Oracle® Communications Network Charging and Control

Diameter Sy Interface Alarms Guide

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Contents

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, see *Service Management System Technical Guide*.

Severity Levels

This table describes the alarm severity levels.

Level	Abbreviation	Description
Critical	C	These alarms are raised when the application has encountered an error indicating 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*

Diameter Sy Interface Alarms

Alarm	Severity	Text	Cause	Resolution	Service
980001	ERROR	%z \{980001\} %z	OS failure to attach SIGHUP handler to SIGHUP to reread config.	Contact support.	DSY
980002	CRITICAL	%z \{980002\} %z	SLEE subsystem failed to initialise instance. Possibly due to resource limitations or misconfiguration	Check the lines in /IN/service_packages/SLEE/etc/SLEE.cfg relating to SLEE interfaces and syInterface. Check for exception messages in /IN/service_packages/DSY/tmp/syInterface.log. Finally, contact support.	DSY
980003	CRITICAL	%z \{980003\} %z	The Diameter stack could not be initialised. Due to network problems, resource limitations or misconfiguration	Check for exception messages in /IN/service_packages/DSY/tmp/syInterface.log. Finally, contact support.	DSY
980004	ERROR	%z \{980004\} %z	OS failure to attach SIGTERM handler to SIGTERM for program exit.	Contact support.	DSY
980005	ERROR	%z \{980005\} %z	Software fault or misconfiguration.	Contact support.	DSY
980006	ERROR	%z \{980006\} %z	Software fault or misconfiguration.	Contact support.	DSY
980007	NOTICE	%z \{980007\} %z	syInterface exiting normally from quiescing state.	Not a fault.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980008	ERROR	%z \{980008\} %z	Software fault or misconfiguration.	Contact support.	DSY
980009	NOTICE	%z \{980009\} %z	syInterface exiting normally after receiving INTERFACE_KILL event.	Not a fault.	DSY
980010	ERROR	%z \{980010\} %z	Software fault or misconfiguration.	Contact support.	DSY
980011	ERROR	%z \{980011\} %z	Misconfiguration resulted in failure to reread configuration.	Check the file permissions and the syntax of the config file. Finally, contact support.	DSY
980012	CRITICAL	%z \{980012\} %z	Misconfiguration resulted in failure to read configuration, syInterface could not start.	Check the file permissions and the syntax of the config file. Finally, contact support.	DSY
980013	NOTICE	%z \{980013\} %z	Configuration file loaded.	Not a fault.	DSY
980014	CRITICAL	%z \{980014\} %z	Misconfiguration resulted in failure to parse configuration, syInterface could not start.	Check the syntax of the config file. Finally, contact support.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980015	ERROR	%z \{980015\} %z	Misconfiguration resulted in failure to parse configuration, syInterface could not change configuration.	Check the syntax of the config file. Finally, contact support.	DSY
980016	ERROR	%z \{980016\} %z	Misconfiguration resulted in failure to refresh Diameter stack configuration, syInterface could not change configuration.	Check the syntax of the config file, diameter peer scheme section. Finally, contact support.	DSY
980017	WARNING	%z \{980017\} %z	Configuration reverted to old configuration after failure to refresh Diameter stack configuration.	Check the syntax of the config file, diameter peer scheme section. Finally, contact support.	DSY
980018	CRITICAL	%z \{980018\} %z	The syInterface has encountered an expected fatal and is exiting.	Contact support.	DSY
980019	ERROR	%z \{980019\} %z	OS failure to ignore SIGPIPE.	Contact support.	DSY
980020	ERROR	%z \{980020\} %z	Software or invalid message sequence from client.	Contact support.	DSY
980021	ERROR	%z \{980021\} %z	Software or invalid message sequence from client.	Contact support.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980022	ERROR	%z \{980022\} %z	Invalid message received from client.	Contact the adminstrator of the client.	DSY
980032	NOTICE	%z \{980032\} %z	Notification of config item loaded.	Not a fault.	DSY
980033	ERROR	%z \{980033\} %z	The requested service was not present in the config file.	Contact support.	DSY
980034	NOTICE	%z \{980034\} %z	Notification of config item loaded.	Not a fault.	DSY
980036	NOTICE	%z \{980036\} %z	Notification of config item loaded.	Not a fault.	DSY
980040	NOTICE	%z \{980040\} %z	Notification of config item loaded.	Not a fault.	DSY
980043	NOTICE	%z \{980043\} %z	Notification of config item loaded.	Not a fault.	DSY
