

# Oracle® Communications Convergent Charging Controller

## Data Access Pack Alarms Guide



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ORACLE®

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# Alarm Topic Description

## Alarm Generation

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

For management of these alarms, 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.<br><b>Note:</b> 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 prodsmpl 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*

## Data Access Pack Alarms

| Alarm  | Severity | Text                                                                                       | Cause                                          | Resolution                                               | Service |
|--------|----------|--------------------------------------------------------------------------------------------|------------------------------------------------|----------------------------------------------------------|---------|
| 710001 | NOTICE   | DEF123dapIF(%d) NOTICE: Start of dapIF instance                                            | DAP Interface was started                      | Normal operation. No action needed.                      | DAP     |
| 710002 | NOTICE   | DEF123dapIF(%d) NOTICE: Startup Successful                                                 | DAP Interface was started successfully         | Normal operation. No action needed.                      | DAP     |
| 710003 | ERROR    | DEF123dapIF(%d) ERROR: cannot send request to ASP %s %d. write() failed                    | Error on connection.                           | Check network status, and remote peer.                   | DAP     |
| 710004 | ERROR    | DEF123dapIF(%d) ERROR: cannot establish SSL connection with handshake                      | SSL negotiation error.                         | Check network, SSL certificates, and peer configuration. | DAP     |
| 710005 | ERROR    | DEF123dapIF(%d) ERROR: Server Authentication failed for ASP %s %d                          | Authentication failed.                         | Check validity of certificate.                           | DAP     |
| 710006 | ERROR    | DEF123dapIF(%d) ERROR: received correlated DAP request without configured listen port.     | Template not suitable for given configuration. | Correct template, or specify listen port.                | DAP     |
| 710020 | WARNING  | DEF123dapIF(%d) WARNING: Received SLEE event of unknown type.                              | SLEE execution error.                          | Check SLEE Configuration.                                | DAP     |
| 710021 | ERROR    | DEF123dapIF(%d) ERROR: Internal error: tried to remove dialogue that is not in the map.    | Internal error.                                | Refer to application expert.                             | DAP     |
| 710022 | ERROR    | DEF123dapIF(%d) ERROR: Internal error: tried to add a dialogue that is already in the map. | Internal error.                                | Refer to application expert.                             | DAP     |

| Alarm  | Severity | Text                                                                                                                                                 | Cause                                     | Resolution                                                                 | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|----------------------------------------------------------------------------|---------|
| 710023 | ERROR    | DEF123dapIF(%d) ERROR: Received (%d) response pairs in ASP response, maximum of (%d) can be sent in DAP response, truncating to (%d) response pairs. | DAP template definition error.            | Check DAP template definition used in call plan.                           | DAP     |
| 710024 | ERROR    | DEF123dapIF(%d) ERROR: failed to send SLEE event:%z                                                                                                  | SLEE execution error.                     | Check SLEE Configuration.                                                  | DAP     |
| 710025 | ERROR    | DEF123dapIF(%d) ERROR: Received unexpected message ID in response (%d), was expecting message ID (%d). Not sending DAP response.                     | Internal error.                           | Check DAP template definition used in call plan or remote ASP is at fault. | DAP     |
| 710030 | CRITICAL | DEF123dapIF(%d) CRITICAL: %z this process is now aborting to produce a core file for analysis                                                        | Internal error.                           | Refer core file to application expert. Restart dapIF process.              | DAP     |
| 710031 | ERROR    | DEF123dapIF(%d) ERROR: Error reading configuration file: %z                                                                                          | Configuration error.                      | Properly define configuration file and restart dapIF process.              | DAP     |
| 710032 | ERROR    | DEF123dapIF(%d) ERROR: Found configured poll interval of %z , defaulting to 1.000000 (seconds).                                                      | Configured poll interval is defined as 0. | Define configured poll interval and restart dapIF process.                 | DAP     |
| 710033 | ERROR    | DEF123dapIF(%d) ERROR: select() failed with error %z                                                                                                 | Internal error.                           | Should continue to process calls.                                          | DAP     |
| 710040 | CRITICAL | DEF123dapIF(%d) CRITICAL: Could not open pending queue, reason:%z                                                                                    | Internal error.                           | Check permissions of files used by filewriter.                             | DAP     |
| 710041 | CRITICAL | DEF123dapIF(%d) CRITICAL: Failed to create pending queue, reason:%z                                                                                  | Internal error.                           | Check permissions of files used by filewriter.                             | DAP     |



