – PM Stats Sync Task Repository Fail

Message
{2} Task still failed for sync local repository to remote server(*{1}*) after retry *{0}* times

Description

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- If the problem persists, contact My Oracle Support.

15301 – SMS Stats Sync Task Start

Message
Starting *{0}* Task.

Description
Starting SMS Notification Statistics Uploading Task.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery:

- No action.

15302 – SMS Stats Sync Task Success

Message
*{0}*Task completed successfully.

Description
SMS Notification Statistics Uploading Task completed successfully.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery:

- No action.

15303 – SMS Stats Sync Task Fail

Message
{0} Task failed.

{1}

Description
SMS Notification Statistics Uploading Task Failure(s):

1. Error in network I/O

2. Error in file I/O
3. Timeout in data send/receive
4. Invalid user name and password.
5. Unknown error. Actual FTP exit code is *{}*

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery:

- No action.

15304 – SMS Status Sync Task End

Message
Finishing *{0}* Task.

Description
Finishing SMS Notification Statistics Uploading Task.

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery:

- No action.

15305 – SMS Stats Sync Task Repository Success

Message
*{2}*Task was successful for sync local repository to remote server *{1}* after retry *{0}* times.

Description
SMS Notification Statistics Uploading Task was successful by sync local repository to remote server after 2 retries.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery:

- No action.

15306 – SMS Stats Sync Task Repository Fail

Message
{2} Task still failed for sync local repository to remote server *{1}* after retry *{0}* times.

Description
SMS Notification Statistics Uploading Task failed for sync local repository to remote server after 3 retries.

Severity
Error

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery:

- 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

Message
MDF: SOAP request *{0}* error result: *{1}*.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17102 – MDF Soap Parameter Error

Message
MDF: SOAP request parameter error: *{0}*.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17103 – MDF No QP Name Error

Message
MDF: Add.*{0}*(*{1}*): cannot get quota profile name.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17104 – MDF Soap Illegal OPMD Change

Message
MDF: SOAP request illegal opmd change: *{0}* -> *{1}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17105 – MDF Soap Client Result Error

Message
MDF: SOAP client request(*{0}*) error result: *{1}*.

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17106 – MDF Cannot Parse SDM Response

Message
MDF: SDM client cannot parse SDM response *{0}*: *{1}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17107 – MDF IMSI Not In Range

Message
MDF: Cannot *{0}* - not in SPR IMSI range

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17108 – MDF Soap Client Request

Message
MDF: Sent request to **MGW**: *{0}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17109 - MDF Soap Client Response

Message
MDF: Received response from MGW: *{0}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17110 – MDF SPR Message

Message
MDF: *{0}* - SPR messages: *{1}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17111 – MDF Get Subscriber

Message
MDF: *{0}* - Query result: *{1}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17112 – MDF Illegal Notify Subscriber

Message
MDF: Illegal *{0}*: *{1}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17113 – MDF Soap Request

Message
MDF: SOAP request message: *{0}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17114 – MDF Soap Response

Message
MDF: SOAP response message: *{0}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17115 – MDF Out SPR Message

Message
MDF: *{0}* - SPR messages: => *{1}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17116 – MDF IMSI Not In SPR

Message
MDF: IMSI(*{0}*) not in SPR IMSI range

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17118 – MDF IMSI In SPR

Message
MDF: IMSI(*{0}*) in SPR IMSI range: *{1}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17119 – MDF IMSI In S-SPR

Message
MDF: IMSI(*{0}*) in S-SPR IMSI range: *{1}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17120 – MDF DYQ Was Expired

Message
MDF: Discard expired dynamic quota: *{0}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17121 – MDF Quota Was Expired

Message
MDF: Discard initial quota usage because it based-dynamic-quota was expired: *{0}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
Sync

Recovery

- No action required.

17122 – MDF Deduct Usage Fail

Message
MDF: Failed to deduct usage (*{0}*) for *{1}*: *{2}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
QuotaRequest

Recovery

- No action required.

17123 – MDF Deductible Quotas

Message
MDF: Deductible quotas: *{0}*

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
QuotaRequest

Recovery

- No action required.

17124 – MDF Reset For Deduct

Message
MDF: Next reset time arrived, reset quota(*{0}* -> *{1}*, *{2}* -> *{3}*) from *{4}*.*{5}*(*{6}*)

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
QuotaRequest

Recovery

- No action required.

17125 – MDF Do Deduct Usage

Message
MDF: Deduct quota usage(*{0}* -> *{1}*) from *{2}*.*{3}*(*{4}*)

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
Mediation

Group
QuotaRequest

Recovery

- No action required.

17301 – Clearance Started

Message
Clearance: MPE session clearance will start. Active sessions are *{0}*.

Description

Severity
Always

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

17302 – Clearance Duplicating

Message
Clearance: MPE session clearance has been started.

Description
The MPE session clearance is started.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

17303 – Clearance Abort

Message
Clearance: MPE session clearance transaction is aborted.

Description
The MPE session clearance transaction was aborted.

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

17304 – Clearance Session Terminate

Message
Clearance: Session *{0}* will be terminated.

Description

Severity
Debug

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

17305 – Clearance Finished

Message
Clearance: Task finished, terminate *{0}* sessions: success *{1}* and failed *{2}*.

Description

Severity
Info

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

17306 – KT Reject Invalid Sub

Message
Diameter: Rejecting invalid KT sub-subscriber on session: *{0}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

17307 – PUA Failure of Reset

Message
SH: Received PUA failure related to quota reset for subscriber: *{0}*

Description

Severity
Warning

Notification
Trace Log

Alarm
No

Trap
No

Server
MPE

Group
Diameter

Recovery

- No action required.

3

Alarms and Events

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.

Alarms formatting information

This section of the document provides information to help you understand why an alarm occurred and to provide a recovery procedure to help correct the condition that caused the alarm.

The information provided about each alarm includes:

Alarm Group
The type of alarm that has occurred. For a list of Event types see Alarm and event types.

Description
The reason or cause for the alarm.

Severity
The severity of the alarm. This severity may vary, depending on user-defined and specific application settings.

Instance

HA Score
The HA impact of the alarm: Normal, Failed, or Degraded.

Auto Clear Seconds
The number of seconds required for the alarm to automatically clear (if applicable).

OID
The alarm identifier that appears in SNMP traps.

Alarm ID
The alarm identifier that is used internally (if applicable).

Recovery
Lists any necessary steps for correcting or preventing the alarm.

Alarm and event types

Table 3-1 describes the possible alarm/event types that can be displayed.

> **Note:**
>
> Not all applications use all of the alarm types listed.

Table 3-1 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
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

Table 3-1 (Cont.) Alarm and Event Types

Type Name	Type
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
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

Alarm Group:
SW

Description:
Program impaired by s/w fault

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolSwFaultNotify

Recovery:

- No action is required. This event is used for command-line tool errors only.

31001 - S/W status

Alarm Group:
SW

Description:
Program status

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolSwStatusNotify

Recovery:

- No action required.

31002 - Process watchdog failure

Alarm Group:
SW

Description:
Process watchdog timed out.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
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.

31003 - Tab thread watchdog failure

Alarm Group:
SW

Description:
Tab thread watchdog timed out

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolThreadWatchdogFailureNotify

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.

31004 - Test Status

Alarm Type: TEST

Description: For testing purposes only

Severity: Info

OID: comcolTestStatNotify

Recovery:

- Test message. No action necessary.

31005 - Test Fault

Alarm Type: TEST

Description: For testing purposes only

Severity: Minor

OID: comcolTestFaultNotify

Recovery:

- Test message. No action necessary.

31100 - Database replication fault

Alarm Group:
SW

Description:
The Database replication process 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:
comcolDbReplicationFaultNotify

Recovery:

1. Export event history for the given server and inetsync task.
2. It is recommended to contact My Oracle Support.

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:
Minor

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 `iqt -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.

31102 - Database replication from master failure

Alarm Group:
REPL

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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 `iqt -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.

31103 - DB Replication update fault

Alarm Group:
REPL

Description:
Database replication process cannot apply update to DB.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31104 - DB Replication latency over threshold

Alarm Group:
REPL

Description:
Database replication latency has exceeded thresholds

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolDbRepLatencyNotify

Recovery:

1. If this alarm is raised occasionally for short time periods (a couple of minutes or less), it may indicate network congestion or spikes of traffic pushing servers beyond their capacity. Consider re-engineering network capacity or subscriber provisioning.
2. If this alarm does not clear after a couple of minutes, it is recommended to contact My Oracle Support.

31105 - Database merge fault

Alarm Group:
SW

Description:
The database merge process (inetmerge) 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:
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.

31106 - Database merge to parent failure

Alarm Group:
COLL

Description:
Database merging to the parent Merge Node has failed.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
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.

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.

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.

31109 - Topology config error

Alarm Group:
DB

Description:
Topology is configured incorrectly

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolTopErrorNotify

Recovery:

1. This alarm may occur during initial installation and configuration of a server. No action is necessary at that time.
2. If this alarm occurs after successful initial installation and configuration of a server, it is recommended to contact My Oracle Support.

31110 - Database audit fault

Alarm Group:
SW

Description:
The Database service process (idbsvc) 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:
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.

31111 - Database merge audit in progress

Alarm Group:
COLL

Description:
Database Merge Audit between mate nodes in progress

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolDbMergeAuditNotify

Recovery:

- No action required.

31112 - DB replication update log transfer timed out

Alarm Group:
REPL

Description:
DB Replicated data may not have transferred in the time allotted.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
30

OID:
comcolDbRepUpLogTransTimeoutNotify

Recovery:

1. No action required.
2. It is recommended to contact My Oracle Support if this occurs frequently.

31113 - DB replication manually disabled

Alarm Group:
REPL

Description:
DB Replication Manually Disabled

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
comcolDbReplicationManuallyDisabledNotify

Recovery:

- No action required.

31114 - DB replication over SOAP has failed

Alarm Group:
REPL

Description:
Database replication of configuration data via SOAP has failed.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
3600

OID:
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.

31115 - Database service fault

Alarm Group:
SW

Description:
The Database service process (idbsvc) 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:
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.

31116 - Excessive shared memory

Alarm Group:
MEM

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

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31117 - Low disk free

Alarm Group:
DISK

Description:
The amount of free disk is below configured thresholds

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31118 - Database disk store fault

Alarm Group:
DISK

Description:
Writing the database to disk failed

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31119 - Database updatelog overrun

Alarm Group:
DB

Description:
The Database update log was overrun increasing risk of data loss

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31120 - Database updatelog write fault

Alarm Group:
DB

Description:
A Database change cannot be stored in the updatelog

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31121 - Low disk free early warning

Alarm Group:
DISK

Description:
The amount of free disk is below configured early warning thresholds

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolLowDiskFreeEarlyWarningNotify

Recovery:

1. Remove unnecessary or temporary files from partitions that are greater than 80% full.
2. If there are no files known to be unneeded, it is recommended to contact My Oracle Support.

31122 - Excessive shared memory early warning

Alarm Group:
MEM

Description:
The amount of shared memory consumed exceeds configured early warning thresholds

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31123 - Database replication audit command complete

Alarm Group:
REPL

Description:
ADIC found one or more errors that are not automatically fixable.

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolDbRepAuditCmdCompleteNotify

Recovery:

- No action required.