980044	NOTICE	%z \{980044\} %z	Notification of config item loaded.	Not a fault.	DSY
980049	CRITICAL	%z \{980049\} %z	The configuration file could not be opened, syInterface could not start.	Check the file permissions and the syntax of the config file. Finally, contact support.	DSY
980050	CRITICAL	%z \{980050\} %z	The configuration file is missing the SYInstances section, syInterface could not start.	Check the config file. Finally, contact support.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980051	CRITICAL	%z \{980051\} %z	The configuration file is missing the SYInstances section, syInterface could not start.	Check the config file. Finally, contact support.	DSY
980052	CRITICAL	%z \{980052\} %z	The configuration file SYInstances section has incorrect syntax, syInterface could not start.	Check the config file. Finally, contact support.	DSY
980053	CRITICAL	%z \{980053\} %z	The configuration file is missing the PeerSchemes section, syInterface could not start.	Check the config file. Finally, contact support.	DSY
980054	CRITICAL	%z \{980054\} %z	The configuration file is missing the PeerSchemes section, syInterface could not start.	Check the config file. Finally, contact support.	DSY
980055	CRITICAL	%z \{980055\} %z	The configuration file PeerSchemes section has incorrect syntax, syInterface could not start.	Check the config file. Finally, contact support.	DSY
980056	NOTICE	%z \{980056\} %z	Notification of config item loaded.	Not a fault.	DSY
980057	NOTICE	%z \{980057\} %z	Notification of config item loaded.	Not a fault.	DSY
980060	NOTICE	%z \{980060\} %z	Notification of config item loaded.	Not a fault.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980061	NOTICE	%z \{980061\} %z	Notification of config item loaded.	Not a fault.	DSY
980062	NOTICE	%z \{980062\} %z	Notification of config item loaded.	Not a fault.	DSY
980063	NOTICE	%z \{980063\} %z	Notification of config item loaded.	Not a fault.	DSY
980064	NOTICE	%z \{980064\} %z	Notification of config item loaded.	Not a fault.	DSY
980068	NOTICE	%z \{980068\} %z	Notification of config item loaded.	Not a fault.	DSY
980076	NOTICE	%z \{980076\} %z	Notification of config item loaded.	Not a fault.	DSY
980077	NOTICE	%z \{980077\} %z	Notification of config item loaded.	Not a fault.	DSY
980078	NOTICE	%z \{980078\} %z	Notification of config item loaded.	Not a fault.	DSY
980079	NOTICE	%z \{980079\} %z	Notification of config item loaded.	Not a fault.	DSY
980080	NOTICE	%z \{980080\} %z	Notification of config item loaded.	Not a fault.	DSY
980081	NOTICE	%z \{980081\} %z	Notification of config item loaded.	Not a fault.	DSY
980082	NOTICE	%z \{980082\} %z	Notification of config item loaded.	Not a fault.	DSY
980083	NOTICE	%z \{980083\} %z	Notification of config item loaded.	Not a fault.	DSY
980084	NOTICE	%z \{980084\} %z	Notification of config item loaded.	Not a fault.	DSY
980085	NOTICE	%z \{980085\} %z	Notification of config item loaded.	Not a fault.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980086	NOTICE	%z \{980086\} %z	Notification of config item loaded.	Not a fault.	DSY
980087	NOTICE	%z \{980087\} %z	Notification of config item loaded.	Not a fault.	DSY
980088	ERROR	%z \{980088\} %z	Error in diameter message answer from client.	Contact the adminstrator of the client.	DSY
980094	ERROR	%z \{980094\} %z	syInterface is overloaded.	Contact support.	DSY
980109	NOTICE	%z \{980109\} %z	Notification of config item loaded.	Not a fault.	DSY
980111	NOTICE	%z \{980111\} %z	Notification of config item loaded.	Not a fault.	DSY
980112	NOTICE	%z \{980112\} %z	Notification of config item loaded.	Not a fault.	DSY
980113	NOTICE	%z \{980113\} %z	Notification of config item loaded.	Not a fault.	DSY
980114	NOTICE	%z \{980114\} %z	Notification of config item loaded.	Not a fault.	DSY
980115	NOTICE	%z \{980115\} %z	Notification of config item loaded.	Not a fault.	DSY
980116	NOTICE	%z \{980116\} %z	Notification of config item loaded.	Not a fault.	DSY
980117	NOTICE	%z \{980117\} %z	Notification of config item loaded.	Not a fault.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980118	ERROR	%z \{980118\} %z	The service key does not appear in SLEE.cfg or the application referred to by the service key is not running.	Check that all the sleeServiceKey entries in the SYInstances section of config file have SERVICEKEY entries in SLEE.cfg. Check that the service application (usually slee_acs) is running.	DSY
980119	ERROR	%z \{980119\} %z	Software error or out of resources.	Check the entry for the exception in the syInterface log. Contact support.	DSY
