

Oracle® Communications
Convergent Charging Controller
CAP3 SMS Gateway Alarms Guide
Release 12.0.0

December 2017

Copyright

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

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

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

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

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

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

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

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

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

Contents

Alarm Topic Description	1
CAP3 SMS Gateway Alarms	3

Alarm Topic Description

Alarm generation

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

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

Severity levels

This table describes the alarms severity levels.

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

Alarm format

Alarms usually follow this format:

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

Where:

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

Alarm text	Alarm text. This may include variables such as node number. Note: In some cases the entire alarm text is generated from variables.
------------	--

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

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

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

Alarm text and variables

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

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

Further information

For more information about:

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

CAP3 SMS Gateway Alarms

Alarm	Severity	Text	Cause	Resolution	Service
10600000 1	NOTICE	%z Starting up.	Information only.	No resolution.	CAP3_GW
10600000 2	CRITICAL	%z Unable to obtain an instance of SLEE Application API.	Problem attaching to the SLEE	Restart the SLEE.	CAP3_GW
10600000 3	CRITICAL	%z Unable to register for SIGHUP: %s %d	Unable to register for the reload configuraion signal	Contact Support	CAP3_GW
10600000 4	CRITICAL	%z Unable to initialise: %s %d	A problem was found trying to initialise the daemon	Refer to the error text for more information	CAP3_GW
10600000 5	NOTICE	%z Startup successful.	Information only.	No resolution.	CAP3_GW
10600000 6	NOTICE	%z Configuration reloaded	Information only.	No resolution.	CAP3_GW
10600000 7	ERROR	%z Unable to reload configuration: %s %d	There was a problem re-reading the configuration file.	Check file permissions and syntax.	CAP3_GW
10600000 8	NOTICE	%z capgw shutdown.	Information only.	No resolution.	CAP3_GW
10600001 0	NOTICE	%z Non-SLEE event type with no dialog. Type: %s %d	Information only.	No resolution.	CAP3_GW
10600001 1	ERROR	%z Unable to process interaction: %s %d	There was an error processing the interaction between the MSC and SMCB.	See the details for more information.	CAP3_GW
10600002 0	NOTICE	%z Service enabled: %s %d	Information only.	No resolution.	CAP3_GW

Alarm	Severity	Text	Cause	Resolution	Service
10600002 1	NOTICE	%z Service disabled: %s %d	Information only.	No resolution.	CAP3_GW
10600002 2	NOTICE	%z Received APPLICATION_END.	Information only.	No resolution.	CAP3_GW
10600002 3	NOTICE	%z Received APPLICATION_KILL.	Information only.	No resolution.	CAP3_GW
10600002 4	NOTICE	%z Re-reading configuration	Information only.	No resolution.	CAP3_GW
10600002 5	NOTICE	%z Received INTERFACE_END.	Information only.	No resolution.	CAP3_GW
10600002 6	NOTICE	%z Received INTERFACE_KILL.	Information only.	No resolution.	CAP3_GW
10600002 7	NOTICE	%z Received Unknown SLEE event type: %s %d	Information only.	No resolution.	CAP3_GW
10600003 0	ERROR	%z Unknown command line option %s %d	Bad command line option passed to capgw	Correct startup script option by referring to Technical Guide.	CAP3_GW
10600003 1	ERROR	%z Missing argument for %s %d option	For the specified command line option an argument was expected	Correct startup parameters by referring to the Technical Guide	CAP3_GW
10600003 2	ERROR	%z getopt error. Status: %d.	There was a problem reading the command line arguments.	Correct the startup parameters by referring to the Technical Guide	CAP3_GW
10600004 0	NOTICE	%z Using configuration section: %s %d	Information only.	No resolution.	CAP3_GW
10600004 5	WARNING	%z Incorrect config: Option %s %d, value must be in range 0 to 7. Using default %d	An invalid value was set for this configuration option.	Correct the eserv.config by supplying a valid value.	CAP3_GW