31124 - ADIC error

Alarm Group:
REPL

Description:
An ADIC detected errors

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolDbRepAuditCmdErrNotify

Recovery:

- It is recommended to contact My Oracle Support.

31125 - Database durability degraded

Alarm Group:
REPL

Description:
Database durability has dropped below configured durability level

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31126 - Audit blocked

Alarm Group:
REPL

Description:
Site Audit Controls blocked an inter-site replication audit due to the number in progress per configuration.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
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.

31129 - ADIC Found Minor Issue

Alarm Group:
REPL

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

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
14400

OID:
comcolDbADICWarn

Recovery:

- No action required.

31130 - Network health warning

Alarm Group:
NET

Description:
Network health issue detected

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolNetworkHealthWarningNotify

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.

31131 - DB Ousted Throttle Behind

Alarm Group:
DB

Description:
DB ousted throttle may be affecting processes.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
comcolOustedThrottleWarnNotify

Recovery:

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.
2. Run 'procshm -o' to identify involved processes.
3. It is recommended to contact My Oracle Support.

31132 - DB Replication Precedence Relaxed

Event Type
REPL

Description
Standby Database updates are falling behind. Relaxing the replication barrier to allow non-Standby Databases to update as fast as possible.

Severity
Info

Instance
Remote Node Name + HA resource name (if Policy 0, no resource name)

HA Score
Normal

Throttle Seconds
150

OID
comcolDbRepPrecRelaxedNotify

Recovery

- No action required.

31133 - DB Replication Switchover Exceeds Threshold

Alarm Group
REPL

Description
DB Replication Active to Standby switchover exceeded maximum switchover time.

Severity
Major

Instance
Remote Node Name + HA resource name (if Policy 0, no resource name)

HA Score
Normal

Auto Clear Seconds
300

OID
comcolDbRepSwitchoverNotify

Recovery

1. If this alarm is raised, it may indicate network congestion or spikes of traffic pushing servers beyond their capacity. Consider re-engineering network capacity or subscriber provisioning.
2. If the problem persists, it is recommended to contact My Oracle Support.

31134 - DB Site Replication To Slave Failure

Alarm Group
REPL

Description
DB Site replication to a slave DB has failed.

Severity
Minor

Instance
Remote Node Name + HA resource name (if Policy 0, no resource name)

HA Score
Normal

Auto Clear Seconds
300

OID
comcolDbSiteRepToSlaveFailureNotify

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.

31135 - DB Site Replication From Master Failure

Alarm Group
REPL

Description
DB Site replication from a master DB has failed.

Severity
Minor

Instance
Remote Node Name + HA resource name (if Policy 0, no resource name)

HA Score
Normal

Auto Clear Seconds
300

OID
comcolDbSiteRepFromMasterFailureNotify

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.

31136 - DB Site Replication Precedence Relaxed

Event Type
REPL

Description
Standby Site Database updates are falling behind. Relaxing the replication barrier to allow non-Standby Site Databases to update as fast as possible.

Severity
Info

Instance
Remote Node Name + HA resource name (if Policy 0, no resource name)

HA Score
Normal

Throttle Seconds
150

OID
comcolDbSiteRepPrecRelaxedNotify

Recovery

- No action required.

31137 - DB Site Replication Latency Over Threshold

Alarm Group
REPL

Description
DB Site Replication latency has exceeded thresholds.

Severity
Major

Instance
Remote Node Name + HA resource name (if Policy 0, no resource name)

HA Score
Normal

Auto Clear Seconds
300

OID
comcolDbSiteRepLatencyNotify

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.

31140 - Database perl fault

Alarm Group:
SW

Description:
Perl interface to Database 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:
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.

31145 - Database SQL fault

Alarm Group:
SW

Description:
SQL interface to Database 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:
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.

31146 - DB mastership fault

Alarm Group:
SW

Description:
DB replication is impaired due to no mastering process (inetrep/inetrep).

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolDbMastershipFaultNotify

Recovery:

1. Export event history for the given server.
2. It is recommended to contact My Oracle Support.

31147 - DB upsynclog overrun

Alarm Group:
SW

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

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolDbUpSyncLogOverrunNotify

Recovery:

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.
2. If the alarm occurs repeatedly, it is recommended to contact My Oracle Support.

31148 - DB lock error detected

Alarm Group:
DB

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31200 - Process management fault

Alarm Group:
SW

Description:
The process manager (procmgr) 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:
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.

31201 - Process not running

Alarm Group:
PROC

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

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31202 - Unkillable zombie process

Alarm Group:
PROC

Description:
A zombie process exists that cannot be killed by procmgr. procmgr will no longer manage this process.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31206 - Process mgmt monitoring fault

Alarm Group:
SW

Description:
The process manager monitor (pm.watchdog) 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:
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.

31207 - Process resource monitoring fault

Alarm Group:
SW

Description:
The process resource monitor (ProcWatch) 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:
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.

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.

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.

31213 - Process scheduler fault

Alarm Group:
SW

Description:
The process scheduler (ProcSched/runat) 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:
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.

31214 - Scheduled process fault

Alarm Group:
PROC

Description:
A scheduled process cannot be executed or abnormally terminated

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31215 - Process resources exceeded

Alarm Group:
SW

Description:
A process is consuming excessive system resources.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
14400

OID:
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.

31216 - SysMetric configuration error

Alarm Group:
SW

Description:
A SysMetric Configuration table contains invalid data

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolSysMetricConfigErrorNotify

Recovery:

1. This alarm indicates a system metric is configured incorrectly.
2. It is recommended to contact My Oracle Support.

31217 - Network Health Warning

Alarm Group
SW

Description
Missed Heartbeats Detected

Severity
Minor

Instance
IP Address

HA Score
Normal

Auto Clear Seconds
300

OID
comcolNetworkHealthWarningNotify

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.

31220 - HA configuration monitor fault

Alarm Group:
SW

Description:
The HA configuration monitor 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:
comcolHaCfgMonitorFaultNotify

Recovery:

- It is recommended to contact My Oracle Support.

31221 - HA alarm monitor fault

Alarm Group:
SW

Description:
The high availability alarm monitor 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:
comcolHaAlarmMonitorFaultNotify

Recovery:

- It is recommended to contact My Oracle Support.

31222 - HA not configured

Alarm Group:
HA

Description:
High availability is disabled due to system configuration

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaNotConfiguredNotify

Recovery:

- It is recommended to contact My Oracle Support.

31223 - HA Heartbeat transmit failure

Alarm Group:
HA

Description:
The high availability monitor failed to send heartbeat.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaHbTransmitFailureNotify

Recovery:

1. This alarm clears automatically when the server successfully registers for HA heartbeating.
2. If this alarm does not clear after a couple minutes, it is recommended to contact My Oracle Support.

31224 - HA configuration error

Alarm Group:
HA

Description:
High availability configuration error

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31225 - HA service start failure

Alarm Group:
HA

Description:
The required high availability resource failed to start.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0

OID:
comcolHaSvcStartFailureNotify

Recovery:

1. This alarm clears automatically when the HA daemon is successfully started.
2. If this alarm does not clear after a couple minutes, it is recommended to contact My Oracle Support.

31226 - HA availability status degraded

Alarm Group:
HA

Description:
The high availability status is degraded due to raised alarms.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0

OID:
comcolHaAvailDegradedNotify

Recovery:

1. View alarms dashboard for other active alarms on this server.
2. Follow corrective actions for each individual alarm on the server to clear them.
3. If the problem persists, it is recommended to contact My Oracle Support.

31227 - HA availability status failed

Alarm Group:
HA

Description:
The high availability status is failed due to raised alarms.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
N/A

OID:
comcolHaAvailFailedNotify

Recovery:

1. View alarms dashboard for other active alarms on this server.
2. Follow corrective actions for each individual alarm on the server to clear them.
3. If the problem persists, it is recommended to contact My Oracle Support.

31228 - HA standby offline

Alarm Group:
HA

Description:
High availability standby server is offline.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
comcolHaStandbyOfflineNotify

Recovery:

1. If loss of communication between the active and standby servers is caused intentionally by maintenance activity, alarm can be ignored; it clears automatically when communication is restored between the two servers.
2. If communication fails at any other time, it is recommended to look for network connectivity issues and/or contact My Oracle Support.

31229 - HA score changed

Alarm Group:
HA

Description:
High availability health score changed

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaScoreChangeNotify

Recovery:

- Status message - no action required.

31230 - Recent alarm processing fault

Alarm Group:
SW

Description:
The recent alarm event manager (raclerk) 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:
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.

31231 - Platform alarm agent fault

Alarm Group:
SW

Description:
The platform alarm agent 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:
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.

31232 - Late heartbeat warning

Alarm Group:
HA

Description:
High availability server has not received a message on specified path within the configured interval.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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

Alarm Group:
HA

Description:
High availability path loss of connectivity

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31234 - Untrusted Time Upon Initialization

Alarm Group:
REPL

Description:
Upon system initialization, the system time is not trusted probably because NTP is misconfigured or the NTP servers are unreachable. There are often accompanying Platform alarms to guide correction. Generally, applications are not started if time is not believed to be correct on start-up. Recovery will often will require rebooting the server.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
comcolUtrustedTimeOnInitNotify

Recovery:

1. Correct NTP configuration.
2. If the problem persists, it is recommended to contact My Oracle Support.

31235 - Untrusted Time After Initialization

Alarm Group:
REPL

Description:
After system initialization, the system time has become untrusted probably because NTP has reconfigured improperly, time has been manually changed, the NTP servers are unreachable, etc. There are often accompanying Platform alarms to guide correction. Generally, applications remain running, but time-stamped data is likely incorrect, reports may be negatively affected, some behavior may be improper, etc.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
comcolUtrustedTimePostInitNotify

Recovery:

1. Correct NTP configuration.
2. If the problem persists, it is recommended to contact My Oracle Support.

31236 - HA Link Down

Alarm Group:
HA

Description:
High availability TCP link is down.

Severity:
Critical

Instance:
Remote node being connected to plus the path identifier

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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, it is recommended to look for network connectivity issues on the primary network and/or contact My Oracle Support.

31240 - Measurements collection fault

Alarm Group:
SW

Description:
The measurements collector (statclerk) 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:
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.

31250 - RE port mapping fault

Alarm Group:
SW

Description:
The IP service 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:
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

Alarm Group:
SW

Description:
The SNMP agent (cmsnmpa) 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:
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.

31261 - SNMP Configuration Error

Alarm Group
SW

Description
A SNMP configuration error was detected

Severity
Minor

Instance
comcolAlarmSrcNode, comcolAlarmNumber, comcolAlarmInstance, comcolAlarmSeverity, comcolAlarmText, comcolAlarmInfo, comcolAlarmGroup, comcolServerHostname, comcolAlarmSequence, comcolAlarmTimestamp, comcolAlarmEventType, comcolAlarmProbableCause, comcolAlarmAdditionalInfo

HA Score
Normal

Auto Clear Seconds
0 (zero)

OID
comcolSnmpConfigNotify

Recovery

1. Export event history for the given server and all processes.
2. It is recommended to contact My Oracle Support for assistance.

31270 - Logging output

Alarm Group:
SW

Description:
Logging output set to Above Normal

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolLoggingOutputNotify

Recovery:

- Extra diagnostic logs are being collected, potentially degrading system performance. Turn off the debugging log.