980120	ERROR	%z \{980120\} %z	Software error.	Contact support.	DSY
980121	ERROR	%z \{980121\} %z	Software error.	Contact support.	DSY
980123	ERROR	%z \{980123\} %z	Tcc timer has expired so session is assumed dead.	Contact the adminstrator of the client.	DSY
980124	ERROR	%z \{980124\} %z	Invalid message received from client.	Contact the adminstrator of the client.	DSY
980125	ERROR	%z \{980125\} %z	Software or configuration error.	Contact support.	DSY
980126	ERROR	%z \{980126\} %z	Software or configuration error.	Contact support.	DSY
980134	ERROR	%z \{980134\} %z	Network problem or client software error.	Investigate whether the client failed to send a CCA message or whether it was lost in the network.	DSY
980142	NOTICE	%z \{980142\} %z	Notification of config item loaded.	Not a fault.	DSY
980143	NOTICE	%z \{980143\} %z	Notification of config item default loaded.	Not a fault.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980145	NOTICE	%z \{980145\} %z	Notification of config item default loaded.	Not a fault.	DSY
980150	NOTICE	%z \{980150\} %z	There is a problem with the config file.	Instance sections in the config file need a name. This should be corrected, although it may not be fatal.	DSY
980151	CRITICAL	%z \{980151\} %z	The configuration file has no scheme configured this instance, syInterface could not start.	Check the file permissions and the contents of the config file. Finally, contact support.	DSY
980152	CRITICAL	%z \{980152\} %z	The configuration file has no section for the scheme required by this instance, syInterface could not start.	Check the file permissions and the contents of the config file. Finally, contact support.	DSY
980153	ERROR	%z \{980153\} %z	Software or out of resources.	Check the entry for the exception in the syInterface log. Contact support.	DSY
980156	NOTICE	%z \{980156\} %z	Notification of config item loaded.	Not a fault.	DSY
980157	NOTICE	%z \{980157\} %z	Notification of config item loaded.	Not a fault.	DSY
980163	NOTICE	%z \{980163\} %z	Notification of config item default loaded.	Not a fault.	DSY
980164	NOTICE	%z \{980164\} %z	Notification of config item loaded.	Not a fault.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980167	NOTICE	%z \{980167\} %z	Notification of config item loaded.	Not a fault.	DSY
980171	CRITICAL	%z \{980171\} %z	The entry in the DiameterServer section of config file must be specified as a string	Ensure the entry is specified in the DiameterServer section of config file as a string.	DSY
980172	CRITICAL	%z \{980172\} %z	Invalid entry is specified in the DiameterServer section of config file.	Ensure the entry is specified correctly in the DiameterServer section of config file.	DSY
980174	CRITICAL	%z \{980174\} %z	The item in the DiameterServer section of config file must be specified as an integer	Ensure the item is specified in the DiameterServer section of config file as an integer.	DSY
980197	ERROR	%z \{980197\} %z	Unexpected answer from (rebooted) client.	Contact support.	DSY
980198	ERROR	%z \{980198\} %z	Software or invalid answer from client.	Contact support.	DSY
980203	ERROR	%z \{980203\} %z	Software or invalid answer from client.	Contact support.	DSY
980204	ERROR	%z \{980204\} %z	Software or invalid answer from client.	Contact support.	DSY
980205	NOTICE	%z \{980205\} %z	Notification of config item loaded.	Not a fault.	DSY
980206	NOTICE	%z \{980206\} %z	Notification of config item loaded.	Not a fault.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980210	ERROR	%z \{980210\} %z	Software fault or misconfiguration.	Contact support.	DSY
980215	ERROR	%z \{980215\} %z	Session fallback timer expired.	Contact support.	DSY
980237	WARNING	%z \{980237\} %z	Inbound Diameter message cannot contain a repeating key AVP.	Check the diameter message.	DSY
980238	WARNING	%z \{980238\} %z	Diameter message does not contain a key AVP.	Check the diameter message.	DSY
980239	WARNING	%z \{980239\} %z	Diameter message does not contain 1 or more Data AVPs.	Check the diameter message.	DSY
980240	WARNING	%z \{980240\} %z	Diameter message does not contain 1 or more Context AVPs.	Check the diameter message.	DSY
980246	WARNING	%z \{980246\} %z	Error converting AVP value.	Could not convert to AVP.	DSY
980247	WARNING	%z \{980247\} %z	Diameter times before 1902 cant be mapped to a profile field	Check the config file and/or diameter message	DSY
980250	WARNING	%z \{980250\} %z	Error in configuration file.	Check the config file	DSY
