

# Oracle® Communications Convergent Charging Controller Subscriber Event Service Alarms Guide



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The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red square.

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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. <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*

## Subscriber Event Service Alarms

Alarm	Severity	Text	Cause	Resolution	Service
390014	WARNING	sesTrigger(%d) WARNING: dlclose failed: %z	390014	No action needed.	sesTrigger
390015	ERROR	sesTrigger(%d) ERROR: dlopen %z failed: %z	390015	Check (1) that the configuration has the correct shared library file name, (2) that the file exists and is readable, (3) that the directory is in LD_LIBRARY_PATH.	sesTrigger
390016	ERROR	sesTrigger(%d) ERROR: dlsym %z %z failed: %z	390016	Check configuration. Refer to application expert or support.	sesTrigger
390017	WARNING	sesTrigger(%d) WARNING: IDP has no IMSI	390017	This code is not intended for customer usage. Contact support.	sesTrigger
390018	WARNING	sesTrigger(%d) WARNING: IDP has no calling party number	390018	This code is not intended for customer usage. Contact support.	sesTrigger
390019	WARNING	sesTrigger(%d) WARNING: No trigger rule for %z .	390019	Refer to application expert or support. Update configuration to match packet.	sesTrigger
390020	ERROR	sesTrigger(%d) ERROR: Failed to create dialog to slee_acs.	390020	Check that slee_acs is running. Contact support.	sesTrigger
390021	WARNING	sesTrigger(%d) WARNING: Received event with no components	390021	Refer to network expert or support. Check that only desired network traffic is delivered to sesTrigger.	sesTrigger
390033	WARNING	sesTrigger(%d) WARNING: Failed to send NoteMM response.	390033	If problem persists, contact support.	sesTrigger
390034	ERROR	slee_acs(%d) ERROR: SES Service: no PIN in InitialDP.	390034	Contact support. Check that only sesTrigger is sending events to the sesService service key.	sesTrigger

Alarm	Severity	Text	Cause	Resolution	Service
390035	ERROR	slee_acs(%d) ERROR: SES Service: Illegal PIN length.	390035	Contact support. Check that only sesTrigger is sending events to the sesService service key.	sesTrigger
390036	ERROR	slee_acs(%d) ERROR: SES Service: Malformed PIN.	390036	Contact support. Check that only sesTrigger is sending events to the sesService service key.	sesTrigger
390037	WARNING	slee_acs(%d) WARNING: SES Service: Failed to find global call plan %z .	390037	Check that the call plans referred to in SES trigger rules exist in the database. Correct trigger rules or create call plans as needed.	sesTrigger
390038	WARNING	slee_acs(%d) WARNING: SES Service: Failed to find provider %z , call plan %z .	390038	Check that the call plans referred to in SES trigger rules exist in the database. Correct trigger rules or create call plans as needed.	sesTrigger
390040	ERROR	slee_acs(%d) ERROR: Error initialising ses::InRoamerMessagesSelection: %z	390040	Check SES.sesMacroNodes.InRoamerMessagesSelection section in config file	slee_acs
390041	ERROR	slee_acs(%d) ERROR: ses::InboundMessageSelection: Error extracting general messages: %z	390041	Check status of database and contact support.	slee_acs
390042	ERROR	slee_acs(%d) ERROR: ses::InRoamerMessageSelection: Error extracting specific messages: %z	390042	Check status of database and contact support.	slee_acs
390043	ERROR	slee_acs(%d) ERROR: ses::InRoamerMessageSelection: error: %z	390043	Contact support.	slee_acs
390044	ERROR	slee_acs(%d) ERROR: Error initialising ses::OutRoamerContactCheck: %z	390044	Check SES.sesMacroNodes.OutRoamerMessagesSelection section in config file	slee_acs



Alarm	Severity	Text	Cause	Resolution	Service
390045	ERROR	slee_acs(%d) ERROR: Error initialising ses::OutRoamerMessagesSelection: %z	390045	Check SES.sesMacroNodes.OutRoamerContactCheck section in config file	slee_acs
390046	ERROR	slee_acs(%d) ERROR: ses::OutRoamerMessageSelection: Error extracting general messages: %z	390046	Check status of database and contact support.	slee_acs
390047	ERROR	slee_acs(%d) ERROR: ses::OutRoamerMessageSelection: Error extracting specific messages: %z	390047	Check status of database and contact support.	slee_acs
390048	ERROR	slee_acs(%d) ERROR: ses::OutRoamerMessageSelection: error: %z	390048	Contact support.	slee_acs