31280 - HA Active to Standby transition

Alarm Group:
HA

Description:
HA active to standby activity transition

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31281 - HA Standby to Active transition

Alarm Group:
HA

Description:
HA standby to active activity transition

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31282 - HA Management Fault

Alarm Group:
HA

Description:
The HA manager (cmha) is impaired by a software fault.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31283 - Lost Communication with server

Alarm Group:
HA

Description:
Highly available server failed to receive mate heartbeats

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
comcolHaServerOfflineNotify

Recovery:

1. If loss of communication between the active and standby servers is caused intentionally by maintenance activity, alarm can be ignored; it clears automatically when communication is restored between the two servers.
2. If communication fails at any other time, look for network connectivity issues and/or it is recommended to contact My Oracle Support for assistance.

31284 - HA Remote Subscriber Heartbeat Warning

Alarm Group:
HA

Description:
High availability remote subscriber has not received a heartbeat within the configured interval.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaRemoteHeartbeatWarningNotify

Recovery:

1. No action required. This is a warning and can be due to transient conditions. The remote subscriber will move to another server in the cluster.
2. If there continues to be no heartbeat from the server, it is recommended to contact My Oracle Support.

31285 - HA Node Join Recovery Entry

Alarm Group:
HA

Description:
High availability node join recovery entered

Severity:
Info

Instance:
Cluster set key of the DC outputting the event

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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

Alarm Group:
HA

Description:
High availability node join recovery plan

Severity:
Info

Instance:
Names of HA Policies (as defined in HA policy configuration)

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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

Alarm Group:
HA

Description:
High availability node join recovery complete

Severity:
Info

Instance:
Names of HA Policies (as defined in HA policy configuration)

HA Score:
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.

31288 - HA Site Configuration Error

Alarm Group
HA

Description
High availability site configuration error

Severity
Critical

Instance
GroupName, Policy ID, Site Name

HA Score
Normal

Auto Clear Seconds
0 (zero)

OID
comcolHaBadSiteCfgNotify

Recovery

- If this alarm does not clear after correcting the configuration, it is recommended to contact My Oracle Support for assistance.

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

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaPolicyStatusNotify

Recovery:

- This event is used for internal logging. No action is required.

31293 - HA Resource Link Status

Alarm Group:
HA

Description:
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.).

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
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.

31294 - HA Resource Status

Alarm Group:
HA

Description:
HA Resource registration status

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaResourceStatusNotify

Recovery:

- This event is used for internal logging. No action is required.

31295 - HA Action Status

Alarm Group:
HA

Description:
HA Resource action status

Severity:
Info

Instance
N/A

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaActionStatusNotify

Recovery:

- This event is used for internal logging. No action is required.

31296 - HA Monitor Status

Alarm Group:
HA

Description:
HA Monitor action status

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaMonitorStatusNotify

Recovery:

- This event is used for internal logging. No action is required.

31297 - HA Resource Agent Info

Alarm Group:
HA

Description:
HA Resource Agent Info

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaRaInfoNotify

Recovery:

- This event is used for internal logging. No action is required.

31298 - HA Resource Agent Detail

Alarm Group:
HA

Description:
Resource Agent application detailed information

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaRaDetailNotify

Recovery:

- This event is used for internal logging. No action is required.

31299 - HA Notification Status

Alarm Group:
HA

Description:
HA Notification status

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
300

OID:
comcolHaNotificationNotify

Recovery:

- No action required.

31300 - HA Control Status

Alarm Group:
HA

Description:
HA Control action status

Severity:
Info

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
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.

31322 - HA Configuration Error

Alarm Group
HA

Description
High availability configuration error

Severity
Minor

Instance
NodeID, or HA Tunnel ID

HA Score
Normal

Auto Clear Seconds
0 (zero)

OID
comcolHaBadCfgNotify

Recovery

- It is recommended to contact #unique_949.

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 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 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 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 to request hardware replacement.

32104 - Power Supply 1 Failure

Alarm Group:
PLAT

Description:
Power Supply 1 Failure

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdPowerSupply1Failure

Recovery

- It is recommended to contact My Oracle Support to request hardware replacement.

32105 - Power Supply 2 Failure

Alarm Group:
PLAT

Description:
Power Supply 2 Failure

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdPowerSupply2Failure

Recovery

- It is recommended to contact My Oracle Support to request hardware replacement.

32106 - Power Supply 3 Failure

Alarm Group: PLAT

Description: Power Supply 3 Failure

Severity: Critical

Instance: May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score: Normal

Auto Clear Seconds: 0 (zero)

OID: tpdPowerSupply3FailureNotify

Recovery

- Contact My Oracle Support to request hardware replacement.

32107 - Raid Feed Unavailable

Alarm Group:
PLAT

Description:
Raid Feed Unavailable

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdRaidFeedUnavailable

Recovery

- It is recommended to contact My Oracle Support to request hardware replacement.

32108 - Raid Power 1 Failure

Alarm Group:
PLAT

Description:
Raid Power 1 Failure

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdRaidPower1Failure

Recovery

- It is recommended to contact My Oracle Support to request hardware replacement.

32109 - Raid Power 2 Failure

Alarm Group:
PLAT

Description:
Raid Power 2 Failure

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdRaidPower2Failure

Recovery

- It is recommended to contact My Oracle Support to request hardware replacement.

32110 - Raid Power 3 Failure

Alarm Group:
PLAT

Description:
Raid Power 3 Failure

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdRaidPower3Failure

Recovery

- It is recommended to contact My Oracle Support to request hardware replacement.

32111 - Device Failure

Alarm Group:
PLAT

Description:
Device Failure

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDeviceFailure

Recovery:

- It is recommended to contact My Oracle Support to request hardware replacement.

32112 - Device Interface Failure

Alarm Group:
PLAT

Description:
Device Interface Failure

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDeviceIfFailure

Recovery:

- It is recommended to contact My Oracle Support to request hardware replacement.

32113 - Uncorrectable ECC memory error

Alarm Group:
PLAT

Description:
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.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdEccUncorrectableError

Alarm ID:
TKSPLATCR14

Recovery:

- Contact the hardware vendor to request hardware replacement.

32114 - SNMP get failure

Alarm Group:
PLAT

Description:
The server failed to receive SNMP information from the switch.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdSNMPGetFailure

Alarm ID:
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.

32115 - TPD NTP Daemon Not Synchronized Failure

Alarm Group:
PLAT

Description:
This alarm indicates the server's current time precedes the timestamp of the last known time the servers time was good.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdNTPDaemonNotSynchronizedFailure

Alarm ID:
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.

   - 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 tree 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.

32116 - TPD Server's Time Has Gone Backwards

Alarm Group:
PLAT

Description:
This alarm indicates the server's current time precedes the timestamp of the last known time the servers time was good.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdNTPTimeGoneBackwards

Alarm ID:
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.

- 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 tree 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.

32117 - TPD NTP Offset Check Failure

Alarm Group:
PLAT

Description:
This alarm indicates the NTP offset of the server that is currently being synced to is greater than the critical threshold.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
ntpOffsetCheckFailure

Alarm ID:
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.

   - 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 tree 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.

32300 - Server fan failure

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
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.

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 and provide the system health check output and collected data.

32302 - Server RAID disk error

Alarm Group:
PLAT

Description:
This alarm indicates that the offboard storage server had a problem with its hardware disks.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdRaidDiskError

Alarm ID:
TKSPLATMA3

Recovery

- It is recommended to contact My Oracle Support.

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

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdPlatformError

Alarm ID:
TKSPLATMA4

Recovery:

1. Run syscheck in verbose mode.
2. Determine the raid state of the mirrored disks, collect data:

   ```
   cat /proc/mdstatcat /etc/raidtab
   ```

3. It is recommended to contact My Oracle Support and provide the system health check output and collected data.

32304 - Server file system error

Alarm Group:
PLAT

Description:
This alarm indicates unsuccessful writing to at least one of the server’s file systems.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdFileSystemError

Alarm ID:
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 and provide the system health check output.

32305 - Server Platform process error

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdPlatProcessError

Alarm ID:
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 and provide the system health check output.

32306 - Server RAM shortage error

Alarm Group:
PLAT

Description:
Not Implemented.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdRamShortageError

Recovery

- It is recommended to contact My Oracle Support.

32307 - Server swap space shortage failure

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
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 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.

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.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdEagleNetworkAError

Recovery

- It is recommended to contact My Oracle Support to request hardware replacement.

32310 - Eagle Network B 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.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdEagleNetworkBError

Recovery

- It is recommended to contact My Oracle Support to request hardware replacement.

32311 - Sync Network 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.

Severity:
Critical

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdSyncNetworkError

Recovery

- It is recommended to contact My Oracle Support 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 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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
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.

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.
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.

32314 - Server temperature error

Alarm Group:
PLAT

Description:
The internal temperature within the server is unacceptably high.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdServerTemperatureError

Alarm ID:
TKSPLATMA15

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.
   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.

32315 - Server mainboard voltage error

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdServerMainboardVoltageError

Alarm ID:
TKSPLATMA16

Recovery:

1. Run syscheck in verbose mode.
2. If the alarm persists, it is recommended to contact My Oracle Support and provide the system health check output.

32316 - Server power feed error

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdPowerFeedError

Alarm ID:
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.

32317 - Server disk health test error

Alarm Group:
PLAT

Description:
Either the hard drive has failed or failure is imminent.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
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 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 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.

32320 - Device interface error

Alarm Group:
PLAT

Description:
This alarm indicates that the IP bond is either not configured or down.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDeviceIfError

Alarm ID:
TKSPLATMA21

Recovery:

1. Run syscheck in verbose mode.
2. Investigate the failed bond, and slave devices, configuration:
   a. 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:
   a. cat /proc/net/bonding/bondX, where X is bond designation
   b. ethtool <slave device>
4. If bond, and slaves, are healthy attempt to administratively bring bond up:
   a. ifup bondX
5. If the problem has not been resolved, it is recommended to contact My Oracle Support and provide the system health check output and the output of the above investigation.

32321 - Correctable ECC memory error

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdEccCorrectableError

Alarm ID:
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

Alarm Group:
PLAT

Description:
This alarm indicates that power supply 1 (feed A) has failed.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdPowerSupply1Error

Alarm ID:
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 and provide the syscheck verbose output. Power supply 1 (feed A) will probably need to be replaced.

32323 - Power Supply B error

Alarm Group:
PLAT

Description:
This alarm indicates that power supply 2 (feed B) has failed.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdPowerSupply2Error

Alarm ID:
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 and provide the syscheck verbose output. Power supply 2 (feed B) will probably need to be replaced.

32324 - Breaker panel feed error

Alarm Group:
PLAT

Description:
This alarm indicates that the server is not receiving information from the breaker panel relays.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdBrkPnlFeedError

Alarm ID:
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 to request that the breaker panel be replaced.

32325 - Breaker panel breaker error

Alarm Group:
PLAT

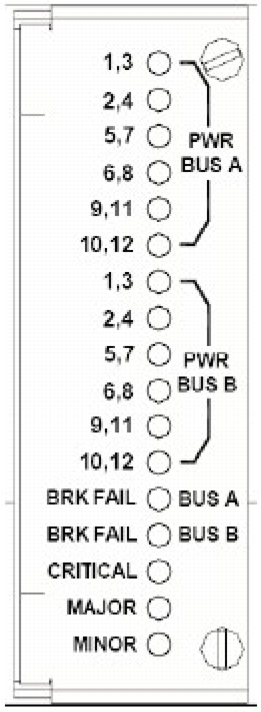
Description:
This alarm indicates that a power fault has been identified by the breaker panel. The LEDs on the center of the breaker panel (see Figure 3-1) identify whether the fault occurred on the input power or the output power, as follows:

- 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.