980251	WARNING	%z \{980251\} %z	Unix times after 2036-02-07 cant be mapped to a Diameter AVP	Check the config file and/or diameter message	DSY
980255	NOTICE	%z \{980255\} %z	Notification of config item loaded.	Not a fault.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980300	WARNING	%z \{980300\} %z	Error converting AVP value	Could not convert from AVP to UINTEGER64.	DSY
980301	WARNING	%z \{980301\} %z	Error converting AVP value	Could not convert from AVP to INTEGER.	DSY
980302	WARNING	%z \{980302\} %z	Error converting AVP value	Could not convert from AVP to UINTEGER.	DSY
980303	WARNING	%z \{980303\} %z	Error converting AVP value	Could not convert from AVP to INTEGER64.	DSY
980304	WARNING	%z \{980304\} %z	Error converting AVP value	Could not convert from AVP to TIME.	DSY
980305	WARNING	%z \{980305\} %z	Error converting AVP value	Could not convert from AVP to BOOLEAN.	DSY
980306	WARNING	%z \{980306\} %z	Error converting AVP value	Could not convert from AVP to integer.	DSY
980307	WARNING	%z \{980307\} %z	Error converting AVP value	Could not convert from AVP to unsigned integer.	DSY
980308	WARNING	%z \{980308\} %z	Error converting AVP value	Could not convert from AVP to 64bit signed integer.	DSY
980309	WARNING	%z \{980309\} %z	Error converting AVP value	Could not convert from AVP to 64bit unsigned integer.	DSY
980310	WARNING	%z \{980310\} %z	Error converting AVP value	Could not convert from AVP to time.	DSY
980311	WARNING	%z \{980311\} %z	Error converting AVP value	Could not convert from AVP to boolean.	DSY
980312	WARNING	%z \{980312\} %z	Error converting AVP value	Could not convert from AVP for the mentioned tag type.	DSY
980313	WARNING	%z \{980313\} %z	Error converting AVP value	Could not convert from AVP for the mentioned tag.	DSY
980317	WARNING	%z \{980317\} %z	Error converting AVP value	Could not convert from AVP.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980318	WARNING	%z \{980318\} %z	Error converting AVP value	Could not convert from AVP.	DSY
980319	WARNING	%z \{980319\} %z	Error converting AVP value	Could not convert from AVP.	DSY
980320	WARNING	%z \{980320\} %z	Error converting AVP value	Could not convert from AVP.	DSY
980322	WARNING	%z \{980322\} %z	Error converting AVP value	Could not convert from AVP.	DSY
980323	WARNING	%z \{980323\} %z	Error converting AVP value	Could not convert from AVP.	DSY
980340	WARNING	%z \{980340\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980341	WARNING	%z \{980341\} %z	Error converting AVP value	Could not convert to time format AVP.	DSY
980342	WARNING	%z \{980342\} %z	Error converting AVP value	Could not convert to address format AVP.	DSY
980343	WARNING	%z \{980343\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980345	WARNING	%z \{980345\} %z	Error converting AVP value	Could not convert to boolean AVP.	DSY
980346	WARNING	%z \{980346\} %z	Error converting AVP value	Could not convert to signed integer 32 AVP.	DSY
980347	WARNING	%z \{980347\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980348	WARNING	%z \{980348\} %z	Error converting AVP value	Could not convert to unsigned integer 32 AVP.	DSY
980350	WARNING	%z \{980350\} %z	Error converting AVP value	Could not convert to signed integer 64 AVP.	DSY
980351	WARNING	%z \{980351\} %z	Error converting AVP value	Could not convert to unsigned integer 64 AVP.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980352	WARNING	%z \{980352\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980353	WARNING	%z \{980353\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980354	WARNING	%z \{980354\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980355	WARNING	%z \{980355\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980356	WARNING	%z \{980356\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980357	WARNING	%z \{980357\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980358	WARNING	%z \{980358\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980359	WARNING	%z \{980359\} %z	Error converting AVP value	Could not convert to AVP.	DSY
980361	WARNING	%z \{980361\} %z	Error converting AVP value	Could not convert INAP number to AVP.	DSY
980362	WARNING	%z \{980362\} %z	Error converting AVP value	Could not convert INAP number to AVP.	DSY
980363	WARNING	%z \{980363\} %z	Error converting AVP value	Could not convert INAP number to AVP.	DSY
980364	WARNING	%z \{980364\} %z	Error converting AVP value	Could not convert INAP number to AVP.	DSY