| Alarm  | Severity | Text                                                                                                      | Cause                          | Resolution                                                                 | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------------------------------------------------|---------|
| 710042 | ERROR    | DEF123dapIF(%d) ERROR: Failed to record pending file entry.<br>Reason:%z                                  | Internal error.                | Check permissions of files used by filewriter. Check available disk space. | DAP     |
| 710043 | ERROR    | DEF123dapIF(%d) ERROR: Failed to delete pending file entry.<br>Reason:%z                                  | Internal error.                | Check permissions of files used by filewriter.                             | DAP     |
| 710044 | ERROR    | DEF123dapIF(%d) ERROR: Failed to read pending file entry.<br>Reason:%z                                    | Internal error.                | Check permissions of files used by filewriter.                             | DAP     |
| 710045 | WARNING  | DEF123dapIF(%d) WARNING: Could not parse line in pending file                                             | Internal error.                | Refer to application expert.                                               | DAP     |
| 710050 | ERROR    | DEF123dapIF(%d) ERROR: ORACLE returned %z when trying to %z                                               | Oracle error.                  | Depends on nature of Oracle error. Refer to application expert.            | DAP     |
| 710060 | ERROR    | DEF123dapIF(%d) ERROR: cannot establish TCP/IP connection to ASP %z failed with %z                        | ASP or ASP definition error.   | Check ASP configuration, and that the ASP is alive.                        | DAP     |
| 710065 | ERROR    | DEF123dapIF(%d) ERROR: cannot establish TCP/IP connection to ASP %z maximum number of connections reached | ASP or ASP definition error.   | Add more secondary connections.                                            | DAP     |
| 710066 | ERROR    | DEF123dapIF(%d) ERROR: received DAP request event with unknown XML request template ID %d                 | DAP template definition error. | Check DAP template definition used in call plan.                           | DAP     |
| 710068 | WARNING  | DEF123dapIF(%d) WARNING: Pending queue for ASP %z contains %d entries.                                    | Information only.              | Information only.                                                          | DAP     |
| 710069 | ERROR    | DEF123dapIF(%d) ERROR: failed to substitute parameter %z in template %d                                   | DAP template definition error. | Check DAP template definition used in call plan.                           | DAP     |

| Alarm  | Severity | Text                                                                                  | Cause                             | Resolution                                                                                                                             | Service |
|--------|----------|---------------------------------------------------------------------------------------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------|
| 710070 | WARNING  | DEF123dapIF(%d) WARNING:<br>Returned value of %z (for<br>nameTag %z ) truncated to %z | Information only.                 | Information only.                                                                                                                      | DAP     |
| 710071 | ERROR    | DEF123dapIF(%d) ERROR: Parameter<br>mismatch in response for %z                       | DAP template<br>definition error. | Check DAP template<br>definition used in call<br>plan.                                                                                 | DAP     |
| 710072 | WARNING  | DEF123dapIF(%d) WARNING:<br>Received malformed data on<br>listening socket            | DAP template<br>definition error. | Check DAP template<br>definition used in call<br>plan or remote ASP is at<br>fault.                                                    | DAP     |
| 710073 | ERROR    | DEF123dapIF(%d) ERROR:<br>Correlation response received<br>for unknown IDZZZ          | DAP template<br>definition error. | Check DAP template<br>definition used in call<br>plan or remote ASP is at<br>fault.                                                    | DAP     |
| 710074 | ERROR    | DEF123dapIF(%d) ERROR: select()<br>failed with %z                                     | Internal error.                   | Check DAP template<br>definition used in call<br>plan or remote ASP is at<br>fault.                                                    | DAP     |
| 710075 | ERROR    | DEF123dapIF(%d) ERROR: unable to<br>listen on port %z socket()<br>failed with %z      | Listening port<br>error.          | Check listening port<br>configuration.                                                                                                 | DAP     |
| 710076 | ERROR    | DEF123dapIF(%d) ERROR: unable to<br>listen on port %z bind() failed<br>with %z        | Listening port<br>error.          | Check listening port<br>configuration.                                                                                                 | DAP     |
| 710077 | ERROR    | DEF123dapIF(%d) ERROR: unable to<br>listen on port %z listen()<br>failed with %z      | Listening port<br>error.          | Check listening port<br>configuration.                                                                                                 | DAP     |
| 710081 | ERROR    | DEF123dapIF(%d) ERROR: timeout<br>while waiting for response from<br>ASP %z           | Timeout on response.              | Check ASP configuration,<br>and that the ASP is alive.<br>Find the calling party<br>number of the related call<br>in the slee_acs log. | DAP     |