Alarm	Severity	Text	Cause	Resolution	Service
106000046	WARNING	%z Incorrect config: Option %s %d, value must be in range 0 to 15. Using default %d	An invalid value was set for this configuration option.	Correct the eserv.config by supplying a valid value.	CAP3_GW
106000050	WARNING	%z Incorrect config type: Option %s %d, expecting type %s %d, got %s %d. Option ignored	There was a problem with the type of values supplied in the eserv.config	Correct the eserv.config configuration.	CAP3_GW
106000060	WARNING	%z Option value overflow: Option %s %d,value: %z	Too large a value was passed for this configuration option.	Correct the eserv.config by supplying a smaller value.	CAP3_GW
106000065	WARNING	%z Incorrect config: Option %s %d, values must be in range 0 to 7. Using default %s %d	An invalid value was set for this configuration option.	Correct the eserv.config by supplying a valid value.	CAP3_GW
106000069	NOTICE	%z IDPs use NOA maps parameter set to: %s %d	Information only.	No resolution.	CAP3_GW
106000070	NOTICE	%z Destination SLEE service key set to: %d	Information only.	No resolution.	CAP3_GW
106000071	NOTICE	%z Calling IDP noa parameter set to to: %d	Information only.	No resolution.	CAP3_GW
106000072	NOTICE	%z Calling IDP plan parameter set to: %d	Information only.	No resolution.	CAP3_GW
106000073	NOTICE	%z Calling IDP screening parameter set to: %d	Information only.	No resolution.	CAP3_GW
106000074	NOTICE	%z Calling IDP present parameter set to: %d	Information only.	No resolution.	CAP3_GW
106000075	NOTICE	%z Calling IDP InnOrNI parameter set to: %d	Information only.	No resolution.	CAP3_GW

Alarm	Severity	Text	Cause	Resolution	Service
106000076	NOTICE	%z ConnectSMS Called Party NoA mapping parameter set to: %d, %d, %d, %d, %d, %d, %d, %d	Information only.	No resolution.	CAP3_GW
106000077	NOTICE	%z ConnectSMS Calling Party NoA mapping parameter set to: %d, %d, %d, %d, %d, %d, %d, %d	Information only.	No resolution.	CAP3_GW
106000078	NOTICE	%z ConnectSMS sMscAddress NoA parameter set to: %d	Information only.	No resolution.	CAP3_GW
106000079	NOTICE	%z ConnectSMS sMscAddress Plan parameter set to: %d	Information only.	No resolution.	CAP3_GW
106000080	ERROR	%z TCAP_BEGIN received from SMCB side.	Unexpected message sequence.	Contact Support.	CAP3_GW
106000090	ERROR	%z Unknown event type received from %s %d. Type: %s %d	Unexpected event type received.	Contact Support	CAP3_GW
106000100	ERROR	%z Non-InitialDPSMS received in TCAP_BEGIN: Operation/Error ID: %d.	Unexpected message type received.	Check that other traffic isnt using this service key. Contact Support.	CAP3_GW
106000101	ERROR	%z InitialDPSMS does not contain a calling party number.	No calling party number was in the InitialDPSMS.	Get the sending party to supply a calling party number.	CAP3_GW
106000102	ERROR	%z InitialDPSMS does not contain a destination subscriber number. Calling Party Number: %s %d	No destination party number was supplied in the InitialDPSMS	Get the sending party to supply a called party number.	CAP3_GW
106000103	ERROR	%z Unable to create dialogue to destination application with service key: %d	Unable to pass the request to an application on the specified service key.	Check that the service key is correct and the application that provides that service is running.	CAP3_GW
106000110	ERROR	%z Unknown operation received in TCAP_CONTINUE: Operation/Error ID: d.	Unexpected operation received in message sequence.	Check the message sequence is correct. Contact Support	CAP3_GW

Alarm	Severity	Text	Cause	Resolution	Service
10600012 0	ERROR	%z Unknown operation received in TCAP_CONTINUE from MSC: Operation/Error ID: d.	Unexpected operation received from MSC	Contact Support.	CAP3_GW