980365	WARNING	%z \{980365\} %z	Error converting AVP value	Could not convert time to AVP.	DSY
980366	WARNING	%z \{980366\} %z	Error converting AVP value	Could not convert time to AVP.	DSY
980367	WARNING	%z \{980367\} %z	Error converting AVP value	Could not convert to AVP.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980370	ERROR	%z \{980370\} %z	Exception initialising AVP mapper	Contact support.	DSY
980381	WARNING	%z \{980381\} %z	Error converting AVP value	Could not convert to timestamp AVP.	DSY
980383	ERROR	%z \{980383\} %z	Software or invalid message sequence from client.	Contact support.	DSY
980389	NOTICE	%z \{980389\} %z	Notification of system load.	Not a fault.	DSY
980390	WARNING	%z \{980390\} %z	Notification of number of INITIAL or EVENT requests dropped due to system load.	Check that network is distributing requests appropriately. Contact support.	DSY
980391	NOTICE	%z \{980391\} %z	Notification of system load.	Not a fault.	DSY
980392	NOTICE	%z \{980392\} %z	Notification of system load.	Not a fault.	DSY
980409	WARNING	%z \{980409\} %z	Error in configuration file.	Check the config file	DSY
980410	NOTICE	%z \{980410\} %z	Notification of config item loaded.	Not a fault.	DSY
980413	ERROR	%z \{980413\} %z	Exception thrown while polling for Diameter events.	Contact support.	DSY
980414	ERROR	%z \{980414\} %z	Exception thrown while polling for Diameter events.	Contact support.	DSY
980418	ERROR	%z \{980418\} %z	Invalid INAP number.	Contact support.	DSY

Alarm	Severity	Text	Cause	Resolution	Service
980419	WARNING	%z \{980419\} %z	Invalid throttling threshold.	Contact support.	DSY
980420	WARNING	%z \{980420\} %z	Invalid throttling interval.	Contact support.	DSY
980421	NOTICE	%z \{980421\} %z	Throttling disabled, invalid interval.	Contact support.	DSY
980427	ERROR	%z \{980427\} %z	Failed to allocate memory.	Contact support.	DSY
980428	ERROR	%z \{980428\} %z	Invalid message received from client.	Contact the adminstrator of the client.	DSY
980429	ERROR	%z \{980429\} %z	Software error.	Contact support.	DSY
980430	CRITICAL	%z \{980430\} %z	Unable to connect to SCP database.	Check the database status, syInterface log or syIf database connection configuration in /IN/service_packages/eserv.config.	DSY
980431	ERROR	%z \{980431\} %z	Unable to insert, update or delete session data in the the SCP database.	Check the syInterface log for the SQL error code.	DSY
989012	NOTICE	\{989012\}	An outgoing TCP or SCTP connection is being initiated.	Normal operation. No action required.	syInterface
989013	NOTICE	\{989013\}	We are listening for incoming TCP or SCTP connections.	Normal operation. No action required.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989021	NOTICE	\{989021\}	The TCP or SCTP connection is complete. The negotiated number of output and input streams is noted. Note that the remote end-point may reduce the number of streams to be less than the number configured.	Normal operation. No action required.	syInterface
989022	NOTICE	\{989022\}	The SCTP layer has indicated a change in the state of a remote peer.	Normal operation. No action required. However, if unreachable events are seen regularly, then this may be an indication of an unreliable network link.	syInterface
989101	ERROR	\{989101\}	An internal error occurred on the socket level API or other system call.	Please report to support.	syInterface
989102	ERROR	\{989102\}	I/O error on socket.	This may occur as a transient issue. If persistent, then please refer to a network expert or support.	syInterface
989103	CRITICAL	\{989103\}	Internal consistency error.	Please report to support.	syInterface
989104	WARNING	\{989104\}	A network connection is congested. A packet has been dropped.	Contact support. This alarm should not happen with the Diameter software.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989105	ERROR	\{989105\}	A packet was truncated by the operating system SCTP stack.	Refer to support.	syInterface
989106	ERROR	\{989106\}	Failed to create TCP or SCTP socket.	Check that the operating system SCTP stack is enabled if SCTP is being used. Refer to networking expert or support.	syInterface
989107	ERROR	\{989107\}	Failed to initiate TCP or SCTP socket connect.	Refer to network expert or support. Check IP network addresses used in configuration.	syInterface
989108	ERROR	\{989108\}	Failed to bind a TCP or SCTP socket to a local address.	Refer to network expert or support. Check IP network addresses used in configuration.	syInterface