| Alarm  | Severity | Text                                                                                            | Cause                 | Resolution                                                                 | Service |
|--------|----------|-------------------------------------------------------------------------------------------------|-----------------------|----------------------------------------------------------------------------|---------|
| 710082 | ERROR    | DEF123dapIF(%d) ERROR: cannot establish TCP/IP connection to ASP %z getsockopt() failed with %z | Port error.           | Check ASP configuration, and that the ASP is alive.                        | DAP     |
| 710083 | ERROR    | DEF123dapIF(%d) ERROR: cannot establish TCP/IP connection to ASP %z connect() failed with %z    | Port error.           | Check ASP configuration, and that the ASP is alive.                        | DAP     |
| 710084 | ERROR    | DEF123slee_acs(%d) ERROR: timeout while waiting for response from ASP. Calling party number: %d | Timeout on response.  | Check ASP configuration, and that the ASP is alive.                        | DAP     |
| 710090 | WARNING  | DEF123dapIF(%d) WARNING: received unexpected data from ASP %z                                   | Information only.     | Information only.                                                          | DAP     |
| 710091 | ERROR    | DEF123dapIF(%d) ERROR: connection closed by remote host while waiting for response from ASP %z  | Remote peer error.    | Check DAP template definition used in call plan or remote ASP is at fault. | DAP     |
| 710092 | ERROR    | DEF123dapIF(%d) ERROR: ASP %z returned HTTP error code %z                                       | Remote peer error.    | Check DAP template definition used in call plan or remote ASP.             | DAP     |
| 710110 | CRITICAL | DEF123slee_acs(%d) CRITICAL: failed to initialise DAP Send chassis action                       | SLEE execution error. | Check SLEE Configuration.                                                  | DAP     |
| 710111 | CRITICAL | DEF123slee_acs(%d) CRITICAL: failed to initialise DAP IDP chassis action                        | SLEE execution error. | Check SLEE Configuration.                                                  | DAP     |
| 710112 | ERROR    | DEF123slee_acs(%d) ERROR: failed to obtain i/f handle                                           | SLEE execution error. | Check SLEE Configuration.                                                  | DAP     |
| 710113 | ERROR    | DEF123slee_acs(%d) ERROR: failed to create SLEE dialogue                                        | SLEE execution error. | Check SLEE Configuration.                                                  | DAP     |

| Alarm  | Severity | Text                                                                                                 | Cause                    | Resolution                                            | Service |
|--------|----------|------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------------------------|---------|
| 710114 | ERROR    | DEF123slee_acs(%d) ERROR: failed to register event handler                                           | SLEE execution error.    | Check SLEE Configuration.                             | DAP     |
| 710115 | ERROR    | DEF123slee_acs(%d) ERROR: failed to send SLEE event: %z                                              | SLEE execution error.    | Check SLEE Configuration.                             | DAP     |
| 710116 | ERROR    | DEF123slee_acs(%d) ERROR: %z : unknown action                                                        | SLEE execution error.    | Check SLEE Configuration.                             | DAP     |
| 710117 | ERROR    | DEF123slee_acs(%d) ERROR: %z : invalid event type                                                    | SLEE execution error.    | Check SLEE Configuration.                             | DAP     |
| 710130 | ERROR    | DEF123slee_acs(%d) ERROR: failed to initialise macro-node with fast-key %z                           | Internal error.          | Check SLEE Configuration.                             | DAP     |
| 710131 | ERROR    | DEF123slee_acs(%d) ERROR: failed to register macro-node with fast-key %z                             | Internal error.          | Check SLEE Configuration.                             | DAP     |
| 710132 | WARNING  | DEF123slee_acs(%d) WARNING: DAP sendRequest node rejected %d requests (SLEE queue length exceeded %z | SLEE execution error.    | Check SLEE Configuration.<br>Increase SLEE queue size | DAP     |
| 710133 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: could not increment statistic %z              | Send Request Node error. | Check Statistics Configuration.                       | DAP     |
| 710134 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: unknown run-time parameter %z                 | Send Request Node error. | Check Send Request Node Configuration.                | DAP     |
| 710135 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: could not read configuration:%z               | Send Request Node error. | Check Send Request Node Configuration.                | DAP     |
| 710136 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: empty InterfaceHandle list.                   | Send Request Node error. | Check Send Request Node Configuration.                | DAP     |

| Alarm  | Severity | Text                                                                                                  | Cause                                       | Resolution                                             | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------|---------|
| 710137 | CRITICAL | DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not lookup IDP chassis action handler | Send Request Node error.                    | Check Send Request Node Configuration.                 | DAP     |
| 710138 | CRITICAL | DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not compile regular expression        | Send Request Node error.                    | Check Send Request Node Configuration.                 | DAP     |
| 710139 | CRITICAL | DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not retrieve node pointer             | Send Request Node error.                    | Check Send Request Node Configuration.                 | DAP     |
| 710140 | CRITICAL | DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not retrieve parameter string         | Send Request Node error.                    | Check Send Request Node Configuration.                 | DAP     |
| 710141 | CRITICAL | DEF123slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not parse parameter string            | Send Request Node error.                    | Check Send Request Node Configuration.                 | DAP     |
| 710142 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: value %z has reached maximumZZZ                | DAP template definition error.              | Check DAP template and call plan.                      | DAP     |
| 710143 | ERROR    | DEF123slee_acs(%d) ERROR: Failed to initialise type conversion libraries                              | DAP type conversion definition error.       | Check configuration of pluggable dap type conversions. | DAP     |
| 710144 | ERROR    | DEF123dapIF(%d) ERROR: XPath parsing error - %z                                                       | Error parsing configured response xpaths.   | Check configuration of responses.                      | DAP     |
| 710145 | ERROR    | DEF123dapIF(%d) ERROR: XML request template ID %d contains invalid destination URL                    | Invalid URL specified for ASP               | Correct URL in ASP configuration screen                | DAP     |
| 710146 | ERROR    | DEF123dapIF(%d) ERROR: Response failed to parse as XML                                                | The response from the ASP was not valid XML | Contact ASP for details about invalid response         | DAP     |