> **Note:**
>
> 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.

- 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 3-1 Breaker Panel LEDs



Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
TPDBrkPnlBreakerError

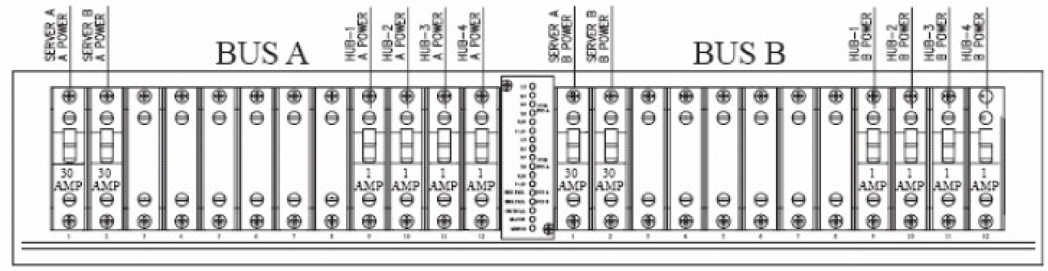
Alarm ID:
TKSPLATMA26

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 3-2   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.
  a. If the LEDs are now illuminated Green, the issue has been resolved. Proceed to step 4 to verify that the alarm has been cleared.
  b. 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
  a. 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.
  b. 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

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
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

32326 - Breaker panel monitoring error

Alarm Group:
PLAT

Description:
This alarm indicates a failure in the hardware and/or software that monitors the breaker panel. This could mean there is a problem with the file I/O libraries, the serial device drivers, or the serial hardware itself.

> **Note:**
>
> When this alarm occurs, the system is unable to monitor the breaker panel for faults. Thus, if this alarm is detected, it is imperative that the breaker panel be carefully examined for the existence of faults. The LEDs on the breaker panel will be the only indication of the occurrence of either alarm:
>
> - 32324 – Breaker panel feed error
> - 32325 – Breaker panel breaker error
>
> until the Breaker Panel Monitoring Error has been corrected.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdBrkPnlMntError

Alarm ID:
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

32327 - Server HA Keepalive error

Alarm Group:
PLAT

Description:
This alarm indicates that heartbeat process has detected that it has failed to receive a heartbeat packet within the timeout period.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHaKeepaliveError

Alarm ID:
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 heartbeart is running (service TKLCha status).

   > **Note:**
   >
   > This step may require command line ability.

4. It is recommended to contact My Oracle Support.

32328 - DRBD is unavailable

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDrbdUnavailable

Alarm ID:
TKSPLATMA29

Recovery

- It is recommended to contact My Oracle Support.

32329 - DRBD is not replicating

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDrbdNotReplicating

Alarm ID:
TKSPLATMA30

Recovery

- It is recommended to contact My Oracle Support.

32330 - DRBD peer problem

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDrbdPeerProblem

Alarm ID:
TKSPLATMA31

Recovery

- It is recommended to contact the My Oracle Support.

32331 - HP disk problem

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHpDiskProblem

Alarm ID:
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 and provide the system health check output. The disk may need to be replaced.

32332 - HP Smart Array controller problem

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHpDiskCtrlrProblem

Alarm ID:
TKSPLATMA33

Recovery:

1. Run syscheck in verbose mode.
2. If condition persists, it is recommended to contact My Oracle Support and provide the system health check output.

32333 - HP hpacucliStatus utility problem

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHPACUCLIProblem

Alarm ID:
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.

   - 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 and provide the system health check output, and savelogs_plat output.

32334 - Multipath device access link problem

Alarm Group:
PLAT

Description:
One or more "access paths" of a multipath device are failing or are not healthy, or the multipath device does not exist.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdMpathDeviceProblem

Recovery:

- It is recommended to contact My Oracle Support.

32335 - Switch link down error

Alarm Group:
PLAT

Description:
The link is down.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdSwitchLinkDownError

Alarm ID:
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 to determine who should verify port settings on both the server and the switch.

32336 - Half Open Socket Limit

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHalfOpenSockLimit

Alarm ID:
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.
3. It is recommended to contact My Oracle Support and provide the system health check output and collected data.

32337 - Flash Program Failure

Alarm Group:
PLAT

Description:
This alarm indicates that there was an error while trying to update the firmware flash on the E5-APP-B cards.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdFlashProgramFailure

Alarm ID:
TKSPLATMA38

Recovery:

- It is recommended to contact My Oracle Support.

32338 - Serial Mezzanine Unseated

Alarm Group:
PLAT

Description:
This alarm indicates that a connection to the serial mezzanine board may not be properly seated.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdSerialMezzUnseated

Alarm ID:
TKSPLATMA39

Recovery:

1. Ensure that both ends of both cables connecting the serial mezzanine card to the main board are properly seated into their connectors.
2. It is recommended to contact My Oracle Support if reseating the cables does not clear the alarm.

32339 - TPD Max Number Of Running Processes Error

Alarm Group:
PLAT

Description:
This alarm indicates that the maximum number of running processes has reached the major threshold.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdMaxPidLimit

Alarm ID:
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 and provide the system health check output, and pid output.

32340 - TPD NTP Daemon Not Synchronized Error

Alarm Group:
PLAT

Description:
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.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdNTPDaemonNotSynchronizedError

Alarm ID:
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.

- 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.

32341 - TPD NTP Daemon Not Synchronized Error

Alarm Group:
PLAT

Description:
This alarm indicates that the server is not synchronized to an NTP source and has never been synchronized since the last configuration change.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdNTPDaemonNeverSynchronized

Alarm ID:
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.

   - 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.

32342 - NTP Offset Check Error

Alarm Group:
PLAT

Description:
This alarm indicates the NTP offset of the server that is currently being synced to is greater than the major threshold.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
ntpOffsetCheckError

Alarm ID:
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.

- 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.

32343 - TPD RAID disk

Alarm Group:
PLAT

Description:
This alarms indicates that physical disk or logical volume on RAID controller is not in optimal state as reported by syscheck.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDiskProblem

Alarm ID:
TKSPLATMA44

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support and provide the system health check output.

32344 - TPD RAID controller problem

Alarm Group:
PLAT

Description:
This alarms indicates that RAID controller needs intervention.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDiskCtrlrProblem

Alarm ID:
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 and provide the system health check output.

32345 - Server Upgrade snapshot(s) invalid

Alarm Group:
PLAT

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

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdUpgradeSnapshotInvalid

Alarm ID:
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.

32346 - OEM hardware management service reports an error

Alarm Group:
PLAT

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

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdOEMHardware

Alarm ID:
TKSPLATMA47

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support and provide the system health check output.

32347 - The hwmgmtcliStatus daemon needs intervention

Alarm Group:
PLAT

Description:
This alarms indicates the hwmgmtcliStatus daemon is not running or is not responding.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHWMGMTCLIProblem

Alarm ID:
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 hwmgmtd process is running. If not running verify that it was not administratively stopped.
    - Running "service hwmgmtd status" should produce output indicating that the process is running.
    - If not running, attempt to start process "service hwmgmtd status".
4. Determine if the TKLChwmgmtcli process is running. If not running verify that it was not administratively stopped.
    - Running "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 hwmgmtd process is hung, proceed with next step.
6. It is recommended to contact My Oracle Support and provide the system health check output.

32348 - FIPS subsystem problem

Alarm Group:
PLAT

Description:
This alarm indicates the FIPS subsystem is not running or has encountered errors.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdFipsSubsystemProblem

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support and provide the system health check output.

32349 - File Tampering

Alarm Group:
PLAT

Description:
This alarm indicates HIDS has detected file tampering.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHidsFileTampering

Recovery:

- It is recommended to contact My Oracle Support.

32350 - Security Process Terminated

Alarm Group:
PLAT

Description:
This alarm indicates that the security process monitor is not running.

Severity:
Major

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdSecurityProcessDown

Recovery:

- It is recommended to contact My Oracle Support.

32500 - Server disk space shortage warning

Alarm Group:
PLAT

Description:
This alarm indicates that one of the following conditions has occurred:

- A file system has exceeded a warning threshold, which means that more than 80% (but less than 90%) of the available disk storage has been used on the file system.
- More than 80% (but less than 90%) of the total number of available files have been allocated on the file system.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDiskSpaceShortageWarning

Alarm ID:
TKSPLATMI1

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, provide the system health check output, and provide additional file system output.

32501 - Server application process error

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdApplicationProcessError

Alarm ID:
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 and provide the syscheck output.

32502 - Server hardware configuration error

Alarm Group:
PLAT

Description:
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).

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHardwareConfigError

Alarm ID:
TKSPLATMI3

Recovery:

1. Run syscheck in verbose mode.
2. Contact the hardware vendor to request a hardware replacement.

32503 - Server RAM shortage warning

Alarm Group:
PLAT

Description:
This alarm is generated by the MPS syscheck software package and is not part of the TPD distribution.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdRamShortageWarning

Alarm ID:
TKSPLATMI4

Recovery

1. Refer to MPS-specific documentation for information regarding this alarm.
2. It is recommended to contact the My Oracle Support.

32504 - Software Configuration Error

Alarm Group:
PLAT

Description:
This alarm is generated by the MPS syscheck software package and is not part of the PLAT distribution.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdSoftwareConfigError

Recovery

- It is recommended to contact My Oracle Support.

32505 - Server swap space shortage warning

Alarm Group:
PLAT

Description:
This alarm indicates that the swap space available on the server is less than expected. This is usually caused by a process that has allocated a very large amount of memory over time.

> **Note:**
>
> For this alarm to clear, the underlying failure condition must be consistently undetected for a number of polling intervals. Therefore, the alarm may continue to be reported for several minutes after corrective actions are completed.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdSwapSpaceShortageWarning

Alarm ID:
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, provide the system health check output, and process swap usage.

32506 - Server default router not defined

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDefaultRouteNotDefined

Alarm ID:
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.

32507 - Server temperature warning

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdServerTemperatureWarning

Alarm ID:
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.

32508 - Server core file detected

Alarm Group:
PLAT

Description:
This alarm indicates that an application process has failed and debug information is available.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdServerCoreFileDetected

Alarm ID:
TKSPLATMI9

Recovery:

1. It is recommended to contact My Oracle Support to create a service request.

2. On the affected server, run 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 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

Alarm Group:
PLAT

Description:
This alarm indicates that the NTP daemon (background process) has been unable to locate a server to provide an acceptable time reference for synchronization.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdNTPDeamonNotSynchronizedWarning

Alarm ID:
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.

- 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.

32510 - CMOS battery voltage low

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdCMOSBatteryVoltageLow

Alarm ID:
TKSPLATMI11

Recovery:

- It is recommended to contact My Oracle Support.

32511 - Server disk self test warning

Alarm Group:
PLAT

Description:
A non-fatal disk issue (such as a sector cannot be read) exists.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdSmartTestWarn

Alarm ID:
TKSPLATMI12

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support.

32512 - Device warning

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDeviceWarn

Alarm ID:
TKSPLATMI13

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support.