989109	ERROR	\{989109\}	Could not resolve host name.	Check IP network addresses in configuration. Check that DNS is available. Refer to network expert.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989110	ERROR	\{989110\}	Listening for new connections on a TCP or a SCTP socket failed. This may occur (a) if another process is using the same local network address, or (b) if the same local address is configured using multiple different names (e.g., both host name and IP address), or (c) if a connection is configured to both listen and connect with the same local address and port.	Refer to network expert or support. Check for other use of the same local network address and port. In configuration, consistently use the same name for the same local network address. Use different port numbers for different connections if necessary.	syInterface
989111	CRITICAL	\{989111\}	A listening socket has failed. We will no longer listen for incoming connections on this address.	This may occur if networking configuration is changed underneath the Diameter application. Check for configuration problems and network instability. If recurrent, refer to support.	syInterface
989122	CRITICAL	\{989122\}	Fatal internal error. The interface process will exit.	Refer to support. Restart interface process if possible.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989128	ERROR	\{989128\}	Binding a TCP or SCTP socket to a local address failed due to the address already being in use. This may occur to attempting to simultaneously listen for incoming connections and connect to a remote end-point.	Refer to network expert or support. Check IP network addresses used in configuration.	syInterface
989300	WARNING	\{989300\}	The Diameter capabilities exchange has failed for the given reason. We received a Capabilities-Exchange-Answer message from a peer, indicating an error.	This is likely to be due to network misconfiguration. Check and correct the local configuration, especially the IP Addresses and Origin-Hosts. Check and correct the configuration of the peer if required.	syInterface
989301	ERROR	\{989301\}	An error has occurred on the socket level API, or another system call.	This may occur occasionally due to network events (e.g., broken connections). If persistent, or if there are other adverse symptoms, then contact support.	syInterface
989302	CRITICAL	\{989302\}	Out of memory.	This is most likely due to a software failure. Please report to support.	syInterface
989303	NOTICE	\{989303\}	A configuration reload has removed the configuration for an open Diameter connection. The connection will be closed.	Ensure that configuration changes were intended.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989304	WARNING	\{989304\}	The program has detected a problem processing a Capabilities-Exchange-Request from a peer. The capabilities exchange has failed. A Capabilities-Exchange-Answer indicating the problem will be returned.	This is likely to be due to network misconfiguration. Check and correct the local configuration. Check and correct the configuration of the peer if required.	syInterface
989305	WARNING	\{989305\}	The program has received a Capabilities-Exchange-Request from a peer that is not allowed by the configuration. A Capabilities-Exchange-Answer indicating the failure will be returned.	If connections are wanted from the peer, then this is likely to be due to network misconfiguration. Check and correct the local configuration, especially the IP Addresses and Origin-Hosts. Check and correct the configuration of the peer if required.	syInterface
989306	ERROR	\{989306\}	The program has received an unexpected Capabilities-Exchange-Request from a peer.	The peer has violated the Diameter protocol specification. Diagnose and fix the faulty peer.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989307	ERROR	\{989307\}	An unintelligible message has been received over the network. If using TCP, then the connection will be dropped. If using SCTP, then the message will be ignored.	The peer has violated the Diameter protocol specification. Check that the peer is in fact sending Diameter messages.	syInterface
989308	ERROR	\{989308\}	A Diameter message with a version number other than 1 has been received over the network. The message will be ignored.	Check that the peer is utilising the Diameter protocol with version number 1, and that the peer is intended to connect to the Diameter software.	syInterface