| Alarm  | Severity | Text                                                                                                                                             | Cause                                                                  | Resolution                                                                                                        | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|---------|
| 710147 | ERROR    | DEF123dapIF(%d) ERROR: Unable to retrieve ASP for template ID %d                                                                                 | The operation is incorrectly configured                                | Check configuration of ASP and operation                                                                          | DAP     |
| 710148 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL: DAP Send Request macro-node: could not lookup StoreHierarchicalProfile Field chassis action handler    | The DAP macro node could not find one of the required chassis actions. | Ensure that the ACS pluggable chassis action library is loaded before the DAP macro node library and restart ACS. | DAP     |
| 710149 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL: DAP Send Request macro-node: could not lookup RetrieveHierarchicalProfile Field chassis action handler | The DAP macro node could not find one of the required chassis actions. | Ensure that the ACS pluggable chassis action library is loaded before the DAP macro node library and restart ACS. | DAP     |
| 710150 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: unable to obtain interface handle %z                                                      | SLEE execution error.                                                  | Check SLEE Configuration.                                                                                         | DAP     |
| 710151 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL: DAP Send Request macro-node: received unexpected response for type %d                                  | An unexpected response was received.                                   | Refer to platform expert.                                                                                         | DAP     |
| 710152 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL: DAP Send Request macro-node: retrieved unexpected response for type %d                                 | An invalid message was received by the macro node.                     | Refer to platform expert.                                                                                         | DAP     |
| 710153 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL: DAP Send Request macro-node: could not retrieve profile fields.                                        | An unexpected response was received.                                   | Refer to platform expert.                                                                                         | DAP     |
| 710154 | ERROR    | DEF123slee_acs(%d) ERROR: cannot send more than %z request parameters                                                                            | DAP template definition error.                                         | Check DAP template and call plan.                                                                                 | DAP     |

| Alarm  | Severity | Text                                                                                                                           | Cause                          | Resolution                        | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------|---------|
| 710155 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: badly formed response parameter: %z                                     | DAP template definition error. | Check DAP template and call plan. | DAP     |
| 710157 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: dest %z has reached maximum length of %z characters                     | DAP template definition error. | Check DAP template and call plan. | DAP     |
| 710158 | ERROR    | DEF123slee_acs(%d) ERROR: cannot send more than %z response parameters                                                         | DAP template definition error. | Check DAP template and call plan. | DAP     |
| 710159 | ERROR    | DEF123slee_acs(%d) ERROR: Unknown field to updateZZZ                                                                           | DAP template definition error. | Check DAP template and call plan. | DAP     |
| 710160 | ERROR    | DEF123slee_acs(%d) ERROR: Parameter setting problem for : aCC with valueZZZ                                                    | DAP template definition error. | Check DAP template and call plan. | DAP     |
| 710161 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: No item found in profile(s) for field %z for Call ID %z                 | DAP template definition error. | Check DAP template and call plan. | DAP     |
| 710162 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: profile value %z (associated with parameter %z ) has reached maximum %z | DAP template definition error. | Check DAP template and call plan. | DAP     |
| 710163 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: invoked with invalid state %z                                           | Internal error.                | Check DAP template and call plan. | DAP     |
| 710164 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: %z is an invalid profile tag specification                              | SLEE execution error.          | Check SLEE Configuration.         | DAP     |

| Alarm  | Severity | Text                                                                                                                  | Cause                                                                                | Resolution                                                                                                               | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------|
| 710165 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: name %z has reached maximum length of %z characters            | DAP template definition error.                                                       | Check DAP template and call plan.                                                                                        | DAP     |
| 710166 | ERROR    | DEF123slee_acs(%d) ERROR: DAP Send Request macro-node: value %z (associated with name %z ) has reached maximumZZZ     | DAP template definition error.                                                       | Check DAP template and call plan.                                                                                        | DAP     |
| 710167 | CRITICAL | DEF123slee_acs: slee_acs(%d) CRITICAL: DAP Send Request macro-node: could not store profile fields.                   | The system was unable to store a value into a profile field.                         | There will be additional error messages in the system log indicating in more detail the cause. Refer to platform expert. | DAP     |
| 710168 | WARNING  | DEF123slee_acs(%d) WARNING: %z : unable to reset bound dialog                                                         | SLEE execution error.                                                                | Check SLEE Configuration.                                                                                                | DAP     |
| 710169 | WARNING  | DEF123ccsProfileDaemon(%d) WARNING: Pending queue for ASP %z has %d entries (>= 50% of configured maxQueueLength %d)  | The DAP pending queue to the ASP has exceeded 50% of the configured maxQueueLength.  | Check connectivity to the ASP.                                                                                           | DAP     |
| 710170 | WARNING  | DEF123ccsProfileDaemon(%d) WARNING: Pending queue for ASP %z has %d entries (>= 75% of configured maxQueueLength %d)  | The DAP pending queue to the ASP has exceeded 75% of the configured maxQueueLength.  | Check connectivity to the ASP.                                                                                           | DAP     |
| 710171 | WARNING  | DEF123ccsProfileDaemon(%d) WARNING: Pending queue for ASP %z has %d entries (>= 100% of configured maxQueueLength %d) | The DAP pending queue to the ASP has exceeded 100% of the configured maxQueueLength. | Check connectivity to the ASP.                                                                                           | DAP     |