32513 - Device interface warning

Alarm Group:
PLAT

Description:
This alarm can be generated by either an SNMP trap or an IP bond error.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDeviceIfWarn

Alarm ID:
TKSPLATMI14

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support.

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.

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.

32516 - Server HA Active to Standby transition

Alarm Group:
PLAT

Description:
This alarm indicates that the server is in the process of transitioning HA state from Active to Standby.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHaActiveToStandbyTrans

Alarm ID:
TKSPLATMI17

Recovery:

- It is recommended to contact My Oracle Support.

32517 - Server HA Standby to Active transition

Alarm Group:
PLAT

Description:
This alarm indicates that the server is in the process of transitioning HA state from Standby to Active.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHaStandbyToActiveTrans

Alarm ID:
TKSPLATMI18

Recovery:

- It is recommended to contact My Oracle Support.

32518 - Platform Health Check failure

Alarm Group:
PLAT

Description:
This alarm is used to indicate a configuration error.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHealthCheckFailed

Alarm ID:
TKSPLATMI19

Recovery:

- It is recommended to contact My Oracle Support.

32519 - NTP Offset Check failure

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
ntpOffsetCheckWarning

Alarm ID:
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.

- 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.

32520 - NTP Stratum Check failure

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
ntpStratumCheckFailed

Alarm ID:
TKSPLATMI21

Recovery:

1. Verify NTP settings and that NTP sources can be reached.
   1. Ensure ntpd service is running.
   2. Verify the content of the /etc/ntp.conf file is correct for the server.
   3. 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.
   4. 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.

   - 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.

32521 - SAS Presence Sensor Missing

Alarm Group:
PLAT

Description:
This alarm indicates that the T1200 server drive sensor is not working.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
sasPresenceSensorMissing

Alarm ID:
TKSPLATMI22

Recovery:

- It is recommended to contact My Oracle Support to get a replacement sensor.

32522 - SAS Drive Missing

Alarm Group:
PLAT

Description:
This alarm indicates that the number of drives configured for this server is not being detected.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
sasDriveMissing

Alarm ID:
TKSPLATMI23

- It is recommended to contact My Oracle Support.

32523 - DRBD failover busy

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDrbdFailoverBusy

Alarm ID:
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.

32524 - HP disk resync

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHpDiskResync

Alarm ID:
TKSPLATMI25

Recovery:

1. Run syscheck in verbose mode.
2. If the percent recovering is not updating, wait at least 5 minutes between subsequent runs of syscheck.
3. If the alarm persists, it is recommended to contact My Oracle Support and provide the syscheck output.

32525 - Telco Fan Warning

Alarm Group:
PLAT

Description:
This alarm indicates that the Telco switch has detected an issue with an internal fan.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdTelcoFanWarning

Alarm ID:
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 personnel can perform an `snmpget` command or log into the switch to get detailed fan status information.

32526 - Telco Temperature Warning

Alarm Group:
PLAT

Description:
This alarm indicates that the Telco switch has detected the internal temperature has exceeded the threshold.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdTelcoTemperatureWarning

Alarm ID:
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.

32527 - Telco Power Supply Warning

Alarm Group:
PLAT

Description:
This alarm indicates that the Telco switch has detected that one of the duplicate power supplies has failed.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdTelcoPowerSupplyWarning

Alarm ID:
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 who can perform a `snmpget` command or log into the switch to determine which power supply is failing. If the power supply is bad, the switch must be replaced.

32528 - Invalid BIOS value

Alarm Group:
PLAT

Description:
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdInvalidBiosValue

Alarm ID:
TKSPLATMI29

Recovery:

- Change the BIOS values to the expected values which involves re-booting the server. It is recommended to contact My Oracle Support for directions on changing the BIOS.

32529 - Server Kernel Dump File Detected

Alarm Group:
PLAT

Description:
This alarm indicates that the kernel has crashed and debug information is available.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdServerKernelDumpFileDetected

Alarm ID:
TKSPLATMI30

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support.

32530 - TPD Upgrade Failed

Alarm Group:
PLAT

Description:
This alarm indicates that a TPD upgrade has failed.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
TpdServerUpgradeFailed

Alarm ID:
TKSPLATMI31

Recovery:

- It is recommended to contact My Oracle Support.

32531 - Half Open Socket Warning Limit

Alarm Group:
PLAT

Description
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.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdHalfOpenSocketWarning

Alarm ID:
TKSPLATMI32

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support.

32532 - Server Upgrade Pending Accept/Reject

Alarm Group:
PLAT

Description:
This alarm indicates that an upgrade occurred but has not been accepted or rejected yet.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdServerUpgradePendingAccept

Alarm ID:
TKSPLATMI33

Recovery:

- Follow the steps in the application procedure to accept or reject the upgrade.

32533 - TPD Max Number Of Running Processes Warning

Alarm Group:
PLAT

Description:
This alarm indicates that the maximum number of running processes has reached the minor threshold.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdMaxPidWarning

Alarm ID:
TKSPLATMI34

Recovery:

1. Run syscheck in verbose mode.
2. It is recommended to contact My Oracle Support.

32534 - TPD NTP Source Is Bad Warning

Alarm Group:
PLAT

Description:
This alarm indicates that an NTP source has been rejected by the NTP daemon and is not being considered as a time source.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdNTPSourceIsBad

Alarm ID:
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.

- 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.

32535 - TPD RAID disk resync

Alarm Group:
PLAT

Description:
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).

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdDiskResync

Alarm ID:
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.

32536 - TPD Server Upgrade snapshot(s) warning

Alarm Group:
PLAT

Description:
This alarm indicates that upgrade snapshot(s) are above configured threshold and either accept or reject of LVM upgrade has to be run soon, otherwise snapshots will become full and invalid.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdUpgradeSnapshotWarning

Alarm ID:
TKSPLATMI37

Recovery:

1. Run accept or reject of current LVM upgrade before snapshots become invalid.
2. It is recommended to contact My Oracle Support

32537 - FIPS subsystem warning event

Alarm Type:
PLAT

Description:
This alarm indicates that the FIPS subsystem requires a reboot in order to complete configuration.

Severity:
Minor

Instance:
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdFipsSubsystemWarning

Recovery

- If alarm does not clear on its own, it is recommended to contact My Oracle Support.

32538 - Platform Data Collection Error

Alarm Group
PLAT

Description
Platform Data Collection Error

Severity
Minor

Instance
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score
Normal

Auto Clear Seconds
0 (zero)

OID
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.

32539 - Server Patch Pending Accept/Reject

Alarm Group
PLAT

Description
Server Patch Pending Accept/Reject

Severity
Minor

Instance
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score
Normal

Auto Clear Seconds
0 (zero)

OID
tpdServerPatchPendingAccept

Recovery

- Accept or reject the patch per the application documentation procedure.

32540 - CPU Power limit mismatch

Alarm Group:
PLAT

Description:
The BIOS setting for CPU Power Limit is different than expected.

Severity:
Minor

Instance:
N/A

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

OID:
tpdCpuPowerLimitMismatch

Alarm ID:
TKSPLATMI41

Recovery:

- It is recommended to contact My Oracle Support.

32700 - Telco Switch Notification

Alarm Group:
PLAT

Description
Telco Switch Notification

Severity
Info

Instance
May include AlarmLocation, AlarmId, AlarmState, AlarmSeverity, and bindVarNamesValueStr

HA Score
Normal

Auto Clear Seconds
86400

OID
tpdTelcoSwitchNotification

Recovery:

- It is recommended to contact My Oracle Support.

32701 - HIDS Initialized

Alarm Group:
PLAT

Description:
This alarm indicates HIDS was initialized.

Default Severity:
Info

OID:
tpdHidsBaselineCreated

Recovery:

- It is recommended to contact My Oracle Support.

32702 - HIDS Baseline Deleted

Alarm Group:
PLAT

Description:
HIDS baseline was deleted.

Default Severity:
Info

OID:
tpdHidsBaselineDeleted

Recovery:

- It is recommended to contact My Oracle Support.

32703 - HIDS Enabled

Alarm Group:
PLAT

Description:
HIDS was enabled.

Default Severity:
Info

OID:
tpdHidsEnabled

Recovery:

- It is recommended to contact My Oracle Support.

32704 - HIDS Disabled

Alarm Group:
PLAT

Description:
HIDS was disabled.

Default Severity:
Info

OID:
tpdHidsDisabled

Recovery:

- It is recommended to contact My Oracle Support.

32705 - HIDS Monitoring Suspended

Alarm Group:
PLAT

Description:
HIDS monitoring suspended.

Default Severity:
Info

OID:
tpdHidsSuspended

Recovery:

- It is recommended to contact My Oracle Support.

32706 - HIDS Monitoring Resumed

Alarm Group:
PLAT

Description:
HIDS monitoring resumed.

Default Severity:
Info

OID:
tpdHidsResumed

Recovery:

- It is recommended to contact My Oracle Support.

32707 - HIDS Baseline Updated

Alarm Group:
PLAT

Description:
HIDS baseline updated.

Default Severity:
Info

OID:
tpdHidsBaselineUpdated

Recovery:

- It is recommended to contact My Oracle Support.

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.

70277 – GTT Action Discard MSU

Alarm Group:
vSTP

Description:
The event is generated when the GTT action (for example, DISCARD, UDTS, or TCAP ERROR) is performed and the UIM required flag is set to *Yes* for the GTT Action managed object.

Severity:
Info

Instance:
Combination of *Action Set Name:Action Name*

Auto Clear Seconds:
10

OID:
vSTPVstpGTTActionDiscardedMSUNotify

Recovery:

- It is recommended to contact #unique_494 for assistance if needed.

70278 – GTT Action Failed

Alarm Group:
vSTP

Description:
The event is generated when the GTT action (for example, DUPLICATE, FORWARD, or TCAP ERROR) has failed.

Severity:
Info

Instance:
Combination of *Action Set Name:Action Name*

Auto Clear Seconds:
10

OID:
vSTPVstpGTTActionFailedNotify

Recovery:

- It is recommended to contact #unique_494 if further assistance is needed.

70279 – GTT MBR Duplicate Set Type Failed

Alarm Group:
vSTP

Description:
This event is generated when the translation duplicate set type encountered and fallback option is *NO*.

Severity:
Info

Instance:
None

Auto Clear Seconds:
10

OID:
vSTPVstpGTTFlobrDupSetTypeFailedNotify

Recovery:

- It is recommended to contact #unique_494 if further assistance is needed.

70280 – GTT MBR Duplicate Set Type Warning

Alarm Group:
vSTP

Description:
This event is generated when the translation duplicate set type encountered and fallback option is *YES*.

Severity:
Info

Instance
None

Auto Clear Seconds:
10

OID:
vSTPVstpGTTFlobrDupSetTypeWarningNotify

Recovery:

- It is recommended to contact #unique_494 if further assistance is needed.

70283 - GTT FLOBR Max Search Depth Failed

Alarm Group:
vSTP

Description:
This event is generated after the maximum depth search if the translation is not successful and fallback is *NO*.

Severity:
Info

Instance:
None

Auto Clear Seconds:
10

OID:
vSTPVstpGTTFlobrMaxSearchDepthFailedNotify

Recovery:

1. xxx
2. It is recommended to contact #unique_494 if further assistance is needed.