989309	ERROR	\{989309\}	A Diameter Capabilities-Exchange message was expected, but a different message was received.	It is likely that the peer has violated the Diameter protocol specification. If recurrent, then contact support.	syInterface
989310	ERROR	\{989310\}	An unsupported Diameter request code was received from a peer.	A peer has sent the program a Diameter message that the program does not support. Check the configuration of the peer. Check that you are running the correct program.	syInterface
989311	ERROR	\{989311\}	A peer is no longer responding to requests from the server.	This may happen occasionally due to network failures or other problems. If recurrent, diagnose and fix any network problems. Check that the peer is operating correctly.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989312	ERROR	\{989312\}	An invalid answer has been received to an outstanding request.	The peer has violated the Diameter protocol specification.	syInterface
989313	ERROR	\{989313\}	An unexpected message has been received while shutting down a connection.	The peer has violated the Diameter protocol specification. In reality, this may happen occasionally at shutdown, and is most likely harmless.	syInterface
989314	CRITICAL	\{989314\}	The software has detected an internal error.	Please contact support. Check for other symptoms that may indicate failure to provide normal service.	syInterface
989315	CRITICAL	\{989315\}	An outgoing Diameter packet was larger than the hard limit of the software.	This will not happen in normal operation, as the hard limit (8191 bytes) is ample for all normal usage. It is almost certainly a symptom of an underlying software fault. Please contact support.	syInterface
989316	WARNING	\{989316\}	Outgoing packet buffers are almost full.	A large amount of output data is queued, and the software is in danger of having to abort connections. Consider increasing outbound network buffer sizes. If in doubt, contact support.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989317	ERROR	\{989317\}	An outgoing Diameter packet could not be sent due to network congestion.	On the server side, this is a fatal error, as the protocol does not allow us to discard answer packets that cannot be sent. The connection will be closed, indicating to clients (or proxies) that an alternative server should be tried. Consider increasing outbound network buffer sizes. If in doubt, contact support.	syInterface
989318	NOTICE	\{989318\}	The Origin-Host of the connected-to peer has been established. From now on, the Origin-Host will be used in log messages pertaining to this connection.	Normal operation. No action required.	syInterface
989319	WARNING	\{989319\}	The Origin-Host received from the peer during capabilities exchange was not what was expected from the configuration.	Check configuration, ensuring that the Origin-Hosts and IP Addresses are paired correctly.	syInterface
989320	NOTICE	\{989320\}	A connection to a peer has reached the Open state and is now available for application usage.	Normal operation. No action required.	syInterface

Alarm	Severity	Text	Cause	Resolution	Service
989321	NOTICE	\{989321\}	A connection to a peer has left the Open state and is no longer available for application usage.	Normal operation. No action required. If this occurs unexpectedly, then there may be an underlying problem with network connectivity or operation.	syInterface
989322	WARNING	\{989322\}	An unexpected answer message has been received from a peer. This may be either because we sent a request but gave up waiting for an answer, or because a peer sent us a bogus message.	This may occur either as a symptom of underlying network issues (such as intermittent connectivity loss), or else due to defects in peer software. Attempt to diagnose and correct those problems.	syInterface
989323	ERROR	\{989323\}	A connection to a peer timed out while waiting for the connect Ack message to arrive.	The remote peer is not opening connections correctly. There may be an underlying problem with network connectivity or operation.	syInterface
989324	ERROR	\{989324\}	A connection to a peer timed out while waiting for the CER message to arrive.	The remote peer is not sending CER messages at connection establishment. There may be an underlying problem with network connectivity or operation.	syInterface
989325	ERROR	\{989325\}	A connection to a peer timed out while waiting for the CEA message to arrive.	The remote peer is not responding to CER messages. There may be an underlying problem with network connectivity or operation.	syInterface