| Alarm  | Severity | Text                                                                                                                          | Cause                             | Resolution                                                            | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------------|---------|
| 710175 | ERROR    | DEF123dapIF(%d) ERROR: Unable to get client certificate from file %s %d<br>[SSL_CTX_use_certificate_chain_file]               | SSL client certificate file error | Check client certificate file and configuration.                      | DAP     |
| 710176 | ERROR    | DEF123dapIF(%d) ERROR: Unable to get private key from certificate file %s %d<br>[SSL_CTX_use_PrivateKey_file]                 | SSL client certificate file error | Check client certificate file and configuration.                      | DAP     |
| 710178 | ERROR    | DEF123dapIF(%d) ERROR: Error establishing default location of trusted CA certificates %s %d<br>[SSL_CTX_load_verify_location] | SSL certificate CAPath error      | Check certificate CAPath and configuration.                           | DAP     |
| 710179 | ERROR    | DEF123dapIF(%d) ERROR: Error setting cipher list %s %d (no valid ciphers)<br>[SSL_CTX_set_cipher_list]                        | SSL cipher list error             | Check the cipherList config parameter.                                | DAP     |
| 710180 | WARNING  | DEF123dapIF(%d) WARNING: Standard secure cipher list is overridden by cipherList value                                        | SSL cipher list error             | Check the cipherList config parameter, configuration may be insecure. | DAP     |
| 710181 | WARNING  | DEF123dapIF(%d) WARNING: cipherList contains a weak export-grade cipher                                                       | SSL cipher list error             | Check the cipherList config for EXP ciphers.                          | DAP     |
| 710182 | WARNING  | DEF123dapIF(%d) WARNING: disableTLS1_1 is true: low protocol versions will be used                                            | TLS protocol config               | Only set disableTLS1_1 true if peer cannot use TLS1.2 or TLS1.1.      | DAP     |
| 710183 | ERROR    | DEF123dapIF(%d) ERROR: Could not configure X.509 CRL storage, failed to get pointer to store object                           | X.509 CRL error                   | Refer to application expert.                                          | DAP     |
| 710184 | ERROR    | DEF123dapIF(%d) ERROR: Host %z did not present a certificate                                                                  | SSL authentication error          | Refer to application expert.                                          | DAP     |

| Alarm  | Severity | Text                                                                                                              | Cause                                                         | Resolution                   | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------------|---------|
| 710185 | ERROR    | DEF123dapIF(%d) ERROR: Failed to configure X.509 CRL storage (path: %z ) for Certificate Revocation List checking | SSL authentication error                                      | Refer to application expert. | DAP     |
| 710186 | ERROR    | DEF123dapIF(%d) ERROR: Certificate verify error at depth %d: issuer = %z , subject = %z err: %d [%z ]             | SSL verification error                                        | Refer to application expert. | DAP     |
| 710187 | CRITICAL | DEF123slee_acs: slee_acs(%d) CRITICAL: DAP Send Request macro-node: responses not processed.                      | Error populating responses                                    | Refer to platform expert.    | DAP     |
| 711000 | NOTICE   | %z \{711000\} %z                                                                                                  | Process starting.                                             | No action needed.            | DAP     |
| 711001 | WARNING  | %z \{711001\} %z                                                                                                  | Cannot catch SIGHUP - reload config not available.            | Contact support.             | DAP     |
| 711002 | WARNING  | %z \{711002\} %z                                                                                                  | Cannot catch SIGTERM.                                         | Contact support.             | DAP     |
| 711003 | WARNING  | %z \{711003\} %z                                                                                                  | Cannot ignore SIGPIPE.                                        | Contact support.             | DAP     |
| 711004 | WARNING  | %z \{711004\} %z                                                                                                  | Cannot catch SIGUSR1 - show status not available.             | Contact support.             | DAP     |
| 711005 | CRITICAL | %z \{711005\} %z                                                                                                  | Cannot connect to database.                                   | Contact support.             | DAP     |
| 711006 | CRITICAL | %z \{711006\} %z                                                                                                  | Error in command line arguments - unknown option.             | Contact support.             | DAP     |
| 711007 | CRITICAL | %z \{711007\} %z                                                                                                  | Error in command line arguments - option requires an operand. | Contact support.             | DAP     |