70010 – QP Failed Server-backup Remote Archive Rsync

Alarm Type
QP

Description
A scheduled backup failed to synchronize the local server-backup archive with the remote server-backup archive.

- Hostname=<hostname | IPaddr>
- path=<path>
- errorcode=<rsync error>

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 64800 seconds (18 hours).

OID
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

Alarm Type
QP

Description
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>

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 64800 seconds (18 hours).

OID
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

Alarm Type
QP

Description
A scheduled backup failed to create the local server-backup file.

Failure-reason=<errorcode>

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 64800 seconds (18 hours).

OID
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

Alarm Type
QP

Description
A scheduled backup failed to create the local system-backup file.

Failure-reason=<errorcode>

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 64800 seconds (18 hours).

OID
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

Alarm Type
QP

Description
VIP Route Add Failed — VIP route add failed to re-apply during VIP event.

The alarm displays the following information:

- IP-Type
- Route-Type
- Network
- Destination
- Gateway-Address
- Error Message

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 3600 seconds (60 minutes).

OID
QpAddRouteFailed

Recovery:

- Use Platcfg Routing menu to repair the route manually.

70016 – No Available VIP Route

Alarm Type
QP

Description
This alarm is raised when the application of a route item with VIP as the preferred source fails because the VIP is not configured.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
When VIP becomes available, this alarm is cleared. If the route item is deleted, this alarm is also cleared.

OID
QPNoVipForRoute

Recovery:

1. Check route configuration.
2. If route is configured correctly, this alarm can be ignored.

70017 – No Available Static IP

Alarm Type
QP

Description
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.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
When a STATIC IP becomes available, this alarm is cleared. If the route item is deleted, this alarm is also cleared.

OID
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

Alarm Type
QP

Description
The current MYSQL master server has an outdated database.

Default Severity
Critical

Instance
N/A

HA Score
Degraded

Clearing Action
This alarm clears when the master server either is made a slave server or if a database restore action clears the condition.

OID
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

Alarm Type
QP

Description
The MySQL slave is not connected to the master.

Default Severity
Major

Instance
N/A

HA Score
Failed

Clearing Action
This alarm clears automatically when the slave server connects to the master server.

OID
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.

70022 – QP Slave database failed to synchronize

Alarm Type
QP

Description
The MySQL slave failed to synchronize with the master.

Default Severity
Major

Instance
N/A

HA Score
Failed

Clearing Action
This alarm clears when the slave server synchronizes with the master server.

OID
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.

70023 – QP Slave database lagging the master

Alarm Type
QP

Description
The MySQL slave is lagging the master —The MYSQL slave server is connected to the master server but its database has fallen behind the master database.

Default Severity
Minor

Instance
N/A

HA Score
Degraded

Clearing Action
This alarm clears automatically when the slave database is synchronized with the master database.

OID
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.

70024 - QP Slave database is prevented from synchronizing with the master

Alarm Type
QP

Description
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.

Default Severity
Critical

Instance
N/A

HA Score
Degraded

Clearing Action
This alarm clears when the slave database is synchronized with the master database. This alarm is set on the slave server and will only occur when the active server on the primary site has set alarm 70020. This alarm clears automatically when the slave database is synchronized with the master database.

OID
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

Alarm Type
QP

Description
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.

Default Severity
Critical

Instance
N/A

HA Score
Normal

Clearing Action
The slave server clears the alarm when the master DB version is equal to the slave DB version.

OID
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

Alarm Type
QP

Description
Server is performing a Symantec NetBackup Operation.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Alarm clears when the NetBackup client operation has completed.

OID
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.

70027 – QP Server Network Config Error

Alarm Type
QP

Description
QP Server Network Error.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Autoclears in 1800 seconds (30 minutes).

OID
QPServerNetworkConfigError

Recovery

1. Correct the indicated networking configuration.
2. If the problem persists, contact My Oracle Support.

70028 – QP bonded interface is down

Alarm Type
QP

Description
OAM bonded interface bond0 is down; Signaling bonded interface bond1 is down; Signaling bonded interface bond2 is down.

Default Severity
Critical

Instance
OAM, SIGA, SIGB

HA Score
Degraded

Clearing Action
Process `qp_hamonitor` has detected the VIP is not defined on this bonded network interface; VIP is defined on this bonded network interface and `qp_hamonitor` process has detected the interface is up.

OID
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

70029 – QP peer node bonded interface is down

Alarm Type
QP

Description
QP Peer Node $*{host name}* ($*{ip addr}*) bonded interface bond0 (OAM) is down.

Default Severity
Critical

Instance
Peer_OAM

HA Score
Normal

Clearing Action
Process `qp_hamonitor` will clear the alarm once the OAM network interface is up. The alarm will also clear automatically after 60 seconds.

OID
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

70030 – QP backplane bonded interface is down

Alarm Type
QP

Description
Backplane bonded interface is down.

Default Severity
Critical

Instance
Backplane_bond3

HA Score
Normal

Clearing Action
Process `qp_hamonitor` has detected the bonded backplane network interface has been restored or the alarm has been raised for 60 seconds.

OID
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

Alarm Type
QP

Description
HA status is degraded because selected interface(s) ($*{OAM, SIGA, or SIGB}*) are down.

Default Severity
Critical

Instance
OAM or SIGA or SIGB

HA Score
Failed

Clearing Action
Alarm clears when process `qp_hamonitor` has detected all OAM, SIGA and SIGB network interfaces are up. Alarm also clears automatically after 60 seconds.

OID
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.

70032 – QP direct link does not work as configuration

Alarm Type
QP

Description
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.

Default Severity
Notice

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
QPBpMismatch

Recovery:

- Check the validity of backplane IP Address and Comcol table LogicPath.

70038 – QP has blocked IPv4 traffic on an OAM interface

Alarm Type
QP

Description
This alarm is raised on each server if IPv4 is blocked on an OAM. After `qpIPv4Harvest --block_oam_ipv4` is finished successfully, this alarm is raised.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm is cleared by `qpIPv4Harvest -harvest_oam_only` or `qpIPv4Harvest -harvest_oam_all`.

OID
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

Alarm Type
QP

Description
This alarm is raised on each server if IPv4 is blocked on all interfaces. After `qpIPv4Harvest -block_all_ipv4` is finished successfully, this alarm is raised.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm is cleared by `qpIPv4Harvest -harvest_all`.

OID
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

Alarm Type
QP

Description
This alarm is raised when there is a failure to block IPv4 on an OAM interface.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
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.

OID
QPFailedToBlockOAMIpv4

Recovery:

- Correct the error conditions and run `qpIPv4Harvest -block_oam_ipv4` again.

70041 – Failure to block IPv4 on the all interfaces

Alarm Type
QP

Description
This alarm is raised when there is a failure to block IPv4 on all interfaces.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
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.

OID
QPFailedToBlockAllIpv4

Recovery:

- Correct the error conditions, and run `qpIPv4Harvest -block_all_ipv4` again.

70042 – Failure to remove OAM IPv4 addresses from the cluster/site

Alarm Type
QP

Description
This alarm is raised when there is a failure to remove OAM IPv4 addresses from cluster/site

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm will be cleared automatically in 1 hour. Or it can be cleared once the OAM IPv4 addresses are successfully removed.

OID
QPFailedToRemoveOAMIpv4

Recovery:

- Correct the error conditions and do the harvest again.

70043 – Failure to remove all IPv4 addresses from the cluster/site

Alarm Type
QP

Description
This alarm is raised when there is a failure to remove all IPv4 addresses from cluster/site.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm will be cleared automatically in 1 hour. Or it can be cleared once all IPv4 addresses are successfully removed.

OID
QPFailedToRemoveAllIpv4

Recovery:

- Correct the error conditions and do harvest again.

70044 – Failure to rollback changes for removing IPv4 addresses

Alarm Type
QP

Description
This alarm is raised when there is a failure to rollback changes for removing IPv4 addresses.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm will be cleared automatically in 1 hour. Or it can be cleared once the rollback action finished successfully.

OID
QPFailedToRollbackRecaptureIpv4

Recovery:

- Correct the error conditions and do the rollback again.

70045 – DNS Server is not available

Alarm Type
QP

Description
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.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm will be cleared automatically after 120 seconds.

OID
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:
   1. Check the route and firewall settings from the PCRF node reporting the alarm to determine if a DNS server can be accessed.
   2. 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:
   - Use Platcfg commands `Policy Configuration -> Perform Initial Configuration` to check the IP address format of the DNS server:

70050 – QP Timezone change detected

Alarm Type
QP

Description
Time zone has been changed using `platcfg` commands `Server Configuration -> Time Zone -> Edit`. The application needs to be restarted after this change.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears when the application is restarted (`qp_procmgr` restarted). This is not an auto-clear alarm.

OID
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.

70500 – System Mixed Version

Alarm Type
QP

Description
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.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
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.

70501 – Cluster Mixed Version

Alarm Type
QP

Description
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.

Default Severity
Minor

Instance
The Comcol ID of the cluster.

HA Score
Normal

Clearing Action
N/A

OID
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.

70502 – Cluster Replication Inhibited

Alarm Type
QP

Description
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.

Default Severity
Minor

Instance
The Comcol ID of the server.

> **Note:**
>
> The alarm text will contain the proper host name of the server.

HA Score
Normal

Clearing Action
N/A

OID
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.

70503 – Server Forced Standby

Alarm Type
QP

Description
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.

Default Severity
Minor

Instance
The Comcol ID of the server.

> **Note:**
>
> The alarm text will contain the proper hostname of the server.

HA Score
Normal

Clearing Action
N/A

OID
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.

70505 – ISO Mismatch

Alarm Type
QP

Description
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).

Default Severity
Minor

Instance
The Comcol ID of the server.

> **Note:**
>
> The alarm text will contain the proper host name of the server.

HA Score
Normal

Clearing Action
N/A

OID
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.

70506 – Upgrade Operation Failed

Alarm Type
QP

Description
An action initiated by the upgrade director has failed. Click **Alarm Details** associated with the alarm in the CMP GUI to find the root cause of the failed upgrade action.

Default Severity
Minor

Instance
The Comcol ID of the server.

> **Note:**
>
> The alarm text will contain the proper host name of the server.

HA Score
Normal

Clearing Action
N/A

OID
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.

70507 – Upgrade In Progress

Alarm Type
QP

Description
An upgrade or backout action on a server is in progress.

Default Severity
Minor

Instance
The Comcol ID of the server.

> **Note:**
>
> The alarm text will contain the proper host name of the server.

HA Score
Normal

Clearing Action
N/A

OID
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.

70508 – Server Is Zombie

Alarm Type
QP

Description
A server has failed an upgrade or backout and now is in an unknown state.

Default Severity
Critical

Instance
The Comcol ID of the server.

> **Note:**
>
> The alarm text will contain the proper host name of the server.

HA Score
Normal

Clearing Action
N/A

OID
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.

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

Alarm Type
PCRF

Description
This alarm occurs when all other associated MRA devices are currently unavailable for remote diversion.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Auto clear after 7200 seconds.

OID
RemoteDiversionNotPossible

Recovery:

- If the problem persists, contact My Oracle Support.

70351 – vSTP Maintenance Leader HA Notification to Go Active

Alarm Group:
vSTP

Description:
This event is generated when vSTP has received a notification from HA that the Maintenance Leader resource should transition to the Active role.