| Alarm  | Severity | Text             | Cause                                                  | Resolution        | Service |
|--------|----------|------------------|--------------------------------------------------------|-------------------|---------|
| 711008 | CRITICAL | %z \{711008\} %z | reloadConfig: Unable to handle signal.                 | Contact support.  | DAP     |
| 711009 | CRITICAL | %z \{711009\} %z | Signal received, shutting down.                        | Contact support.  | DAP     |
| 711010 | CRITICAL | %z \{711010\} %z | Failed to load configuration file.                     | Contact support.  | DAP     |
| 711020 | CRITICAL | %z \{711020\} %z | Cannot create SLEE interface.                          | Contact support.  | DAP     |
| 711021 | CRITICAL | %z \{711021\} %z | Startup failed.                                        | Contact support.  | DAP     |
| 711022 | NOTICE   | %z \{711022\} %z | Startup successful.                                    | No action needed. | DAP     |
| 711023 | CRITICAL | %z \{711023\} %z | Could not reload configuration - error in config file. | Contact support.  | DAP     |
| 711024 | ERROR    | %z \{711024\} %z | Error sending request.                                 | Contact support.  | DAP     |
| 711025 | CRITICAL | %z \{711025\} %z | Out of memory.                                         | Contact support.  | DAP     |
| 711026 | NOTICE   | %z \{711026\} %z | Exiting on SLEE shutdown.                              | No action needed. | DAP     |
| 711027 | NOTICE   | %z \{711027\} %z | SLEE dialog closed.                                    | Contact support.  | DAP     |
| 711028 | ERROR    | %z \{711028\} %z | Received unsupported SLEE management event.            | Contact support.  | DAP     |
| 711029 | NOTICE   | %z \{711029\} %z | Reloading configuration and flushing database caches.  | No action needed. | DAP     |
| 711030 | NOTICE   | %z \{711030\} %z | Connection URL changed, restarting client.             | No action needed. | DAP     |

| Alarm  | Severity | Text             | Cause                                             | Resolution        | Service |
|--------|----------|------------------|---------------------------------------------------|-------------------|---------|
| 711031 | WARNING  | %z \{711031\} %z | Failed to create LDAP ASP.                        | Contact support.  | DAP     |
| 711034 | ERROR    | %z \{711034\} %z | SLEE exception sending event.                     | Contact support.  | DAP     |
| 711040 | WARNING  | %z \{711040\} %z | Cannot open connection to remote host.            | Contact support.  | DAP     |
| 711041 | NOTICE   | %z \{711041\} %z | Connection established.                           | No action needed. | DAP     |
| 711042 | WARNING  | %z \{711042\} %z | Bind failed (Invalid Credentials).                | Contact support.  | DAP     |
| 711043 | WARNING  | %z \{711043\} %z | Protocol version error.                           | Contact support.  | DAP     |
| 711044 | WARNING  | %z \{711044\} %z | LDAP bind error.                                  | Contact support.  | DAP     |
| 711045 | WARNING  | %z \{711045\} %z | Missing request detail for LDAP response.         | Contact support.  | DAP     |
| 711046 | WARNING  | %z \{711046\} %z | Search response error.                            | Contact support.  | DAP     |
| 711047 | WARNING  | %z \{711047\} %z | LDAP server provided too many responses.          | Contact support.  | DAP     |
| 711048 | ERROR    | %z \{711048\} %z | SLEE exception sending event.                     | Contact support.  | DAP     |
| 711049 | WARNING  | %z \{711049\} %z | Template missing.                                 | Contact support.  | DAP     |
| 711050 | WARNING  | %z \{711050\} %z | Invalid LDAP URL.                                 | Contact support.  | DAP     |
| 711051 | WARNING  | %z \{711051\} %z | Unknown parameter found in URL.                   | Contact support.  | DAP     |
| 711052 | NOTICE   | %z \{711052\} %z | Exception caught while polling the client socket. | No action needed. | DAP     |

| Alarm  | Severity | Text             | Cause                                                           | Resolution        | Service |
|--------|----------|------------------|-----------------------------------------------------------------|-------------------|---------|
| 711053 | NOTICE   | %z \{711053\} %z | Disconnected.                                                   | No action needed. | DAP     |
| 711054 | WARNING  | %z \{711054\} %z | Bad parameter - cannot find value.                              | Contact support.  | DAP     |
| 711055 | NOTICE   | %z \{711055\} %z | LDAP client is shutting down.                                   | No action needed. | DAP     |
| 711056 | NOTICE   | %z \{711056\} %z | Connection failure reason.                                      | No action needed. | DAP     |
| 711057 | WARNING  | %z \{711057\} %z | The port number specified in the ASP URL is invalid.            | Contact support.  | DAP     |
| 711058 | WARNING  | %z \{711058\} %z | Cannot establish connection to host.                            | Contact support.  | DAP     |
| 711060 | WARNING  | %z \{711060\} %z | Missing request context for message.                            | Contact support.  | DAP     |
| 711061 | NOTICE   | %z \{711061\} %z | Reading configuration.                                          | No action needed. | DAP     |
| 711062 | NOTICE   | %z \{711062\} %z | Configured value.                                               | No action needed. | DAP     |
| 711063 | NOTICE   | %z \{711063\} %z | Default configuration value.                                    | No action needed. | DAP     |
| 711064 | ERROR    | %z \{711064\} %z | Configured value is not the right type.                         | Contact support.  | DAP     |
| 711065 | WARNING  | %z \{711065\} %z | Configuration section does not exist in the configuration file. | Contact support.  | DAP     |
| 711070 | ERROR    | %z \{711070\} %z | SQL error fetching record.                                      | Contact support.  | DAP     |
| 711071 | ERROR    | %z \{711071\} %z | Error creating cursor.                                          | Contact support.  | DAP     |

| Alarm  | Severity | Text             | Cause                                                                                   | Resolution       | Service |
|--------|----------|------------------|-----------------------------------------------------------------------------------------|------------------|---------|
| 711072 | ERROR    | %z \{711072\} %z | Error opening cursor.                                                                   | Contact support. | DAP     |
| 711073 | ERROR    | %z \{711073\} %z | Error creating cursor.                                                                  | Contact support. | DAP     |
| 711074 | ERROR    | %z \{711074\} %z | SQL error fetching record.                                                              | Contact support. | DAP     |
| 711075 | ERROR    | %z \{711075\} %z | Error loading template.                                                                 | Contact support. | DAP     |
| 711076 | ERROR    | %z \{711076\} %z | Template missing.                                                                       | Contact support. | DAP     |
| 711077 | ERROR    | %z \{711077\} %z | DAP_USERS name does not match credentials lookup name.                                  | Contact support. | DAP     |
| 711078 | CRITICAL | %z \{711078\} %z | Bad process indication for DAP_USERS credentials.                                       | Contact support. | DAP     |
| 711100 | WARNING  | %z \{711100\} %z | An exception occurred while transcoding an XalanDOMString.                              | Contact support. | DAP     |
| 711101 | WARNING  | %z \{711101\} %z | An unsupported type of XObject was encountered.                                         | Contact support. | DAP     |
| 711102 | CRITICAL | %z \{711102\} %z | Xerces or Xalan threw an exception while attempting LDAP XML translator initialisation. | Contact support. | DAP     |

| Alarm  | Severity | Text             | Cause                                                                                                         | Resolution       | Service |
|--------|----------|------------------|---------------------------------------------------------------------------------------------------------------|------------------|---------|
| 711103 | CRITICAL | %z \{711103\} %z | An unexpected exception occurred during LDAP XML translator initialisation.                                   | Contact support. | DAP     |
| 711104 | WARNING  | %z \{711104\} %z | Request validation could not be turned on.                                                                    | Contact support. | DAP     |
| 711106 | ERROR    | %z \{711106\} %z | Could not generate an LDAP search request because XML parsing failed.                                         | Contact support. | DAP     |
| 711107 | ERROR    | %z \{711107\} %z | Could not generate an LDAP search request because parser DOM document not retrieved.                          | Contact support. | DAP     |
| 711108 | ERROR    | %z \{711108\} %z | Could not generate an LDAP search request because base DN component does not have a key attribute.            | Contact support. | DAP     |
| 711109 | ERROR    | %z \{711109\} %z | Could not generate an LDAP search request because base DN component does not have a value.                    | Contact support. | DAP     |
| 711110 | ERROR    | %z \{711110\} %z | Could not generate an LDAP search request because the scope element or its type attribute could not be found. | Contact support. | DAP     |

| Alarm  | Severity | Text             | Cause                                                                                              | Resolution       | Service |
|--------|----------|------------------|----------------------------------------------------------------------------------------------------|------------------|---------|
| 711111 | ERROR    | %z \{711111\} %z | Cause.                                                                                             | Contact support. | DAP     |
| 711112 | ERROR    | %z \{711112\} %z | Could not generate an LDAP search request because the scope is invalid.                            | Contact support. | DAP     |
| 711113 | ERROR    | %z \{711113\} %z | Could not generate an LDAP search request because filter assembly failed.                          | Contact support. | DAP     |
| 711114 | ERROR    | %z \{711114\} %z | Could not populate the response parameters because XML parsing failed.                             | Contact support. | DAP     |
| 711115 | ERROR    | %z \{711115\} %z | Could not populate the response parameters because the parser DOM document could not be retrieved. | Contact support. | DAP     |
| 711116 | ERROR    | %z \{711116\} %z | Could not populate the response parameters because the XPath expression could not be evaluated.    | Contact support. | DAP     |
| 711117 | ERROR    | %z \{711117\} %z | Xalan exception when evaluating a parameter XPath expression.                                      | Contact support. | DAP     |