Severity:
Info

Instance:
None

Auto Clear Seconds:
1

OID:
vSTPVstpMpLeaderGoActiveNotificationNotify

Recovery:

- It is recommended to contact #unique_494 if further assistance is needed.

70352 – vSTP Maintenance Leader HA notification to GO OOS

Alarm Group:
vSTP

Description:
This event is generated when vSTP received a notification from HA that the Maintenance Leader resource should transition to the OOS role.

Severity:
Info

Instance:
None

Auto Clear Seconds:
1

OID:
vSTPVstpMpLeaderGoOOSNotificationNotify

Recovery:

- It is recommended to contact #unique_494 if further assistance is needed.

70353 – Routing DB Inconsistency Exists

Alarm Group:
vSTP

Description:
vSTP routing DB inconsistencies exist among the DA-MPs in the DSR signaling NE.

Severity:
Critical

Instance:
Table Name

HA Score:
Normal

Auto Clear Seconds:
0 (zero)

Throttle (Seconds)
86400

OID:
vSTPVstpRoutingDbInconsistencyExistsNotify

Recovery:

- It is recommended to contact #unique_494 if further assistance is needed.

70354 – vSTP DB Table Monitoring Overrun

Alarm Group:
vSTP

Description:
This event is generated when a vSTP DB table monitoring overrun has occurred. The COMCOL update synchronization log used by DB Table monitoring to synchronize routing DB among all DA-MP RT-DBs has overrun. The vSTP-MPs routing DB sharing table is automatically audited and re-synchronized to correct any inconsistencies.

Severity:
Info

Instance:
<Table Name>

Auto Clear Seconds:
1

OID:
vSTPVstpTblMonCbOnLogOverrunNotify

Recovery:

- It is recommended to contact #unique_494 if further assistance is needed.

71101 – DQOS Downstream Connection Closed

Alarm Type
PCRF

Description
DQoS Downstream connection is closed.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
DQoS connection restored to a remote peer.

OID
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.

71102 – MSC Conn Lost

Alarm Type
PCRF

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

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Connection to a remote peer is restored.

OID
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.

71103 – PCMM Conn Lost

Alarm Type
PCRF

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

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Alarm clears when the connection to a remote peer is restored. The alarm also clears automatically after 7200 seconds.

OID
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.

71104 – DQOS AM Connection Closed

Alarm Type
PCRF

Description
DQoS AM Connection Closed.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Connection to a remote peer is restored.

OID
DqosAmConnectionClosed

Recovery:

- If the problem persists, contact My Oracle Support.

71204 – SPC Conn Closed

Alarm Type
PCRF

Description
SPC connection closed.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Connection to a remote peer is restored.

OID
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.

71402 – Connectivity Lost

Alarm Type
PCRF

Description
Diameter connection socket is closed.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 7200 seconds or the connection to a Diameter peer is restored.

OID
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.

71403 – Connectivity Degraded

Alarm Type
PCRF

Description
A connection with a Diameter peer has been closed by a network element.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 7200 seconds or the connection to a Diameter peer is restored.

OID
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.

71408 – Diameter New Conn Rejected

Alarm Type
PCRF

Description
Diameter new connection rejected as an already functioning one exists. A Diameter peer (identified by its Diameter Identity) attempted to establish a connection with the device although it already has a valid connection. The Diameter protocol allows only one connection from a particular peer.

> **Note:**
>
> This situation only occurs when DIAMETER.AllowMultipleConnectionsPerPeer is set to false, or when the multiple connections setting is turned off on the Advanced Settings of the Policy Server tab in the CMP system.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 300 seconds.

OID
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.

71414 – SCTP Path Status Changed

Alarm Type
PCRF

Description
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.

Default Severity
Minor

Instance
Peer address + Association ID

HA Score
Normal

Clearing Action
This alarm clears automatically after 7200 seconds (2 hours).

OID
SctpPathStatusChanged

Recovery:

- If the problem persists, contact My Oracle Support.

71605 – LDAP Conn Failed

Alarm Type
PCRF

Description
Connection to LDAP server failed.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Connection to LDAP server is restored or clears automatically after 7200 seconds (2 hours).

OID
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.

71630 – DHCP Unexpected Event ID

Alarm Type
PCRF

Description
DHCP Communication exception.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Next successful DHCP operation will clear this alarm.

OID
DHCPUnexpectedEventId

Recovery:

- If the problem persists, contact My Oracle Support.

71631 – DHCP Unable to Bind Event ID

Alarm Type
PCRF

Description
DHCP unable to bind event ID.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Next successful DHCP bind operation will clear this alarm or clears automatically after 60 seconds.

OID
DHCPUnableToBindEventId

Recovery:

1. If this alarm occurs infrequently, monitor the health of the system.
2. If this alarm occurs frequently, contact My Oracle Support.

71632 – DHCP Response Timeout Event ID

Alarm Type
PCRF

Description
DHCP Response Timeout Event Id.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 60 seconds.

OID
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.

71633 – DHCP Bad Relay Address Event ID

Alarm Type
PCRF

Description
DHCP bad relay address event id.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 30 seconds.

OID
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.

71634 – DHCP Bad Primary Address Event ID

Alarm Type
PCRF

Description
DHCP no primary address specified.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 30 seconds.

OID
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.

71635 – DHCP Bad Secondary Address Event ID

Alarm Type
PCRF

Description
DHCP no secondary address specified.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 30 seconds.

OID
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.

71684 – SPR Connection Closed

Alarm Type
PCRF

Description
SPR Closing a secondary connection to revert to primary connection.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Connection to SPR is restored.

OID
SPRConnectionClosed

Recovery:

- If the problem persists, contact My Oracle Support.

71685 – MSR DB Not Reachable

Alarm Type
PCRF

Description
Unable to connect to Multimedia Subscriber Repository (MSR) after several attempts.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Connection to MSR is restored.

OID
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.

71702 – BRAS Connection Closed

Alarm Type
PCRF

Description
BRAS Connection Closed. The MPE device lost a connection to the B-RAS element of the gateway.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Connection to BRAS is restored.

OID
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.

71703 – COPS Unknown Gateway

Alarm Type
PCRF

Description
COPS Unknown Gateway. An unknown gateway is trying to establish a COPS-PR connection to the MPE device.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
COPS network element is associated with MPE device.

OID
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.

71801 – PCMM No PCEF

Alarm Type
PCRF

Description
This alarm is raised when the MPE cannot find the PCEF. The alarm is disabled by default unless the user sets `RC.TrapNoPcefEnabled` to true in `RcMgr`. 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.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 60 seconds.

OID
PCMMNoPCEF

Recovery:

1. If this alarm occurs infrequently, monitor the health of the system.
2. If this alarm occurs frequently, contact My Oracle Support.

71805 – PCMM Non Connection PCEF

Alarm Type
PCRF

Description
PCMM Non Connection to PCEF.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 60 seconds.

OID
PCMMNonConnectionPCEF

Recovery:

1. If this alarm occurs infrequently, monitor the health of the system.
2. If this alarm occurs frequently, contact My Oracle Support.

72198 – SMSR SMSC Switched to Primary

Alarm Type
PCRF

Description
Switched to primary Short Message Service Center (SMSC). Switched from Secondary to Primary SMSC.

Default Severity
Minor

Instance
SMSC address

HA Score
Normal

Clearing Action
This alarm automatically clears after 60 minutes (3600 seconds).

OID
SMSRSMSCSwitchedToPrimary

Recovery:

- No action necessary.

72199 – SMSR SMSC Switched to Secondary

Alarm Type
PCRF

Description
Switched to Secondary Short Message Service Center (SMSC). Switched from Primary to Secondary SMSC.

Default Severity
Minor

Instance
SMSC Address

HA Score
Normal

Clearing Action
This alarm automatically clears after 60 minutes (3600 seconds).

OID
SMSRSMSCSwitchedToSecondary

Recovery:

- No action necessary.

72210 – PCMM Reached Max Gates Event ID

Alarm Type
PCRF

Description
PCMM Reached Maximum Gates. A subscriber at IP address *ip-addr* has reached the configured maximum number of upstream gates.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 60 seconds.

OID
PCMMReachedMaxGatesEventId

Recovery:

1. If this alarm occurs infrequently, monitor the health of the system.
2. If this alarm occurs frequently, contact My Oracle Support.

72211 – PCMM Reached Max GPI Event ID

Alarm Type
PCRF

Description
PCMM Reached Maximum GPI. A subscriber at IP address *ip-addr* has reached the configured maximum grants per interval on all upstream gates.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 60 seconds.

OID
PCMMReachedMaxGPIEventId

Recovery:

1. This subscriber address is exceeding the capacity; attention is required.
2. If the problem persists, contact My Oracle Support.

72501 – SCE Connection Lost

Alarm Type
PCRF

Description
Service Control Engine (SCE) Connection is lost.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Connection to SCE is restored.

OID
SCEConnectionLost

Recovery:

- If the problem persists, contact My Oracle Support.

72549 – SMSR Queue Full

Alarm Type
PCRF

Description
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.

Default Severity
Minor

Instance
SMSR queue

HA Score
Normal

Clearing Action
Available capacity is restored and queue begins to accept new messages or automatically clears after 60 minutes (3600 seconds).

OID
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

Alarm Type
PCRF

Description
SMSC connection closed.

Default Severity
Minor

Instance
SMSC address

HA Score
Normal

Clearing Action
This alarm automatically clears after 60 minutes (3600 seconds) or when the SMSC connection is restored.

OID
SMSRSMSCConnectionClosed

Recovery:

- No action necessary.

72565 – SMSR SMTP Connection Closed

Alarm Type
PCRF

Description
Simple Mail Transfer Protocol (SMTP) connection closed. SMTP connection has been closed to MTA *{IP Address}*.

Default Severity
Minor

Instance
{host name of MTA}

HA Score
Normal

Clearing Action
This alarm automatically clears after 60 minutes (3600 seconds) or when the SMTP connection is restored.

OID
SMSRSMTPConnectionClosed

Recovery:

- If the problem persists, contact My Oracle Support.

72575 – Policy Notification:Lost connection with destination URL

Alarm Type
PCRF

Description
The connection to a configured Policy Notification destination was lost.

Default Severity
Minor

Instance
Destination Name

HA Score
Normal

Clearing Action
Auto clears after 60 minutes (3600 seconds) or when HTTP connection is restored.

OID
SMSRHTTPConnectionClosed

Recovery:

1. Check configuration, including URL, and availability of the destination service.
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 (host/port/resource location) is operational.
4. If the problem persists, contact My Oracle Support.

72703 – RADIUS Server Failed

Alarm Type
PCRF

Description
RADIUS server start failed.

Default Severity
Minor

Instance
N/A

HA Score
N/A

Clearing Action
N/A

OID
RADIUSServerFailed

Recovery:

- If the problem persists, contact My Oracle Support.

72706 - RADIUS Server Corrupt Auth

Alarm Type
PCRF

Description
RADIUS authenticator is corrupted.

Severity
Minor

Instance
N/A

HA Score
N/A

Clearing Action
N/A

OID
RADIUServerCorrupAuth

Recovery:

- Check the connectivity and configuration of the RADIUS server.

72904 – Diameter Too Busy

Alarm Type
PCRF

Description
System has entered a busy state.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
The Diameter load drops below admission criteria thresholds or this alarm clears automatically after 30 seconds.

OID
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.

72905 – Radius Too Busy

Alarm Type
PCRF

Description
RADIUS load shedding set a busy state.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
The RADIUS load drops below admission criteria thresholds or this alarm clears automatically after 30 seconds.

OID
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.

74000 – Policy Server Critical Alarm

Alarm Type
PCRF

Description
Critical Policy alarm.

Default Severity
Critical

Instance
N/A

HA Score
Normal

Clearing Action
This alarm can be cleared by a policy or clears automatically after 3600 seconds (60 minutes).

OID
PolicyServerCriticalAlarm

Recovery:

- If the problem persists, contact My Oracle Support.

74001 – Policy Server Major Alarm

Alarm Type
PCRF

Description
Major Policy alarm.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm can be cleared by a policy or clears automatically after 3600 seconds (60 minutes).

OID
PolicyServerMajorAlarm

Recovery:

- If the problem persists, contact My Oracle Support.

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.

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

Description
Files synchronization failure. Files Synchronization #*{num}* task failed to synchronize local to remote server (*{external system Host Name/IP}*) after retry *{num}* times, where:

- *{num}* is task #
- *{num}*is retry times (1 to 5)
- *{external system Host Name/IP}* is the user-defined remote server's IP address to which files are synchronized

Default Severity
Minor

Instance
Stats files synchronization

HA Score
Normal

Clearing Action
Auto clear 300 seconds

OID
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

Alarm Type
PCRF

Description
PM Statistics Files Uploading Task failed to upload local statistics files to FTP server *FTP server Host Name/IP* after retry *number* times.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm automatically clears after 5 minutes (300 seconds).

OID
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.

74102 - CMTS Subnet Overlapped

Alarm Type

Description
Overlapped subnets are present on the CMTS.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Auto clears when task runs again.

OID
CmtsSubnetOverlapped

Recovery:

1. Go to Schedule Tasks Administration with menu item **System Administration**, and then **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

Alarm Type

Description
This alarm is raised when Routing by CMTS IP is enabled and Network Elements exist without CMTS IP addresses assigned.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm automatically clears after 30 seconds.

OID
NeWithoutCmtsIp

Recovery:

- If the problem persists, contact My Oracle Support.

74602 - Multiple Active In Cluster Failure

Alarm Type
QP

Description
Multiple Active servers have been detected in the same cluster; the cluster is in Split Brain state.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears when HA recovers or 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.

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.

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.

74605 - Subscriber Trace Backup Failure

Alarm Type
QP

Description
The script responsible for backing up the subscriber trace log has failed.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action

OID
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.

75000 - Policy Library Loading Failed

Alarm Type
PCRF

Description
Policy library loading failed. PCRF was unable to load the latest policy library. If this alarm occurred at startup time or at failover, this indicates the PCRF does not have any policies deployed. If this alarm occurred on a new policy push when PCRF was running with some existing policies, this alarm indicates that the PCRF will continue to run with those existing policies.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
Performing a reapply config may fix the problem.

OID
PolicyLoadingLibraryFailed

Recovery:

1. Perform a reapply config from the CMP system to reload the library.
2. If the problem persists, contact My Oracle Support.

77904 - BOD PCMM Too Busy

Alarm Type
PCRF

Description
BOD PCMM load shedding set a busy state.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 30 seconds.

OID
BODPCMMTooBusy

Recovery:

- If the problem persists, contact My Oracle Support.

77905 - BOD DIAMETER Too Busy

Alarm Type
PCRF

Description
BOD DIAMETER Too Busy

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 30 seconds.

OID
BODDiameterTooBusy

Recovery:

- If the problem persists, contact My Oracle Support.

78000 - ADS Connection Lost

Alarm Type
PCRF

Description
ADS Connection Lost. The Analytics Data Stream (ADS) connection was lost to the specified client.

Default Severity
Minor

Instance
Analytics Client ID

HA Score
Normal

Clearing Action
Connection to a remote peer is restored by the same client (ID), or automatically clears in 60 minutes (3600 seconds).

OID
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.

78001 - Rsync Failed

Alarm Type
PCRF

Description
Transfer of Policy jar files failed. PCRF was unable to transfer the latest policy library from the active to the standby server. The alarm can be raised by the active 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.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
Since the alarm can be raised by both the active and standby servers, the alarm will not clear once the problem is fixed. It will be cleared when the issue is fixed internally on the affected blades.

OID
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.

78850 - VNF operation error

Alarm Type
PCRF

Description
There was an error while performing the requested operation on the VNF cluster.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
The event will clear when the VM is in the Active state or the event must be cleared manually.

OID
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

Alarm Type
PCRF

Description
Total session database size reached maximum threshold percentage of planned session database size.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Total session database size goes below minimum threshold percentage of planned session database size.

OID
SessDBSizeReachedThreshold

Recovery:

1. Check the threshold configuration to make sure that it matches the expectation.
2. If the problem persists, contact My Oracle Support.

79003 - Avg Sess Size Exceed

Alarm Type
PCRF

Description
Average session size exceeded the projected size.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 60 minutes (3600 seconds).

OID
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.

79004 - Bind Size Reached Threshold

Alarm Type
PCRF

Description
Total binding database size reached maximum threshold percentage of planned binding database size.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
Total binding database size goes below minimum threshold percentage of planned binding database size or clears automatically after 60 minutes (3600 seconds).

OID
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.

79005 - Avg Bind Size Exceed

Alarm Type
PCRF

Description
Average binding size exceeded the projected size.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 60 minutes (3600 seconds).

OID
AvgBindSizeReachedThreshold

Recovery:

1. Check the threshold configuration to make sure that it matches the expectation.
2. If the problem persists, contact My Oracle Support.

79105 - Mediation SOAP Too Busy

Alarm Type
PCRF

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

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 30 seconds or when the Mediation load recovers.

OID
MediationSOAPTooBusy

Recovery:

1. Check that UDR is in a normal state to handle a SOAP provisioning request.
2. If the problem persists, contact My Oracle Support.

79106 - SPR Connection Failed

Alarm Type
PCRF

Description
Created connection to SPR failed.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears when provisioning the connection between the Mediation and UDR recovers.

OID
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.

79107 - Mediation Disk Quota Exceed

Alarm Type
PCRF

Description
Sync directory disk quota exceeded.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
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.

OID
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.

79108 - Mediation Disk No Space

Alarm Type
PCRF

Description
No space left on device.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears when the disk space is not fully used.

OID
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.

79109 - SPR License Limit

Alarm Type
PCRF

Description
Achieve 80% maximum number of users in SPR.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
SPRLicenselimit

Recovery:

- If the problem persists, contact My Oracle Support.

79110 - Files Uploading Failure

Alarm Type
PCRF

Description
SMS Notification Statistics Upload Task failed to upload stats files to remote FTP server after retry.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
Auto clears after 300 seconds or the next time the task is run.

OID
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

Alarm Type
PCRF

Description
The batch folder disk quota exceeds.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
BatchDiskQuotaExceeds

Recovery:

- If the problem persists, contact My Oracle Support.

79995 - X1 Connection Lost

Alarm Type
PCRF

Description
The X1 Connection between the Mediation Function and Policy Server is Lost.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 7200 seconds.

OID
X1ConnectionLost

Recovery:

1. Check if the X1 Connection is down.
2. If the problem persists, contact My Oracle Support.

79996 - X2 Connection Lost

Alarm Type
PCRF

Description
X2 Connection between the Policy Server and Mediation Function is Lost.

Default Severity
Minor

Instance
N/A

HA Score
Normal

Clearing Action
This alarm clears automatically after 7200 seconds.

OID
X2ConnectionLost

Recovery:

1. Check if the X2 Connection is down.
2. If the problem persists, contact My Oracle Support.

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

Alarm Type
QP

Description
The DB status of the blade is not fully ready. The MySQL database manager generates a "MySQL state transition" event every time it makes a state-machine transition. The event text describes the transition.

Default Severity
Info

Instance
MySQL

HA Score
Normal

Clearing Action
This alarm is cleared by `qp-procmgr` as `qp-procmgr` shuts down.

OID
QPDBStateChange

Recovery:

- Because this is an information-only message, there is no recovery action required.

80002 - MySQL Relay Log Dropped

Alarm Type
QP

Description
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.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
QPMySQLRelayLogDropped

Recovery:

- Debug the system for possible after effects caused by the timeout.

80003 - QP MySQL DB Level

Alarm Type
QP

Description
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.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
QPMySQLDBLevel

Recovery:

- Use the information of this event to help resolve an outdated primary database raised by alarm 70020.

82704 - Binding Release Task

Alarm Type
PCRF

Description
Binding Release Task. The binding release task has started, completed, or aborted.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
BindingReleaseTask

Recovery:

- No action required.

84004 - Policy Info Event

Alarm Type
PCRF

Description
Policy Info Event. Application is ready.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
PolicyInfoEvent

Recovery:

- No action required.

86001 – Application Is Ready

Alarm Type
PCRF

Description
Application is ready for service.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
ApplicationIsReady

Recovery:

- No action required.

86100 - CMP User Login

Alarm Type
PCRF

Description
CMP user login was successful.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
CMPUserLogin

Recovery:

- No action required. Recovery is immediate.

86101 - CMP User Login Failed

Alarm Type
PCRF

Description
CMP user login failed.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
CMPUserLoginFailed

Recovery:

- No action required. Recovery is immediate.

86102 - CMP User Logout

Alarm Type
PCRF

Description
CMP User performed logout.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
CMPUserLogout

Recovery:

- No action required. Recovery is immediate.

86200 - CMP User Promoted Server

Alarm Type
PCRF

Description
CMP user promoted server. The current site becomes the Primary site.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
CMPUserPromotedServer

Recovery:

- No action required. Recovery is immediate.

86201 - CMP User Demoted Server

Alarm Type
PCRF

Description
CMP user demoted server. The current site becomes the Secondary site.

Default Severity
Info

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
CMPUserDemotedServer

Recovery:

- No action required. Recovery is immediate.

86300 - Sh Enable Failed

Alarm Type
PCRF

Description
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.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
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

Alarm Type
PCRF

Description
Disable Sh Connection failed. The CMP performed a global operation to disable Sh on all MPE devices and it failed on the specified MPE.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
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

Alarm Type
PCRF

Description
NW-CMP failed to apply settings to S-CMP.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
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

Alarm Type
PCRF

Description
The S-CMP is offline or unreachable by the NW-CMP. This alarm will be raised on the NW-CMP.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
SCMPUNREACHABLE

Recovery:

- This alarm will be cleared once the S-CMP is reachable.

86305 - S-CMP Split Brain

Alarm Type
PCRF

Description
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.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
SCMPSplitBrain

Recovery:

- This alarm will be cleared automatically when the split brain on the S-CMP is gone.

86306 - CMP Apply Failed

Alarm Type
PCRF

Description
When a CMP system failed to apply settings to any MRA or MPE device, this alarm is raised on this S-CMP.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
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

Alarm Type
PCRF

Description
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.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
SCMPSYNCFAILS

Recovery:

- The alarm will be cleared once the synchronization is successful in the next cycle.

86308 - NCMP Ref Obj Miss

Alarm Type
PCRF

Description
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.

Default Severity
Major

Instance
N/A

HA Score
Normal

Clearing Action
N/A

OID
NCMPReferdObjMiss

Recovery:

- This alarm will be cleared once there is no referred but missing top level object.