| Alarm  | Severity | Text                                               | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|----------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 711200 | ERROR    | %z File not found when reloading config file %s %d | File I/O error.                  | Assuming basic UNIX skills (Check the following). 1) Does the specified file exist? 2) Are the correct permissions set for the file? 3) Is the file corrupt, can it be opened? 4) Is the disk full? Finally contact support                                                                                                                                                                               | DAP     |
| 711201 | ERROR    | %z Exception reloading config file: %s %d          | Invalid configuration.           | Check and correct the configuration in eserv.config. Refer to the DAP technical guide. Contact eServGlobal Support.                                                                                                                                                                                                                                                                                       | DAP     |
| 711202 | ERROR    | %z smsTryRecordStats: Cannot attach to SHM         | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support. | DAP     |

| Alarm  | Severity | Text                                                      | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|-----------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 711203 | ERROR    | %z smsTryRecordStats: Cannot reattach to SHM              | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support. | DAP     |
| 711204 | ERROR    | %z smsTryRecordStats: Memory state not VALID - giving up  | Internal software error          | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                  | DAP     |
| 711205 | ERROR    | %z smsTryRecordStats: Internal error updating %s %d.%s %d | Internal software error          | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                  | DAP     |
| 711206 | NOTICE   | %z smsRecordStats: Statistic not found %s %d.%s %d        | Information only.                | No resolution.                                                                                                                                                                                                                                                                                                                                                                                            | DAP     |

| Alarm  | Severity | Text                                                     | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|----------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 711207 | ERROR    | %z smsRetrieveStats: Cannot attach to SHM                | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support  | DAP     |
| 711208 | ERROR    | %z smsRetrieveStats: Cannot reattach to SHM              | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support. | DAP     |
| 711209 | ERROR    | %z smsTrySetStats: Internal error retrieving %s %d.%s %d | Internal software error          | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                  | DAP     |

| Alarm  | Severity | Text                                                   | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|--------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 711210 | ERROR    | %z smsTrySetStats: Internal error updating %s %d.%s %d | Internal software error          | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                  | DAP     |
| 711211 | ERROR    | %z smsSetStats: Could not retrieve %s %d.%s %d         | Error in configuration.          | The indicated statistics value could not be read. This typically indicates that the statistics value does not exist in the SMF_STATISTICS_DEFN table. Check that SMF_STATISTICS_DEFN contains the indicated statistics value. Check for spelling errors. Restart the smsStatsDaemon if necessary                                                                                                          | DAP     |
| 711212 | WARNING  | %z Error detaching from smsStatsDaemon shm. %d (%s %d) | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support. | DAP     |

| Alarm  | Severity | Text                                               | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|----------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 711213 | ERROR    | %z shmAttach: Error getting INODE for %s %d: %s %d | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support  | DAP     |
| 711214 | ERROR    | %z shmAttach: Cannot get semID from semKey %d      | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support. | DAP     |

| Alarm  | Severity | Text                                          | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|-----------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 711215 | ERROR    | %z shmAttach: Cannot get shmKey from semID %d | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support. | DAP     |
| 711216 | ERROR    | %z shmAttach: Cannot attach to shmKey %d      | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support. | DAP     |

| Alarm  | Severity | Text                                                        | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                               | Service |
|--------|----------|-------------------------------------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 711217 | ERROR    | %z Reattached to shmKey %d.<br>Lost stats on %d calls       | Kernel communication/disk error. | Refer to UNIX/application expert first. The program failed to attach shared memory to its own address space. Check the following: 1) The ID of the shared memory may be invalid. Ensure that the system limit on shared memory is high enough. 2) The process can not allocate address space. Ensure that there are no processes taking up unusually large amounts of memory. 3) Finally contact support | DAP     |
| 711218 | ERROR    | %z dt_find: Require appID, statID, statInfo all non-NULL    | Internal software error          | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                 | DAP     |
| 711219 | ERROR    | %z statsLockSemGet: semget failed, error number %d          | Internal software error          | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                 | DAP     |
| 711220 | ERROR    | %z dt_add: Require appID, statID, statInfo all non-NULL     | Internal software error          | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                 | DAP     |
| 711221 | ERROR    | %z dt_add: Require appID, statID, statInfo all non-zero len | Internal software error          | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                 | DAP     |
| 711222 | NOTICE   | %z dt_add: Parent statistic %s %d.%s %d does not exist      | Information only.                | No resolution.                                                                                                                                                                                                                                                                                                                                                                                           | DAP     |

| Alarm  | Severity | Text                                                   | Cause                                                       | Resolution                                                                                                                                           | Service |
|--------|----------|--------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 711223 | WARNING  | %z Oracle unavailable after 1 seconds with error %s %d | The ldapIF cannot connect to the necessary Oracle database. | Confirm that the SCP database is running, that it can be connected to by SQL*Plus session as acs_oper using the OPS\$ACS_OPER user. Contact support. | DAP     |